

News, views and information from Waitemata District Health Board

Healthlines

ISSUE 221

June–July 2017

WHENUA PUPUKE
WAITEMATA CLINICAL SKILLS CENTRE

Welcome to Whenua Pupuke, the home for the advancement of clinical skills at Waitemata DHB that will improve patient outcomes.

See pg 8 and 9



Families

“everyone matters”

Patients

Staff



Waitemata
District Health Board

Best Care for Everyone





Bringing Waitemata into the future, both in hospital and in the community

Patients both in hospital and in the community will have better outcomes thanks to two major launches we celebrated recently.

It has been an exciting time for Waitemata DHB as we launched the Primary and Community Services Plan (PCSP) and opened Whenua Pupuke, our clinical skills centre.

The PCSP (pg 13) is about building capacity in our community and ensuring we intervene early to keep people well in the community. The PCSP is also about us working in a single integrated healthcare system with our community partners.

The four initiatives listed below were formally launched as part of the PCSP. They focus on better prevention through early detection, more education programmes and breaking down some common barriers to allow better access to help.

- **The Abdominal Aortic Aneurysm Screening (AAA)** pilot was carried out in 2016 and because of its success it has now been extended to all eligible Māori in Waitemata and Auckland areas. Approximately 1000 people have now been screened and more than 50 AAA referrals have been made to vascular services.
- A major expansion of the **Primary Options for Acute Care (POAC)** initiative which gives GPs more choices to manage patients in the community.
- **Rural Point of Care Testing (R-POCT)** provides on-the-spot testing and diagnostics at rural practices throughout the district, saving people ED visits or hospitalisations.
- **Primary Mental Health** gets a boost with the Our Health in Mind initiative which provides earlier and improved access to local mental health and addiction support, assessment and treatment.

More than 1000 additional packages of care will be available for those with mild to moderate mental health issues and 800 extra packages of care for high-needs and complex patients. This includes giving GPs direct access to psychiatrists.

While hospitals have specialisation and acute care, it's not about having one or the other but about having the right balance between primary and secondary care.

Our GPs, district nurses, homecare workers and other community-based staff do amazing things outside of the main hospital settings and the PCSP is our way of supporting them further. The PCSP will ensure they have the tools they need to make a difference on the front line. It also empowers people to be more proactive in managing their own health journey from home or at least closer to home.

This signals a shift toward an integrated healthcare system that

allows for better cohesion between services and more open communication, a positive change for all.

That brings us to the news of the second major launch.

Ensuring a positive future for the people of Waitemata is the idea behind Whenua Pupuke (pg 8 and 9), our clinical skills centre that opened in June.

Our DHB needs a workforce capable of achieving our purpose and values and Whenua Pupuke is 100% oriented to this outcome.

It is a place of learning and developing employees to build confidence, improve performance and practise clinical skills so that they are more competent and confident in a clinical setting when working with patients.

Whenua Pupuke encourages sharing, support and collaboration for all workforce groups and puts better patient outcomes at the very forefront of its reason for being.

Over 1000 people attended the opening events and I hope the facility will be well used in the future.

I want to thank all of those who have worked tirelessly to make Whenua Pupuke and the PCSP a reality.

Take care
Dale



Waitemata midwife assists Syrian refugees in Greece



It all started with an ad on Emma Farmer's Facebook feed. Nurture Project International (NPI) was looking for midwives to help assist Syrian refugees in Greece.

Emma, Waitemata DHB's Head of Division for Midwifery, returned to New Zealand in May after spending four weeks in Thessaloniki, Greece working with families who had fled the Syrian war. She worked with families in refugee camps and others who had been re-homed in apartments throughout the city.

NPI was established by public health professionals, disaster relief experts, midwives and lactation consultants who saw a need for qualified and trained volunteers to attend emergency situations and support mothers and babies.

"In times of crisis, people want to donate whatever they can which is fantastic. In many cases though, people send loads of infant milk powder without understanding the limitations parents face around living in unsterile conditions with no facilities to boil water," Emma says.

"So my role was to educate women and encourage them to start breastfeeding and for some mums, encouraging them to start again after they had stopped. Breastfeeding was going to be the best option for them as it meant the milk was safe, the right temperature and free."

When Emma visited families who had been housed, she found this was not always ideal for families who spoke little to none of the native language and were very isolated from other Syrians. Many families had absent fathers as men were caught up in the Syrian war and had been killed or they had travelled ahead to Europe but since the closure of the border between Greece and Macedonia, were now stranded in Germany.

"You'd have a mum in this apartment with her children and a very small allowance. She now had to negotiate the bus system to get to the supermarket and carry all of those bags back while travelling with her children because she had no support network to leave them with," Emma says.

