

# NOVA

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THE OFFICIAL NEWSLETTER FOR  
AUCKLAND DISTRICT HEALTH BOARD  
October 2012

**Inside this issue:**

- Welcome to new faces in the Senior Leadership Team
- Your thoughts on Nova
- Literary Award winner at ADHB



**DRY JULY**  
Clear your head, make a difference®

Date: 5/9/2012

Pay: THE REGIONAL CANCER & BLOOD SERVICE

\$ 550,076.69

The sum of: FIVE HUNDRED & FIFTY THOUSAND & SEVENTY SIX DOLLARS & 69cents

Dry July Foundation  
dryjuly.co.nz



A handwritten signature in black ink on the bottom right of the check.

## Joint Interim Chief Executives



Margaret Wilsher

Ngaire Buchanan

It's been a privilege to steer the ship through six months of intense activity. As we hand over the tiller and welcome our new Chief Executive Ailsa Claire we both take the opportunity to extend heartfelt thanks to you all for the extraordinary support we have enjoyed.

We have dealt with significant change in our leadership ranks while continuing to deliver on the demands of serving our patients, staff and community.

Highlights of the whirlwind 24 weeks include the government formally congratulating us for our performance in elective surgery. We delivered 11,951 elective surgery discharges – a 7% increase on 2010-11 figures. This elective success should be seen in the context of our organisation meeting four of its six National Health Target performance benchmarks in 2011-12 while grappling with the ongoing financial challenges and the beginnings of the peak winter season and its workload.

Acknowledgements are due not only when we have success to celebrate. The reality is that the acute flow (6 hour emergency department) target is unlikely to be met for the first quarter 2012-13. But we see a great deal of work going into getting back on track for the rest of the year. We thank the teams involved for their efforts there and will be sure to keep the organisation appraised of developments.

Another highlight was the extraordinary response of the organisation to the challenge of avoiding a deficit last year. We did break even and, in fact, made a small surplus. This was another cause for celebrating the efforts of all those who tightened belts, reviewed plans and reduced expenditure. The challenges of clinical complexity, rising demand and cost mean this challenge really is the new reality and we must continue to be very careful in how we spend scarce healthcare dollars.

This includes managing collaboratively across the region to seek out and take opportunities to share resources. Our close ties with the region can be seen in the work that has gone into the Northern Region Health Plan and in the closer collaboration with Waitemata District Health Board. We also acknowledge their support in respect of mental health leadership and 'lending' Rosalie Percival to manage the Chief Financial Officer role.

We have also stepped outside of our own four walls in the way staff have engaged with the Health Quality and Safety Commission, in the interests of greater quality of care and more patient safety. A case in point is the Central Line Acquired Bacteria initiative. This infection reduction initiative has delivered significant results and is also an example of our values in action - integrity, respect, innovation and effectiveness made tangible by way of patient benefits.

Those are values we know Ailsa shares and to which she will be bringing a fresh new approach. So again, please join us in welcoming her, in saying haere mai, haere mai welcome back home to the land of your birth.

## Top Literary Award for Julie

By day Julie Helean, writes our planning and accountability documents here at ADHB and at night she flips into creative overdrive with her fiction writing.

The creative writing paid off for Julie when she won the 2012 Katherine Mansfield Award last month at the BNZ Literary Awards. The Award was presented for her short story *Misjudged*, the story of a child's struggle to meet an expectation she is not quite ready for. The Katherine Mansfield award followed a 'highly commended' earlier in the year from the NZ Society of Authors for another short story by Julie.

While short stories require specific crafting, Julie is keen on novel writing. Her Central Otago based novel, *The Open Accounts of an Honesty Box*, has been in book shops for over a year and is now being produced for radio. And she has another book in development.

Julie who joined ADHB in 2001 says it was her Masters in Creative writing from Auckland University that really gave her the springboard to launch into serious writing. "I've always loved writing, especially bringing the imaginary world to life," says Julie. "Winning the Katherine Mansfield Award was beyond even my imagination. It's been amazing to get this feedback."

Well done to Julie on this fabulous achievement.



Julie Helean, Manager Planning and Service Development.

## Vital Signs

coming soon

Want to know about the outlook for ADHB over the next six months?

Then come along to the next series of Vital Signs presentations and hear about the challenges and opportunities on the horizon. Vital Signs are being held from 23 October to 6 November 2012.

Check out the CEO pages on the Intranet for dates and times.



## Freecycle @ ADHB

Have you got spare cartridges you don't need? Stationery in your cupboards you aren't using? Then why not use freecycle to advertise!

