



National Immunisation Workshop

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# LinKIDS Canterbury - Learning from the NIR

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# BACKGROUND

- There are a variety of health services available to children at birth or within their first 5 years of life, that not all parents are aware of or their children are being connected to health services.
- To encourage DHBs to ensure children are connected with these services, the MoH has set a specific performance target – that 95% of children enrolled in Community Dental, Well Child and General Practice Services at three months of age.
- To achieve this a number of DHBs have developed multi enrolment forms, however Canterbury DHB wanted to better understand the system and processes before we did this.

# PROJECT GROUP

- In Canterbury there is a Well Child Tamariki Ora Networking Group, who took on responsibility for overseeing the multi-enrolment process.
- This group is made up of
  - WCTO providers
  - New-born Hearing Screening
  - Before School Check
  - Immunisation
  - Maori and Pacific Providers.

# WHAT IS OUR AIM?

- To ensure that all parents in Canterbury know about available health services and that children are connected to these health services.

# PROCESS

- To enable us to better understand our Health System we looked at the following:
  - What was working - looked at current successful child health programmes
  - What is not working well - looked at the current gaps within our system, what did we need to achieve – where are our issues.
  - Worked with the WCTO Facilitator, to better understand the patients needs and understanding of the system.
  - We also looked at what other DHBs were doing, because we wanted to ensure a level of national consistency.

# CURRENT SUCCESSFUL SYSTEM

In 2009 CDHB undertook a Review of Immunisation services.

- **Clinical Leadership** (General Practice, Practice Nurse, Management), Pharmacy, Maternity, Medical Officer of Health and Maori.
- **Good Measurement** - clear targets set by the MoH, and a good dataset to enable these targets to be monitored.
- **Service Model** – around working as team, regardless of service location. Following the system change, the DHB work hard to track and trace every children and developed the DHB Missed Events Services – to work with general practices, families and outreach to facilitate vaccinations.

# CHALLENGES WITH CURRENT SYSTEM

- There is no DHB wide child health database, which captures all services and children.
- There are a number of children not accessing these health services, as the system is not connecting new children to our DHB.
- There are a number of children who are being recalled for services, which it looks like the DHB is not reaching, but they have actually left our DHB.
- Service challenges
  - WCTO - Choice of provider, Role Clarification, Database, Timely Referral
  - Oral Health Services - Enrolment process, Database
  - Ethnicity

# PARENTS VOICE

- At a Well Child Tamariki Ora provider level we undertook patient interviews so we could better understand their needs. This told us
  - Patients wanted choice of services
  - Wanted to be better connected
  - Wanted providers that would support and listen to them
  - Often felt unsupported by providers, who were just ticking a box.
  - Often parent did not know about health services, and did not know what their children were entitled too, especially those new to our DHB.

# OTHER DHBS

- Other DHB had developed multi-enrolment forms to be completed at birth, these are then sent to someone load the initial information, and normally copy and share with other services.
- South Canterbury had developed a new to South Canterbury DHB form.
- Canterbury wanted to build on these ideas.

# LEARNINGS FROM THE NIR?

- We looked the NIR and determined it follows patients around the system – once a child has been identified as left the DHB , or new to the DHB – their patient record is updated.
- We also looked at the way the DHB uses the NIR to identify and track every child – could this be used too as the WCTO database as well ?
- We had the Titanium database, but this was not live – what could we do to make this as up-to-date as possible?
- Children at birth go on the NIR, then parents are given the choice to opt them off – could this be applied to other health services?

# WHAT IS OUR AIM?

- To ensure that all parents in Canterbury know about available health services and that children are connected to these health services.

# WHAT DID WE NEED TO ACHIEVE THIS?

- We needed a way to connect children to health services, in a seamless manner. To achieve this we needed
  1. We needed a way to capture a child at birth
  2. Capture children when they moved in and out of our DHB, to reduce duplication and time spent recalling children who were not living in our DHB (4000 kids on the Oral Health Database).
  3. A system that was easy and simple to use – and that did not require excessive amounts of administration hours.
  4. We needed clear process and clinical leadership.

# WHAT DID WE DEVELOP?

- LinKIDS is the child health coordination service with three key functions
  1. Managing around newborn enrolments in Canterbury
  2. Managing patient flows in and out of the DHB
  3. Providing a support service to parents to link them with Child Health Services

# NEW-BORN ENROLMENT PROCESS

- The New-born Enrolment Process sees all newborn enrolled in a suite of child health services at birth
  - Oral Health
  - New-born Hearing Screening
  - National Immunisation Register, and through this early notification to general practice
  - Well Child initial notification
- Families can choose to opt out of one or all of these services, by contacting LinKIDS after the birth of their child.



