

# Te Whetu Mārama

NOVA

Dec-Jan 2019-20



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# Staying connected



**Ailsa Claire,**  
*Chief Executive*

Last month we held the Health Excellence Awards. What a great evening where we celebrated many examples of people aiming high, together!

I'm extremely proud to lead such a talented, dedicated and hard-working team at Auckland DHB. And events like the Health Excellence Awards give us an opportunity to highlight and celebrate some of the amazing work going on. I encourage you to read about these initiatives in the Health Excellence Booklet available on Hippo and our website.

I'm really pleased with how our teams are getting behind the Auckland City Mission Christmas appeal. We've had some very generous donations. The City Mission provides help and support in so many ways to rough sleepers, the homeless and many families who just need a helping hand.

Christmas is a time when families often do need that helping hand. If you can, please donate food, toiletries or Christmas gifts for people who are desperately in need of our help. Or if it's easier, you can donate cash using our 'everyday hero' page.

It's been another busy year and collectively we have achieved a lot. Reflecting back, I feel that every year I observe and experience more and more of our values in action. I think our values really do define us. A good example was the aftermath of the Christchurch terrorist attack. While it was a great tragedy, I was overwhelmed by how we came together to support those impacted.

This year we have continued to have conversations about inequity and institutional racism. I've been pleased with the determination to reduce health inequalities and the preparedness to look at areas where we are failing Māori.

Finally, I hope you all get to spend time with family and friends and have a relaxing Christmas break.

Thank you for everything you have done this year, your commitment, determination and strength has helped us care safely for our patients.

*Ailsa*

## patient applause

As the years rolled by from the age of 13 to 30, I've been called a 'cat with nine lives', a textbook and a 'professional patient'.

I was diagnosed with Acute Lymphoblastic Leukaemia in September 2002 and have had an ongoing gastric bleed since October 2017. My experience between these dates – and today – is incredible.

Going back to Starship days, I appreciated the expert planning of treatment of various procedures and scans with the oncology/haematology consultants and the charge nurse. I always had thorough explanations of what was happening.

I fully accepted that getting through leukaemia would take a long time. School stopped immediately – for two years straight, as a start. I did school work via the Correspondence School with excellent educational support from my hospital teacher in Starship.

I admired the Ward 27B nurses for their problem-solving mindsets and constant sense of humour.

It's not as easy as a young adult. However, it was reassuring to observe the effort doctors and the medical team deliver for a single patient – me.

A surgeon flew from Dunedin to perform an eight-hour liver surgery. I had nurses doing blood tests on me after phlebotomists were unsuccessful. Some of my veins are as thin as a line drawn with a ballpoint pen.

My hospital experience is not mine alone. I find similarities in fellow patients, whether I'm getting blood transfused in haematology day stay, or getting my blood pressure taken in Ward 78. I love how easy it is to talk with fellow patients. Even though someone has a condition you've never had, there's always the commonality of being a patient. There's an unmistakable mutual encouragement just talking about what you've got wrong with you.

No doubt, it is scary but I have to say, my hospital experience has always been very good.

- D.B

# TO THRIVE

## Career Fair – exploring entry-level opportunities in health

In November, lines of excited employees queued up to attend our first To Thrive: Career Fair at Auckland DHB. It was dedicated to showcasing career pathways and entry-level opportunities in the DHB.

To Thrive employees, friends and whānau were invited to attend. It was an opportunity for them to find out about taking the first or next step in their career and how the DHB can support them.

The Career Fair included stalls from LabPlus, Nursing, Patient Management Services, and the Clinical Sterile Services Department. The event provided an opportunity to ask questions and have a go at some of the day-to-day duties of the roles.

Thank you to everyone who came along and to the event's key sponsors, Auckland Health Foundation and New Zealand Communities Growth Trust.

For more information on the To Thrive programme and career pathways, visit the 'To Thrive' page on Hippo.



To Thrive employees and whānau finding out about career pathways and opportunities at Auckland DHB.

# Inspiring action on climate change

In November we hosted the fourth ‘Sustainability at Auckland DHB... our commitment to Papakainga Atawhai’ Symposium at Auckland City Hospital.

The annual symposium is a shared learning environment that inspires people to take action and work together as part of the wider community to protect and restore natural resources from climate change.

This year the symposium focused on aligning our sustainability journey to the United Nations’ Sustainable Development Goals.

