



# Quality Improvement Project -2026

PRESENTED BY: GIFTY JOY, JITHESH JOY

DATE: 13/05/2026

RTC TEAM CHAMPIONS

PUNA POIPOI, HRBC

# Puna Poipoi

- ▶ Medium secure rehabilitation unit
- ▶ 11 beds capacity
- ▶ Provides secure forensic care to the midland region

## Focus

- ▶ -Provides long term rehabilitation for service users who may have high and complex needs and support their reintegration into community setting.

# Issue

- ▶ **Service users lacking adequate personalised information about their medications**



**Identified a gap in nurses providing personalised medication information to whanau or primary care giver post discharge**

### Evidence from:

- ▶ Client surveys
- ▶ One-on-one interactions
- ▶ Staff feedback
- ▶ Whanau interactions



# Intervention Overview

- ▶ Communicated this issue with management and decided to do:
- ▶ Personalised medication knowledge assessment using a personalised questionnaire- **Pre test**
- ▶ **Creating a pamphlet** containing personalised medication information
- ▶ **Ongoing education** using customised pamphlet for **10 weeks**
- ▶ Conduct **Post test** using the same questionnaire used to do pre test to evaluate the progress and effectiveness of the personalised education sessions.

# Pre test

- ▶ Pre-test module was created containing 8 questions using a person centered approach
- ▶ verbal consent from each whaiora before commencement
- ▶ Pre test conducted: July 21–27, 2025

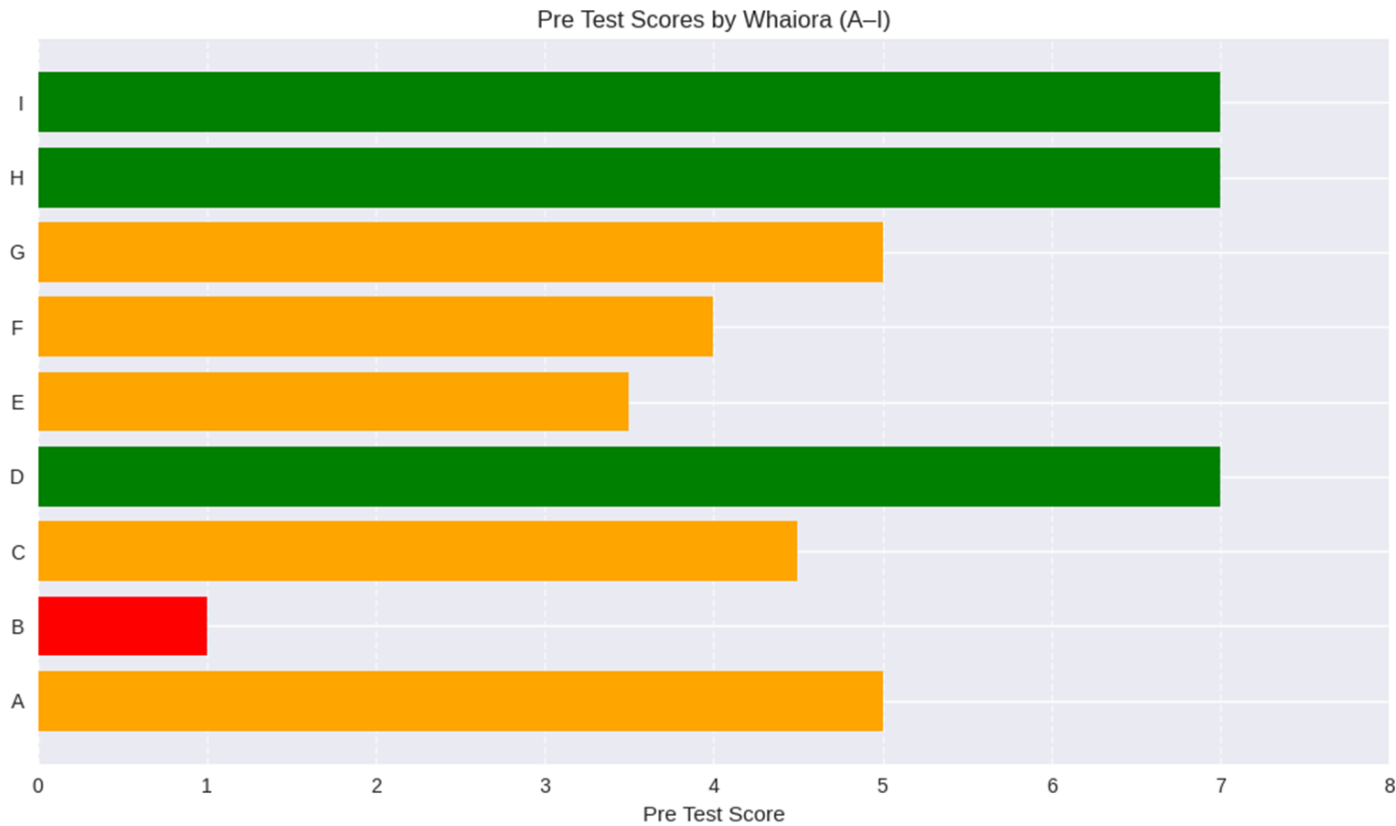
Pre-test questionnaire to assess Tangata whiora's knowledge regarding their prescribed medications

