

Waitematā District Health Board

Yearbook 2020



Waitematā
District Health Board

Best Care for Everyone

A word from the CEO and Chair

An immensely challenging year is now drawing to an end and we thank everyone, including our community and patients, for playing such a huge part in keeping us all safe with their adherence to lockdown and alert level rules, guidelines and visiting restrictions.

The sacrifice for many has been huge and we all now look ahead to 2021 and the prospect of a vaccine that could, potentially, reshape global management of the COVID-19 virus.

The response from those who work in the health sector across the Waitematā DHB has been nothing short of exceptional.

Services had to transform in a very short period following confirmation of the first New Zealand case in February – working collaboratively with other DHBs and the Ministry of Health to create and maintain a state of readiness that has since served us well whenever the virus has reappeared at the border or in the community.

As a country, we have done incredibly well – from public health to primary, community service and hospital-level responses.

Equity, as always, is at the forefront of our efforts to deliver best care for everyone and we are working especially hard with our Māori, Pacific and Asian Health teams – as well as many other community partners, including iwi, to ensure the needs of their populations are addressed in a meaningful and culturally appropriate way throughout this international crisis.

The results are telling and the outcome, to date, is far removed from the heartbreak and devastation that we have seen overseas.

To every single one of our staff, we owe a debt of gratitude.

Amid it all, and despite the constraints of a lockdown and varying alert levels, we have achieved much in our ongoing

drive to enhance patient experience and deliver better health outcomes for the people we serve.

At North Shore Hospital, we have:

- made significant progress with infrastructure works associated with the pending construction of a major new hospital building due to open in 2023
- developed a new centralised Diagnostic Breast Service due to open in early 2021 – improving breast cancer diagnosis and treatment times
- created a home for a new regional interventional radiology service.

At Mason Clinic, we have:

- started applying the finishing touches to E Tū Tanekaha, a 15-bed medium security inpatient facility that is scheduled to open in early 2021
- progressed with design work on the planned multi-storey E Tū Wairua Hinengaro inpatient unit that will be built on part of a 2.8ha block of neighbouring land acquired in December 2019.

At Waitakere Hospital, we have:

- started construction of an upgraded and expanded Special Care Baby Unit that will boost bed capacity from 12 to 18 – helping meet projected regional growth by the time it opens in late 2021
- launched New Zealand’s first-ever Emergency Department-based paramedic pilot to assist with patient transfers between hospitals and support staff in their efforts to provide optimal care.

DHB wide, we have:

- played an integral role in the development of a lung cancer screening pilot with a special focus on improving health outcomes for Māori whose mortality rates are between three and four times higher than other ethnic groups



CEO Dr Dale Bramley



Board Chair Professor Judy McGregor

- maintained the highest overall life expectancy in the country at 83.9 years
- continued to offer, where alert levels have allowed, the highest possible standard of service at over 80 community sites throughout our DHB – servicing a huge population of around 630,000.

We continue to place a strong emphasis on early detection and early intervention in our daily efforts to help people stay healthy – making our services as accessible, user-friendly and patient-focused as possible.

An example can be found in our increased use of telehealth – escalated for safety purposes in a COVID-19 environment to fast become a preferred form of clinical consultation

for many patients who enjoy the convenience of a dial-in option.

A total of 26,500 non-urgent virtual appointments were delivered across 25 hospital, community-based and Allied Health services between 23 March and 3 July, compared with 1246 for the whole of 2018.

The financial benefits alone are huge for our outpatients and telehealth saved them nearly \$4 million in travel

costs and loss of earnings over the same period.

Our Institute for Innovation and Improvement (i3) continues to develop more electronic tools to help us enhance these telehealth options even further for our patients.

None of what we do would be possible without the hard-working and dedicated staff who frequently go to extraordinary lengths to make it all happen.

Their efforts will be paramount during the roll-out of a vaccine and the ongoing restoration of patient volumes impacted by COVID-19.

With past, present and future in mind, we again take this opportunity to say a heartfelt thank you to our very special Waitematā DHB whānau.

Ngā mihi,
Dr Dale Bramley and Professor Judy McGregor

A thank you to our nurses and midwives

We want to pay special tribute to the wonderful nurses and midwives who are, and always have been, the mainstay of our health sector.

The World Health Organisation started 2020 by endorsing it as the International Year of the Nurse and the Midwife – acknowledging the incredible contribution both groups make to healthcare around the globe.

Some of our DHB’s own plans to mark the occasion were impacted by the onset of COVID-19, though we have still, wherever possible, paid tribute to our nurses and midwives in a variety of ways.

Ironically, the pandemic has done more than any of us could to highlight the exceptional and selfless work these kind and caring people do. The diligence they have shown throughout the year has been nothing short of inspiring.

Both professions have, along with all of our staff, worked in extraordinary circumstances – continuing to deliver the highest standard of care in hospital and community-based settings, putting their own personal needs and concerns to one side to provide care, comfort and reassurance to our patients and whānau.

The challenges they have endured have been well-documented and have helped shape and develop our DHB’s ongoing response to this unprecedented pandemic

– contributing to a level of hospital preparedness that our community can look to with faith and confidence in times of both calm and crisis.

Many pages in this yearbook include quotes from nurses or midwives within our ranks, offering further insight into the very special kind of people who are attracted to either career and reminding us all, once again, of how our values are exemplified every day by the work they do and the words they speak.

We take this opportunity to express our gratitude and appreciation to all of our nurses and midwives for the dedication, tenacity, compassion and skill that they bring to our sector.

Throughout life, they are there for us all in our times of need – from the very beginning to the end – and humanity would be lost without them.

Our sincere thanks to them all.

Knitted nurses donated by a volunteer as a thank you to Dr Jocelyn Peach, Director of Nursing and Emergency Planning during the COVID-19 lockdown.



Midwife Amy Hunt with one of our proud new mums.



Our response to COVID-19

Launch of Prepare Pacific website

The Prepare Pacific website, preparepacific.nz, was launched to help keep our Pacific communities up to date with the latest COVID-19 information.

Our DHB's Pacific team, along with their Metro Auckland Pacific counterparts, supported the Ministry of Health with the development of this site.

As well as being an excellent resource for the public, the site was used by our Pacific team as a support tool while providing cultural and pastoral support to our patients and their families.

Screening and triaging tents at North Shore and Waitakere hospitals

In the early part of our response to COVID-19, screening and forward triage tents were set up outside of the Emergency Departments on both hospital campuses. These were later replaced by portacabins. Incoming patients were screened at these sites and an app was developed to support this process. Once a potential COVID-19 patient had been screened and swabbed, their details were entered into the app and their information was sent to our ED admin teams. Patients were able to be examined and their details recorded without having to enter our facilities, minimising the potential risk of infection to staff and other patients. Similar manual screening processes were in place at our community sites outside of lockdown.

