

News, views and information from Waitemata District Health Board

Healthlines

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We have celebrated Patient Experience Week for another year but the work to create a positive experience for all patients – young and old – continues. *See pg 8 and 9*



Waitemata
District Health Board

Best Care for Everyone



Looking to the future – Waitemata 2025

Many of you will know that our DHB is the largest and one of the fastest-growing in New Zealand. Over 600,000 people are already in our catchment area and within the next 20 years, we expect our population to exceed 800,000.

Ensuring we have the right staff, services and facilities to meet that growing demand is a key challenge we already face.

Fortunately, our Waitemata 2025 programme has been underway for the past two years. This year will see more than \$50 million of new facilities and services delivered for our growing population.

In the west, the Waitakere ED is currently doubling in size and a new paediatric zone has recently opened. This zone includes nine patient cubicles, one negative pressure room, a play area and a large staff office area. This will go a long way towards making hospital a better and more comfortable environment for children from the moment they arrive.

On the lower ground floor in Waitakere Hospital, our cardiology staff have a new home due to an expansion to the Huia Ward which was opened in March. This helps to address the need in Waitakere to keep heart services closer to home as well as allowing for more beds with more modern facilities.

The expansion includes three single rooms with en suites. These new rooms give staff greater flexibility to manage patients based on clinical and social needs.

The newly refurbished Building 5 beside ESC on the North Shore campus will greatly improve the experience of staff and patients alike.

While many of the outpatient services will remain inside the main hospital building, most medical specialties including geriatric outpatient services will now conduct clinics from the revamped site.

There is a lot of history inside that building as it once was accommodation for nurses so it is great to see this building retained and modernised to assist meeting our patient and staff needs of today.

Preparations are also well underway for the opening of Whenua Pupuke, our new clinical skills centre overlooking Lake Pupuke which opens on June 9.

Improvement and innovation are paramount when it comes to achieving better outcomes for our community and this facility will certainly aid our preparation for an ever-evolving healthcare system in the years to come.

The Waitemata population is living the longest in the country. We are also growing in diversity and our health needs are becoming more complex.

Whenua Pupuke, purpose built as a learning and research space for our clinicians, is about future-proofing our staff by allowing them a dedicated area to come together, share ideas and build on our current services.

To celebrate the opening of Whenua Pupuke, we will be holding a week of events including guest speakers and award ceremonies.

Turn to page 11 to see the whole programme of events for the week.

With the largest mental health service in the country, we are constantly working on ways to improve our mental health services.

A new 15-bed unit is almost complete on the Mason Clinic, opening in July. It features state-of-the-art functionality but is also warm with plenty of natural light and welcoming. One highlight is the whare built into the entrance of the unit which will soon be graced with intricate carvings and special lighting to enhance the connected wairua (spirit) of the unit.

It is wonderful to see the planning and hard work of so many of our staff across the organisation come to fruition with the development of these new services and facilities this year. Thank you to everyone involved.

Take care
Dale



Emma reaches for the stars in national champs

“everyone matters”
Staff

Emma Iversen lives a rather regimented life. She has to since she's holding down one dream career at Waitemata DHB and launching another on the national sporting stage.

Emma is an intermediate project manager at Waitemata DHB and was this year named in the Northern Stars netball team as part of the national ANZ Champs.

An avid sportsperson, it's a role that she always wanted but never expected. "I played on a premier side that was coached by netball great Yvonne Willering and included some ex-professionals, some of the legends in netball and was spotted for development," she says. "I was focusing on rugby at the time so didn't think much of it but was then asked to put together a sporting CV."

Emma jumped at the opportunity as a former NZ under-21 netball representative, and was named in the team alongside Silver Fern veteran Leana de Bruin, star defender Kayla Cullen and current Silver Fern, Maia Wilson. "I definitely still get star-struck. I'm playing alongside absolute legends and it's really humbling," Emma says.

While the season didn't start off great for the Stars with two early losses against the Southern Steel and Waikato Bay of Plenty Magic, the Stars managed to nail down their first win in round three against the Mainland Tactix. "Once we focus on our own game and what we are good at, I think we'll go far," Emma says.

"We've got an amazing team and so much experience there to draw from. I always look to Leana for inspiration as she is a work horse. She plays and trains at 100 %, every time, never fail so she expects nothing less from us."

Emma's coach, Julie Hoornweg, is a former Australian coach of the year and has a direct coaching style. "She's fantastic and, like Liana, demands hard work from us," Emma says. "She's all about stripping it back and perfecting the basics which is what will win games for us once we develop our style."

Emma works part-time as a contractor with Waitemata DHB, one of her most recent projects being the Waitakere fitness hub.

While she lives on the North Shore, Emma travels to Papakura for morning and evening trainings. Morning trainings require her to leave home before 6am to make it in time and thanks to a flexible work schedule, she is able to leave in plenty of time for evening trainings. "You do have to be very organised and I'm really lucky that my partner is really organised too and supports me in that," Emma says. "And at the end of the day, this is what I love doing so you've got to put in the work."

Emma's next games are on May 8 against the Central Pulse in Wellington and on May 17 against the Northern Mystics at ASB Stadium in Auckland. Her next home game for the Stars is on May 22 against the Waikato Bay of Plenty Magic at Vodafone Events Centre in Manukau.

Go to www.mynetball.co.nz/northern-stars/home to find out more.



(From top to bottom)

Emma Iversen in action against the Mainland Tactix from Canterbury.

Emma Iversen on attack against the Central Pulse from Wellington.

Emma Iversen (third from left) with her team.

