

# NOVA

THE  
OFFICIAL  
MAGAZINE FOR  
AUCKLAND DHB  
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TE WHETU MARAMA

## Inside this issue:

- Health Excellence Award winners
- Long Service Awards

*Ka Pai Whānau  
– high fives  
Our countdown  
to the summer  
holidays*

# CEO Column



## Staying connected

Ailsa Claire  
Chief Executive

At this time of the year there's more than a bit of excitement about Christmas gifts. However, that's one activity that as an organisation it's almost impossible to get right.

This year we want to do something new and different. We want to acknowledge the hard work of our people and bring the many parts of Auckland DHB together. As we countdown to the Christmas break, we want to say: Ka pai, whānau. Well done, folks.

Throughout December, there will be activities or even something quite random that acknowledges the work and contribution of our people. Highlights will include the Health Excellence Awards and the decoration of the Christmas tree in the Starship Children's Hospital atrium. At Auckland DHB we have around 10,000 staff. The range and diversity of work is pretty surprising. If there's something you're really proud of, please join in and offer to do an event that shows the rest of us what great and interesting stuff you do.

Keep an eye out for the events calendar on the intranet and join in.

Another new initiative this year was the launch of our long service awards. It was great to celebrate with 140 staff who achieved the milestones of 30, 40 and 50 years at Auckland DHB. It's only the first group and there will be more events to come. See the photos in this issue.

The Public Spaces project asked up to a thousand visitors, patients and staff what they wanted in the public areas at Auckland City Hospital. People gave a lot of feedback. We need to make the spaces truly accessible and we could do a lot to help people find their way. People also told us they wanted a wider range of healthy food options and retail services. We'll roll out some of the improvements next year, so watch this public space.

Finally, I make no apology for keeping on about the At Our Best project. We have made real progress developing what our shared values might be. Each of us has our own values. At Our Best is about spelling out in simple, clear ways the big themes in the thousands of pieces of feedback. Patients, staff and providers told us what it's like when we are really At Our Best and what it feels like when we are not. We listened to what people said. Now it's time to show that we heard it loud and clear.

Ka pai, whānau.

On the cover: Kiwi Holidays Ka Pai Whānau - High fives. Image by designer Simon Kear.



# Patients' applause

Here are some of the things people are saying about our team here at Auckland DHB:



I cannot give high enough praise to all the staff - nurses, doctors, physios, kitchen and nurse aides. They were very caring and gentle at a distressing time. I most appreciated those who remembered my name.

Adult Health patient

I have issues with collapsed veins from past IV drug use. The staff were great and I never felt judged or less worthy once top marks!

Women's Health patient

All staff members were very understanding, non-judgemental and went out of their way to ensure my comfort. I was treated promptly when required. In unfortunate circumstances, I felt nurtured and well looked after.

Mum of a Starship patient

We came regularly to the Outpatients Clinic. The nurse who weighs the children is very kind. My son is not always happy to be weighed, but she is very patient with him. I very much appreciated this and her helpfulness. Thank you to all the staff at Starship.

## TOP TWEETS

- @DrAndrewOld - Prof Doug Sellman of @AlcoholActionNZ talking about alcohol harm @Akld\_DHB. >200 physical & sexual assaults every day in NZ due to alcohol.
- @HealthCareersNZ - @Akld\_DHB staff are being trained how to carefully protect themselves, dealing with infectious diseases like Ebola. <http://tinyurl.com/l5xfgdk>.
- @hACareConnect - 3 minutes from registered eReferral to eTriage. Outstanding! @cmdhb @WaitemataDHB @Akld\_DHB #eReferrals #eTriage.
- @Kandi\_Queen - @Akld\_DHB - Yes everything good thank you. Still amazed at the service here, 1st time for me in NZ hospital..v impressed.

Follow @Akld\_DHB for news, patient information and more.

# New Health Minister visits Auckland DHB



Main photo: Health Minister, Dr Jonathan Coleman, is shown how the new technology works.