# NEWBORN ENROLMENT PROCESS

Canterbury  
District Health Board  
Christchurch, New Zealand

Congratulations on the arrival of your new baby. Your baby is entitled to FREE health services. Your child's details are recorded at birth and will be shared with the following services to enrol your baby in these services.

## Universal Newborn Hearing Screening Early Intervention Programme

Every year in New Zealand up to 170 babies are born with significant hearing loss. Without early detection, these babies may have speech and language delays and be unable to develop adequate communication skills. You will be offered a free hearing screening to check whether your baby can hear well. The screening tests are free and simple and will not hurt or harm your baby. You can be with your baby during screening and you will be told the results straightaway. If you are not seen in the Maternity unit you will be sent an appointment for an outpatients clinic. The information you provide is confidential to the DHB and to the National Screening Unit which monitors the programme.

## National Immunisation Register (NIR)

NIR is a computerised information system that records immunisations in New Zealand. NIR allows health professionals to quickly find out what vaccines your child has been given and ensure the right vaccine is given at the right time.

You will receive a letter from NIR asking you to confirm your child's details and that you are happy for their information to be held there.

## Your General Practice (GP) Team

Your GP team provides a range of free services for children from birth to 13 years. Providing your child's information will ensure they are enrolled with a General Practice.

You will need to contact your General Practice team to confirm this enrolment before baby's six week check.

## Well Child Tamariki Ora Provider

This is a free service that will support you to ensure your child grows and develops to their full potential. This is offered to all New Zealand children from birth to four years. The enrolment information you have provided advises the Well Child provider that your child has arrived. Well Child Services are provided by five local organisations. Please see options below. Your LMC will confirm your choice at birth.

Well Child Tamariki Ora Services are provided by these groups:

PROVIDER	WHAT DO THEY OFFER?	CONTACT
Tu Puahe Wainga Ki Ōtautahi Trust	Māori focused services across Canterbury	0800 66 99 57
Plunket	Community wide service across Canterbury	02 366 0765
Public Health Nursing Service	Community wide service for the Kaitiaki and Banks Peninsula regions	Banks Peninsula: 02 382 6878 Kaitiaki: 02 379 5125
Tātai O Kaitiaki	Māori focused service in Kaitiaki	02 379 5801
Sto Pacifica	Pacific focused service in Canterbury	02 365 1002

## Community Dental Services

This is a free service for children and adolescents 0-18 years of age. Your child's first teeth will begin to appear from about 5-6 months of age. Dental education, preventative and basic treatment are provided free of charge from Community Dental Services. Your child will be automatically enrolled in these services at birth. Arrangements will be made for your child to be seen before they are two years of age. Your WCTO provider will provide you with advice and support until this first visit occurs. Talk to them if you have issues, and would like to be seen earlier by Community Dental Services.

## Ethnicity

As parents you will have the opportunity to identify your child's ethnicity. This might not be exactly the same as the mother's ethnicity, so your LMC will ask you a standard ethnicity question for your child.

## When do these visits occur?

TIME	CHECK	COMPLETED BY
0th-24 hours	Newborn Check Newborn Enrolment in the National Immunisation Register, Well Child Services, Newborn Hearing Screening and Community Dental Service	Midwife
24-48 hours	Well Child Assessment	Midwife
48-72 hours	Newborn Metabolic Screen (heel prick)	Midwife
24 hrs-1 month	Newborn Hearing Screening	Newborn Hearing Screening Service
Up to 1 week	Well Child Assessment	Midwife
Weeks 2-6	Well Child Assessment	Midwife
Week 4-6	Well Child Assessment	Well Child Tamariki Ora
Week 4-6	Transfer from Midwife to Well Child Tamariki Ora Service and your General Practice Team	General Practice Team
6 weeks	Immunisations	General Practice Team
Weeks 8-10	Well Child Assessment	Well Child Tamariki Ora
2 months	Immunisations	General Practice Team
2-4 months	Well Child Assessment	Well Child Tamariki Ora
5 months	Immunisations	General Practice Team
5-7 months	Well Child Assessment	Well Child Tamariki Ora
9-12 months	Well Child Assessment	Well Child Tamariki Ora
2 years	Oral Health Assessment	Community Dental Service
15 months	Immunisations	General Practice Team
15-18 months	Well Child Assessment	Well Child Tamariki Ora
2-3 years	Well Child Assessment	Well Child Tamariki Ora
2 years	Oral Health Assessment	Community Dental Service
4 years	Immunisations Oral Health Assessment B4 School Check, including Vision and Hearing Testing	General Practice Team Community Dental Service General Practice Team or Public Health Nurse
5 years	Oral Health Assessment	Community Dental Service