Photo credit: Michael Bradley Photography

Benchmarking Our Asian population's health status

Our Auckland region is increasingly diverse in ethnicity. The 2013 census estimates that 18% of Waitemata DHB's population is Asian. Of these 40% are Chinese and 29% are Indian. When compared nationally, Waitemata DHB has a high proportion of its population identifying as Asian (Asians accounted for 12% of the New Zealand total). By 2033, the Asian population will likely make up between 28% and 39% of the total population for Waitemata DHB and 19% across New Zealand.

We have recently undertaken a benchmarking report to profile and assess the health of our Waitemata district's Asian population in an international context. The results will inform our Asian health strategy and reduce any health inequalities. Overall the findings show that the health outcomes of our DHB's Asian population, when compared to New Zealand and overseas, are very good and in many areas the Asian health status within our DHB would make us an international leader. This includes high life expectancy at birth, lower rates of infant mortality and lowest rate of years of life lost from cardiovascular disease and cancer. The impact from diabetes was also low. These results are consistent with the well-established phenomenon of the 'healthy migrant effect'.

However, the results of the benchmarking process have identified emerging areas to monitor. These include the future burden of lifestyle-associated risk factors such as:

Smoking – the prevalence of smoking in Chinese men is the highest in the Asian subgroups.

Obesity – there is a lower prevalence for adults of physical activity, less than the New Zealand average and lower than comparator countries.

The ability of the Asian population to access and utilise culturally appropriate health services – Asian adults were less likely to have a usual health practitioner, and PHO enrolment rates among the Asian population remain well below that of other ethnicities.

This is significant as these have the potential to impact on the future health needs and demand for services for segments of our Asian population.

Our focus should be on action now, to protect and sustain the excellent health outcomes that our Asian population experience. You can read the report on the Waitemata DHB website at www.waitemataadhb.govt.nz/dhb-planning/health-needs-assessments/international-benchmarking-of-asian-health-outcomes-for-waitemata-and-auckland-dhbs/



News from the Well Foundation \$116,010 raised towards a third Mobile Health Clinic

Thank you for voting for the Well Foundation in The Trusts Million Dollar Mission. With support from so many of you, we raised \$116,010 towards a third Mobile Health Clinic which will provide dental services to children around West Auckland, North Shore and Rodney.

For each vote, The Trusts donated \$5 towards the Mobile Health Clinic and with your wonderful support we are now one step closer to our goal of \$250,000 which is needed to fund the clinic.

Well Foundation CEO, Andrew Young says, "I am thrilled by the overwhelming response we've received from our community. Your votes have given us the highest total share out of the million dollars given away by The Trusts. Thank you for your support and taking the time to vote." With nearly half of the total needed for the new clinic raised, the team is now hard at work fundraising for the rest so the new clinic can be on the road as soon as possible. Watch this space for more!



A year of progress for Health Excellence Awards winners of 2016

It was a big day for physiotherapy at Waitemata DHB when the overall presentation winners were announced at the Health Excellence Awards in 2016.

And the success of the winning project has only grown over the past year. Senior physiotherapist Lesley Anderson, along with AUT senior physiotherapy lecturer Dr Julie Reeve, won the accolade by changing the game in pre-operative care. The success of their clinical trial in 2015 now sees patients about to undergo open upper gastrointestinal surgery at Waitemata DHB, provided with booklets and an education session with a physiotherapist before operations.

“What was happening before this trial began is that patients wouldn’t have the opportunity to meet with a physiotherapist until after surgery when they were often tired and in pain. Because of this, it was difficult for a patient to retain any effective information given to them to assist them in recovery,” Julie says. For the trial, a total of 441 patients undergoing upper abdominal surgery (UAS) from three hospitals participated, including 78 from North Shore Hospital.

“We found that with education around what patients could physically expect after surgery, the road to recovery was much smoother and less of a shock. Meeting patients beforehand certainly helped us build that relationship and share that vital information while they were still willing and able to retain it,” Julie says. Lesley says the first 24–48 hours after a UAS operation are vital for preventing respiratory complications and that means doing some exercises including deep breathing and early walking.