Inset: Medical Director Dr Michael Shepherd shows Dr Coleman around Starship Children's Hospital.

New Health Minister Hon Dr Jonathan Coleman visited the radiation oncology department at Auckland City Hospital in October to see new technology being used for more precise and faster radiotherapy treatment for people with cancer.

Auckland DHB has invested \$1.5 million in the new cancer equipment which is now fully up and running following a successful pilot earlier in the year.

"Improvements in technology means less time in hospital for patients, and allows clinicians to focus radiotherapy precisely on the cancerous tissue," said Dr Coleman. "By making use of new technology, Auckland's Regional Cancer and Blood Service is well placed to meet the new Faster Cancer Treatment Health target."

The new technology is resulting in significantly better patient experience. Some of the treatments that in the past might have taken 25 minutes can now be delivered in less than five minutes – and with a sub-millimetre accuracy in targeting the cancer.

During his first visit to Auckland DHB as the new health minister, Dr Coleman was also shown around Starship Children's Hospital.

## news in brief



### Annual report published

Auckland and Waitemata DHBs have published their annual reports following a collaborative project sponsored by Auxilia Nyangoni, Auckland DHB's Deputy Chief Financial Officer.

Auxilia says the report has a joint foreword, written by Auckland DHB Chair Dr Lester Levy and CE Ailsa Claire, which describes 2013 to 2014 as a year of major progress and achievement for our DHB. "I encourage you to take a look, particularly at the summary pages up front, to get a good overview of highlights from the year." See [www.adhb.govt.nz](http://www.adhb.govt.nz) for the published report.

### Quality Account to be finalised by year-end

Auckland DHB's Quality Account 2013 to 2014 is about to be published. Sue Waters, Chief Health Professions Officer, who led the team preparing this publication, describes it as a compelling read. "And that's not just for anyone with a lot invested in clinical standards. If you're a layperson wanting to know more about the organisation and its pursuit of quality healthcare, this is one of the most accessible entry points. We have a very demanding, very broad improvement agenda here, so the stories in the Quality Account reach right into the heart of the organisation. Although hundreds of staff will find a personal connection to these stories, I hope we can draw in readers from beyond as well." See the publications section of [www.adhb.govt.nz](http://www.adhb.govt.nz).

### A week of discovery resulting in better spaces at Auckland City Hospital

Earlier this year, we invited people to have their say on the public spaces and services at Auckland City Hospital. During the week we listened to 1000 patients, visitors and staff.

We had fantastic feedback and people's insights and comments helped us to understand what's important to them, along with some ideas to improve.

We are working on some immediate improvements such as, putting in place clocks, water dispensers and new car park signage, as well as longer term improvements including signage, transport and the level 5 layout.

Look out for the blue posters summarising what we heard and keep an eye out for further opportunities to stay involved in improving our public spaces.

## Did you know?

7000

The number of presents Auckland City Mission will give out this Christmas to children who would otherwise miss out. You can drop off gifts and tinned foods to level 5 reception at Auckland City Hospital or the volunteers desk in the main building at Greenlane.

3

One in three New Zealand women will experience some form of abuse from a partner in their lifetime [See our contribution to raising awareness on White Ribbon day – page 14].

4000

The total number of years of service recognised at the Long Service Awards this year [See page 10].

63.1

The length in metres of the world's longest Christmas Cracker [according to the Guinness Book of Records].

157

The number of trophies and certificates given out to the winners and finalists of the Health Excellence Awards.

20

As a rule, 20 grams of sugar per egg white is the minimum to make a pavlova recipe work.

# Welcome to our recent starters

THANKS FOR JOINING US!

