

Waitematā District Health Board

Yearbook 2019



Waitematā
District Health Board

Best Care for Everyone

A word from the CEO and Chair

E ngā mana e ngā reo kārangaranga tenei te mihi atu

This is the call and a greeting of insight and acknowledgement

Kō ena o tātou kua wheturangitia ki tua o te Arai Hāere, Hāere, Hāere

We also acknowledge and recognise those of the many, who have crossed the veil,

farewell, farewell, farewell

Ko tātou enei ngā mahuetanga o rātou kia tātou

We the remnant Whānau of them

Tena koutou Tena koutou Tena ano ra tātou katoa.

Greetings of goodwill and kindness to all

We finish 2019 with exciting, major developments across Waitematā DHB where the largest expansion in services and facilities since the opening of our North Shore Hospital tower in 1984 is now underway.

Our much-anticipated new four-storey hospital building will include four new wards with up to 150 extra beds, eight additional operating theatres and new endoscopy suites by the end of 2023.

The \$240 million-plus four-storey project will significantly boost our ability to deliver care to our community as demand for our services continues to increase.

The project's development to this point is just one of many milestones celebrated by our DHB over the last year in our ongoing drive to achieve better health outcomes for everyone, reduce health inequities wherever they exist, relieve suffering and promote wellness.

At North Shore Hospital we have:

- opened a new CT scanner in refitted modern surrounds
- upgraded our lower ground floor phlebotomy and outpatient areas to improve patient experience and contribute to a better workplace for our staff
- pushed ahead with plans to relocate our Diagnostic Breast Service in new and freshly renovated rooms that will provide a more-welcoming environment for patients.

At Waitakere Hospital we have:

- started work on an upgraded \$6 million Waitakere Hospital Special Care Baby Unit (SCBU) that is due to open towards the end of next year – providing comfortable cot-side sleeping arrangements for parents or caregivers wanting to stay overnight with their infants.
- Opened Waitakere Hospital's new multi-faith spiritual centre, Wairua Tapu, Chapel of the Holy Spirit, to cater for the spiritual needs of patients, their families and whānau.



CEO Dr Dale Bramley



Board Chair Professor Judy McGregor

At Mason Clinic we have:

- started earthworks for a new \$22 million, 15-bed medium-secure unit at our Regional Forensic Psychiatry Service, more commonly known as Mason Clinic, in Pt Chevalier.
- purchased additional land to expand our existing site and future-proof forensic services in the Northern Region for many years to come.

DHB-wide, we have:

- introduced free te reo Māori lessons to help raise cultural awareness in our workplace and strengthen our connection with Māori patients and their whānau
- launched our new Waitematā DHB Consumer Council to ensure we better-understand the complex and varied needs of our wonderfully diverse population in West Auckland, Rodney and on the North Shore
- further developed telehealth - enabling patients, where appropriate, to attend medical appointments via video link from the comfort of home, work or wherever suits
- advanced plans to open a \$16.7 addiction treatment centre as part of Auckland City Mission's HomeGround precinct in 2020.

We have again been proactive in our efforts to keep people well and our Health Promotion Team has – for the first time – been working directly with high school students to teach them about bowel cancer and the importance of early detection through regular screening.

Meanwhile, our Rural Point of Care Testing service (R-POCT) has enabled rural practices to test for suspected heart attacks, blood clots and blood infections in-practice and get the results within 10 minutes – helping medical professionals clarify the best course of treatment and, without doubt, saving precious time and lives.

These initiatives contribute to an overall life-expectancy within our boundaries of 84.2 years – 2.4 years higher than the national average. They are also specifically designed to reduce health inequities, thereby contributing to a Māori life expectancy of 82.4 years, the highest Māori life-expectancy in Aotearoa.

All this in a catchment that is home to the largest DHB population in New Zealand with more than 639,000 people expected to rise in number by over 100,000 in the next decade.

That kind of growth drives our efforts to ensure our workforce better represents the population we serve - assisting in our ongoing work to improve equity of outcomes and enhance patient, family and whānau experience.

Multiple recruitment and mentoring initiatives have, by way of example, seen the number of Māori clinical staff at our DHB increase by 96% between June 2015 and March 2019 - resulting in the total number of Māori personnel rising by 81% during that same period.

Meanwhile, the many ethnicities represented by our staff on our wards and in the community continue to reflect the ever-changing face of Waitematā – providing a level of familiarity that helps put our patients and their families at ease in their times of need.

One of our organisational values is to be better, best and brilliant in all that we do and our staff have certainly lived up to that over the last 12 months by earning national and international acclaim across multiple platforms.

Among them were representatives of the Institute of Innovation and Improvement (i3), whose efforts resulted in our Leapfrog programme winning the Business Transformation through Digital and IT category of the 2019 CIO Awards

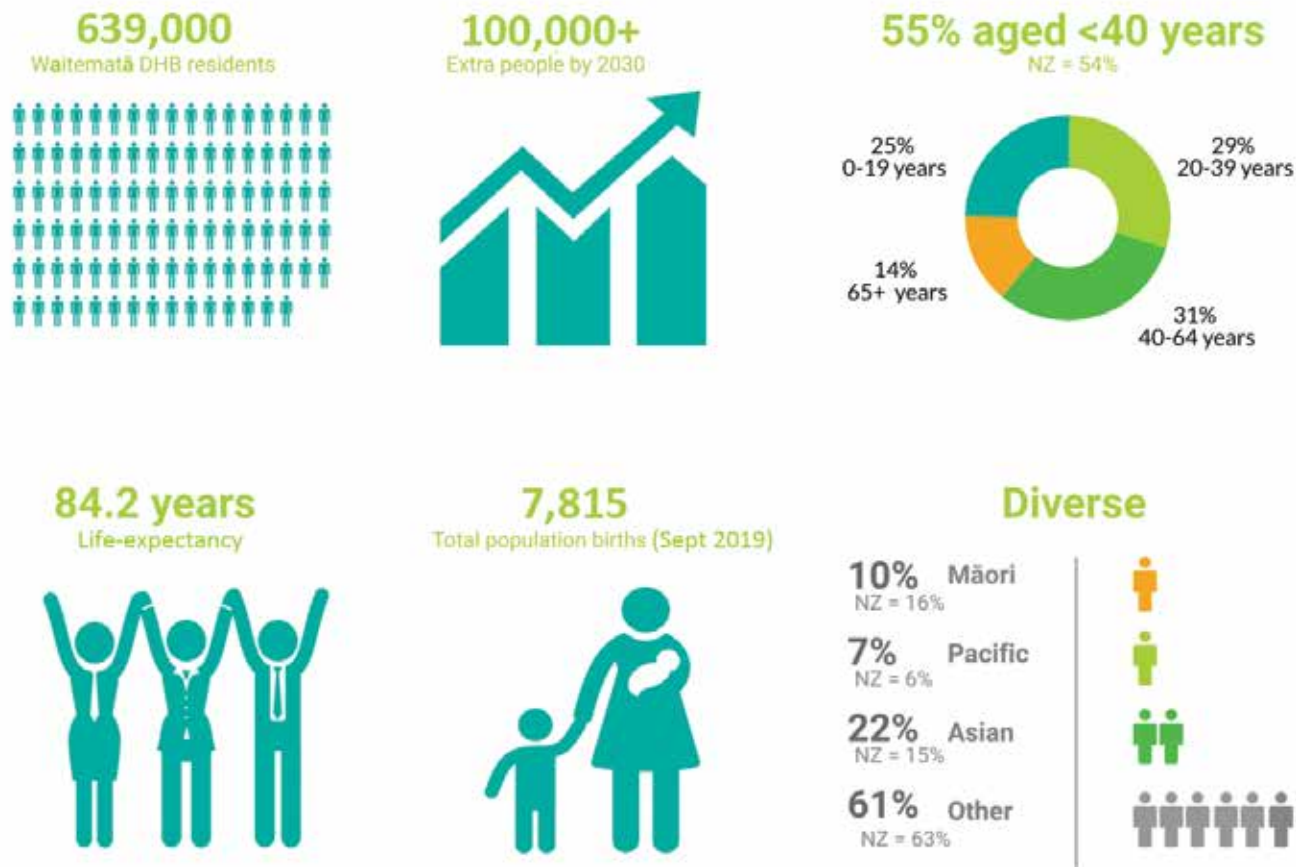
Leapfrog is tasked with fast-tracking digital innovations that further modernise and enhance the services we offer.