Name:  
NHI:

1. Can you name the current medications which you are on?  
Answer:
2. Do you know the colour of clozapine tablet?  
Answer:
3. Can you describe the dosage and number of Clozapine tablets you take each day?  
Answer:
4. What routine tests or health checks are necessary while taking Clozapine, and why are they important?  
Answer:
5. Can you name at least two serious side effects of Clozapine that should be reported immediately?  
Answer:
6. What is Lactulose used for in your treatment, and how does it help you?  
Answer:
7. What is the purpose of Bisoprolol in your treatment, and how does it support your health?  
Answer:
8. Are there any foods and drinks, you've been advised to avoid or be careful with while taking these medications?  
Answer:



# Pre test Results



Red = Low scores (1–3)

Orange = Medium scores (3.5–5)

Green = High scores (5.5–7)

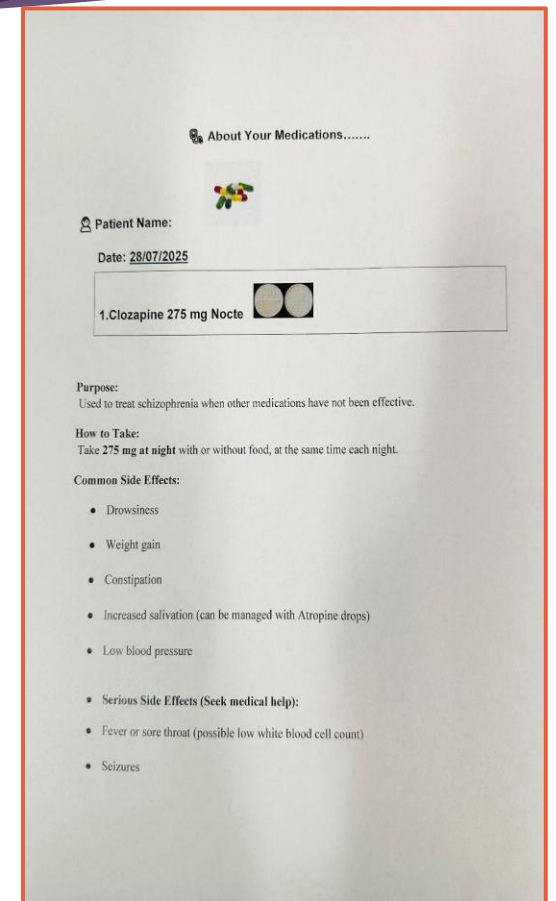
# Pre test results

- ▶ Revealed significant gaps in whaiora's medication knowledge
- ▶ Highlighted need for targeted educational interventions



# Interventions

- ▶ **10-week personalized medication education programme** using medication information **pamphlets**
- ▶ Focused on individualized learning strategies
- ▶ Aligned with patient-centered care principles

