

Skin and Soft Tissue Infections in the Pacific Population

Primary Care Improvement Facilitators
Janet Tekori
February 2018



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

Kupu Taurangi Hauora o Aotearoa



HEALTH SYSTEM INNOVATION AND IMPROVEMENT

Improvement Team

Our project team is made up of:

- ❖ Dr John Kennelly, Clinical Director / General Practitioner
- ❖ Temasi Kitara, Enrolled Nurse
- ❖ Laine Lekasa-Steven, Family Support Worker
- ❖ Tauliani Monise, Community Support Worker
- ❖ Elena Tauliani, Health Promoter
- ❖ Mileta Esela, Community Support Worker
- ❖ Janet Tekori, Executive Assistant



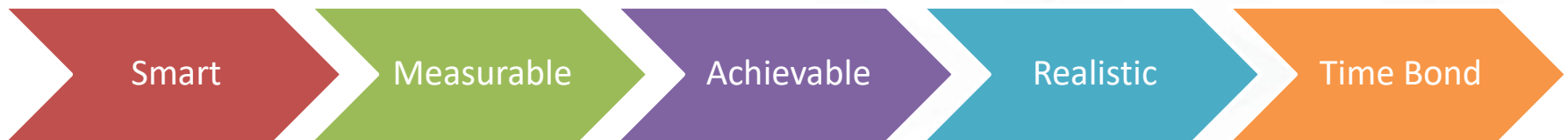
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IO AWATEA
HEALTH SYSTEM INNOVATION AND IMPROVEMENT

Aim Statement

Aim: To reduce the rate of skin and soft tissue infections (*staphylococcus aureus*) in the West Auckland Tuvaluan Population (<25 years enrolled Fono patients) by 25% by November 2018.



- What EXACTLY do you want to achieve?
- Specific scope
- Short and concise
- Outcome focussed

- How will you know you have achieved the outcome?

- Is this possible?
- Is it something you have control over?
- Is it outside the possibility of the current system?

- Does this apply to the right area?
- Are we focussing on the right population?
- Does the outcome matter?