Agnes Mondala, Alan Doris, Alexandra Stewart, Ali Sarfarazi, Amanda Rogers, Amelia Tinsley, Amy Lea Semmens, Amy Mulqueeny, Andrew Phillipps, Anita Simms, Ann Groves, Anna Emboido, Anna Hyun, Anna-Kaisa Wilson, Anne Holmes, Annie Tatton, Anwar Fatima Taqi, Arma Dacyon, Arpit Dhebar, Aruni Jayasekara, Ata Mauigoa, Barrie Mackenzie, Belinda Beaumont, Beula Vincent, Brendan May, Briar Mckendry, Bridget Baird, Brooke Cantley, Caitriona Hooper, Carlene Perris, Carmen Ferreira, Caroline Flanagan, Caroline Wilson, Cassandra Craig, Catherine Marnoch, Celia Fanning, Chanel Dodd-Edwards, Charmaine Tolentino, Chauntelle Gillette, Chloe Hunt, Christine Becker, Chun Lin, Colleen Mary Wesley, Corinne Sugden, Cynthia Teng, Dana Loughman, Danru Zhu, David Radich, David Rusk, Dean Adam, Demelza Stevens, Dharmendra Patel, Edward Atack, Emily Redgrove, Emma Cutfield, Emma Rutherford, Erin Wills, Eve Hermansson-Webb, Felipe Dizon, Gagan Kaur, Garth Turbott, Gladys Arandia, Gorretti Rodrigues, Graham Bruce, Guojing Yan, Harumi Uchiyama, Heidel Ancla-Sagrado, Hirendra Singh, Ionne Llenes, Isabel White, Jacqueline Yip, Jam Lainez, Jane Somerville, Jane Woolford, Jannibeth Cajigas, Jannie Yabes, Jasmin Sabawil, Jason Cheang, Jayshree Ramesh-Sukha, Jenifer Del Rosario, Jenny Jiazhong Yin, Joanna Ryan, Joanne Confesor, Johanna Parker, John Camu, John Sandall, Jonathan Kumar, Joyce Au, Judith Bruges, Judith Hanna, Judith Overmaat, Judith Barry, Julian Iosia, Karen Brook, Karen Coertze, Karen Pasley, Karine Mosinyan, Kate Livesey, Kate Strang, Katherine Cervantes, Kathryn Rice, Katie Weeraratne, Kayla Morgan, Kelly Kerrisk, Kerry Thornton, Kristine Adams, Kim Fray, Kimberley Humphries, Kiri-Anne Brokenshire, Kirsten Pedersen, Kirsten Sloan, Klara Shipman, Kunga Sangay, Lambert Laluz, Laura Huyton, Laura Macdonald, Lauren Turner, Leanne Hayes, Leanne Walley, Lashaun Perumal, Lia Warner, Linda Hessell, Lindu Kurumpambil Lawren, Lisa Blaikie, Lisa Reardon, Lisa Shabbot, Lisa Steens, Lizzie Mombeshora, Lois Ravuri, Lydia Rayner, Maree Mooney, Margaret Green, Margo Gardner, Marvin De La Cruz, Matthew Brown, Matthew Tavita, Maya Moore, Megan Sneddon, Melanie Hill, Merin James, Michelle Espenido, Mike Kilpatrick, Min Kyung Byun, Nana Tweneboah-Mensah, Natacha Toledo Yanez, Neil Croucher, Nicholas Adams, Nitin Rajput, Norman Natividad, Odessa Ibay, Olivia Hamill-Cunningham, Parag Bhatnagar, Pauline O'Donnell, Petra Millar, Petra Brooke, Philip Allen, Phoebe O'Neill, Prescila Serrano, Priscilla Thorne-George, Priya Nandani, Raewyn Donoghue, Rajani Mutyala, Rakshith Singh, Rangipari Takaa, Ravi Jayakaran, Ravikesh Ram, Raymond Kamal, Rebecca Stephan, Rince Leen, Roberto Chiletto, Samantha Abbott, Sarah Brown, Sarah Hatam, Saritha Matta, Satvinder Sembhi, Shannon Mayhew, Sheena Kunnath, Shelley Solomon, Shelley Taylor, Sheridan Wilson, Shrinivasan Naidu, Siti Ahmed, Sora Taniguchi, Stacey Mclachlan, Stephanie Murgatroyd, Subin Raju, Sue Desai, Sunil Subedi, Sunita Barua, Susan Harrison, Susan George, Susan Taylor, Tessa Attwood, Thelma Weston, Tina Ferry, Tracy Hill, Tracy Tionson, Trilok Raval, Troy Drummond, Tsitsi Kuuya, Tulasi Nagulapati, Upoko Slater, Wing-Kwan Yuen, Yihong Wang.