“As the 10th largest hospital in the world, New Zealand’s fifth largest business, and Auckland’s largest employer, we have an enormous carbon footprint. By focusing on the Sustainable Development Goals for health and wellbeing, equity, education, poverty, clean water and sustainable communities, we can support our

population to improve their health and wellbeing and acknowledge our role in the community,” said Ailsa Claire, Auckland DHB Chief Executive Officer.

Keynote speaker Michael Wood, Labour MP for Mt Roskill, acknowledged the work done at Auckland DHB over the past four years. “The Sustainable Development Goals are a powerful tool because they reignite an affirmation of clear and positive rights that people have,” he said.

Highly respected climate change advocates and leaders in their fields facilitated panel discussions, which included discussions on energy use, procurement, the link between health and the environment, and embedding sustainable practice into everyday business.

It takes a team to be a sustainable health organisation – every small individual action makes a difference, so thank you to everyone who is helping us reduce our carbon footprint.

## Our achievements

- Reduced our carbon emissions by 22% since 2015
- Recycled 10 tonnes of PVC since 2016
- Recycled 823kg of single-use metal instruments
- Saved 12.8 million kWh of energy since 2015
- Installed 1160 LED light fittings or lamps in the last year
- Installed two electric-vehicle charging stations at Auckland City Hospital

**Clockwise from top left:** Panel members from left to right are Andrew Eagles, CEO NZ Green Building Council, Nic Bishop, Head of Sustainability, Fisher & Paykel Healthcare, Rick Lomax, Associate Sustainability Advisor, BECA, Julie Carter, Liaison Dietitian, Auckland DHB, Fereni Peti, Engineering Student, University of Auckland and Maz Fagaiava-Muller, AUT Student. | **From right to left:** Dr Daniel Exeter, Associate Professor, Epidemiology and Biostatistics, School of Population Health, University of Auckland, Dr David Galler, Intensivist, Counties Manukau DHB and guests. | Andrew Eagles, CEO NZ Green Building Council presents at the panel discussion on good health and well beign. | Michael Wood, Labour MP for Mt Roskill. | **Centre:** Arend Merrie – Director Surgical Services.



# Our local heroes

**Congratulations to our October and November local heroes!**

## October

**Dr Raoul Heller**, Geneticist, Clinical Genetics Service

Raoul will always greet you with a genuine smile and calm voice. He aims to do his best and is very detailed and thorough in his assessments. He is very gentle and culturally sensitive with families in clinic, especially when discussing difficult subjects such as a new genetic diagnosis for a child. He always shows empathy and instils hope. A great support to his colleagues, Raoul listens to others, shows gratitude and takes feedback in a very humble way, striving to constantly improve. He is a great example of what a mentor should be – he leads by example and he always gives feedback, whether positive or critical in a constructive way. He made me a better doctor and is my hero.



## November

**Caroline Evile**, Project Coordinator, Starship Community Services

Caroline upholds the values of Auckland DHB in all her interactions with staff and whānau. She is highly responsive in supporting staff to reduce health inequities for children, their families and whānau. Her contribution to the Starship Community Services redesign has been outstanding. Caroline does this through the interpretation of data that help shape clinical staff's approach to care and how we design our services. She has a questioning approach, which assists staff to see how we can have an impact in our community for those who are highly vulnerable. Caroline is always approachable, kind and understanding, and every day is an absolute joy to work with Caroline.



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

Alice Falemaka  
Alzira Rodrigues  
Amanda Cain  
Anna Brownson  
Annie Kim  
Arjun Opano  
Caroline Evile  
Charissa Morrell  
Charlene Chua  
Christine Baker  
Clare Calvert  
Deb Sucich  
Els Palemene-itunu  
Dr Ffion Evans  
Fotu Faauga  
Fredric Doss  
George Pokoati  
Glen Hanneman  
Gordon Yang  
Graham Bruce  
Hyma Danthala

Jason Correia  
Jeffery Sinclair  
John Dixon  
Karen Howe  
Kathryn Charman  
Kendra Bernard  
Kerry Short  
Klara Dalay  
Dr Laine Marsh  
Lisa Lawson  
Luke Paddy  
Mabel Grennell  
Margaret Colligan  
Margaret Samata  
Maria Collins  
Mark Grimmer  
Miriam Wheeler  
Moses Kava  
Olie Kushner  
Paramjit Kaur  
Rachel Morton