New mental health urgent response centres

Our Mental Health Addiction Services team opened two urgent response centres – one at the Taharoto Road community base and another at Paramount Drive – to provide after-hours care and support for clients. These centres have done a great job of taking the pressure off our Emergency Departments.

Waitematā DHB's laboratory team

During the COVID-19 resurgence, our laboratory team played a critical role in the very impressive metro Auckland testing programme. They were responsible for consistently fast turnaround times, which supported

rapid contact-tracing and helped limit further community spread. At the peak of the response our lab was processing 1800 swabs per day. To date, Waitematā DHB has completed 57,228 tests.



▲ Some of the laboratory team at North Shore Hospital.



▲ Screening tent, North Shore Hospital.



▲ Portacabins, Waitakere Hospital.

Technology helps fight COVID-19

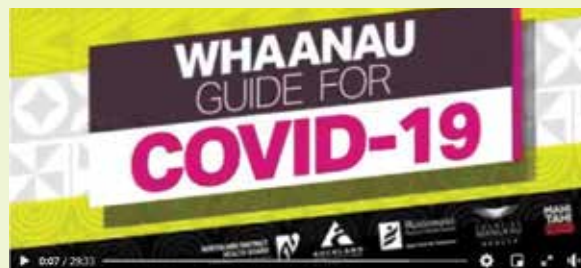
A reconfigured aircraft was used to deliver an order for new laptops and monitors in the very early days of our response to COVID-19 to ensure that critical services would have the technological support they needed. A number of these devices were also allocated to staff working from home. A shipment of iPads was sent to the Transit Care Nurses and isolation rooms so staff could communicate with patients without having to enter rooms.



▲ *The reconfigured aircraft carrying IT supplies.*

Whaanau Guide for COVID-19

The Northland, Waitematā, Auckland and Counties Manukau DHBs partnered with Māori Television to create a daily COVID-19 Q&A for Māori communities. The Whaanau Guide for COVID-19 was launched in April on Māori Television's Facebook page and was broadcast daily during Alerts Levels 3 and 4. Produced by Mahi Tahī Media and presented by Te Arahī Maipi, each show featured a panel of health, social sector, and welfare experts to answer viewer's questions in real-time and provide advice to help Māori respond to the pandemic.



▲ *Whaanau Guide for COVID-19, real-time advice.*

Mental Health training for interpreters

During the lockdown, Waitematā Auckland Translation and Interpreting Services (WATIS) offered mental health training for interpreters. Our WATIS team are often required to facilitate clinical conversations for mental health and addiction services and this training has meant they can provide this much-needed support.

Between 26 March and 14 May WATIS undertook 3146 interpreting jobs, and along with our eCALD (Culturally and Linguistically Diverse) teams also assisted with translation and cultural resources to ensure we could deliver services to our migrant population.

Telehealth delivered across 25 services

Within the first four weeks of lockdown we delivered around 40% of specialist appointments by our telehealth telephone and video conferencing service. That number was at approximately 60% by week six and 70% in week seven. A total of 26,500 non-urgent virtual appointments were delivered across our hospital, community and Allied Health services between 23 March and 3 July, compared with 1246 for the entire 2018. You can find out about the telehealth pod our Institute for Innovation and Improvement (i3) have developed on page 21, Innovations.

120 Māori community health workers deployed to assist with COVID-19 response

Up to 120 new community health workers supported whānau wellbeing during and post the COVID-19 outbreak as part of a partnership between iwi, Māori health providers and the Northern Region DHBs (Northland, Waitematā, Auckland and Counties Manukau).

The mission of this Ngā Kaimanaaki service was to ensure whānau were safe, protected and well in their homes and communities.

With guidance from Māori clinical leadership, the kaimanaaki engaged with some of the most vulnerable whānau and communities across Auckland and Northland.

The kaimanaaki was made up of community leaders and members who will boost the Northern Region DHBs' existing Māori health workforce and services in the community. They were drawn from the following iwi: Ngāti Kuri, Te Aupōuri, Ngāi Takoto, Te Rarawa, Ngāti Kahu, Ngāpuhi, Whaingaroa, Ngāti Whātua, Ngātiwai and Tainui.

Whiria Ngā tāngata – weave the people together

Personalising patient care in lockdown

We created a digital database to identify patient birthdays so that we could celebrate their special day with a card and acknowledgement.

Another initiative, Meet my loved one, encouraged family members to complete a short questionnaire that helped us better understand patients’ needs during their stay in hospital.



Our staff at Waitakere Hospital’s Muriwai Ward did their best to make Patricia Coyle’s birthday special – they got together (with appropriate physical distancing!) to sing her happy birthday and present her with fresh flowers.

Sanjay’s story

Sanjay spent many days in our care, including over two weeks in ICU where he was intubated in a critical condition with COVID-19. He was discharged in time to spend his 42nd birthday at home with his wife and children. Sanjay came back to visit us and thank the staff who cared for him. He said: “I wouldn’t be here if you guys didn’t look after me and I thank you from the bottom of my heart. Thank you for being here, thank you for looking after me, thank you for bringing me back to life.” Sanjay’s kind and genuine words of thanks were a very real testament to the skill, dedication, compassion and professionalism of all those associated with his care.

Supporting St Margaret’s Hospital and Rest Home

Our DHB supported St Margaret’s with patient care and the day-to-day needs of the older people living at the facility after a number of their own staff and residents were impacted by COVID-19. Our team members who stepped up to help met staff at St Margaret’s to share a meal and reconnect after the situation was resolved.



Some of our team enjoying a catch-up with St Margaret’s staff.

Community Connect Calling Service

To support vulnerable people during lockdown we launched Community Connect Calling Service – a phone or social media-based wellbeing check-in support service. Waitematā DHB staff with clinical competencies

contacted vulnerable people in our DHB who are waiting for community services. Our staff were able to assess their needs and escalate any concerns they discovered to ensure appropriate care and support was available.

Food parcels and maternity packs

The Welfare and Safety team created food parcels for vulnerable patients leaving hospital without the means to get to the grocery store.

The food parcels included essential items like fruit, bread and milk, along with re-heatable meals provided by Compass-Medirect, our DHB’s Food Service contractor.

The Welfare and Safety team also partnered with Countdown and Well Foundation to distribute maternity packs to new mothers who birthed in our hospitals during the lockdown.



▲ Donna Harrat, Senior Social Worker, and Jo Grounsell, Welfare & Safety lead, with one of the food parcels.

COVID-19 Action Fund – a Well Foundation project

Funds raised through the COVID-19 Action fund were used to deliver remote patient monitoring devices to the homes of the most vulnerable patients in our region. Patients with serious heart conditions were amongst the first to benefit

from this equipment which included blood pressure monitors, ECG machines, pulse oximeters, digital scales and digital thermometers as well as tablets and SIM cards. In total \$112,355 was raised through this initiative.

