

News, views and information from Waitemata District Health Board

# Healthlines

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WELL FOUNDATION  
MARATHON

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HELPING  
OVERSEAS

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KNEE SURGERY  
SUCCESS

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HEALTH EXCELLENCE  
AWARDS



## From the Chief Executive

### A fitting tribute

**I recently had the privilege of taking part in the opening of the new Hart Department of Medicine. Dr Hamish Hart is well-known to many of us and has been instrumental in developing Waitemata DHB over the years.**

“better, best, brilliant”

The Hart Department of Medicine is a modern, fit-for-purpose office at North Shore Hospital providing a home for the biggest department of medicine in New Zealand – and a fitting tribute to Dr Hart’s many years of dedicated service to our community.

Dr Hart joined North Shore Hospital in 1984 and, in the intervening years, has accumulated an incredible number of achievements. He has at various times been the clinical director of all medicine services and of general medicine and has led cardiac services at Waitemata DHB for almost two decades.

He has long been a powerful voice for Waitemata DHB’s expansion, leading the development of medicine services and pioneering 24/7 acute care at Waitakere Hospital.

A keen advocate for future-proofing, Dr Hart pushed for the new Coronary Care Unit, dedicated cardiology ward and both the old and new cardiac catheter labs at North Shore Hospital, which later became part of the Lakeview expansion.

Dr Hart is also a much-loved mentor to many young doctors and has taught generations of physicians (including the CEO).

Over 100 people attended the department’s opening – a real testament to the respect and admiration held for Dr Hart by his friends, colleagues and all those who have worked with him. The great response on social media to the opening was heartening, too, with an outpouring of tributes to Dr Hart from those who have crossed his path over the years.

But most importantly, Dr Hart cared for many thousands of people over his years of dedicated service. He has been a true physician, bringing healing and comfort to so many.



Dr Dale Bramley

### Patient privacy – everyone matters

**Patients trust us with very personal details every day. With that trust comes great responsibility on our part. This means understanding and always remembering the significance of patient information. It also means understanding the impact on a patient when private information is disclosed inappropriately.**

“everyone matters”

We hold a vast amount of patient information. In the last financial year Waitemata DHB treated over 117,000 patients through its emergency departments, performed surgery on over 18,000 patients and provided over 184,000 bed days – and in each case we gathered personal information from these patients.

Be careful with passwords and files and follow the privacy guidelines that are readily available on StaffNet.

It’s our job to protect patient information. We are the first and best line of defence for keeping that information secure.

I’d like to thank you all for ensuring that ‘Everyone matters’ as you carry out your day-to-day work.

Nga mihi,  
Dale



# Wedding celebrated in hospital's chapel

“with compassion”

**When Rebecca Tepania's beloved grandfather Neville Withers was admitted to Waitakere Hospital, her wedding was moved forward by a year and celebrated in the hospital's chapel.**

Rebecca and Harley Tepania had planned to get married in 2017 but when Rebecca's Gamba (Grandfather) became very ill, they changed their plans. "My dream was to have all of my grandparents at our wedding as they mean the world to me and are such a huge influence in my life," says Rebecca.

"Gamba's health was rapidly going downhill – everything was changing daily – so Harley and I visited him in hospital on 21 February in our wedding clothes to let him see how I looked as a bride.

"Gamba was overcome with emotion when he saw me. That afternoon, Harley and I decided that we must get married with Gamba there."

Rebecca's family asked Waitakere Hospital Chaplain Sione Tu'ungafasi if they could use the hospital chapel on 24 February for the wedding. Sione says he was honoured to receive the request.

"I was so glad to help Rebecca and Harley celebrate their wedding. The chapel is for the community – and this wedding was actually a first for the chapel."

Rebecca says Waitakere Hospital staff were very supportive. "They arranged the use of the chapel – Chaplain Sione was so helpful.

They also assisted us to fast-track the wedding licence and sent a nurse and orderly to stay with my Gamba for the wedding.

"The wedding was special and simple with just immediate family. The chapel was beautifully decorated as we were given time to set it up. I arrived in Gamba's Spitfire sports car, which he'd had for 20 years. It was a big surprise for him when he saw me arriving in it!"

