

News, views and information from Waitemata District Health Board

# Healthlines

ISSUE 216 • July – August 2016

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## From the Chief Executive

# It's been an exciting couple of months for our DHB

**We have led national change programmes and opened major new facilities that will support the Waitemata team to provide even better care for our rapidly growing population.**

The Sky Bridge linking the main North Shore Hospital tower block with the Elective Surgery Centre was opened by Prime Minister Rt Hon John Key in late June.

This critical link will allow us to perform a greater volume and complexity of procedures at ESC, which is great news for our patients.

During this visit, Mr Key inspected facilities around the North Shore campus and delivered a very popular CEO Lecture address to more than 200 members of our workforce.

Only days later, our DHB hosted Mr Key again at the Birkenhead Plunket office where he and the Minister of Health, Dr Jonathan Coleman, launched the new national childhood obesity target.

We have also recently opened the new Waitakere Hospital Emergency Department – a state-of-the-art facility that will enable us to meet the needs of West Aucklanders well into the future.

The new ED almost doubles the footprint of the 'old' ED to nearly 2500 square metres and provides a contemporary space for our emergency doctors and nurses to work in that has been influenced by modern design principles and patient/whanau feedback.

Now that the new space is operational, we will begin remodelling the pre-existing floor space to the same standard. This phase is due for completion in March 2017.

While these new facilities have been commissioned, work has begun on the new Clinical Skills Centre on the North Shore lakefront.

This project is due for completion in April 2017 and will deliver a high-quality learning centre that will underline Waitemata DHB's reputation as a centre of clinical excellence.

Our DHB's joint planning and funding team has also played a leading role in devising a new model for community-based patient falls prevention, which the Government has announced it will roll-out nationally.

This is not only a positive development for older patients and their families but a strong endorsement of the robust thinking and systems development capability within our DHB.

A range of other e-projects have been progressively implemented across our DHB that are systematically improving the quality of patient care and experience, including eVitals and ePrescribing.

It is amazing how quickly the development of new technologies – coupled with the willingness of our people to strive to do better for our patients – is enhancing our ability to increase the quality of our care.

Of course, new buildings and well-intentioned change programmes are nice-to-have. But they mean little without the support of highly skilled staff to embrace them and make them work in the real world.

Thank you to all those members of the Waitemata team who continually extend themselves in pursuit of the relief of suffering and a better experience for patients and families in our care.

These are our key organisational priorities and it is humbling to see the effort and commitment that goes into realising these goals every single day.

The example of our Ward 3 team below is a case in point. Thank you for all that you do. We can all take great pride in the DHB's focus on excellence and improvement for our community.

Dale



▲ Prime Minister John Key and CEO Dr Dale Bramley open the Sky Bridge

Dear Dale

For one month, Mr Jack (name removed by request), my father-in-law and Poppa, was a patient of Ward 3 at North Shore Hospital. Sadly he passed away. Over that time ALL the staff of Ward 3 supported us with both excellent professional and compassionate care.

Many of us stayed with Poppa full-time during his last four days and we never felt we weren't welcome or that we were a bother. Special thanks go to nurses Ayla Ellis, Vanessa Tueres and Lucy Klaassen and to Dr Kate Rassie. All the staff on Ward 3 truly demonstrated the Waitemata DHB value of 'compassion' and we really felt blessed with the care we received. I felt so proud to be a Waitemata DHB employee. The family have provided a basket of goodies for the staff and special gifts to our four wonderful women. I would be so grateful if you could post this thanks as it truly was a whole-team effort from Ward 3. - **Jane Hamer**

Dear Jane

I am sorry to hear of the passing of your father-in-law. It must be a very difficult time for you and the family. May he rest in eternal peace. Thank you for your wonderful feedback about the Ward 3 team. This is an example of the outstanding care delivered by our people every single day. Thank you for taking the time to share your experience. - **Dale**

\* Thanks to Jane Hamer for allowing us to publish her story.

**Cover:** Charge Nurse Manager Barbara Boskicza going over final preparations as Waitakere Hospital's new ED opens

“with compassion”

# “Everyone matters”

**The Diabetes Service at North Shore Hospital is upholding the values of “Everyone Matters”.**

In early August, a homeless man, Luke\*, was referred to the service from Auckland Hospital. The service contacts each patient prior to their appointment to confirm they will be attending so the booking clerk, Irene Tunzelman, realised a slight problem.

