

News, views and information from Waitemata District Health Board

Healthlines

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NURSING FROM
THE REAL
FRONTLINE

LEARNING TO BE A
GOOD
BOSS

HE PUNA WĀIORA
TAKE A LOOK
INSIDE

HEALTH
HEROES
TAKE THE
CAKE



Waitemata
District Health Board

Best Care for Everyone

From the chief executive

Waitemata 2025, our exciting vision for the next 10 years

We formally launched Waitemata 2025 on June 29 to an audience of more than 200 staff at the North Shore campus. Waitemata 2025 is our programme of work to develop our people, services and facilities for the next 10 years. Our DHB is the largest and fastest growing DHB in the country. We already have 580,000 people in our catchment and by 2025, we expect to have around 700,000 people.

Given this huge growth as well as our changing models of care, it is vital that we plan for this future. We need to have a range of projects implemented over the 10 year period to ensure we can continue to deliver the best possible outcomes to our population from the resources we have available to us.

This is an incredibly exciting time for our DHB. Together, we can shape the future of what our healthcare delivery system looks like for our population.

At the heart of that system, we must respond as best we can to the needs and wishes of our patients/clients/families and population.

We need to remember our organisation purpose:

- To relieve suffering
- To promote wellness
- To prevent, cure and ameliorate ill health.

And we need to maximise the health outcomes that can be achieved against each part of this organisational purpose.

To launch Waitemata 2025, I announced two immediate new projects

1. The new lakefront clinical skills and teaching centre – located on the lakefront, this facility will provide a much needed dedicated space for clinical skills training and teaching. It will feature a 250 seat auditorium and will also house the new Institute for Innovation and Improvement.



“better, best, brilliant”

Dr Dale Bramley

2. A new bridge linking the North Shore Hospital tower to the ESC and Carpark. This will connect our major facilities together on the North Shore campus site to allow better use of facilities and capability across the site.

Work will commence on the lakefront building and the new bridge by year end. In addition to this work we are doubling the size of the Emergency Department in the west, we are currently building our new first ever dedicated woman's ward at NSH, we are expanding the Mason Clinic services and facilities and we will open our new division of medicine and chapel at the North Shore site.

Multiple smaller projects are also underway to refurbish and upgrade existing facilities across all of our major sites.

As Waitemata 2025 unfolds, I ask that you take the opportunities offered to engage to help shape our future.

Forums will be created as we update our Health Services Plan and our Master Facilities Plan.

New major business cases will be developed that need the input of our staff and patients.

A dedicated website has been set up and will launch in the next few weeks and this will help keep not only our staff, but our community informed about our plans as we move forward.

As we enter into this next 10 year period – I thank you all for your ongoing efforts to make our DHB one that we can all be proud of as we seek to deliver the best care we can to our community.

Take care
Dale



Dear Dale,
Why are there no nurses in radiology overnight?

Radiology nurses currently provide cover for radiology procedures during daytime working hours. They are specifically trained to support patient imaging procedures, which are complex and are scheduled with the radiologists during the weekday. Nursing staff are also on call if they are required to support complex imaging procedures performed after hours. This is typical of most radiology departments. The vast majority of radiology procedures that occur overnight are patient studies requiring plain imaging with only minimal CT studies being performed. Specialist nursing skills are not required for this type of imaging. Out of hours patients that need nursing support are aided by a ward or ED nurse, or a transit nurse. The DHB recognises that there can sometimes be a delay when the hospital is busy. In recognition of this, our radiology service moved to modify the roster with nursing support now available in the service until 11pm Monday to Friday, and on weekends between 9am and 5.30pm.

If you have a question for Dr Dale Bramley, please email deardale@waitematadhb.govt.nz.

WDHB takes on the big guns and wins out with eLearning models

Tucked away in the depths of Waitakere Hospital's Healthwest building is the future of Waitemata DHBs commitment to furthering staff education.

Learning technology team leader Perrin Rowland and instructional designer Miranda Verswijvelen are part of the Awhina Learning and Development team which also includes instructional designer Miriam Laidlaw and Charlie Aitken based at North Shore.

Put simply, their role is to allow staff the opportunity to constantly upgrade their skills and knowledge in a fun, productive and flexible way that also achieves great outcomes.

If you don't quite understand how eLearning is starting to be commonplace around our hospital sites, just think of those days when 10 of your team would have to take a day off to attend a training course off site.

That's a lot of shuffling schedules for what may just be a refresher or a compliance course.

This is where eLearning comes into action. It's Perrin's team's job to create an online course that staff can do during their own time at home or at work.

This provides a learning tool that causes less hassle, less stress, less disruption.

“Online learning allows us flexibility. It's efficient and actually fun to do because we try to make it a very interactive learning tool.”

Perrin and the team create little avatars, or cartoon characters who can actually move and react to different scenarios.

Perrin and her team create online learning experiences where staff can model best practice behaviours. Alternatively, staff can also experience the consequences of bad decisions- such as setting things on fire, causing outbreaks of infectious diseases or watching boxes land on people's heads.

“Sometimes it can be quite dramatic but that's what makes it a bit different and fun,” Perrin says.

Miranda says this way of testing is much more effective when it comes to actually learning too because it takes away the pressure of a normal testing setting.

“This is a safe place to try things out with little or no consequences.

“Waitemata DHB has long been recognised for its' willingness to embrace online learning and we seem to be forging ahead quite nicely,” Perrin says.

Well, that could be a major understatement after news of the team's success at the annual Learn X Awards.

The awards involving organisations and companies across Asia Pacific, recognise

and promote the best talent and gains made in teaching and learning.

