

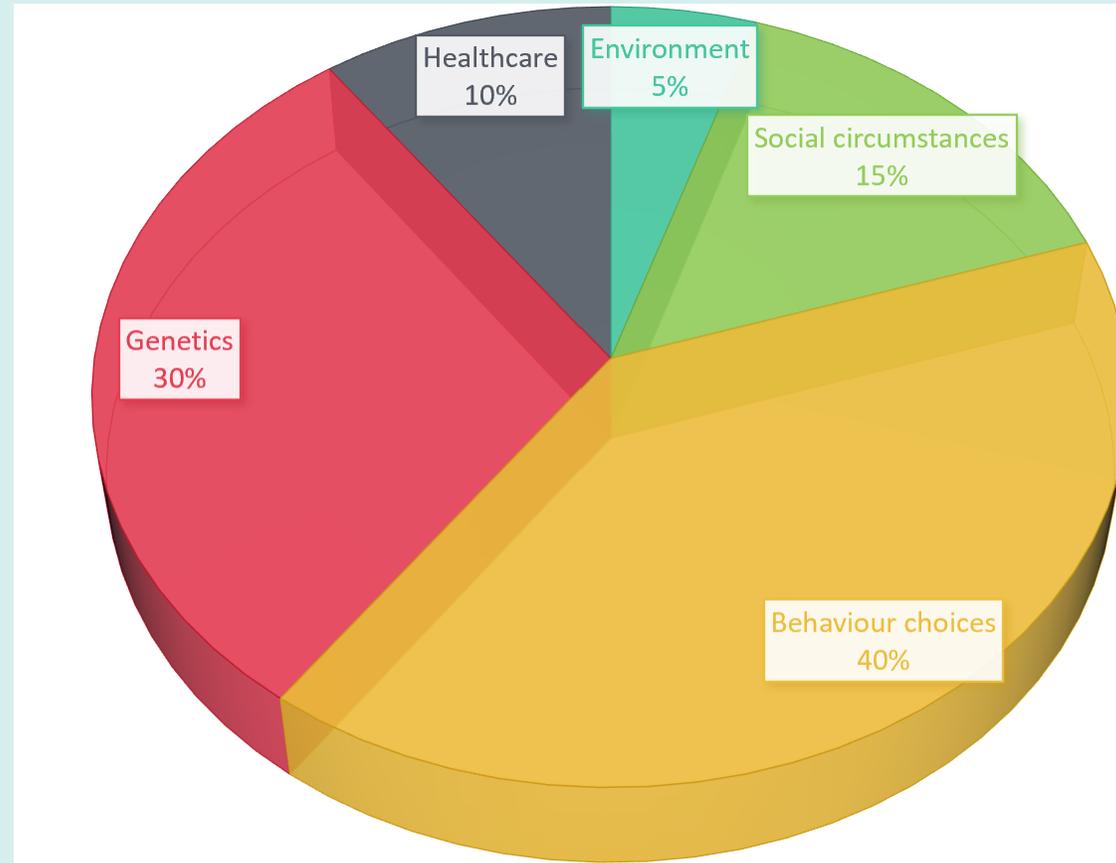
Working smarter, not harder to improve access

– partnering with whānau

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GP and CEO, Health Navigator Charitable Trust