Dr Raoul Heller  
Roopa Reddy  
Rukmani Naidu  
Salma Kadir  
Seona Morrison  
Shankara Amurthalingam  
Shay Sexton  
Singhu Valayanghat  
Sue Ramsay  
Sunder Thomas  
Sunila Lal  
Sushila Fernandes  
Sylvia Franke  
Tania Parsons  
Theresa Lavakula  
Tracey Senior  
Troydyn Raturaga  
Uyen Hoang  
Vic Moffat  
Willy Bhana  
Worknesh Dinkayehu

# Integrated Operations Centre

## *right people, right place, right time*

In October we officially opened the doors of our new Integrated Operations Centre (IOC) at Auckland City Hospital. It is a collaborative workspace designed to help improve the day-to-day running of the hospital through increased visibility, which will provide insights for managing peaks in demand.

The IOC brings together the people who coordinate and support the day-to-day running of our hospital. These roles include the clinical nurse managers, patient-flow facilitators, patient-at-risk nurses, temporary staffing bureau, orderlies and dispatchers, cleaning supervisors, and the Safe Staffing (Care Capacity Demand Management) team.

Situating all of these teams together enables easier sharing of critical information, for faster, more informed decision making, guiding the way we manage capacity and demand across our hospital.

A lot of work has gone into the design and functionality of the IOC. We went out to look at what other similar – and not so similar – organisations do, and then used these insights to develop something that would work for us and our environment.

Another exciting feature of the IOC is the 'Capacity at a Glance' screens. These screens give us a visual display of real-time data on how many patients we have in our Emergency Department and on our wards, including indicators of staffing and beds available.

It also incorporates Care Capacity and Demand Management features, including variance indicator scores (VIS). This allows us to see at a glance the variance in demand and capacity across our hospital, so we can provide resource support to teams experiencing a negative variance, by way of a VIS responder.

The introduction of VIS, along with the nursing resource to support this, has helped us through a very busy winter period. Throughout winter, VIS responders provided additional support on wards where there were high levels of demand and capacity, easing workloads and allowing ward staff to take their breaks. This helped ensure a safe environment for both our staff and patients.

With a collaborative approach, information available at a glance, the right tools and support, we can have the right people in the right place at the right time, creating a better experience and outcome for both our patients, and you, our people.

“ Five VIS registered nurses and two VIS healthcare responders came to help out on 12 July. It was busy but we were able to take our breaks, and had discharges before noon, and new admissions. ”

—Marie Antonette G. Volante,  
RN | Ward 77



# Te Whakatūtata

Māori nāhi (nurses) can now wear Te Whakatūtata on the right sleeve of their uniform if they choose.

The shield was the idea of Māori nāhi Dawson Ward, Senior Nurse CVICU, with hoamahi (colleagues). He wanted a way for Māori nāhi to be recognised as being tangata whenua to tangata mauiui (patients) and hoamahi. “The shield helps foster whakawhanaungatanga (links, connection), manaakitanga (respect, kindness, support) and partnership between nāhi and tangata mauiui,” says Dawson.

Te Whakatūtata is based on the Tino Rangatiratanga flag. Te Whakatūtata is in the shape of a shield. The shield represents the stable influence of Nāhi – as the protectors, supporters and carers of tangata mauiui.

The black surrounding the nāhi represents Māori nāhi coming out of the darkness into the light to be seen. The red represents tangata mauiui whom the nāhi are there to help through their illness. White is a representation of partnership with our tangata mauiui to bring positive outcomes. The koru represents new life, new beginnings and moving forward, perpetual growth. Surrounding, protecting and nurturing the shield is Te Toka Tumai (Auckland DHB) at Te Pāpākāinga Atāwhai o Tamaki (Auckland City Hospital) where Māori nāhi do their mahi (work).

The new shield was launched with a blessing in November. Margaret Dotchin, Chief Nursing Officer, acknowledged the inspiration and leadership from Dawson in making this happen. “I am honoured to launch Te Whakatūtata, this is something unique to us. I hope it provides a way to connect our Māori nurses with each other and with patients and their whānau.”

To find out more about the emblem and how nāhi who identify as Māori can get this embroidered in their uniforms, visit the Nurse Uniform page on Hippo.

Dawson and Hannah Ward, nāhi at Auckland DHB, with Te Whakatūtata on their uniform.