“I immediately thought how am I supposed to get hold of Luke for his next appointment?”

Attempts to phone Luke’s next of kin resulted in disconnected phone lines and the only other contact appeared to live in Whangarei.

This kick-started a series of calls and inquiries by Irene across Auckland. From Citizen Advice Bureau in Henderson to the City Mission in the CBD, Irene asked around if anyone had heard of Luke.



▲ *The Diabetes Service at North Shore Hospital went beyond their normal booking process for a homeless man in August*

“It was when I managed to contact someone at the Salvation Army that we got an answer,” Irene says. “The person knew who Luke was, said he had recently been taken in by someone, and that they could pass on the message. So I organised an appointment for Luke as it was urgent. I also made sure the clinician had

some tea and biscuits for him when he arrived.”

However, despite assurances that Luke would have transportation, he failed to show up so podiatrist Andrea Connell led another investigation into the whereabouts of the patient.

It was discovered that Luke had been taken into care in Greenlane and so Andrea explained the situation to a counterpart at Greenlane Clinical Centre and an appointment was organised there for Luke.

Diabetes Service Team Leader Michele Garrett says the persistence of some of the team to ensure Luke was seen to was uplifting and a great display of care and compassion for someone from one of Auckland’s most vulnerable groups.

“It could have been easy to throw their hands up and say they tried,” she says.

“But that effort to track down Luke just to make sure he turned up for his appointment, and then to follow-up a second time to ensure his well-being, is just a great testament to them and to upholding the values of Waitemata DHB.”

*\*Not patient’s real name*

## David wins at Pharmacy Awards

**Pharmacy Operations Manager David Ryan has won the Hospital Pharmacy Performer of the Year at the 2016 Pharmacy Awards, held in Auckland in August.**

David’s winning entry was on the linking of ePrescribing and Pyxis and showcased the new system and processes in the DHB inpatient dispensaries. This is the third time that David has won at the Pharmacy Awards with previous wins in 2004 and 2014.

“Linking ePrescribing with our Pyxis system is just another step in the evolution of the project. This award is just more validation that what we are doing here at Waitemata DHB is working,” David says.

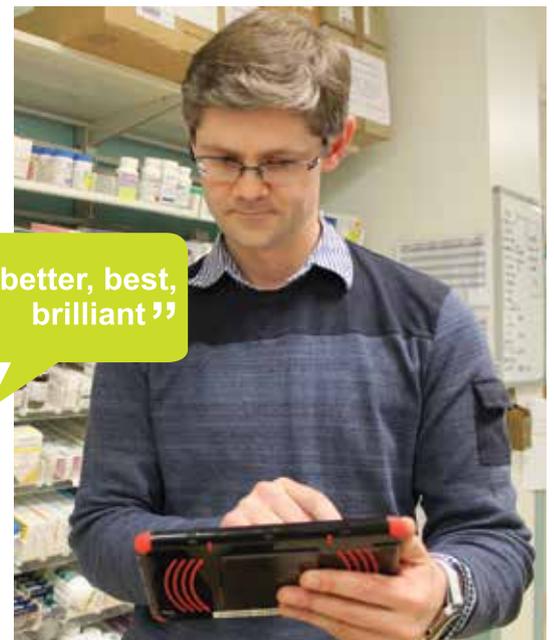
“Our goal has been to help the DHB transition to an all-electronic health record while also improving our own clinical quality, and thanks to the hard

work of the project team and our champions on each of the wards, I think we are very close to achieving that goal.”

David has spearheaded the implementation of ePrescribing across the DHB with over 950 beds now operating the technology.

E-prescribing does away with hand-written paper medication charts, reducing the rate of prescribing errors; eliminating difficult-to-read handwriting and alerting staff to patient allergies or adverse reactions.

Waitemata DHB now has the largest single electronic prescribing implementation in Australasia and is the only DHB in New Zealand to have completed the roll-out of electronic medication management covering acute, elective, forensic psychiatric and mental health services.



▲ *David Ryan, winner of the 2016 Pharmacy Performer of the Year award*

## From the Chairman

# Decision making for capital investment

*Dr Lester Levy*



**Investing in our facilities, IT and equipment (capital) is a critical part of maintaining and enhancing the delivery of our services at Waitemata District Health Board.**

To ensure we spend wisely, approval processes and delegations are set out in existing District Health Board policies. Significant capital investment requires a business case which is assessed by the board. If the investment is beyond the board's delegations it has to be referred to the national Capital Investment Committee.

