

News, views and information from Waitemata District Health Board

Healthlines

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Waitemata DHB is working to make sure our little ones are getting the best start with an immunisation initiative protecting new mums and bubs

Find out on p5



Waitemata
District Health Board

Best Care for Everyone



Expanding staff services will benefit the whole community

“everyone matters”

Staff

2016 was a busy and successful 12 months for our DHB - our yearbook highlights our many achievements and focuses on the care we gave to our community.

The Waitemata DHB Yearbook 2016 can be viewed in the publications section of our website waitematadhb.govt.nz.

The opening of Hine Ora, the Spiritual Centre, the Sky Bridge to ESC and Waitakere Hospital's ED extension were just a few highlights.

With our organisation's success comes the challenge to continue the great progress and momentum.

Expanding staff services and facilities is something we will continue in 2017 in order to meet the health needs of our ever-growing population.

Waitemata is the fastest-growing DHB in the country and to provide the absolute best care for everyone, as per our organisational promise, we need to continually find ways to innovate and improve.

A major project for 2017 is the establishment of Whenua Pupuke - the new Clinical Skills Centre to be completed in June.

Not only is this quickly becoming a beautiful structure overlooking Lake Pupuke but it will be the DHB epicentre for clinical development with a 248 seat auditorium as well as teaching and learning spaces.

A clinical skills laboratory will occupy much of the first floor where an AUT exercise testing laboratory will be.

This will ensure we have the right facilities to future-proof the clinical expertise needed at Waitemata DHB.

Part of providing the best care for everyone is about supporting patients who take ownership of their health and celebrating when that partnership works well.

Minister of Health, Hon Dr Jonathan Coleman, visited North Shore Hospital on February 22 to join us in celebrating a group of WDHB patients living well with diabetes.

These patients have lived with Type 1 diabetes for more than 50 years, some more than 70 years, and have done so successfully.

They are shining examples of how successful our work as clinicians can be when we partner with patients, their families and help to empower them.

I would like to congratulate all 21 patients who received a special Living with Diabetes award and the Diabetes team for the tremendous work they do in supporting and partnering with patients and their families.

Another recent highlight was welcoming 106 new graduate nurses into our organisation.

We really value our Waitemata DHB nurses for the tireless and complex work they do on a daily basis and we are grateful to see a whole new generation of nurses to continue in a long tradition we have of offering compassionate and highly skilled nursing care to a patient.

Finally, I end with a request. Our HR team will release a staff engagement survey online in March and I would like us all to participate in the survey. This is your chance to let us know what is going well and also how we can make your work environment a better place for you and our patients.

Thank you all for the work you do. I hope during these warmer months, you are able to spend some quality time with your family and friends.

Take care,
Dale



Hi Dale,

I was wondering if it was possible to have some type of system put in place where we can put in the extension number we require when we ring the hospital instead of having to wait for an operator?

I am aware of how busy they are and, as such, had to wait quite long times sometimes when I called in. Having this system might take some of the load of the operators as well. I look forward to your reply.

Kind regards
Natasha



Dear Natasha

We are running an organisation-wide campaign to encourage staff to use the StaffNet phone directory instead of going through the telephonists. In September 2016 alone, a third of the total calls to staff were made internally. We are currently looking at importing a system that will make the use of extension numbers easier and more efficient. We anticipate this will be operational very shortly. In addition, we're encouraging people to keep their details updated on StaffNet and ensure their direct contact numbers are included on email signatures. This will enable less of a wait for patients trying to access hospital services through the call centre.

Thank you for your suggestion, Natasha.
Dale

Tania journeys to India

 Tania Chalton is a palliative care nurse for Waitemata DHB



Tania Chalton is absolutely under no illusion the journey she will embark on in May is going to be an easy one.

Tania is passionate about the topic of end-of-life care, so much so that she's travelling to India to volunteer in the palliative care sector.

Tania, a palliative care clinical nurse specialist works to make people as comfortable as possible at the end-of-life through the use of effective pain relief.

She says her role at Waitemata is about empowering patients and families to make the best decisions for them at such a difficult time.

"I do like the fact that we make a positive difference," she says.

Tania attended a Palliative Care NZ conference in Wellington in September last year and a call for volunteers to work in India piqued her interest.

"Volunteering is something I've always wanted to do after visiting hospitals in Cambodia and seeing patients on floors or on beds without mattresses. And if they didn't have any family to help look after them while in the hospital, then tough, you're basically on your own," she says.

"It certainly makes you realise how lucky we are in NZ. We actually have the things we need here which is not always the case in so many countries."