# Health Excellence Awards 2019

A night of celebration took place at The Maritime Room in downtown Auckland to recognise some of the outstanding healthcare and research initiatives taking place at Auckland District Health Board.

The annual Health Excellence Awards celebrate teams and individuals whose dedication and creative thinking enable Auckland DHB and its partner organisations to provide better care and support for patients, whānau, and the Auckland community.

The awards were presented to the very best projects and research, as well as the teams and individuals that stand out for their values-based behaviour. A total of 91 entries were received across all categories.

“The Health Excellence Awards are a time when we get to hear more about some of our amazing people and the innovation and research they are delivering,” says Ailsa Claire, Chief Executive.

“Auckland DHB is its people! Together with our primary and community partners, NGOs, PHOs, volunteers and support groups, we deliver world-class healthcare and healthy communities for the people of Auckland and New Zealand. Reading the submissions for the values award is a real treat, hearing about the people who make such a difference to our patients, whānau and colleagues.”

Winners of this year’s awards included research in fertility treatment, improving phlebotomy services to enable more timely patient discharge, reducing wait times for patients needing cardiac monitoring, and improving safety in primary health.

The winner of the Chief Executive Award went to the Healthcare Security Officers. Through the introduction of in-house Healthcare security officers, violent incidents in the Adult Emergency Department halved.

Sue Ramsay, Head of Security at Auckland DHB says: “I am honoured to have received this award on behalf our amazing team of Healthcare Security Officers. I am so proud of the hard work they’ve put in and the commitment they’ve shown to providing a more values-based approach to healthcare security.”

Guest speaker James Hita shared his inspiring and emotional personal experience of mental health services. James is a patient advocate and a member of our Patient and Whānau Centred Care Board.

Congratulations to this year’s winners and finalists, and thank you to everyone who took the time to submit an application. You can find out about all our amazing 2019 Health Excellence Awards winners and finalists on the Auckland DHB website: [adhb.health.nz](http://adhb.health.nz)



Individual Values Award winner - Greta Pihema.



Team Values Award winner - Patient at Risk (PAR) Team.

## Chief Executive Award

*Winner*

**Healthcare Security Officers creating a safer Adult Emergency Department**

*Finalists*

- Rainbow Employee Network
- Aiming high – a collaborative approach to genetic testing

## Excellence in Process and Systems Improvement

*Winner*

**Phlebotomy services supporting timely discharge**

*Finalists*

- Safe staffing and responding to variance in care capacity
- Focusing on frailty at the door
- Greener dialysis – reducing medical waste

## Excellence in Research

*Winner*

**The Pipelle for pregnancy study**

*Finalists*

- Surgical site infection rate is higher following hip and knee arthroplasty when cefazolin is under dosed
- Maternal going to sleep position, interactions with foetal vulnerability, and the risk of late stillbirth
- Carnitine uptake disorder: screening in New Zealand

## Excellence in the Workplace

*Winner*

**Healthcare Security Officers creating a safer Adult Emergency Department**

*Finalists*

- Management Development Programme
- Rainbow Employee Network
- M-Files employee online files

## Clinical Excellence

*Winner*

**Cardiac monitoring for adult patients at Auckland DHB**

*Finalists*

- Aiming High – a collaborative approach to genetic testing
- Detecting critical congenital heart disease through newborn pulse oximetry screening
- The golden hour

## Community Health and Wellbeing

*Winner*

**Safety in practice 'every patient, every time'**

*Finalists*

- Measles 2019: The evolving public health response to the Auckland outbreak
- A forward plan for mental health and addictions

## Values Award – Individual

*Winner*

**Greta Pihema**

*Finalists*

- Cecille Muhal

## Values Award – Team

*Winner*

- **Patient at Risk (PAR) Team**



Excellence in Process and Systems Improvement winner - Phlebotomy services supporting timely discharge .



Excellence in the Workplace and Chief Executive Award winner - Healthcare Security Officers creating a safer Adult Emergency Department.



Excellence in Research winner - The Pipelle for pregnancy study.



Clinical Excellence winner - Cardiac monitoring for adult patients at Auckland DHB.



Community Health and Wellbeing winner - Safety in practice 'every patient, every time'.

