

Provider Network Update

March 11 2022

Aotearoa is at **Phase 3** in the COVID-19 Omicron response. The whole country remains at **Red** in the traffic light system.

This update covers:

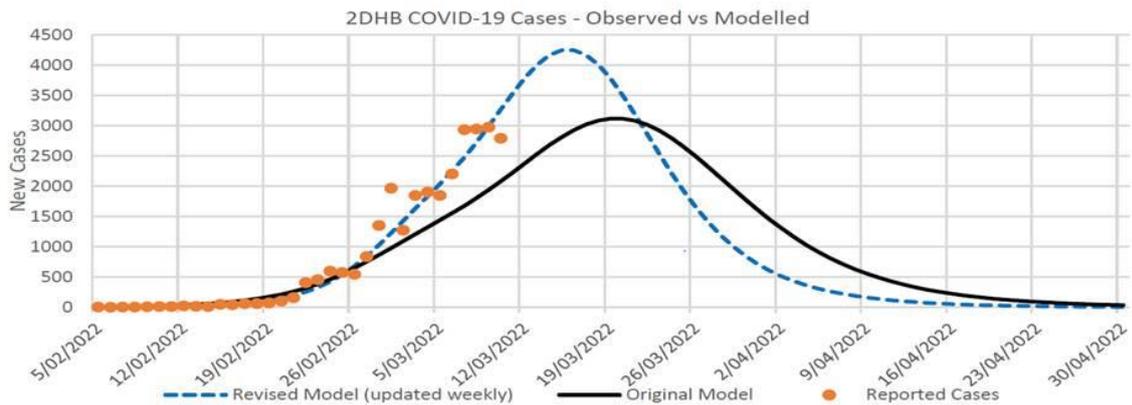
- Vaccination Programme Update
- 40 years in health culminates in true success – coolest grandmother
- Key community messages – plus attachments
- Update to guidance on home isolation
- Funding telephone and video interpreting service – plus attachments
- Recommended websites
- Shout out to MIQ nurses as Grand Mercure scales down
- Shout out to ARC and HCSS teams
- Change in hospital response levels and visitor policies
- Issue 32 Pacific Health Review – plus attachment
- Information for disabled people who employ their own support workers – plus attachment
- PPE guidance for undertaking testing – plus attachment
- Future Of Health system shifts – specialist care
- Blood donors wanted
- Te Tiriti-based Futures + Anti-Racism
- Wellbeing

Any questions regarding this communication may be directed to 2DHBCommissioning@ccdhb.org.nz

VACCINATION PROGRAMME UPDATE

Game on! The COVID-19 Care in the Community programme is busy and under pressure – much busier than planned for. The brunt of the pressure is coming on our Spoke organisations and those providers working with them. Being in the Spoke HQs is humbling watching food deliveries going out, RATs being distributed, clinical teams at work, and those in call centres patiently and compassionately working with people who have been thrown off their centres and are anxious and worried.

Up until the fourth week of February we were tracking almost exactly to our 2DHB model of likely community cases requiring Care in the Community support. However, from early March we have seen a much higher acceleration of new community cases needing support. As a consequence, we now anticipate new community cases requiring support to both peak at a higher level, around 4,200 rather than 3,000, and this peak to occur earlier than we expected, around 15th March rather than 22nd March. Thereafter new community cases coming to the Care in the Community programme are expected to decline at a faster rate. What this means is the Spoke teams are dealing with a higher level of activity than planned for but are responding to the challenge. The pressure is intense and will remain so for some weeks.



- Revised model curve next updated 14 March, on current case trend and public health measures.

40 YEARS IN HEALTH CULIMINATES IN TRUE SUCCESS – “COOLEST GRANDMOTHER”

Hutt Valley based Kokiri Marae Keriana Olsen Trust is one of Care in the Community Covid Response Spokes. At the same time as handling massive numbers of referrals for covid-related support, Kokiri became a target for protestors dispersing after eviction from Parliament.

Teresea Olsen was at the front line as the Wainuiomata community gathered to fend off the abusive attacks at the entrance of the marae Covid vaccination clinic. With police on site and the police helicopter circling above, Teresea and her team held their ground. However, it was the sudden 8000 likes on TikTok where Teresea was seen making a stand that caught the attention of Teresea’s seven-year-old grand daughter.

Teresea says: “Suddenly I was the coolest grandmother on earth. So, after 40 years of working to raise awareness in health I have suddenly made it in the eyes of someone I love very dearly. What could be better.”