"We'd take with us nappies and wipes

as well as sanitary pads and food packs for Mum to ensure she was maintaining a good diet for breastfeeding. We would also take clothes and food packs for any older babies who had been weaned." While this was always appreciated, what families also needed was someone to listen to their story.

"They would make you the sweetest tea and share with us their stories which were all so harrowing. We forget, being so far away, that being displaced is a very real and horrible experience," Emma says.

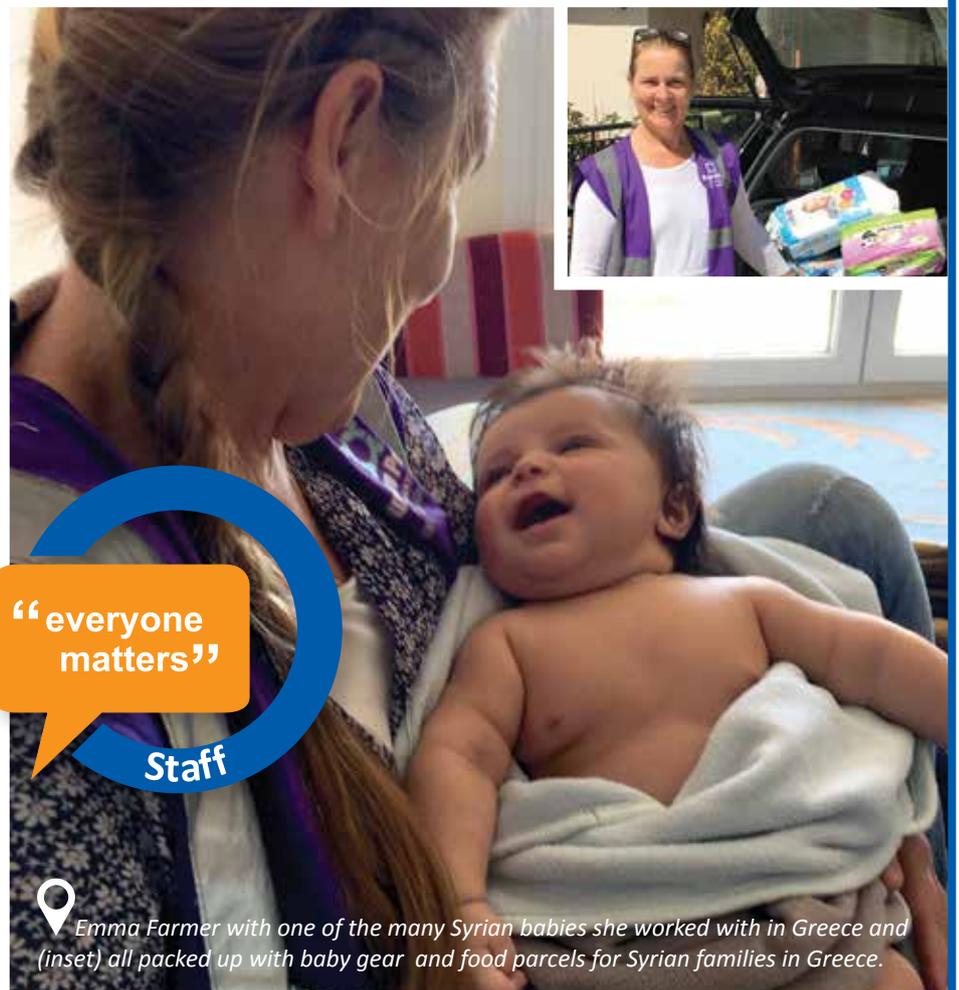
Refugees arriving in Greece from Syria go on a waiting list to be given a new home in a host country. The waiting list is available online and in order to be approved, families must make the eight-hour journey from Thessaloniki to Athens while carrying all of their belongings. If families don't make it to Athens in time for their appointment, they are moved to the bottom of the list.

"They may have escaped a war but life is not made easy for these people."

Emma is glad to be home but would definitely take up this opportunity again. She also encourages others to lend a helping hand too. "It's one thing to see the harrowing images on TV but another to actually go there and see the hardship with your own eyes," she says.

"This is one of the biggest human tragedies of our time. This is the biggest migration of a people in our generation. People need help and we all have something to offer."

Go to <https://nurtureprojectinternational.org/> for more information on how you can help.



"everyone matters"

Staff



Emma Farmer with one of the many Syrian babies she worked with in Greece and (inset) all packed up with baby gear and food parcels for Syrian families in Greece.