An example is our development of the award-winning Qlik Data Discovery Programme – providing real-time data that helps us plan better for the care of our patients, manage flow in our hospitals and continually strive for quality improvement. That kind of high-tech innovation makes us world-class when combined with the hard work of all our hospital and community-based staff.

Their tireless efforts truly do make a difference in the lives of thousands of people every single day and we take this opportunity to say a heartfelt thank you.

Christmas greetings to you and your families and the very best for 2020.

A snapshot of our Waitematā DHB population



KEY FACTS AND FIGURES – OVER THE PAST YEAR



Life-expectancy for Māori in Waitematā has increased by **six years** over the past decade which shows inequities are decreasing.

Waitematā has the highest life-expectancy in New Zealand at **84.2** years.

We have contracts with around **600** community providers.

We employ **7413** people who represent a diverse range of ethnicities.

We have the highest Māori life-expectancy in the country at **82.4** years.

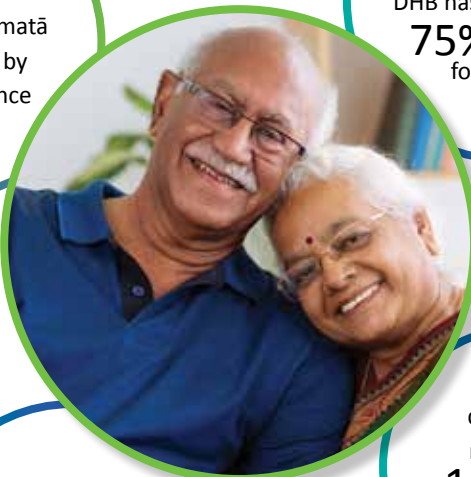
We delivered **24,169** elective surgeries, exceeding the national requirement by 6%.

Life-expectancy for people in Waitematā has increased by **3.7** years since 2001.

The number of Māori staff at our DHB has increased by **75%** in the last four years.

We have one of the highest **five-year** cancer survival rates in New Zealand.

Our smoking rate is one of the lowest in the country at **12%** and it's still dropping.



We discharged more than **126,000** inpatients over the last year.

We have more than **639,000** people in the Waitematā District.

We provide dental care to over **300,000** children across the Auckland region.

We achieved the lowest avoidable mortality rate in NZ at **63.3%** per 100,000 people.

In the last year, we birthed **7425** babies.



"everyone matters"

"with compassion"

"connected"

"better, best, brilliant"

Waitematā 2025 the year finished

Doors open to Wairua Tapu, Chapel of the Holy Spirit

The spiritual needs of our patients, whānau and staff were front-of-mind when we started work on Wairua Tapu, the Chapel of the Holy Spirit, which opened at Waitakere Hospital on May 4. The new spiritual centre caters for people of all faiths and features a prayer room and main chapel that open out to a sun-drenched deck and a landscaped courtyard.

The project was made possible by more than \$300,000 in generous donations to Well Foundation, our official fundraising body, and to the DHB directly. Community groups also kindly donated sacred items and furnishings that are of significance to their faiths and cultures.

The opening was officiated by Catholic Bishop Patrick Dunn and Anglican Bishop Ross Bay, supported by students from Liston College, Massey High School and a choir from the Calvary Wesleyan Methodist Church of New Zealand. The opening was attended by several hundred people.

Waitematā DHB Chief Executive Dr Dale Bramley says the development will play a key role in the DHB's efforts to deliver best care to everyone. "For people who may be going through a difficult time personally, or in relation to a loved one, it is important that we offer a space for reflection, contemplation and, for those who are so inclined, prayer."



(Top) Bishop Patrick Dunn addresses the crowd. ►

(Middle) The new chapel caters for multiple faiths and beliefs.

(Bottom) The Liston College kapa haka group performs a rousing haka.

Radiology services gets boost with new CT scanner

A newly installed high-tech CT scanner will help Waitematā DHB meet the increased demands of its rapidly growing population. The new machine was unveiled in North Shore Hospital's Radiology Department where an estimated 40,000 people will be referred for scans in the next year.

Its opening in June was complemented by the recruitment of nine new staff and is specifically designed to meet phenomenal population growth. Waitematā DHB CEO Dr Dale Bramley says North Shore Hospital now has three CT scanners.

He says the latest installation follows an extensive upgrade of Waitakere Hospital's Radiology Department in 2018 to accommodate two new CT scanners and improve waiting areas for patients.

"All of these developments clearly demonstrate the significant investment we've made to enhance our overall radiology service and deliver better health outcomes for our community," Dr Bramley says.



▲ *Pictured with the newly opened CT scanner at North Shore Hospital is General Manager and Head of Division – Diagnostic Services and Clinical Support Services, Dr Jonathan Wallace; Radiology Clinical Director, Dr Hament Pandya; CEO, Dr Dale Bramley; former Director of Hospital Services, Cath Cronin; Waitematā DHB Chair, Professor Judy McGregor; Chief Medical Officer, Dr Andrew Brant.*

Waitematā 2025

WAITEMATĀ
2025

Major development prepares DHB for future growth



▲ *A concept design of the new hospital building.*

Construction of a new four-storey hospital building in Takapuna is scheduled for completion in 2023.

The building will sit on the North Shore Hospital campus – poised to meet fast-growing demand for world-class healthcare services in a DHB catchment where the population is expected to reach 803,550 by 2036/37. It will include four new wards with up to 150 extra beds, eight additional operating theatres and new endoscopy suites.

The new hospital building will be the biggest single DHB development in the Waitematā district since construction of

the North Shore Hospital tower block in the early 1980s.

CEO Dr Dale Bramley says the hospital may also benefit patients from elsewhere. “It creates the opportunity for a specialist elective surgery centre within the Northern Region, which is consistent with the Long Term Investment Plan,” he says. The disused Taharoto and Pupuke buildings – both home to the original North Shore Maternity Hospital built in 1958, are being demolished to make way for the complex. Deconstruction began in September and is expected to be complete by late 2020.

New Mason Clinic building a major investment for mental health

A new \$22 million, 15-bed medium secure unit is expected to open at the Mason Clinic in late 2020 to meet growing demand for specialist mental health services in the Northern Region. Work is now underway on the new-and-improved E Tū Tanekaha (stand strong Tanekaha) unit which will replace a smaller disused 10-bed facility that was demolished earlier this year after ongoing weather tightness issues. The new unit has been designed to accommodate patients who require secure care in a clinical and culturally appropriate environment.

“We have one of the fastest-growing populations of any DHB in the country and provide specialist mental health services at Mason Clinic for the entire Northern Region,” Waitematā DHB CEO Dr Dale Bramley says. “This development will enable us to meet the ever-growing demand for those services on this site in a contemporary and culturally informed way.” The work now underway represents part of a planned renaissance of the entire site. Other developments completed at Mason Clinic over the last two years include the state-of-the-art Te Aka

facility which is designed to support a kaupapa Māori approach to clinical care.

“Buildings at the site that have some weather tightness issues will be systematically replaced and upgraded with contemporary facilities in the coming years as funding becomes available. We are grateful to the Government for the funding that has enabled this new building to now occur,” says Dr Bramley.



▲ *An artist's impression of the new \$22 million building.*

Plans for new breast diagnostic service centre unveiled

A new Diagnostic Breast Centre at North Shore Hospital will bring all breast services into one area so that patients can be assessed and treated faster. The centre will collocate breast and plastic surgeons, oncologists, radiologists and nurses and is set to open in July.

Waitematā District Health Board's official fundraising body, Well Foundation, secured a \$1 million contribution from the Breast Cancer Foundation this year and is working to secure more funding from sponsorship and donations. North Shore Hospital has the busiest breast clinic in New Zealand. Up to 100 women-a-week are referred there by GPs for assessment and patients also come through BreastScreen Aotearoa's mammogram programme.

Diagnostic Breast Service Head Dr Susan Gerred says the new service is the result of six years of planning. "The inclusion of a new mammogram and ultrasound machine will streamline breast imaging, reduce waiting times and allow more biopsies to be done on the same day. We are also looking at training-up specialist nurse practitioners to carry out preliminary assessments, including clinical breast examinations. This will get more people in the door and will make smart use of experienced nurses' skills," says Dr Gerred.