While India is known for its vibrant culture, tropical temperatures and incredible food, much of the country is known for its extreme poverty which equates to inadequate access to healthcare. Tania will be based in Kerala for the two-month stint, a region in the south west of India, volunteering with Pallium India, a charitable trust that works with those in need of pain relief and end-of-life care. Kerala has the most palliative care centres in the country but facilities are by no means as resourced as they need to be.

In high temperatures and humidity, Tania will be working entirely in traditional kurtis and dupattas.

Whilst in Kerala, she will not only learn from the Pallium team of doctors/nurses but also provide education.

As a volunteer, she will be:

- helping with nursing care
- carrying out administrative duties
- organising and conducting education
- home visits
- supporting outpatient and inpatient clinics

The inpatient unit has six beds on the open unit and four private rooms. Patients are usually required to have a family or hired caregiver who helps with personal care. Patients are usually admitted for symptom management. Home visits consist of four teams going out all day, five days-a-week. Pallium India has expanded their definition of palliative care to include the vulnerable population of patients with spinal cord injuries.

Some of the main issues that have been identified in Kerala include the lack of equipment, dressing supplies and pain management medication.

"While those aspects seem standard in New Zealand, this would all be a luxury in India, especially when it comes to medication. Because of the availability and the cost, so many palliative care patients in India will suffer extreme levels of pain simply because they have no other choice," Tania says.



Looking ahead to understand our future

In early June 2017, there will be an exciting and interesting four days of activities and events to mark the opening of Whenua Pupuke – the new Waitemata Clinical Skills Centre overlooking Lake Pupuke at North Shore Hospital.

The details of the programme are still being finalised, but the brief to organisers is very clear – this centre will play a central role in the delivery of an innovative, world class health service in the years ahead and June will be a golden opportunity to showcase our DHB's recent achievements and, more importantly, reveal the trajectory for the future.

Waitemata's population of 598,000 is expected to reach nearly 700,000 by 2025 and we remain very focused on developing our facilities and services designed specifically to keep pace with this phenomenal population growth as well as altering models of healthcare delivery.

Our more recent capital investment record speaks for itself and is clearly evidenced across both sites in outstanding new, highly functional facilities specifically built to guarantee the best care for our patients - Lakeview Cardiology is an excellent example, as are the Elective Surgery Centre (ESC), our Emergency Departments at both North Shore Hospital and Waitakere Hospital amongst others (see below).

Lakeview Cardiology, which represented an \$8.5 million capital investment into the facility opened in 2011, boosting our capacity to provide leading edge care to patients closer to home. It is no coincidence that we now see Waitemata's mortality rate from cardiovascular disease sitting at 81.6 per 100,000 – the lowest in the country.

Our investment into our new ESC facility was \$39 million when it opened in 2013 at a time when funding was especially tight. But the investment has clearly paid off, enabling the DHB to deliver more than 22,000 elective surgery discharges in 2015/16 – a 5.9 per cent increase on the previous year and well above target.

Our other significant capital investments have been:

- He Puna Wāiora – the 46-bed mental health services inpatient unit on the North Shore Hospital site
- Hine Ora – a dedicated 15-bed women's health ward at North Shore Hospital

- The Hart Department of Medicine – a new home at North Shore Hospital for the largest Department of Medicine in the country.
- The North Shore Hospital renal unit provides peritoneal dialysis and renal dialysis for patients who previously had to travel to Greenlane Clinical Centre for treatment. Tātari Oranga o te Raki (at Mairangi Bay) an 18-station community dialysis facility compliments this unit.

Meanwhile, our Leapfrog Programme leads the way on the technological front – once more putting our DHB at the forefront of 21st century healthcare.

We have got the facilities and service covered. But what about the human element?

Whenua Pupuke will give us the educational edge to further develop the skills and capacities our staff require to keep pace with the rapid changing world of healthcare.

It will house many of the academic activities taking place across our DHB and will include a shallow raked auditorium seating 248, five additional teaching/training spaces of which two will form the clinical skills laboratory. AUT will have an exercise laboratory in the building, whilst in early May the University of Auckland will have a permanent presence on our campus in Community Building 5 (Kahui Manaaki).

Look forward to seeing you at Whenua Pupuke.



New award highlights Occ Safety and Health Heroes

There is now even more reason to practice safety in the workplace with a new Occupational Health Hero award up for grabs.

Group manager for the Occupational Health and Safety Service, Michael Field, wants to bring workplace safety into the spotlight and reward those people who champion efforts within the DHB.

The new Occupational Health Hero award will use the same nomination process as the long-running Health Hero award. Staff

can click into [Health Hero](#) on Staffnet and follow the instructions.

The team or individual will then be rewarded with a special gift from the Occupational Health and Safety team.

Nominations are being accepted now.





