

# NOWA

TE WHETU MARAMA

YOUR AUCKLAND DHB  
MAGAZINE APR-MAY 2019



## Inside

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# Staying connected



**Ailsa Claire**  
Chief Executive

I write this just after the tragic events in Christchurch, something that deeply shocked all of New Zealand and the rest of the world.

My thoughts continue to be with the people of Canterbury and their loved ones, and the many valued members of our Auckland DHB team who are of the Muslim faith.

I was really impressed by how our organisation lived our values during this time. This was a time for us to stand alongside our Muslim whānau and show kindness and respect for all our communities. You did that in huge numbers – so thank you!

I would especially like to acknowledge the five forensic pathologists and two technicians led by Simon Stables who went down to Christchurch to help with the difficult but very important job of identifying the victims and returning them to their loved ones. I'd also like to acknowledge the Forensic Pathology Team who remained at Auckland DHB to carry on the important work that they do here.

Since the terrorist attacks it has been a distressing time and it impacts us all in different ways and at different times. Please continue to check in on your team and colleagues.

If you need to talk to someone use our EAP counselling service. This is free, confidential and available for all of the Auckland DHB team to use at any time. Phone EAPWorks on 0800 7353 4357 – someone will answer your call 24/7.

Finally I'd just like to acknowledge the new Starship Uniforms – they look fantastic! Great work by the team involved in designing this uniform. The design was done in-house after listening to children and their whānau and consulting with Starship Nurses. The uniform is unique to us. You can read more about the uniform on page 5.

Thank you for all you do.

Ailsa

*On the cover:* Starship nurses proud to wear their new uniforms: L to R: Amy Swaffield, Kaveendra Krishna, Hamish Esslemont-Clow.



# Patients' applause



Our son has required numerous visits to all the main hospitals in Auckland.

On Waitangi Day our son had a seizure requiring a visit to the Auckland ED Dept. We want to say how impressed we were with all the staff we came into contact with, the care given towards our son and the overall efficiency of the department. Sure, the wait for a CT took a while but it was a public holiday and the delay was followed up by staff.

It seems unfair to single out one staff member but we would like to thank Dr Jairam for her care and understanding. When you are a young adult with a chronic illness and significant development delay it can be a difficult place to be in a hospital. She made sure our son understood what was going on and was very respectful to all of us.

Well done, Auckland Emergency Department. You are doing a great job in such a demanding role where emotions often run high. Keep up the good work and thank you.

– H.M.

I would like to give thanks to the nursing staff, the doctors and all the admin staff on Ward 24B. The care and patience they gave me was highly appreciated and made me feel a lot more comfortable about my daughter's first stay in hospital.

– Anon

# We stand together

*with the people of  
Canterbury, their loved  
ones, and our Muslim  
communities around  
New Zealand.*

## Aroha nui



Welcome *Haere Mai* | Respect *Manaaki* | Together *Tūhono* | Aim High *Angamua*



# The Youth Health Improvement Project

The Youth Health Improvement Project started up in June 2018 to help improve the healthcare experience for adolescents and young adults.

A collection of resources have been developed. These are available on the Youth Health Improvement Hub on HIPPO.

Rosalie Hornung is the project lead for Youth Health Improvement. "Young people have unique developmental requirements and need services that recognise this," she says. "It's great to see the enthusiasm from the Auckland DHB in exploring how to improve our services for young people and adolescents. Eighty youth champions are promoting this and making changes within their services."

Tony Westwood from Adult Physiotherapy has been one of the people championing youth health in his department. "Young adults between 15 and 25 form a large part of the population that Adult Physiotherapy services support," says Tony. "The information on the Youth Hub has helped us to evaluate our services and upskill our team in how to engage with youth. With a skilled workforce, our vision is to have young people and adolescents with better health outcomes."

The Young Adult Diabetes Service was one of the first services to use the Youth Health Toolkit. They are continuously developing quality improvement plans to improve health outcomes for young people and adolescents.

One of the areas of care that has been a focus across many services is transition from paediatric to adult services. The Paediatric and Congenital Cardiac service has been working closely with the project team in reviewing their young people and adolescents model of care. Chris Armstrong, Nurse Specialist for the Paediatric and Congenital Cardiac Service says, "We are focusing on a more shared care model approach that will straddle paediatric and adult services, creating an environment in which the young person can develop confidence in adult health services, and develop the skills they need to manage their own health."