# Our local heroes

Congratulations to our October and November local heroes – Sue Patience and Kieran Barling.

Sue, a staff nurse in the Haemodialysis Unit was nominated by a patient, who told us, "There are so many wonderful things that I can describe about Sue. She is so amazing, so caring, loving and giving of herself. She is very accurate and there are no shortcuts when doing her job. When I first started at the Home Haemodialysis Unit, Sue taught me the machine, helped me with the troubleshooting and I nearly always got her on the 24hr helpline we have. I love her, she has made my life worth living."

Kieran, a staff nurse, was nominated by a patient who told us, "Kieran was a wonderful nurse to my Dad, while he was a patient in Remuera Ward in August and September. Dad really liked Kieran and we all greatly appreciated the high standard of nursing that he provided. He was always patient, kind and an outstanding listener. Always attentive and aware of Dad's needs, he made the time that Dad was in his care, much better."

Please keep your stories about our local heroes coming in.

To nominate go to: [www.adhb.govt.nz/localheroes](http://www.adhb.govt.nz/localheroes).

Sue Patience receives her local hero award from Chief Executive Ailsa Claire.



Kieran Barling receives his local hero award from Ailsa Claire.

## Congratulations to everyone nominated as October and November local heroes:

Alison Elston	Kamlesh Nand
Anne Frew	Laurelle Breen
Annette Jackson Potter	Lauren Mabbutt
Briar Williams	Lillian Lakeman
Bruce Judson	Lisa-Maree Pritchard
Dr Cole Rudolph	Melatissa Seye
Daniel Matenga	Michael Cosgrove
Daniel Wellington	Dr Richard Roxburgh
Don Harper	Sau Leilua
Gaurav Mediratta	Stephanie Jones
Hare (Charlie) Paraone	Dr Sumit Samant
Holly Carmichael	Taulote Pritchard
Jo George	Tony Westwood
Joshava Selvaraj	Viktor Skradski

local heroes is kindly supported by A+ Trust

# A Wicked Project for a wicked problem

A new project to improve patient and health information management across the region has been launched.

The 'Wicked' project is a once in a generation business transformation project that will enable great changes in the way healthcare is delivered, improve the experience of patients and providers, increase levels of efficiency and effectiveness and address the underlying IT issues that are constraining the region.

The northern region DHBs and healthAlliance are working together to select a vendor partner who will provide an improved regional platform that can grow from a patient administration system to a full electronic health record with inter-organisational links and patient interaction.

The new system is expected to roll out in Auckland DHB from October 2015 with other DHBs intending to follow in the near future.

# Wicked

For all the latest news and information, visit [adhbintranet/Wicked](http://adhbintranet/Wicked) or e-mail [wickedproject@adhb.govt.nz](mailto:wickedproject@adhb.govt.nz).

## Maternity services achieve baby friendly status

National Women's Health maternity services are celebrating after once again being successfully accredited as Baby Friendly.

The Baby Friendly Hospital Initiative (BFHI) is an international accreditation process monitored by the World Health Organisation (WHO) and UNICEF that aims to raise standards and improve the health of mothers and babies by encouraging exclusive breastfeeding from birth.