KEY COMMUNITY COVID-19 MESSAGES

- Anyone who tests positive for COVID-19 or lives with someone who has tested positive will have to isolate for 7 days. This includes anyone who is already isolating as of today
- If you live with someone who has COVID-19 you should test on days 3 and 7.
- If you still have symptoms on day 7 you should stay home until 24 hours after your symptoms subside, even if your RAT result is negative.
- If a member of your household tests positive within 3 months of you testing positive, you do not need to isolate again as a household contact (we’ll have to figure out a way to explain that simply).

Graphics are **attached** for your use and sharing on social media channels.

REPORTING A RAT FOR SOMEONE ELSE

You can now report a RAT result for your child or someone else through your own My Covid Record account. All you need is their NHI number, full name and date of birth.

The person you’re reporting for must be aged five and over and either:

- has been vaccinated in New Zealand
- has their overseas vaccines added against their official New Zealand health record.
- Log in to My Covid Record, select ‘Report a test result’ a follow the steps.

If the person you're reporting a test result for is under 5, or not vaccinated, you'll need to call 0800 222 478.

UPDATE TO GUIDANCE ON HOME ISOLATION

Effective of 11:59pm today (Friday 11 March), the isolation period for COVID-19 cases and household contacts reduces from 10 days to seven days.

If you test positive for COVID-19, you are required to isolate for 7 days. You do not need to be retested after your initial positive result. If you still have symptoms after 7 days, stay home until you feel better and then wait another 24 hrs. Most people feel better after a week but if you are getting worse please do seek help.

If you are a household contact and you have done a Rapid Antigen Test (RAT) on both day 3 and 7 of the isolation period of the first COVID-19 positive person in your house, and both tests are negative, you can leave isolation on day 8 if you are well.

If you are a household contact and return a positive RATs result while isolating, you will need to isolate for a further 7 days and wait till 24 hours after you are symptom free. Other household members do not have to reset their isolation and can leave isolation on day 8, the same day as the first case can leave isolation, provided they have returned negative RATs results and are not symptomatic.

If you're a critical worker, and you have a person in your household who has tested positive for COVID-19, you may be able to continue working if you 1) are fully vaccinated 2) you do not have symptoms and 3) you return a negative RAT before each shift or day of work. Your employer will be able to tell you if you are a critical worker and what you need to do. When not at work, you need to isolate like any other household contact as outlined above. Critical healthcare workers that are household contacts or cases have some additional exemptions.

FUNDING TELEPHONE AND VIDEO INTERPRETING SERVICE

The Ministry of Health is providing new funding for 24/7 telephone and video interpreter services. This service will support people and their whānau who are confirmed or probable COVID-19 cases and will be provided through ezispeak.

The 24/7 service is available for general practices, community pharmacies, Kaupapa Māori and Pacific providers, and community NGO providers. It is intended to support COVID-19 related communication with people who have language barriers, through the use of telephone and video interpreters – with over 180 languages supported.

This service is fully funded by the Ministry. There are no charges to providers or patients who choose to access the service. See **attached**.

RECOMMENDED WEBSITES

Our [Protect Greater Wellington website](#) is now live and links with the [Facebook page](#) to update every afternoon with the number of new cases, active cases, testing numbers and vaccination rates.

The website has an excellent resource explaining the process for getting a test, including online booking.

Please continue to remind your friends and whānau to get information on COVID-19 and the vaccine from trusted sources – Positively Pacific and [Protect Greater Wellington](#), the [Ministry of Health website](#), [Unite Against COVID](#) channels, [Karawhiua](#) channels, and the [Te Puni Kōkiri 'COVID-19 Information for Māori' portal](#).

For guidance on protecting yourself and your whānau from COVID-19 misinformation and scams, please visit the [Unite Against COVID website](#).

SHOUT OUT TO MIQ NURSES AS GRAND MERCURE SCALES DOWN

The COVID-19 Response Minister has announced the scaling down of MIQ and the reduction of facilities from 32 to 4 by the 30th June. Until then, there is still a role for MIQ to play, both at the border and to support the community, but at a much-reduced level. Grand Mercure in Wellington is likely to remain in use as a dual-use community and border facility, although specifics are not yet confirmed.

Our health staff are already using their considerable skills in other parts of the health network, including assisting with the community response to the Omicron outbreak. We would like to take this opportunity to thank you for the great work you have done and continue to do at a local and national level, in the community and the Grand Mercure. Your willingness to be flexible to meet the needs of our people and demands of COVID-19 has not gone unnoticed.