More youth-friendly care is something we can all be part of. Why not grab your colleagues and do something together, to contribute to the positive health experience of young people and adolescents in your clinical area?

Evidence shows that when young people feel welcome and safe in healthcare settings, they trust healthcare professionals and talk more openly.

To find out more, head to the Youth Health Improvement Hub on Hippo.

## Top tips for youth-friendly care:

- Be Adolescent and Young Adult competent – get trained in adolescent and young adult health
- Communicate clearly and encourage young people to talk openly
- Respect young people's privacy and confidentiality
- Empower young people to make decisions about their health

From top: The Diabetes team, the Paediatric and Congenital Cardiac Service team, the Physiotherapy team.



# "get it right" for Youth

# Have you seen the new nurse uniforms in Starship?



Starship nurses proud to wear their new uniforms: L to R: Amy Swaffield, Kaveendra Krishna, Hamish Esslemont-Clow.

Starship nurses are now proudly wearing their new uniform. Designed by Starship nurses for Starship nurses, the uniform has a child-friendly print incorporating Kiwiana and the Starship space theme.

A small group of Starship nurses worked with Auckland DHB graphic designer Lisa Couldrey and uniform supplier Fashion Uniforms to come up with an initial design. Following a consultation process with all Starship nurses, the original design was modified.

The uniform really sets Starship nurses apart, says Margaret Dotchin, Chief Nursing Officer. "The idea for a child-specific design came about from feedback we have heard from children and their whānau. They told us they wanted to see child-friendly uniforms and be able to identify who is who.

"I would like to acknowledge Nurse Director Sarah Little, all the nurses involved in the design, and our in-house designer,

Lisa Couldrey. They have all worked incredibly hard and done a tremendous job."

Sarah Little, Nurse Director, Starship Child Health led the project. "I think everyone involved has done astounding work, creatively designing fabric for the uniform that is truly unique to us and one that I think all Starship nurses can be proud to wear," she says.

"Most importantly, we have listened to children and families. Our focus was to create a design that would capture their voice and have meaning. The characters on the uniforms will each have their own story so we can use these in our therapeutic conversations with children."

The new uniform will be worn by all nurses across Starship. Health care assistants will wear the same plain azure-blue uniform as their colleagues in Adult Services.

Watch out for the new uniforms.

# Our local heroes

Congratulations to our January and February local heroes: **Lynne-Marie Ellis**, Nurse, Haematology day stay; **Helen Nicholson**, Occupational Therapist, Rangitoto Ward, and **Jonathan Tham**, Senior Project Engineer, Facilities and Development. Here are their nominations:

"I have observed **Lynne-Marie** over the past seven-plus years as we have come in and out of haematology Day Stay with my sister. Lynne-Marie was nothing short of an angel to my sister. She calmed her anxiety, advocated strongly for her, supported her through all the ups and downs of treatment and eventually cried with her as they said their final goodbye when my sister came home to die. I was immensely impressed with her compassion, ability to negotiate on my sister's behalf, and touched that Lynne-Marie took the time to attend her funeral. It has been a privilege to see her work. As a health professional myself I have the utmost respect for Lynne-Marie, and as a sister I am grateful."

"**Helen** is an amazing occupational therapist who does outstanding work with all her patients on Rangitoto ward.

She makes coming to work easier every day, knowing you are going to be working with a colleague who really and truly cares about her patients and always gives 110 per cent of herself, her effort and her energy. She is so funny and her personality is a breath of fresh air for staff and for the patients going through what can be a difficult rehab journey. She works collaboratively with the entire interdisciplinary team and goes above and beyond to maximise patient outcomes. We are so lucky to have her!"

"**Jonathan** was instrumental in getting the new substation up and running, which required years of planning, long hours, collaboration with a wide range of stakeholders, and the ability to deal with planned and unplanned challenges. This project was a high priority for the organisation and as a result we now have a more resilient and reliable power supply. Jonathan's meticulous attention to detail, coupled with his technical and project management skills, has made this project go smoothly. The Facilities and Development Team are very proud of him!"