Appreciation for our staff

Over 1000 bunches of fresh flowers were delivered to our Waitakere and North Shore Hospital staff during the lockdown. The gerberas and roses were gifted by an Auckland-based grower who wanted to show his appreciation for the efforts of health sector staff working in a COVID-19 environment. We were overwhelmed with the many donations provided through the Well Foundation during our response to COVID-19, and did our best to ensure they were distributed far and wide across the DHB. Items included shampoo, conditioner, deodorant, coffee pods, meat packs, frozen meals, fruit, tea, confectionery, ice creams and many letters and cards of appreciation. Our thanks to all of the generous donors and members of the community who displayed their support in such a kind and meaningful way. It was greatly appreciated.



▲ Patricia Humphreys-Grey with some of the gifted flowers

▼ The North Shore Hospital outpatient department knitted nurses, a gift from a staff member’s mum.



Community support for our DHB through art

Well Foundation partnered with The Upstairs Gallery in Titirangi to create #WeSendYouOurArt – an initiative that gave the community the chance to show its support for DHB workers through art.

All mediums were encouraged, and artists of all ages sent in their creations and messages of support.

A selection of the works was printed and displayed at North Shore and Waitakere hospitals.

The organisers of #WeSendYouOurArt were recognised in the Minister of Health Volunteer Awards 2020, as runners-up in the Health Care Provider Service Team Volunteers category.

Our people staff making a difference

Dame Rangimārie Naida Glavish – 30 years’ service

Chief Advisor of Tikanga for Māori Health, Dame Rangimārie Naida Glavish.

Our Chief Advisor of Tikanga for Māori Health, Dame Rangimārie Naida Glavish, celebrated her 30th year of service to the health sector in May. This is an incredible milestone and Whaea Naida’s contribution to our community and to Māori health during this time has been extraordinary. Whaea Naida first entered the health sector as the former Auckland Area Health Board’s bicultural manager in 1990 and has been a champion for equity and tikanga in the health sector ever since. Whaea Naida was instrumental in the signing of a Memorandum of Understanding between the Waitematā and Auckland DHBs with Te Rūnanga o Ngāti Whātua in 2001 – cementing a relationship that has continued to move from strength to strength. Dame Naida has also been influential in addressing inequities and barriers for Māori in the health system and enhancing the diversity of the DHB’s workforce and is a passionate advocate of staff learning te reo Māori to improve health outcomes for Māori.



Mark Shepherd appointed Director of Provider Healthcare Services

Mark is overseeing the delivery of our provider arm clinical services across the DHB (excluding mental health services). Originally from a nursing background, Mark has managed several of Sydney’s major tertiary hospitals and was most recently the Chief Operating Officer at the Peter MacCallum Cancer Centre in Melbourne. We welcome Mark to the DHB.



▲ *Mark Shepherd, Director of Provider Healthcare Services.*

Dr Andrew Old appointed Associate Chief Medical Officer

Andrew has been appointed as our DHB’s Associate Chief Medical Officer. He has worked in multiple senior positions across the Waitematā and Auckland District Health Boards. Most recently, he has been working as Acting Clinical Director of Health Gain at the Waitematā and Auckland DHBs since late 2019. Andrew will work closely with Waitematā DHB Chief Medical officer Dr Jonathan Christiansen who spent several years in the associate role before taking on his current position last year.



▲ *Dr Andrew Old, Associate Chief Medical Officer.*



▲ *Marilyn Crawley.*

Marilyn Crawley retires

Marilyn Crawley joined Waitematā DHB as our Chief Pharmacist in 1992. At that time, the hospital pharmacy service comprised 10 staff in inpatient services at North Shore Hospital. Under Marilyn’s watch, the Pharmacy Department has transformed into a fully integrated clinical service with 120 staff working across two inpatient and two outpatient facilities. Marilyn’s contributions to pharmacy have extended across regional and national levels – with service on the executive of the Auckland Branch of the Pharmaceutical Society of New Zealand and as president of the Hospital Pharmacists’ Association from 1997 to 1999. We wish Marilyn and her husband, Graeme, a wonderful retirement.

VIP visits

Chris Hipkins, the then–Health Minister, toured North Shore Hospital and personally thanked some of our people for their efforts during the response to COVID-19.

Sarah Fitt, Chief Executive of PHARMAC, pictured with our Chief Medical Officer Dr Jonathan Christiansen, delivered a CEO Lecture on inequities in healthcare. Sarah's presentation was well-received.



▲ Tamzin Brott.

Tamzin Brott, COVID-19 Executive Lead

Tamzin, the Director Allied Health Scientific and Technical Professions, has been leading our DHB's response to the pandemic as the COVID-19 Executive Lead. Tamzin has been supported in this role by an Incident Management Team which includes representatives from each of the services.

In memoriam

Whaea Louise Elia

At the end of last year, we were saddened by the sudden loss of Whaea Louisiana Elia who was a well-known kaumātua with Waitematā DHB's Māori Health Service – He Kāmaka Waiora. Whaea Louise had a long history with the health sector as a social worker and counsellor before taking on a kaumātua role. She also played an active role promoting the learning and use of Te Reo Māori by DHB staff.



▲ Whaea Louisiana Elia.

Matua Levao

Matua Levaopolo Seupule Tiava'asu'e (known as Matua Levao) passed away over Easter. He was the lead matua (elder) for Takanga A Fohe, Waitematā DHB's Pacific Mental Health and Addictions Services, a much loved and respected member of our Pacific Health Team and the lead matua on our Matua Advisory Council.



▲ Matua Levaopolo Seupule Tiava'asu'e.

Whaea Chrissy Jacobs

Takawai Christina Jacobs, also known as Whaea Chrissy or Kiri, was a Kaumātua with our He Kāmaka Waiora service from 2013 until her retirement in 2017.

Working alongside her husband Pio, she was a strong advocate for Māori in all areas of Health and Education.

We were saddened by her passing this year.



▲ Matua Pio Jacobs, Dr Dale Bramley and Whaea Chrissy Jacobs.

Free staff te reo Māori classes contribute to better health outcomes

We again offered free on-site te reo Māori classes to staff. The initiative aims to raise cultural awareness in the workplace, and improve the way staff work with Māori patients and whānau. Te Whare Wānanga o Awanuiārangī facilitated the classes that run for 18 months and lead to a certificate in Te Pōkaitahi Reo. Last year's programme is now complete and one of the graduates from that intake is Dr Ian Wallace, Director of Clinical Training at Waitematā DHB. “By participating in this course I have certainly gained further insight into Māori culture. I am also now able to pronounce Māori words correctly,” says Dr Wallace. “This course not only teaches us the basics about the language but provides students with an improved understanding of Māori culture. This will improve our engagement with patients and their whānau thereby facilitating improved health outcomes.”

Waitematā 2025

WAITEMATĀ
2025

E Tū Tanekaha and E Tū Wairua Hinengaro – boosting our region’s forensic care

There are two exciting facilities under construction for our Regional Forensic Psychiatry Service (Mason Clinic).