## Information sharing

The demographic information (NHI, Date of Birth, Gender, Ethnicity, Contact details) recorded by your LMC at your child's birth (either electronically or manually) will be shared with the health organisations "Services" listed on this form. This process will be co-ordinated by LinkKIDS - Christchurch Health Coordination Service (LinkKIDS), located alongside the CDHB National Immunisation Register Team.

The information held by LinkKIDS will be used to:

1. Support your child's enrolment with the Services listed on this form.
2. As required, share demographic information between Services to ensure children remain engaged in these services.
3. Share information regarding children moving in and out of Canterbury DHB region.

The purpose of sharing this information is to ensure that children are enrolled in the Services as quickly and efficiently as possible and to ensure that the Services have as up to date information as possible to be able to get in touch with parents and guardians to deliver these services.

## Declining or Opting out of these services

### Declining enrolment:

If you do not wish to enrol your child in one or any of these Services, please contact LinkKIDS on 0800 555 121, once your child is born. You can decline enrolment in these services at any time, once your child is born.

### Opting Out:

If you wish your child to be enrolled and receive the services, but do not wish your child's information to be shared with them by LinkKIDS or between them as detailed above you can opt out of that information sharing. If you wish to opt-out of this information sharing please phone LinkKIDS on 0800 555 121 once your child is born. You will be asked to complete an opt-out form to formalise this process. It will then be your responsibility as the caregiver to contact each service to enrol your child.

Declining or opting out of these services will not impact access to other Health and Disability Services. If you elect to decline or opt-out you can change your mind at any time by contacting LinkKIDS.



April 2017

phone: 0800 555 121  
email: LinkKIDS@cdhb.health.nz  
PO Box 1600, Christchurch

# WHAT DO WE WANT TO USE IT FOR?

- In the 3<sup>rd</sup> trimester – LMCs are asked to share the New-born Enrolment information with parents. Copies of this are also available at birthing suite.
- At birth the child's data is collected from Caresys to share with Oral Health, NIR and New-born Hearing Screening.
  - Information is also shared with WCTO providers but this does not remove the need for a formal referral at between 2-4 weeks of age.
  - For all homebirths, BBA or children not born in a CDHB facility – manual enrolment will be required – this will occur via the current NIR 1 form.
- We want to be able to share this information between service providers to locate children who are not accessing services.
- A record is kept of children moving to or out of our DHB and any notified deaths and share this among the service providers.

# PATIENT TRANSFERS

- LinKIDS sits alongside the CDHB NIR team.
- Our LinKIDS administrator – has taken over the management of the NHI registration report, looking for children new to our DHB
- As the NIR a real time database, it is the best source of patient transfers. All children new to CDHB, or who have moved DHBs are notified to LinKIDS. A record of these are shared with the Child Health services, to ensure children are connected with these services.

# LINKIDS PROCESSES

LinKIDS Master Spreadsheet is updated with the following information:

- Child's NHI, name, address, caregiver, contact numbers and any additional information we are made aware of.
- This applies to all children who have transferred in and out of our DHB, gone overseas, deceased, homebirths, BBA. This is emailed to the services on a weekly basis to update their databases (since May approx. 1090 records)
- Deceased notifications are flagged and emailed immediately upon notification.
- All families (immigrants, transients, refugees etc) new to the DHB are sent a welcome letter and 'New to Canterbury' flyer which advises them on services and support available to them.
- Opting Off - we are notified via phone or email, a letter is sent to the family to confirm this. The relevant service will be notified who will then follow their standard process for opt offs.

# WHAT DO THE SERVICES DO WITH THE INFORMATION

- Dental – will send a welcome letter to confirm enrolment, and indicate a recall will occur at the next milestone age eg 2,3,4 years old
- NBHS – to cross reference with their database and contact any new babies
- WCTO – to track deceased children (linkage processes to yet to be worked through and agreed)
- General Practice – use the data from NIR to B code children, to enable their E enrolment.
- NIR – to load and contact any new children.