Angela Crozier gives 15-month-old Mikaere Lilo his vaccination



On-the-spot jabs now available while in hospital

Children and expectant mothers have been getting a helping hand in preventative care at Waitakere Hospital, thanks to a new roaming immunisation initiative.

The Opportunistic Immunisation pilot programme started in June 2016, offering immunisations to children presenting to ED. It extends across inpatient services such as the Rangatira ward and Antenatal services.

Programme immunisers, Angela Crozier and Kirsty Pascoe, have now administered more than 400 immunisations.

Angela says while many parents are aware their children need to be vaccinated on-time, finding the time to get to the GP can be difficult. Often, parents are working full-time during the week and not all GP practices offer an immunisation service on weekends.

"This programme was introduced to capture those people and it has worked well. It has also been very appreciated by parents and pregnant woman who are grateful we can offer this service during their stay in hospital or at their clinic appointment.

"It's around that eight-month mark where in the hospital we see children have missed their five-month immunisations but have not presented to the GP to have this done. It's very important that parents know that their children can still be caught-up with their immunisation schedule and to see their GP."

Angela says the programme has led them to discover that many expectant mothers are unaware of the free Pertussis (whooping cough) and Influenza immunisations that the Ministry of Health and World Health Organisation recommend.

Pertussis is a life-threatening disease, especially in babies who carry the highest risk of hospitalisation and death from pertussis. A baby's best early protection is for their mother to be immunised between

28-38 weeks of pregnancy. It is safe, free and protects baby for the first four-to-six weeks from birth.

Angela says she and her colleague Kirsty Pascoe have been grateful to other departments throughout Waitakere Hospital alerting them to patients needing their service.

Kirsty and Angela's contact details can be found on the internal phone directory.



From left: Nurse Immuniser Kirsty Pascoe, Community midwife Bonnie Taylor; Nurse immuniser Angela Crozier; Maternity receptionist Linda Hessel and Diabetes midwife Sarah Mace



Boosting the number of Māori nurses



“E tu pena kahore ko ahau tena ko wai. Pena kahore I tenei wa aa hea”.
Stand up. If not me, then who? If not now, then when?

Dianna McGregor has a strong belief in the value of a Māori nurse.

She has even more belief in the value of a Māori nurse in management calling for senior Māori nurses to take up visible change-agent roles, seeking positive change for the wellbeing of Māori and all others.

With 28.4 per cent of the population in the Waitemata and Auckland DHB region being Māori, Dianna believes understanding the value of a Māori nurse could be key

to reducing inequalities in the healthcare system.

Out of 2500 nurses across of Waitemata DHB, just 96 are Māori. Just four are Clinical Nurse Specialists.

Dianna is a CNS with 30 years’ nursing experience. While she enjoys working with all cultures across various departments, working with Māori is where her heart is. She wants to encourage more Māori into nursing and take opportunities to undertake managerial positions.

“We must empower our Māori nurses to not only be the best they can be at their career but project that so they move up and

be the example for the next cohort of Māori nurses,” she says.

“This has absolute impact on our Māori patients, another tool in empowering them to take ownership of their health journey.”

Dianna says while non-Māori nurses are fantastic at their jobs, she believes Māori patients connect easier with a Māori nurse.

“They see a resemblance to their whānau. There is common ground and it instantly breaks down barriers.”

In October 2016, Dianna was instrumental in organising the first hui of registered Māori nurses Auckland has seen in 33 years.



Dianna McGregor, clinical nurse specialist, with Coral Skipper, diabetes nurse specialist





In October 2016, the hui of registered Maori nurses Auckland was held at Waitakere Hospital's Marae



“everyone matters”

Staff

This was held at Waitakere Hospital's Marae and guest speakers included some of the most prominent Māori nurses from across Auckland.

“The hui opened the doors for Māori nurses to understand they have support, they have a point-of-difference and they have nursing whanau to call on for support in their nursing careers,” she says.

“So now, we as senior Māori nurses supported by DHB, will take on those networks and be kaitiakitanga (guardians) for those young nurses in understanding who they are, where they come from and what the significance of that is in their role as nurses.”

In 2013, Waitemata Māori over-45 were three-times more likely than non-Māori to be admitted to hospital for chronic obstructive pulmonary disease, twice as likely as non-Māori to be admitted with a mental disorder and 55 per cent more likely than non-Māori to be hospitalised for circulatory system diseases. And nationally, Māori are five-times more likely to develop diabetes.

Coral Skipper knows statistics like these all-too-well. A diabetes nurse specialist for five years, Coral works particularly with Māori.

“I saw it as a really good opportunity to make change,” she says.

“This was all about engaging patients using a different approach because we had a high rate of patients who would DNA (Did Not Attend). We opened the lines of communication by having me to specifically work with Māori patients and fix those issues that often came down to just being

lost in translation. We found that people often didn't know about an appointment because they hadn't been followed up between the GP and being referred.”