E Tū Tanekaha, the new two-storey, 15-bed medium secure unit on the Mason Clinic campus, is into the final stages of construction. This \$22 million facility will help meet the growing demand for specialist mental health services in the Northern Region. It is on track for completion in January 2021 with the doors officially set to open two to three months after this.

Design work on **E Tū Wairua Hinengaro**, a second facility, is also underway. This building will be a multi-storey inpatient facility and contain two 15-bed inpatient units. Construction is due for completion in late 2022. Both of these projects will boost the quality of our region’s forensic care in a contemporary and culturally informed way.

▼ *CEO, Dr Dale Bramley, and members of the board visit the E Tū Tanekaha site.*



▼ *E Tū Tanekaha concept design.*



Government funding boost for our CSSD

Earlier in the year, the government announced a \$12 billion infrastructure package that included a \$300 million boost for the health sector. Waitematā DHB was listed among those set to benefit, with \$11.6 million allocated to the upgrade of our Central Sterile Services Department (CSSD) at North Shore Hospital. Around 95% of over two million reusable medical devices from across our DHB are currently

processed annually through CSSD’s three sites and returned to service.

The planned upgrade of the North Shore Hospital site will help achieve maximum efficiency while providing a safe and timely service delivery for our patients. It’s anticipated the new CSSD will open in 2022.

Work starts on whānau accommodation

The two-storey whānau accommodation planned for the North Shore campus is progressing, with the contract being appointed to GJ Gardner. The project is to be built on-site (currently where Raeburn House is situated) and demolition work is expected to begin before Christmas. This is an exciting opportunity for Waitematā DHB and the new building will be the first purpose-built whānau accommodation for a DHB. The facility will provide accommodation on the ground floor and staff offices on the first floor.

▼ *Whānau accommodation concept design.*



Tōtara Haumaru – our new four-storey hospital building

▼ *Tōtara Haumaru concept design as at November 2020.*



Work is advancing rapidly on Tōtara Haumaru, our new hospital for the North Shore campus. Demolition of the disused Taharoto building has been completed and sections of the shrink wrap and scaffolding around the old building have come down. Preparations are underway for the demolition of the Marinoto and Pupuke buildings, with this phase of the project on track for completion early next year.

Tōtara Haumaru will include up to 150 beds, eight operating theatres and four endoscopy rooms. The four-storey building will be connected to the main hospital by Sky Bridge. The building will create a specialist elective surgery centre to cater to our catchments fast growing population, which is expected to reach 803,550 by 2036/37. It will be the biggest single DHB development in the Waitematā district since construction of the tower block in the early 1980s. Tōtara Haumaru is scheduled for completion in 2023.

Waitakere SCBU refurbishment and expansion begins

The refurbishment and major expansion of the Waitakere Special Care Baby Unit (SCBU) is now underway.

Once completed, the new unit will have capacity for 18 cots in separate bays, with overnight beds to be introduced for mums and partners/support person.

A new bedside baby monitoring system and a dedicated resuscitation bay will be also be added. Another exciting feature of the unit is “The Pavilion” (pictured). This area will include a parents’ lounge and overnight ensuite rooms for families as they prepare to transition home.

The current SCBU facility has moved to a temporary location in the Rangatira ward while construction is underway. Work on the new unit is expected to take 12 months.

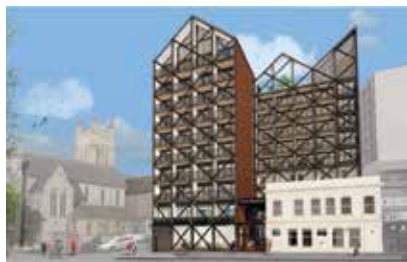
▼ *Waitakere SCBU concept design.*



Launch of our new regional interventional radiology initiative

We have expanded our joint interventional radiology (IR) arrangement with Auckland DHB to set up a new regional service. This initiative will allow us to treat up to 100 patients per month at North Shore Hospital – previously around 30 patients per month were treated. This increased capacity will reduce the need for our patients to travel to Auckland Hospital for treatment. IR is used to treat a range of conditions and we are pleased to be able to offer this expanded high-tech service.

Mission HomeGround – a new addiction treatment centre



We're on track with plans to open a new \$16.7m addiction treatment centre within Auckland City Mission's HomeGround precinct in late 2021.

The Mission's Hobson Street, Auckland site is being transformed into a purpose-built housing, health and social services hub.



This new 'Mission HomeGround' will include both social and medically managed withdrawal services, as well as a range of other health and social services.

The Medical Detox Unit currently based at Pitman House, Pt Chevalier will relocate 10 medical detox beds to the new centre.

▲ *An artist's impression of the HomeGround precinct.*

Wilson Home opens whānau and Snoezelen rooms

The National Child Rehabilitation and Respite Service, which is an important part of our DHB, opened two new rooms at the Wilson Home. A Snoezelen room, pictured, has been created for treating children with high disability needs. This exciting treatment room can provide either a multi-sensory or a single sensory focus, and the lighting, atmosphere, sounds and textures can all be adapted to meet the specific treatment needs of the client.

A new whānau room has been opened to provide a separate space outside of the accommodation rooms for families to socialise with each other. These new rooms will be of great benefit to the many children and families who use this service and we are very fortunate to have such a wonderful facility within our DHB.

▼ *The Wilson Home's new Snoezelen room.*



Kia Ū Ōra, the new Waitematā Breast Service

Work on Kia Ū Ōra, the new Waitematā Breast Service at North Shore Hospital, is almost complete. The centralisation and expansion of this service will allow for the introduction of a new model of care – combining medical, radiation and plastics clinics, and adding to the radiology, mammography and ultrasound capacity. Current off-site procedures will be brought on site. The newly refurbished area is on track to open in January 2021.



▲ *A bird's-eye view artist's impression of Kia Ū Ōra.*

Computed Tomography Coronary Angiogram (CTCA) service at Waitakere Hospital

The CTCA service now offered at Waitakere Hospital will give greater equitable access to our communities located within the Waitakere region. It will have a direct impact on patients who previously had to travel to North Shore Hospital to undergo the procedure. The service is currently being utilised as an outpatient service with plans to move into the inpatient cohort once fully established.

Our services Initiatives for our people

Introducing Allanah Winiata-Kelly in the role of Māori Patient and Whānau Experience Lead

We welcomed Allanah Winiata-Kelly into our Patient Experience team as the Māori Patient and Whānau Experience Lead. Allanah is of Ngāti Ranginui, Ngāi Te Rangi and Tauranga Moana descent.

She was born at North Shore Hospital and is connected to communities throughout Auckland. Allanah will be working across the DHB with a focus on equitable outcomes and enhanced experiences for our Māori patients and their whānau.



▲ Allanah Winiata-Kelly, Māori Patient and Whānau Experience Lead.

eCALD celebrates 15 year anniversary

Our eCALD service was developed by our Institute for Innovation and Improvement (i3) to enhance culturally and linguistically diverse (CALD) cultural competence.