Kaye Cook was the nurse on Neville's ward and says she'll remember the wedding as a very special day in her nursing career. "He couldn't leave the ward without a nurse so I had the privilege of staying with him throughout the wedding.

"We wheeled his bed outside so he could see his granddaughter arrive. He had the biggest smile on his face! Then we wheeled his bed to the chapel. He was in prime position as he sat up and watched."

Rebecca says her Gamba loved every minute of the wedding and smiled a lot, even though he was ill and couldn't talk very much.

"When the celebrant asked if our family would support us and be there for us in our marriage, he had the loudest 'yes' out of everybody!"

Neville passed away a few days after the wedding. After the family's service for him, staff received a card, along with a eulogy from the service, thanking them for all their help.



▲ Rebecca Tepania gives her Gamba (grandfather) a kiss at her wedding in Waitakere Hospital's chapel.



▲ Newlyweds Rebecca and Harley Tepania at Waitakere Hospital.

From the Chairman

## Focusing on patient and staff privacy

*Dr Lester Levy*

**'Privacy Week' occurred during May, which was an opportunity to focus on how we at Waitemata DHB protect patient and staff information.**

Who knows what the future will look like but it is inevitable that more of our information will be held in a digital form as we move to fully electronic health records. The increasingly digitised information environment will come with both risks and benefits. On the one hand, we will have greater and greater access to our information through tools like patient portals. On the other, our information will be vulnerable to being accessed by individuals who have no entitlement or reason to see it. The digitised environment is a double-edged sword!

What will not change, regardless of how we hold and access information, is that patients coming to Waitemata DHB will continue to disclose information about their health conditions, their relationships with family and friends and their life experiences and circumstances. All of this information is highly sensitive and we will continue to have the serious responsibility of ensuring this information is appropriately protected and secure.

Over the last few years, there have been a number of well-publicised breaches of privacy in New Zealand and internationally. Sometimes, human error is the cause of the breach. Sometimes, it is hackers exploiting vulnerabilities in a computer system in which the information is held. Whatever the cause, the consequences of a breach can be significant, such as unwelcome exposure of personal matters.

Our first and strongest line of defence in protecting the privacy our patients

and staff is our people – in other words, you. Our Waitemata DHB value “with compassion” embraces protecting patients’ privacy and by ensuring that you follow basic privacy “hygiene”, you can give life to this value and reduce the risks to patient and staff information.

To help protect patient and staff privacy, take simple actions like:

- **making sure your network password is strong** – a minimum of eight characters including capital letters, numbers and special characters. “Letmein” and “openup” do not qualify as strong passwords. Please do not use passwords such as these which offer little protection.
- **keeping your password confidential** – do not share it with anyone, no matter how inconvenient that is. No passwords to be written on yellow post it notes and stuck on computers, either.
- **ensuring you use screensavers and logging out of your computer when you leave your desk.**
- **password-protecting documents you are emailing outside Waitemata DHB.** (Tip: preferably phone or possibly text the password to your recipient – don't email it!)
- **taking care not to open emails or click on links from dubious sources.**
- **using only encrypted memory sticks** – use the Bitlocker programme on the DHB network to encrypt your memory stick or purchase a pre-encrypted memory stick using Oracle.



*Dr Lester Levy*

The flip side of keeping information secure is the need to know when information can and must be shared to prevent or reduce risk. Much has been made of the restrictions on information-sharing imposed by the Privacy Act 1993 and the Health Information Privacy Code and much of what has been made of it has been exaggeration.

We all need to be clear that if a situation involves serious risk to an individual or the public – and sharing information with an appropriate agency could help eliminate or reduce that risk – the information can and should be shared. Make sure you discuss situations like this with your manager before disclosing but do not allow a dangerous situation to develop into a tragedy on the false assumption that privacy rules do not allow you to disclose information. Please be observant, careful and meticulous when dealing with patient and staff information – always think and check!

“everyone matters”

## Help us get your message ‘out there’!

**Do you have a major event or campaign coming up that you want to let everyone know about?**

The Communications Department is here to help you achieve your goals and can give advice on the best options for promoting your cause to your target audience.