SHOUT OUT TO ARC, HCSS, AND DISABILITY SERVICES TEAMS

We want to acknowledge the hard work and dedication of our ARC and HCSS teams and those working with our disabled people in residential or in-home care. You are all doing a fantastic job in such challenging times, carrying out your work with care and kindness. We appreciate the enormous amount of mahi going into problem solving when difficult situations arise, making sure people get the care they need. Thank you.

CHANGE IN HOSPITAL RESPONSE LEVELS

Capital & Coast DHB moved to **Hospital Response stage 3** (shifting from “COVID growth” to “COVID surge leading to increasing limits on planned care”) from **midday today**.

A slightly revised visitor policy at our hospital facilities will be in effect from **8am Monday 14 March**. This means bed escalations plans and staff/visitor processes are enacted, and planned care will be reviewed depending on staffing absences and high hospital occupancies.

VISITORS UNDER STAGE 3 OF HOSPITAL RESPONSE FRAMEWORK

The main change to our policy is the clarity on Kaitiaki/Partners in care. Kaitiaki/Partners in care can visit at any time, but this must be in liaison and agreement with clinical teams before visiting.

Kaitiaki are not general visitors who may come and go to visit family or friends—Kaitiaki/Partners in care are nominated and agreed between the clinical care team and whānau and provide essential care for those who are longer-term patients, or patients who require hospital services frequently. They are more involved in the care plan and actively contribute to outcomes.

Restrictions (with exception of Kaitiaki) in other areas are as follows:

- **Emergency Department and Kenepuru Accident and Medical:** One parent or caregiver can attend with a child under 16. A support person may accompany a patient with disabilities, communication difficulty, or in the event of critical illness.
- **Child Health Services and child outpatient appointments:** One parent/legal guardian to accompany a child. This person can be swapped out with another parent/legal guardian, but must visit one at a time.
- **Intensive Care Unit:** No visitors—exceptions on a case by case basis as agreed with ICU.
- **Maternity:** One support person can accompany a patient during labour and after birth. Following the birth, the support person may be able to stay at the discretion of the unit. They need to stay in the room as much as possible and follow mask guidelines.
- **Maternity outpatient clinics:** One support person may accompany a patient attending a scan or sensitive appointment.
- **NICU:** Parents may visit, one at a time. No siblings or other whānau.

- **Mental Health, Addiction and Intellectual Disability Services:** Please contact the ward or service directly about restrictions on visits. These vary by service.
- **People with disabilities:** People with disabilities are able to have a support person attend appointments if required. Please note, if a Deaf person is coming to an outpatient appointment, they are entitled to have an Interpreter with them. An Interpreter is not a support person.

ISSUE 32 OF PACIFIC HEALTH REVIEW OUT NOW

This first issue for 2022, includes a paper investigating the nature and context of non-traumatic dental presentations at emergency departments in New Zealand. See **attached**.

Other highlights include:

- The inequity of access to healthcare for gout
- Targeted approach to reduce antibiotic prescribing in NZ
- A 10-year review of strabismus surgery in the NZ public health system

INFORMATION FOR DISABLED PEOPLE WHO EMPLOY THEIR OWN SUPPORT WORKERS

The Ministry of Health has provided information for disabled individuals to help them register the support workers they employ under the Close Contact Exemption Scheme. The scheme allows support workers who are household contacts but have no COVID-19 symptoms to continue to provide care for their disabled employers. See **attached** or download here:

<https://www.health.govt.nz/system/files/documents/pages/information-for-disabled-people-who-employ-their-own-support-workers-in-phase-3.pdf>

PPE GUIDANCE FOR UNDERTAKING TESTING

The Ministry of Health has updated its personal protective equipment guidance for staff undertaking testing for COVID-19.

The updated guidance includes PPE guidance for staff:

- undertaking a sample from a person with either a PCR test or rapid antigen test
- supervising a person to self-swab using a RAT
- handing out RAT swabs for person to undertake a self -swab at home.

See **attached** or download here: <https://www.health.govt.nz/system/files/documents/pages/information-for-disabled-people-who-employ-their-own-support-workers-in-phase-3.pdf>

UPDATED GUIDANCE FOR PREGNANT PEOPLE OR THOSE WHO HAVE GIVEN BIRTH

Ministry of Health has updated its page for pregnant people and those who have recently given birth:

<https://www.health.govt.nz/covid-19-novel-coronavirus/covid-19-information-specific-audiences/covid-19-pregnant-people-and-those-who-have-recently-given-birth>

FUTURE OF HEALTH SYSTEM SHIFTS - SPECIALIST CARE

The vision for the future health system is one that is people-centred, equitable, accessible, and cohesive. To achieve that vision, the health system reform is focused on five key areas where we want to see significant change, referred to as 'system shifts'. Ensuring everyone has equitable access to high-quality emergency and specialist care when they need it, wherever they live, is one of those system shifts.