On the winner's list was Perrin who gained silver in the Best Learning Manager category, coming second to Crown Hotels and the University of Western Sydney.

The team received a top spot, a platinum award, for Rapid Authoring in the Best E-Learning Design section for the Fire Awareness tool. Rapid authoring is essentially the act of creating eLearning in a fast and responsive way.

We were also named finalists for Performance in the Best Talent Management category, for Compliance in the Best eLearning Model section while Miranda was named a finalist in the Instructional Designer category.

“This was the first time Waitemata DHB had entered the competition and we were up against some seriously big companies with endless resources and deep pockets like Qantas, Vodafone, The Australian Government and Fonterra. Those are big names,” Perrin says.

“So for a DHB from New Zealand to come through and achieve the success we have, is something we're really proud of.”

The awards are set to be presented to the winners in a ceremony in Sydney in September.

“better, best, brilliant”



Miranda Verswijvelen and Perrin Rowland are our eLearning extraordinaires.

From the chairman

A great leap forward for Mental Health Services at Waitemata DHB – Dr Lester Levy

Wednesday 15th April 2015 was one of the highlights in my almost six years as Chairman of Waitemata District Health Board, when the Minister of Health opened He Puna Wāiora (our new acute mental health facility).

He Puna Wāiora, a purpose built, contemporary and simply wonderful new facility replaces Taharoto, which was part of the North Shore Hospital maternity ward complex built in the mid-1950s. Almost 30 years ago, in 1988, it closed as a maternity service facility and then, three years later, opened as a mental health facility with very little alteration. The first mental health patients moved into Taharoto in 1991, just prior to the closure of Carrington Hospital. In more recent times, Taharoto, at its best, has been a non-purpose built, ageing facility at the end of its service life and no longer appropriate for modern health service delivery and I was delighted with the development and ultimate opening of He Puna Wāiora.

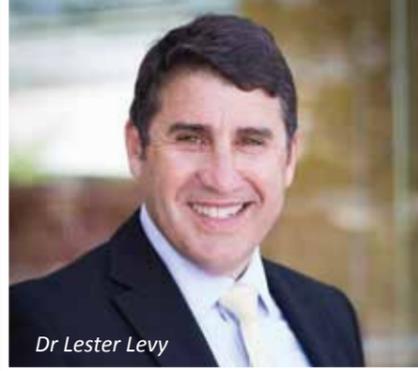
I am very grateful for the commitment of Dale Bramley, Murray Patton and many others who worked with me to build the case (and the funding) for the development of He Puna Wāiora. The local Member of Parliament, Maggie Barry and the previous and current Ministers of Health have all been extremely supportive and we are appreciative of them and the Government for supporting this important and very necessary development at our North Shore Hospital campus.

He Puna Wāiora has increased the bed capacity for what is the largest mental

health service in the country – although the commissioned beds have not increased (from 35 in the current Taharoto unit), the new He Puna Wāiora unit has been future-proofed for population growth and will ultimately be able to cater for up to 46 patients. It will serve the population of the North Shore and Rodney and complements our other adult acute inpatient unit at Waitakere Hospital. He Puna Wāiora will serve as a strong foundation to support our comprehensive community-based services across specialist, NGOs and primary care. It is a product of a genuine consultation process that has taken into account the needs of the local community to deliver a facility everyone is happy with.

The opening of He Puna Wāiora is further proof of Waitemata DHB's commitment to meeting the needs of our population. Other major capital projects aimed at improving the patient experience that have either been announced, are underway or completed include:

- New 15-bed medium secure unit approved for the Mason Clinic
- New gynaecology ward at North Shore Hospital under construction
- Second MRI suite opened at North Shore Hospital
- Installation of patient Wi-Fi services at North Shore Hospital and Waitakere Hospital
- Refurbishment of family rooms at North Shore Hospital
- Theatre refurbishment programme at North Shore Hospital



Dr Lester Levy

- Waitakere Hospital Emergency Department extension underway
- Waitakere Hospital maternity services refurbishment
- State-of-the-art Elective Surgery Centre opened at North Shore Hospital (opened)
- State-of-the-art Lakeview development for Emergency Department and Cardiology services (opened)
- Hospital and community based dialysis centres.

He Puna Wāiora is a contemporary facility based on modern service design principles. It will be a much-improved facility for our staff to work in and for our patients to receive treatment in.

While I do not suggest for one moment that a new building alone will solve all the challenges and complexities of providing acute inpatient mental healthcare, He Puna Wāiora's opening marks a break with the past and creates a positive foundation for healing.

My thanks to all those dedicated staff in our Mental Health Service who did their utmost to provide the very best care from the Taharoto unit, your commitment and work is greatly appreciated. Although the wait for the new building was long and the settling-in period at He Puna Wāiora may create its own challenges the future already looks much more positive.

Leading the way with new GROWTH

Becoming a manager one day is something many of us will strive for.

And while moving up the ladder is rewarding, the responsibility can be challenging.

This is unless, of course, you've been given the skills and the guidance to be a good and effective leader like Michele Kooiman has.

The current unit manager for child health at Waitemata DHB has all the makings of being a successful leader at a higher level in future.

"I've worked here for 15 years and looking back, I realised me moving up through the ranks was never about me pushing myself. I had always been shoulder tapped and suggested I go for the role," Michele says.

"That is really nice and it does make your proud but I needed to learn to back myself and know I can go further."

This is when the GROWTH programme run by Awhina's Learning and Development team came into play and Michele began coaching with team manager for Waitakere Adult Community Mental Health Services, Apollo Taito.

The GROWTH programme, started in 2012, is an in-house developmental coaching programme that has not only increased job satisfaction for its participants, but has also increased their engagement with WDHB, says Kathryn Scott who leads the GROWTH programme.