Freecycle, a new section on the Intranet noticeboard was put in place following a suggestion from Data Analyst, Dallas Goldie. "I have already managed to acquire two toners from Freecycle saving our department over \$300.00", says Dallas.

You can find a link to the noticeboard from the home page of the Intranet.

## Did you know?

- 0** The number of people who waited longer than six months for their first specialist assessment in 2011/12 (last year the number was 683).
- 821** The weight in kilos of the heaviest pumpkin recorded – Don't forget your pumpkin for Halloween on 31 October.
- 29** The percentage of people in the ADHB region of Asian ethnicity (others who make up our diverse population are 52% pakeha, 11% Pacific, 8% Maori and 2% other).
- 2098** The number of people who signed up to New Zealand's first Dry July campaign – see page 4 and 5 to find out more.
- 45** The age every women in New Zealand is eligible for free breast screening – October is Breast Cancer awareness month.
- 7** The maximum times a piece of paper can be folded in half.

### Applications close for Healthcare Excellence Awards 2012

Thank you to everyone who took the time to apply for this year's ADHB Healthcare Excellence Awards. Again a high calibre of applications was submitted for achievements in Education, Research, Clinical Excellence and Process and Systems Improvement.

The finalists will be announced on 22 October and the winners will be revealed at the Healthcare Excellence Awards function on 28 November.

The Awards are made possible with support from A+ Trust, Starship Foundation and this year's new sponsor Quality Hub.

### New wi-fi hotspot in Auckland City Hospital

Accessing emails and the web is now easier and cheaper for patients, staff and visitors at Auckland City Hospital.

Free one hour Wi-Fi connection is available on Levels two, three, four, five, eight and nine of the main hospital building along with most patient ward areas in Starship and some areas in the support building.

This free service, subsidised by Vodafone will be trialed for one year.

### Starship ED is turning 20

The Children's Emergency Department (CED) at Starship Hospital celebrates its 20th anniversary on 21 December.

The CED team wants to contact former staff members and those who may have worked closely with the department to invite them to a special celebration event.

Please contact Anna-Marie Grace on [annamariereg@adhb.govt.nz](mailto:annamariereg@adhb.govt.nz) or Kathryn Johnson on [kjohnson@adhb.govt.nz](mailto:kjohnson@adhb.govt.nz) for more details.



# Raising a glass to our successful Dry July campaign



Good result: A+ Trust Chair Dr Richard Frith, Ambassador Kerre Woodham and Northern Cancer Network Clinical Director Dr Richard Sullivan celebrate the success of the Dry July campaign.

Auckland City Hospital to the top of the leaderboard for both donations and participant numbers against 19 other hospitals across Australia.

Sydney's Royal North Shore Hospital was second in both categories, raising \$439,426 from 1653 participants.

Dry July struck a chord with New Zealanders – even featuring in the Shortland Street storyline – and was supported by high-profile ambassadors including broadcaster Kerre Woodham and actor Temuera Morrison.

It also showcased what can be achieved when teams unite their energy and expertise – Cancer and Blood, Communications, MedPhoto & Graphics, the Northern Cancer Network and the A+ Trust receiving donations and issuing receipts.

Dry July's Australian founders approached ADHB late last year to be the NZ pilot site for the concept and were amazed by what followed.

"We are thrilled and overwhelmed by the Kiwi response to our first Dry July in New Zealand," said charity founders Brett Macdonald and Phil Grove.

"Raising over half a million dollars is beyond a success for us and each and every DJ (participant) and supporter should be proud of their efforts helping, supporting and raising much-needed funds for adults living with cancer at Auckland City Hospital.

"We really hope you all enjoyed your Dry July challenge and we can't wait for next year!"

The funds will be spent in the coming months on several projects making life a little easier for adult cancer patients receiving treatment at the Regional Cancer and Blood Service, based at Auckland City Hospital.

This will include the installation of Wifi in the Cancer Service's waiting rooms, new chemotherapy treatment chairs, better play equipment for patients' children and a re-vamp of the atrium area to create a healing and reflection garden.

Northern Cancer Network Clinical Director Dr Richard Sullivan said the Dry July funds would make a real difference to people living with cancer.

"The generosity of Kiwis in their support for Dry July has been phenomenal," Dr Sullivan said.