# The Auckland Health Foundation takes simulation to town!

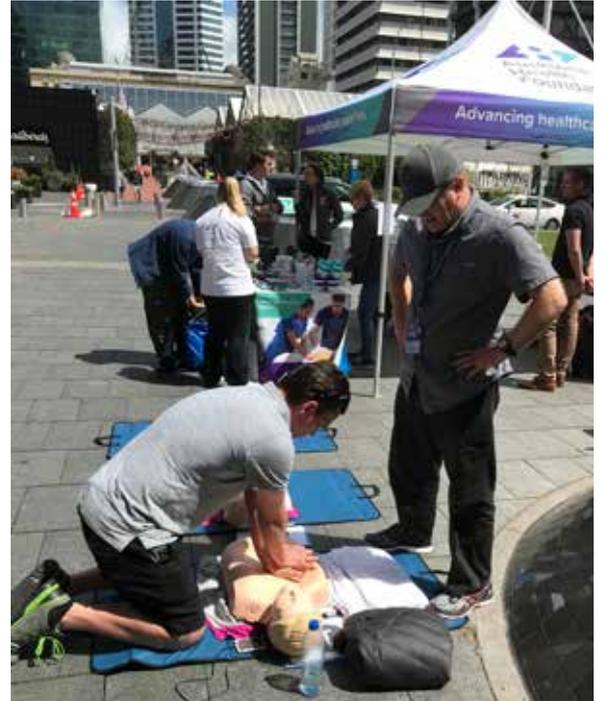


As part of its first birthday celebrations, and to showcase its fundraising campaign to Develop World-Class Simulation in Auckland, the Auckland Health Foundation was recently in Britomart’s Takutai Square— accompanied by our DHB’s very own SimMan!

The life-like mannequin wowed the crowds. Thanks to our DHB Simulation team, there were demos throughout the day and people were able to test their own life-saving CPR skills. The teams gave visitors a glimpse of the amazing work that happens in our hospitals every day, and explained how everyone can get involved to make it even better.

The Foundation has so far received donations and pledges totalling \$331,000 towards the simulation project, which is set to roll out over the coming three years. The team is working with supporters to fund the people, equipment and space for simulation training, which will make it truly world-class and benefit countless DHB staff and patients.

For more information about the simulation project, or if you know someone who might like to contribute, visit [www.aucklandhealthfoundation.org.nz](http://www.aucklandhealthfoundation.org.nz) or call 09 307 6046.



## Making appointment scheduling easier at Starship



Children and their whānau are at the heart of a new patient-focused booking system being piloted at Starship, and the initial feedback is both positive and promising.

The pilot is testing a new process for the scheduling of outpatient clinic appointments by engaging with the parent or caregiver to give them more choice about the appointment date and time – one that works for them. The goal is to improve the experience for the whānau, and reduce non-attendance at appointments.

The pilot launched initially with three Starship services – Endocrinology, Diabetes and Respiratory - where non-attendance and re-scheduling rates were highest.

Carla Jacobson Operations Manager, Medical at Starship, is delighted with what she’s observed so far. “The first call came within an hour of sending our first appointment invitations. The schedulers are getting great job satisfaction from being able to make an appointment for the parent or carer at a time that works for them. Within the first month, re-scheduling rates dropped by 50 percent,” she says.

On the strength of the initial roll-out, the pilot is set to expand.

Thanks to funding support from the Starship Foundation, the roll-out of the Patient-Focused Booking pilot programme was able to be fast-tracked.

Carla Jacobson is optimistic. “We anticipate that we’ll see more children and whānau making it to their outpatient appointments at Starship, ensuring they receive the care and monitoring needed to stay well and enjoying life,” she says.





And just like that the 'silly season' is just around the corner...

Christmas often means time spent with friends and family, and switching off. But it can also be a time of stress with a lot to get done both at home and in the office.

#### Wrapping up at work:

- Prioritise your workload where you can, and ask for support from your team if you need it.
- Make a list of key tasks so you know where to start when you get back.
- Take care of your mental health — if you can, take your lunch break outside.

#### Unwinding and keeping safe on your break:

- Switch off – make sure you take enough time for yourself to rest and relax.
- Keep active – Don't sit down all day, keep up regular exercise and encourage the whole family to get out for a walk — it aids digestion, and will make you feel great.
- Take it easy on Christmas food – try not to over-indulge on food and drink.
- Be a careful cook – minimise the risks, don't leave food out all day. Put out small amounts at a time, so that what is on the table has just been cooked or just come out of the fridge. Ideally, try to use any leftovers within 48 hours or freeze them.

And for those enjoying time in the sun, don't forget...