Quality hospital and specialist care, when and where it's needed, makes a tremendous difference to New Zealanders' health. But it requires greater coordination and consistency than what we have now. We know that hospital and specialist services in many parts of New Zealand are under significant pressure. A major

cause of this pressure is that our hospital and specialist care is not managed as a coherent network. Instead, services are managed in relative isolation from one another.

This makes it harder to ensure care is consistent across New Zealand, and results in what is known as the 'postcode lottery' - where the quality and type of care you receive depends on where you live. In the future health system, everyone will have access to high-quality emergency and specialist care. We'll achieve this by planning our hospital and specialist services nationally and managing them through wider regional networks.

Instead of decisions about care being made in isolation from other surrounding regions, hospital and specialist services should be funded where they will make the biggest difference to New Zealanders' care.

This will look like:

- More consistency in care across New Zealand – meaning that rural and small urban communities will have better access to regularly needed care, close to home, and greater certainty where more specialist or complex care is needed
- Reduced administration and complexity caused by the fragmentation of services across the country, reducing staff workloads and resulting in better patient experiences
- Less competition between districts for staff and resources, so funding and staffing is directed where it's most needed.

You can find out more of what is happening on the website: <https://www.futureofhealth.govt.nz/>

MEDIA ENGAGEMENT WITH MARGIE APA AND RIANA MANUEL

In case you missed it, the CEOs of the new entities – Health NZ and the Maori Health Authority - Riana Manuel and Margie Apa spoke with John Campbell on Breakfast Friday: https://fb.watch/bx5p7Gf_hA/

BLOOD DONORS WANTED



The New Zealand Blood Service is looking to bolster blood stocks in our region and are calling for blood and plasma donors.

On Saturday 19 March, between 8.00am to 1.30pm, you can donate blood or plasma at the Newtown Donor Centre on 7 Hospital Rd.

Please bring photo ID with you.

 Newtown Donor Centre
7 Hospital Road
Blood and Plasma
donations

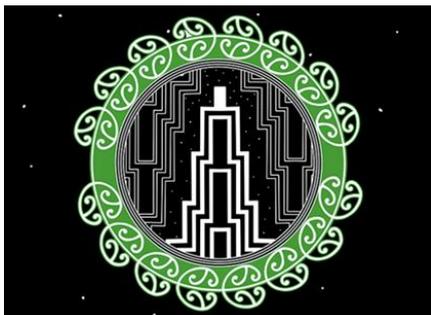
 **Saturday 19 March**
8:00am – 1:30pm

Please bring Photo ID with you

0800 448 325
nzblood.co.nz



TE TIRITI-BASED FUTURES + ANTI-RACISM



Te Tiriti-based futures + Anti-racism 2020 was an innovative (inter)national, online and offline, Te Tiriti-based, anti-racism and decolonisation event in Aotearoa. Now, we're proud to announce Te Tiriti-based futures + Anti-racism 2022, on 19-28 March.

There is once again an incredible line up of speakers and leaders who over 10 days will discuss topics including institutional racism and anti-racism, decolonisation, building Te Tiriti-based futures and

transforming our constitution. Overseas presenters will also discuss their experiences with these issues from their contexts.

The final day will be a platform for emerging voices called: Kei te mura o te ahi. Marathon for racial justice – an marathon of short interactive talks from students and recent graduates pushing the boundaries in anti-racism in Aotearoa and internationally.

After the event, most of the open-access webinars will be posted online.

Speakers include: Dame Rangimarie Naida Glavish, Meng Foon, Professor Papaarangi Reid, Dr Rawiri Taonui, Professor Margaret Mutu, Professor Tim McCreanor, Professor David Tipene-Leach, Professor Meihana Durie, Dr Heather Came and more!

Register [here](#).

WELLBEING – MINDFULNESS

It's the practice of being aware of each moment of your day as it happens. Becoming more mindful helps reduce tension, stress, and anxiety. It also helps you notice what supports your wellbeing.

- Slow down!
- Breathe slowly and calmly.
- Do one thing at a time.
- Take time to smell the roses – or look at the stars, stroll on a beach, stroke a pet.
- Write a journal or draw a picture.
- Develop a daily mindfulness practice.

THANK YOU

We really appreciate that many are going the extra mile in uncertain times. Stay safe and thank you for the work you do every day. If you have any questions or concerns please contact your contract manager or email us at 2DHBCommissioning@ccdhb.org.nz and a member of the team will respond.

Community & Commissioning Team

2DHB Strategy, Planning & Performance