"Our leaders have demanding, complex roles with limited opportunity for personal reflection and planning.

"We designed GROWTH to provide personalised learning to help grow and sustain up and coming leaders within our DHB," she says."

The programme broke new ground by using our highly skilled staff to develop others. Twenty-five internal coaches attended a six-day training course and continue their development through master classes and supervision.

Apollo used to be a manager within Pacific mental health but now looks after about 85 staff of all cultures including senior medical officers, registrars, occupational therapists, social workers, psychologists and nurses.

"I had really enjoyed my time in management with the Pacific team but I wanted to start thinking outside Pacific. It was time for change," Apollo says.

"And then the opportunity to work as a team manager came up and I took it. I knew that was my next step and I was very lucky

to have the backing from the Pacific team and other colleagues."

Apollo jumped at the coaching role with GROWTH.

"I thought it was great for both parties as a way of boosting Michele's confidence as a manager and enabling me to step back and look at any fresh approaches we could both take," he says.

"I also thought it was great to be able to work with someone from a different department because management should use similar style and model across the board. Even though the service is different, the core elements of management are the same. You're still dealing with personalities, you still have the same challenges," he says.

"It also gives you a rare chance to really learn so much more about another service and network with other departments."

get on board and she was thrilled to be able to work with Apollo.

"We were the perfect match. We're both very much relationship people and with that comes a good style of management," she says.

"Because it's one on one coaching, he could ask me the tough questions directly and talk to me about the challenges I face. We could then reflect and talk about how I might deal with that in future."

Staff who have gone through GROWTH have reported increased confidence and ability to achieve goals. And Michele's no exception saying she now has even more confidence and direction.

"I'd recommend the programme to anyone in a heartbeat. It really is invaluable."

"everyone matters"



Above: Michele Kooiman of Child, Women and Family Services. Below: Apollo Taito, manager within the Waitakere Adult Community Mental Health Services.



Who's the boss? ... a light-hearted look at what makes our senior managers tick

Margaret Kamphuis: Occupational Health and Safety manager

Describe the most memorable gift you've ever received: The most memorable gift was getting two Siamese cats for my birthday. I only have one left now and he is really special!!



In a film being made about your life, what genre would it be and who would play you? The film would be a romantic comedy and I would be played by Drew Barrymore. Of course the leading man would be Ewan McGregor or Gerard Butler!

What do you cook when you want to impress a guest? I would cook a choice of a beef curry and chicken chasseur, preceded by soup (Pea and Ham) and followed by lemon meringue pie.

What was the first record or cassette you ever owned? The first record would have to be a Cliff Richard one then followed by the Beatles.

What's the best thing about your job? The best thing about my job is having the ability to help people to make good decisions about their health and their safety and working with the amazing team of people I have working with me.

What would you do with one more hour of free time a day? With one more hour of free time in the day I would/should exercise more.

What's your best personal characteristic? My best personal characteristic is the faith I have in people to do their best at whatever they choose to do.

Healthcare and heart come together

Anne Sisam has been a Public Health Nurse for the past 25 years working in west Auckland.

Anne works from a humble mobile clinic based in Ranui, one of the Waitemata DHB's poorest suburbs. The mobile clinic is a regular fixture at the local caravan park in Swanson which houses many of Ranui's most vulnerable populations.

Crime is high in Ranui with four murders over the last two years. Just days after a small supermarket opened up last year, someone attempted to steal the ATM out of the wall. The local school is a decile 2 and children are seen walking the streets with no shoes on.

With struggle comes unity and this can clearly be seen in Ranui. The community is connected and very caring of each other. They know each other by name and look out for their own in the most admiral way.

After 25 years it is very apparent that Anne is more than just a nurse to the community she works with. The community holds her in very high regard referring to her as 'Whaea Anne'.

"The public health role in the park is focused on supporting individuals and families with health issues, linking them with primary health care and sometimes just assessing and reassuring them that their health is being managed appropriately," Anne says.

There is a great partnership with the hub co-ordinator and Public Health Nurse. They provide an important advocacy and navigation service for many of the residents of the park. Residents are often marginalised by their past experiences and current circumstances, and are often overwhelmed into inactivity. Supporting them to achieve success in just one health or social issue that they face can lead to them gaining the confidence to attempt to address other issues in their lives.

The caravan park offers emergency housing with no bond or rent in advance required and caters to people who have exhausted all other avenues of housing. At present there are approximately 300 people including families, singles, employed and unemployed residents living in the park. In the current Auckland housing environment

Continued overleaf..

"with compassion"

Struggling families. This is an ongoing problem which is ever increasing with poverty levels climbing at an alarming rate. It's not just about forgoing luxuries but more about existing in survival mode and having enough money to feed and clothe your family. Basic human needs.

We need to start thinking about the big picture; the impact a lack of nutritious food and warm dry homes is having on the long term outcomes for families. Public Health Nurse Anne Sisam talks about the strain that families living in poverty suffer, "Poverty sees families living in overcrowded, damp, cold housing and because of this children's health is compromised and we are seeing more children with strep throats, skin infections and bronchiolitis. The stress of not being able to provide for your children puts enormous pressure on a relationship and because of this we are observing more family violence and family break ups" Anne works at the grassroots seeing these impacts regularly.

Ashatarn Takiwa has her throat swabbed by Anne Sisam while her friend Savannah watches on.

there will continue to be economic and social pressure on people who find their way to this emergency setting as they have nowhere else to go. Ensuring continuity of these proactive and preventative services is essential in supporting this vulnerable population to better health outcomes in the future.