- By when would you like to accomplish it?
- Clear timelines

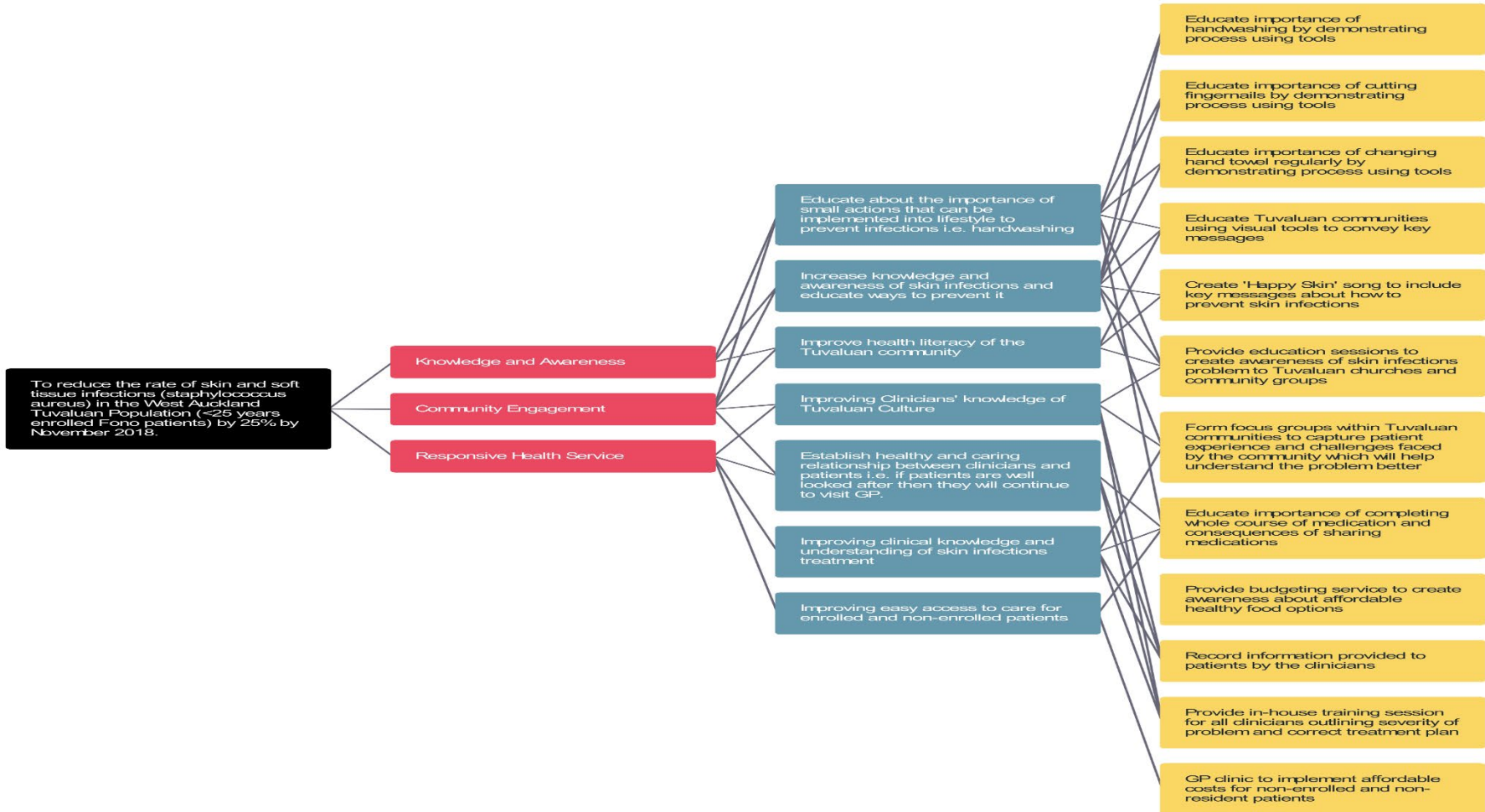
Driver Diagram

AIM

PRIMARY DRIVERS

SECONDARY DRIVERS

CHANGE IDEAS



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HEALTH SYSTEM INNOVATION AND IMPROVEMENT