Cyber attack over for now but we must stay vigilant

As more and more of our interactions take place digitally, we need to continue to be vigilant both in our home life and at work to keep our information safe.

The recent global ransomware attack was a good reminder of how vulnerable our DHB is to a cyber attack. Waitemata DHB was fortunate not to be impacted but for the NHS in the UK it has been a major disruption for hospitals and healthcare services and ultimately for the patients they serve.

When news of the attack hit the headlines, our healthAlliance and DHB teams across the northern region responded quickly, working over the weekend and through the night to put in place a piece of software across 1400 systems in total to protect us from this particular virus.

Although our DHB was fortunate not to be impacted by this ransomware attack, we need to continue to be vigilant and ensure we do everything to protect our systems and information.

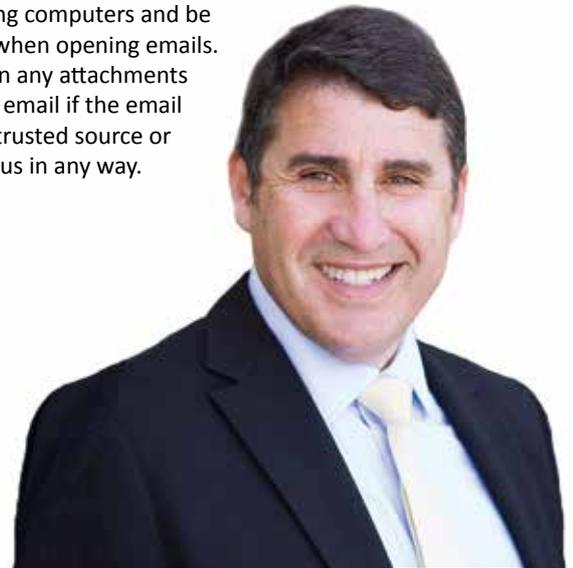
Since the attack, access has been blocked to personal emails from DHB networked computers and laptops. This is not a punitive measure but rather to protect the integrity of our system. When you open email links and attachments in personal emails they go around our firewalls so if you mistakenly open an infected link or document, it puts all our systems at risk.

We are continuing to block personal emails for the foreseeable future but you can still access them on mobile devices.

I strongly recommend that if you do not have a Waitemata DHB email, you should get one now by calling the IS Helpdesk who can add one to your account quickly and easily.

We also want you to take care when using USBs for the same reason. We are not saying do not use them but just make sure they have been scanned for viruses before you plug them in. The IS Helpdesk can tell you how to do this if you are not sure.

This will not be the last attack of this kind the world will see and whilst our IT experts are working hard to continue to secure our systems, I ask that you all remain vigilant when accessing computers and be extra careful when opening emails. Do not click on any attachments or links in the email if the email is not from a trusted source or looks suspicious in any way.



Waitakere ED Charge Nurse Marja Peters and Clinical Centre Leader for Physio Barbara Guthrie.

Recognition for decades of commitment to healthcare

We celebrated staff who have dedicated up to 30 years of service to Waitemata DHB in June as part of the opening events for Whenua Pupuke, the clinical skills centre at North Shore Hospital.

A group of 33 staff were recognised at the event for providing 15, 20 or 30 years of service for the people of Waitemata.

The group was thanked with a special certificate presented by HR Director Fiona McCarthy and Allied Health, Scientific and Technical Professions Director Tamzin Brott for the commitment they have shown over the decades.

Among the recipients were Waitakere ED Charge Nurse Marja Peters and Clinical Centre Leader for Physio Barbara Guthrie who celebrated 30 years of service.

People recognised at the event are part of a larger group of employees who will be acknowledged at separate Waitemata DHB long service ceremonies throughout the year.

Drinks trolley at Waitemata

DHB – more than just a cuppa

It's not just the children being looked after at Waitakere Hospital's Rangatira Ward thanks to a new brightly coloured trolley service carrying drinks through the ward.

Free tea, coffee, water and juice are now being offered to parents and caregivers of patients in Waitemata DHB's inpatient children's ward.

Charge Nurse Manager Sarah Timmis can often be seen pushing the trolley, colourfully decorated as a school bus, through the ward while stopping to meet patients and their families.

"We often see parents and caregivers so concerned with their child's wellbeing that they forget to keep up their own fluids," she says.

"Parents and caregivers need to look after their own wellbeing in order to focus on the wellbeing of their loved one. This trolley just makes it easy for them to get fluids to keep their strength up during a difficult time."

A complementary drinks station within the ward has always been available for families of paediatric patients but the

mobile trolley has become a social catalyst for staff, parents and caregivers.