However, some tenants like Nadia Rukuwai pay more than \$350 a week for a studio unit where the lounge doubles as a bedroom and a gas cooker is used in the pokey kitchen.

"It's not ideal but it's a home for now and it's just been a short stop while we wait for a Housing New Zealand home," Nadia says.

Residents living in the caravan park often have no money to buy nutritious food and are living in poorly insulated cold, damp caravans and units. Common illnesses presented to her in the clinic are asthma, chest infections, skin problems such as boils and impetigo, Strep A sore throats, sexually transmitted infections and poorly managed diabetes, Anne says. "Being a Public Health Nurse is about more than just treatment, it's about giving appropriate health information so individuals are empowered to take control over and improve their health."

A good example of the lengths Anne and her team will go to in order to empower people, is Trevor Collier.

The 59-year-old has lived in the park for the past six years and has diabetes. The illness affects his whole body but his feet in particular and it means he must see a podiatrist every six months.

"I went to the doctors one day and was told my podiatrist had moved on. I went to the new podiatrist I had been told to go to and they were so booked up, it was going to take two months to be seen and I was already overdue for my treatment.

"What Anne did was find one that was much closer in Henderson and because I wasn't confident with the bus route I needed to use, she came along with me to the first appointment which took away all that fear for me and I haven't missed an appointment since."

Anne says a community role like hers requires people to think outside the square to help improve the outcomes for individuals and families in the park.

"There are often barriers for residents accessing health care: a lack of transport, no money for the doctor's fee or a historical debt at the doctors, a phone but no credit to book appointments or postpone appointments. Sometimes it's just a bad experience with a health professional, feeling judged or not understanding the treatment prescribed.

"It costs \$15 to see a doctor if you've got a community services card (CSC) but if you are not registered with the medical practice it could cost anywhere between \$40 and \$70 so we encourage people to enrol before they need care or ensure they have their card when they visit the doctor," she says.

"The other problem, when people don't have their CSC, is they're left with this debt and they're reminded of this every time they go to the doctors which is humiliating and so eventually, they just stop going."

"Sometimes I actually take people down to the doctor because people need medical attention and are out of medication.

"It's cost effective for us to do that because they may become very unwell or need hospitalisation."

Anne says it's about realistic solutions.

"With residents you have got to look at realistic solutions to getting their needs met."

The most rewarding day for Anne is when someone she has been working with for some time has gained the confidence to access health services on their own.

"The people we are working with are an amazing group of resilient individuals who need our support," she says.

I'm always overwhelmed with how difficult it can be for people and how positive they are about their situation. No matter how bad it is."

"It might be that they've got their child enrolled in the school after months of moving around and being unsettled, or it might be that mum and dad are getting on as partners now because they have attended an anger management course, and the domestic violence has stopped.

Advocacy is a key element of the PHN role due to the vulnerability of residents. One goal Anne has is to reconnect people to health care providers therefore reducing the negative impact of long term untreated illnesses. "Young mums might come and show me what they're worried

about and if it is more complex than I can help with, I will explain that children are actually free to take to the doctor and encourage them to go," she says. "It's about fostering positive relationships and overcoming any negative experiences, giving them faith that the system still cares."

This important relationship building needs to begin early and Anne and her team give new residents to the park a small welcome pack with a few basic needs inside such as tea towels, soap, toothbrushes, hand wash and play dough which acts as an icebreaker. It also has important phone numbers that they may need while living in this community.

It's a way the DHB staff can connect and engage with them as soon as they arrive so they know we're here and we'll look after them.

Community health staff from across Waitakere Hospital will often bring preloved clothing, blankets and toys into the office for Anne and her team to bring along to the park for residents.

On most Fridays, volunteers from an initiative called Fair Food, drop off surplus produce and bread supermarkets aren't able to sell by the end of the day.

The organisation delivers the boxes of vegetables, fruit and fresh bread to public health nurses, homeless shelters, the Salvation Army and the Women's Refuge for redistribution among families in need.

"This is another great way we can help out. We may have seen a young family over the week and know they're finding things difficult financially, so this is a little boost to help them get through the weekend," Anne says.

"And what better than with fruit and vegetables to ensure they're getting some good nutrition. It is a really nice feeling to be able to do that."

It's not all about playing nice though because some days require Anne to make notifications to outside agencies including Child, Youth and Family.

"I screen for family violence and give people advice around what impact family violence is having on their children," she says.

"I do report to CYFS because I'm not going to let a child be neglected or abused."

"The problem with some of these young parents is that they've grown up without



The fruit and vegetables and sacks of bread dropped off by Fair Food to redistribute to families in need.

the right role models to show them what good parenting looks like so they parent the only way they know how."

"Once these young parents are supported and attend a parenting course, they get it and are often enthusiastic and loving parents. They just need time and guidance," Anne says.

"And there are plenty of community organisations around who can help but we can help point them in the right direction and help the organisation make that connection."

The mobile health clinic has been a God send for many men, women and families over the past 17 years and as you can imagine, the clinic is now outdated, cramped and inefficient.

This is why the Well Foundation, the

fundraising arm of Waitemata DHB, is now raising money to buy a new mobile health clinic with all the modern conveniences needed to become a more effective and efficient venue.

The aim is to raise \$198,000 to buy a new, modern, comfortable and practical vehicle.

With its own power supply, the new clinic will be able to go to more places, allowing staff to assess and treat many more people.

It's a tough job, Anne is the first to admit, but the rewards make it all worth it. Over the few days shadowing her in her role, the respect she has gained throughout the community became ever apparent.

Working in this community has given Anne Sisam an opportunity to change health outcomes for the better.



Trevor Collier, 59, has lived in the park for six years.