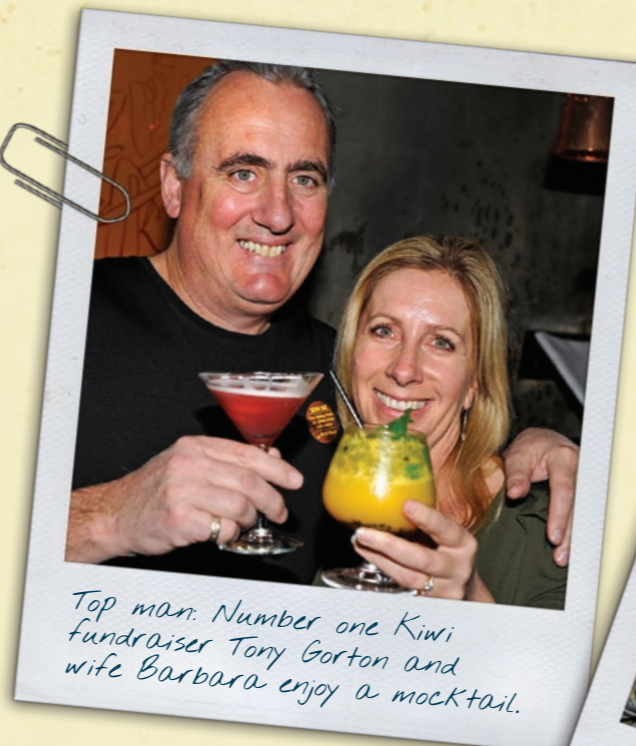
"It will let us go ahead with a range of projects that would normally fall into the 'nice to have' category but which will improve the patient experience and make the treatment journey that little bit brighter."

Cancer patients from the Northland, Waitemata and Counties Manukau DHB areas will benefit equally from the improvements as they are also treated by the regional service.

Adult cancer patients from across the upper North Island can look forward to improved treatment conditions, thanks to the amazing success of our debut Dry July fundraising campaign.

A total of 2098 participants raised \$550,076.69 for the Northern Regional Cancer and Blood Service by going alcohol-free for the month of July and seeking sponsorship.

The result catapulted



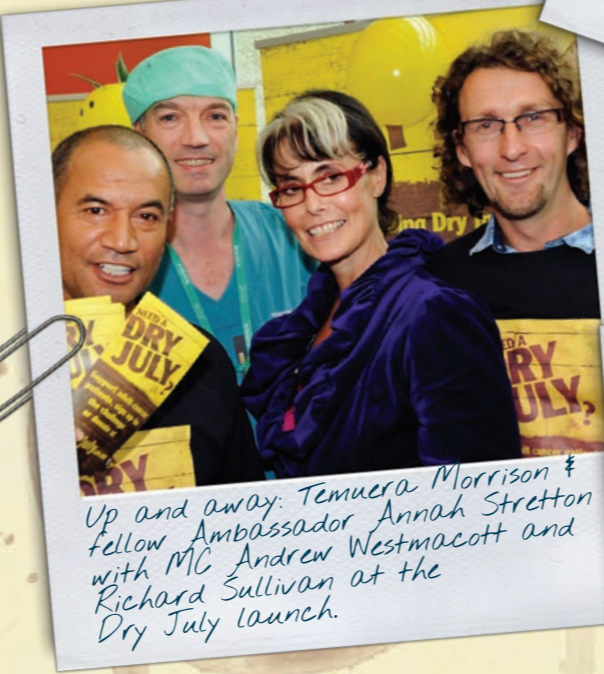
Top man: Number one Kiwi fundraiser Tony Gorton and wife Barbara enjoy a mocktail.



Team effort: Dr Richard Sullivan with Dry July participants during a 'Mocktail Night' fundraiser.



Star turn: Ambassador Temuera Morrison with patient Sarah Cornelius during a visit to the Regional Cancer and Blood Service.



Up and away: Temuera Morrison & fellow Ambassador Annah Stretton with MC Andrew Westmacott and Richard Sullivan at the Dry July launch.



Ladies' night: Kerre and friends get into the spirit on 'Mocktail Night' at SPQR Cafe and Bar, Ponsonby.



Moral support: Kerre offers some words of encouragement to patient Jess Finnigan.

# First, Do No Harm – perhaps this is a matter of ‘mental toughness’



Dr Lester Levy, Board Chair

One of the pillars of the Northern Regional Health Plan is ‘First, Do No Harm’ which as you would expect has a particular focus on patient safety.

When clinical incidents or adverse events occur our first thought is often that there must be some kind of system failure and of course that may well turn out to be the case. A considerable number of the clinical incidents and adverse events that are brought to my attention, are not based on system failure, but reveal a disquieting lack of critical thinking. When I link my own observations with research that has shown a lack of critical thinking is a factor in more than half of adverse clinical events, then in my view it is definitely worth highlighting the need for all those involved in patient care to reflect on their own capacity for critical thinking.