The building is designed to make sure it has a warm, welcoming and inclusive atmosphere that caters for a diverse population.

Refurbishments of North Shore Hospital ground floor areas

Waiting areas on the lower ground floor of North Shore Hospital were modernised and made more comfortable for patients during a three-stage refurbishment project that started in June. Phase one of the project was the upgrade of the Radiology Department waiting room followed by a renovation of the entire Phlebotomy Department.

The final stage of the project was to upgrade the Outpatients Department where close to 400 patients attend appointments every day. Work to improve the look and feel of these spaces enhances the patient experience and creates a nicer working environment for staff.

Plans continue for special care babies in the west

Planning for a \$6 million expansion of the Special Care Baby Unit (SCBU) at Waitakere Hospital continued this year with construction scheduled to start in 2020. More than 300 babies are cared for by staff in the Waitakere SCBU each year, a number that is expected to grow along with the population in the west.

All babies cared for in SCBU are either born premature (between 32 and 40 weeks' gestation and weighing more than 1500 grams) or at full-term but in need of specialist nursing care. Babies born before 32 weeks gestation are

looked after in a neonatal intensive care unit outside of Waitematā but transferred to their local SCBU once they're well enough. The SCBU expansion will increase the number of cots on the ward from 12 to 18. The extra space will allow more families to benefit from the specialist care closer-to-home and give staff more space to work effectively.

The project has been largely funded by generous donations gifted through Waitematā DHB's official fundraising body, the Well Foundation.



▲ More than 300 babies are cared for by staff in the Waitakere SCBU each year.

Innovations Better, best, brilliant

Budgeting software changes the financial game for DHBs

Ground-breaking budgeting software earned Waitemātā DHB a runner-up spot in the 2019 New Zealand Chief Financial Officer (CFO) Awards in April. The cloud-based e-budget application streamlines and automates the way financial experts project the annual budget - with greater speed, transparency and reliability. Waitemātā DHB works in a complex accounting environment that is tied to an annual budget of around \$1.8 billion. The new eBudget software makes annual projections easier than ever before. Tasks that would normally take staff months to complete are now fully automated and updated by the software on a daily basis. eBudget took six months to develop in-house and its impact upon full implementation in July 2018 was immediate.

CFO Robert Paine says he and his team were able to present Waitemātā DHB's draft 2019/20 budget to the Executive Leadership Team in January 2019, at least six weeks earlier than usual. "This means we're able to get a better look ahead and make more-informed decisions on the annual allocation of funds to get the best for the community we serve," Mr Paine says. "The software is tried, tested and a potential game-changer where big numbers are concerned. "It's nimble and accurate in a sector where every saved dollar can be redirected to frontline healthcare and better outcomes for our patients."

Patient safety at the heart of eNotes initiative

Handwritten blue note pages that were once kept inside patients' folders have been replaced with a new electronic record that helps modernise our service and improve safety. The eNotes system was introduced across our Medical and Assessment, Treatment and Rehabilitation wards at North Shore and Waitakere hospitals in July. The notes can be attributed to their creators and accessed by multiple staff simultaneously - making it easier and faster for clinicians to follow up on individual cases. That means no more time lost searching for misplaced bits of paper or difficulties reading someone else's hand-writing. It also means we save around 768,000 double-sided pieces of clinical note paper per year. The initiative is yet another step towards a fully-electronic system where ePrescribing, eVitals and Inpatient Snapshot have already made a huge difference by improving efficiency and significantly reducing any room for error. More computers have been placed throughout the wards to enable better access to electronic systems and the notes can also be read on clinical iPads. Waitemātā DHB Manager of IS Clinical Change David Ryan says the system saves clinical time that can now go back into direct patient care.

Telehealth clinics break down access barriers for patients

Distance is less of a barrier to good health care for some patients thanks to Waitemātā DHB's telehealth clinic trial - an innovation enabling patients to have medical appointments via video link from the comfort of home, work or wherever it suits.

Richard Harris, 75, of Wellsford was one of first people to take advantage of the trial this year. After three heart attacks and a quadruple bypass 10 years ago, Mr Harris faces the possibility of regular hospital check-ups for the rest of his life. This potentially means a 142km round-trip to North Shore Hospital every few months. "I can't drive because of my heart condition, so one of my children has to come with me - but that's a big ask to take a whole day out," he says. "I will sometimes take a shuttle but because we're picking up a few people all over the place, I can leave at 7am and not get home until after 5pm. I appreciate the service but that is a long day for someone who isn't well."

Mr Harris doesn't have a computer at home and instead used one at Te Ha Oranga clinic in Wellsford where a nurse sat with him while he had his first telehealth clinic appointment. The clinic is just seven minutes from his home. "No travelling and no waiting around. It was an easy option for me," he says.

Waitemātā is among the first DHBs in the country to offer telehealth specialist appointments across a wide variety of services and over 300 have been carried out over the past 12 months. Waitemātā DHB Clinical Director for Otorhinolaryngology Dr David Grayson says access issues are a common barrier to good health care. "For some patients, these clinics have meant they haven't needed to leave work, travel great distances or, in some instances, take their sick children out of the home - avoiding exposure to potentially bad weather and other illnesses in the waiting room of a hospital," he says.



▲ A remote consultation in action via mobile device.

Innovative life skills workshops aimed at Asian youths

Around 270 students and their parents attended two life skills workshops aimed specifically at Asian youth this year.

The events were the first of their kind to be led by Waitematā DHB's Asian Health Services and were hosted at two secondary schools.

Both were funded as suicide prevention initiatives.

Asian Health Services Operations Manager Grace Ryu says the workshops promoted a range of coping strategies through interactive group discussion, specialist speakers and presentations.

"Participants found them user-friendly and effective in showing them how to manage their stress levels more positively and safely than they might have before.

"The sessions were very informative - providing everyone with some valuable insights from the young people who took part and a greater appreciation of the challenges facing the migrant youth sector.

"Life is full of ups and downs and sometimes we struggle to cope. These workshops provided some of the skills we all need from time to time to get through some of the tougher days.

"They were also designed to help people understand the issues their friends and families might be working through and how they can help.

"I think a number of parents in particular came away with a greater realisation of how they can work together with their children on some of the coping mechanisms that were discussed."

The workshops were aimed at youths aged between 14 and 18.



▲ Promotional material for a life skills workshop was aimed specifically at Asian teenagers between 14 and 18.

A high-tech approach to our ED inventory

Ever wondered how we stay on top of supplies in a busy hospital emergency department (ED)?

Much of the work used to be done manually and recorded on paper – a huge task in a department that uses over 600 different items in its day-to-day dealings with the public.

But our finance team has just introduced a new and fully automated inventory system that enables us to keep tabs on approximately \$2.1 million worth of supplies every year – ensuring our ED is always fully stocked and ready to respond in times of crisis.

The automated approach replaces pen and paper with a handheld scanning device that ensures no wastage and saves our clinical supplies people between two and three hours-a-day.

That's valuable time they can now spend helping our ED staff deliver the highest possible standard of care to our patients.



▲ Clinical supplies staff member Gurvinder Singh has replaced pen and paper with a scanning device that enables him to keep track of outgoing and incoming stock in our emergency department.

Our services Initiatives for our people



▲ *An orange mobile clinic is the newest addition to the ARDS fleet.*

Dental care reaching more communities

More children now have improved access to good dental care, thanks to the launch of a new Auckland Regional Dental Service (ARDS) mobile clinic in March.

The mobile clinic is self-powered and will make dental care more accessible for children up to year 12-age in the Waitematā district.

Oral health specialists can treat up to 15 children in a day (more than 3000 per year) and the clinic will also be used for preventative visits in preschool centres.

The Well Foundation, Waitematā DHB's fundraising body, worked with The Trusts West Auckland, The Trusts Community Foundation, Hector Trust and the Sir John Logan Campbell Residuary Estate to raise \$260,000 for the initiative.

Rural Point of Care Testing a life-saver

Courtney Mason is alive thanks to the Rural Point of Care Testing service (R-POCT) that is now fully-operational in rural general practices across Waitematā DHB.