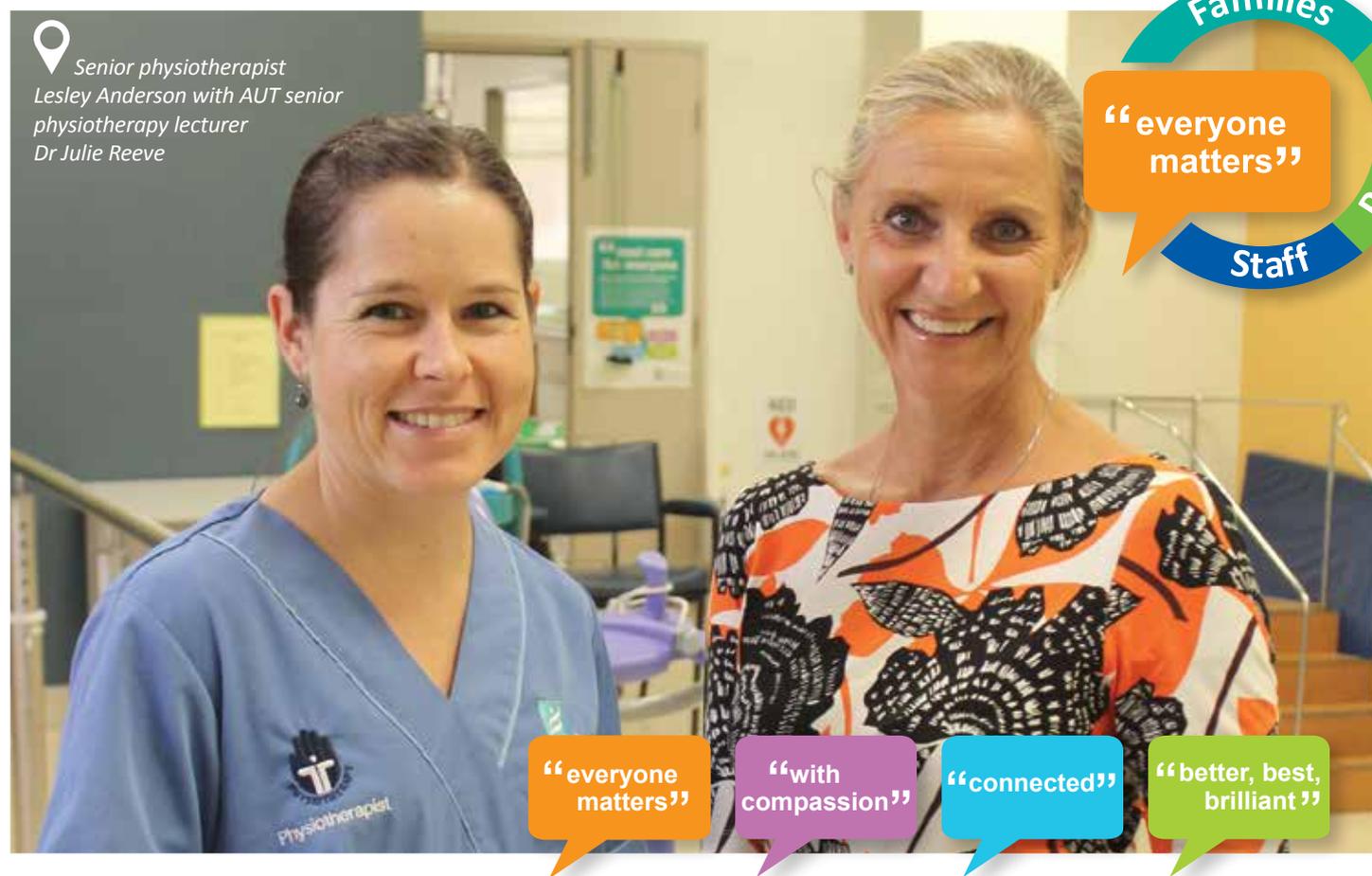
“The physiotherapist session gave us the opportunity to explain why the exercises are important, with the result that patients were far more motivated to do the exercises after surgery.” We also found that patients who had the physiotherapy session felt a lot less anxious about what was coming after their operation. Additionally, because the physiotherapist sees the patient before surgery, the family is often present, too – so the patient has additional understanding, support and encouragement,” Lesley says.

In the study, pre-operative consultations helped reduce the incidence of complications following some types of UAS from 40% to 25%. While this was a strong improvement, Julie and Lesley have been working to improve that figure further.

Work has begun on introducing a pre-habilitation programme that sees a focus on the aerobic fitness of a patient before surgery. Julie says research shows that if patients are more aerobically prepared for the physical demands of surgery, post-operative recovery can be more efficient and effective. “Patients could get home sooner and we should see better outcomes,” she says.

The 2017 Health Excellence Awards are currently underway with the overall presentation winners to be announced in a special ceremony on June 14 during the week-long opening celebrations of Whenua Pupuke.

Please go to www.awhinahealthcampus.co.nz/Knowledge-Centre/Health-Excellence-Awards to learn more about this year’s awards.



Speaking **I S B A R** helps save lives

Staff throughout Waitemata DHB should be speaking the same language when it comes to patient referrals and that language is ISBAR.

As part of a push to create better outcomes and improve patient experience, the ISBAR project was launched in March under the sponsorship of chief of surgery, Michael Rodgers, and director of nursing, Jocelyn Peach.

ISBAR reminds staff to:



I IDENTIFY

- Yourself: Name, position, location
- Receiver: Confirm who you are talking to
- Patient: Name, age, sex, NHI

S SITUATION

- If urgent SAY SO
- State situation, reason for concern

B BACKGROUND

- Relevant clinical background

A ASSESSMENT

- Relevant results, vital signs, symptoms
- State what you think is going on
- Include treatment started

R RECOMMENDATION

- State what you need – BE CLEAR
- Agree plan of care
- Clarify understanding, responsibilities, time frame

Clinical nurse specialist for ICU outreach Sonya English says cases presented to the Health and Disability Commission consistently show poor communication as a significant cause of incidents in which patients have been at-risk. “I believe that ISBAR works to improve patient safety by encouraging clear, concise and relevant referral of care,” Sonya says.

“Our aspiration is that ISBAR will be used at Waitemata DHB for all verbal referral of patients between the multidisciplinary team. It will give staff guidance and the confidence to be able to escalate care promptly for our acutely unwell patients.”

Sonya, along with quality lead Keryn Bradley and project lead Jeanette Bell has worked alongside an advisory group of clinical experts to devise ISBAR tools for the DHB. These resources include ISBAR pads for staff to use as an assessment guide, cards to add to staff lanyards for a quick referral and an education slide show to support ongoing training and orientation.

ISBAR was first used by the US Navy to ensure the accurate transfer of important information and is now widely used in hospitals internationally. Furthermore, the aviation industry uses ISBAR as part of its safety management systems. The use of ISBAR is supported in New Zealand by the New Zealand Resuscitation Council (NZRC) and the Health Quality Safety Commission (HQSC).

While ISBAR holds the spotlight for now, the communication process is just one aspect of a \$2.5 million national patient deterioration quality improvement programme to be rolled out over the next five years. The programme aims to reduce harm from failures to recognise or respond to acute physical deterioration for all adult inpatients by 2021.

Further information about the programme and the patient, family and whānau escalation workstream can be found in the programme charter.

This ISBAR project is being primary delivered by educators and designated resource people in all clinical areas. It is then the responsibility of individual departments to establish and uphold ISBAR as the expected patient referral process.

ISBAR for timely care

With all the work Infectious Diseases physician Dr Hasan Bhally has done around patients with sepsis, he knows all too well why effective communication between clinical staff is so critical.