The Capital Investment Committee provides advice to the Ministers of Health and Finance and the Director General of Health on the prioritisation and allocation of funding for capital investment and health infrastructure. It is essentially a source of independent advice.

These are the types of capital investment projects the board must refer to the Capital Investment Committee for assessment:

- all investment in fixed assets that require Crown equity
- investments of \$10 million or above, or that is based on twenty per cent of total assets on the DHB balance sheet.
- strategic investments by DHBs that may substantially affect DHB performance
- investments identified as high risk in DHB annual plans.

For information systems and communication technology (ICT), proposals require the Minister of Health's approval at a lower threshold as follows:

- all ICT investment over \$3M calculated as the capitalised value of future revenues if financed from those revenues
- ICT investments not consistent with the National Health IT Plan
- ICT investments where the Regional Capital Committee does not support the proposed investment.

From this financial year the four northern DHBs (Waitemata, Auckland, Counties Manukau Health and Northland) are required to develop a fully integrated, regional capital plan with regional capital investment priorities, rather than individual DHB investment priorities.

This is going to be a much more complex and challenging process, which will need to be informed by each DHB's clinical service delivery plan, master site development plan and long term investment plan.

This process is now being initiated and realistically may take up to 18 months to be completed. This is new territory for all of us and may require patience as we transition into this new capital investment planning and decision-making process.

# Expo shows the digital future

“better, best, brilliant”

**Staff at North Shore Hospital have taken the opportunity to test out some of Waitemata DHB's latest technology for themselves.**

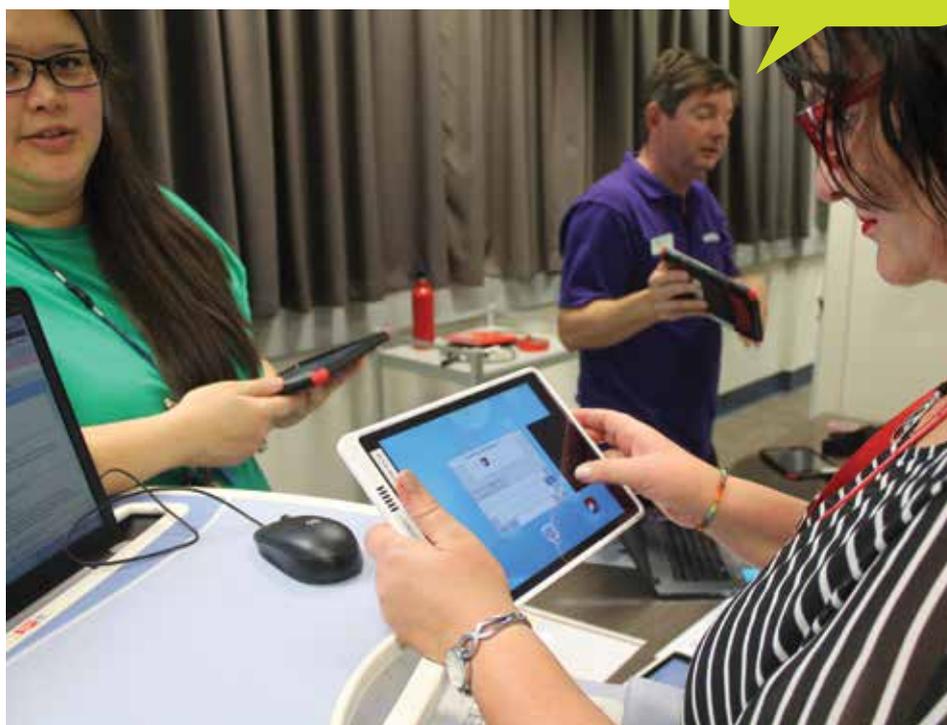
A Digital Programmes Expo was held on 23 August and showcased many of the different digital projects which are being initiated across various Waitemata DHB sites.

The expo included stalls promoting eVitals, ePrescribing, eLabs, eRads, Orion Ward 10 mobility solution, home screen optimisation for SMOs, Community Allied Health tablets, Insight report portal, iPads on Ward 7 and the National Electronic Health Record (NEHR).

Organiser Stuart Bloomfield says the two-hour event had an excellent turn-out and that a second expo is already being planned for Waitakere Hospital.