Anne Sisam is inside the modest mobile health clinic. She's off to surprise a family with a box of food for the weekend.

He Puna Wāiora is officially open with staff and clients moved in

He Puna Wāiora is Waitemata DHB's newest purpose built mental health facility housing 46 single bed rooms, complete with ensuites and large windows to allow for plenty of natural sunlight. While it is in a separate facility to the main North Shore Hospital, a corridor link has been built to connect the building with the main hospital.

The official opening of the \$26 million facility in April was attended by about 200 people including staff, families of clients and staff from various

community organisations who will work closely with the DHB and its service users.

Minister of Health, Dr Jonathan Coleman, unveiled the plaque along with DHB chairman, Dr Lester Levy.

DHB CEO, Dr Dale Bramley, spoke of his joy in seeing this facility come to fruition in order to better meet the growing demand for quality mental health care in the Waitemata district.

"The new development will not only help us meet the needs of our rapidly expanding population, it also provides a purpose-built facility that will enable our DHB to deliver mental health services more effectively," he says.

He Puna Wāiora boasts therapeutic spaces, enabling staff to better use a range of modern treatment methods, large open spaces both inside and outside as well as warm, dry and comfortable rooms.

"everyone matters"



The interior design makes for a fresh and relaxing environment.



North Shore MP Maggie Barry, Minister of Health Dr Jonathan Coleman, WDHB chairman Dr Lester Levy, WDHB CEO Dr Dale Bramley and GM for mental health, Ian McKenzie.



CEO Dr Dale Bramley speaks to a large crowd at the official opening.



A bench seat dedicated to the memory of the late Garth Whittaker, a former project manager for WDHB who had a hand in the early stages of He Puna Wāiora. His family including his son pictured on the left were there to help mark the occasion.



Dr Coleman and Dr Levy chat with staff who will be moving from the old Taharoto Unit to He Puna Wāiora.



The corridor connecting the building to the main hospital.



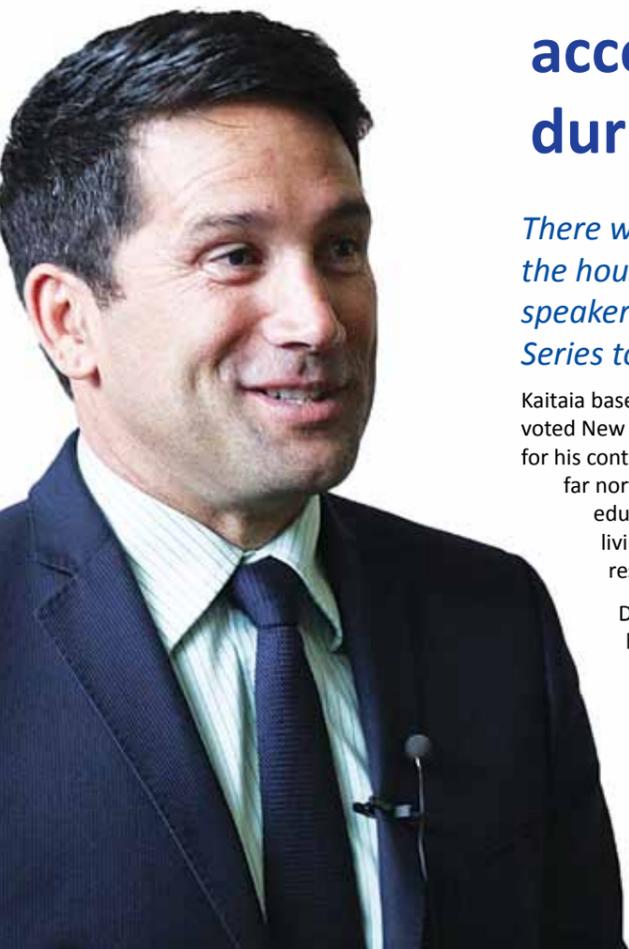
The building is filled with large open spaces for clients to enjoy.



Gone are the cages of the old days with these aesthetically pleasing perimeters.



WDHB chief advisor for Tikanga and GM for Maori, Naida Glavish unveils the Manaia stone.



Northland GP promotes accessibility of health during CEO Lecture Series

“connected”

There wasn't a spare seat in the house when the latest speaker in the CEO Lecture Series took the stage.

Kaitiaki based GP, Dr Lance O'Sullivan, was voted New Zealander of the year in 2014 for his contribution to healthcare in the far north where poverty and a lack of education around the impact of living conditions on health, results in illness.

Dr O'Sullivan's accomplishments have included the development of revolutionary health programmes designed to eradicate poverty-related illness and minimise inequalities in our health system.

He also established MOKO, Manawa Ora, Korokoro Ora, a school based initiative to

prevent rheumatic fever as well as Kainga Ora, a home improvement project.

Dr O'Sullivan spoke to a packed crowd about what he sees as the toughest issues people face when it comes to the health care system.

One of his main points was accessibility from all angles including the strict appointment times, the sometimes difficult to reach appointment venues, lack of transport, time off work, and a lack of credit on phones to call and rebook.

Dr O'Sullivan says in order for there to be a good change, our health system need to cater to the people, not make people fit in with our system.

He says it's about building relationships and trust.

The next CEO Lecture Series will take place at North Shore Hospital on Monday 20 July and will feature the Privacy Commissioner, John Edwards.



“better, best, brilliant”

Orderlies revel in tertiary success

The graduates were chuffed, their families were proud and their colleagues were full of admiration.

A special ceremony was held overlooking Lake Pupuke at the North shore Squash Club earlier this year for 43 orderlies from across Waitemata DHB who graduated with their Level 3 National Certificate in Health, Disability and Aged Support for orderlies.