As our population grows in diversity, cultural awareness, sensitivity, knowledge and skills are essential

for our healthcare workers to provide better client and patient outcomes and positive healthcare experiences. Now in its 15th year, eCALD provides e-learning and face-to-face courses as well as digital cross-cultural resources to healthcare workers nationwide.

Altruistic organ donation and the gift of life

Our renal team celebrated World Kidney Day on 12 March by offering the public free health and kidney check-ups at local shopping malls. We also shared the story of live kidney donor John Mackie to raise awareness about the need for more donors.

Having worked as a cardiopulmonary medical technologist, John saw the challenges dialysis patients faced and felt that donating a kidney was something he could do to give back after being given a second chance following some challenges earlier in his life. John underwent surgery last year and a few months after the operation, he received an anonymous card from the recipient of his kidney. He describes the feeling as being one of “enormous satisfaction”. “It is a great feeling knowing I have transformed

someone’s life,” he says. Janak de Zoysa, Clinical Director of Renal, says kidney transplant is the best option for most patients. “About 600 New Zealanders start renal replacement therapy each year – this is a life-saving intervention,” he says. “A kidney transplant offers a better quality of life and prolongs a person’s life compared with someone who needs dialysis.” New Zealand has historically had a low rate of organ donation compared to other countries. However, newly established donor liaison roles across New Zealand and the establishment of the National Renal Transplant Service has resulted in an increase in the number of live donor kidney transplants. Around half of all kidney transplants at Waitematā now come from live donors – typically 12–13 per year.



▲ John Mackie, kidney donor.

KEY FACTS AND FIGURES – OVER THE PAST YEAR



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

Life expectancy for people in Waitematā has increased by **3.3** years since 2001.

Life expectancy for Māori in Waitematā is **80.8** years.

Waitematā residents have the highest life expectancy in New Zealand at **83.9** years.

In the last year we birthed **6,624** babies in our hospitals.

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

We achieved the lowest avoidable mortality rate in New Zealand at **65%** per 100,000 people.

We delivered **32,119** elective surgeries, achieving 99.7% of our national requirement.



We provide dental care to over **290,500** children across the Auckland region.

We employ **8,611** people who represent a diverse range of ethnicities.

We have more than **630,000** people in Waitematā district.

Life expectancy for Māori in Waitematā has increased by **5.1** years over the past decade which shows our inequities are decreasing.

Our smoking rate is one of the lowest in the country at **10%** and dropping.

We discharged more than **122,000** inpatients over the last year.

7.4% of our staff identify as Māori – an increase of **37%** over the last 5 years.



2020
INTERNATIONAL YEAR
OF THE NURSE AND
THE MIDWIFE

Cultural awareness, safety and practice are key to providing safe effective care.

Geraldine Kirkwood, Charge Nurse Manager, Outpatients, Waitakere Hospital

Record number of Māori doctors in Waitematā DHB Specialist Mental Health and Addictions

The number of senior Māori doctors in Waitematā DHB’s specialist mental health and addictions service reached seven – the highest number ever for the organisation.

Three of the five doctors work in Whītiki Maurea addictions team, the DHB’s Māori Mental Health and Addictions clinical service.

Another doctor is based within the Community Alcohol and Drug Services (CADS) and one works in the Child Youth and Family Early Psychosis Intervention team.

Two new Māori psychiatry registrars joined Waitematā DHB’s specialist mental health and addictions service this year.

The appointments represent Waitematā DHB’s on-going commitment to improve Māori health outcomes and to ensure its staff-mix better represents the community that it serves.

Waitakere Hospital’s paramedic pilot

In August we welcomed the first of the appointed paramedics, who started as part of the Paramedic pilot. The pilot is based at Waitakere Hospital and the paramedics have been primarily working alongside the Transit team, transporting our most unwell patients. They have also been on hand to support our busy teams in ED, and other areas of the hospital. The role is the first of its type in New Zealand and we are very pleased to welcome them to Waitematā.



▲ *Leanne Scoringe, Registered Nurse Transit Team, Marja Peters, Charge Nurse Manager Emergency Department Waitakere and Sarah Werner, one of the new Paramedics.*

Matāriki celebrations

Matāriki (July 13th–20th) marks the beginning of the new year for Māori culture when the Matāriki star cluster (Pleiades constellation) rises.

Rikki Solomon joined our Matāriki celebrations to teach us the importance of Matāriki for individuals, families and Aotearoa.

Rikki is a researcher, a qualified funeral director and embalmer and an expert on maramataka (the Māori lunar calendar).

Through his lesson, we learned how the principles of Matāriki, as well as ancient Māori navigation techniques, could be used to guide us in our modern lives today.



▲ *Rikki Solomon, Dame Rangimārie Naida Glavish and Kaumatua Fraser Toi.*

Auckland Regional Dental Service trials telehealth

During the lockdown, Auckland Regional Dental Service (ARDS) formed a Centralised Telehealth team to conduct oral health assessments for children aged six to 15 months of age, of which there are 17,000 enrolled in our service.

As face-to-face clinic appointments weren’t possible during Alert Levels 4 and 3, these phone calls were an important opportunity to introduce ARDS, discuss key messages for that age group, and identify any concerns whānau have about their child’s oral health. These telehealth assessments also assisted ARDS in providing a more equitable service. Māori and Pacific Island whānau do not always have means to visit a clinic for their infant’s appointment.

Our community Everyone matters

Celebrating 20 years of the Warkworth Birthing Centre

In February we celebrated the 20th birthday of the Warkworth Birthing Centre. The centre is a fantastic facility and has been well-utilised by families in our district – to date over 2,500 babies have been born at the centre and over 11,500 women have stayed for postnatal care. Since its opening in the year 2000, Sally Wilson and Sue Wynyard have been the centre’s directors and have taken it from modest beginnings to the great community resource it is today. Sally and Sue both decided to retire after the 20th birthday celebrations and we welcomed Donna Hamilton and Nicky Snedden as the new directors.



▲ From left to right: Nicky Snedden, Donna Hamilton, Sally Wilson and Sue Wynyard.

Beautification of Waitakere pond

The pond area at Waitakere Hospital has been reinvigorated thanks to Well Foundation and Henderson Rotary Club. The Waitakere Pond Beautification project aimed to create a relaxing space for staff, patients and visitors to enjoy. It opened in early December and has been well received.

▼ The pond area after landscaping.



Acknowledging our volunteers

Waitemātā DHB’s “Green Coat” volunteers were thanked for their efforts during special ceremonies to mark National Volunteer Week. National Volunteer Week, which ran from June 21 to 27, honoured those who give their time freely to others. Waitemātā DHB has over 150

volunteers who do everything from greeting people when they arrive at the hospital to providing support in the Outpatients Department and assisting on the wards with delivering meals and spending time with patients.



▲ Waitemātā DHB’s volunteers above left to right: Margaret Glen, Kathleen Foster and Gail Dunn who were recognised for their length of service to the DHB after choosing to retire.