“There are so many great ideas that are being implemented into innovative projects by fellow DHB staff members,” Stuart says.

“And that is the ultimate reason for these expos. It is so staff can come along and have a close-up look at the various programmes being generated here at Waitemata DHB.”



▲ Jo Rogers (left) talks to Samantha Smorenburg about ePrescribing (eVitals clinical coach Peter Groom in background)

# Volunteers share their ideas

**In August, volunteers were recognised for their valuable contributions to Waitemata DHB at workshops held at Waitakere Hospital and North Shore Hospital.**

It also provided an opportunity for many of our 360 volunteers to meet and join together in discussing how to further improve volunteering aspects of the DHB.

Groups involved in the discussions included the Green Coats, St Johns, City Impact Church, Women's Auxiliary, Red Cross, Volunteer Stroke Scheme, Auckland Mandarin Christian Choir, Chaplains and the North Harbour Rose and Garden Society.

"There is no higher calling than when a person gives their own knowledge, skills, time and resources to someone in need of help or comfort," Director of Patient Experience David Price says.

"Our volunteers not only improve patient experience in our services, but also build closer relationships with our communities through tackling health inequalities and promoting health.

"By holding these workshops it allowed us to thank them for their work and achievements, but also reflect on a recent review conducted by Raeburn House and how we can ensure our volunteers are well supported and the volunteer programme is being used to its full potential."

The Raeburn House review found that while volunteers enjoyed serving the community through the DHB, there were concerns about the lack of recognition and support of the programme from within the organisation.

"The common themes with our volunteers were communication and personal development. Some of our volunteer groups felt out of the loop at times and others wished for more in-house training so they could grow in their roles."

David says all feedback will go towards building a new strategy plan for volunteering at Waitemata DHB.

"We are committed to change and to become a national leader in volunteering."

In response to the review, Waitemata DHB has recently appointed a new Volunteer Coordinator, Genevieve Kabuya, who will be responsible for the volunteer programme.

▼ *Volunteers at a workshop at North Shore Hospital*



## Celebrations as cleaners and orderlies graduate

**It was a day of achievement and satisfaction for 151 Waitemata DHB cleaners and orderlies on 19 July when they officially graduated to the Level 3 NZQA standard.**

Achieving the standard involves learning in the workplace, with one credit accumulated for every 10 hours of study. For cleaners, the level 3 accreditation is awarded to those who have demonstrated competence in 16 topics, including core cleaning skills and in selected areas of specialisation. Accreditation requires 60 credits and usually takes 10 months to achieve.

For orderlies, the qualification period spans nine months and requires 50 credits across 11 topics.

The course covers responses to vulnerability and abuse, strategies for de-escalating disputes, transporting people and moving equipment to support the effective functioning of a health care facility.

Demonstrated knowledge of professional and ethical behaviour and procedures for infection control are also included.

CEO Dr Dale Bramley congratulated the graduates and described the occasion as an important milestone in their employment with Waitemata DHB and in their ability to support enhanced experience for patients, their families and whanau.

Operations Manager Barbara Schwalger said: "It is great to be able to celebrate the success of our team and to be able to acknowledge the effort which everyone who graduated has undertaken as this will help us on our services journey to brilliance."



▲ (From left to right): Maria Garcia, Marilou Guanlao, Barbara Schwalger (Ops Mngr Clinical Support Services), Parvina Devi, Amy Pangan, Angeline Partridge

# Waitakere Hospital's new ED

**Waitakere Hospital's new Emergency Department officially opened last month providing a world-class emergency medicine facility for our patients and families.**

Minister of Social Services Hon Paula Bennett cut the ribbon on the new building which almost doubles the physical size and layout of the existing department. DHB Chair Dr Lester Levy says the new department reflects our commitment to meet the needs of our growing population.

"Our Emergency Department today is unrecognisable from the service that closed at 10pm when the hospital first opened in 2005. The opening of this expanded facility is another major milestone in the evolution of Waitakere Hospital and the high quality 24-hour service we provide today." DHB Chief Executive Dr Dale Bramley says over the last ten years, the volume of patients presenting to the department has increased exponentially.

"The number of patients presenting at Waitakere ED has increased from 28,000 in 2009 to 52,000 in the last financial year. This is the fastest increase in patient numbers of any emergency department in the country and rivals that of much larger hospitals."