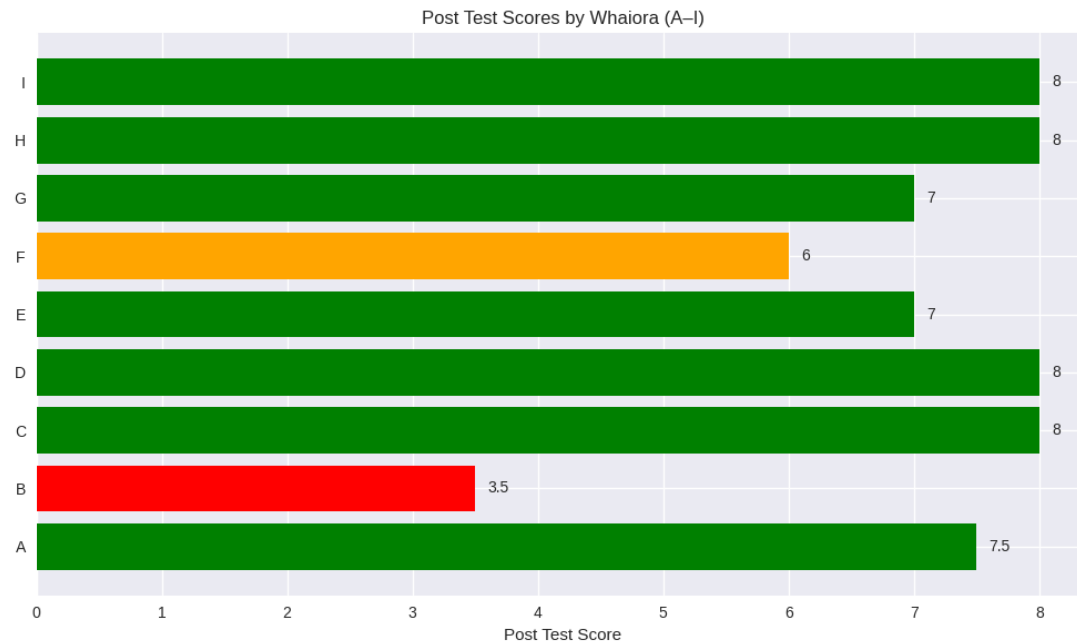


# Post-Test Results

- ▶ Post test was conducted on 28/07/2025
- ▶ 57% (4/7) achieved full scores (8/8)
- ▶ 43% (3/7) scored 6.5–7, showing near-complete understanding
- ▶ One whaiora improved from 1 to 3.5, showing meaningful progress