Healthcare is complex and fast moving and it is in this type of context that the need for critical thinking is so essential. When I think about critical thinking, I also contemplate ‘mental toughness’ (a term much more usually associated with top level sporting performers), which I define as the capacity to achieve optimal performance independent of circumstances. It is all very well to be able to review current information, gather new information, recall knowledge, interpret, discriminate, relate, infer, match, predict and synthesise when the pace is sedate – the real test of your capacity for critical thinking is when the pace is not sedate.

It is not only sports-people that should be giving consideration to the development of their ‘mental toughness’, in my view, this is an essential attribute of the safe health professional. If you translate the major attributes of ‘mental toughness’ from sports psychology to clinical situations, then it would be worth thinking about:

- Flexibility – ability to absorb the unexpected
- Responsiveness – remaining engaged and connected with a situation when under pressure
- Strength – capacity to keep going against what seem to be insurmountable odds
- Courage – suppressing the temptation to cut corners and to make the hard but right decisions
- Resilience – capacity to rebound from disappointments and remaining optimistic in the face of a difficult set of problems

Some questions always worth asking when faced with difficult situations are:

- Let me think this through
- This is one option, let me explore others
- What would be the possible outcome of this approach
- Let me consider some alternatives
- Let me figure this out

Your capacity for critical thinking and your ‘mental toughness’ are pivotal to safe patient care.

# Recent leadership changes at ADHB

Over the last few months we have welcomed some new members to our Senior Leadership Team. Here they are:

## **Ailsa Claire, Chief Executive**

Ailsa joins ADHB as our new Chief Executive this month.

She returns to New Zealand after living and working in the United Kingdom for the last 30 years. Before joining ADHB Ailsa was Chief Executive at NHS Barnsley. Most recently she was on secondment with Sir David Nicholson, Chief Executive of the NHS making the NHS more patient-focused through culture change and effective use of new technologies and information.



## **Margaret Dotchin, Executive Director of Nursing**

Margaret was appointed Executive Director of Nursing in June this year.

The appointment follows a long history of working at ADHB, which has included Nurse Director for Adult Services and general management and nursing leadership roles.

Margaret is passionate about nursing and the contribution the profession brings to the delivery of safe, high-quality, compassionate, family-centred care.

## **Sue Waters, Executive Director Allied Health, Scientific and Technical**

Sue joined us in July as Executive Director Allied Health, Scientific and Technical replacing Janice Mueller.

A New Zealand-qualified physiotherapist, Sue has returned after living and working in the United Kingdom for most of her working life. Her most recent role was as Professional Lead for Allied Health Professionals, Healthcare Scientists and Pharmacists at Guy's and St Thomas' NHS Foundation trust.

## **Karin Drummond, General Manager Women's Health**

Karin came back to ADHB in September to take up the position of General Manager of Women's Health. She has previously held nursing and leadership roles at Starship Hospital from 1992 to 2006.

Karin joins us from Townsville Health District Service in Australia where she was Operations and Nursing Director of Emergency and Medical Services. She also spent a number of months as the Acting Director of Nursing and Midwifery.

## **Sarah Little, Nurse Director Child Health**

Sarah has a very strong interest in Auckland's paediatric services having previously worked in Starship. Sarah returned to the DHB in July bringing extensive leadership experience in paediatric nursing.

More recently Sarah was Clinical Nurse Director, Kidz First Hospital and Community Women's Health at Counties Manukau District Health Board.

# Welcome back to Nova

After a temporary suspension Nova magazine is now back to monthly production and you will notice some changes as a result of what you told us in the Nova survey earlier this year.

Firstly, thank you to everyone who completed the Nova survey, this year we received more than 1500 completed surveys. Congratulations to our two lucky readers, Susan Comber and Sara Yuan who each won a Westfield Voucher in the survey prize draw.

The results of the survey were mostly positive with 80% of you rating Nova as good or excellent. However there were some areas where you thought we could do better and as a result we are making some changes.