Helen Nicholson



Lynne-Marie Ellis



Jonathan Tham

## Ka pai to everyone nominated as a local hero:

Adrian DeLa Fuente  
AJ Singh  
Amul Sibal  
Anne Nicholls  
Antoinette Yelcich  
Anton Rajakariar  
Arnold (Ari) Bok  
Aurora Mahina  
Bonnie White  
Clement Tan

David Smith  
Eleanor Herd  
Emma Nicholls  
Greta Pihema  
Jo George  
Joanna Nua  
Joanne Commarieu  
John Kolbe  
Judith Bruges  
Katrina Prosser

Kayla Heyer  
Lisa Brady  
Mahia Winder  
Manjula Sickler  
Maria Talosaga-Kumar  
Mark Thomas  
Max Langlands  
Mike Doran  
Miriam Matenga  
Natalie McManus

Natasha Du Plooy  
Palmera Fuentes  
Patrick Taylor  
Pieter Erasmus  
Ravi Anand  
Richard Allam  
Rita Cutajar  
Robyn Boshier  
Zoe Etches



# Water coolers are cool

Tap water is safe to drink and free! As part of Auckland DHB's commitment to the environment and providing healthy food and drink choices, four new water coolers have been installed at Auckland City Hospital.

Providing free water at our sites is a great way for us to support the wellbeing of our employees and visitors, as well as reducing the number of plastic bottles going to landfill.

Since installing the water coolers in April 2018, we have diverted over 52,000 plastic bottles from landfill.

Declan McHale, who works in the Security for Safety team, brings his water bottle to work and says, "Filling up at the water cooler is so much more affordable compared to buying bottled water. It's a really great way for me to stay hydrated while doing my bit for the environment and not purchasing plastic-bottled water."

You can find the water coolers on Level 5 outside the Transition Lounge and next to the Security ID office, near Planet Espresso on level 3, and in Starship outside Tiny Bites.

You can help the environment by bringing your reusable drink bottle to work. There'll be more water coolers rolling out across our sites later in the year.



Declan McHale from the Security for Safety team filling up at one of our water coolers.

## Five reasons to drink more water

- It hydrates you – keeping your body working well
- Water helps manage fatigue
- It contains zero sugar – so it is good for your teeth
- Drinking water from a re-useable cup or bottle is good for our planet
- It's free!



Over **2,8 million** foam cups used in a 10 month period



## What we've done!

Increased the number of **water stations** in our buildings



Moved to **compostable paper cups** and **removed** the supply of **foam cups**

**What you can do!**  
Bring in your own **reusable water bottles** and **keep cups**



"Small changes make a big difference"

# Kidney health for everyone

The Auckland DHB renal multidisciplinary team marked World Kidney Day in March with an information stand at Auckland City Hospital.

The theme this year was 'Kidney health for everyone everywhere' and it focused on the prevention and early treatment of kidney disease.

More than 300 people visited the stand on the day with more than 200 screened for high blood pressure and diabetes.

Rajeev Kumar, renal physiologist says, "More than 10 per cent of New Zealanders suffer from chronic kidney disease

and numbers are increasing every year. Our information stand focused on early detection and prevention. We were overwhelmed by the number of people who stopped to be tested or find out about kidney health."

Ian Dittmer, Transplant Physician for the Auckland Renal Transplant Group says, "It's really easy to get your family doctor to check that you have healthy kidneys, and it's important to do so if you have any of the risk factors like diabetes, high blood pressure or are overweight. Making sure these are controlled as well as possible will significantly lower your risk of developing kidney failure."



The renal multidisciplinary team marking World Kidney Day with an information stand.

## Valuing the time of our live kidney donors

The transplant team at Auckland City Hospital won the Excellence in Clinical Care Award at the 2018 Health Excellence Awards for the work they do around valuing the time of our live kidney donors.

The transplant team wanted to deliver a better patient experience so they introduced day-of-admission surgery for kidney donors. In the past, when people agreed to become a kidney donor, they were admitted to hospital the day prior to surgery. After talking to some of our donors, they said they didn't feel valued, and felt they spent excessive time waiting and had a poor night's sleep before surgery. They also didn't like being away from

whānau and felt that they were taking up a hospital bed that they thought was needed for a sick patient.

The introduction of the day-of-admission surgery for kidney donors led to a decrease in admission to theatre from an average of about 21 hours to just under two hours. All donors said that this was a positive experience for them and one definitely preferred to being admitted the day prior to surgery.

This project is a great example of delivering on our values with live kidney donors, enhancing their experience with the added bonus of improving the way we use Auckland DHB clinical resources.