Equipment provided by Waitematā DHB enables rural practices to test for suspected heart attacks, blood clots and blood infections in-practice and get the results within 10 minutes – helping GPs decide on the best course of treatment faster than before. Ms Mason (19) presented to her GP in Wellsford with sudden shortness of breath, weakness and fatigue. Results of a blood test showed she only had half the haemoglobin, or red blood cell

count, that she should have had - indicating something was seriously wrong. Her GP acted quickly to get her transferred to North Shore Hospital where further tests revealed she had an actively bleeding stomach tumour.

Ms Mason is now receiving the treatment she needs and is on her way to making a full recovery. R-POCT enables rapid decision-making from assessment and diagnostics to treatment. It also minimises non-essential emergency department presentations, ensuring patients receive the appropriate care at the right time, in the right place.

Future of feet in good hands thanks to new podiatry partnership

Trainee podiatrists are gaining hands-on experience in early diabetes diagnosis and prevention thanks to a partnership between AUT and Waitematā DHB. Diabetes affects six percent of the population and is the leading cause of lower-limb amputation due to complications from nerve and blood vessel damage, according to the Ministry of Health. Preventative treatment by podiatrists can significantly reduce the likelihood of serious complications and is a key area of focus for Waitematā DHB's High-Risk Foot Clinic, which is currently treating more than 500 patients in North and West Auckland.

Waitematā DHB's Diabetes Podiatry Service and AUT's Department of Podiatry launched a combined clinic this year to help undergraduate students get skills and experience to care for people with high-risk feet. The clinic is located at AUT Integrated Health (AIH) – a state-of-the-art interprofessional learning environment for

Bachelor of Health students that gives patients access to a wide range of services, including occupational therapy, oral health, physiotherapy, counselling, psychology, psychotherapy and nursing.

Director of Allied Health, Scientific and Technical Professions Tamzin Brott says podiatrists treat active foot wounds or infections and work closely with patients and whānau to educate them about early warning signs and how to protect their feet from deterioration.

"It is important for patients to identify nerve damage and structural changes to their feet that could result in a loss of sensation and put them at risk of further damage or wounds," she says. "The more proactive we are in this area, the better the outcomes are for our patients, which is why we see huge potential in developing a future workforce in this specialist area."

Inclusiveness a key to good recruitment

Waitematā District Health Board was awarded the Accessibility Tick this year in recognition of its inclusive workplace culture.

The Accessibility Tick is an independent endorsement of an organisation's commitment to being more accessible to, and inclusive of, employees with disabilities. It is awarded by specialist consultancy firm Access Advisors and was presented on 3 December - the International Day of Disabled Peoples.

"At Waitematā DHB, we're always working towards an inclusive culture so that our people thrive and diversity is celebrated. Achieving the Accessibility Tick supports our vision of being fully accessible," says Director of Human Resources Fiona McCarthy. The DHB has introduced initiatives to specifically cater for people who have disabilities and has a dedicated consultant who works with candidates throughout the recruitment process. "We want to be able to attract, support and retain people with access needs by proactively reducing barriers during the recruitment process," Recruitment Manager Vanessa Aplin says.

Mental health workforce pilot initiative expanded

A programme designed to help get mental health consumers into the workforce is being trialled at Waitematā DHB.

Individual Placement Support (IPS) involves key DHB staff working with specific non-government organisations (NGOs) to support eligible consumers throughout the job-seeking process and during employment.

A prototype was initially trialled over six months with a small cohort of consumers aged 18-35 years and one NGO in west Auckland.

The trial was expanded across the broader Waitematā DHB mental health service in July 2019 and will continue until mid-2021 when further evaluation will take place. It now caters for people between the ages of 18 and 64 and involves three NGOs - Ember, Workwise and Emerge Aotearoa.

Minister for Social Development and Disability Issues Hon Carmel Sepuloni is monitoring progress and has visited staff at Waimarino Waitematā DHB Mental Health Services twice for an update on developments.

Her last visit took place in November.

Hon Carmel Sepuloni joins staff at Waimarino Waitematā DHB Mental Health Services for an update on the Individual Placement Support.



Boosting CADS awareness

Staff from our Community Alcohol and Drug Service (CADS) took part in a multi-agency event at Freyberg Square for World Homeless Day on 10 October to increase awareness of the support services available to people who are homeless or sleeping rough – particularly those with drug and alcohol related issues.

CADS provides a range of specialist services across the Auckland region, including community and home detoxification for people who have a physical dependence on addictive substances.



CADS staff pictured during the World Homeless Day event.

Our people staff making a difference

Research aims to improve outcomes for Māori

Māori and Pacific patients with cardiovascular disease (CVD) are the primary focus of a new research project started by Waitematā DHB public health physician Dr Corina Grey. Corina will work with University of Auckland Associate Professor and former Waitematā DHB Board member Dr Matire Harwood on ways to improve CVD-related health outcomes in both ethnic groups.

Their three-year research project will be funded through a \$2 million

research grant from the Heart Foundation and is the first major programme of its kind in New Zealand. Statistics show Māori and Pacific people are less likely to receive treatment and more likely to die from heart disease than other New Zealanders. Corina will explore how the risk of heart disease is assessed and managed. She'll also look at how access to hospital care and post-hospital management of heart disease can be improved further.

She will then develop a plan for health policy-makers and providers that could alter the way healthcare is delivered across primary and secondary care.



▲ *Dr Corina Grey and Dr Matire Harwood.*

Free Te Reo Māori classes to help reduce inequity

Waitematā DHB staff started learning te reo Māori on-site for free in February thanks to a new initiative aimed at raising cultural awareness in the workplace and improving the way we work with Māori patients and whānau. More than 800 expressions of interest were received after the idea was first floated in November 2018. Classes started with sessions at North Shore Hospital and Waitakere Hospital.

Waitematā DHB Chief Advisor Tikanga Dame Rangimārie Naida Glavish (Ngāti Whātua, Ngāpuhi) says learning a new language can lead to a better understanding of the culture it originates from. "We know there are inequities for Māori in our health system and barriers to treatment for

some of the people who need it most," she says.

"Encouraging our staff to learn te reo is a move in the right direction

towards bridging that gap. We are so pleased we are now able to do that in a way that is totally accessible, convenient and achievable."



▲ *A free te reo lesson underway at North Shore Hospital's Whenua Pupuke Clinical Skills Centre.*

Above and beyond community vaccination clinic

Staff rallied to help in the midst of a measles outbreak this year – organising and running a special community vaccination clinic at Waitakere Hospital in September.

More than 440 people turned out to have a free immunisation shot and the queue backed out of the building and along the footpath.

Nurses worked tirelessly to meet demand and support staff did their bit to manage traffic, people and expectations.

A second clinic targeting babies and children aged six months to five years-old was held in November.



▲ *Nursing staff ready themselves for a day of vaccinations during a special clinic at Waitakere Hospital.*

CIO talent at Waitematā spans DHBs

Waitematā DHB's Chief Information Officer (CIO) Stuart Bloomfield was named joint CIO for Counties Manukau DHB in July. Stuart joined Waitematā DHB in 2003 as the Mental Health Services Information Manager. He was later appointed as the DHB's Decision

Support Group Information Manager and assumed the role of CIO in 2013.

Stuart worked across the Waitematā and Counties Manukau DHBs as CIO through 2019 and is well-known and respected across both organisations.



▲ *Waitematā DHB's Chief Information Officer (CIO) Stuart Bloomfield.*

New faces join Board after elections

We welcomed two new members to the Waitematā DHB Board in December.

Former member of parliament Chris Carter and endovascular specialist Dr John Bottomley joined the board after successful campaigns in the 2019 local government elections.

Five Board members were re-elected for a further three years.

They are Max Abbott, Sandra Coney, Allison Roe, Warren Flaunty and Edward Benson-Cooper.

The new Board took office in December.

New Chief Medical Officer inspired by GP's example

Waitematā DHB Chief Medical Officer Dr Jonathan Christiansen hasn't forgotten the hard-working family GP whose example helped put him on the path to medical school. "It is one of my most abiding memories as a child," the father-of-two says. "House visits were the norm back then and there was something incredibly reassuring about the fact that Dr Lloyd Richwhite would appear if something was wrong."

"He was an old-fashioned, available-to-the-community-24/7-GP who did everything... delivering babies and visiting the elderly – an absolutely extraordinary guy."

Dr Christiansen took up the CMO role in July replacing Dr Andrew Brant who, after nine years as CMO, remains with the DHB as its Deputy Chief Executive and the lead on a number of planned new major facilities, including our a new building project.