Many Māori patients would also be too embarrassed or scared of the consequences calling the DHB to postpone an appointment.

“So they would just leave it when another patient could have taken that appointment. What is great about Māori nurses working with Māori is that, for both parties, it's about building relationships and that's how you get engagement,” she says.

“I know that Māori patients are more at ease with me and are more willing to have that conversation, so we can negotiate a time or a plan of action that is realistic and that will suit them.”

Since starting in her role, Coral says DNAs have reduced by sometimes up to 50 per cent. The development of Te Hononga Oranga – Māori Diabetes Service is not only a culturally appropriate service for both Māori patients but also for Māori clinicians.

Coral says another barrier to overcome is the wall that Māori nurses put up when asked about moving into more managerial roles.

“Māori nurses are important, they are of value and, if we work effectively, we will reduce inequities.”

Both Coral and Dianna ask that any Māori nurses who missed out on the last hui get in touch via coral.skipper@waitematadhb.govt.nz and dianna.macgregor@waitematadhb.govt.nz

“everyone matters”

New faces

If you've just started working for Waitemata DHB, email hinerangi.vaimoso@waitematadhb.govt.nz

New faces this issue include:

Riki Nia Nia
GM Maori Health



Riki works closely with the Chief Advisor Tikanga and the Maori Funding team to accelerate Maori health gains and health outcomes. The role is also responsible for increasing the supply, retention and leadership capacity and capability of the Māori health workforce.

Simon Watts
Deputy CFO



Simon has over 15 years' experience within the public and private sectors, primarily in the UK, NZ and Asia. He has expertise in healthcare, investment banking and financial services. He lives on the North Shore and is a Volunteer Ambulance Officer for the local St John and a member of Diabetes NZ.

Fitness hub coming to Waitakere soon

It's free, full of the best equipment and opening very soon.

The Waitakere Hospital fitness hub is set to open in March with all the bells, whistles and air conditioning you would expect to see in a commercial fitness facility.

The exercise facility will be in what was known as the library in Woodford House across the driveway from the maternity ward entrance of the hospital.

The new Reading Room is now on the first floor of the HealthWest Building.

Project manager Emma Iversen says the enthusiasm for the fitness facility is definitely there among staff.

"I have received a fair few emails from people asking when the open date is so I hope these people do come forward and make the most of the facility," Emma says.

"It will be empowering for staff based here wanting to get fit and it will save them money, too."

Emma, a regular gym-user, says equipment inventory includes brand new, commercial quality treadmills, rowing machines, elliptical trainers and weights. Also included on the floor will be a power rack, leg press, chest press, leg extender and leg curler.

And for those wondering about convenience and comfort, there will air conditioning, cubby holes for storage, a stereo, anti-bacterial wipes, a water fountain and a changing room to compliment the already existing shower and toilets.

Security cameras will operate in the facility and people will only be able to access the gym using staff ID cards. New members will be able to apply for membership through StaffNet, while current North Shore Hospital gym members will have automatic entry into the Waitakere facility.



Living a long, full life with diabetes

Minister of Health, Hon Dr Jonathan Coleman, was the guest presenter at the Living with Diabetes Awards held at Waitakere Hospital on Wednesday, February 22.

Twenty-one patients were acknowledged during the event for the successful management of Type One Diabetes over a long period of time. All have lived with the condition for more than 50 years.

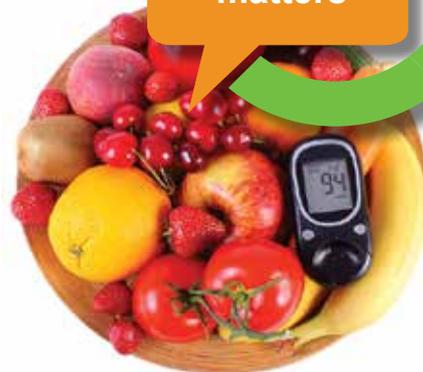
Winsome Johnston, 87, also received the HG Wells Award from Diabetes UK.

The medal is presented to people who have successfully managed the condition for 80 years or more.

Mrs Johnston is the first person in New Zealand to ever receive the award and one of just three Type 1 Diabetes patients world-wide known to have survived beyond her eighth decade.

"everyone matters"

Patients



(Top) The group proving that living with diabetes doesn't always mean living with limitations

(Bottom) Mrs Winsome Johnston pictured with Minister of Health Dr Jonathan Coleman and her daughters





From left: Chrisy Austin and Jane Key are Waitemata DHB's first-ever Emergency Department Nurse Practitioners (NPs) and Nicky Anderson is an NP Intern working towards endorsement by the Nursing Council



New role for nurses a direct benefit to ED patients

After almost two decades of practical experience each and six years of extra study while working and raising families, these women have made it to the top of their game and patients are reaping the benefits already.