# Kidney transplant success for David

The 1st of March 2017 is a day David and Sandy will remember forever. This was the date David received a kidney from Sandy in a live donor transplant operation at Auckland City Hospital. For retired academic David, it meant the end of many years living with the effects of impaired renal function. Live donor transplants have a very high success rate, and two years on David and Sandy are extremely grateful for the outcome, and for the care and expertise provided by the renal team.

## *What led to the kidney donation?*

I was diagnosed with IGA nephropathy, also known as Berger's disease; it's a disease that causes damage to the tiny filters inside the kidneys. It led to 17 years of ever decreasing renal function for me. Sandy, my partner of 20 years, had always said she would donate one of her kidneys if it would help me. I tried to keep my kidneys as healthy as possible but it's not a curable condition so when the time came that I would need either dialysis or a transplant, Sandy underwent the tests to see if she was a match, and she was.

## *When you told your family and friends, how did they react?*

Our family and friends were hugely supportive of our decision. At first we thought they would worry, but they were great and totally onboard with our decision. They also helped with post-op care, which was a big help at the time, especially with driving and household chores. This meant we could both recover as quickly as possible.

## *Have there been any challenges or difficulties since the donation?*

I think there will always be some challenges or difficulties with a procedure like this. For me it was the settling in period after the transplant, which took about three months. During this time the results of my daily medication were closely monitored and dosages adjusted to make sure the kidney was functioning at an optimal level. After the transplant there are ongoing tests that always left me a bit anxious when waiting for the results to come back. But this was managed really well by the support staff at Auckland

City Hospital, and my medication has remained consistent for a long time now.

## *How has the kidney transplant changed your lives?*

I didn't realise how sick I was until after the transplant. It has given me a new lease of life. I have so much more energy and the world looks a lot brighter and more positive. The only thing Sandy is restricted from doing is high-contact sport, but that's just to protect her remaining kidney.

## *Anything else you would like to add?*

The post-op daily check-ups were a great way to connect with other renal transplant patients to share experiences and support each other. And my happiest memory was being wheeled back to Ward 71 post op and having a view of the harbour – it's a ship-spotters heaven!



# Meet Dr Cameron Wells

Dr Cameron Wells is working as a house officer at Auckland DHB in his first year out of medical school. He was recently appointed to the Education Committee, a standing committee of the Medical Council New Zealand. This is a two-year appointment where he will be representing PGY1 (Postgraduate Year 1) junior doctors across New Zealand. We talked to Cameron about his role on the committee and his job as a doctor.

*What made you apply for a role on the Medical Council New Zealand - Education Committee?*

It seemed like a great opportunity to contribute to medical education and training, and to make sure junior doctors are well supervised and supported, and practise safely. I get to contribute to medical education and training as part of the MCNZ Education Committee and be the voice for junior doctors. The role also involves being part of a team from the Medical Council carrying out education accreditation visits at other DHBs and hospitals around the country. That means I can give advice and share ideas from Auckland DHB, but also bring back some of the good things other DHBs are doing.

*What is a PGY1 doctor?*

PGY1 is your first year after medical school, so essentially your first real year of work as a doctor. During medical school you work in a hospital setting for three years and in the final year you do a lot of the same work as a house officer, but always have someone double checking and signing off on your work. As a PGY1 house officer, it's now your signature, which comes with much more responsibility. In saying that, at Auckland DHB we have great support around us from the other staff, and you can escalate things at any time.

*What made you chose medicine?*

I caught the bug in Year 12 at high school. I spent a couple

Dr Cameron Wells, House Officer at Auckland DHB and House Officer representation on the NZ Education Committee

of Friday nights shadowing an ED registrar at Waikato Hospital and realised this was what I wanted to do. In reality, I could probably be happy doing other things, but in my opinion being a doctor is the best job I could ask for. For me, working in health is the perfect mix of science, communication and humanity.

*As well as Auckland DHB, where else have you carried out your training?*

I spent time at Middlemore and Waikato Hospital, both for one year, and also worked in Palmerston North, Tauranga and Moerewa in Northland.

I also spent a year doing some research here at Auckland DHB, which I'm still involved in. That's the great thing about Auckland DHB; it's a great balance of clinical work, academic work and research with the University of Auckland being just across the road.