From poster space to social media, Staffnet, the DHB’s corporate website, screensavers, foyer stalls, Waitemata Weekly and Healthlines, we can help tailor your message and promote it via the most appropriate channel for your needs.

Communications is developing a calendar of upcoming events and will be allocating relevant campaign space on a first come-first served basis. So help us to help you by getting in early and being clear about what you want to achieve.

Please send details of your upcoming events to Communications via [Turei.Mackey@waitematadhb.govt.nz](mailto:Turei.Mackey@waitematadhb.govt.nz)

“connected”



“better, best, brilliant”

# Day-case knee replacement surgery a first for DHB

**Alastair Pollock didn't expect to leave the Elective Surgery Centre on the same day that he had knee-replacement surgery. His surgeon, Bill Farrington, and anaesthetist Lance Nicholson didn't expect it, either. But Alastair's swift recovery was a welcome surprise to them all...**

Alastair's operation in early April at the Elective Surgery Centre (ESC) was the very first day-case knee-replacement to ever happen in Waitemata DHB and one of the first in New Zealand. Usually, knee-replacement patients need at least 2-3 nights in hospital and are out of action for at least six weeks.

Bill says ERAS (Enhanced Recovery After Surgery) techniques, such as less of a reliance on opiates to ease pain, make a difference. That's because opiates and their side-effects can be a significant factor in keeping people in hospital.

New surgical techniques also mean that operations like the one carried out on Alastair – a unicompartmental knee-replacement that allows good cartilage to keep working – are less invasive, with reduced blood loss.

“ERAS is a patient-focused approach that gives the patient more control over

post-operation recovery with an emphasis on education, support and a smoother transition between hospital and home.

“Essentially, the idea is that we don't treat surgical patients as though they're ill. Instead, we treat them in a way that allows them to get back into everyday life as soon as they're willing and able.”

Alastair was certainly surprised by how good he felt after the surgery. After all, five years previous, he had a total knee-replacement on his other leg and spent two nights in hospital followed by a long and painful recovery.

“This time around, my operation was at 8am and I was awake by 10.30am. By 1pm, I was mobile. The nurses offered me a walker but I was fine on crutches. I barely even felt like there was a problem with my knee!”

“Bill Farrington and Lance Nicholson saw me later in the afternoon and I think they were pretty impressed with my progress. They knew I had the right attitude and good support at home, so they asked if I'd like to go home that day.

“My wife picked me up from the ESC and that evening I was home. I could even walk upstairs as fast as my wife – with the aid of crutches, of course!”

Bill says day-case unicompartmental knee-replacements aren't for everyone and that the patient must be motivated and have strong support from hospital staff and at home.

“In the days following the surgery, Alastair knew he could contact me at any time if he had problems.”

Bill also emphasises that a unicompartmental knee-replacement allows for a swifter recovery than a total knee-replacement.

Alastair says he is grateful to Bill for “giving me my life back”. Before the operation, he had a limp, couldn't walk up hills and was exhausted from the constant pain and lack of sleep.

“A week after the operation I had already abandoned the crutches and was back at work part-time. By week three, I went on a week-long boat trip with swimming, fishing and walking on the beach.

“I really wanted to go on that boat trip – that was the carrot. I even bought an exercycle to ensure that I did my rehabilitation exercises. But I wouldn't have done so well without support from work, home and the wonderful staff at the ESC – I can't thank them enough.”

# From Waitemata to the world

Every day, members of the Waitemata DHB team go above and beyond to give our patients great care and the best experience possible. In this edition, we celebrate the work of four of our people who give their own time to volunteer for roles helping the less-fortunate overseas...

“with compassion”

**A member of the Waitemata nursing team, Graham Zinsli, has been awarded his profession’s highest international honour after two decades of working in danger zones overseas.**

Graham, who works as a duty nurse manager at North Shore Hospital, received the Red Cross’ Florence Nightingale Medal to honour his exceptional courage and devotion to humanitarian work with victims of multiple armed conflicts and natural disasters.