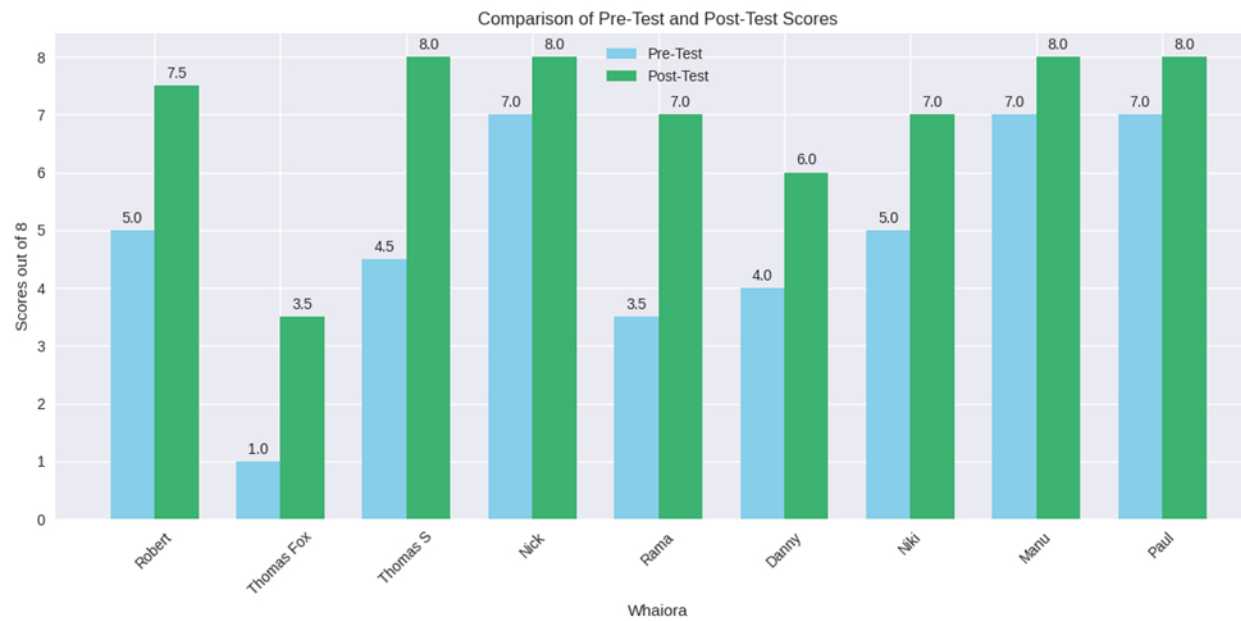


# Post Test Results



Red = Low scores (1–4) → Only B (3.5) falls here.  
Orange = Medium scores (4.5–6.9) → F (6) is in this range.  
Green = High scores (7–8) → The majority (A, C, D, E, G, H, I) achieved strong results.

# Comparison of Pre test-Post test results



# Stay safe with clozapine

- a life-changing medicine that needs extra care



Waikato

## A change in smoking can send your blood levels toxic

Cutting down, stopping or switching to vaping?  
**Tell your doctor before you do! Your levels must be checked to keep you safe.**  
 Why? If you stop smoking, your clozapine blood levels can double. This would make you really unwell, get bad constipation and other side effects.

## Infections can send your levels toxic

Got a bug or virus? Fever? Feel hot/sweaty? Unwell? Sore throat? Confused? Falling? Short of breath? Chesty? Pneumonia?  
**Tell your doctor or Care Worker today**  
 Why? Your blood levels can go up, so you may get the blood problem or you might not be able to fight the infection well enough.

## Caffeine and alcohol in moderation

Too much alcohol can make you dangerously sleepy.  
 Caffeine increases clozapine's effect  
**Tell your doctor if you change your alcohol or caffeine intake.**

## Do not miss doses

**Tell your doctor/carer today if you missed a dose**  
 Take the missed dose up to about 4-6 hours before your next dose. But do **not** take a double dose to catch up. If you miss more than 2 days doses (48 hours) you **must** start again at a low dose.

## Constipation is dangerous and can send your levels toxic

No poo for 2-4 days? Swollen tummy? Watery diarrhoea/the runs? Being sick? Vomit smells of poo? Fever? Bloating? Unwell? Extra tired, or dizzy?  
**Alarm bells: Tell your team. Get your bowels checked straight away, in the next few hours. It could be fatal.**  
 Why? It could be 'CIGH' (clozapine-induced gastrointestinal hypomotility). It can be a killer if not treated quickly. Take regular laxatives.

## Look after your heart

Short of breath? Hard to sleep lying on your back? Chest pain? Palpitations?  
**Alarm bells: Tell your doctor straight away, in the next few hours, especially if you've only been taking clozapine for a few weeks or months.**  
 Why? These could be early signs of a heart problem called 'cardiomyopathy'. This can be a killer but it can be sorted if seen quickly.

Signs of blood levels going toxic	« Being very sleepy, tired • Being dizzy when you stand	» Having a fit or seizure • Feeling more confused	e A racing heartbeat e Problems breathing
-----------------------------------	--	--	--

V01.08 [SUB]EN01-204; review by 1-26 @Q24Ms/ha Enterprise Ltd ([www.chc.co.nz/medicines](http://www.chc.co.nz/medicines)). Chies and Met: also NI indemnity applies only to licensed subscribers @artoflms using the most recent version and the personal use by the organisations reviewed and others, using the latest version. Us by non-subscribing organisations. © 2018. All rights reserved.

# Key Insights

- ▶ Personalized medication education significantly improves medication literacy.
- ▶ Supports literature on tailored interventions and health outcomes.
- ▶ Demonstrates feasibility and impact in real-world settings.

# Recommendations

- ▶ Integrate personalized medication education into routine practice
- ▶ Expand initiative to similar units
- ▶ Conduct further research with larger sample size and longer follow-up
- ▶ Retention and adherence tracking

# Conclusion

- ▶ Initiative shows strong promise for improving whaiora outcomes
- ▶ Reinforces value of individualized, culturally responsive care
- ▶ A step forward in empowering whaiora through knowledge

# Acknowledgements

- ▶ Tangata Whaiora
- ▶ Puna Poipoi staff
- ▶ Waikato DHB resources



ANY  
QUESTIONS





  
**Thank You**

Feeling gratitude and not expressing it is like  
wrapping a present and not giving it.