Using the proven 'Ten Steps to Successful Breastfeeding' framework, National Women's Health supports and promotes exclusive breastfeeding for the first six months of a child's life, while also

ensuring that women who choose not to breastfeed are supported in their decision and provided with information and advice.

"Almost 80 per cent of new mums at the hospital now breastfeed their babies today compared to 50 per cent when we first started this process in 2008," says Maggie O'Brien, Director of Midwifery.

"We are delighted to have achieved this accreditation until 2018. It has been a rigorous process and an amazing amount of work has been done by so many staff - it is a credit to everyone involved."

For more information about the initiative visit [www.babyfriendly.org.nz](http://www.babyfriendly.org.nz).

New Zealand Breastfeeding Association presents maternity lactation consultants at National Women's Health at Auckland City Hospital with their accreditation certificate. (L-R) Robyn McMillian, Gerry Smith, Julie Stufkens (NZBA) and Lynley Nichols.





# KA PAI WHĀNAU

This year, instead of the traditional Celebration Week and Christmas Treat we have been hosting a countdown of celebration activities. We're calling this 'Ka pai whānau – highfives' the intent of this is to celebrate with our people and also connect with our community.

Our Ka Pai Whānau countdown calendar can be found on the staff intranet with a list of events. The photos below are from some of our Ka Pai Whānau celebrations!

1. Allied Health Award winners: Ashleigh Donovan, Kylie Russell and Barbara Cormack with Sue Waters.
2. Musicians entertaining staff and patients at Auckland City Hospital
3. Information and resources were on offer at Auckland City Hospital as part of International Day of Persons with Disabilities.
4. Rebecca and Michael musical duo providing some Christmas cheer.
5. 2014 Health Excellence Awards held at Auckland Museum
6. Weaving pepe pods and raising awareness about safe sleeping for babies.
7. Theatre staff getting into the Christmas spirit.
8. Staff were able to take a peek at some of the creative work being carried out in the Design Lab in December.
9. Richard Frith from A+Trust, with Clinical Director Richard Doocey the winner of the Workplace Excellence Awards.
10. David Haslett, singer and musician, entertaining staff, patients and visitors at Greenlane Clinical Centre.
11. Celebrating our volunteers.



## Ready for suspected Ebola cases

More than 200 staff are in various stages of training in the use of Personal Protection Equipment (PPE) which they will need if Auckland DHB receives a patient with a suspected case of Ebola. While the outbreak continues in West Africa, the risk of a case reaching New Zealand remains very low. However, Auckland City Hospital, as one of four major receiving hospitals in the country, needs to be ready. The training and preparations enable Auckland City Hospital to be prepared for a range of emerging infectious diseases.

Senior medical officers at Auckland City Hospital's Emergency Department wearing their personal protection equipment.

# health excellence Awards 2014

The Health Excellence Awards took place on 3 December, to celebrate some of the fantastic initiatives that are really making a difference for our patients and community.

The awards, held at the Auckland Museum this year, are an opportunity to highlight improvements being carried out by the Auckland DHB team and our partner organisations. This year we were delighted to see an increase in applications across the board and especially from primary care and community providers.

"It is great to see projects where noticeable improvements are being made to quality, safety and patient experience," says Ailsa Claire, Chief Executive. "It is often some of the smallest changes that can have an immense impact on our services."

"It is these kinds of innovation that will ensure we will deliver health excellence into the future."

Our guest speaker at this year's Awards was Kevin Biggar, adventurer, writer and co-host of the TV series 'Intrepid NZ'. Kevin entertained the audience with his adventures and what he has learned about facing challenges from rowing an ocean to trekking to the South Pole.

Celebrating with our winners was made possible by the generous support of our sponsors: A+ Trust, Starship Foundation, Spark, Cisco, Auckland Academic Health Alliance and Buzz Channel.

Thank you to everyone who took the time to apply for this year Health Excellence Awards. Congratulations to all our finalist and winners.