It is only the 27th time a New Zealander has been awarded the medal. The distinction recognises his deployment to many settings across the world, including Banda Aceh after the 2004 Boxing Day tsunami, which killed 230,000 people, and to Pakistan after the Kashmir earthquake the following year.

Other missions recognised include two stints in Afghanistan – before and after the events of 9/11 – and work in Ethiopia, Jordan, Sudan, Sri Lanka, Papua New Guinea and Yemen where Graham provided healthcare and medical training. There have

also been deployments to Western Samoa, the Cook Islands and Tonga where he served as a teaching nurse.

Graham’s role has expanded from surgical duties to overseeing food, shelter and sanitation programmes. On a recent mission to Jordan, he was working to improve conditions in refugee camps, including building playgrounds for children.

Graham chose not to be interviewed for this feature but New Zealand Red Cross Secretary General Tony Paine said he was a “conscientious and humble person” who had “shown extraordinary courage and bravery many times”.

Our own Director of Nursing, Dr Jocelyn Peach, paid tribute to Graham’s work for the Waitemata community over many years in various roles at both Waitakere and North Shore hospitals, including recently as a duty nurse manager between missions overseas.

“He is held in high regard by his colleagues and is calm and professional in his manner. He makes the adaption from



disaster zone to New Zealand with equanimity.

“Graham has clinical experience and leadership experience that has meant he can work across many arenas, sharing his knowledge and expertise in a way that is accepted by people.

“He works from a philosophy

of respect for people and their resilience, from the concept of Te Whare Tapa Wha and the whole person.

“We are very proud that he has been awarded the Florence Nightingale Medal and that his contribution has been recognised nationally and internationally.”

**“Looking to far-away lands can be attractive when wanting to provide assistance overseas,” says anaesthesiologist and pain physician Dr Michal Kluger.**

“But there is still so much to improve in our own part of the world.”

Michal has travelled to Samoa on three visits in recent years to assist with the Essential Pain Management programme (EPM) – a teaching programme developed by the Australian & New Zealand College of Anaesthetists and the Faculty of Pain Medicine to provide an easy, clear and practical

approach to both acute and persistent pain. It is currently used in 30 countries.

He was part of a team that presented EPM to staff at National Health Service (NHS) hospital in Apia, as well as guidelines and a pain manual developed by the Waitemata DHB Pain Service.

“Samoa is an upper-middle income country but has huge health issues like diabetes, hypertension and obesity,” he says.

“Because of the limitations of the health system, us bringing

EPM gives the staff an ABC approach to pain management that can be utilised from doctors to aid-workers.”

Each visit has built closer relations with NHS hospital and Michal was able to take part in ward rounds on his most-recent visit, identifying pain issues at the bedside.

“One issue in Samoa is the culture of not asking for help when you’re in pain. So just asking patients if they need simple pain relief is important as they may initially hide it from staff so as not to bother anyone.”

He says while the change needs to come internally, a programme like EPM being introduced by New Zealand clinicians can get that change moving faster.

“It takes time to see the changes but in three visits we’ve seen progress begin to occur. Working in the Pacific is a great way for Senior Medical Officers to grow their own expertise and see how clinicians adapt to difficult situations, while at the same time offering our knowledge and assistance to our neighbours.”

**Eleri Clissold's journey from the UK to her new life in New Zealand and a new role at Waitemata DHB was far from conventional.**

Upon completing her post-graduate medical training in Southampton last August, the Welsh native ventured to Madagascar where she boarded a floating hospital as part of the 'Mercy Ships' programme.

For the next three months, Eleri worked aboard the *Africa Mercy* as part of a team providing open life-saving surgeries to locals for conditions such as facial tumours, childbirth injuries, dentistry and plastic, orthopaedic and general surgery.

"It's an incredible adventure, an incredible opportunity – and it's such a privilege to work not only with the patients who are incredibly humble and inspiring but also the local crew who work alongside and the long-term volunteers.

"As a doctor, it can be very hard to make a lasting impact. You

can go and set-up a clinic but when you leave, unless you give some local ownership, then you can't have that lasting impact – whereas with surgeries, you go, you perform a procedure on an individual.

"That individual then has the rest of their life completely transformed. And, equally, the communities in which they live and work are completely transformed by the idea that someone would even come and do this."