That’s why he’s pushing the use of ISBAR, the standardised communication method all clinical staff throughout Waitemata DHB must use during patient referrals.

On average, 44 patients every month are diagnosed with sepsis or septic shock at our hospitals.

Sepsis is a time-critical, life-threatening condition that affects people in all age groups.

It can be present in any patient, in any clinical setting and is a medical emergency just like a heart attack or stroke.

“Delayed treatment can definitely lead to high mortality rates and significant morbidity,” he says.

“The level of effective communication during a patient referral could mean the difference between life and death.”

ISBAR is a communication tool all clinical staff would have learned to use while in tertiary study but few use consistently.

Hasan says without the use of ISBAR, small but critical pieces of information could be left out during a patient referral, meaning the new clinician may not hear the same alarm bells as the clinician previously seen by the patient.

The mortality rate for sepsis increases by 8 per cent for every hour of delay in starting antibiotics so good communication between the clinicians involved with a sepsis patient’s care is imperative.



Kāhui Manaaki –

Waitemata DHB history gets new life

In any hospital, Outpatient clinics are one of the highest foot traffic areas.

The Outpatients department at North Shore Hospital consists of various specialised clinics which about 97,000 patients attend every year, equating to about 400 patients-a-day.

Waitemata has the country's fastest-growing population and, in order to meet the demands of the future, an historic building on-site has been given new life to the tune of \$9 million. Kāhui Manaaki, otherwise known as Building 5, was opened on April 19 by Minister of Health, Hon Jonathan Coleman, after two years in the making. The ground floor of the three-storey building will house outpatient services accommodating clinics for predominantly medical and older adult patients.

Operations manager for Outpatients Alison Bowden says the new area will free-up space on the ground floor of the main hospital building as part of the ground floor redevelopment plan. "This started with the development of the discharge lounge, which utilised floor area that previously housed some outpatient clinics," she says. Space left vacant in the main building as a result of the opening of Building 5 will be developed for other services to improve service delivery and timeliness of care for patients.

The 44-year-old building, Kāhui Manaaki, was originally built as a nurses' home to accommodate nurses who had to live on-site while they trained. In more recent times, it was used to house the community services and nurses based on the North Shore campus.

The external appearance of the building has been modernised, while the interior has had a radical transformation with what used to be three floors of very small single rooms. These have now been converted into open shared office spaces and outpatient clinic space which takes full advantage of the use of natural light and air-conditioning for maximum comfort.

Waitemata DHB CEO Dr Dale Bramley says each level of the facility has a different focus but each aligns to the DHB priorities. The ground floor will offer improved patient experience allowing for co-location of sub-specialty groups to meet the needs of the individual patients in a more cohesive manner. The first floor is focused on educating the next generation of clinical staff with collaboration between DHBs and tertiary institutions. Part of the second floor will be occupied by the Haematology Research Group – advancing work that has already dramatically improved the outcomes for Waitemata DHB patients with diseases such as myeloma over the last decade.

"The development of Building 5 will allow better delivery of service to patients with the co-location of clinics within a dedicated area housing support services including Phlebotomy, ECG services, Pathology and a purpose built Lung Function lab within close proximity," Alison says.



1. Guests gather for the Kāhui Manaaki opening.
2. CEO Dr Dale Bramley, Naida Glavish, Health Minister Dr Jonathan Coleman, chairman Dr Lester Levy and MP Maggie Barry cut the ribbon at the official opening.
3. Pacific Health Team welcome guests.

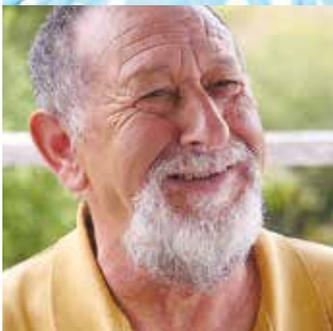
What is in the building?

Ground floor – Outpatients services accommodating clinics for predominantly medical and older adults patients.

Level 1 – Knowledge and Innovation Unit of Awhina, Auckland University School of Medicine and AUT.

Level 2 – Office suite for a mix of Provider arm services, including but not limited to Haematology Research, Allied Health, Rheumatology, Diabetes and Corporate Records.





Staff going above and beyond to improve patient experience

Waitemata DHB celebrated Patient Experience Week from April 24, a time to highlight the initiatives that go above and beyond to better every patient's stay or to make each interaction with a service a good one.

During Patient Experience Week, senior staff had meet-and-greet sessions with staff and patients in the hospital. Meal tray mats also shared information about the week with patients as they ate their meals. Staff and patients learned some fun facts and figures about Waitemata DHB through the use of brightly coloured values bubbles posted on corridors throughout the hospital and paediatric patients from Rangatira Ward took part in a patient experience colouring competition. Another popular event through the week was the Empathy Zone where patients, visitors and staff walked a mile in someone else's shoes as they simulated life with a disability.

While Patient Experience Week was a time to highlight staff initiatives, work to improve the patient experience is happening all the time throughout Waitemata DHB.

We caught up with just a few services to talk about some of our successful patient experience initiatives taking place every day.



Sleep packs at Ward 2

Getting a good night's sleep doesn't just help a patient's peace of mind but helps the patient recover quicker and get home sooner.

Charge nurse manager for Ward 2 at North Shore Hospital Jason Russell has seen the benefits of a quality night's sleep for his patients since introducing special sleep packs issued to each patient on arrival. "We have a list of care standards that we like to maintain for our patients and asking them whether they have had a good night's sleep is part of that," Jason says. "It's something we take really seriously because sleep is great for recovery, especially for our stroke patients on this ward."

Included in the sleep packs are earplugs, a sleep mask and herbal tea. There is always an extra supply of earplugs and night masks in the patient lounges, too.

