



# Matapaki

September 2018

## Kia ora koutou

Welcome to the September and spring issue of Matapaki.

### Help!

How do we get really effective consumer input into ABI at every level? – that is in service design, implementation and evaluation. This is something we have always struggled with. We have tried various things over the years; none have really lasted past the first bloom of enthusiasm.

We have in place a good consumer feedback system, and we are moving from feedback and complaints to a more consumer experience focus. This shift is great. ABI in Auckland is also very involved in the Pathways Pilot Project which has valuable client and family-whānau involvement. But I still don't think all of this is enough?

### Question?

Are we regularly taking information from consumers, turning it into data and looking at how we might develop new services? Probably not! Do we have a system for gathering feedback and looking at themes to see where we could improve? Probably not! Are we discussing service evaluation with clients and families? Not as far as I know and certainly not systematically.

As the person responsible for Governance at ABI it's up to me to ensure these systems exist and work. I'm feeling at a bit of a loss about what to do.

It would be great to have your ideas PLEASE.

Arohanui

*Max* Email: [max.cavit@abi-rehab.co.nz](mailto:max.cavit@abi-rehab.co.nz)

# Life's a Ride!

*Joseph Loveridge Mills is a 16 year old Enduro MTB racer from New Zealand. While filming a video on the 10th of June 2018, Joe had a big crash causing him to suffer from a traumatic brain injury.*

He spent the first week after the crash in the Wanganui Hospital Critical Care unit where he was in an induced coma for 3 days, he then spent the next 4 weeks in the ABI Rehabilitation Centre. He is now back at home, walking, doing physiotherapy and is the keenest he has ever been to get back on his bike! Once he gets clearance to ride again from the physiotherapist. Joseph does not want people to be scared away from Mountain Biking because of this, but to wear the protection needed.



Joseph would like to thank the paramedics, New Plymouth Rescue Helicopter Service, Wanganui Critical Care Unit and ABI Rehabilitation for helping him get back on his feet.

View Joseph's video on youtube. <https://www.youtube.com/watch?v=iLgPkHoaqEI>



**abi**

ABI Rehabilitation  
New Zealand Ltd

[www.abi-rehab.co.nz](http://www.abi-rehab.co.nz)  
09-831-0070 (Auckland)

[enquiry@abi-rehab.co.nz](mailto:enquiry@abi-rehab.co.nz)  
04-237-0128 (Wellington)

# Scheduling at ABI Wellington

The momentum for this project stemmed from complaints from clients that their days were not full enough. This resulted in some mildly challenging behaviour such as going off-site with family and repeatedly requesting extended weekend leave. Family members also had the impression that days lacked structure and were flexible in nature.

In short, the daily schedules at ABI Wellington were not reflective of the intensive rehabilitation service that is provided. A sample taken in October 2017 showed that planned activity amounted to an average of just 3.7 hours per day. A Plan, Act, Study, Do quality project was launched to address this.

The project aimed to:

- Increase the hours of scheduled activity per day.
- Increase the level of detail of activities to aid staff and clients with session preparation.
- Increase the number of direct contact hours captured on CMS.
- Produce a dynamic document which forms a functional component of individual rehabilitation.



Training sessions were provided to educate and encourage staff to populate client schedules accurately, capturing round the clock care, therapy, appointments, group sessions, off-site outings, doctors rounds, meals, personal cares, structured rest periods, medication rounds, self-directed learning and any activity which required assistance from our highly trained staff. The schedules also included salient information from client protocols e.g. how many people are required for transfers, meal textures. Importantly for newly admitted clients, staff were instructed to fill their schedules to include orientation and education about ABI structure as this provides reassurance and manages expectations which led to more activity, decreased complaints and most importantly, self-discharges reduced since the launch of this project.

Initial staff uptake with this initiative was good, likely owing to the positive results seen on the floor in the form of staff being better informed about client's needs and activities for the day. By March 2018 captured activity increased to 10.3 hours per week. The benefits observed were:

- Reduced complaints of boredom from clients.
- Increased focus and purpose for clients.
- Increased compliance from families in relation to visiting times.
- Reduced number of self-discharges.
- Clients were ready for therapy sessions and better prepared for these e.g. wearing correct clothing, in appropriate position, questions prepared, homework tasks completed.
- Rest times were observed and not seen as 'downtime' to watch TV or other fatiguing activities.
- Increased hours of activity captured on CMS.

An unanticipated benefit of the project was improved cohesion between floor

staff and therapists. The schedules became an interface tool for protocols set up by therapists to be realised on the floor. This increased safe practise and compliance with recommendations.

***ABI Wellington has taken significant steps to increase clients' daily schedules and has succeeded in producing a dynamic document to serve as an active part of clients' rehabilitation.***

Limitations of the current CMS schedules are significantly linked to the data input platforms. Updates to these systems and clients having access to electronic versions of their individual schedules will allow them to have a clear overview of the day ahead. With continued training and improved technological platforms it is anticipated that clients will be able to navigate their own schedules on an electronic platform. This will allow for clients/family to leave questions for therapists and make notes on sessions. It will allow for high and low level density population of tasks for those clients who require minimal stimulation. Also any changes or appointments can be added immediately.