1<sup>st</sup> June 2017

«Care\_Giver\_Name»  
«Address»  
«Suburb»  
«City»

Dear «Care\_Giver\_Name»

### Welcome to LinKIDS Canterbury

We are aware that you have recently moved into the Canterbury Region. Your child/children may be eligible for a variety of core health services such as:

- Newborn Hearing Screening
- Oral Health services
- National Immunisation Register
- General Practice
- Well Child Tamariki Ora

We have shared your information with these services to assist in enrolment. Your child's/children's health is very important to us and our aim is to ensure all families are connected with these services and can access treatment if needed.

Please find enclosed the following resource "Are you a new family to Canterbury?" which may be helpful to you:

If you do not want your child's/children's information to be shared please contact LinKIDS on the details below.

Yours faithfully

**Canterbury**  
District Health Board  
Te Pōari Hauora o Waitaha

**Canterbury**  
District Health Board  
Te Pōari Hauora o Waitaha

## Are you a new family in Canterbury?

Enrol your family for these FREE or SUBSIDISED health services\*

1. Tick the circles for services that apply. 2. Complete your contact details at the bottom of this form. 3. We will then refer you to the relevant services.

### Day-to-day health care

Enrol with a **General Practice FREE for children 0-12 years**

Doctors/General Practitioners (GPs) in Canterbury provide a range of free health services for children from 0-12 years and subsidised care for adults. When enrolled you have a dedicated team of doctors and nurses looking out for your health.

For more information: please visit  
Pegasus Health [www.pegasus.health.nz](http://www.pegasus.health.nz)  
Christchurch PHO [www.cph.co.nz](http://www.cph.co.nz)  
Rural Canterbury PHO [www.rcpho.org.nz](http://www.rcpho.org.nz)

### Vaccinations for children

**National Immunisation Register (NIR)**

NIR is a computerised information system that records immunisations in New Zealand. NIR allows health professionals to quickly find out what vaccines your child has been given and ensure the right vaccine is given at the right time\*.

For more information phone the NIR Co-ordinator 03 337 8966

### NEW to New Zealand?

**Migrant Support**

Community and Public Health and Christchurch City Council supports and helps **migrants** and newcomers by giving advice and helping with settling in the Canterbury region.

For more information: visit [www.cph.co.nz](http://www.cph.co.nz) and [www.ccc.govt.nz](http://www.ccc.govt.nz) type **Migrant** in the search box and click search.

### Your details

Main contact name \_\_\_\_\_

Family details      Name      Age

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you need more room for family details please use the reverse side of this form

Address \_\_\_\_\_

Contact no \_\_\_\_\_

Email \_\_\_\_\_

### Oral health

**Community Dental Services: FREE for 0-17 years**

Dental education, preventive and basic treatment. From the age of five months, parents can enroll their children directly or referrals can be made by Well Child Providers or GPs. Children are seen when they are two years of age.

For more information: phone 0800 846 983

### Getting ready for school

**B4 School Check: FREE for 4 year olds**

The B4 School Check is a FREE health and development check for four year olds. This check helps to find and solve any health, behavioural, social or developmental concerns which could affect a child's abilities at school.

For more information: phone 03 353 9920

### Caring for your children

**Well Child Tamariki Ora Provider: FREE for 0-4 years old**

This is a FREE\* service that will support you to ensure your child grows and develops to their full potential. Well Child Services are provided by:

- Te Puawaitanga Ki Ōtautahi Trust 0800 66 99 57
- Plunket 03 366 0765
- Public Health Nursing Service
- Kaikoura 03 319 5125
- Banks Peninsula 03 383 6877
- Te Tai O Marokura (Kaikoura) 03 319 5801
- Eru Pasifika 03 365 1002

### Find out more

Visit [www.healthinfo.org.nz](http://www.healthinfo.org.nz) type **Enrol** in the search box and press search.



Post the completed form to:

LinKIDS  
Canterbury DHB  
PO Box 1600  
Christchurch 8140

Fax this form to 03 337 8620

Scan and email to [LinKIDS@cdhb.health.nz](mailto:LinKIDS@cdhb.health.nz)