"It has certainly opened doors for other conversations to be had about such things as ongoing care. It can be a very confronting time having a child in hospital so being able to talk about feelings and

thoughts over a cup of tea has certainly helped start the dialogue," Sarah says.

The beverage service is another initiative introduced by Waitemata DHB to enhance the experience of patients and whānau while in our care, a key Board priority.



A new menu for paediatric patients

Easy finger food and attractive packaging are making all the difference when it comes to ensuring children on Waitakere Hospital's Rangatira Ward are well-fed.

Better health outcomes for paediatric patients is the aim of Waitemata DHB's new lunchbox initiative that delivers a special child-friendly meal in brightly coloured boxes.

Waitemata DHB is the first in the country to implement a child-friendly menu and packaging, another initiative aimed at enhancing each patient's experience while in hospital.

The lunchboxes include a piece of fruit, cheese, crackers and a sandwich. The lunchbox contents have been nutritionally

approved as food that supports healing and better patient outcomes as food is a medicine.

Charge Nurse Manager Sarah Timmis championed the new menu to make eating in hospital more appealing to young patients. "Children are in here because they are not well and eating helps to strengthen the immune system so we do need children to be well-fed."

"As many parents would know, sometimes it's about the way the food is presented that could make the difference to children."

Sarah says the lunchbox initiative has been a hit with the children and she plans to further develop it by adding to the box games and activities on paper.



Connection to culture at the forefront of Mason design

Mason Clinic will take another step into the future when a new 15-bed mental health facility opens in August.

The building, yet to be officially named, will be the jewel in the crown of the Point Chevalier site, which is undergoing a complete overhaul to help address the growing demand on specialist mental health services.

The new state-of-the-art design is entirely based on kaupapa Māori, with a whareniui (meeting house) built into the front entrance to welcome clients and their whānau.

Environments, Security and Buildings Manager Bruce Talbot says because a high proportion of mental health patients are Māori, it was important to include elements of Māoritanga throughout the facility.

“Having a whareniui at the entrance gets each client’s journey off to a good start. Culture is a way for people to reconnect with themselves and their whānau. It plays a huge part of a person’s healing.”

Sculptures and Māori designs on glass panelling throughout the whareniui are aimed to add to the wairua (spirit) of the facility.

The medium secure unit has a dining room connected to the whareniui as well as a separate de-escalation wing easily accessible from the whareniui.

Large internal courtyards mean clients can do kapa haka or taiaha in the sun. Extra hand basins are located in art rooms and corridors because for some cultures, washing hands is about not only cleanliness but also spiritual cleansing.

Clients will have sensory modulation rooms, a women-only wing, a gym and large windows allowing for plenty of sunlight.

The colour scheme throughout the building is inspired by nature to have a calming effect on clients.

Staff will enjoy new office space upstairs with large windows, spacious meeting rooms and showers.





1. Artist impression of the finished product.
2. Spacious staff offices are all on the first floor.
3. Internal courtyards provide open spaces for fitness and kapa haka.
4. Bedrooms are brightly coloured and give clients a reading or relaxing bay by the window.
5. A secure walkway takes clients from the new building to the neighbouring unit, Tane Whakapiripiri.
6. The modern build stands two storeys high.
7. The wharenui will be the first place clients and whānau will be welcomed into.
8. Large open spaces promote plenty of sunlight.



Skills centre boosts academic profile and positive patient outcomes



WHENUA PUPUKE
WAITEMATA CLINICAL SKILLS CENTRE

1. Minister of Health Hon Dr Jonathan Coleman unveils the official opening plaque.
2. Mataia Keepa of Ngāti Whātua blesses the Manea stone.
3. Minister Coleman cuts the official ribbon.
4. Students from Rosmini College and Carmel College performed during the opening event.
5. Penina Felise-Mackay from Pacific Health and Cherie Povey from Māori Health with CEO Dr Dale Bramley ahead of the official opening.
6. Elna Meller, Karen Fielding and Gill Fisher from the Institute for Innovation and Improvement at the Public Open Day.
7. Visitors enjoyed a special screening highlighting technology at Waitemata DHB.
8. Well Foundation's Grant McCabe tests his knee strength at the AUT Biomechanics Clinic.



A stirring haka powhiri from students of Rosmini College set the tone for the opening of Whenua Pupuke, Waitemata DHB's new clinical skills centre, on June 9.

Minister of Health Hon Dr Jonathan Coleman unveiled the plaque and cut the ceremonial ribbon alongside chairman Dr Lester Levy, CEO Dr Dale Bramley and Director of Awhina Dr John Cullen. Distinguished guests included Sir David Levene, a major sponsor of the facility through his association with the Well Foundation.