The qualification, equivalent to University Entrance standard, was developed and

tailored by training and quality manager Elspeth Pieterse in conjunction with Careerforce to specifically suit our DHB's needs.

The course covered the areas of moving and assistive equipment, a consumer's rights, maintaining a safe and secure environment, Māori cultural values and administration systems. It also covered communication, infections, transfer of clients, transport items related to client care and handle dangerous goods.

Most of the work - around 620 hours of learning time to gain the 62 unit standards - was done in their own time, built around full working and personal lives. All orderlies who started the course graduated - a 100% success rate.

While the course, administered by industry training organisation Careerforce, would usually take 10 months, our dedicated orderlies managed to complete it in just eight months.

Sign up with Waitemata Warriors

Want to be harder, better, faster, stronger? Or just want to make new friends and have some fun at the same time?

The Waitemata Warriors dragon boat team, run privately but made up entirely of Waitemata DHB staff, is looking for new recruits.

The team started at the end of 2012 and have since entered many competitions, the most recent being the Auckland Regional Dragon Boat championships in March under the guidance of coach, Rob Pitney. Trainings took place once a week up until the competition and the team achieved well, paddling a total of 6200m over seven races on the day.

Team manager Wendy Siggery is keen to find more people from across the organisation to join up.

“This brings together staff and encourages working in unison, supporting each other - and other teams by encouraging each other with compassion to be the best we can, by trying harder to perform better and be brilliant.

The Waitemata Warriors are also on the lookout for sponsorship in the hope of being able to buy all their own equipment such as paddles and team shirts, cutting costs for team members and opening the doors for even more staff to get involved.

If you're keen to get involved, email wendy.siggery@waitematadhb.govt.nz

Squad members; Simon Bell, Lourensa Bezuidenhout, Julie Bolland (Bromley), George Casement, Jonathan Casement, Lara Cooper, Kim Edmeandes, David Findlow, Clare Fisher, Claire Lawrence, Terry Moore, Jim Olson, Tim Paris-Piper, Sarah Paton, Natt Payne, Michele Peck, Liz Pitney, Lauren Reid, Tamsyn Siggery, Wendy Siggery, Angela Stewart, Morena Tong, Fane Uasi, Nick Webster.



“better, best, brilliant”

West services get boost with on-site pharmacy

Waitakere Hospital is now home to a dedicated outpatient pharmacy making hard-to-access medication readily available for west Auckland patients before leaving hospital.

About 30 staff gathered on June 25 to celebrate the opening of the pharmacy which is situated to the left of the main entrance into Waitakere Hospital.

The pharmacy will specialise in medicines that are difficult to obtain, only subsidised on the HML (Hospital Medicines List) and those that require specialist preparation.

CEO Dr Dale Bramley says the addition of the pharmacy reinforces the organisation's commitment to invest and further develop the services and facilities provided in west Auckland.

“Dispensing a prescription after a patient has been in hospital is an integral part of the hospital service, a transition into the

community, not something that occurs in isolation. The pharmacy will integrate with the hospital systems to support seamless care-delivery and an improved experience for those using our services,” Dr Bramley says.

“It will provide timely access and improved support for the parents and caregivers of paediatric patients and those in the community with high needs.

“Previously patients with a specialised prescription may have visited several community pharmacies or obtained their prescription from the North Shore Hospital Outpatient Pharmacy before their needs were met. A pharmacy onsite at Waitakere Hospital will eliminate this stress and inconvenience for people in our care.”



(above) Charge pharmacist Heidi Gildenhuys in the new facility.
(below) Inpatient pharmacy manager Marilyn Crowley and CEO Dr Dale Bramley cut the opening ribbon.



Well@Work expo a huge success

Not only did the three day event draw in hundreds of staff but the online survey to go with it was the most successful survey in Waitemata DHB history with more than 600 responses.

The Well@Work Expo in April was run by the Well@Work committee, a team dedicated to finding ways to foster and nurture the wellbeing of staff. Happy staff equals happy patients and better care all around.

And with more than 600 responses to the survey, it was clear staff believe in the importance of their wellbeing too.

The Well@ Work Expo featured everything from heart and diabetes checks, health insurance options, free massage, free fruit, free water, free fruit smoothies, advice on being smokefree and advice on being alcohol and drug free.

The survey asked questions about what extra-curricular activities staff enjoyed and

was answered with everything from yoga to walking and running.

The survey also asked questions about activities that might interest staff in other areas of their lives including mindfulness sessions and budgeting advice, both of which were well received.

The final results will be released and discussion around ideas that could be brought to life will be revealed in the next few months.

“everyone matters”



CADS staff were on hand to talk to staff about their work within the service focusing on education around alcohol and drugs.



The hula hooping competition was a hit.



Accuro Health Insurance signed up a few staff members.



Staff got to enjoy a free 10 minute massage.



Laura Stenberg of the Well Foundation talks to people about the work the fundraising arm of WDHB do.



Learning to breathe more effectively was part of the fun at Mason Clinic.

Zhuoshi Zhang uses pedal power to make her smoothie.

Happy staff equals happy patients and better care all around.



The Smokefree team had a successful time.



Arena Boxing was on hand to sign people up to the gym, near Waitakere Hospital.

Nominate your Health Hero

Who: John Powell
Occupation: Orderly

APRIL



Health Hero, John Powell and Chief medical officer, Dr Andrew Brant

John is our linen and rubbish orderly in cardiology procedures. He always comes into our department with a big smile and friendly bright "Hello my nurses" or greeting to whoever is here when he arrives (Everyone Matters - Welcoming and friendly).