Jason says it's quite common in hospitals to have bright lights going all night to allow staff working the night shift to carry out their work.

"This means patients are often disturbed through the night with various noises and lights on around them. It makes it difficult to rest completely," he says.

On Ward 2, all lights are dimmed from 8pm through to 8.30am the following morning. Special LED lights have been installed at ankle level through the corridors making it possible for staff to still carry out their duties.

Jason says staff are also more aware of their movements during sleep periods and can even schedule some patient check-ups at more appropriate times to avoid disturbing a patient's sleep.



Familiarity visits at SCBU

Having a very ill or premature baby who has to start life in Neonatal Intensive Care Unit (NICU), is tough enough as it is.

And then the time comes when parents must then leave NICU after a few weeks to continue their journey at Special Care Baby Unit in a new unfamiliar hospital. SCBU charge nurse manager for Waitakere, Debbie Daniel, says the story is all too common and while some families are glad to leave NICU because baby is progressing well and they'll be closer to home, it can be an unsettling time.

Two years ago, Debbie and Karen Boyle, charge nurse manager for SCBU at North Shore Hospital, started a fortnightly visitation programme that would enable them to visit families in NICU ahead of their scheduled moves to hospitals in the Waitemata district.

"It is a time of stress for families leaving NICU to come to an unknown environment, so this eases the transition," she says. "Some of these families with very preterm babies are with us for a further eight weeks, so it is a long journey for them, having already spent maybe

six to eight weeks in NICU depending on gestation. Packing up baby and moving to another hospital is tough. You're already nervous about baby and then you've got to come into a new environment with a whole new team. What these visits do is make families comfortable and familiar before they make the move so that when they come to our hospitals, they already feel safe and supported."

Baby Zoe Hutton was born at 32 weeks and started her life in NICU. Zoe's parents were visited by Waitemata DHB's visiting charge nurse managers ahead of the shift to Waitakere Hospital. "You do get used to the one place, so it really made a difference to meet them before we came here," Rebecca says.

"Everyone seems to love their job here and the nurses have been so lovely which has been great for making me feel comfortable and calm. We know Zoe is in safe hands when we go home at night."

Debbie says these visits have gained good feedback and helped develop a good relationship with the staff

at NICU. Families coming to SCBU also receive a *Welcome to SCBU* booklet while a virtual booklet is available for mothers in the postnatal wards, with photos and explanations about both SCBUs at Waitemata. More information for parents is currently being developed for the Waitemata DHB website.



Baby Zoe Hutton was in NICU at Auckland Hospital before moving to SCBU at Waitakere Hospital.

Pet therapy at Muriwai Ward

Adele Douglas isn't always in the greatest mood.

While the brain tumour she was diagnosed with has been removed, she's not totally out of the woods, working to overcome temporary paralysis before continuing her battle against the cancer. But with all the unfortunate news, she still lights up when she gets a visit from Polly. Polly is a 10-year-old Soft-coated Wheaten-Terrier, a regular visitor on the Muriwai Ward at Waitakere Hospital, as part of a pet therapy programme.

Jan Grierson has been bringing Polly into Waitakere Hospital for just a few months but Polly is well-known in local retirement homes. "There is a sense of calm for many patients when they see Polly, especially if they have dogs at home or had dogs when they were younger," Jan says. "Polly really enjoys it, too. She's very social and when she has her work scarf on, she knows it's time to take her role very seriously."

Animal-assisted therapy has been shown to

promote emotional wellbeing in hospital. It's also used as an added therapy for children suffering from a variety of illnesses. Contact with gentle animals provides comfort for many people.

Charge nurse manager Annie Ashby says some patients are very excited to see Polly arrive. "The joy this pet therapy brings to our patients is immense. It's a lovely experience for them and we are so grateful to Jan and Polly."

Pet therapy is just one of a few patient experience initiatives implemented within the Muriwai Ward. Annie says every now and then, they get a visit from a medical registrar who plays the old ward piano for patients, which is always a hit.

She says they are establishing a staff photo board to showcase the entire team making it easy for patients and family to learn the names of the staff looking after them or their loved ones.

"Just recently, I brought in some potting mix and colourful petunias for one of our patients to plant up in an attempt to continue an important connection with nature for that particular patient on our ward and acknowledge their love of gardening," Annie says.



"everyone matters"

"with compassion"

"connected"

"better, best, brilliant"

New fund helps ensure equal opportunity for new DHB staff

On looking at Kahurangi Fergusson-Tibble in the workplace, you wouldn't notice anything unusual.

But get to know the drug and alcohol counsellor more and you'll learn that Kahurangi is actually legally blind.

With the technology to assist and a supportive team, Kahurangi works just as efficiently and effectively as any colleague and he's grateful his manager knew that would be the case when she hired him.

Equal opportunity for people with disabilities is the focus of a new \$10,000 central HR fund being implemented by Waitemata DHB.

The fund will enable hiring managers to make any reasonable adjustments for new employees with disabilities. HR director Fiona McCarthy says the fund breaks down barriers.

"This fund is designed to increase access for people with disabilities to successfully apply for positions at Waitemata DHB and helps create a diverse workforce so we achieve great outcomes for our patient population."

Take what most people see every day, blur it and then look at it through a kaleidoscope. That's what Kahurangi sees as he navigates his day. It doesn't hold him back, though.

"There was always a level of anxiety when I went to apply for a role here but these anxieties quickly disappeared," he says.

"Right from the initial phone contact with Whitiki Maurea (Māori mental health alcohol and drug service) staff to my first interview, I have felt the loving, caring nature that Whitiki Maurea brings to its mahi."