Eleri's role saw her meeting patients the day before surgery was scheduled to check there were no other diseases or issues that would prevent procedures taking place and then followed-up with them in post-surgery recovery.

At the end of her three-month placement, which she undertook alongside her engineer husband, the couple continued to their new lives in Auckland. For Eleri, this meant a place in Waitemata DHB's Fellows Programme – a unique



▲ Eleri Clissold (left) on-board the Africa Mercy floating hospital.

initiative for the DHB designed to build leadership capability.

Eleri's 12-month fellowship sees her leading a range of projects in the Medical Education and Training Unit, part of Awhina, as well as working in North Shore Hospital ED as a House Officer.

Six months into her New Zealand learning adventure, Eleri has taken to all that life in Auckland has to offer and to being a member of the

Waitemata team.

"It's an easy place to be new – everyone is genuinely welcoming and it's all about the culture."

More information on the Mercy Ships programme is available via

 – [Mercy Ships NZ](#),  
 – [@MercyShipsNZ](#) and  
 online – [www.mercyships.co.nz](http://www.mercyships.co.nz)

**In May, dental therapist Debbie Rowley made her eighth trip to Cambodia to provide dental care to the country's most vulnerable.**

Debbie is team leader at Auckland Regional Dental Service's Community Dental Clinic in Mangere and has been volunteering with Cambodia World Family (CWF) since 2008.

CWF provides free dental care to children and trains local staff. In 2015, it provided dental care to 12,000 children.

Debbie decided to volunteer with CWF after meeting an AUT tutor who would take dental students to Cambodia as a learning experience.

"I had never been to Cambodia and on my first trip there I was shocked by the extreme levels of poverty. However, it is probably what keeps me going back because I feel I can assist in some capacity."



**"with compassion"**

The children who go through the CWF clinic are mostly orphaned, abandoned, disabled or institutionalised.

"We have four chairs working each day with about 80 children being treated. You will look out into the waiting room and see a

sea of faces looking back at you.

"We treat those with pain first and do filling and preventive work after that. We also provide dental care to children with HIV, which means we need to be careful, compassionate and follow set procedures."

Training has been part of Debbie's work with CWF and is a vital component to improving dental care.

"We are always encouraging local girls in the capital Phnom Penh and outlying areas to train as dental therapists and assistants. If we want to really improve dental care in Cambodia it needs to have local input, not just foreigners who can fly-in and out."

Debbie and her husband have also shipped donated equipment and products from New Zealand. Financial donations from the Mangere Rotary Club have brought better chairs and sterilising equipment, helping CWF to add two more clinics.

"But for the kids, the most important thing was probably the giant crate that the equipment arrived in. We transformed it into a large play hut."

*Do you know of a member of the Waitemata team who volunteers overseas and is worthy of recognition? Get in touch and let the Communications team know so we can recognise their work.*

# Our people step up for the Well Foundation



▲ Some of the dedicated Well Foundation marathon team. L-R: Well Foundation Board Chair Craig Donaldson, Well Foundation CEO Andrew Young, Waitemata DHB Chief Financial Officer Robert Paine, DHB Board Member Allison Roe, DHB Chief Medical Officer Dr Andrew Brant, DHB Board Chair Dr Lester Levy and Well Foundation Board Trustee Mark Jeffries.

**Ambitious goals make for outstanding achievements. A number of our Waitemata DHB board members and staff will be sticking to these wise words as they train hard for the 2016 ASB Auckland Marathon on 30 October to raise funds for the Well Foundation.**

Local running legend and DHB board member Allison Roe is signed -up and putting together a special training programme for the team. As a former winner of the Boston and New York marathons, she'll be providing some great tips and advice. Allison is joined by more of our people, including board chairman Dr Lester Levy, Chief Medical Officer Dr Andrew Brant and Chief Financial Officer Robert Paine who are also taking on the challenge to support our official fundraising body. Some of the team have entered the 21km half-marathon, while the extra-brave ones are lining up for the full 42km.

