

# Beyond Tokenism



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At the 2014 Sub Regional Disability Forum

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Enabling People to take control of  
their lives: Tools for  
Interdependence

# Legislation

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- Blue print 11
  - Service Development Plan
  - NZ Disability Strategy (2001)
  - UN Convention on the Rights of Persons with Disabilities (2009)
  - Health of Older Persons Strategy

# \* Disability population Census 2013

- \* One in Four: 24% nationwide
- \* 22% Wellington
- \* 42% of adults and children disabled by disease or illness (Highest percentage)
- \* 25% of disability in children caused by disease or illness
- \* 26% Maori population
- \* 19% Pacific population
- \* 60% of those over 65 identify disability

[http://www.stats.govt.nz/browse\\_for\\_stats/health/disabilities.aspx](http://www.stats.govt.nz/browse_for_stats/health/disabilities.aspx)



# \*What is Disability?

- \* Disability is not something individuals have. It is a process which happens when one group of people create barriers by designing the world only for their way of living, taking no account for the impairments other people have.
- \* Impairment is a physical, intellectual, psychiatric or sensory loss or functional difference which often results in disability.

(NZ Disability Strategy, 2001)

# Impairment vs Disability



\* Individual level

\* Service/organisation level

\* Systems and processes

**\* Empowering People to  
Empower Themselves**





\*The real issues we sometimes miss!



\*Are our  
processes  
welcoming?



- \* Needs assessment: Genuine listening to a person's story
- \* Appropriate self disclosure
- \* Ensure the client has key concerns identified and agreed at the end
- \* Do what you say you will do within the stated timeframe
- \* Keep people informed about progress

\* Individual

- \* Staff support and training
- \* Transparent information and skills sharing
- \* Cultural diversity
- \* Efficient effective processes (clear to staff and clients)
- \* Client involvement in service development
- \* Clear accessible information to help informed decision making (accessible website)
- \* A clear pathway explained for complaints at the outset

\* **Service Level**



- \* The Sub Regional Disability Advisory Group - responsible for overseeing a five year New Zealand Disability Strategy and UN Convention Implementation Plan, which aims to ensure the sub-region leads the way to improved health outcomes for people who experience disability. <http://www.ccdhb.org.nz/Planning/disability/SRDA-Group.htm>



**Front row left to right:** Maria Garland - People First, Rosie Macleod – Wellington, Sub Regional Pacific Strategic Health Group, Ruth Carter – Wairarapa, Tristram Ingham – Wellington, Maori Partnership Board CCDHB, Jim Webber – Kapiti, Maori Partnership Board approved CCDHB  
**Back row left to right:** Joanna van Walraven – Hutt Valley, Bob Francis - Wairarapa Expert Advisor, Margaret Faulkner (Interim Chair) Porirua (Standing forward), Valerie Smith – Wellington, Pauline Boyles – Senior Advisor Disability Responsiveness, Ashley Bloomfield – Director Service Integration Development Unit (SIDU), Rachel Noble – Wellington, CEO Disabled Persons Assembly NZ, Verity Doak – Hutt Valley

- \* Shared Care Records- one needs assessment multiple agencies
- \* Good health and community linkages including between funding pathways and funders
- \* Feedback to staff clients and services are clear and systematic
- \* Systems that connect are enabling systems
- \* Systems are only as effective as the user

**\*System level**




# \*Tools for interdependence

Clients and staff in partnership

Are you listening?

# Tools to help you

- \*Way to communicate Support Needs
- \*Encourage patients to use it
- \*If you see the passport read it and return it

The image shows a purple-themed form titled 'Health Passport'. At the top right is the HDC logo and text: 'HDC HEALTH & DISABILITY COMMISSIONER TE TOIHAU HAUORA, HAUĀTANGA'. The title 'Health Passport' is in large white font. Below the title are three white input fields with labels: 'First name:', 'Last name:', and 'I like to be known as:'. At the bottom, a white text box contains the instruction: 'Please ensure I take this with me when I leave.'

**HDC** HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA

## Health Passport

First name:

Last name:

I like to be known as:

Please ensure I take this with me when I leave.

# \*Understanding Disability Support Needs



Main Screen of Patient  
Admin System (MAP)

Gives key information about  
support needs

Patient Voice

Links with Health passport





**AD82165 SAMSON Mr Adam Steve**

*Click to open alert*

**SAMSON Mr Adam Steve**

Date of Birth: 22 Feb 1900 (Age 115yrs) Sex: **Male**

— Information —

— Emergency Functions —

— General Functions —

— Inpatient Functions —

— Labels and Forms —

Deleted Alerts

Disability Alert: Other Disability

Disability Alert: Physical Disability

Disability Alert: Sensory Disability

Memory loss, follow conversations with a brief written reminder.

Adam uses a wheelchair, make sure this is always in reach. Do not

I need an NZSL interpreter. Face me when you are speaking to me,

Patient Alerts

Type
 Description
 Information/Notes
 Contact/next of kin/next of kin

Disability Alert: Other Disability

Disability Alert: Physical Disability

Disability Alert: Sensory Disability




Memory loss, follow conversations with a brief written reminder.

Adam uses a wheelchair, make sure this is always in reach. Do not

I need an NZSL interpreter. Face me when you are speaking to me,

Not NHS Patient Medical Warnings

# The alert on MAP/Concerto

HAG6370 SMITH MR Frederick (MAPS years)				Patient Administration	
SMITH Mr Frederick  				UR	
Date of Birth 06 Oct 1969(Age 45 yrs) Sex Male					
 --- Information --- --- Functions --- --- Labels and Forms --- --- Medical Records ---					
Patient Demographics				Next of Kin	
Surname		SMITH	Title	Mr	
Given Names		FREDERICK	Previous Name		
Address		19 ANYWHERE ST	Home Phone	04 235698	
		NEWTOWN	Business Phone		
		WELLINGTON 6021 (2216 )	Mobile Phone	021 8647564534	
			E-Mail		
P Other			Religion		
Usual GP		<u>Gp General Practitioner Tawa Medical Centre</u>			
Usual GP Practice		Tawa Medical Centre			
Booker		No			
		Visiting Options			
		Deceased	No ()		
		FVST			
Country of Birth					
Ethnicity 1		European not further def.	Int 1	-	
Ethnicity 2			Int 2	-	
Ethnicity 3			Int 3	-	
Demographics Confirmed					
Residency Comments					
UR Comments				Person To Contact In En	
HAS HEALTH PASSPORT				Name Address	

# Advanced Care Planning



- \* Think
- \* *Thinking about your* Future Health Care
- \* E learning for staff available
- \* Review of content underway

\* Conversations that  
count



# Champions Network





# The Renewal

## Values in Action