Jane Key and Chrisy Austin are Waitemata DHB's first-ever Emergency Department Nurse Practitioners (NPs) and Nicky Anderson is an NP Intern working towards endorsement by Nursing Council, three of 15 nationally.

NPs have a clinical Masters degree and are endorsed by the Nursing Council as authorised prescribers. There have been adult Clinical Nurse Specialists (CNS) in ED on both sites for almost 10 years and paediatric CNSs for almost four years. CNSs see low-complexity patients with medical oversight and the NP role may be seen as the natural progression of the CNS role. NPs can work independently, assess patients, make a diagnosis, make their own treatment/disposition decisions and prescribe their own medications. The women say this is a win for the patient.

"Often when people come in to the ED, a nurse sees them initially and while the nurse will often have an idea about what is needed, they have to wait for a doctor to look at their notes, make an assessment and make the call," Chrisy says.

Thus, NPs will be able to complete care sooner and promote flow through the ED. This means patients get home quicker or be admitted and referred to a specialist team more efficiently."

"There is a real team approach in the ED; we have the full support of the medical team and often discuss patients to check our decision-making or to discuss approaches" Jane says.

"It's a very good environment to be feeding off the team and bouncing ideas back and forth. It means that consulting can be done far quicker."

Waitakere Hospital charge nurse manager (CNM) Marja Peters and CNM for North Shore Hospital Sue Lamb say that the development of the NP role in ED is another exciting step for ED nursing.

"The NPs are expert senior nurse role-models to their colleagues and for the first time, the NP role promotes an advanced career pathway for ED nurses who wish to remain clinical," Marja says.

"The NPs compliment the medical and CNS teams as expert nursing clinicians who are able to see a wider range of patients, which means best patient care can be completed in a timely manner for both adults and paediatrics," Sue says.

"Patients are seen sooner, promoting efficient patient flow and a holistic approach which patients and families love".

Well Foundation news



 Child, Women and Family staff are presented with a very generous donation

Second mobile health clinic on its way

There's nothing like kicking off the year with some good news and for the Waitemata DHB Child & Family team, news that a second new mobile health clinic has now been fully funded, was welcomed with plenty of excitement.

This is the second new mobile health clinic fundraised for by the Well Foundation, the first arrived in October last year and is already making a positive impact in the community. It has enabled Waitemata DHB public health nurses to reach new children for health checks, including ear assessments. They are now able to make regular visits to the North Shore for the first time and are going as far north as Warkworth.

"Not being dependent on a power source has enabled the clinic to go to new areas and the team has been able to respond to opportunities as they arise to take the clinic to new places," says Child & Family West Team Leader Ruth Noel. "For example, we recently took up an invitation to the Pacific Youth Rugby League Cup Tournament at Cornwall Park to provide health promotion for rheumatic fever awareness, immunisations, vision and hearing testing and general child health matters. This would have been very difficult, potentially impossible, in the old clinic."

The second new clinic will be comfortable, spacious and designed specifically to stand up to demands of the growing service. It will be used mostly for throat-swabbing as a part of the Rheumatic Fever Prevention Programme and will visit local schools and areas in the community where vulnerable people are in-need of healthcare, like the Western Village Caravan Park in Ranui.

The Well Foundation team is thrilled to have fundraised for a second clinic and can't wait to see it on the road soon.

"We were so well-supported in our fundraising for the first clinic that we were able to continue on and fundraise for the second," explains Well Foundation CEO, Andrew Young. "Everyone we spoke to about enhancing the DHB's mobile service could instantly understand the benefits for children and families in our community."

Kids appeal drums up big for Waitemata DHB

For the second year in a row, Waitemata DHB was a recipient of a much-appreciated cheque from the Countdown Kids Hospital Appeal, presented to DHB child health service team and the Well Foundation in December.

The 2016 appeal raised more than \$1.1 million for 11 children's hospitals and wards nationwide, with Waitemata DHB receiving \$101,299.

Together, Waitemata DHB and the Well Foundation had applied for funding for equipment for the Special Care Baby Units at North Shore and Waitakere hospitals, the Rangitira Children's Ward, the paediatric rehabilitation service and for items to be used in the community.

"We're so grateful to Countdown, their staff, customers and everyone else who made the 2016 appeal happen," says Waitemata DHB General Manager Child, Women & Family Stephanie Doe. "We can now buy a range of equipment to help our staff deliver the better care to 153,000 babies, children and teenagers under 19 years living in our district."