**Be sun smart:** **Slip on** a shirt, **slip into** the shade, **slop on** some sunscreen, *slap on* a hat, and **wrap on** some sunnies.

# International recognition

## Professor Ian Civil

Professor Ian Civil CNZM, MBE has been awarded the Prize of the Société Internationale de Chirurgie and an Honorary Fellowship from the American College of Surgeons. Ian is the Clinical Lead for the Major Trauma National Clinical Network and Clinical Director Trauma Services at Auckland DHB.

The Prize of the Société Internationale de Chirurgie is awarded to the surgeon who has published work that has made the most notable and useful contributions to surgical science. Congratulations Ian!



## Natasha Heather

Natasha Heather, Paediatric Endocrinologist, was awarded the Jean Dussault Medal for Young Investigators at the recent International Meeting of the International Society for Neonatal Screening in Hangzhou, China.

The Jean Dussault Medal for Young Investigators is given to a member of the International Society for Neonatal Screening who has made a significant contribution to neonatal or other population-based screening. Well done Natasha.

## Dr Bernard Foley

Dr Bernard Foley has been awarded the Australasian College for Emergency Medicine (ACEM) Distinguished Service Award for 2019. Bernard is a consultant in the Adult Emergency Department at Auckland City Hospital.

The award is in recognition of significant high-level service, over and above that of other individuals, demonstrating a commitment to the work of the College. Ka pai Bernard.



## Dr Mark Thomas

In November, Dr Mark Thomas from the Infectious Diseases Services was awarded a NZ AIDS Foundation Life Membership. This is a significant honour and recognition of his dedicated work with people living with HIV infection and his contribution to the sector for more than 30 years. Congratulations Mark!

## Dr Vanessa Beavis

Congratulations to Dr Vanessa Beavis, Director of Perioperative Services at Auckland DHB who has been announced as the next President Elect of the Australian and New Zealand College of Anaesthetists (ANZCA). This is recognition of the high esteem Vanessa is held in by her peers.

Vanessa has been the vice president of ANZCA for the past two years. She takes up the role of President Elect of ANZCA in May 2020. Ka pai Vanessa.



## Health Research Council grants go to the Auckland DHB team

Congratulations to Dr Malcolm Battin, Dr Craig Jefferies, Dr Charlotte Chen and Dr Melanie Woodfield who won Health Research Council grants totalling more than \$2.3m.

**Dr Melanie Woodfield** - Clinical Research Training Fellowship - Implementing effective treatments: Parent training for conduct problems

**Dr Malcolm Battin** - Clinical Practitioner Research Fellowship - Improving care and outcomes for babies at risk of brain injury

**Dr Craig Jefferies** - Clinical Practitioner Research Fellowship - Improving outcomes for children and adolescents with diabetes

**Dr Charlotte Chen** - Clinical Research Training Fellowship - Understanding dyspnoea and exercise limitation in interstitial lung disease

## Auckland DHB wins NZ Junior Doctor of the Year 2019

Dr Cameron Wells was revealed as the winner of the 2019 Australian and New Zealand Medical Education Forum (ANZPMEF) Junior Doctor of the Year Award for contributions to prevocational medical education and training.

Cameron was up against a number of excellent junior doctors from across New Zealand.

Margaret Wilsher, Chief Medical Officer said, "it is exciting to see a young medical leader make his mark and be acknowledged for such. We look forward to seeing more of Cameron in leadership roles."

Cameron has just finished his first year out of medical school and was appointed to the Education Committee, a standing committee of the Medical Council New Zealand representing PGY1 (Postgraduate Year 1) junior doctors across New Zealand.

Congratulations Cameron!



Cameron collecting his award from Dr Claire Bizzard, Chair of CPMEC.



## Haere rā

**Michael Williams**, Community Mental Health Nurse, will be retiring on 9 January 2020. For the best part of 40 years, he has worked in a variety of community settings. Michael is highly skilled and a consummate professional who is held in very high regard by his colleagues and service users alike. Best wishes, Michael.

**Ita Ioasa-Martin**, Community Mental Health Nurse, will be retiring on 3 January 2020 after many years of service with the DHB and in other mental health nursing roles. Her generosity, warmth and smiling face will be missed by her colleagues and service users. Best wishes, Ita.