*What has been one of the highlights of your medical training?*

There have been a lot! I had a great experience in my last year of med school when I spent a couple of months working in a rural GP practice in Moerewa in Northland. I learnt a lot from the staff and the patients, and really got

stuck in. It really made me think about the wider issues around health and I think I'm a much better doctor for having spent that time up there.

*Tell us more about your research?*

There are a few projects I'm working on, but the main one is about gut recovery after surgery. After abdominal surgery, the gut stops working for a period of time. No one really understands why, so we're trying to solve that mystery! For the last 100 years everyone has assumed the gut is paralysed after surgery, but it's probably a lot more complicated than that – the next thing we have to do is figure out how to treat it... Watch this space!

*What do you do outside of work and research – if there's any time left?*

I've been playing hockey for the University of Auckland for the last seven years, and captained the Reserve Men's team for the last two years; so I've spent a good amount of time on the hockey field. In fact, we won the reserves men's grade last year, which was awesome!

I'm currently trying to fit it around my cardiology roster. Hopefully I can still make an appearance or two on the field with the boys - I'm pretty reluctant to give it up!

# Fighting flu together

Every year we offer the flu vaccine free to all Auckland DHB employees, contractors, volunteers and students. Getting vaccinated not only protects us, but it also protects our patients.

So it's time to roll up your sleeves and get your vaccination. Getting it done before winter offers you the best protection.

## Why you should get your flu vaccination this year:

- By immunising against flu you can protect yourself and lessen the chance of taking it home to a baby, older relative, or someone with a medical condition who could develop serious complications from flu.
- If you are pregnant you can protect yourself and your unborn child by getting vaccinated against flu.
- Fewer people will get flu if more of us are immunised.
- You need to get immunised against flu every year. The protection you get lessens over the course of the year and circulating strains change.
- Being fit and healthy will not stop you getting influenza. Almost everyone can benefit from the protection of an annual influenza immunisation.
- Many people don't know they have influenza because they don't feel unwell but they can still pass it on and make other people very sick.

To find out where and when you can get your vaccine, search Flu on Hippo

# Developing Our People

As part of our People Strategy and Promise we are committed to accelerating your capability and skills so you can continue to do your life's best work. To help with this, we've recently seen the launch of two new programmes aimed at developing you, Our People.

## Management Development Programme

In February we rolled out the green carpet and invited all current and aspiring managers to join the next step on the management journey — our **Management Development Programme (MDP)**.

The programme kicked off with a launch week that featured presentations from an impressive guest speaker line-up, including Tusha Penny, Assistant Police Commissioner; Isabel Evans, Director of Education (Auckland); and Lewis Holden, Deputy Commissioner, State Services Commission, to name a few. They all shared the highs, lows and unexpected twists and turns of their management journey. If you missed these, you can check out some of the recordings on the Management Development page on MyHR. Just search 'Management Development' on Hippo.

**What is MDP?** MDP consists of a mixture of online bite-size and face-to-face learning sessions that aim to equip current and aspiring managers with skills, tools and knowledge to help them manage their team, help their teams succeed, and to progress themselves.

Covering 16 topics, the course will take around six months to complete. The programme can flex around demands of the working environment. If things change and participants become pinched for time, they can save their progress and join the trail again when they're ready. The skills and knowledge learnt can be applied immediately to everyday work here at Auckland DHB.

**Want to know more, or join the journey? Check out the 'Management Development' page on Hippo.**



Guest speaker Tusha Penny, Assistant Commissioner - NZ Police.

## Farewell to our valued colleague Jo George

Sadly, Jo George, a highly respected nurse specialist at Auckland DHB, recently passed away.

Jo graduated from the Auckland Hospital School of Nursing in January 1974 and took up a role as Staff Nurse at Middlemore Hospital for a short period. After taking a break to have a family and raise her children, she returned to nursing and quickly moved into team leader roles. In 1996, Jo joined the Auckland DHB Rehab Plus whānau where she remained until 2018 to undertake the role of Nurse Specialist within Reablement Services.

Jo was passionate about rehabilitation, and over the years she completed post graduate papers in rehabilitation.

Jo will be sorely missed by all who knew and worked with her. Our condolences go to Jo's family and friends.



# Helping career development with To Thrive

## TO THRIVE

The first excited intake (and their managers) for the newly launched To Thrive CD programme.



Participants in their first training session learning how to use their new Chromebooks.