The Well Foundation would love more to join them and say there

is nothing like a big goal to keep you motivated as we move into the winter months. All you need to do is register your entry for whatever distance you'd like to run (or even walk) via [www.aucklandmarathon.co.nz](http://www.aucklandmarathon.co.nz) and then contact the Well Foundation on 09 447 0138 or [info@wellfoundation.org.nz](mailto:info@wellfoundation.org.nz) so they can help you set up your own fundraising page. They'll keep in touch with you regularly during the journey to the big event and will share fundraising tips, news and all the latest updates so you will be well-supported throughout.



To see some of the team members who have already set up their pages and how they're progressing, visit [www.givealittle.co.nz/org/wellfn](http://www.givealittle.co.nz/org/wellfn) and click the "fundraisers" tab. If you're not able to take part, the team would be grateful for any support.

## More good news from Well

**The foundation has had a successful few months of fundraising, with its current major project nearing completion.**

Just \$4.5k is needed to reach the \$122k target and equip our community therapists with iPads to help them deliver even better care to their patients and reach more in-need each week. Visit [wellfoundation.org.nz](http://wellfoundation.org.nz) if you'd like know more or to donate.

The foundation recently raised the final funds for life-saving training equipment for our medical staff, with strong support from our local community and ambassador Tom Abercrombie from the NZ Breakers. The maternal foetal simulator will offer cutting-edge training for our maternity and emergency staff to help them prepare

for a range of pregnancy, birthing and post-pregnancy complications. New dad Tom was particularly keen to front the fundraising campaign after his first son, Pilot, was born at North Shore Hospital in January, arriving three weeks early. You can read more about Tom's story and this vital equipment on the foundation's website.

More exciting fundraising projects, events and activities you can get involved in are underway or in planning and you can keep up-to-date by signing up to the regular e-newsletter on the foundation's website or by liking the Facebook page [www.facebook.com/WellFoundationNZ](http://www.facebook.com/WellFoundationNZ)

Tom with wife Monique and baby Pilot. ►



# Building the future of healthcare for our community

WAITEMATA  
2025

“better, best, brilliant”

It's an exciting time of transformation for our DHB as we build the facilities and services needed to cater for our rapidly growing population. Recent projects such as the He Puna Waiora mental health inpatient facility, Hine Ora women's ward, our Karaka Street facility and the Spiritual Centre are all up-and-running. In this edition, we take a look at some of the major construction projects recently completed or well underway as part of our Waitemata 2025 10-year-plan.

## North Shore Hospital Sky Bridge

Construction of the new Sky Bridge linking the main North Shore Hospital tower block with the Elective Surgery Centre (ESC) is almost complete.

Site works began in February on this key project within the DHB's strategy for integrating and expanding its services. Sky Bridge will enable a greater volume and complexity of procedures to be delivered at ESC and allow direct access to the High Dependency and Intensive Care units in the main hospital tower.

The project is due to come online in late June.

*Construction of the new Sky Bridge is almost complete.* ▶



## Ward 3 redevelopment

A refurbishment and upgrade of North Shore Hospital's Ward 3 (General Medicine) was completed last month, creating a brighter and more modern space for patients and staff for the Ward, which has an end-of-life/palliative focus.

The finished project has added new patient bathroom facilities, an additional patient lounge, extra toilets, fresh paint, flooring and curtains to create a more comfortable patient environment. It also includes privacy screens to protect patient dignity and improved facilities for patients who are approaching end-of-life and their families.

◀ *A newly refurbished room in Ward 3.*

## Department of Medicine

For the first time, the DHB's Department of Medicine has a centralised home, following the opening of the new Hart Department of Medicine on Level 3 of North Shore Hospital in early May.

The dedicated, fit-for-purpose environment is now the base for 80 clinical, management and support staff. It includes a large, modern teaching room and multiple meeting and break-out rooms within a bright, modern environment.

Previously, the department's staff were accommodated in various locations around the North Shore Hospital site.

The facility was named in honour of Dr Hamish Hart and celebrates his influential role over more than three decades' service with the DHB.