Dr Christiansen completed medical school in 1993 and first worked as a Registered Medical Officer (RMO) in Tauranga. Previous aspirations to be a surgeon were put aside as his interest in the medical specialties grew.

Dr Christiansen was appointed as an Emergency Department House Officer in 1994 at North Shore Hospital where he'd first set foot three years prior as a fifth-year medical student.

He was still at the hospital and working as a medical registrar in 1996 when he left for the US and seven years of specialist training. "I came back in 2003 as a general physician, running a general medical team and working as a consultant cardiologist."

"And I've been here ever since in varying roles, including Head of Division for Medicine and Health of Older People Services and Associate CMO."

Dr Christiansen is a key member of the DHB's Executive Leadership Team.

"My job is about ensuring we provide the best possible clinical service," he says. "I am focused on the quality of the service, how we might improve it, our patients' view of what we do and maintaining the right level of expertise among our clinicians. Wrapped around that, of course, is the equity of care."



▲ *Waitematā DHB Chief Medical Officer (CMO) Dr Jonathan Christiansen.*

Our community Everyone matters

New Consumer Council provides additional community voice at Waitematā DHB

Thirteen people had their first taste of life behind the scenes of New Zealand's biggest DHB in August. All were welcomed to Waitematā DHB with a traditional Māori pōwhiri as members of the new Consumer Council. They now meet at least seven times-a-year with CEO Dr Dale Bramley and Patient Experience Director David Price – providing input towards the design, planning and delivery of accessible, safe and high-quality health care services. Waitematā DHB recruited for the positions early in

2019 – seeking a broad cross-section of candidates to represent the interests of its diverse community. The council is authorised to give advice and make recommendations to the CEO as well as any other DHB services or divisions that seek its input. It includes people with strong connections to local Māori, Pacific, Asian, disability and youth communities. All members have experienced Waitematā DHB services within the last two-to-three years – either as patients or family and whānau.



▲ A group photo taken during the first-ever meeting of the Waitematā DHB Consumer Council.

Supporting our Pacific neighbours

Tupua Tamasese Meaole Hospital in the Samoan capital of Apia has expanded its renal unit substantially thanks to the donation of 31 dialysis machines by Waitematā DHB.

The equipment was used at North Shore Hospital's Dialysis Unit before being replaced under a new contract. It will now help hundreds of patients in Samoa each year. Waitematā DHB works in partnership with several Pacific countries to boost the capability of medical staff and improve health outcomes for Pacific people.

"The exchange between hospitals is a key way in which we can improve health outcomes for Pacific people at home and in the Islands. We are sharing more than skills and equipment - we are also sharing our culture and values. Ultimately, this will help us to provide better care to the Pacific populations we care for," Waitematā DHB CEO Dr Dale Bramley says. "I am very happy that our donation of these dialysis machines can make a difference in Samoa and help many people to achieve a better quality-of-life."

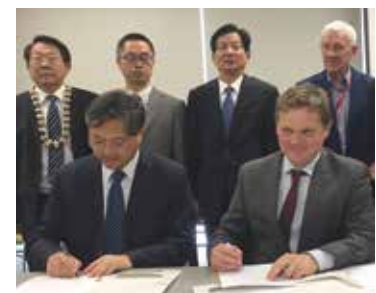
Memorandums of Understanding

Patients and staff at Waitematā DHB will benefit from Memorandums of Understanding signed with the Cook Islands Ministry of Health (MoH) and the Chinese province of Shandong this year. The Cook Island agreement formalises a partnership to help enhance the professional development of healthcare workers based in the Pacific nation and creates learning opportunities between our hospitals. Two staff members instrumental in establishing the MOU are Clinical Director of Pacific Mental Health Dr Francis Agnew and anaesthetist Dr Ted Hughes. Both are of Cook Island descent.

The Shandong MOU is expected to assist with the ongoing development of healthcare technology in New Zealand. Waitematā DHB will advise Shandong on ways to reduce inefficiencies and gain better health outcomes in provincial services. Shandong will offer Waitematā DHB insight into building capability and capacity through the use of technology.



▲ CEO Dr Dale Bramley and Dr Josephine Aumea Herman from the Cook Islands MoH.



▲ Deputy CEO Dr Andrew Brant at the Shandong MOU signing.

Students take the lead in health messaging

Waitematā DHB's Health Promotion Team worked directly with senior students at Massey High School this year to help promote the importance of early bowel cancer detection through regular screening.

It was the first time the team had ever worked with the school on bowel screening and its role in catching and treating the disease early. The national free Bowel Screening Programme is aimed at people aged between 60 and 74.

Senior Massey High School students believe they can play an important role in fighting the disease by sharing information and encouraging older family members to get themselves screened.

They have already shared the message with Year 9 and 10 students at a health expo as part of an NCEA internal assessment and the DHB provided them with a giant inflatable bowel to help.

Health Promotion Lead for Bowel Screening Sandra Skipwith says the inflatable bowel was bought by Waitematā DHB in January and is a useful learning tool. She says young people can play an effective part in promoting bowel screening.

"We are now extending the whānau ora approach - where wellbeing is a family concern, rather than an individual matter - into secondary schools."

Massey High School health teacher Mikayla Loader says the students were highly motivated by the opportunity to get directly involved in health promotion.



▲ Health Promotion Lead for Bowel Screening Sandra Skipwith (left) with students from Massey High School.

Christchurch random act of kindness

Waitematā DHB staff, led by registered nurse Samantha Meale, donated money to have pizzas delivered to mental health personnel in Christchurch in the days following the mass shooting in Christchurch on 15 March.

The gesture was designed as a show of support for the work mental health staff were doing with people affected by the tragedy.



▲ Canterbury DHB mental health staff send their thanks to colleagues at Waitematā DHB.

Social media connecting with our community

2019 was a big year for Waitematā DHB's social media growth. Our Facebook posts alone were seen over 971,254 times! We saw huge growth in the number of page followers and community engagement. Facebook proved to be a key platform to connect with the people in our district on a range of public health topics, particularly measles. Our social media videos were used by multiple news outlets and contributed to positive media coverage. Some of our greatest hits were:

Waitematā District Health Board

Babies in Auckland should now be having their first measles immunisation at 12 months of age. This vaccine is normally given at 15 months, but is now being given earlier in the Auckland area due to the current measles outbreak.

If you o... See more



Patient story - Ava's 12 month MMR vaccine

34,305	1,668
People reached	Engagements

When the age limit for the MMR vaccine was lowered to 12 months, we joined little Ava for her dose at Swanson Medical Centre. Ava's mother Brijana urged others to make sure their children were vaccinated also and her message resonated with the public – attracting over 34,000 views!

Waitematā District Health Board

Can you imagine living in the middle of a measles outbreak with a child who has a 50% chance of dying if they contract it?

Max was born with genetic kidney disease leading to having a transplant two years ago. Although he was fully immunised, the medication he is on has essentially cancelled out his im... See more



Measles patient story - Max

46,392	6,260
People reached	Engagements

Max's story was unique and encouraged people to get immunised for their own sake as well as for the wellbeing of people with autoimmunity issues.

The post was seen 46,000 times and was picked up by the NZ Herald.

Waitematā District Health Board

We spoke with Anthony, whose daughter Kaylee recently contracted the measles. The pair were confined to an isolation room at Waitakere Hospital for five days until Kaylee was well enough to head home. 🤒

It was a frightening time for Anthony, and he's encouraging the public to be proactive with immuni... See more



Patient experience - measles

68,836	12,011
People reached	Engagements

The story of Kaylee turning one in Waitakere Hospital due to measles resonated strongly with our viewers. The post had a huge reach and was shared over 250 times. The story was picked up by Stuff NZ and Kaylee's father, Anthony, was interviewed on TV by The Project.

Waitematā District Health Board

🌟 FREE 🌟 measles drop-in clinic this weekend at Waitakere Hospital! Please SHARE with your friends and whānau. 🙌

It will run from 8.30am-2.30pm in the Outpatient Clinic area (map in the comments section). ... See more

Free measles clinic this Saturday




67,300	9,836
People reached	Engagements

The power of social sharing was evident with our measles vaccination clinic post. The post promoted the clinic and was shared over 1200 times, making it one of our highest reaching posts to-date with over 67,000 views. Needless to say, the clinic had an amazing turn out, including Radio NZ!