"Over the same period, ED staff numbers have risen from 50 to 84 to meet this growth."

"Along with our excellent team, we now have a state-of-the-art facility to support this level of growth well into the future."

"We recognise that coming to the ED can be a stressful experience for people, so facilities have been designed to support a more comfortable journey for patients and their whānau," says Dr Bramley.

The department includes a new front-of-house zone with separate adult and paediatric waiting areas, an improved patient entranceway, reception and triage area designed for better patient privacy, four ambulance bays and a whānau zone providing additional space and comfort for the families of patients. The number of consultation cubicles has increased from five to ten with the new rooms larger in size to accommodate the family of paediatric patients. The department also includes an expanded resuscitation zone with larger rooms for plaster, simple and conscious sedation procedures.

A new corridor has also been constructed to connect the front-of-house zone and emergency ambulance bays with the main hospital, providing a more efficient route to the inpatient wards for ambulance transfers.

In an exciting next step, renovations will soon begin within the original Emergency Department footprint, including the development of a new paediatric zone, enabling greater use of the bed spaces and clinical resources with completion expected in March 2017.



1



2



3



4

**"better, best, brilliant"**

1. Chief Advisor Tikanga Naida Glavish leading Hon Paula Bennett and the Official Party
2. CEO Dr Dale Bramley and Hon Paula Bennett unveil a plaque at the new Waitakere ED
3. Debbie Eastwood, Dr Lester Levy, Phil Twyford MP, David Cunliffe MP, Michelle Sutherland, Collette Parr-Owens tour the facility
4. Newly constructed ambulance bay designed for improved access and patient privacy

# New Sky Bridge boosts patient care

The rapid evolution of the DHB's facilities took another major step forward on 21 June when Prime Minister John Key opened the Sky Bridge project.

Sky Bridge connects the Elective Surgery Centre (ESC) with the main hospital tower as part of the DHB's strategy to further integrate and expand services on the North Shore Hospital campus.

Mr Key cut the ribbon on the project immediately after a tour of some of the key recent additions to the campus and following a popular CEO Lecture Series address which attracted an audience well in excess of 200 people.

The weatherproof Sky Bridge link allows a greater volume and range of procedures to be performed at the ESC as it provides a direct route from ESC to the main hospital's High Dependency and Intensive Care units. CEO Dr Dale Bramley says the Sky Bridge is already helping meet the health care needs of the country's fastest-growing DHB population during the busy winter period.

"We continue to invest heavily in North Shore Hospital in terms of our people, our services and our facilities in order to ensure we provide the gold standard in health services that our communities desire and expect."

"Our investment in the Sky Bridge provides a more integrated approach to patient care through faster patient transfers and a better healthcare experience for those undergoing treatment in various buildings on the site."

Chair Dr Lester Levy says the bridge forms part of a wider strategy for the growth and future development of the North Shore Hospital site to exceed the demand of the district's growing population.

"This critical infrastructure will support the expansion of facilities on the North Shore Hospital site, meeting the needs of our community well into the future."

"Waitemata DHB serves the largest population in the country and this is just one project in an extensive programme of commitments to expand and advance our facilities and services as our community grows."

The Sky Bridge is a key project in the DHB's Waitemata 2025 10-year plan to meet the increasingly diverse health care needs of the people of Waitemata.



▲ The new Sky Bridge features specialised lighting gifted by ECC through the Well Foundation

Waitemata 2025 continues the board's focus on growth in services and facilities, including the following major developments:

- **He Puna Wāiora** – new 46-bed mental health services inpatient unit on the North Shore Hospital site (complete)
- **Hine Ora** – a dedicated 15-bed women's health ward at North Shore Hospital (complete)
- **Hart Department of Medicine** – a new home at North Shore Hospital for the largest Department of Medicine in the country (complete)
- **Expansion of Waitakere Hospital's Emergency Department**, which will see it almost double in size (expansion completed August 2016)
- **Expansion of North Shore Hospital's short stay ward and inpatient cardiology procedures** expected to begin in 2017.
- **Expansion of outpatient services at North Shore Hospital** are underway and due for completion in late 2016.

▼ Prime Minister John Key talking with staff at Hine Ora ward



▼ Prime Minister John Key speaks at the CEO Lecture Series



# Pasifika Week

Pasifika Week was held at both Waitemata DHB and Auckland DHB in July, a moment to celebrate all the Pacific communities in the Auckland region.