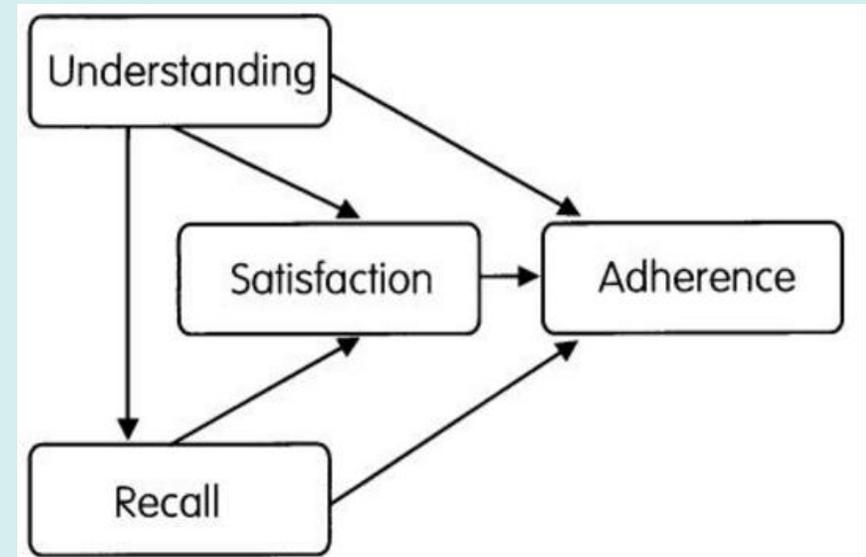
Determinants of health



McGinnis, J. M., Williams-Russo, P., & Knickman, J. R. (2002). The case for more active policy attention to health promotion. *Health affairs*, 21(2), 78-93.

What do we actually remember?

- 40-80% of medical information provided by healthcare practitioners is forgotten immediately.
- Volume of information, stress, anxiety, age, language all lower understanding and recall
- Almost half of the information that is remembered is incorrect.



Overview of Ley's model on the interactions between patient-related factors

We are responsible for communicating effectively to meet the needs of each person we see

**Whānau are the largest
untapped resource in
the health sector**

What are you doing
to partner with our
lived experience /
context experts?



You've come to the right place! Health Navigator NZ website is now Healthify He Puna Waiora.

Low on data? Visit zero.govt.nz, scroll down the page then click on our logo to return to our site and browse for free.



We've had a makeover!

Health Navigator NZ website is now Healthify He Puna Waiora.
Learn how to get the most out of our new site.

Learn more



Kia ora friend, Welcome to our new, simple, chatbot! Remember, we can't give you medical advice, for that you need to call Healthline on 0800 611 116.



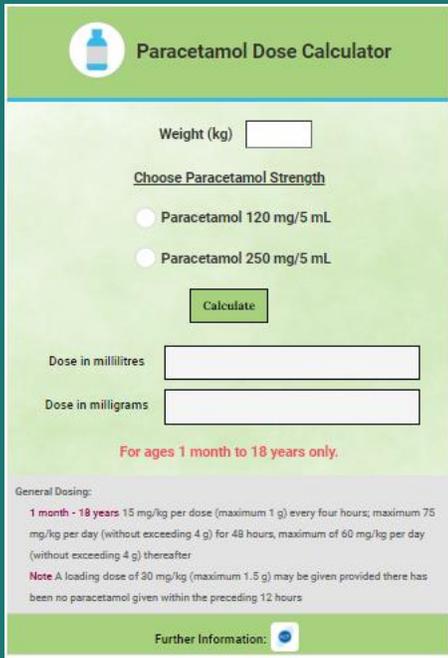
Healthify makes health information simple for everyone in Aotearoa New Zealand.



Start-up routine and short codes

Tip 1

1. Open www.hn.org.nz as part of your start-up routine and share content before, during and after consultations by text or portals using **short codes**



The screenshot shows a web-based 'Paracetamol Dose Calculator'. At the top, there is a header with a bottle icon and the title 'Paracetamol Dose Calculator'. Below this, there is a form with the following elements: a 'Weight (kg)' input field; a section titled 'Choose Paracetamol Strength' with two radio button options: 'Paracetamol 120 mg/5 mL' and 'Paracetamol 250 mg/5 mL'; a 'Calculate' button; two output fields: 'Dose in millilitres' and 'Dose in milligrams'. Below the form, there is a red warning text: 'For ages 1 month to 18 years only.' At the bottom, there is a 'General Dosing' section with text: '1 month - 18 years 15 mg/kg per dose (maximum 1 g) every four hours; maximum 75 mg/kg per day (without exceeding 4 g) for 48 hours, maximum of 60 mg/kg per day (without exceeding 4 g) thereafter.' A note below that states: 'Note A loading dose of 30 mg/kg (maximum 1.5 g) may be given provided there has been no paracetamol given within the preceding 12 hours.' At the very bottom, there is a 'Further Information:' link with a blue icon.