Waitemata DHB staff members' support of the appeal was widespread and gratefully received.

"Staff at both North Shore Hospital and Waitakere Hospital were right behind us, buying the Countdown raffle tickets we sold onsite and organising extra fundraisers, too," says Well Foundation Fundraising Development Manager Grant McCabe.

**WELL
FOUNDATION.**

AAA screening programme will save lives

Aneurysms are ticking time bombs that can go undetected for years but, thanks to the extension of a screening pilot run by Waitemata DHB, deaths will be avoided.

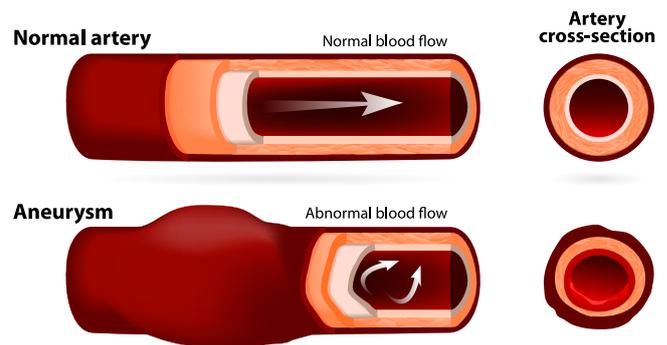
Abdominal Aortic Aneurysm (AAA) is a disease in which the main artery in the abdomen becomes enlarged and, with time, it can burst with fatal consequences.

Project Manager Micol Salvetto says Waitemata DHB carried out a AAA pilot screening programme earlier in 2016 in three general practices and found a high prevalence of Māori with the condition.

“According to research and results from the initial screening, we’ve discovered that Māori are more likely to develop AAA eight years earlier than non-Māori,” she says.

And while surgery is able to stop the aneurysm from swelling and bursting, many Māori are not fit for surgery, so preventative work must be carried out much earlier.

The free screening is being offered to Māori men aged 60-74



and, in a world-first, to Māori women aged 65-74 living in the Auckland and Waitemata districts.

An aneurysm is considered to be an artery measuring 3cms wide but the DHB will follow-up with the patient if their artery is measuring 2.6cms or more.

“There are ways that people can reduce the size of the aneurysm without surgery so it means working with the patient to prevent the worst,” Micol says.

The screening started in January and it will end in September 2017.

Have your say with staff survey to win

Waitemata DHB’s organisational promise is to provide the Best Care for Everyone which includes patients and staff.

All employees are being encouraged to have their say as part of a survey to assist us in knowing what is working well and how we can improve the environment we work in. The survey link will be made available by email in the coming weeks and staff will have four weeks to complete the short survey. All staff members are encouraged to fill out the anonymous survey as more feedback will provide a clearer picture.

HR director, Fiona McCarthy says this is an important tool as it will allow Waitemata DHB to hear directly from staff about how they experience the organisational values in action.

The survey will provide valuable information to continue to build an environment which supports the physical and mental wellbeing of staff. “As a service provider, we know that a great patient experience will be delivered by people having a great employment experience,” she says. “This is an opportunity to ensure your voice is heard,” Fiona says.

Waitemata DHB is committed to act on any themes that emerge in the survey results and staff will be able to see these results once the survey is officially closed.

Morning tea will be offered to the first two teams to hit the 100 per cent completion rate. All participants will have the chance to win a \$100 Bliss Reflexology voucher.

“everyone matters”

Staff



 Mr John Cullen looks out onto what will become the 250 seat auditorium

On track for Whenua Pupuke opening

A week-long programme of events are being planned to showcase the new Waitemata Clinical Skills Centre after its official opening in June.

The centre, also known as Whenua Pupuke, sits adjacent to the North Shore Hospital overlooking Lake Pupuke and is due for completion in April.

It will house many of the academic activities taking place across the DHB and will include a 250-seat auditorium as well as clinical and teaching spaces.

A clinical skills laboratory will occupy a significant portion of the first floor where

an AUT exercise testing laboratory will also be located.

Events being planned to take place during an opening week include a public open day where staff and visitors will tour the facility and learn more about the DHB and its ground-breaking e-health developments.

Various stands are also being planned to highlight the work being done by the Māori, Pacific and Asian health teams and the Well Foundation.

Simulation equipment will be displayed and AUT will have a range of interactive stations set up in its Biomechanics Lab.

Details of activities – including guest speakers - will be advertised closer to the date and a separate dawn blessing will be held once the building is finished.

Opening week organisers hope to present a visual history of the DHB as part of the event. Maybe you have some old photographs that they haven't yet seen? Pictures of Waitakere Hospital during its early years in the late 1960s are especially rare. Email Matt Gray (matthew.gray@waitemataDHB.govt.nz) if you have anything of interest.