Waitematā District Health Board

Those pesky winter bugs are out in full force! Although it can be very difficult to manage a household of sick loved ones, we're reminding the public to reserve the Emergency Department for just that - emergencies. With the help of two of our wonderful ED nurses, we've compiled a series of common symptoms and the correct place to go. Please note* If transport is an issue and you're experiencing emergency symptoms, always call 111 and ask for an ambulance. ... [See more](#)



Where to go? A message from ED

22,615	4,357
People reached	Engagements

A five-part series called The Carmen and Carmel Show featured our wonderful emergency department nurses running through a range of common scenarios faced by patients. Carmen and Carmel were a hit, raking in a total 43,600 views!

Waitematā District Health Board

We're celebrating Niue Language Week at Waitematā & Auckland DHB this week!

The Pacific language weeks offer all New Zealanders a chance to experience the value of Pacific languages, culture and identity. Here are some phrases for you to try-out in conversation this week! [#NiueLanguageWeek](#)



Koe kia

Niue Language Week

44,613	5,940
People reached	Engagements

Pacific language weeks offer all New Zealanders a chance to experience Pacific languages, culture and identity. Our Pacific Health Team made a video for each week, providing handy words and phrases for viewers to use. The video for Niue language week was the greatest hit, with a whopping 45,000 views!

Waitematā District Health Board

We are looking for Health Care Assistants to become part of the Waitematā workforce. This is a vital role that supports our medical staff and patients alike. Previous experience is ideal but not essential. If you have a genuine concern for others, are caring, friendly and respectful, then this is the job for you. Apply here - <https://bit.ly/2JdAV2f>



44,613

5,940

People reached Engagements

Social media was a powerful tool for recruitment in 2019. We had packed-out open days and an increase in applications and web traffic from our regular weekly #CareerProfiles. Using our social reach to attract the best applicants from far and wide supports our efforts to build an amazing workforce.

Waitematā District Health Board

#WDHBSecretLives Here's the next instalment of our regular series 'The Secret Lives of Hospital Staff'. Meet Janine, a charge nurse at Waitematā DHB whose secret life fills tummies and warms hearts. We love seeking out all of our talented and creative staff! Do you have an interesting hobby or side project? Or do you want to do in a workmate who does? Email: facebook@waitematadhb.govt.nz If you'd like to help out Janine with her 'secret life' you can get in touch with her here Janine.Graham.Jones@waitematadhb.govt.nz



MEET JANINE

7,709	2,029
People reached	Engagements

The Secret Lives of Hospital staff was created as a regular social media series to give our audiences a sneak peek into the amazing things our people get up to in their spare time. We had everything from roller derby to ukulele, 4WDing to archery! The extracurricular talents of our staff are incredible.

Campaigns Highlighting important issues



▲ *Singer/songwriter Julia Grace.*

Singer highlight of Mental Health Awareness Week

Mental Health Awareness Week was celebrated in September with staff learning how to manage stress and practice mindfulness thanks to events organised by the Waitematā DHB Well at Work group.

A highlight of the week was a special concert and speaking event by singer/songwriter Julia Grace in the Whenua Pupuke auditorium at North Shore Hospital. Julia is well-known nationally and comes from Massey in West Auckland. She talked about the importance of mental wellness and how she works to overcome crisis, stress and anxiety.

Asian Health Week and a special birthday at Waitematā DHB

Waitematā DHB's Asian Health Services (AHS) marked its 20th anniversary with traditional tea-sharing ceremonies at both of the DHB's general hospitals in September. Visitors to special stalls in hospital foyers were served cups of tea by traditionally-clothed members of the Yemyung-Won community group who hosted the event to thank the DHB for its contribution to the Asian community.

AHS Operations Manager Grace Ryu says the ceremonies coincided with her organisation's 20th birthday. "We were the only Asian-specific service in the government sector in 1999 and many new migrants joined our hospital volunteer programme to help ethnic people and to get the work experience that would help them find jobs in New Zealand," she says. "We closed the volunteer system when we restructured in 2009 and today have 22 full-time employees, 30 bureau workers and over 200 interpreters – making us the biggest service of our kind in the DHB sector."

Waitematā DHB serves a fast-growing population of over 630,000 people and 23% of them are of Asian ethnicity. Around 30% of the DHB's total workforce is also of Asian descent. "AHS started as a pilot project in 1999 and has proved its worth time and time again by delivering accessible, responsive and effective services to our growing Asian migrant and former-refugee communities," Waitematā DHB CEO Dr Dale Bramley said.

"We have an organisational promise to deliver best care to everyone and AHS helps us achieve that in a culturally appropriate way – enhancing patient experience and contributing to better health outcomes."

Asian Health Services Operations Manager Grace Ryu speaks during an Asian Health Week event at Waitakere Hospital's Wairua Tapu, the Chapel of the Holy Spirit.



Hello, My Name Is campaign calls for compassionate care

Hospital can be an unsettling place for some patients and their whānau. Waitematā DHB's annual Hello, My Name Is Campaign aims to change that by reminding staff about the positive impact a warm introduction can have on patients and visitors.

Director of Patient Experience David Price says the campaign has grown in popularity since being launched

in 2018. "Easing the suffering of our patients is crucial but it's also important to take a moment and offer them some reassurance," he says.

More than 3000 name tags were sent out this year to Waitematā DHB staff who have direct patient contact at the main hospital sites. Staff were encouraged to use the name tags during the campaign week.



Get up, get dressed and get moving

Getting up and staying active paid off for Agnes Tully during her stay at North Shore Hospital in June.

Her admission coincided with Waitematā DHB's annual Get Up, Get Dressed, Get Moving campaign and Agnes, who was so ill with pneumonia that she could barely move, took on the advice of her physiotherapist as soon as she could.

Physical activity reduces the risk of falls by improving a patient's strength and stamina – often contributing to a faster recovery. Evidence shows 10 days in a hospital bed can lead to 10 years' worth of loss of muscle mass in people over the age of 80. "I must admit, I did feel so much better once I was able to get dressed and moving again," Agnes says. "Now that I'm home, I have been able to keep active. I go for regular walks around the village, albeit on my walker, but I'm doing it. I'm planning on going back to cooking our meals at night again and soon I hope to start swimming again."

Waitematā DHB Professional and Clinical Lead for Physiotherapy Sharon Russell says staying active is the key to enhancing quality-of-life for people recovering from an illness or injury that has resulted in limited mobility.

"It's proven that patients get better



▲ *Agnes Tully made a good recovery after taking the advice of her physiotherapist.*

faster when they swap bed rest for active recovery, which can include simply getting up for the day, getting dressed and walking down the corridor to eat lunch in the patient lounge," she says.

"Every little bit of activity can help keep people get strong and healthy. This will help them carry on with what they were able to do at home. People should speak to a healthcare professional about what they can do to stay active."

Learning from serious adverse events

There weren't too many dry eyes in the Whenua Pupuke auditorium at North Shore Hospital when Heather Gunter spoke to Waitematā DHB staff about the tragic and avoidable death of her son, Matt.



Matt was 15 when he died in a South Island hospital after what should have been a routine appendix removal.

Heather visited North Shore Hospital in July as the keynote speaker for Waitematā DHB's first-ever Learning from Serious Adverse Events week.

Waitematā DHB Quality Lead Jacky Bush says Heather's presentation gave staff members an opportunity to learn about the impact of their decisions.

"The importance of open communication and transparent decision-making were just a few of the lessons learned from this event," she says.

"This was an awful lesson for healthcare professionals but a necessary one and we were privileged to have someone as brave as Heather speak to us."

◀ *Heather Gunter was the guest speaker during our first-ever Learning from Serious Adverse Events week.*

Achievements celebrating success

Top marks for junior doctor training

North Shore and Waitakere hospitals achieved the maximum possible accreditation of five years from the Royal Australasian College of Physicians (RACP) in 2019.

The rigorous accreditation process is part of Waitemātā DHB's commitment to providing the highest level of workplace training, ensuring that doctors develop their skills while providing safe and effective care to patients. The process started in 2015 and has involved multiple visits from the RACP to review facilities, teaching programmes and models of care. The last visit was in June when North Shore Hospital was recognised for offering trainees a well-balanced workload, high levels of supervision and broad experience in general medicine - along with a strong orientation programme for new employees.