Ibuprofen www.hn.org.nz/ibuprofen

Sleep www.hn.org.nz/sleep

Pain www.hn.org.nz/pain

Stress www.hn.org.nz/stress

Kessler scale www.hn.org.nz/kessler

High cholesterol www.hn.org.nz/cholesterol or
hn.org.nz/lipids

Tip 2

Factsheets, self-care guides, videos, language resources

Use self-care guides, factsheets and videos



To support:

1. key messages,
2. and provide safety netting advice,
3. positive behaviour change

Cough www.healthify.nz/cough

Flu www.healthify.nz/flu

Asthma www.healthify.nz/asthma

Headache www.hn.org.nz/headache

hn.org.nz/turbuhaler

Medicine factsheets

Easy to understand information about commonly prescribed medicines.

Find out how to take your medicine safely and the possible side effects.

Available in different languages and are printable and downloadable.

Opioid medicines for short-term pain



Opioid medicines are used for severe pain, such as after an operation or serious injury. Opioids can cause serious side effects, so should only be used short-term.

Examples of opioid medicines include:

- morphine
- oxycodone
- codeine
- tramadol



www.healthify.nz/opioids

How to take opioids

-  Opioids should only be used for the shortest amount of time, and at the lowest possible dose.
-  Follow the instructions on the label for how much to take and how often.
-  If you're also prescribed paracetamol or anti-inflammatories, you can use them with your opioid medicine. If you're unsure, ask your healthcare provider.
- As your body heals, you should take your opioid medicine less often**
-  You should generally not take opioids for longer than a week.
-  Used long term, opioids increase your chances of side effects and can be addictive.
-  If your pain isn't improving, don't take any extra doses. See your healthcare provider for advice.

While you are taking opioids

Opioids can make you sleepy and affect your thinking and judgement

When taking opioids, it's recommended you:

- Don't drink alcohol.
- Don't drive a vehicle, ride a bike or operate machinery, including power tools.
- Take care with activities such as cooking.
- Don't make important personal or business decisions or sign legal papers.

Be careful when taking the next dose

If you're drowsy or sleepy, don't take your next dose until you're wide awake and ask your healthcare provider for advice.

 **Common and serious side effects are listed on the next page**

May 2023

While you are taking opioids (continued)

 **Eat plenty of fibre and drink more water**

It might be hard or painful to poo (constipation). If this happens, ask your healthcare provider for a laxative, to soften your poo. Eating foods with fibre, drinking water and keeping active can help.

 **Try other ways to manage your pain**

Opioids reduce strong pain but won't take all of your pain away. Try relaxation techniques, gentle exercises and stretches.

 **Tell all your healthcare providers you're taking opioids**

Ask your doctor or pharmacist if it's safe to take any other medicines – especially those you take for pain, anxiety, sleep or depression. Opioids can affect some medicines.

 **If you're breastfeeding**

Don't take opioids if you're breastfeeding, unless advised by a specialist.

Because opioids cause drowsiness, sleeping with your baby is dangerous. Put your baby to sleep in their own bed.

 **Return any leftover opioids to your pharmacy for safe disposal**

All medicines have some side effects

Opioid medicines can cause side effects, although not everyone gets them.

Common side effects

Talk to your doctor if these side effects cause you problems or don't go away:

- feeling sick (nausea) or being sick (vomiting)
- itchy skin
- constipation.

Serious side effects

Contact your healthcare team or Healthline on **0800 611 116** immediately if you notice these side effects and tell them you are taking opioids:

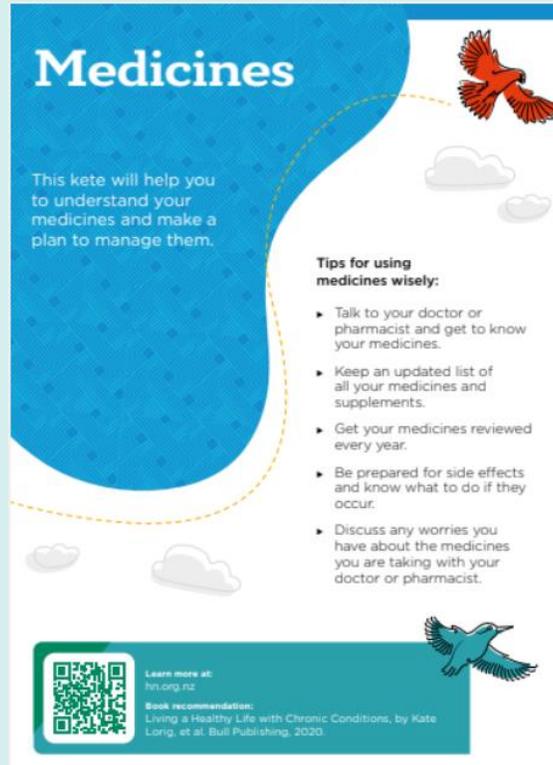
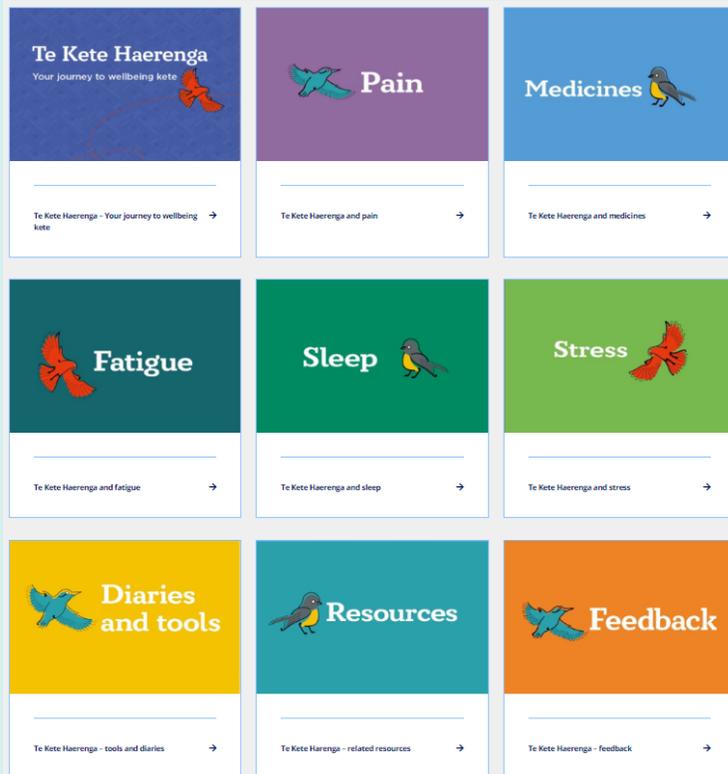
- feel very sleepy or have trouble staying awake
- have trouble breathing or are short of breath
- difficulty urinating (passing pee)
- stomach cramps or pain in the tummy area.

 **Note: Keep your opioid medicines in a safe place well out of reach of children and pets.**

Healthify is brought to you by Health Navigator

Te Kete Haerenga – Wellness toolkit

A set of self-management booklets to empower patients in their journey to wellbeing and hauora. People can explore what’s important to them, how their LTC affects their quality of life, and how whānau can best support them.



- [Te Kete Medicines – my check ups \[PDF, 90 KB\]](#)
- [Te Kete Medicines – my medicines list](#)
- [Te Kete Medicines – my medicines](#)
- [Te Kete Medicines – my progress](#)
- [Te Kete Medicines – thoughts, feelings, beliefs](#)
- [Te Kete Medicines – tips about medicine safety](#)

Tip 3:

Save time
with
popular
tools



Tools

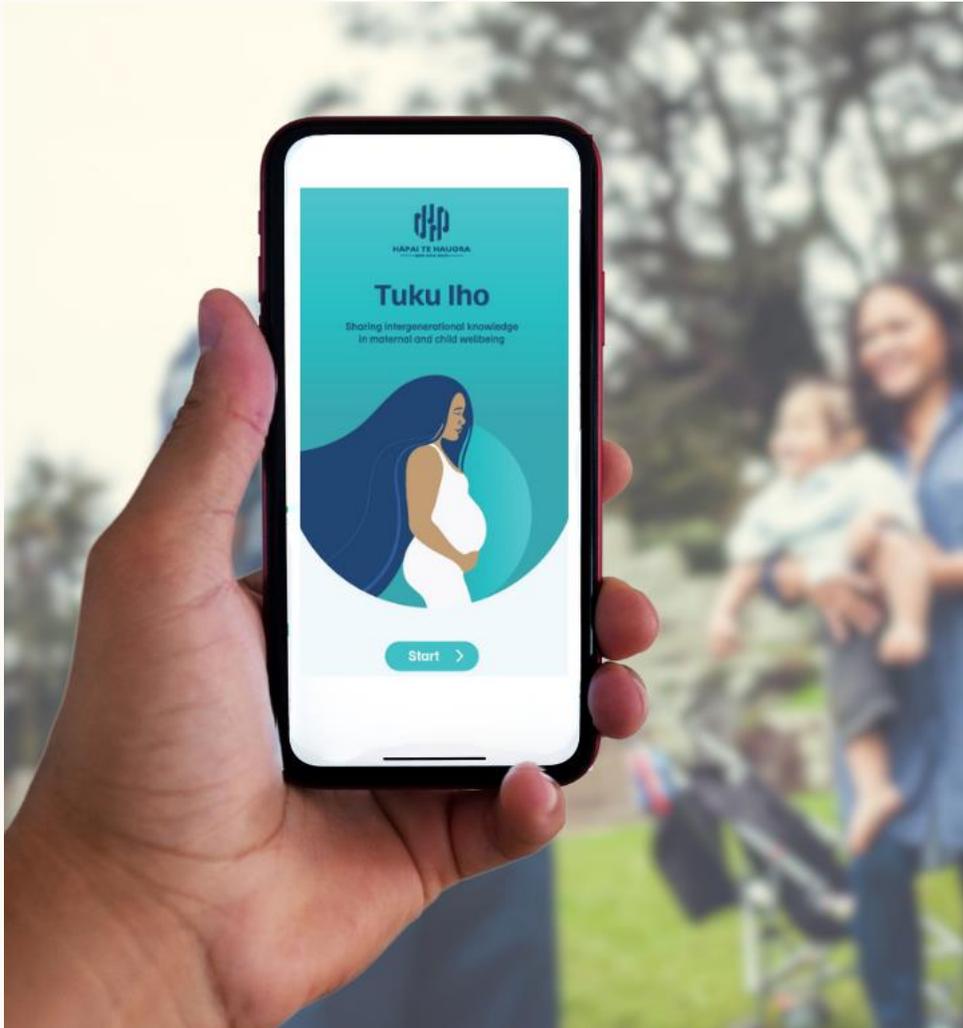
Dose calculators and other tools/resources are in high demand from both consumers and clinicians.

Dose calculators:

- ibuprofen
- paracetamol
- pediatric antibiotic

Tools:

- BMI calculator
- anxiety scale
- headache diary
- my medicines list
(includes adherence questions)
- symptom diary

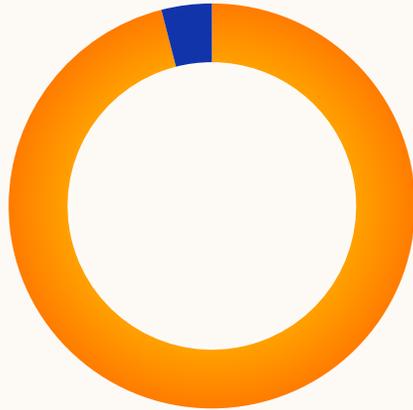


NZ Health App Library

Funded by the Ministry of Health, the **NZ Health App Library** provides consumers and health teams with independent reviews so they can choose which ones are fit for purpose. **60+ categories, including:**

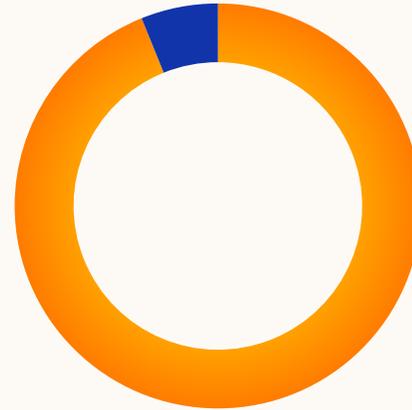
- Alcohol use
- Asthma
- Breastfeeding
- Coeliac
- COPD
- Diabetes
- Gout
- Kidney disease
- Mental health and wellbeing (apps & online programmes)
- Quit smoking

