



August 16 2018

# LinKIDS Canterbury – Connecting our children

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# PURPOSE

- The purpose of LinKIDs is to link children and their care givers with a variety of health services.
- The rationale was that children are missing out of services because they
  - 1. Don't know about them
  - 2. Don't know how to connect with them
  - 3. There are barriers to accessing them
- LinKIDS wanted to remove these barriers and improve engagement and coordination between with similar services

# 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.

# 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.

# 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.
- We capture all checked at birth. TICK

# 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.

# WHAT ABOUT THE NEW CHILDREN TO OUR DHB?

- We needed a way to connect children to health services, in a seamless manner. To achieve this we needed
- 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).
- A system that was easy and simple to use – and that did not require excessive amounts of administration hours.
- We needed clear process and clinical leadership.

# WHAT ABOUT INFORMATION SHARING?

- Can providers talk to each other about missing children?
- Can the system work together to ensure the wellness of families?
- What if we have concerns or worries – do we connect up, share information?





# NEWBORN ENROLMENT PROCESS

Canterbury  
District Health Board  
Christchurch  
03 365 1000

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
Ta Puawai te ārahi ki Ōtautahi Trust	Māori focused services across Canterbury	0800 66 99 57
Plunket	Community wide service across Canterbury	03 366 0765
Public Health Nursing Service	Community wide service for the Kaitiaki and Banks Peninsula regions	Banks Peninsula: 03 383 6878 Kaitiaki: 03 219 5125
Ta Tai O Māori	Māori focused service in Kaitiaki	03 219 5801
Sto Pacifica	Pacific focused service in Canterbury	03 365 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
Birth-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 84 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 coordinated 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 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

# 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.

# NEW FAMILIES TO CDHB

A draft form was developed and piloted, however it was determined that through the NHI and transfer process the majority of these children were being identified.

It was decided to reformat this resource into a stand-alone information brochure.

**Canterbury**  
District Health Board  
Whānau Ora Provider

**Are you a new family in Canterbury?**  Child Health Contribution Centre

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)

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**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

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**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.

**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

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**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

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**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 Ō Marokura (Kaikoura) 03 319 5801
- Eru Pahiika 03 365 1002

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**Find out more**

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


Post the completed form to:  
LinkKIDS  
Canterbury DHB  
PO Box 1600  
Christchurch 8140

Fax this form to 03 337 8620

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

 **Canterbury**  
District Health Board  
Te Peori Hauora o Wairarapa

1<sup>st</sup> June 2017

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

Dear «Care\_Giver\_Name»

**Welcome to LinkKIDS 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.

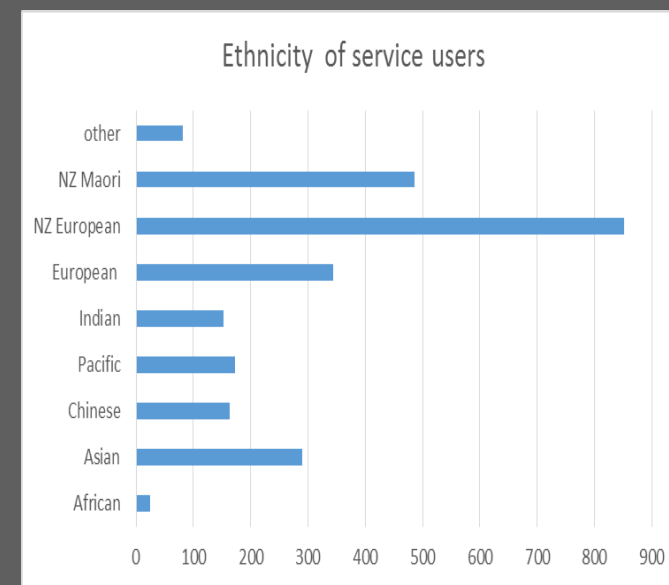
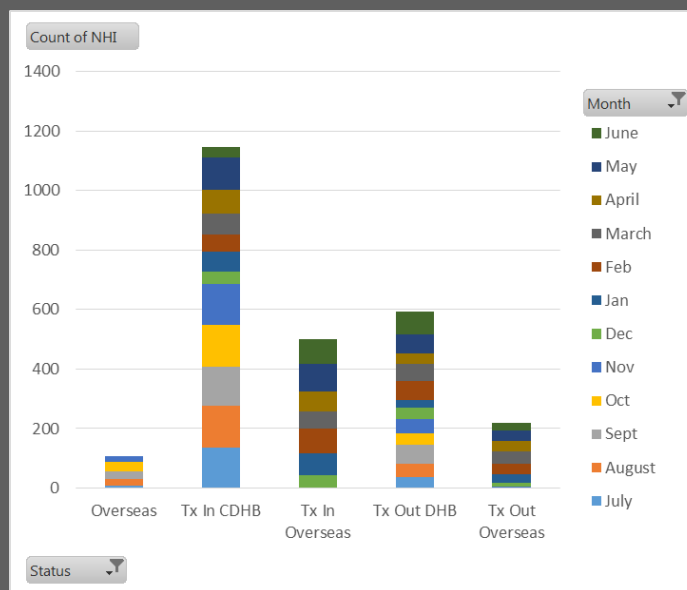
Please find enclosed the following resource "Are you a new family to Canterbury?" which may be helpful to you:

If you do not want your child's/children's information to be shared please contact [LinkKIDS](http://LinkKIDS) on the details below.

Yours faithfully

# LINKIDS RECORDS 2017/18 YEAR

- In the 2017/18 year there were 3382 children captured by LinKIDS. Of these
- 761 were manual births, with 363 of them being homebirths
- 42 deceased children
- 2575 were patient transfers in and out of CDHB



# 2018/19 PLANS

- Coordination of Young Parents Support Service Referrals
- Working with Oranga Tamariki to identify if children in care are accessing health services
- Working with Family Health Trust to develop a patient information sharing programme
- Working closer with DHB Secondary Care services to ensure child link back to general practice following an Hospital visit
- Improved data capture of children accessing WCTO services, and understanding who is not accessing these service.
- Development and Implementation of a New to CDHB brochure for parents and caregivers of young children
- Working with other SI DHB to share patient flow information, removing the geographical barriers.
- Improved engagement with General practice – focus on patient transfers

# 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