"Our junior doctors play a very important role within our hospitals and we are committed to supporting their growth and development," Chief Medical Officer Dr Jonathan Christiansen says.

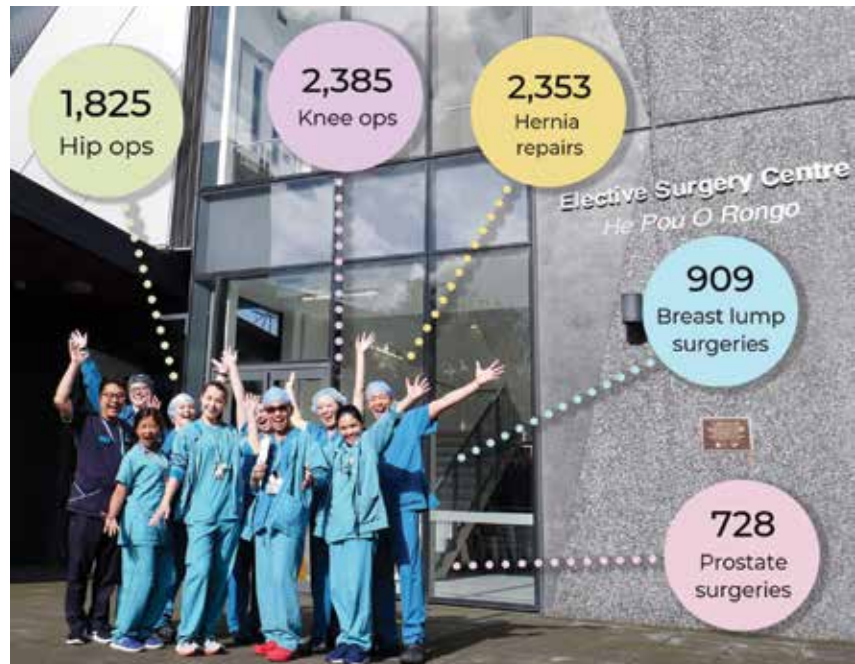
"Considerable effort is focused on our training programmes and supervision. We have also invested into our teaching facilities and simulation equipment to ensure our trainees are competent, well-trained and well-supported.

"We have continued to refine and adapt our training programme to ensure junior doctors have access to the dedicated space, support, tools and technology they need to succeed. It is wonderful to be recognised for our success in this area."

ESC reaches 30,000 patient milestone

Staff celebrated the sixth anniversary of North Shore Hospital's Elective Surgery Centre in July - as well as the admission of its 30,000th patient. At that point, more than 1800 people had received hip replacements while close to 2500 had knee replacements,

including some performed using robotic surgery. More than 2000 hernias were repaired in the six years to July when staff also operated on more than 900 breast lumps. Over 700 patients had prostate surgery during the same period.



Orthopaedic surgeon calls time on 'extraordinary' 50-year career

Well known orthopaedic surgeon Mr Tim Astley retired in July after 50 extraordinary years in medicine. Mr Astley, who helped create Waitemātā DHB's orthopaedic service alongside Mr John Cullen in 2004, is recognised as an expert in shoulder surgery and has been a highly sought-after figure on the lecture and training circuit here and overseas. He operated, as a visiting surgeon, in every major and provincial hospital in New Zealand. Mr Astley started his career as a house surgeon at Middlemore Hospital in 1969.

The 73-year-old later worked at Auckland City Hospital before doing elective surgeries at North Shore Hospital in the late 1990s.

He became a permanent face at Waitemātā DHB after helping get the orthopaedics division established. He says training new generations of surgeons has been a career highlight. "Spending time with enthusiastic, young, talented and committed people has been a privilege," he says.

Orthopaedic surgeon Mr Tim Astley.



New graduate nurses for Waitematā DHB

More than 40 nurses were recognised in August for completing the Nurse Entry to Practice Programme. The 42 newly registered nurses were joined by family and friends in the

Whenua Pupuke auditorium at North Shore Hospital where they were congratulated by the charge nurses who had supported them throughout the year.

Six of the semester's graduates were Māori, another positive step forward as the DHB continues work to reduce inequities in the health system.

Newly registered nurses celebrate their graduation at North Shore Hospital's Whenua Pupuke auditorium.



Queen's Birthday Honours

Three people with strong links to Waitematā DHB were recognised in this year's Queen's Birthday Honours list for making significant contributions to the improved health of their communities.

Matua Levaopolo Seupule Tiava'asu'e received a Queen's Service Medal (QSM) for services to health and the Pacific.

Matua Leavo has played a major leadership role in Pasifika governance within the mental health and addiction sector. He is also head of the Matua Advisory Council for Waitematā and Auckland District Health Boards.

Susan Wynyard and Sally Wilson, midwives who founded the Waitematā DHB-funded Warkworth Birthing Centre, were both appointed as Members of The New Zealand Order of Merit.

The centre has provided maternity care to more than 10,000 mothers and babies since it opened in 2000.

Sally and Sue have held long-term roles on the Waitematā DHB Maternity Clinical Governance Committee.

Governor General Dame Patsy Reddy, Matua Levaopolo Seupule Tiava'asu'e, Associate Arts, Culture and Heritage Minister Carmel Sepuloni and General Manager of Pacific Health for Waitematā and Auckland DHB Pulotu Bruce Levi.





Accolades Achievements from 2019

Big win for Leapfrog programme

The CEO-sponsored Leapfrog programme received national recognition in July after winning the Business Transformation through Digital and IT category of the New Zealand CIO Awards. The award was presented to the Institute of Innovation and Improvement (i3) team during a ceremony at Auckland's Spark Arena. Waitematā DHB beat category finalists Auckland Council, Foodstuffs North Island and Watercare Services Limited to take top honours.

Leapfrog is committed to fast-tracking initiatives that contribute to better patient outcomes and experience. The programme supports the digital transformation of hospital-based services – giving staff faster access to the information they need to do their jobs, whenever and wherever.

Examples to-date include the electronic entry of patients' vital signs via iPads – quick, easy, safe and enabling remote access. Similarly, an electronic prescribing system makes 100% of prescriptions legible, reducing the time it takes to complete administration and radiology processes.



▲ CEO Dr Dale Bramley with members of the award-winning i3 team.

Health Excellence Awards:

Staff enjoyed a night of glitz and glamour during the annual Waitematā DHB Health Excellence Awards held at ASB Waterfront Theatre in October.

The awards were hosted by the Institute for Innovation and Improvement (i3) and celebrate individuals and teams who have improved health outcomes and patient experience through their work. The category winners were:

Excellence in Health Outcomes – Sheryl Jury and the project team Terry Catton, Nan Wirihana, Warren Elwin (Workwise) and Viliame Lewenilovo (Ministry of Social Development) for tackling the social determinants of health for people in contact with specialist mental health services who would like to work;

Excellence in Patient Experience – Angela Lambie, Avril Lee, Anna Miles, Tony Hikairo Spelman, Richard Hansen, Monica Oad for transforming medicines administration for people with Parkinson's;

Excellence in Innovation – David Ryan, Kyle Lamb, Tony Zhou, Stella Hammond, Kriti Wadhwa, Eryn Olshen, Andrew Cave for the seamless transition to electronic clinical notes;

Excellence in Leadership – Jean McQueen, Primary Care Nursing Director;

Excellence in Equity – Taria Tane and colleagues from Kai Manaaki team for 'Mana Tū - A whānau ora approach to long-term conditions';

Excellence in Primary and Community Care – Shona Muir (ADHB), Lindsay Havens (ProCare), Lynn Young (Walsh

Trust), Brendan Short (WDHB), Camille Gheerbrant (ADHB) for Awhi Ora – 'Supporting Wellbeing: A walk alongside wellbeing support service meeting the needs of the community';

PDF Committee Awards for Contribution to Māori Health – Joanna Hikaka for 'Correcting the balance - optimal medicines use and equitable services for Māori older adults' and Kaupapa Māori award - Contribution to improving Māori health equity; Martin van der Kaay for 'Tū tika, Tū kaha, Tū maia, Tū manawanui - kia puawai te Oranga Māori'; and Sharon Russell for 'Matike, Komo Kakahu, Korikori (get up, get dressed, get moving) - 'Educational tools for Māori patients';

Young Employee of the Year – Daniel Tsai, Manager of Community Pharmacy Programme;

CEO Outstanding Contribution Award – The Leapfrog Team: Robyn Whittaker, Lara Hopley, Andrew Cave, David Ryan, Delwyn Armstrong, Jay O'Brien, Kelly Bohot, Clayton Redfern, Renee Kong, Peter Groom, Michael Sheehan, Stuart Bloomfield, Penny Andrew, Shane Fullham, Barbara Corning-Davis, Karen Nelson, Sharon Puddle for making large leaps in digitising our hospital;

Excellence in Research – Jacqui Allen and DHB collaborator, Monique Greene for Best Oral Presentation; Marlise Heynike (WDHB) and co-author Vijay Dyavadi (ADHB) for Best Research Poster; and Daniel Wen (University of Auckland student researcher), Richard Martin and Katherine Gale (supervisors/co-investigators) for Emerging Researcher.