A special mention was made on the day to honour Dr Cullen for his vision, dedication and commitment to making Whenua Pupuke a reality.

The two-storeyed facility overlooks Lake Pupuke and will house many of the academic activities taking place across Waitemata DHB. It includes a 248-seat auditorium, multiple teaching spaces, a clinical skills laboratory and an AUT biomechanics laboratory.

A public open day took place on June 12 giving the wider community a chance to tour the facility and see the kind of high-tech training equipment that students and clinicians will be working with. Various other divisions, including the Well Foundation and Māori, Pacific and Asian Health teams also showcased their services.

A string quartet from the Auckland Philharmonia Orchestra also held a free performance in the auditorium to mark the occasion.

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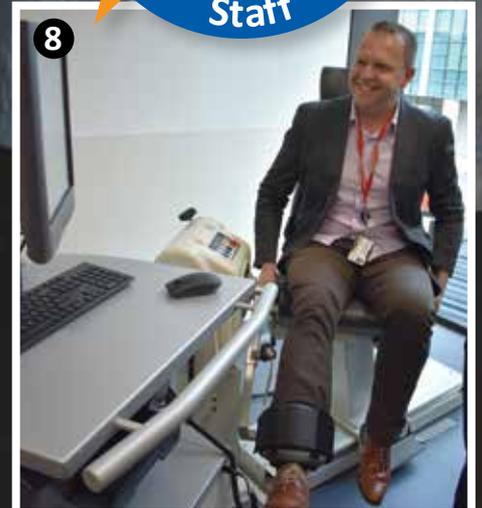
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The overall winners of the oral presentations, Nikola Ncube and Jessica Nand for their project O2 The Fix: Swimming Between the Flags.

Better, Best, Brilliant initiatives come into the spotlight for HEA

The improvement of patient safety by prescribing oxygen more appropriately was the concept that took top spot at Waitemata DHB's Health Excellence Awards 2017 on June 14.

#O2TheFix: Swimming Between the Flags aims to increase awareness of oxygen prescribing.

The winning presenters, Respiratory Clinical Nurse Specialist Nikola Ncube and Pharmacist Team Leader Jessica Nand, explained to a full auditorium at Whenua Pupuke how *#O2TheFix* guides health professionals to prescribe oxygen only if required, within an appropriate target oxygen saturation range.

#O2TheFix was one of 42 entries into the Health Excellence Awards this year, 27 being poster submissions and 15 oral presentations.

The overall poster winners were Head of Division for Midwifery Emma Farmer, Clinical Project Manager Wendy Devereux and Community Engagement Officer Carol Hayward for their project about community perceptions of primary birthing units in Waitemata DHB.

This year saw great participation from Pacific Health Services and Mental Health Services as well as many projects led or supported by the Institute for Innovation and Improvement (i3).

The guest presenter on the night was Sir Harry Burns, Professor of Global Public Health at the University of Strathclyde in Scotland.

Judges included Chief Medical Officer Dr Andrew Brant, Director of Nursing Jocelyn Peach, Team Leader for Māori Health Services Summer Hawke, Allied Health, Scientific and Technical Professions Director Tamzin Brott and Director of i3 Penny Andrew.

Go to www.awhinahealthcampus.co.nz for a full list of this year's winners.



Sir Harry Burns (seated) presents the award for the Overall Poster Winner to (L-R) Emma Farmer, Wendy Devereux and Carol Hayward.

“better, best, brilliant”

New policy to empower staff working in the community

Empowering staff to be confident and safe when working in the community is the purpose of a new policy launched by Waitemata DHB in June.

The Staff Safety in the Community policy will affect about 1000 Waitemata DHB staff who work in the community, including home care workers, district nurses, occupational therapists, speech therapists, child health workers, midwives, dental staff and those working in mobile vans. It applies to all staff including employees, contractors, locums, volunteers, students and work experience trainees.

The policy supports Waitemata DHB's promise to provide the best care for everyone while maintaining the personal safety of our staff, says Project Manager Maggie Broome. "We want our staff to feel safe and to know that they are supported.

"The policy is a great tool to help staff understand risk, identify risk and manage a potentially unsafe situation in an appropriate way."

Professional Advisor for Occupational Therapists Andrea Dempsey spends some of her time working in the community and says this policy gives staff a safeguard.

"We are now able to use the policy to make a call about whether we are comfortable with each situation instead of having to make that call based on our own courage," she says.

"Staff should be able to get home at the end of the day safe and sound."