The theme was “Achieving Health Equity for Pacific” with seminars and forums held across different health fields discussing and presenting on the theme, as well as staff networking and professional development events.

Waitemata DHB was honoured to host the Samoan Head of State, His Highness Tui Atua Tupua Tamasese Efi, and Her Highness Masiifo Filifilia Tamasese. Both attended at the opening ceremony at Waitakere Hospital, along with other officials and dignitaries.

The week was filled with fun and colour, best dressed and ward competitions, and cultural entertainment groups held performances on hospital sites for staff and visitors to enjoy.

1. *His Highness Dr Tui Atua Tupua Tamasese Efi with CEO Dale Bramley*
2. *DHB staff took part in a talanoa session to discuss the culturally appropriate way to research, review and engage with Pacific communities*
3. *West Auckland children perform for His Highness Tui Atua Tupua Tamasese Efi and Her Highness Masiifo Filifilia Tamasese*

“connected”



# From Waitemata to the world

Many members of the Waitemata DHB team dedicate their own time to volunteer for roles helping those less fortunate. This edition's profile is a theatre nurse who has helped bring joy and relief to people from the nation of Togo.

"Whether it is volunteering overseas or here in Auckland, just get out there and do it," says Sheila Street, a theatre nurse with Waitemata DHB for nearly 30 years.

"Any type of volunteering just enriches you as a person and can really make you appreciate everything in life that little bit more."

Sheila's own volunteering led her overseas in 2010 and 2012 with the 'Mercy Ships' programme that works in some of Africa's poorest nations, delivering medical treatment to those who otherwise would not have access.

Mercy Ships has one ship, The Africa Mercy, a converted Danish Ferry that has been modified into a floating hospital. It is home to the volunteers as well as having five operating theatres, an HDU and PACU plus several wards. Around 7,000 surgical procedures are performed in a ten month outreach.

Sheila became aware of the organisation back in the mid-2000s when reading an article in the Kai Tiaki nursing journal.

"It made me consider if it was something I wanted to do, so I began making inquiries. Luckily there were several Kiwis working with Mercy Ships at the time and they were able to give me the information and encouragement to sign up."

Sheila self-funded her own trips which included a bake sale of date scones and Anzac biscuits sold to her colleagues at North Shore Hospital. Both of her five-week stints with Mercy Ships were in Togo, a nation with a population of seven million and slightly larger than Northland and Auckland combined.

Working in third-world nations always leaves moments that remain etched in the mind and for Sheila it was the stories from the advance team concerning the number of people seeking surgery.

"The volume of people waiting to be assessed for surgery is mind blowing. A lot of the surgeries are on conditions you wouldn't see in the first world.

"Six months or so, prior to our arrival, an advance party was sent



▲ Cataract patients share their stories at a "Ceremony of Sight" event in Togo

out to spread word through the communities. So masses of people were coming from miles around, even from bordering nations, to get treatment and most would simply walk the entire distance. It would be like someone from Kaitiaki walking all the way to North Shore Hospital to have surgery. It was something I never expected to witness."

Sheila worked in operating theatres where a range of surgical procedures from removing facial tumours to eye surgery were carried out.

"In one day we performed 37 cataract surgeries which meant we helped 37 people get the opportunity to see again after years of blindness.

"People have asked me do I mind not getting paid for working on Mercy Ships. I have to explain that to be part of a team that gives sight to someone, who would otherwise be spending the rest of their life blind, is more than enough payment.

"Just to see their face, their smile, and how grateful they were was simply priceless."

"with compassion"



Sheila Street with a patient who received cleft lip surgery

# Super start for WELL

July marked two years of fundraising for the Well Foundation and backed by awesome community support, almost \$2 million has been raised over the past two years for vital projects to improve healthcare for patients of all ages – from tiny vulnerable babies to frail elderly.

With extra funding, great advancements have been made at North Shore Hospital, Waitakere Hospital and in our communities, that wouldn't have otherwise been possible.

"We can't thank our supporters enough," says Well Foundation CEO, Andrew Young. "We're planning to raise the bar higher in year three with almost \$1.35 million worth of vital projects to fund."

The foundation will announce details about these projects in coming months, but if you'd like to learn more in the meantime, please call the Well Foundation on 09 447 0138.

## A well supported marathon team

The Well Foundation's team of dedicated Auckland Marathon runners and walkers are making great strides with their training and fundraising and with two months to go, they've raised almost \$4,000.