Kahurangi says while he believed in his ability, he was hoping any special needs wouldn't affect his opportunity for employment. And they haven't, due to his access to screen-reading technology, where the screen reads out the text on screen and assists him to navigate in the IT environment. "I have been well-supported in the use of internal systems and when these don't completely work, my colleagues are more than willing to assist me."

Kahurangi's manager, Nan Wirihana, says

Kahurangi has become a valuable asset to the team. "Getting to know Kahurangi and the way he handles his visual impairment with ease and calmness has been a fabulous example of his character," she says. "I have watched Kahurangi around the shared office space and there is a new level of awareness among the team about our surroundings. We are all learning about the flow of the office. Cupboards are no longer being left open and chairs are always pushed in under desks."

Waitemata DHB disability advisor Samantha Dalwood says while some people might think hiring someone with a disability would be difficult, it is often just simple changes that are required.

"For Kahurangi's team, it just meant they needed to be aware of hazards, like a chair being left out. It hasn't been difficult and because of the technology available, Kahurangi has been able to fit straight into the team and get on with his job," she says.

Contact Fiona McCarthy to apply for the fund and Samantha Dalwood for advice on workplace set up.



Whenua Pupuke opening – music to our ears

A quartet from the Auckland Philharmonia Orchestra will help the DHB celebrate the opening of its new Waitemata Clinical Skills Centre, Whenua Pupuke, in June.

Four days of activities and events are planned to commemorate the milestone – showcasing the building and various other innovations to staff and the general public.

Among them is a public open day on Monday, June 12 (10am–2pm) that will include stands and presentations from Māori Health, Asian Health, Pacific Health, Awhina, the Institute for Innovation and Improvement and the Well Foundation. The quartet will perform in the centre’s 248-seat auditorium from 1pm to 2pm.

The centre overlooks Lake Pupuke at the North Shore Hospital site and will provide fit-for-purpose conference and educational facilities for staff and external users as well as facilities for undergraduate students from tertiary institutes. It will also be home to an AUT biomechanics laboratory.

The building will be officially opened by Minister of Health Dr Jonathan Coleman on Friday June 9.



The full opening week programme is:

Day One, Friday June 9, 2017

10am–11.30am:	Whenua Pupuke Opening & Plaque Unveiling by Minister of Health Jonathan Coleman, Chairman Dr Lester Levy, CEO Dr Dale Bramley and Dr John Cullen
1pm–2pm:	Asian Health Activity Booklet Launch

Day Two, Monday June 12, 2017

10am–2pm:	Public Open Day Skills Floor Exhibitions, stands/ presentations
10.30am–12.30pm:	Volunteers Event (auditorium)
1pm–2pm:	Auckland Philharmonia Orchestra quartet
4pm–5pm:	CEO Lecture Series Event Speaker: Sir Ray Avery

Day Three, Tuesday June 13, 2017

12.30pm–1.15pm:	General Medicine Grand Round
1.20pm–4pm:	Waitemata DHB and Association of Salaried Medical Specialists SMO and Executive Leadership Forum
5pm–6pm:	Waitemata DHB and Association of Salaried Medical Specialists SMO and Executive Leadership Forum Guest Lecture: Sir Harry Burns
6.30pm–9pm:	Primary Care Connections Forum

Day Four, Wednesday June 14, 2017

Noon–1.30pm:	Patient Experience - Values Presentation/ Long Service Presentations
4pm–6.30pm:	Health Excellence Awards + CEO Lecture: Speaker Sir Harry Burns

 (Top) Staff are able to enjoy lake views from various rooms. (Bottom) The sleek design and nature-inspired colour palette help complement the lake front.


WHENUA PUPUKE
WAITEMATA CLINICAL SKILLS CENTRE



Lev Zhuravsky of Waitemata DHB competed in the World Masters Games in April.



From the couch to the international sporting stage

Lev Zhuravsky was never a runner but last week he competed in the half marathon for the World Masters Games held in Auckland from April 21 to 30.

Lev moved to Auckland from Christchurch just over a year ago.

It was in Christchurch that he, his wife and their children lived for 15 years after emigrating from overseas.

“It wasn’t until after the earthquake of 22 February 2011 that I found my love for running,” Lev says. “The earthquake had happened and I was under a lot of pressure at work as a charge nurse manager of one of the medical wards at Christchurch Hospital while helping to evacuate medical wards affected by the earthquake and set up acute medical services in older persons’ health across town.

“It became a very intense part of my life and I had to find something to keep my mind clear but focused at the same time.”

Just under three years ago, Lev downloaded the Couch to 5k running app. This app

enables people to gradually build up a tolerance to running by implementing a schedule and an online trainer for motivation. “When I started to give running a try, I couldn’t even run one lap. Not one.”

Just two-and-a-half years on, Lev has now ticked half marathons and full marathons off his to-do list.

Lev was just one of many Waitemata DHB staff to compete in the World Masters Games this year, the world’s largest multi-sport event.

About 25,000 participants from 100 countries flew into Auckland to compete in one of 28 sports and 45 disciplines.

“If you had told me at the beginning of 2014 that I would go on to love running and do it three times-a-week, I would not have believed it,” Lev says.

“And if I can do it, anybody can do it.”

Lev has been the clinical nurse director for patient care and access at Waitemata DHB, leading Waitemata Central for the past year.

His family followed from Christchurch four months ago, so for the first eight months

of living in Auckland, Lev would commute to Canterbury to see his family Friday night through to Monday morning.

While his family live with him in Auckland now, Lev still studies for his PhD and fulfills his current role at Waitemata while never missing a single run.

“You have to find balance in your life, especially if you have a very intense role,” he says.

“And while many people say they don’t have time, they do. They just have to make time, even if it’s for a short time like 15 minutes.

“It is worth it because it helps to clear your mind and see tasks more clearly, which is better for everyone.”