Opening of Uri Ririki

Uri Ririki – Child Health Connection Centre (UR-CHCC) service is a coordination hub focused on ensuring babies and children get their free health checks and immunisations on time. This information will be stored on the National Child Health Information Platform (NCHIP) for the Northern Region. The NCHIP platform will give health providers a shared view of a child’s care including newborn checks, immunisations, well child checks, hearing and vision checks and B4school checks.

Whenua Pupuke Landscaping

A new garden area next to the Whenua Pupuke building at North Shore Hospital was completed in December. The landscaped area, which includes lighting, seating and a traditional Māori medicinal garden, will be a place for our patients, visitors and staff to enjoy – with magnificent views of Lake Pupuke and Rangitoto Island in the distance. Incorporated into the garden are over 500 hand-painted rocks, donated from students at Kristin School, and the installation of a sculpture by west Auckland-based artist, Julie Moselen. The sculpture, handmade from corten steel,

A selection of some of the rocks donated by students from Kristin School.



is called Whenua Pupuke and sits next to the clinical training centre that carries the same name. A sculpture made from wood/raku of a Tōtara tree removed during preparations for Tōtara Haumaru, the new four-storey hospital based at North Shore Hospital, will be added to the garden next year.

This project has been made possible thanks to the tireless efforts of Dr John Cullen. We are very grateful for John’s vision and enthusiasm, and this garden will be appreciated by many.

West Auckland-based artist, Julie Moselen, with her sculpture “Whenua Pupuke”.



Māori-focused, Māori-led flu immunisation

Māori Health Providers in the Waitematā DHB area such as Te Hā Oranga reached out to the community to ensure the most vulnerable whānau were being vaccinated during flu season. We also continued to support health providers and primary care as part of our efforts to accelerate flu immunisation for Māori. At the end of the 2020 flu season, 60% of Māori aged 65 and over were vaccinated against the flu - the same rate recorded for non-Māori /non-Pacific people in this age bracket.

North Shore Hospital Auxiliary Face masks

North Shore Hospital Auxiliary is one of Waitematā DHB’s wonderful volunteer groups that was started over 45 years ago.

During the pandemic, the talented volunteers turned their hand to making cloth face masks. They were sold for \$5 each, as a “service to the community”. This was made possible by volunteer time and using donated fabrics, with only elastic to pay for.

The auxiliary provides knitted blankets, polar fleece capes, baby blankets, baby gear, toiletries and other items to patients at North Shore and Waitakere Hospitals.

Community podiatrists learning new skills from Waitematā DHB specialists

A new study found that the community podiatry workforce had limited experience working with diabetic patients who were at high risk of foot ulcerations. To help combat this, a number of community podiatrists worked alongside specialist podiatrists at North Shore and Waitakere hospitals. They gained knowledge in assessing and caring for people with complex foot conditions while continuing to work in their community practices.

The skills these podiatrists have acquired have flowed back into their community practices, resulting in increased awareness of risk and early detection of issues.



Accolades Achievements from 2020

Dr Rachel Mackie – the new Chair of Te Akoranga a Māui, The Royal New Zealand College of General Practitioners Māori representative group.

Te Akoranga a Māui supports the Māori GP workforce and advocates for the needs of Māori in the communities they serve. Rachel advised on the College's recently developed Cornerstone equity module, which is part of the quality standards for GP practices. She has worked in multiple general practices in New Zealand for a number of years before joining Waitematā DHB in 2019 as a clinical project lead, working on initiatives that promote equity in primary care. Congratulations Rachel on your appointment as the Chair of Te Akoranga a Māui, The Royal New Zealand College of General Practitioners Māori representative group.

Dr Rachel Mackie, the new Chair of Te Akoranga a Māui.



University of Auckland's School of Medicine Distinguished Clinical Teacher Awards

Two of our people, Nav Sidhu from Anaesthesiology and Wendy Burgess from Obstetrics and Gynecology, were recognised at the University of Auckland's School of Medicine Distinguished Clinical Teacher Awards. These awards are given to clinical teachers who have made outstanding and valuable teaching contributions to their departments.

Deepa Hughes – honorary member of the New Zealand Dental Association

Deepa Hughes, a valued member of the Youth Health and Oral Health arm of our Planning and Funding team, was named an honorary member of the New Zealand Dental Association. Throughout her career, Deepa has been involved in a number of dental health initiatives, including the set-up of a programme that offers free dental care to low income adults, and the development of the National Oral Health Training Programme for Caregivers of Older People. She has also played a key role in incorporating oral health screening as part of the

Well Child Tamariki Ora programme, and was involved in training non-oral health professionals to perform these screening checks.

Deepa Hughes, Programme Manager, Planning Funding & Outcomes.



Dr Janak de Zoysa – Health Research Council (HRC) funding award

Dr Janak de Zoysa was awarded just over \$1 million from the HRC to participate in an international research study. ACHIEVE is a large, randomised, multinational trial that will investigate whether the drug spironolactone might reduce cardiovascular mortality in dialysis patients. Spironolactone prevents cardiac disease and sudden death in patients who do not require dialysis and small trials suggest it may also benefit those who do. This study will test the theory further. Research proposals must be of a very high standard to be

granted funding from the HRC and this is an outstanding achievement – both for Janak and our DHB.

Dr Janak de Zoysa, Consultant Nephrologist Renal Service.



New Zealand Primary Healthcare Awards He Tohu Mauri Ora

Waitematā DHB won two awards at the 2020 New Zealand Primary Healthcare Awards He Tohu Mauri Ora. True Partnership in Care: E-Consultation, lead by Jono Hoogerbrug and Peter van der Weir won the Southern Cross Health Insurance primary and secondary integration award, and Every Patient, Every Time – making you safer when you visit the GP/Pharmacy, led by our Safety in Practice Team, won the ACC patient safety award. Both initiatives were developed or supported by our Institute of Innovation and Improvement (i3).

Waitematā DHB's Māori Nurse of the Year

Waitematā DHB was honoured to present Chloe Maeva with the korowai (traditional Māori feather cloak) as this year's winner of the Te Kauae Raro Māori Nursing and Midwifery Award. The korowai is passed from winner to winner each year and is highly symbolic of the DHB's organisational values.

Chloe, who is of Te Rarawa, Ngāi Takoto and Ngāti Kurī descent, is partway through her Masters of Nursing, and plans to become a Nurse Practitioner to widen the scope of what she can offer and achieve with tangata whai ora (service-users).

Chloe Maeva, this year's winner of the Te Kauae Raro Māori Nursing and Midwifery Award.



Pharmacist of the year

Joanna Hikaka was named 2019 Pharmacist of the Year by the Pharmaceutical Society of New Zealand. Joanna is currently working towards a PhD at Auckland University's School of Pharmacy on the equitable access to and quality use of medicines and medicines related care for older Māori in Waitematā DHB. Not long after her win, Joanna received another honour – two Health Research Council grants. They awarded her the Māori Health Knowledge Translation Grant and Health Delivery Research Activation Grant.