The Staff Safety in the Community policy outlines a requirement for all staff to have access to proper training around the following:

- S.T.E.P. Matrix guide for risk assessment

- Risk management, preparedness and safety planning
- Communication and de-escalation
- Know-how to call for assistance and respond to calls for help
- Security alerts and incident reports.

Many community-based staff will visit people's homes to check up on a patient or to continue their care in the comfort of their home. Staff are encouraged to call ahead to get a quick understanding of how welcome they would be at the address and whether or not there is a dog at the property.

In the policy, written by a working group made up of various community-based staff, those going out in the community can get advice on key questions to ask while on the phone before an appointment to help them assess the risk. Other tips include that staff should avoid doing visits on the way home in the evening so colleagues are informed of their safe return.

The policy helps create a clear boundary around what is acceptable behaviour for patients and their families while staff are in the community.

A campaign launched by St John's Ambulance Service last year highlighted the unsafe conditions clinical staff may be confronted with while on duty in the community.

"A lot of evidence we have about our staff being nervous or scared about going into a scenario have been anecdotal so another aim of this policy is for staff to be encouraged to report any issues," Maggie says.

"Our values state that everyone matters and this is relevant for our patients, whānau and our staff."



(L-R) Project Manager Maggie Broome, Registered Nurse Lisa Collins and Professional Advisor for Occupational Therapists Andrea Dempsey.

DHB farewells 90 years of nursing experience

Waitemata DHB bid farewell to 90 years of nursing experience in May as two senior nurses retired. Charge Nurse Manager for Anawhata Ward Donna Riddell and Nurse Educator Judy Vette both wrapped up their nursing careers, marking the occasion with plenty of celebrations orchestrated by staff both past and present.

Donna has become one of the most well-known faces of Waitakere Hospital over the decades after starting in 1977 as a student community nurse in the west.

She went on to be an enrolled nurse and a registered nurse in 1996 working as a new graduate RN on Ward 3 at North Shore Hospital. In 2001 she returned to Waitakere Hospital working as Charge Nurse Manager in Ward 2.

“My Mum had a really bad car accident when I was a teenager. I was about 13 or 14 and I watched those nurses care for her. I thought I really want to do that, I want to be somebody who could help people when they were really in need and be able to make a difference in their lives in a caring, compassionate way,” Donna says.

“That’s one of the reasons why I became a nurse and I’ve never regretted it. If I had my life to choose again, I’d still choose nursing. It would always be nursing.”

During her time at Waitakere Hospital, Donna also became the friendly face of the Well Foundation, Waitemata DHB’s official fundraising body.

Well Foundation CEO Andrew Young says Donna’s personality and passion for healthcare made her the perfect Well Foundation ambassador.

“Donna really does embody everything about our values – being compassionate, staying connected, ensuring everyone knows that they matter and working to the absolute best of her ability,” he says.

Donna doesn’t hesitate when asked what she will miss most.

“The people that I work with, the nursing

staff, the patients and the community that I’ve helped care for. I’ve cared for two generations of people now,” she says.

“Waitakere Hospital is my tūrangawaewae. It’s where I started and it’s where I planned to finish.”

Judy Vette started her nursing career in 1967 at Middlemore Hospital.

She started thinking about nursing as a child thanks to a bit of encouragement from her grandfather. A fondness for Sue Barton romance novels and Cherry Ames books kept the dream fuelled, too, Judy says with a laugh.

Judy started working at North Shore Hospital in 1986 when there were still unused floors of the tower block.

Judy started in ED, worked in ICU, has been a clinical coach and, more recently, worked as a nurse educator on the New Graduate Programme.

“Going into educating was the best thing I could have done as a senior nurse because I could give back. I used to stand in awe of people who could educate the next generation and then I had the opportunity to do it myself,” Judy says.

“We would have these great nurses who knew their theory inside out but I was able to take them through the practical side of nursing. It has certainly kept me on my toes keeping up with how the nursing role has grown and developed.