On 5 March, we also launched the next instalment of our To Thrive programme, focused on **Career Development**. Those already on the To Thrive programme were asked to put their name forward for training and other benefits that will give them essential skills to advance their current career path, or transition to another within Auckland DHB.

Alex Pimm, Director of Patient Management Services, welcomed attendees to the launch.

“I’m excited to be launching another part of our **To Thrive** programme. This is a really special programme to me personally and one that is quite unique to our DHB. I’m delighted you put your hands up to be involved and I look forward to getting together with you again when you complete the training to see how it was for you.”

The Career Development Programme is a partnership between Edvance, workplace literacy and numeracy training provider, and 20/20 Trust, which provides digital inclusion by partnering with local communities to deliver digital literacy and inclusion programmes that build New Zealanders’ computer skills and online access.

A key part of the To Thrive: Career Development programme is digital literacy. Participants receive a Chromebook as part

of the training, provided by 20/20 Trust. Sue Weston from Edvance says that at the completion of the programme participants will get to keep the Chromebook.

“This will allow them to continue to work on their new skills and these skills will ripple out into their whānau and community— this is about building skills to engage online for home, for work and for life.”

Janet Pihligia, who has been a cleaner at Auckland hospital since 2008 explains: “I volunteered because I want to be digitally savvy. My nephew has tried to teach me but he gets frustrated when I don’t pick it up quickly. I think the next generation coming into the workforce are already halfway there with these skills and I want to catch up. Overall the learning is a chance to think outside the box and just learn more.”

There was a lot of keen interest in the programme. While the initial intake saw 32 applicants start the course, more intakes are scheduled for later this year (assuming the pilot programme continues).

Want to know more about ‘To Thrive’ and the many benefits that come with it? Search ‘To Thrive’ on Hippo or speak to your manager/supervisor.

# Improving Adverse Event Reviews

Things don't always go according to plan in healthcare. When adverse events occur, we try to find out exactly what happened and use the opportunity to learn from the event so we can reduce the risk of it reoccurring. Our process for reviewing adverse events wasn't working as well as it could have. In fact it was taking an average of 250 working days to complete and there was a lot of variation.

When employees who had been through the process were asked what they thought, they consistently said that they felt unsupported, the time it took was too long and they didn't feel their views were well reflected in the reports – basically everyone knew there was a lot of room for improvement.

In April 2018, with the help of the Performance Improvement Team, Paul Hooper, Service and Programme Manager for Clinical Quality and Safety, and Mark Edwards, Director of Clinical Quality and Safety, set out to improve the process. "The best way to do this was to get key people involved in the process in a room together," says Paul.

"So, in July last year, we set up a three-day Rapid Improvement event to map the current process, understand the voice of those involved, look at where we could improve and come up with solutions there and then." "Fifteen people were actively involved in the event and more than 200 people came to the 'open homes' to provide feedback on the issues and solutions identified."

A 90-day project followed the Rapid Improvement event to begin to implement the solutions created and to test the new process.

The Improved Adverse Event Review process is now in place. The first test of the new process took place in November 2018 and was completed in 53 working days – a significant improvement.

Mark Edwards, Director of Clinical Quality and Safety, chairs the Adverse Events Review Committee (AERC). "Our aim is to complete all reviews within 70 working days," he says. "However, this isn't just to meet a target. It's more respectful for patients, their family and whānau, and our staff. We also know that the best learning comes if we can understand what happens as soon as possible after the incident occurs. It means we can put mitigation strategies in place to avoid the same incident happening again. It's also a pretty awful situation for patients and their families when a review process drags on and so now they will get much more timely feedback and resolution. We are also working on better support processes for clinical staff affected by the incident."

The Rapid Improvement event was a great way to begin to solve a problem that had been frustrating for staff and patients for some time. "I'd like to thank everyone involved for their enthusiasm and commitment," says Mark.

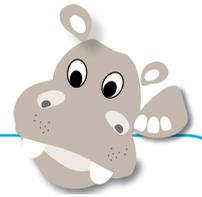
The project has now entered 'phase two', which aims to further refine the process and improve the support for staff and patients, their families and whānau involved in adverse events.

Thank you to everyone involved in adverse event review processes and everyone who continues to be involved in making changes to how we conduct our adverse event reviews so we can continue to learn and keep patient safety at the forefront of what we do.

The teams involved in the Rapid Improvement Event.