Annual award for Māori represents nursing values at Waitematā DHB

Registered nurse Stella Williams was the winner of this year's Waitematā DHB Te Kauae Raro Māori Nursing and Midwifery Award. She was presented with a korowai - a traditional hand-made Māori cloak that is passed to a new winner annually and is highly symbolic of the DHB's organisational values. Each feather represents a value of nursing – aroha (love), tika (faith), pono (honesty), whanaungatanga (relationships) and many more.

Stella, of Te Rarawa, Te Aupouri and Ngāpuhi descent, graduated from Unitec in 2017 and works at the DHB's Whītiki Maurea - Māori Mental Health and Addiction Services in Henderson. The award recognises the bi-cultural advisory work she is doing with new-graduate nurses, occupational therapists and social workers. Stella is now completing her post-graduate diploma in nursing and will begin her Masters next year. "I have a strong desire to help increase the Māori workforce and develop improved healthcare for Māori and our community," she says.

The use of the korowai dates back to ancient times when it was first worn as a mantle of prestige and honour. Waitematā DHB introduced the concept in 2018 as one of multiple initiatives designed to highlight the work being done by Māori within its nursing ranks.

CEO Dr Dale Bramley, who is of Ngāpuhi descent, says the DHB is committed to boosting and supporting the Māori workforce. "Having a health workforce that better reflects the community we serve plays a key role in improving health outcomes for Māori," Dr Bramley says. "People are more likely to engage with a health service when they know they will encounter a sense of the familiar. "We are committed to eliminating inequities wherever they exist, particularly in relation to Māori. Our efforts have already contributed to Māori gaining twice as many years in life-expectancy compared with the non-Māori/non-Pacific population since 2008."

Stella Williams, 2019 winner of Te Kauae Raro Māori Nurses & Midwives Award



Success at the 2019 Matāriki Awards

Improving health outcomes for Māori was the focus of this year's second annual Matāriki Awards held at North Shore Hospital in July. The awards were launched by Waitematā DHB in 2018 as an opportunity to recognise individuals and teams who have been outstanding in their efforts to reduce inequities in the health system for Māori. Judging in four categories is based on the Waitematā DHB organisational values – Everyone Matters, With Compassion, Connected and Better, Best, Brilliant.

The guest speaker at this year's event was TV personality Te Hamua Nikora who spoke about his experience in the health system and the importance of engaging Māori in order to make a difference.

The winners were:

- **Everyone Matters** – Te Rau Kamehameha Team for its work raising the level of physical activity among Māori mental health patients.
- **With Compassion** – Te Kaunihera Kaumatua o He Kamaka Waiora for supporting and advocating for Māori patients and their whānau.
- **Connected** – Whānau Ora Cancer Navigators from Te Whānau o Waipareira Trust for their work developing a digital diary to help families embarking on a cancer journey.
- **Better, Best, Brilliant** – Karyn Thwaites-Valter from Auckland Regional Dental Service for helping patients break down barriers to attending scheduled appointments.

Winners of this year's Matariki Awards



Waitematā DHB Health Heroes



Florethel Agguire –
orderly

Nominated by Lynette Long

"Ethel goes above and beyond to make our team members and patients feel connected to each other and to our environment. Every year, Ethel puts many hours of her own time and money into decorating our Huia Ward at Waitakere Hospital for Christmas. Whenever we have a celebration at work – i.e. if a staff member is leaving, having a baby or a birthday, Ethel decorates our staff room to celebrate. Ethel lives out the values of Everyone Matters and Connected."



Maree Bertinshaw
(centre) – health and
safety coordinator

Nominated by Michael Field

"Maree has been instrumental in gaining significant traction with mental health managers and staff regarding the importance of health and safety. She has a passion and commitment to health and safety that is incredibly impressive to see. Maree does all of this with a positive and friendly attitude. She is very well-respected within both Mental Health Services and Occupational Health and Safety."



Michelle Gordon –
dental therapist

Nominated by Frances Cullinane

"Michelle is the epitome of our value, Better, Best, Brilliant. Michelle has worked closely with information analyst extraordinaire Chengwu Fan to develop and improve Qlik Sense for the Auckland Regional Dental Service. Michelle uses the data from Qlik to guide decision-making which means that many more children are engaging with our service for their oral health needs. She is a leader who empowers others to do the same."



Jenny Crawford (pictured right) –
paediatric pharmacist

Nominated by Carol Banks

"Jenny has brought our Waitematā DHB values to life through the introduction of Medi Map to our service at the Wilson Centre. The majority of the children have conditions requiring many medications that can change frequently. Previously, because prescribers such as doctors and specialists were not on-site, parents and caregivers had to make regular GP appointments to have medications prescribed. Medi Map is an electronic charting and recording medication app that allows doctors to prescribe from anywhere by just using their phone. Medi Map reduces the risk of inaccurate prescribing and administration, ensures the medications are prescribed quickly and saves the parents and caregivers valuable time and money. Jenny has campaigned for the implementation of Medi Map because of the positive effect it will have on the children, families and healthcare staff."

District Nursing Team West

Nominated by Ivy John

"As a new team member, I have been amazed by the work they do and the contribution this team makes in

the community. This team helps to reduce the number of hospital admissions by using compassion, care and knowledge."



Harley Winiata-Williams and Puretu Iripa (not pictured) – security coordinators

Nominated by Chris Webb

"Puretu Iripa and Harley Winiata-Williams both played a key part in showing great compassion and care to a person at a time of personal distress."



Ward 8 nursing team

Nominated by Jarrard O'Brien

"Over the last five weeks, my 42-year-old brother has been in and out of North Shore Hospital, having been diagnosed with stage four bowel cancer, significant liver metastasis, then a perforated bowel and peritonitis which led to an emergency resection and

colostomy one week ago. None of this was anticipated as we have no family history and he had no prior symptoms. Despite the immense challenges, his recent experience on Ward 8 was exemplary. Frances and her team were phenomenal and truly had a transformative impact on his experience and outcomes."



Samantha Meale and Community Mental Health North

Nominated by Pam Lightbown

"Samantha Meale decided to raise some money through donations from staff members and bought the Christchurch Community Mental

Health team pizzas for lunch. This was such a lovely gesture and a very thoughtful random act of kindness that certainly reflects Waitematā DHB values. Given the pressures the

Christchurch Mental Health Team has experienced over the years, and more recently, this was also very much appreciated by our colleagues in Christchurch."

Christmas cheer

There was no mistaking the season at Waitematā DHB with every ward and office proudly decorated for Christmas. Staff got into the festive spirit as CEO Dr Dale Bramley toured participating sites. Here are some of the highlights:





“ best care for everyone ”

This is our promise to the Waitematā community and the standard for how we work together.

Regardless of whether we work directly with patients/clients, or support the work of the organisation in other ways, each of us makes an essential contribution to ensuring Waitematā DHB delivers the best care for every single patient/client using our services.

”

“ everyone matters ”

Every single person matters, whether a patient/client, family member or staff member.

”

“ connected ”

We need to be connected with our community. We need to be connected within our organisation – across disciplines and teams. This is to ensure care is seamless and integrated to achieve the best possible health outcomes for our patients/clients and their families.

”

“ with compassion ”

We see our work in health as a vocation and more than a job. We are aware of the suffering of those entrusted to our care. We are driven by a desire to relieve that suffering. This philosophy drives our caring approach and means we will strive to do everything we can to relieve suffering and promote wellness.

”

“ better, best, brilliant... ”

We seek continuous improvement in everything we do. We will become the national leader in health care delivery.

”



Waitematā
District Health Board

Best Care for Everyone