Congratulations Joanna on your achievements!

Joanna Hikaka, 2019 Pharmacist of the Year.



Health Care Provider Service Individual Awards section of the Minister of Health Volunteer Awards

North Shore Hospital volunteer Peter Taylor was announced the winner of this year's Health Care Provider Service Individual Awards section of the Minister of Health Volunteer Awards. Peter donates his time to helping our Sustainability Team

and plays a valuable role in our PVC Recycling Programme, collecting the hospital's used PVC (mostly oxygen tubing and masks) so that it can be transferred to a partner recycling organisation and re-manufactured into children's playground matting.

Dr Jocelyn Peach, Director of Nursing and Emergency Planning with North Shore Hospital volunteer Peter Taylor.



Dr Lara Hopley wins Clinical Informatics Leadership Award

Congratulations to Dr Lara Hopley, pictured with Ministry of Health Deputy Director General Data and Digital Shayne Hunter, the recipient of this year's Health Informatics New Zealand (HiNZ) Clinical Informatics Leadership Award. The awards recognise the contribution clinicians make to the digital health sector. The winner of was decided by public vote, with more than 1000 public votes being cast. Judges noted Lara's significant level of expertise and skill across a broad range of informatic areas, her willingness to share her knowledge with colleagues and her advocacy for user design and proactive change management. Lara is an anaesthetist based at North Shore Hospital and also holds a clinical advisory role within our Institute for Innovation and Improvement (i3). During our response to COVID-19, Lara was involved in the development of texting negative test results to patients' cell phones, putting results into the hands of patients.

Ministry of Health Deputy Director General Data and Digital Shayne Hunter and Dr Lara Hopley.



Te Tohu Hauora Award for Courageous Leadership

Dr Karen Bartholomew, Director of Health Outcomes, and Dr Andrew Old, Clinical Director of Health Gain, along with Dr Doone Winnard from Counties Manukau Health, were awarded the Te Tohu Hauora Award for Courageous Leadership at this year's National Hauora Coalition (NHC) Annual Provider Awards. Karen and Andrew co-led the COVID-19 regional planning & intelligence response as part of the Northern Region Health Coordination Centre. In addition to this, Karen was recognised for her leadership on addressing healthcare inequities and Andrew for his achievement in securing a Harkness Fellowship in the USA. Dr Doone Winnard was also recognised for her work on the regional COVID-19 response and her leadership on population health issues. Congratulations on a well-deserved win!

Dr Doone Winnard, Dr Karen Bartholomew and Dr Andrew Old.



Dr Georgina McPherson – providing a voice to Pacific women

Dr Georgina McPherson completed her research on Pacific women navigating colposcopy services. Georgina was awarded a Health Research Council grant to undertake this study, which aimed to provide a voice for Pacific women and the development of health policy which aspires to reduce the disparities Pacific women face when navigating colposcopy services. Georgina, who is New Zealand's first Pacific nurse practitioner, is committed to

improving the health care of Pacific women. This year she achieved her professional doctorate, researching the multifaceted reasons why there are often delays in assessments of Pacific women following a high-grade smear abnormality. Georgina has been able to use the findings of her research to implement changes to our colposcopy services - making them a more supportive, culturally responsive environment.

Dr Georgina McPherson



Innovations **Better, best, brilliant**

Telehealth pod use maintains patient care

We have been trialling the use of a soundproof pod in the Outpatients Department at North Shore Hospital as a way of ensuring patient privacy during telehealth consultations. The pod includes the digital technology needed to video call or phone patients at their home or workplace for consultations that would normally have been held face-to-face.



▲ *Dr David Grayson demonstrates the new telehealth pod.*

New cardiac ultrasound devices

We introduced pocket-sized ultrasound devices which allow brief focused imaging of the heart using a conventional cardiac ultrasound probe attached to a small handheld tablet. They replaced the need for echocardiograms when diagnosing and treating acute cardiac events. Their portability means they can reach emergency events faster, giving critical diagnostic information to the clinician.



▲ *The new pocket-sized ultrasound devices.*

2D wristbands for our patients

Our patients are believed to be the first in the country to try out a new wristband designed to improve patient identification, comfort and safety. The wristband has a small, square 2D barcode printed on it that can be scanned by a phone, tablet or hand-held scanner at the bedside, giving staff instant and accurate information about the patient.

This critical information stays with the patient as they move through the hospital, improving quality of care.

The wristband is made from softer material, making it more comfortable for a patient to wear.

Surgical implant tracking system

The team at our Institute for Innovation and Improvement (i3) has created a “DHB first” by developing a simple, low-cost system to record and store bar codes of surgical implants.

This means any patient impacted by a product recall can be quickly identified and followed up on.

This new innovation allows bar codes on implant packaging to be quickly scanned so that the details identifying the make, manufacture date and lot number of the implant can be entered into the system and included on the patient’s electronic record.

Social media connecting with our community

Waitematā DHB’s social media channels proved to be a key platform in our COVID-19 response to connect with our communities. We were able to communicate directly to our district with important information, visitor policy updates, community testing sites and changes to our services. The public frequented our Facebook page, with a single COVID-19 update reaching 77k people. It also gave us the chance to celebrate our frontline staff and the incredible efforts that our workforce went to during this time. Here are some of the greatest hits of 2020, and look out for the launch of our Instagram page next year:

Waitematā District Health Board

We send our deepest condolences to the Samoan community and the family of respected matua (elder) Levaopolo Seupule Mupopo Siaso Tiava'asu'e, who died peacefully on Easter Sunday morning.

He was a strong supporter of his people and of Waitematā DHB and his cultural knowledge and wisdom were invaluable at multiple levels for both patients and staff – playing a key role in our continual drive for equity.




50,265 People reached	10,432 Engagements
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We said farewell to our respected matua (elder) Levaopolo Seupule Mupopo Siaso Tiava'asu'e this year. Levao was our Lead Matua for Takanga A Fohe, our Pacific Mental Health and Addictions Services. His guidance and counsel over his many years with us will be sorely missed. May he rest in eternal peace.

Waitematā District Health Board

We are limiting the number of visitors to our hospitals as we boost our response to COVID-19. We are currently in the 'Keep it out, Stamp it out' phase and think this is a necessary step to protect our patients and our staff - allowing us to focus on continuing to provide care. Visitors to patients should be limited to two healthy adults and children under 15 will not be allowed to visit unless there are compassionate reasons (e.g. a patient is near end of life) that make them exempt. These decisions will be made by the nurse, or



52,691 People reached	5,748 Engagements
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During the height of the pandemic in New Zealand, our community turned to social media for information on our changing visitor policies.

We were able to quickly and efficiently communicate these changes.

Waitematā District Health Board

#SHARE | CORONAVIRUS UPDATE: !

There are currently no cases of the Coronavirus in New Zealand.

The World Health Organisation is advising that people follow basic hygiene techniques to protect themselves, like thorough hand washing and coughing/sneezing into your arm or a tissue.