## Waitakere Hospital Emergency Department

Progress continues on a major project to almost double the size of Waitakere Hospital's Emergency Department. The expansion will enable the DHB to meet rapid growth in demand for ED care in West Auckland, including more than 48,500 presentations in 2014/15. The project will increase the footprint of the ED to more than 1300 square metres and include a new front-of-house zone, improved patient entrance way, reception and triage areas designed to protect patient privacy. There will also be four new ambulance bays with covered hospital access.

The project is due to open in August, with a new paediatric zone within the existing footprint expected to be completed in March 2017.

# Health Excellence Awards

“better, best, brilliant”

## Partnership boosts B4 School Check



**A partnership between Waitemata DHB and Plunket has resulted in a 25% increase in Waitemata children completing their 'B4 School Check'.**

The overall poster winners at Waitemata DHB's Health Excellence Awards 2016 began their partnership in mid-2013.

Up until then, before children started school Waitemata DHB's vision hearing technicians (VHT) screened children for vision and hearing problems and primary health organisations (PHOs) carried out Well Child nursing checks for health and behavioural development – but VHT and PHOs did the checks separately.

The number of families who missed B4 School Check appointments was high and the separate testing meant some families might only complete one check without realising there was another component.

Plunket took over Well Child checks in the Waitemata area in July 2013. Waitemata Plunket's Clinical Team Leader Anita Quensell says it was clear that the DHB and Plunket needed to partner to meet the diverse needs of families.

“We consulted with families and identified that a ‘one-stop shop’ combining the VHT and Plunket components would make it much easier for families to

complete the B4 School Check.

“We also identified that families needed more choice. A key part of our approach was to take the service to the people, so we organised combined B4 School Checks through home visits, clinics – including Saturdays for working parents, health promotion days and we partnered with Pacific Island language nests.

“Parents were very positive about the one-stop-shop approach, especially those working full-time. It's so much easier for families to do everything in one go, rather than having to make two separate appointments.”

Hilary McCluskey, Waitemata DHB's Team Leader Child and Family North, says the statistics highlight the success of the partnership approach.

“We now have an overall 25% increase of B4 School Checks in the Waitemata area with a 44% increase for Māori, 38% for Pacific and 22% for high-needs families.

“The timelines have also improved, with most children getting their B4 School Check just after their fourth birthday. This means more time for early intervention so that children have the best possible start for their education.”

*Hilary McCluskey (far right) and members of Plunket's B4 School Check management team (from left) Kym Ward, Sam Ferreira and Raewyn Handley.* ▼



## More physio, fewer complications



▲ Health Excellence Awards overall presentation winners Dr Julie Reeve (left) and Lesley Anderson with Chief Medical Officer Dr Andrew Brant.

**Can physiotherapy reduce the incidence of complications following open upper abdominal surgery? The overall presentation winners at Waitemata DHB's Health Excellence Awards 2016 say 'yes' – by up to 21%.**

Senior physiotherapist Lesley Anderson and physiotherapist and AUT senior lecturer Dr Julie Reeve began a trial at North Shore Hospital in March 2015 to see if providing open upper abdominal surgery (UAS) patients with physiotherapy training and education before their operations would reduce post-operation complications.

The trial was part of a wider study including two hospitals in Tasmania, in association with the University of Melbourne.

“People need UAS for a variety of reasons – cancer, Crohn's disease, ulcerative colitis – and, unfortunately, post-op complications such as pneumonia are an issue,” says Lesley.

For the trial, 441 UAS patients from the three hospitals participated, including 78 from North Shore Hospital.

Before their surgery, participants were either given

a physiotherapy booklet with information on how to prevent complications or the booklet plus a physiotherapy training and education session.

The results showed that participants who received the physiotherapy session had a 12% incidence of post-operation respiratory complications compared to 28% for the other trial participants.

Lesley says the first 24 hours after UAS are vital for preventing respiratory complications and that means doing some exercises including deep breathing and early walking.

“The physiotherapy session allowed us to explain why the exercises were important, with the result that patients were more motivated to do them after surgery.”

The trial finished late last year with such positive results that Waitemata DHB plans to roll-out physiotherapy training and education for all UAS patients this year.

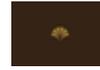
Julie says the results of the trial are very exciting. “We are confident that patients undergoing UAS will benefit from seeing a physiotherapist before their surgery and will have an easier recovery afterwards.”



