



NEW ZEALAND PRIVATE SURGICAL
HOSPITALS ASSOCIATION INC

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NZ's First Medical App Wins Health Quality Awards

New Zealand's first medical manual app has won the top non-clinical prize in the biennial *Leaders in Quality Awards* run by the New Zealand Private Surgical Hospitals Association (NZPSHA).

Responding to a pressing need to help hard-working General Practitioners, ophthalmologists Auckland Eye working with Oasis Surgical developed the Auckland Eye Manual from scratch as an invaluable educational and training resource. Auckland University's feedback was so positive the free app was developed to make the Manual even more accessible to GPs and optometrists.

Guest Judge Dr Janice Wilson, CEO of the Health Quality and Safety Commission, said the app was an amazing product.

"The Manual is excellent and backed by the innovative app it has quickly gone nationwide."

She said the judges thought this was a very impressive development with applicability right across the health sector.

Southern Cross Hospitals won the top clinical award with an innovative new assessment system which for the first time involves patients in combating the risk of blood clots, or pulmonary embolism, following surgery.

Preventative strategies and early treatment intervention have largely been the preserve of doctors and nurses. But using online information, patients can now self-assess and better manage the risks associated with what is the leading cause of post-surgical fatalities.

Dr Wilson said this was a great initiative and the concept empowers the patient to look after their own health.

"The planning for this new resource was impeccable and it will provide very valuable information for the sector." said Dr Wilson.

The *Leaders in Quality Awards* are presented bi-annually by the NZPSHA and recognise excellence across its 24 members spread across 35 surgical facilities throughout New Zealand.

Executive Lead for the NZPSHA *Leaders in Quality Awards* Carey Campbell said the judges were impressed with the high calibre and diversity of the 15 entries received and the great work that is being undertaken throughout the sector.

Three finalists from each of the two categories – clinical practice and non-clinical – were selected and they will present their initiatives at the Association's September 2014 seminar in Wellington.

Ms Campbell said the Awards showcase members' quality initiatives and boost sector-wide learning and growth, leading to improved service and business delivery and safer patient care.

Dr Wilson said she was impressed with the energy, drive and 'can do' attitude that came through all of the nominations.

"The overall standard was high, and the judging was very close at the top end."

"The winning projects will have far reaching effects across all private surgical hospitals and also influence the public sector."

"This continues to support the ongoing spread of the patient safety and quality improvement culture."

Each winner receives a NZPSHA Quality Leader trophy and \$1500 to be used to further advance quality and education within their hospitals.

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The NZPSHA Quality Award Winners for 2014

Non-clinical Category

Winner Non-clinical Quality Award: Auckland Eye Manual and App



The Auckland Eye Manual and App has been developed to provide essential training and support to General Practitioners and medical students.

Developed by ophthalmologists Auckland Eye in partnership with Oasis Surgical, the draft content was beta tested by a group of GPs with no changes. The final version was approved by Auckland Eye doctors and was then independently edited, designed and printed.

The University of Auckland reviewed the manual and it has been distributed to all final year optometry students and other medical students to be used as reference manual for their ophthalmology training. 2,000 copies had already been acquired by GPs and there was strong support from medical students.

Once the interest levels in the manual became clear, it was developed into an app to boost accessibility. The app was developed by an iOS software app company and once a test version was ready, this underwent beta testing by a small group of GPs and optometrists for ease of use. iOS and Android versions are available and both are free to download by using the app search term "Auckland Eye Manual".

The manual app is the first of its kind in New Zealand

The judges thought the Manual had great applicability across the sector and were impressed with its uptake by both GPs and medical students.

Winner Clinical Practice Quality Award: *Southern Cross Hospitals' Blood Clots and YOU Self Assessment System*



Southern Cross Hospitals *Blood Clots and YOU* is a new self-assessment process which allows patients for the first time to help manage their risks of blood clots or pulmonary embolism.

Blood clots are a leading cause of post- surgical death, and preventative strategies and early treatment intervention have largely been the preserve of doctors and nurses.

If patients' understanding and awareness of their risk is increased this can increase those seeking early medical attention in the event of signs or symptoms.

A *Blood Clots and YOU* brochure is provided to every patient before admission to a Southern Cross Hospital. Additional information is available on the Southern Cross Hospitals' website. Patients are able to self-assess to manage their risks and, importantly, know what to do if they have concerns.

The project continues to be results-driven: a quality marker was developed to measure outcome and processes and a consumer survey question of 1,253 patients was sought to determine if patients were satisfied they received adequate blood clots detection and prevention information.

The *Blood Clots and YOU* tool is freely available. Its use is encouraged and feedback is welcomed to keep improving it.

Judges said a valuable resource has been created which can be used in all private and public hospitals across New Zealand.