

Resource distribution through existing channels

What: ACP resource storage, ordering and distribution

Why/rationale: Accessing existing processes and systems to streamline ACP resource management across the Canterbury region.

Who: Canterbury DHB

Benefits/value added:

- Centralised point for all ACP resource ordering and distribution through Community and Public Health (CPH).
- Linking into systems that general practices, wards and community settings are already familiar with (including online ordering).
- Removing resource distribution and postage/delivery costs from ACP budget and facilitator responsibilities.
- Audit opportunities: including data available that shows who has requested resources and how many resources are being used across the district.
- Resource management: facilitators are alerted when stocks are low to support timely reordering and ensure consistent availability of resources.

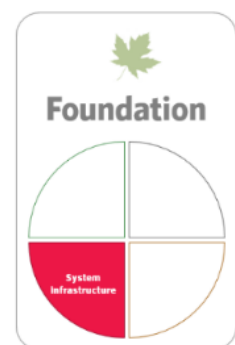
Risks/challenges:

- Resources must be submitted to, reviewed and approved by the Resource Approval Panel (RAP) to ensure they align with the Ministry of Health's Health Education Resource Guidelines. This group convenes monthly.

Steps: How this looked on the ground

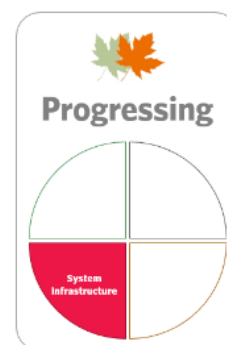
Foundation

1. ACP resources (including ACP cooperative produced pamphlets and locally produced promotional posters) were initially held and distributed (by post or in person) by the ACP facilitators.
2. Generated demand for resources through promotion on practice visits and during ACP presentations to health care professionals and consumer groups.
3. Increased demand for resources lead to challenges for storage and efficient distribution.



Progressing

1. Identified that CPH had established systems for the storage and distribution of resources across the district.
2. Met with CPH stores coordinator to clarify process for submitting resources.
3. RAP application completed and resources submitted for consideration.
4. Resources approved and CPH started management, including:
 - promotion of resources on the CPH website
 - inclusion of ACP resources in CPH online ordering system



The screenshot shows the Canterbury & Public Health website. The header includes the logo, navigation menu (Your Health, Order Resources, Health Professionals, News & Events, About Us, Contact Us), and a search bar. The main content area features a resource titled 'Advance care planning: Preparing for end of life'. The resource description is: 'Encourages thinking about, talking about, and sharing your thoughts on your future health care before you become seriously ill.' The resource ID is HEA0018. There is an 'Add to order' button with a quantity selector (0 items). Below the button, it says 'You have 0 items ready to order.' and there are 'Back' and 'Place order' buttons.

5. links to CPH resource ordering added to the ACP HealthPathways pages
6. links to CPH resource ordering promoted during all ACP presentations across the sectors.

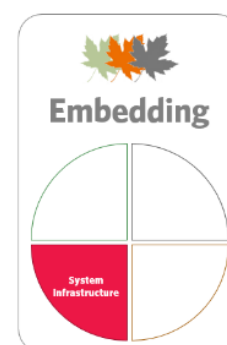
Embedding

1. As new resources were added to the ACP suite (eg, My Advance Care Plan & Guide) these were submitted for CAP review and added to the CPH website ordering system.
2. Directed enquiries and requests for resources to the CPH website.

Impact:

This process has been very efficient and effective. It has taken the day-to-day management of resources away from the ACP facilitators.

We are updated when stocks are running low to allow timely replacement and stock is consistently available.



Inclusion of ACP resources at CPH (alongside the smoke-free and immunisation resources etc.) has helped to socialise ACP and further reinforced that ACP is part of the CDHB's business as usual.

Future opportunities:

Opportunity to use same system for storage and distribution of *Conversation that Count*/ACP Day resources both locally and regionally.

Things to consider:

Retaining some stock with facilitators/coordinators/ACP team to be able to fill any 'urgent' requests for resources.