# Waitemata DHB HEALTH HEROES

We're so fortunate to have the generous support of the City Cake Company, Bliss Reflexology and the Spencer on Byron Hotel. These businesses generously supply us with a sumptuous celebratory cake, relaxing spa treatment and either a complimentary dinner for two or a relaxing night at the 4.5-star hotel.

Supported by:



**Who: Vicki Hustler**

**Where: Decision Support Group**



Vicki is Waitemata DHB's Data Quality Co-ordinator. Her role is to ensure that the data we collect on our patients is accurate and correct. This, in turn, ensures that clinicians using our systems can view accurate electronic clinical records on patients and managers can extract accurate statistical information in order to make informed decisions regarding the operational management of the hospital.

Vicki works tirelessly in this position and is always acutely aware that there is a person at the end of the data.

When there was a recent IT issue, Vicki came in during her Easter holiday to help manage processes and support those staff working in the ED/ADU area.

Vicki's dedication to the organisation exemplifies all of our values.



Health Hero Vicki Hustler with Chief Medical Officer Dr Andrew Brant.

**Who: Traffic Services Team**

**Where: North Shore Hospital**



During the Sky Bridge construction works at North Shore Hospital, the traffic team have been out on very hot days, and very wet days, doing their best to manage peak traffic flow from the car park through and

out of the campus at the Shakespeare Road exit. They have worked tirelessly to mitigate the frustration that staff and visitors feel with traffic delays, stopping to connect and chat with drivers to explain

why delays and diversions are in place and generally making the roads a better and safer place for staff and public alike. Their brilliant attitude is a credit to the team and the wider Waitemata DHB.



The Traffic Services Team with CEO Dr Dale Bramley.

# Compliments

## Midwife a delight

My daughter, Ada, was born at North Shore Hospital. I just wanted to drop a quick note to thank all the people involved in Ada's birth but in particular to the senior midwife who looked after me one night. Every night when I get up in the middle of the night to feed Ada, I think of this wonderful woman who came into my room, bundled Ada up and took her for a couple of hours so I managed to get some much-needed sleep. This midwife was just delightful and I wanted you all to know that your hard work is never forgotten.

Bianca and Steve

“with compassion”

## Kind and caring reassurance

I arrived at the Emergency Department by ambulance with multiple injuries. The doctor who took charge of my case was named Kathy. Kathy was highly effective in assembling a trauma team, obtaining immediate information in the various areas of concern and providing kind and caring reassurance to me and my wife throughout the process. Weeks later, my wife and I still remember her vividly and are so appreciative of her expertise and her personal care.

In Ward 8, I was cared for by a nurse named Jemma Benoy. Jemma was such a bright spot in my entire hospital experience! My situation was unusual because of my widely varied injuries, but she handled everything with a quiet confidence and a determination to find answers for my many questions. She always managed to get the information I was seeking and although I'm sure she had many patients under her care, she always managed to have time to make sure I was comfortable and to reassure me that things were progressing well in the many different aspects of my situation. My wife was with me most hours while I was in hospital. She and I still think and speak of Jemma. She made a wonderful impression on us and we will remember her for a very long time. By combining her professionalism with her bright, positive, lovely nature, we feel sure she is destined for an amazing career.

Dale

“better, best, brilliant”

## Fantastic support

I was admitted to the Emergency Department suffering from a severe allergic reaction. I was treated by Dr Amihan Yusingco. Dr Yusingco was very thorough in her examination and explained everything very clearly. I knew what was happening and what the expected process was the entire time. Dr Yusingco was touching base with me on a regular basis to ensure my symptoms weren't changing. As a breastfeeding mum, she organised a breast pump for me and was thorough in checking that the medication I was given would have no negative implications for me feeding my baby.

I was impressed that while the Emergency Department was very busy, any requests made by me were met within a couple of minutes. I am incredibly impressed by the efficiency and friendliness of the staff in the entire department and was put at ease by everyone in the team. I would like to say a huge thank you to Dr Yusingco for her fantastic support and for getting me home to my baby as quickly as she possibly could. What a well-run, efficient team!

Stephanie

“everyone matters”