Annual visitor survey results



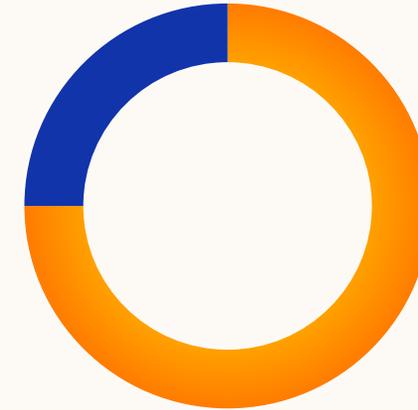
96%
of Pasifika visitors
rated our site 7
or above

89% of Māori visitors
88% health professionals



92%
of Māori visitors
rated trust
in our site as
very high / high

90% visitors overall



75%
of visitors
were inspired to
make a change to their
health

User feedback

*Easy to use and understand awesome. **Very, very helpful.***

I was very impressed with the clear and detailed information on a drug

I have recently been prescribed.

Very informative and it uses real language we can understand.

*I love your site!
So many diverse topics, beautiful posters and material to download and use as a tool for my patients.*

Thank you for making the calculation easier to give meds to the kids.

I now understand my medicine better, including the side effects I'm experiencing.

Found out I can get an antibiotic for UTI at a pharmacy so saved 3 hours waiting at after-hours medical. Awesome!

This site is not trying to sell me their product, it is not biased information and is NZ-applicable information so I will take the advice seriously.

I now understand my medicine better, including the side effects I'm experiencing.

What is OpenNotes?

OpenNotes is the international movement advocating greater transparency in healthcare. Through research and education, we identify and disseminate best practices for sharing medical information with patients and their care partners.

OpenNotes is not software or a product. **It's a call to action.**



OpenNotes News and Research



The Light Collective and OpenNotes submit joint



14 New York State Non-Hospital Systems Receive Grants to



Liz Salmi Advocates for Transparency in Healthcare at

Benefits of Open Notes

Multiple surveys show patients are positive about the experience,

- report many benefits,
- understand their care plans better,3
- greater trust in their provider,13
- enhanced control in managing their health,
- including doing a better job taking their medications.15

Resources for health providers

Gout Guide

A website full of practical tools, resources and insights for a fresh take on gout treatment. The Gout Guide is for primary care leaders to rethink strategies and stimulate conversation about gout within their teams and with whānau Māori and Pacific communities.



goutguide.nz

Welcome to our dynamic Gout Guide – a must-have resource for GPs, nurses, pharmacists, health coaches and all health care teams in NZ! As leaders, we're on a shared mission to improve equitable gout outcomes.

Tools and resources

- Gout education for your team
- Building your team
- Medicines and prescribing
- Data
- Point of Care testing
- Better conversations about gout
- Care pathways
- Equity
- Patient resources
- Gout and young men
- Removing barriers
- Funding
- Partnership with pharmacists
- Involving whānau
- Raising community awareness
- Shared medical appointments
- Collaborate with other practices
- CQI activities
- Gout initiatives in NZ

healthliteracynz Health Navigator CHARITABLE TRUST NZ Te Whatu Ora Health New Zealand

Gout: How to manage gout and become pain free ▶ Play all

Gout is common, especially among whānau Māori and Pacific people. This series of videos shows you what you can do to manage acute gout attacks and how to prevent further gout flares or...



01 What is gout?

Health Navigator Charitable Trust
36 views • 7 days ago



02 Gout is not your fault

Health Navigator Charitable Trust
15 views • 7 days ago



03 Deciding to take Allopurinol for gout

Health Navigator Charitable Trust
22 views • 7 days ago



04 Starting on Allopurinol for gout

Health Navigator Charitable Trust
22 views • 7 days ago



05 Gout and young Māori and Pacific men

Health Navigator Charitable Trust
64 views • 7 days ago



06 Gout attacks

Health Navigator Charitable Trust
9 views • 7 days ago



Gout Guide

Tools and resources to improve gout outcomes

Self-Management Support Toolkit

A public website for health providers who are interested in self-management, care-planning, health literacy and working in partnership with their clients, patients and families.

It is a joint venture between HNCT and Health Literacy NZ. Training modules, resources and much more



Thank you

For more information contact

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