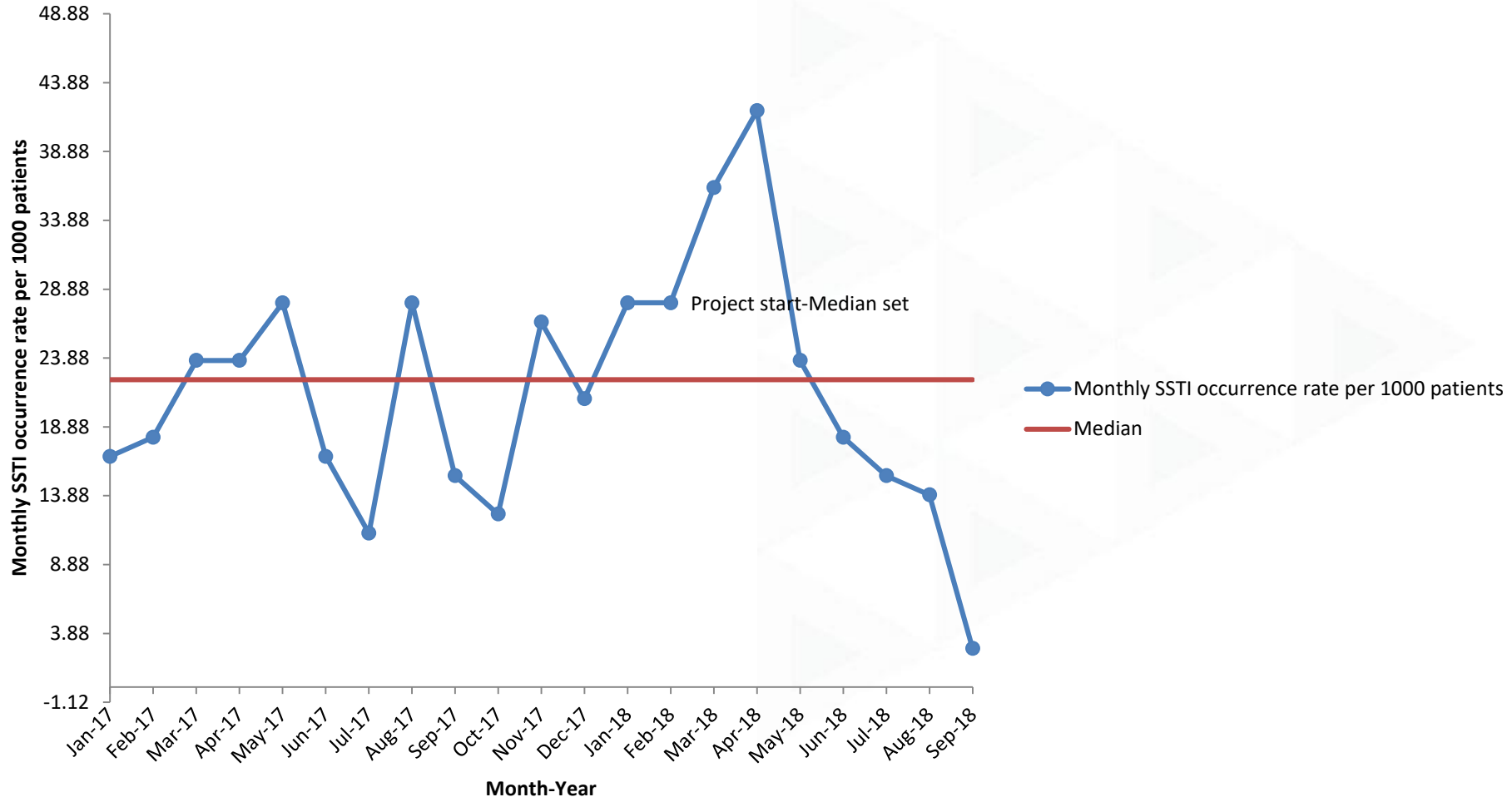
Dashboard of Measurements

- Outcome Measure
 - **Rate of skin and soft tissue infections**
- Process Measures
 - **Church registrations**
 - **Questionnaire results**
 - **Soap distribution**
 - **Qualitative feedback**
- Balancing Measures
 - **Unpaid staff hours**