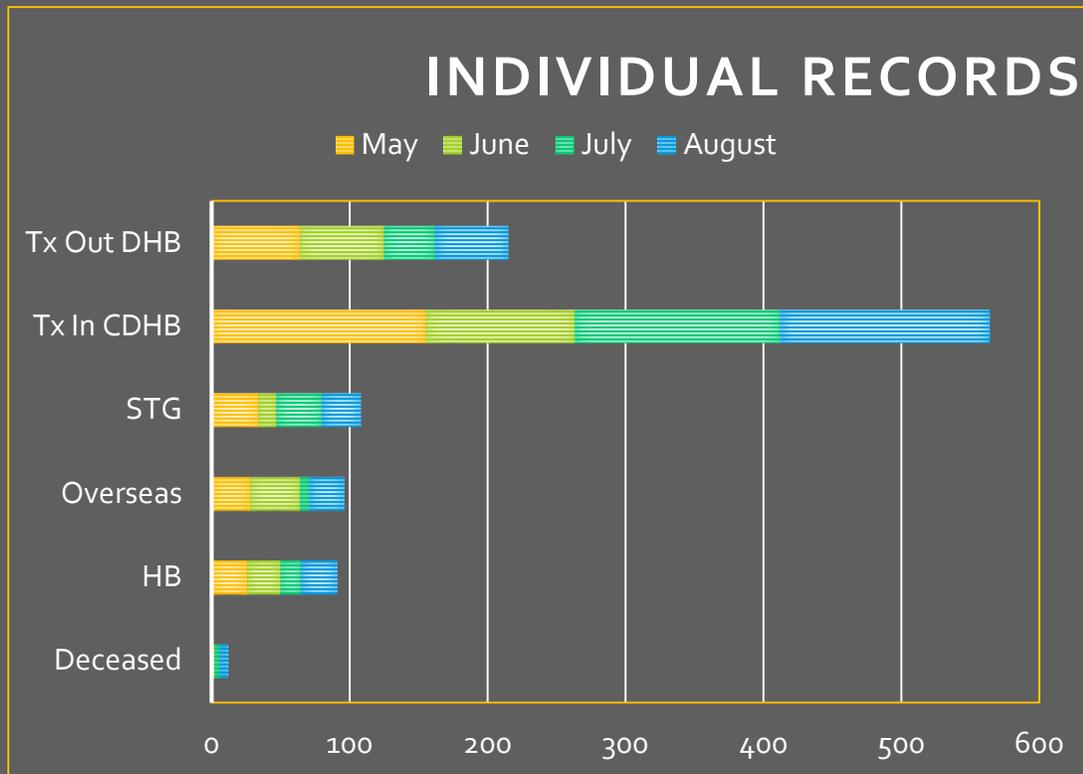
Phone number 0800 555 121

\*All preschool children in New Zealand are eligible to receive certain publicly funded health services (including Well Child Tamariki Ora and Immunisation). However, other health services may depend on immigration status please refer to Ministry of Health NZ [www.health.govt.nz](http://www.health.govt.nz) Search - eligibility

# FEEDBACK AROUND LINKIDS

- In the 4 months, no children have been opted off LinKIDs
- We have received no complaints from parents
- We have though been contacted by parents who did not know about services, and they have now been connected
- LMCS have been supportive of the change, and like the fact they don't need to complete another form.

# LINKIDS RECORDS UNTIL 31 AUGUST



Row Labels	Deceased	Overseas	Tx In CDHB	Tx Out DHB	Grand Total
African			3	1	4
Asian		1	13	2	16
Chinese		15	34	2	51
Cook Island Maori			5	5	10
European NFD		20	84	12	116
Fijian	2	2	6	2	12
Indian	2	7	39	4	52
Latin American/Hispanic	1	2	10	2	15
Middle Eastern		1	3	2	6
Niuean			1		1
Not Stated	1		1		2
NZ European	4	26	186	104	320
NZ Maori	1	8	82	69	160
Other Asian		3	24	1	28
Other European			1		1
Other Pacific Island		1	2	1	4
Samoan	1	4	23	12	40
South East Asian		7	51	5	63
Tokelauan			1		1
Tongan			9	1	10
<b>Grand Total</b>	<b>12</b>	<b>97</b>	<b>578</b>	<b>225</b>	<b>912</b>

# FUTURE OPPORTUNITIES

- Improved linkages between DHBs for transfer of patients for all services, not only NIR
- New to CDHB form – roll out wider e.g. large employers, preschools
- Improved patients information – HealthInfo
- Linking children with other Child Health services – eg Early Start, B4SC
  
- At a national level, we should be looking at ways to use the NIR to support other services, could it be the national child health database?

# QUESTIONS?

- Further information contact
- [bridget.lester@cdhb.health.nz](mailto:bridget.lester@cdhb.health.nz)
- [LinKIDs@cdhb.health.nz](mailto:LinKIDs@cdhb.health.nz)
- phone 0800 555 121