Largest cohort of new nurses welcomed

The room was filled with enthusiasm and nerves as 106 graduate nurses were officially welcomed by Waitemata DHB in February.

Senior nurses were among the DHB tangata whenua there to congratulate the graduates on their first day of a long and prosperous career.

The group of 106 nurses is the largest group of graduates ever seen by the DHB.

Seventy-two nurses will join our General Health services, 20 will work for Primary Health services across the DHB and a further 14 will join our Mental Health services.



It's not goodbye. It's just see you soon

Just as news of Peter van de Weijer's retirement on March 6 was sinking in with staff throughout Waitemata DHB, he gets an offer he simply can't refuse.

The former Clinical Director of Obstetrics and Gynaecology and Head of Division for Child, Women and Family Services, will return in September to work in Whenua Pupuke – the Clinical Skills Centre set to open at North Shore Hospital in June.

"I was really going to miss this place. While the thought of retiring was nice, I was looking for an opportunity to give back to the community and I believe this role is it."

Peter will be the Programme Director in the field of e-consultations.

As a Clinical Director advocating for women's health, Peter successfully instigated virtual clinics or e-consults in 2012. E-consults provide the primary caregiver with specialist support and advice on how to manage discomfort/disease in the primary care setting.

"The advantage is that the patient gets tailor-made specialist advice; her GP is able to incorporate that advice into a

management plan that the GP can discuss with the patient and there is no need for the patient to come over to the hospital" he says.

"This is about empowering women to make decisions over their bodies and their health in a setting they are comfortable with. That is how you can enhance the patient experience, one of the priorities of our DHB."

Peter says empowering the community to steer their own health journey without having to leave their community for the hospital is his passion.

"I care very much about digitalisation that will help people stay where they are most comfortable but still have the specialist care that is needed," he says.

"I still, after 45 years working in medicine, feel so privileged to have the opportunity to be a doctor and serve society. This is a great way for me to give back and show my appreciation to the people in our community."

Peter received his MD degree in 1975, graduating from the University of Amsterdam. He worked as a GP in Amsterdam but quickly developed interest

in health issues for the poor. He got another degree in tropical medicine and health and spent four years as a medical officer in charge of the Dareda District Hospital in Tanzania.

On his return to the Netherlands, Peter did his O&G training and worked in a variety of university/ teaching hospitals at different levels.

He and his wife Ingrid moved to New Zealand in 2011 when he accepted a Professor position at the University of Auckland. For his clinical work he was allocated to Waitemata DHB.

Peter has always shown an enthusiasm for imparting knowledge onto the younger generation of doctors and trying to motivate them to pursue a rewarding, serving career in medicine.

Peter will this month leave Auckland for the Netherlands to spend time with family before returning to Waitemata in September.

"everyone matters"

Staff



Peter van de Weijer is putting off retirement to work in Whenua Pupuke





New child zone a home for the sick little ones

Hospital can be a scary place for children but after a state-of-the-art rebuild at Waitakere Hospital, the paediatric emergency department is looking fresh, modern and welcoming.

The new area, dedicated to children as they first enter the hospital, was blessed at an official ceremony on February.

Kaumatua and chaplains lead the procession with about 25 staff from the DHB who turned out at 6am to mark the occasion.

The area consists of nine patient cubicles, one negative pressure room, a play area, a large staff office area and a tea and coffee making station.

The paediatric zone became open and fully operational on March 1.



 *The area features a modern design*



 *Staff bless the walls of the new zone*

Well@Work Expo back for 2017



Everyone matters – especially our staff.

That’s the message being pushed by the Well@Work team for 2017 as they prepare to hold a staff wellbeing expo at the end of March.

Health promotion will be the focus at the Well@Work Expo with a selection of interactive stalls, competitions and giveaways to draw in the crowds.

This year’s event will be held from March 28-30 at North Shore Hospital, Waitakere Hospital and Mason Clinic.

Staff will be able to book in for heart and diabetes checks, have a free neck and shoulder massage, make their own smoothie using pedal power and gain advice on how to improve wellbeing.

Flu vaccinations will also be available to staff.

Janice Riegen, chairperson of the Well@Work Committee says the expo is an event associated with Waitemata DHB’s Healthy Workplaces

strategy – a foundation document that highlights the connection between health, work and wellbeing.

The Healthy Workplaces strategy is a project designed to make Waitemata DHB a happier, healthier workplace.

“We had an amazing turn out at all three sites the last time we held this event in 2015 so we want to continue building on that,” Janice says.

A survey will be available online for attendees to share their feedback. Fill out the survey and be in to win a special prize.