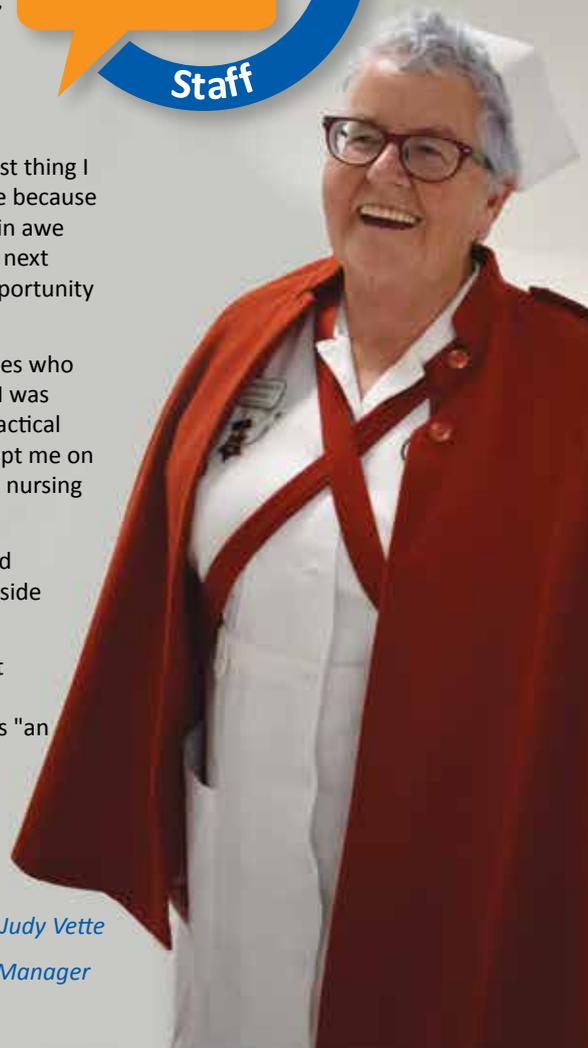
“We’ve gone from working behind doctors to actually working alongside and in a strong partnership.”

Judy describes nursing as a “great privilege” and the colleagues she has worked with over the years as “an amazing and inspiring group of people.”



“everyone matters”

Staff



(Top) Retired Nurse Educator Judy Vette

(Below) Retired Charge Nurse Manager Donna Riddell.



CEO Dr Dale Bramley with Waitemata PHO CEO John Ross and ProCare Health Ltd CEO Steve Boomert at the PCSP launch.

Waitemata DHB makes its most significant investment into community health

Achieving better health outcomes in the community is the aim of a plan launched by Waitemata DHB in May, in partnership with Waitemata PHO and ProCare Health Ltd.

The Primary and Community Services Plan (PCSP) outlines Waitemata DHB's most significant investment into primary care to date with an initial \$5.1 million already approved and new business cases with additional funding to be raised every year going forward.

The PCSP is a commitment from Waitemata DHB to support community services by providing targeted funding for prevention and education programmes, early intervention and easy access to the help people need, sooner and closer to home.

Four programmes have already been launched as an initial investment under the PCSP.

1. Abdominal Aortic Aneurysm Screening (AAA) gives affected Māori a funded consultation at a general practice to provide appropriate screening and treatment. Funding of approximately \$150,000 will be made available for both the screening and GP visits.

2. A major expansion of the Primary Options for Acute Care (POAC) initiative aims to shorten the length of hospital stays by providing the resources for a patient to safely manage their care at home. A total of \$2,526,000 will be invested annually into this programme.
3. Rural Point of Care Testing (R-POCT) helps avoid unnecessary emergency department visits and/or hospitalisation by providing on-the-spot testing and diagnostics at rural practices. The programme will cost \$1,024,518 over the next 2.5 years.
4. Primary Mental Health gets a boost with the Our Health in Mind initiative which sees \$1.4 million invested per annum to help more people get better sooner through earlier and improved access to local mental health and addiction support, assessment and treatment.

CEO Dr Dale Bramley says healthcare has been in need of a single integrated system.

"This is about better outcomes for the people of Waitemata and now, through a more aligned healthcare system, we can continue to advance the excellent health outcomes already being achieved within

our population," Dr Bramley says.

Chief Executive of ProCare Steve Boomert says this is an opportunity to further develop capacity in primary care in the district.

"We will continue to collaborate with Waitemata DHB and across Auckland to ensure this is resourced and further investment is targeted to develop primary care services that benefit the health of our local population."

Chief Executive of Waitemata PHO John Ross says the plan shows a commitment to provide the best possible care for communities.

"We believe this is achieved by putting the needs of our communities first, improving coordination and providing proactive and preventive care that is more convenient for patients," he says.





1

International Lions stars roar into children's ward

Children on Rangatira Ward got a very special visit from some of the British and Irish Lions on tour in New Zealand.

Our young patients were able to meet the players, get their autographs and have photos with the international rugby stars.

Players included Irish midfielder Robbie Henshaw, Welsh hooker Ken Owens and English lock Maro Itoje.

Patients also presented the sportsmen with Māori-designed hooks they'd made as a significant symbol of New Zealand culture.

"Just like in *Moana* the movie, Māori believed Maui had special powers. Legend has it that he fished up the North Island of New Zealand with his magical fish hook," said Charge Nurse Manager Sarah Timmis as they were presented to the players.