77,529 People reached	13,613 Engagements
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This post was our first COVID-19 update of 2020 – before we had a single case in Aotearoa.


It has become our biggest post of the year, reaching 77 thousand people.

Waitematā District Health Board

These are some of the faces of our country's heroes. 🇳🇿

Healthcare professionals on the front line and behind the scenes are working tirelessly to serve and protect our people from COVID-19. Let's take a moment to thank and appreciate them.

Today we acknowledge our cleaners - never has their role been more crucial.



32,476 People reached	8,135 Engagements
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Our clinical services staff have played a crucial role in 2020. Never has their work been more important.

During the height of the pandemic in New Zealand, they rallied together, sometimes taking extra shifts and covering where needed.

Waitematā District Health Board

Share some love for hospital staff! 🙌💙

Healthcare professionals are our country's heroes, now more than ever.

"I got into healthcare for two reasons - I was inspired by my mum, who was a nurse, and I love to help people. It feels great coming in every day to assist in the fight against COVID-19. I'm proud to be doing something positive in the community." - Sam Hay, Health Care Assistant, North Shore Hospital.

A massive thank you to our staff! We're proud of your efforts. 🙌

#SupportHealthcareStaff



15,018
People reached

4,069
Engagements

The #SupportHealthcareStaff hashtag was used to highlight the fantastic work being carried out by our workforce. We featured staff, in their own words, from all over the DHB. Every post received an outpouring of support from staff and the community alike.

Waitematā District Health Board

Fighting together against COVID-19 🙌

Healthcare professionals on the front line and behind the scenes are working tirelessly to serve and protect our people from COVID-19. Let's take a moment to thank and appreciate them.

These are the faces of some of our cleaners and clerical staff, radiology assistants, radiographers, nurses and doctors in North Shore Hospital's Radiology Department.



15,633
People reached

2,418
Engagements

A post from our people to the community.
A reminder of our togetherness even in the face of such uncertainty.

Waitematā District Health Board

#ThrowbackThursday This gorgeous photo was taken of Margaret Golding (nee Hands) in bed with her son, Christopher Thomas Hands, the firstborn boy at North Shore Hospital, 1 August 1958. Other women and their babies were included in the photo to mark the occasion. 📸

North Shore Hospital's original maternity ward opened on 28 July 1958. Within three months, the North Shore Times reported 193 babies had been born in the new hospital, including three sets of twins.



22,430
People reached

4,554
Engagements

We called out to the community and asked that if they worked, were born, or had a baby between 1958 and 1988, in the original maternity ward at North Shore Hospital they share photos for our time-capsule. The response was great!

Waitematā District Health Board

A massive thank you to Frans van Dorsser (in the hi-vis) from Blooming Hill Flowers, for donating beautiful fresh bouquets to our staff today. 🌸🌹💐

Frans had the idea to gift the flowers to our healthcare workforce when COVID-19 restrictions meant he wouldn't be able to sell his current stock.

Just another example of the love and appreciation our communities have for essential workers on the front line in the fight against COVID-19.

Thank you Frans! And thank you to our staff for all you do. 🙌



19,797
People reached

8,478
Engagements

During the first lockdown, a local flower grower turned the news that he was unable to sell his current stock into an opportunity to give back to essential workers, gifting hundreds of bouquets to our staff.

Waitematā DHB Health Heroes



Maura Murphy

Clinical Nurse Specialist
Occupational Health and Safety

Nominated by Dr Jocelyn Peach

“Maura led the Occupational Health and Safety nursing team contact tracing efforts. She demonstrated kindness, empathy, patience and skilled ability to engage with people who were stressed. Maura remained calm and consistent with the team so that they could maintain resilience over many weeks of intense work. She exhibits an approach that she always has time for the people she is working with and that their needs are important. We are fortunate to have Maura work for us.”



Dr Mike Hulme-Moir

Surgeon

Nominated by Gaye Tozer

“Mike supported the bid for our DHB to deliver the bowel screening pilot – confident that a screening programme would reduce the risk of cancer developing and, where cancer had developed, that it would be identified earlier when treatment was likely to be more effective. The success of the pilot has been widely acknowledged in New Zealand and internationally.

Mike was totally committed to making it the best pilot it could possibly be and the ongoing success of the programme is a fitting legacy to his efforts.”



Vicki Scott

Senior Programme Manager,
Funding Team – Primary Care

Nominated by Tim Wood

“Vicki stepped in to the Measles IMT to work with Public Health Organisations (PHOs), general practices and the Ministry of Health to develop messaging and supply management to ensure patients with the highest needs have access to the vaccines. This involved working directly with general practice teams who have been concerned about being able to have enough stock to vaccinate and PHOs to understand where the supply is and is not and getting supplies moved to where they are most needed.”



Lee-Ann Weiss

Laboratory Manager

Nominated by Brad Healey

“Lee-Ann was at the forefront of testing at national and regional levels. She drove the introduction of molecular testing for COVID-19 in our labs which led to a huge improvement in regional turnaround time of results from up to two days down to 12–18 hours. Despite being a smaller lab, we now have a similar range of testing options and more flexibility in delivering testing for our patients. This includes a rapid testing platform at Waitakere Labs. Lee-Ann always looks after all of her staff, taking their welfare to heart and managing them in a sensitive and caring way.”

Kingsley Mortimer Unit Nursing team

Nominated by Katie Weatherstone

“The Kingsley Mortimer Unit nursing staff beautifully cared for a patient who was dying. As members of a mental health unit, they do not often look after dying patients and could have decided to transfer him to another ward for end-of-life care. However, the patient and his family were well known to staff so the team chose

to continue to care for him on the unit. They carefully managed his symptoms and were extremely attentive and caring towards him and his family. They went beyond their usual practice, putting the patient and his family first. They really demonstrated the organisational value of ‘with compassion’.”



Waitakere Hospital cleaners

Nominated by Trish Humphreys-Grey

“During the COVID-19 crisis, the Waitakere cleaning team really stepped up to the challenges and extenuating circumstance of this pandemic. They maintained patient rooms and hospital areas in accordance with the ever-

changing processes and policies and often worked extra hours and extra shifts to ensure the safety and wellbeing of not just the patients but staff who worked in these areas.”

Occupational Health and Safety team

Nominated by Debbie Jensen

“During COVID-19, the entire Occupational Health and Safety team went above and beyond their normal duties. They all worked very long hours to ensure that the correct processes were set up at each alert level so that staff were updated, informed and had someone to contact if they had queries about the pandemic. They have done this with care and consideration so that ‘everyone matters’.”



Christmas cheer

Christmas always brings a little bit of colour to our DHB. Here are some of this year's highlights.



1



2



3



4



5



12



11



6



NCRS'S 12 DAYS OF KIWI CHRISTMAS



8



7



10



9

“everyone matters”

“with compassion”

“connected”

“better, best, brilliant”



“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