He will ask before entering the clinic rooms to retrieve the laundry bags and will either wait or make a return visit to collect linen if he is unable to do so at the time. He is also always thoughtful of any patient that may be in our bay when he is collecting linen and rubbish and makes sure he is not inconveniencing them in any way. He asks if there is anything else we need and is often very helpful at sourcing equipment for us when we need it urgently - and always does so with a bright and positive attitude. Nothing is too much trouble. (With compassion - compassion for your suffering, attentive and helpful, protects your dignity).

He communicates any issues with us regarding the linen or rubbish. After he introduces himself he always asks if it is alright for him to carry out his duties before proceeding. He was training a new orderly and was very careful to impart all knowledge required and was clearly sharing the values of the hospital. (Connected - Communicate keep people informed).

We have also had some patients commenting on what a lovely man he is.

Nominated by Jo Wickham and Helen Walsh

Name: Roshney Hira
Occupation: Occupational Therapist

MAY



Health Hero, Roshney Hira (centre), her manager Fiona Anderson and Chief medical officer, Dr Andrew Brant

Roshney consistently epitomises the behaviours in the "love to see" section of the behavioural competencies. She is highly empathic and reflective.

She constantly strives to take the extra time and fully understand where the families and our young people are coming from. She truly works in partnership with the young people and their families to obtain the best outcomes possible for them, by listening and developing individualised therapy. Roshney actively encourages feedback from families to ensure she meets the needs. Roshney is frequently named by our families as a standout clinician. She is totally committed to her role and views her job as a vocation. I have been very privileged to know Roshney since she was a new graduate, she has not only fulfilled her promise, but exceeded all my expectations. I cannot recommend her strongly enough - WDH is extremely fortunate to have her with us.

Fiona Anderson

Who: Michael Field
Occupation: Sustainability manager

JUNE



Chief financial officer, Robert Payne and Health Hero, Michael Field

"everyone matters"

By achieving the Gold Enviromark audit Michael has shown the DHB the importance of looking after our environment and is always keen to help using the extensive knowledge he has.

He has taken this DHB to a new level of thinking and is a real asset to making us the better, best, brilliant DHB in the Country.

Nominated by Margaret Kamphuis

Who: Lannes Johnson
Position: Clinical director, Waitemata PHO

JULY



Health Hero, Lannes Johnson and Director of funding, Debbie Holdsworth

Dr Lannes Johnson is stepping down from the Bowel Screening Pilot Steering group, as he retires from leadership roles within the wider DHB district. Lannes played a key role in the development of our successful bid for the bowel screening pilot, which proposed primary care took more of a critical role and he secured the endorsement of his primary care colleagues for the proposal. This was identified as one of the key success factors in being awarded the pilot. He has gone on to represent primary care on the steering group since its implementation and continued to champion the role of primary care in the pilot.

His contribution to Waitemata spans more than 30 years as a West Auckland GP, a past WDH board member, medical director of HealthWEST, clinical director of Harbour Health PHO and subsequently Waitemata PHO. He is known as a tireless and persuasive patient advocate and leader for primary care in terms of expanded capability and increasing the focus on quality, safety and performance. His persistence in all matters has made him a colourful character and well known to the community, the DHB and the Ministry.

Lannes' contribution has been to drive positive changes in primary care and, through research and clinical innovation, bring to light information to benefit the Waitemata population and overall wellbeing of New Zealanders.

Nominated by Debbie Holdsworth

We're so fortunate to have the generous support of the City Cake Company and the Spencer on Byron Hotel. Both businesses generously supply us with the sumptuous celebratory cake and the reward which includes either a complimentary dinner for two or a relaxing night at the 4.5 star hotel.



Ward 8 gets fit-for-purpose revamp

Walking into Ward 8 is walking into the future of North Shore Hospital.

Clean lines, light colours, spacious rooms, coded file holders for better patient security, ensuites for some and new toilet blocks for shared rooms.

The general medical ward was opened in April in two parts allowing for the ward to be used while work on the other half of the ward continued.

The official opening was orchestrated by DHB kaumatua, chaplains, Chief Medical Officer Dr Andrew Brant and Director of Nursing Dr Jocelyn Peach who took time to thank the staff who made the refurbishment possible while still maintaining a high standard of care.

“better, best, brilliant”

1. *Jocelyn Peach, Director of Nursing welcomes visitors to the ward.*
2. *Frances Scheirlinck, charge nurse manager for Ward 8 welcomes guests.*
3. *The new reception area.*
4. *The fresh, new rooms with ensuites.*
5. *Staff gather to bless the new ward.*



Team profile: Multidisciplinary team



The Multidisciplinary Team (MDT) is our District Nursing Service and includes Continence and Ostomy Clinical Nurse Specialists, Nurse Educator and DN Liaisons, Allied Health including Occupational Therapy, Physiotherapy, Speech Language Therapy, Social Work, Dietetics, Therapy Assistants as well as Needs Assessment Service Coordination and Gerontology Nurse Specialists.

What does the team's role involve?

We are a multidisciplinary team (MDT) and work from 5 sites across Waitemata DHB including Waitakere, North Shore, Red Beach, Warkworth and Helensville. We offer a comprehensive service including multidisciplinary assessment, care planning and care delivery.

The MDT includes District Nursing Service, including Continence and Ostomy Clinical Nurse Specialists, Nurse Educator and DN Liaisons, Allied Health including Occupational Therapy, Physiotherapy, Speech Language Therapy, Social Work, Dietetics, Therapy Assistants as well as Needs Assessment Service Coordination, Gerontology Nurse Specialists all supported by a skilled administration team on all sites. Referrals are received through a single point of Entry and are triaged to the most appropriate discipline/s.