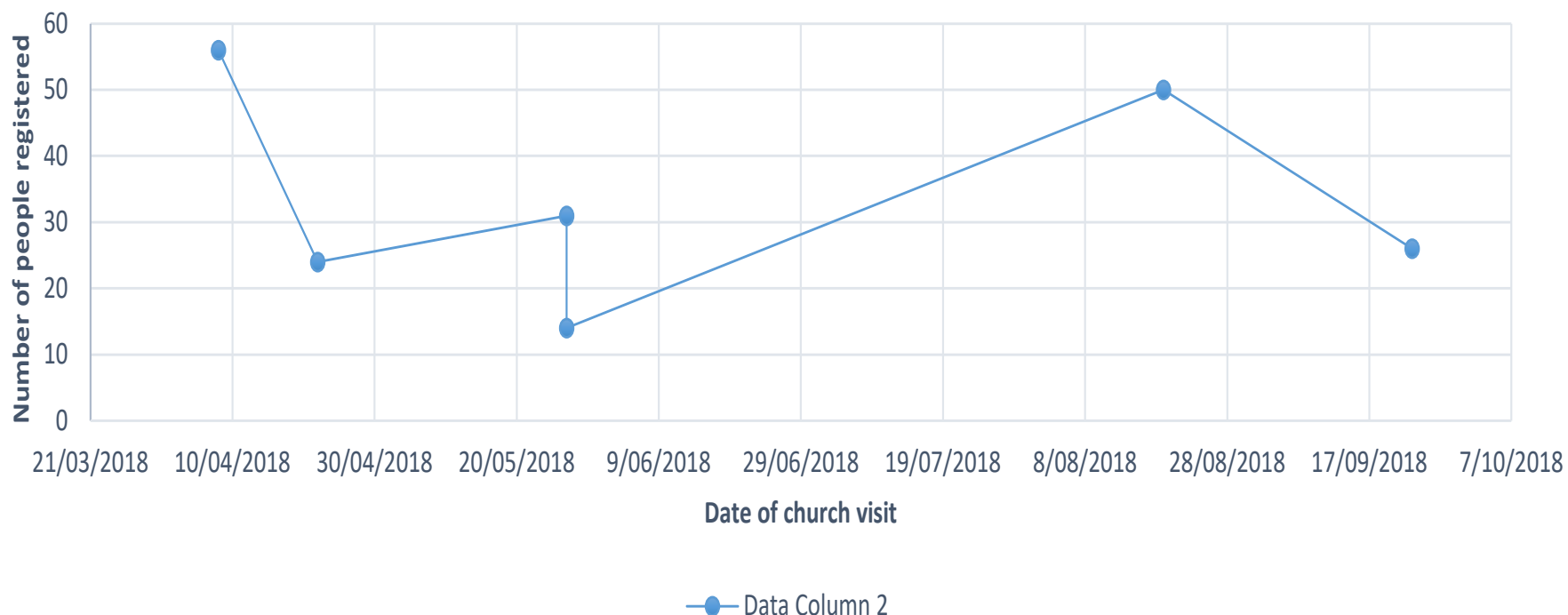
Outcome Measure – Rate of SSTI

Monthly SSTI occurrence rate per 1000 patients

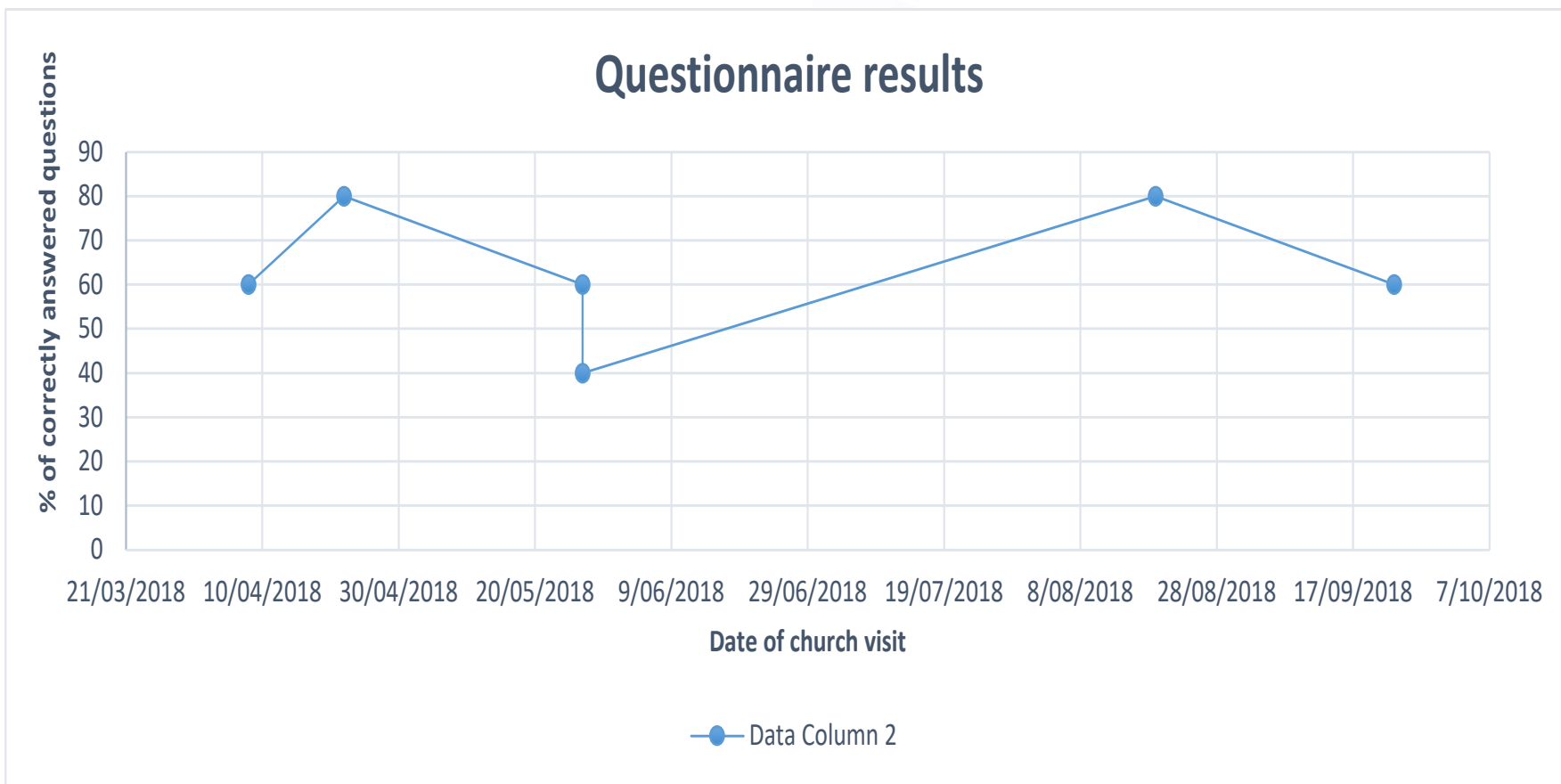


Process Measure – Church Registrations

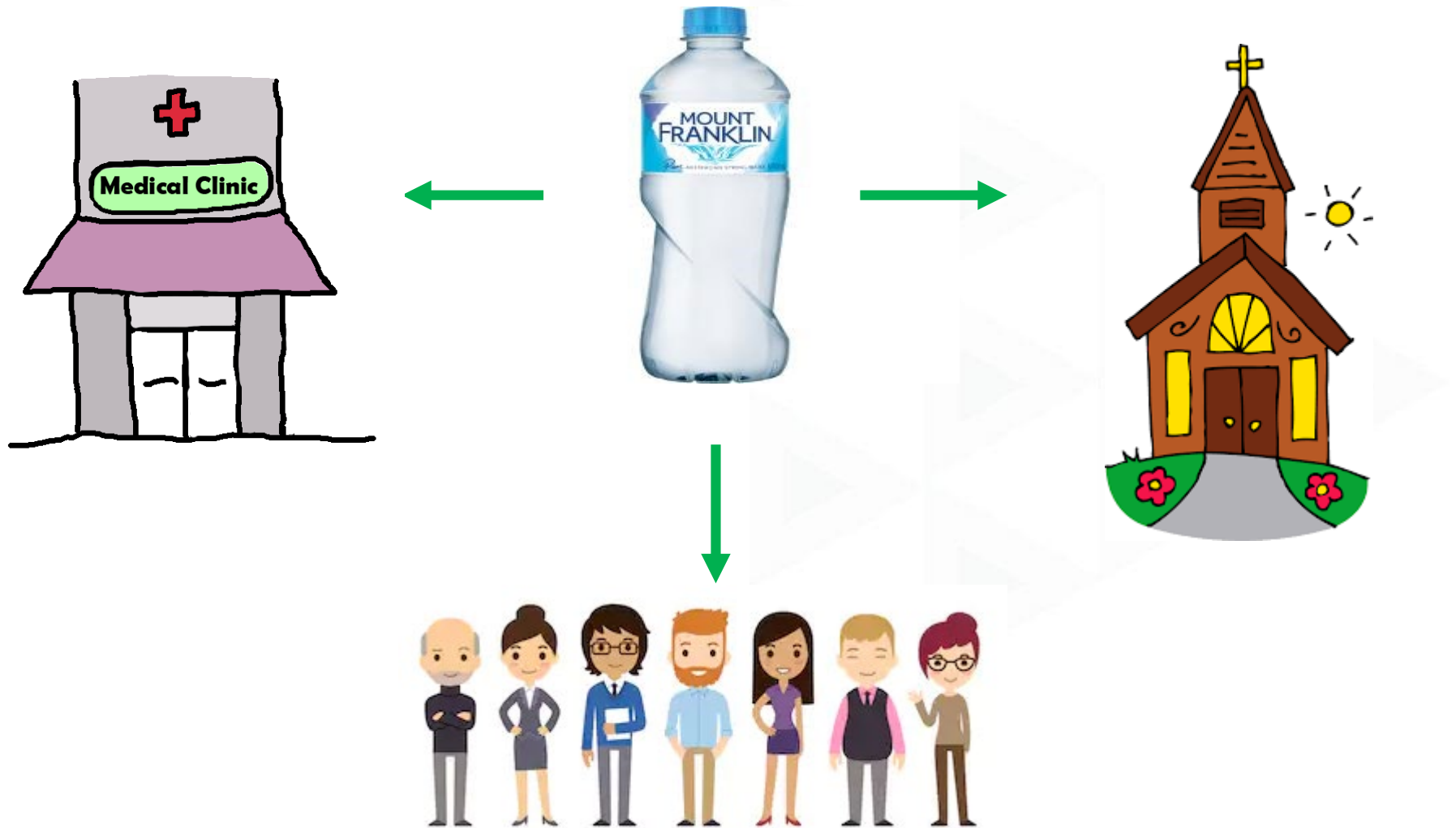
Church registrations



Process Measure – Questionnaire Results



Process Measure – Soap Distribution



Process Measure – Qualitative feedback

PRESENTATION

- *“The presenters need to speak louder because I can’t hear them.”*
- *“I would like to see more pictures because I can’t understand English.”*
- *“Can a Tuvaluan translate every slide instead of waiting to provide a summary at the end?”*

RESOURCES