When and Where

North Shore Hospital
cafeteria

Tuesday 28 March,
10am-2pm

Mason Clinic
Community Room

Wednesday 29 March,
11am-3pm

Waitakere Hospital
cafeteria area

Thursday 30 March,
10am-2pm

Protect yourself in time for flu season



The Flu campaign for 2017 kicks off on March 20 at both Waitakere and North Shore hospitals.

Staff are being encouraged to take advantage of the on-site clinics where immunisations can be administered quickly and at a time that suits staff.

Vaccinators will be available on some wards throughout both main hospital sites making it even easier for staff to be vaccinated without leaving their workspace.

There will also be an opportunity for staff working after hours to contact Duty

Nurse Managers who may be able to provide flu vaccinations.

Vaccination clinics for staff will run every week from March 20 through to April 7 and then again from May 1 to May 5. Clinics will take place at:

- North Shore Hospital café - Monday to Friday from 7am to 3pm.
- Waitakere Hospital staff café - Monday, Wednesday and Friday from 7am-3pm.

For further information see posters, OH&SS website page or contact Occupational Health and Safety for more details.



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: **bliss** REFLEXOLOGY | THE TOUCH OF WELLBEING | **THE SPENCER ON BYRON HOTEL** | **citycakecompany**

Who: Prateek Vadgaonkar, medical registrar

Nominated by Waitakere Duty Nurse Manager, Margaret Mason: "On my round one morning, I was on Anawhata Ward and noticed Dr Vadgaonkar opening a cake box.

He told me he had bought the cake for one of his patients whose birthday it was. He explained that this patient was terminally ill and only the day before he'd had the unenviable task of informing her of her grave prognosis. A group of us accompanied him and we sang 'happy birthday.'

The staff and I were so impressed he went 'the extra mile' both professionally and literally and made her day. The patient was so grateful as were her family and friends present.

Staff often remark about Prateek's kind, willing manner and his genuine empathy and professionalism. We all agree he is an excellent example of someone demonstrating Waitemata DHB's values."

"everyone matters"

Staff



Health Hero Dr Prateek Vadgaonkar with CEO Dr Dale Bramley

Team: CADS In Patient Detox Unit & CADS Auckland Opiate Treatment Service

Some of this team at Pitman House, saved a 15-year-old girl's life by responding immediately when she suffered a respiratory arrest while injecting morphine in the car park at Pitman House. Through saving the life of this young girl, the doctors and nurses from these teams demonstrated all of the Waitemata DHB values.

"everyone matters"

Staff



CADS Inpatient Detox Unit & CADS Auckland Opiate Treatment Service

Compliments



I express my gratitude for the excellent care I received in the NSH ED, ADU and radiology departments. The nursing, radiology, medical, reception and orderly staff were wonderful, caring and respectful of my dignity as a patient and staff member. After working 16-years in the NHS, I don't think I would have received the same level of care over there. I commend the departments as a whole. I'm sure the same level of care and respect is demonstrated throughout. The ASAP programme in the ADU was excellent and the patient pager system allowed my wife and I to escape the confines of waiting rooms and enjoy our wonderful grounds. It allowed us to feel relatively normal during a very stressful time and reassured us that we wouldn't be missed by the medical teams. My patient experience made me proud to be a member of Waitemata DHB, the service delivered is world-class.

Wynne

I had an MRI done yesterday morning and would like to thank the team.
I arrived at 9am, in the chamber by 9.30am and left by 11.50am, very efficient.
The staff were amazing. Very courteous, lots of smiles, respectful and made me feel as though I truly mattered.
Got a bit claustrophobic and they were totally encouraging.
Well done, team.

Jackie

My mum Elizabeth, was discharged from Huia ward at Waitakere hospital yesterday. She had been a patient for over a week and, during that time, she received the most wonderful care and attention from a dedicated team of Nurses, OT's, Physiotherapists, HCAs and Doctors.
I'd like to especially thank Sonya, 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, she was so helpful and attentive. Mum wouldn't have been at home now without her help and support with her discharge plan, she went outside her remit, got all the required services together and made it happen. I can't thank her enough for the support that she gave me personally. Sonya really did make a difference, she is a wonderful person. Thank you so very much "Huia Ward". You are a fantastic team.

Jenny

I really appreciated Frances' friendly welcoming approach and well-run ward. The ward seems particularly efficient and all staff were lovely to deal with and good at their jobs.
Trolleys seem much quieter in this ward which helps keep noise down. Kitchen access for family is much appreciated.
A big thank you to Mike Hulme-Moir and his team of surgeons and nurses who performed surgery. Appreciate his approachability and competency.
Nice to have TV to help pass the time for patients.
Karen Pollock, Teresa Wingate and psychologist, Lucy Barnes were also very helpful.

Robert

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

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