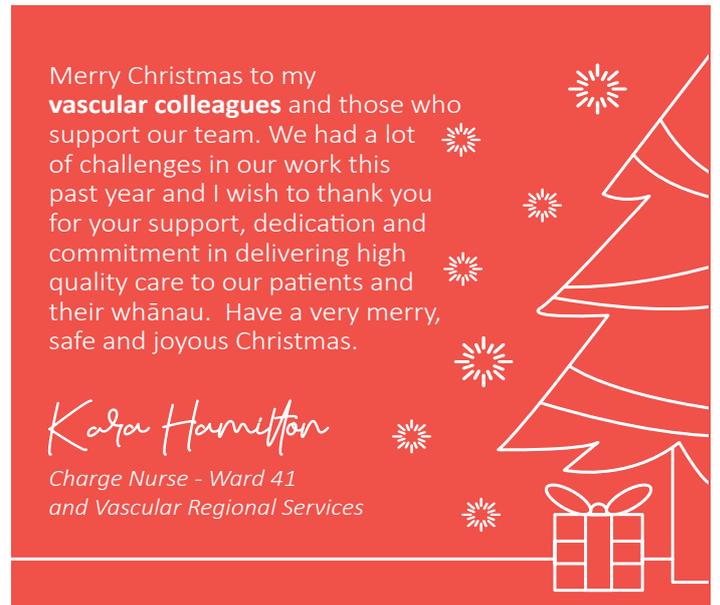
# Christmas messages to our Auckland DHB team



**To everyone in the Auckland DHB team,** thank you for everything you have done this year. Together your commitment, determination and strength has helped us care safely for our patients.

We wish you a safe and relaxing time over the holidays. For everyone who is working over the holidays, thank you for giving up time with your families to care for our patients. Meri Kirihimete.

*Executive Leadership Team*



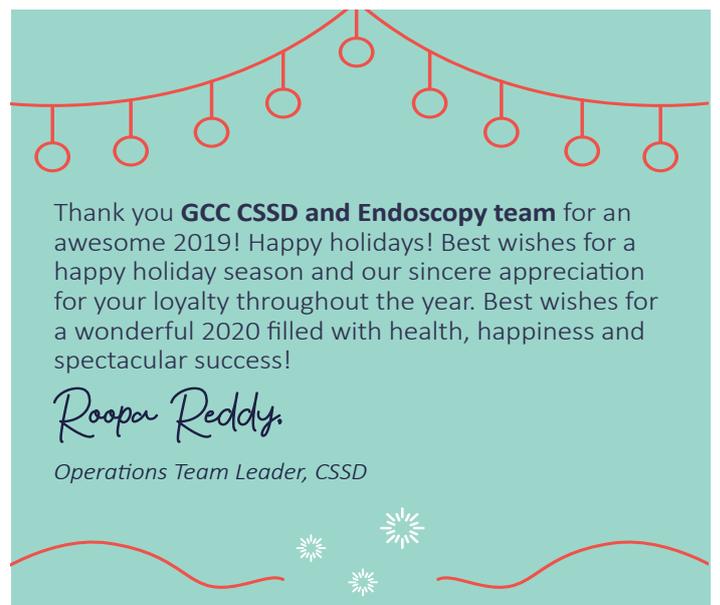
Merry Christmas to my **vascular colleagues** and those who support our team. We had a lot of challenges in our work this past year and I wish to thank you for your support, dedication and commitment in delivering high quality care to our patients and their whānau. Have a very merry, safe and joyous Christmas.

*Kara Hamilton*  
Charge Nurse - Ward 41  
and Vascular Regional Services



Kirihimete koa, manuia le Kirisimasi, Kilisimasi Fiefia, buon Natale. To all the team at **Regional Youth Forensic Service**. Have a lovely summer with your whānau and those that are important to you. Take time to look after yourself, enjoy nature, connect and rest. Thanks to those working through the short weeks. Hope everyone brings as much passion, knowledge and team kindness as 2019 to make 2020 the same if not better.

*Jemma Stephens.*  
Clinical Team Leader,  
Regional Youth Forensic Service



Thank you **GCC CSSD and Endoscopy team** for an awesome 2019! Happy holidays! Best wishes for a happy holiday season and our sincere appreciation for your loyalty throughout the year. Best wishes for a wonderful 2020 filled with health, happiness and spectacular success!

*Roopa Reddy.*  
Operations Team Leader, CSSD



Thanks to the **Health Intelligence Operations team**. To the half who joined my team this year, we understand that you had to hit the ground running, thank you. To the half that are seeing another year through with me and keep going the extra mile to keep things afloat, welcoming and supporting the new staff through the year, thank you. I know I can depend on you.