- *“Can we have some pamphlets that include all key messages about skin infections? It would be good to remind us and to also give to our family members who couldn’t be here for the presentation.”*
- *Can we have pamphlets in Tuvaluan and English?*

WORKSHOP

- *“So what happens now?”*
- *“The stats are alarming! We are a very small island yet we have the highest rate of SSTI. How can we raise awareness to our wider Tuvaluan communities?”*
- *“We want to see you more. Can you run practical workshops with us about how to wash hands and apply cream correctly?”*



Balancing Measure – Staff hours & leave

Unpaid staff hours

- 2 hours per church visit
- 6 church visits
- 7 project team members

$2 \times 6 \times 7 = 84$ unpaid hours

Sick leave

- Sick leave taken as of April 2017 to current.



Highlights/lowlights



- Outcome measure shows a decrease in SSTI rates during period of raising awareness.
- Positive feedback from consumers.
- Presented to Ministers.



- Fewer team meetings and church visits.
- Unpaid staff hours.



Key Success/barriers



- Outcome measure shows decrease in SSTI during periods of raising awareness.
- Continuing to visit churches.



- Lack of IT/data revenues. Tedious process of filtering patient records to capture target audience.
- Lack of resources – demand for resources but no funding for it.
- Unpaid staff hours – demotivating team members.