## Here is a summary of the results of the survey and some of the changes we are planning:

- 47% always read Nova
- 93% feel there is a good balance of work-related and general interest stories
- 56% felt Nova was good for content, ease of reading, layout and design, photography and variety of topics
- 41% felt Nova was relevant to their work

### What you like best about Nova

- Seeing your colleagues featured
- The variety of issues covered
- Sharing achievements and celebrating success
- Easy to read short stories showing a human side to the variety of work around ADHB

### What you liked least about Nova

- The articles can sometimes be written in a way that is patronising
- Long wordy articles
- Nova doesn't tackle enough controversial topics or allow for reader feedback
- There was an event split between people who want more clinical stories and those who would prefer less

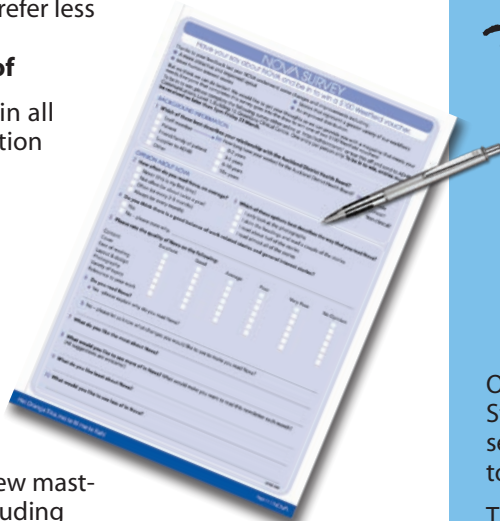
### What you wanted to see more of

- Profiles on people and teams in all different parts of the organisation
- Innovation at ADHB
- More fun – quizzes and competitions
- Facts about the organisation
- Patient feedback and compliments

### What we are doing differently

We've changed the look with a new mast-head and some new features including 'Did you know'

We have brought back the travel competition and will be looking at other competitions and quizzes for future editions.



## walking the talk for child abuse

Our very own fitness fanatic Joe O'Neill from Clinical Sterile Supplies and his friend Vasa Tasele will be setting out on a challenging 650k walk from Auckland to Wellington this month.

The pair are walking to increase awareness of child abuse and raise money for Starship in the process.

If you want to show your support you can donate via their fundraising page [www.fundraiseonline.co.nz/VasaTasele/](http://www.fundraiseonline.co.nz/VasaTasele/)



## Staff congratulated for elective surgery work

Dr Paul Hutchison MP and Joint Interim CEO Ngaire Buchanan with a selection of ADHB staff responsible for our outstanding elective surgery performance.

It was a case of smiles all round recently when the hard work of the many staff who contributed to our elective surgery performance was officially recognised.

Dr Paul Hutchison, MP for Hunua, and Health Select Committee Chair presented a certificate for outstanding achievement on behalf of the Minister of Health.

It recognised ADHB's success in increasing elective surgery throughput and reducing waiting times for patients during 2011-12.

During the year, a record 11,951 elective operations were performed and no patient waited more than six months for their procedure.

"These improvements are very good for patients. Prompter treatment improves recovery and gets patients back to normal life sooner," Dr Hutchison said.

"I'd like to personally thank all staff for their hard work and dedication in improving health services for the people of Auckland."

Joint Interim CEO and General Manager Operations and Clinical Support Services Ngaire Buchanan paid tribute to the many staff who had delivered the elective surgery results.

"It is wonderful to see our staff being recognised for the outstanding work they do on behalf of our patients," Ms Buchanan said.

"The increased elective surgery throughput and reduction in waiting times we have achieved is the product of many different surgical teams working together to place the patient at the centre of how services are delivered."

ADHB achieved four of the six National Health Targets for 2011-12 – improved access to elective surgery, shorter stays in emergency departments, shorter waits for cancer treatment and increased immunisation.

# Orbit Welcome to the travel remedy



## Monthly Competition

The winner of this month's competition will receive one night's accommodation at Travelodge Wellington.

The 4 star Travelodge hotel is located the heart of Wellington's Central Business District, with shops right on the hotels doorstep and the famous Wellington Cable Car, government buildings and Te Papa Museum all a five minute walk away. The accommodation rooms are fresh and contemporary, refurbished with new, modern amenities. The Travelodge rooms look out over the beautiful Wellington skyline or the famous sparkling Wellington harbour.

### Question:

**Which NHS Primary Care Trust was Ailsa Claire Chief Executive of prior to returning to New Zealand to become Chief Executive of Auckland DHB?**

To enter, simply answer this month's question and send your entry to [novan@adhb.govt.nz](mailto:novan@adhb.govt.nz), subject line 'monthly competition', or mail to the Communications Department, Level 1, Building 10, Greenlane Clinical Centre. Entries must be received by 31 October 2012. *One entry per person.*



Nova is the official newsletter of the Auckland District Health Board. It is published by the Communications Department, located in Building 10, Level 1, Greenlane Clinical Centre.

If your department has something to share please contact Nova by phone, extension 26556 or by email [adhbcommunications@adhb.govt.nz](mailto:adhbcommunications@adhb.govt.nz)

ISSN 1178-5373 (print) ISSN 1178-5381 (online)