It's great to see Waitemata DHB staff rallying to support their colleagues taking on the challenge, like Dr Jutta Van Den Boom who is running the full 42km and hoping to do so in a personal best of less than four hours.

Jutta's colleagues recently held a fundraiser morning tea and are running a raffle to donate to her fundraising total.

If you'd like read more or donate to any of the team members, visit [www.givealittle.co.nz/org/wellfn](http://www.givealittle.co.nz/org/wellfn) and click on the "fundraisers" tab.

## Major project complete – iPads for DHB therapists

The Well Foundation recently reached the \$122,000 needed to equip over 100 of our DHB therapists with iPads.

Therapists visit children and older adults in the home with long term illnesses and disabilities to provide therapy, care and rehabilitation and the iPads they now carry are useful in many ways.

The interactive and visual nature of the iPads enables therapists to interact more effectively with patients young and old and the massive variety of educational apps are also beneficial.

Speech Language Therapist, Bridget Oliver, loves her iPad and how it has enhanced care to patients.

"Many of my patients have had a stroke which effects their swallowing and this can lead to other complications," says Bridget. "Rather than using an image like I used to, I can now show videos of normal swallowing which is far more effective. This is just one of the many apps I use now with my patients."

The iPad also cuts down on admin time as therapists often write up patient notes, rebook appointments and conduct other follow ups directly after a job, rather than back at the office at the end of the day.

Sign up to the Well Foundation e-newsletter at [www.wellfoundation.org.nz](http://www.wellfoundation.org.nz) to read more of the latest news from our official fundraising body and how you can get involved.



▼ Dr Jutta Van Den Boom (2nd from right) and her colleagues at the first fundraiser

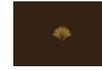




# Waitemata DHB HEALTH HEROES

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

Supported by:



**Who: Adrienne Reed**

**Where: Ward 15**

"everyone matters"

Staff

Over several weeks, Ward 12 was extremely busy with pressure on beds culminating in an unprecedented number of patients on our waiting list marked as urgently requiring admission.

On two separate occasions, Adrienne went out of her way to have two of our patients residing on her ward (Ward 15) to make way for acute admissions to us.

She did this with a smile and moved her own patients to accommodate ours.

We appreciate everything she has done to assist Ward 12.



Health Hero Adrienne Reed with Director of Nursing Dr Jocelyn Peach

**Who: Titirangi Ward**

**Where: Waitakere Hospital**

"everyone matters"

Staff

Titirangi Ward had a very challenging patient and provided the "best care" possible for him, his family, and the other patients who also found this situation challenging.

Their compassion and caring shone through this situation and although the support of the entire hospital was required to support and assist them, they never faltered in their efforts to make a difference.

This patient was physical and emotionally draining. They pulled together, utilised the resources of Maori health and worked with their neighbouring ward teams who were required to assist with providing patient care.



The Titirangi Ward with Chief Medical Officer Dr Andrew Brant

# Compliments

## High fives for Hine Ora

I would like a big thank you to the staff on Hine Ora ward. The nurses Sam, Hetti and Ella were so helpful with the high level of care they provided for my partner and our baby.

I would also like to thank the Charge Nurse for providing us with our own room and allowing myself to stay on with Alexandria and Isabella, it made our stay so much more comfortable and gave less stress given the circumstances.

Thanks again,  
Jamie

“with  
compassion”

## Kind and caring staff

I came in for a mammogram and biopsy at Waitakere Hospital after discovering a lump on my breast.

Not knowing what the prognosis may be, I was scared stiff and all sort of emotions came through my mind. One of your staff was so kind and comforted me. She was so professional and carried out her work exceeding what is required of the charge of her duties.

I would like to say thanks to her and would appreciate if you could pass this thanks on to the management team.

Samantha

“with  
compassion”

## Praise for paediatric emergency department

Sincere and heartfelt thanks to the Clinical Nurse Specialist, Doctor and all other staff in the paediatric emergency department at North Shore Hospital for their professionalism, skills and compassion in swiftly dealing with our nine-year-old son, who almost severed one of his toes with an axe on Saturday afternoon.

We are incredibly grateful to you all for what you did and the way that you did it. He had an operation at Starship on Sunday to put everything back together and is now home and recovering well.

Many thanks again,  
Sally and Richard

“with  
compassion”