Thank you for always being your best selves, a great team and contributing to the good work!

To all of the Health Intelligence Team, my immense thanks for all your support.

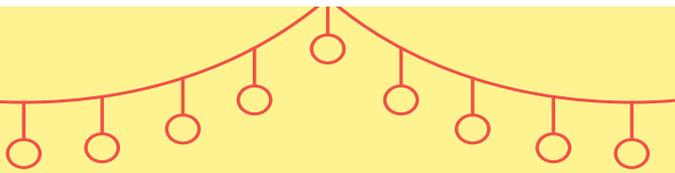
*Mariella Barretto.*  
Health Intelligence Operations Manager



Thank you for always being the best **Women's Health post-anaesthesia care unit /Operating room direct admission nurses** that you can be and taking great care of all the women and babies that pass through our unit.

Happy Holidays.

*Carolyn Haigh.*  
Charge Nurse Manager,  
L9 Theatres  
post-anaesthesia care unit



Thank you so much to all of the hardworking, dedicated team of professionals who work within the **Owairaka Locality Team**. You have all demonstrated a high level of commitment to our community of clients and patients. This means that our people receive quality care and appropriate service outcomes. You have embraced our organisational values and demonstrate how they are embedded in practice. I am proud of you all and look forward to 2020 as we grow in strength together.

*Josephine Cullen.*

*Team Leader, Adult Community & Long Term Conditions*



We would like to express our appreciation for our amazing team of people who work for the **Auckland DHB Pharmacy Department** across all services provided by the Level 6 Pharmacy, Pharmacy Aseptic Production Unit) and the two retail pharmacies at ACH and GCC. We are so proud of the work that you do, the people that you are and the difference you all make for our patients at Auckland DHB.

*The Pharmacy Leadership Team*



Meri Kirihimete to all readers of Te Whetu Mārama and everyone who has contributed to the great stories we have been able to share during 2019. We hope you have a safe and festive Christmas break.

*The Communications Team*

A big thank-you, team for your commitment and outstanding HR Business Partnering work in 2019! Enjoy a relaxed and fun-filled Christmas and New Year.

*Karen Vernon.*

*HR Manager - Business Partner, Mental Health & Addiction & Community Long Term Conditions*



To all our **Human Resources and Communications Team colleagues**, we wish you and your families a very happy festive season. For those who are taking leave during this time, we hope you have safe travels and a relaxing and restorative time. Thank you to each of you for your extraordinary efforts, dedication to your teams and the support you provided to the organisation during 2019.

Meri Kirihimete!

From the

*HR and Communications Leadership Team*



Merry Christmas and a HUGE thank you to the wonderful Ophthalmology team who see over 106,000 patients a year, from the fantastic administration staff, HCAs, nurses, Allied Health, medical photography and medical staff who all play their part in our success, always putting patients first.

*Sarah Welch.*

*Service Clinical Director and Rebecca Stevenson, Business Manager Ophthalmology*

Happy holidays to the team at **Corporate Records!**  
Thank you all for the many ways you make our team what it is.

*Lesley Caulfield.* *Corporate Records Manager*



Every year some of our Auckland DHB team, along with staff from our neighbouring DHBs and healthAlliance, perform for less fortunate Aucklanders on Christmas Day as part of the Auckland City Mission's Annual Event.

This year the theme for the Auckland City Mission show is a UB40 tribute. The tribute band has been formed at Auckland City Hospital and is in rehearsal mode.

The band has generously agreed to perform part of the show for staff and patients at Auckland DHB:

**When:** Thursday 19 December  
at 12 noon

**Where:** Level 5 Atrium,  
Auckland City Hospital

Come along and enjoy the music, fun and Christmas festivities. It is also a great opportunity for you to donate to our Auckland City Mission appeal.

# UB40 Tribute Band perform at Auckland City Hospital



We're inspired by the work of **Auckland City Mission** and wanted to support them this Christmas in providing food to Aucklanders in serious need. We know how important food is to good health.

Please help if you can by donating to our City Mission appeal on the Everyday Hero page <https://give.everydayhero.com/nz/auckland-district-health-board-Christmas>

*Thank you in advance for your generosity, it means a lot!*



Next year Te Whetu Mārama will be published quarterly.  
Look out for the next edition in March 2020.