As with all projects or attempts to change functionality or communication, constant vigilance is required otherwise compliance can reduce. A review will be completed in October 2018, one year after the launch of this project to review the impact of the project to date and to make plans to optimise use of schedules in the future and in the new building at Kenepuru.

**Noelette Matthews**

Regional Manager - Wellington

## Congratulations!

Dr SoYoung (Sue) Kim who has worked at ABI as a Registrar for some time recently completed Australasian Faculty of Rehabilitation Medicine training requirements to become a Specialist in Rehab Medicine. The last part of her training assessment involved sitting a fellowship examination consisting of 2 parts – the written and clinical. Congratulations!! She is very excited to be part of the ABI team and we are very excited about having her!!

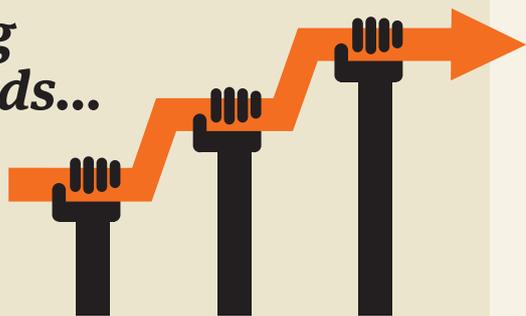
## Welcome!

Somu Victor who is from Kochi in India and joins us now from Singapore; where he was working for the last 8 years. He will soon be joined by his wife (Jasmin) and children (Savio and Steven). He hopes that New Zealand can be a new home for his young family and will help them flourish.



## Community

### Moving forwards...



There have been big changes for Community services this week with the launch of the CMS upgrades and the merge of data from the Gensolve to the CMS for the North West client group.

While the roll out of the upgrade has not been without challenges, these are being sorted and I thank all of the Community team for their feedback when they notice something that is not working as expected and their patience while we address issues. Your support has been invaluable.

Moving forwards, in line with our Strategic plan, we will be designing and developing a method for evaluating the experience of our broad range of clients. More about this next month.

**Deb Andrews**

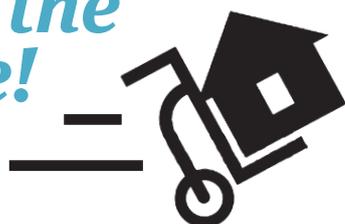
General Manager - Community Services

### New upgrade features:

- The ability to raise an Alert or Concern, and have this instantly communicated to the team members involved with the client, will improve our ability to support our clients with timely decisions as well as improve the personal safety of our clinicians who can be at risk of isolation while working with clients and families in their homes.
- The ability to automatically send a text reminder to client 24 hours prior to their appointment.
- The functions most frequently used by a clinician appear on the default screen "Dashboard" on entering the system in order to monitor "at a glance" where their work flow is at.
- The automation of contractor invoicing is a significant improvement both for contractors and for the admin team who have supported them with manual billing. The upgrade of the Accounting system that has coincided with this CMS upgrade is expected to result in multiple efficiencies.
- The ability to generate reports within the CMS and have multiple authors on these reports is expected to assist ABICS move towards being paperless and holding all client information in one system. The data that will then be accessible will support multiple quality projects across the organisation.
- The merge of North West client data base across to CMS has long been anticipated as the most significant event required for the merging of the 2 companies.

## Intensive

### ABI Wellington is on the move!



The Wellington Branch is heading into exciting times with a change of location on 8th October. The old Porirua site has proved no longer viable to use until our new permanent home at Kenepuru is completed. We have had the good fortune to find Kelvin House, which is located in Manor Park, Lower Hutt.

The new site is a new build attached to an existing facility, completed in February this year. Staff are working hard to make this a seamless transition for our intensive and residential clients and their families. It features 31 bedrooms and three living spaces, some of which will be re-purposed to fit our staff and client needs, such as turning a large garage into a gym.

Staff are excited about the move, and the advantages it will bring for us. There is a hydrotherapy pool on site, and a large Chapel. We are very close to the local golf course, and there are many places to take clients for walks nearby. We look forward to our new working relationship with the Manor Park team, who have been very accommodating.

## Residential

### A spring in our step...

We are currently working alongside 40 clients across our 7 Houses, this means we have 3 vacancies and are actively looking for new referrals.

The clients are looking forward to the start of spring and the warmer weather as we build up towards the summer, which means more trips out to the local beaches across West Auckland. The walking group is about to re-start with clients from across the Houses joining together for a walk around one of the local parks or open spaces. Other activities have included a visit to the MOTAT Museum in Auckland for some of our clients, this was organised by the Rehabilitation Programme Coordinator (RPC) for one of the Houses. The clients enjoyed seeing all the old forms of transport and the latest displays on offer.

We are in the process of repainting the interior of the houses and trying to repaint empty rooms in preparation for new clients. However, at times this can mean that staff and clients have to share some areas, like the kitchen with the painter, which means planning ahead when preparing meals and if we need to, organising a picnic lunch outside!