Fitness hub already proving popular in the west



Boosting the health and wellbeing of staff is the aim of the new fitness hub at Waitakere Hospital.

The newly instated Waitakere Hospital fitness facility has proven popular with staff full of praise about the state-of-the-art equipment, proximity and slick look.

The gym was opened in March by Waitemata DHB Board member and marathon legend, Allison Roe and already it has attracted more than 300 new memberships.

The gym is situated in what used to be the library on the ground floor of Woodford House. It is accessible by all Waitemata DHB staff across the organisation, 24 hours-a-day, seven days-a-week.

The gym is an initiative by Waitemata DHB to enhance the staff experience while looking after the health and wellbeing of the people looking after our patients.

For staff like Linda Hessell and Lois Tolley, there are now no excuses.

Phlebotomy supervisor Lois has always been active but admits the new on-site gym is more motivation to maintain her fitness levels.

"It's important for me to stay fit, especially for the job I do. As you get older, it's harder to maintain a healthy body so any

encouragement to do that is great," she says.

"In weather like it has been lately, it can be very easy to skip the off-site gym once you're in your car and en route home but with the gym right on our back doorstep, it's too hard to ignore."

Receptionist Linda says staff in the west have been looking forward to the gym and have been very impressed so far.

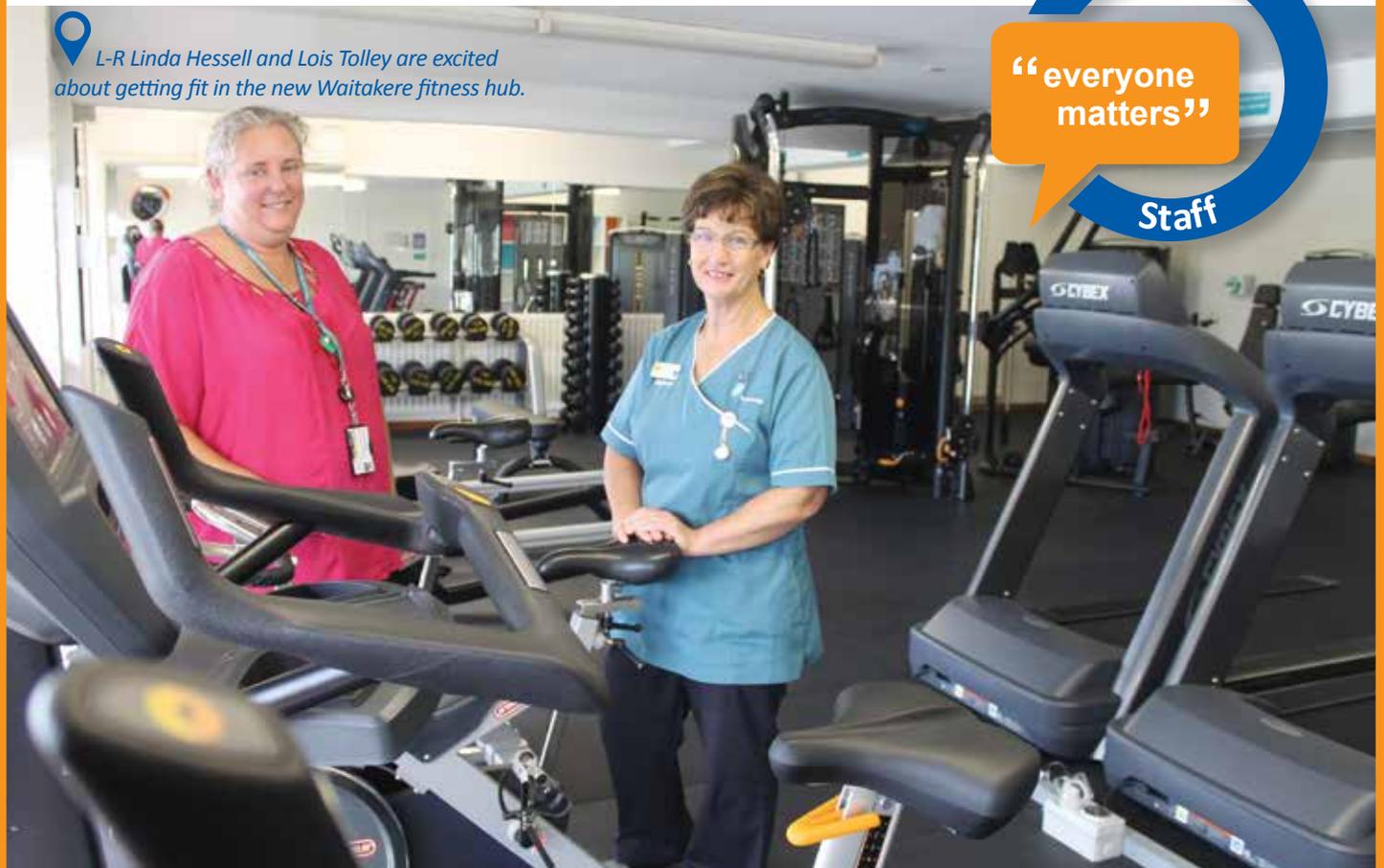
"The equipment is very nice and we really do appreciate the space," she says.

"I have been really looking forward to it because I am in a role that requires me to sit in a chair at a desk most of the day," Linda says.

Within the gym are stationary bikes, rowing machines, weights, treadmills and cross-trainers.

Go to the Gym page on StaffNet to sign up. Please remember to fill in both forms correctly. Once you have submitted your forms, you will receive email notification that your card has been activated and information on how you can book an appointment with the fitness trainer.

 L-R Linda Hessell and Lois Tolley are excited about getting fit in the new Waitakere fitness hub.



Well@Work expo highlights importance of staff wellbeing

It was about our staff, for our staff and they came in droves.