# The race is on to migrate to Hippo



We have come a long way since the launch of Hippo in 2016. Although we have moved 148 sites from FrontPage, the old intranet platform, to Hippo on the SharePoint 2013 platform, there is still a lot of service information hosted on FrontPage.

FrontPage is no longer supported by Microsoft, so the urgency to move information that is still relevant increases. The plan is to move all remaining FrontPage sites to Hippo by the end of 2019 and shut down FrontPage.

If you're still managing a site on FrontPage, we need your help to migrate to Hippo. Please get in touch with the Communications Team at [communication@adhb.govt.nz](mailto:communication@adhb.govt.nz) to discuss the next steps.

To find out more, visit the 'About Hippo' page.

## Hippo by Numbers



Hippo viewed on an average:

**102,955,23** ..... times a year

**265,429** ..... times a week

**3658** ..... times a day



**7971** ..... Documents published



**521** ..... Pages published



**148** ..... Sites migrated from FrontPage

# Launch of the Cancer and Blood Pharmacy Hub



The launch of the new Cancer and Pharmacy Hub service fell on Valentine's Day this year, which was timely, as the service was designed to enable us to show a bit more love to our patients— another great move towards a more patient-centric model of care.

The Cancer and Blood Pharmacy Hub provides a prescription drop-off and dispensing point for all medicines, within the Cancer Building (Building 8). This means that patients no longer need to make the journey across to the Retail Pharmacy at Auckland City Hospital. Patients can now wait in Oncology after their appointment to receive their prescriptions. Alternatively, they can opt to have their prescriptions couriered directly to their home address. Pharmacists will then make a follow-up phone call to patients about the safe and appropriate use of their medication.

The opening of the Pharmacy Hub was marked with karakia and blessings from kaumatuas Sonny Niha and Lilla Te Tai, with speeches from Pharmacy Manager Ashwin Choy,

Cancer and Blood Operations Manager Kate Bukowski welcomed this initiative from the Pharmacy team, saying the hub was the result of a lot of hard work from a lot of people all working together to improve patient experience. This was only the first phase of an expansion into the future.

Initially proposed by Retail Pharmacy in response to concerns around safety, and patient feedback on long wait times, the hub has been in the pipeline for two years. Pharmacy Manager Ashwin Choy said: "I'm very excited to have a Pharmacy presence in the Cancer Building. This is something that our patients and staff have been wanting for a long time, and it will significantly improve safety and patient access to high-risk chemotherapy medicine."

The hub is a pilot until the end of April 2019, but it is expected to continue if it is valued by our patients.

For more information on the service, contact: Auckland City Hospital Pharmacy (09) 307 8997

Wednesday 17 April

**Administrative professionals day NZ**

Join us in recognising each and every one of our Administrative Professionals who keep things running smoothly for our patients, whānau, visitors and staff.

Monday 13 May

**Together**

We'll be launching a book with the experiences, stories, and art you shared, showing us 'at our best.' This is the next step in our values journey.



Sunday 5 May

**International Day of the Midwife**



A day to recognise our fabulous team of Midwives for the difference they make every day to the lives of mums to be, mums, their babies and whānau.

Sunday 12 May

**International Nurses Day**



A perfect time to say a big thank you to all our nurses for the difference their care makes to our patients and their whānau, and within our communities.

Friday 17 May

**Pink Shirt Day**



Speak up, stand together and help us create a kinder workplace on Pink Shirt Day.

Sunday 5 May

**World Hand Hygiene Day**



On World Hand Hygiene Day this year, WHO is calling on us as health care providers to champion clean care – it's in your hands.

13 – 18 May

**Privacy Week**

Privacy week promotes privacy awareness that can help prevent information breaches and build trust and confidence with our patients, visitors and staff.

Friday 31 May

**World Smokefree Day**



World Smokefree Day is a day to celebrate and continue working towards smokefree - auahi kore lives for New Zealanders.

# Auckland DHB by the numbers

21.4m

is the number of times employees have swiped and gained access using their security ID cards in the last year



493

upgraded CCTV cameras are operating at any given time at Grafton and Greenlane Clinical Centre



56

lone workers have piloted the Get Home Safe app



16,031

active Security ID cards are being used by employees, contractors and partner organisations currently

24/7

is when the Security Control Room is operational at Auckland City Hospital monitoring security operations, CCTV and the access control system



967

doors have been upgraded with new access controls as part of the Security for Safety programme to make our work environment safer