"Nowadays, the fish hook is gifted as a symbol of strength, good luck and safe travels."

Collecting such items was part of a challenge laid down to the touring team by Kiwi coach Warren Gatland, who tasked them with presenting what they had been taught at the next training camp.



1. *The British and Irish Lions with Rangatira Ward staff.*
2. *Robbie Henshaw, Maro Itoje, Shiloh Karanga, Ken Owens and patient Puhi Nopera Karanga (seated).*
3. *Robbie Henshaw, Ken Owens, Charge Nurse Manager Sarah Timmis and Maro Itoje delivering meals to patients.*
4. *Mum Gemma Watson with baby Orlando Stevenson, Ken Owens, Rose Hyslop (seated), Maro Itoje and Robbie Henshaw.*



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4

We're so fortunate to have the generous support of the City Cake Company and Bliss Reflexology. These businesses generously supply us with a sumptuous celebratory cake and a relaxing spa treatment.

Supported by:



Who: Leith Hart, Group Manager for Hospital Operations

Nominated by – Director of Nursing Jocelyn Peach

Leith's contribution and commitment to supporting Best Care for Everyone deserves recognition.

Leith is Group Manager for Hospital Operations which includes Pharmacy, Laboratories, Security, Cleaning and Orderly services, Nutrition, Traffic & Fleet and Clinical Engineering. She has worked at Waitemata DHB since 2000 and provided leadership in a number of roles over the past 17 years. She presents in a calm, professional way, working to ensure that systems and processes are working effectively. Leith problem-solves and plans so that services deliver safe and effective patient outcomes. She has been a calm influence in contingency planning and displays her connectedness and ability to see all sides in a pragmatic way. She is always willing to work on programmes of work that will make a difference. She is a role model, is visible and hard-working and always works for improvement. Leith uses her background as a nurse to influence her patient-focused approach, ensuring that her teams model the values of Everyone Matters, Compassion, Connected and Better, Best, Brilliant.



Health Hero Leith Hart with CEO Dr Dale Bramley.

Team: Ward 12 Multidisciplinary Team Central

“everyone matters”

Staff

Nominated by – Unit Manager Margaret Ross

Ward 12 has recently been praised, both internally and by a family, for their care of a patient diagnosed with behavioural and psychological symptoms of dementia (BPSD). His behaviour was challenging and difficult for the referring ward to manage. He would spit at staff and be verbally aggressive. A community mental health clinician advocated for his admission to Ward 12. Shortly after arrival, staff recognised a possible fractured hip. The appropriate review and interventions were organised. When I

telephoned in the following day, I was moved to hear that he was holding the hand of one of the nurses as he sat in bed. This was an entirely different behaviour to earlier in the week.

I don't believe these results to be a one-off because the team consistently shows compassion to a cohort of patients whose diagnoses can result in really challenging behaviours.

Looking at the occupancy data and the Trendcare reporting, the ward is frequently busy but staff continue to provide Best Care for Everyone.

They were also audited during the Health Data Standards and Systems audit and received great feedback. They are steered by Charge Nurse Manager Sue Smith who does all of this while remaining in budget.



Ward 12 Multidisciplinary Team Central with CEO Dr Dale Bramley.

Compliments



My mum was discharged from Huia Ward at Waitakere Hospital where she had been a patient for over a week. She received the most wonderful care and attention from a dedicated team of nurses, occupational therapists (OT), physiotherapists, health care assistants and doctors.

I'd like to especially thank Sonya, my mum's OT. I can't state enough how much I appreciated her kind and caring dedication to helping my mum. Nothing was too much trouble. Mum wouldn't have been at home now without Sonya's support with the discharge plan. She went outside her remit, got all the required services together and made it happen.

Thank you so very much, Huia Ward.
You are a fantastic team.

Jenny

Thank you for the superb care you gave our friend.

I can't speak highly enough of the nurses, ward staff and health care assistants.

You do a tremendous job.

Lyn and Charlie

I had a colonoscopy as a result of the bowel screening programme.

I want to express my thanks for this excellent service. I'd like to point out my confidence in the very professional services of Dr Ekanayake and his team.

John

The treatment from the whole surgical team and nurses was amazing. The staff were very helpful and friendly from the time I arrived until discharge. Nothing was too much trouble for the doctors and the nurses. The food is great and the catering staff are just as professional as the medical staff.

In short, I would like to say thank you so much to all doctors and nurses for a good atmosphere and outstanding care.

Pooja

Contact Hinerangi Vaimoso with your story ideas on ext 5780 or Hinerangi.Vaimoso@waitematadhb.govt.nz

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