The Well@Work Expo 2017 proved very popular among Waitemata team members over the three days that it was held at North Shore Hospital, Mason Clinic and Waitakere Hospital at the end of March.

The theme this year was the *Five Ways to Wellbeing* as promoted by the Mental Health Foundation. These were: Give, Be Active, Keep Learning, Take Notice and Connect. All 20 stalls involved represented these themes and encouraged people to partake in interactive activities.

There were plenty of prizes up for grabs, including Westfield vouchers, a dinner for two and specialty grocery hampers.

Organisers were thrilled with the interest, with a turnout of about 650 staff members over the three days.

“everyone matters”

Staff



1. More than 650 people attended the Well@Work Expo which took place over three sites in three days.
2. Auckland Transport proved popular with their e-bike trials.
3. Staff were able to relax with a free 10 minute massage.
4. GM for Pacific Health Pulotu Bruce Levi got in on the music with guest performers Ana Felise-Mackay and Ivan Fuimaono.
5. Bowel screening was a popular topic at Waitakere.
6. Smoothie bike time trials against friends created even more fun.





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: Sue Dobson, healthcare assistant on Ward 10 at North Shore Hospital

Nominated by – Gill Role, clinical nurse specialist for dermatology

I worked with Sue when I visited Ward 10 to assist in the care of a patient with a systemic dermatological condition. The patient needed specific care from head to toe. The treatment took over an hour, even when proficient in the process.

This procedure was required every day for five weeks and I found Sue to be very caring and considerate towards the patient. She retained his modesty and self-esteem whilst performing these procedures and always with a smile. She had a great rapport with the patient and treated him with kindness and compassion.

She would demonstrate to the other nurses how to perform the duties to ensure continuity of care whilst she was off-duty. Her care made a great difference to this patient and his quality of life.



Health Hero Sue Dobson with CMO Dr Andrew Brant

Team: WorkForce Central

Nominated by – Lesley Wildes, Group HR manager.

The team is enthusiastic and committed to assisting staff and managers to get the best out of the WorkForce Central (WFC) system. This makes our working lives easier and frees up more time to focus on delivery of services to our patients and the community. They are flexible in providing this support and tailor this to the needs of teams or individuals to provide effective and clear guidance.

Over the past year, the team has developed targeted training sessions to address some key areas which create challenges for managers and administrators on the system and have run many workshops supported by clear written guidance and one-to-one follow-up support when needed. During this time, in the background, they have been preparing for a major update of the WFC due in 2017 and one of the key drivers of their preparation is planning smooth change management and high-level support to managers for the change.

This team constantly demonstrate a can-do and we-can-sort it attitude and calmly respond to any potential system issues, focused on sorting it out and making sure staff get paid on time



and accurately where possible. Just one example of this approach was seen before Christmas 2016 – a tight deadline and with the added complexity of observed holidays for Christmas and New Year. A systems issue occurred the day of deadline for one Christmas pay run which could have had very adverse effects. While following up the systems issues, the team pulled together and manually signed off several thousand time cards – and met the deadline.



The WorkForce Central team with CEO DR Dale Bramley (top left) and Lesley Wildes (bottom left) who nominated the team.

Compliments

“everyone matters”

Patients

Dear Dr Bodenstein, otorhinolaryngology consultant,

You saw my son regarding his tinnitus. I don't know if you saw from his notes that he is on the autistic spectrum and has learning difficulties or if you realised this from talking with him but I want to express my immense appreciation of how you dealt with the consultation. You explained everything to him in a way that was straightforward and helpful to him without being patronising and you showed him respect that he doesn't often encounter. It was a totally positive experience for him and changed his attitude to the tinnitus which has not bothered him so much psychologically since he saw you.

Thank you again for the time you took, the kindness you showed and the clarity you brought to his condition.

Yours gratefully,

Lisa

Dear Hine Ora team,

The treatment, from the whole surgical team and nurses, was amazing.

The staff were very helpful and friendly from the time I arrived until the time I was discharged.

Nothing was too much trouble for the doctors and the nurses, the food was great and the catering staff were just as professional as the medical staff.

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

Pooja

Dear SCBU at Waitakere Hospital,

I am writing regarding the standard of care my son and I recently received. My son was born five weeks prematurely at NSH on 10th January and was transferred to Waitakere Hospital, which was closer to our home, on 12th January. As you can imagine, this whole process was stressful and upsetting. I am also not a Kiwi and my family are still in Wales, so I have only had my husband's family and friends to lean on. Leaving a newborn at hospital to go home was heart-wrenching. From the moment we arrived at Waitakere, the staff were caring, thoughtful, patient and informative.

I could not speak more highly of the staff as a whole but specifically the nursing staff. Waitakere staff made a conscious effort to ensure we were part of all the decisions surrounding the care of our son, allowing us to make informed decisions. The staff clearly enjoy their jobs and have a wealth of knowledge amongst them. I would happily take every single nurse who cared for Oliver home with us as they are all worth their weight in gold. At Waitakere, even at admission at 8pm, the paediatricians and nurses were on-hand to explain why decisions were being made and then to include us in any future decisions around Oliver's care. I felt that we were 100% part of the team. I found this to be the most important part of our stay and helped us feel in control as a family. I also appreciated the care for me as a mother. Without you all, I am sure I would have lost my marbles!

Lastly, the support we received from Erin, the lactation consultant, was invaluable. Feeding felt like something I should have been able to support Oliver with and I was finding it frustrating that I didn't have the specific knowledge to fix our problems with feeding. Erin taught me how to support my son. She provided me with evidence-based information regarding techniques she was suggesting but still left the decision ultimately to me. This was empowering and also good for our mental health. All in all, the staff at SCBU made a stressful time tolerable and we have so much gratitude for all of the staff who worked with us.

Fern

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

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