The staff team are already talking about and making plans for Christmas, only 15 weeks away!! Their plan is to hold a joint Christmas meal, get-together with all the Houses and families. A big undertaking and lots of planning required, we will keep you updated on the progress. We have also been joined by a new Office Administrator – Avril Ambrose, who started at the end of August, she has settled well into the role and we look forward to a long working relationship.

I hope Spring brings us all the joy of warmer weather and new growth in our gardens and across our Service.

**Paul Smith**

Residential Services Manager

# ASPIRE Awards

## The Winners / August 2018

### Accountable

#### Amy Honeysett

Occupational Therapist

#### The nomination...

Amy's great work ethic and promptness to complete tasks (meeting minutes, discharge reports etc) is a great help to the wider therapy team. Her equipment orders are always well planned and she is always there to assist in completing unassigned tasks, often going above and beyond her role.

#### The benefits...

Amy's reliability and dedication to her work makes for a more efficient workplace and reduces staff stress levels. Her confidence and enthusiasm also provides reassurance to clients and families, helping achieve the best outcomes in their rehab.

### Supportive

#### Sam Caspers

RPC

#### The nomination...

Sam has worked closely and effectively with the physiotherapy team to develop a sound weekend service, ensuring he is aware of what clients are expected to be achieving in their programmes and then reporting results back to the physio team the following week.

#### The benefits...

Weekend clients are now given the opportunity to attend the gym and have a staff member who is aware of their program, enabling clients to have therapy 7 days a week.

### Passion

#### Herbert Morales

RPC

#### The nomination...

Despite challenging clients and situations, Herbie has taken on his role as RPC with dedication and with a constant smile and cheery demeanor. He makes time to make sure clients and their families are heard and manages all requests and issues with a positive attitude.

#### The benefits...

Herbie has earned the respect of both RA's and therapy staff making communication between the team seamless. He also instills trust and reassurance in the staff and clients/families.

### Integrity

#### Sarah Robertson

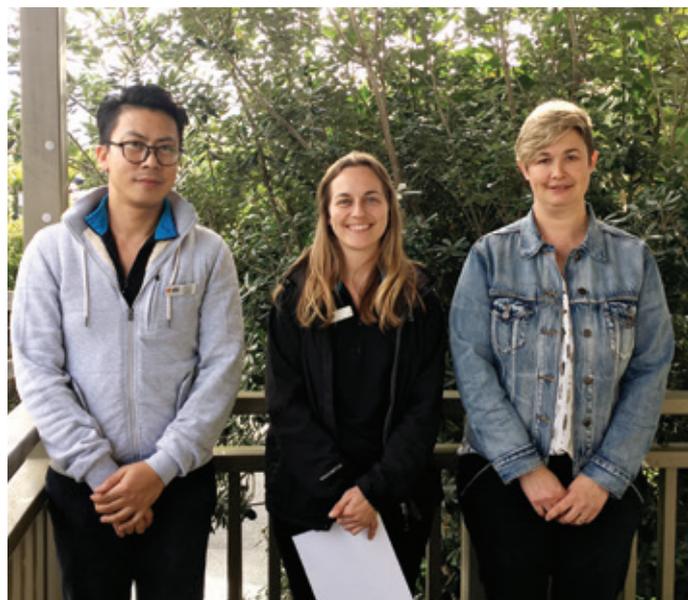
Brain Injury Nurse Specialist

#### The nomination...

Sarah works in an extremely demanding role to assess and support families-whānau and clients in the initial stages during the acute phase and transfer to the rehab setting. Her job is often outside regular hours, providing help when family members are upset or in need of support. The BINS role is often under estimated and should be acknowledged as a pivotal role at ABI.

#### The benefits...

Sarah is very supportive of our nursing team and provides expert knowledge from the acute area. As a result of the support, and information management clients and families have a successful transition and positive rehabilitation experience.



Herbert Morales, Amy Honeysett and Sarah Robertson.

### Respectful

#### Patrick Matthews

Physiotherapy

#### The nomination...

Patrick has built a respectful and working rapport with a client who has required intensive physiotherapy, as well as supporting the clients husband. He has focused on her goals and quality of life to re-build her confidence after a significant period in bed.

#### The benefits...

The client has benefited greatly from Patrick's care with significant increases in her quality of life and her ability to return home.

### Excellence

#### Kathy Pauga

Community OT

#### The nomination...

Kathy consistently churns out quality work while continuing to support her team members even when she is under the pump, while making the extra effort to ensure her clients receive the best care and advice, often visiting schools and workplaces to get first hand insights.

#### The benefits...

In her role as OT, clients and families trust Kathy to guide and educate them on their journey back to work/school.

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#### Accountable

Rangatiratanga

We believe that access to quality rehabilitation services is a right for children and adults in New Zealand

#### Supportive

Manaaki

We commit ourselves to warm-hearted service, care, hospitality and support

#### Passion

Matapaki

We have a passion for learning and sharing knowledge

#### Integrity

Mana

We aspire to earn trust by being honest, reliable and accountable

#### Respectful

Manaaki

We recognise the mana, strengths, goals and aspirations of our partners - clients, whānau and funders

#### Excellence

Hiranga

We commit to achieving excellence in the practice and science of rehabilitation