We work together to prevent patients from being admitted to hospital and work alongside patients to meet their goals. We provide rehabilitation involving exercises, promoting optimal nutrition and diet, communication and swallowing, grief and counselling and enabling patients

to work towards independence in daily activities. We also provide education and advice, referrals and liaison with other inpatient and community agencies. Some interventions occur in clinic settings for patients who are able to come to clinic whilst still requiring the community team input in their care. We work closely with other MDT members within the hospital setting to ensure continuity of care during the transfer of care.

Why would staff choose to work in this field?

It's a great team! It is also the challenge of transferring care from the inpatient setting to the patient's home. We need to think outside the box while meeting the patient and families need and providing the care required. The relationships that you establish with immediate and extended families can be complex but also very rewarding. Understanding cultural perspectives and needs is very important. What keeps the roles challenging is working autonomously and having the passion to keep patients in their own homes. This makes working in the community setting so rewarding.

What does the team love about this field?

Been invited into patients' homes and building relationships with the patient and their whānau. We consider it a privilege to enter a person's home helping them get back to independent living as quickly as possible. It is also the variety of care and the challenges this brings and needing to be creative in problem solving solutions in the community.

What are the challenging parts of their roles?

Working in the community creates its own hazards as we are not in control of the environment. Risk assessment is crucial to staff safety. Risks can range from dogs, to environmental hazardous such as slippery paths, to rodents running under your feet. Driveways can be treacherous and in fact so can some houses; awareness is the key to safety in the community.

The broad scope of practice in the community can also be challenging. Community is medical, surgical, orthopaedic, older people's health etc. The team needs to be skilled in many different areas.

Rotary raises \$10,000 for Well Foundation

Over 150 wine enthusiasts flocked to Ascension Wine Estate in May for Warkworth Rotary Club's Raise A Glass Wine Tasting and Charity Auction.

Raise A Glass had great support from many wineries and organisations that donated fantastic auction items and came to sample wine at the event.

The event raised a much appreciated \$10,000 for our official fundraising body, the Well Foundation. The money will go towards a new \$198,000 mobile health clinic for Waitemata DHB. One of the current mobile health clinic vehicles has served the DHB for almost 17 years. It's now outdated, far too cramped, and inefficient so the foundation is raising funds to buy a new, modern, comfortable and practical vehicle. With its own power supply, the new clinic will be able to go to more places, allowing staff to assess and treat many more people.

It will visit early childhood centres, schools, community events, and many other communal areas within the Waitemata district right out to Kaukapakapa and Helensville. Without this mobile service, many would miss out on getting the health care they need, often only ending up in hospital when their problem develops into something more serious. The Well Foundation will continue to fundraise for the mobile health clinic over the next couple of months.



WELL FOUNDATION.

Compliments

Good care helped avoid surgery

I hope that you will feed this email onto the appropriate people.

I would like to sincerely commend the fracture nurse in A&E who I only know as Christine.

When I came in with a broken wrist on the 14th November, she was amazing. She was calm and reassuring and did a fantastic job on resetting my arm.

All the doctors at your hospital, my specialist at the Red Beach fracture clinic and two physiotherapists have been astounded at the great job she did with aligning the bones.

I am truly thankful too as she did such a good job that I did not need any surgery and 3 months later my wrist is nearly back to normal.

So please pass on my thanks to the wonderful Christine and pass on my feedback to her superiors who should be aware of the amazing staff they have at North Shore Hospital.

kindest Regards

Camille Cornelius

My care couldn't have been better

I had recently been in Hospital for approximately four days and writing this letter to let you know how good your staff are and to thank them.

I was admitted to Waitakere Emergency Unit. I had pneumonia and was taken immediately to see Dr James very soon after. I was very-very thankful to him and the nurses. All tests were done immediately and treatment started. It was a homely atmosphere with high professionalism and good experience. I was then transferred to ADU with more lovely professional staff. I understand how busy doctors and nurses are and really appreciate that Dr Parsheet talked to me about my condition.

After Waitakere ADU I was put in the care of a lovely St John volunteer. At 2am it was his 10th ride! He was driving, the same time keeping an eye on me and another man on the bed. I was then transferred to North Shore Hospital ED. They don't just take care of patients, but have good sense of humor. What to say, my care probably couldn't have been better. I will remember Julie Murphy. Her professionalism is outstanding! I think that's the person whom young nurses need to learn from. My very big thank you to all kind, lovely nurses!

In Ward 5 I was so lucky again to meet so nice people. Ward environment was like home. People doing their job with a smile on their faces, with warm words, which warming souls of sick people. I will remember the nurse Linda Mosses. This person is created to heal people not just with medicines but with her very special nature. Sorry my English is not good enough to describe all my feelings, but I just wanted you to understand how lucky you are to have so good staff!

Yours sincerely

Liudmyla (Lucy) Velychko

Comfortable visit from start to finish

I went to the Outpatients Clinic on the 13th February to get my cast off. I was very nervous and stressed, as I was on my own, and it was the first time I had to get a cast off.

I didn't need to be concerned, as Nicky, the registered nurse at Outpatients was very attentive, professional, and caring. She made me feel at ease, and made my experience getting my cast off, a breeze. Plus, Nicky put a moon boot on me after I saw my doctor and got x-rays. Again, Nicky was extremely helpful and professional. She is a credit to your organisation.

When I was leaving, it has to be noted that on reception you have two ladies there, called Lisa and Dale. They were very professional, friendly, and caring. They made me feel comfortable from start to finish. Please do acknowledge this wonderful service I received from your nurse and reception Staff.

I look forward to hearing from you, accordingly.

Kind Regards,

Jan Moylan.