You can read the summaries from all our applications in Health Excellence Awards 2014 booklet available on the Excellence Awards webpage <http://excellenceawards.adhb.govt.nz/>

We will also be sharing videos summarising the finalists achievements.

## The Winners 2014

### Excellence in the Workplace Winner

New Northern Haematology Ward - Motutapu Ward ACH

Left to right:

Ada Cheung, Rachel Carter, Louisa Stone, Leanne Berkahn, Tim Hawkins, Lucy Pemberton, Nigel Patton, Imogen Caldwell, Kerry Mitchell, Dr Richard Doocey, Helen McIlwraith, Peter Browett, Angela Ashworth-Ang, Stephen Wong, Elizabeth Petrie.



"I love seeing patients and staff excited to be here, and I am just so thrilled with the results we achieved."

### Excellence in Community Health and Wellbeing Winner

ProCare Mission Smokefree

Left to right:

Leanne Catchpole, Nancy Wheeler, Fay Burke, Debbie Owen, Amanda Brien, and Keri Linklater. In bubbles: Ataria Marsden and Dr John Cameron.



Mission Smokefree  
Increase from 81 to 93% of our enrolled population now have smoking status recorded  
129% increase in brief advice delivery and offer of support to quit to patients  
Quitline referrals raised over 400%

"The number of people who texted back to us, 'Yes please - help me quit' was amazing."

### Excellence in Research Winner

Calcium and magnesium infusions – effects on oxaliplatin

Left to right:

Professor Mark McKeage, Georgia Wilson, Dean Kilfoyle, Paul Thompson, Dragan Damianovich, Dr Catherine Han, Amanda Ashley, Prashannata Khwaounjoo.



"Patients now receive stronger evidence-based treatment and no longer receive an intervention that we have proved is ineffective."

### Excellence in Clinical Care Winner

Haemodialysis access work stream

Left to right:

Tim Dennison, Sandi Millner (front), Devin Mynet (back), Emma Marsh, Dialysis Machine, David Semple.



"It's down to getting the right people and meaningful engagement with stakeholders."

### Excellence in Process and Systems Improvement Winner

Women's Health Physiotherapy waiting time project

Left to right:

Virginia Stevenson, Jill DePledge, Vicki Holmes, Nona Utumapu, Sue Waters, Sally Pritchard, Janine Mortimer, Sheryl Wilson, Malini Subramoney.



Root causes	Solutions
"Actual" available clinic time not shown on PHS grid	Streamline PHS grid
Triage focuses too much on maternity	Standard process for scheduling
Scheduler does not have time to book appointments	New process to screen referrals
Lack of skill mix – all physios can't see all patient groups	Video for maternity patients
	More time assigned to schedule appointments
	Up-skilling and refresher training to increase skill mix of physios

"Average patient waiting time has now reduced to 60 days."

### Chief Executive Award Winner

Conversations that Count awareness day

Left to right:

Leigh Manson, Ian D'Young, Shona Muir. Not in photo: Jolene Larsen, Hilary Boyd, Jane Hannah, John Kleinsman, Jane Goodwin, Jane Large, Jennie Fowler.



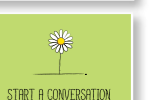
Since CtC Day, (April 2013 to June 2014), a 114% increase in ACP compared with previous year in the same time frame.

In 2014, in the Auckland DHB area, 646 ACP conversations were reported.

An increase of 1,042% in ACP conversations from year 2011 to year 2014.



CONVERSATIONS THAT COUNT DAY





# 4000 years of service to health

**Photos**

- 1: Sinai Pale celebrating at the event with her whānau.
- 2: Penny King (Nutrition Services Manager) and two of her colleagues, Letau Tavila and Malili Malio being recognised for more than 120 years combined service.
- 3-5: Some of our staff celebrating 30 years of service, a great achievement.

This year we re-launched our long service recognition to honour and celebrate with our staff who have achieved a significant milestone in their length of service.

In November we began this recognition with two long service events recognising 30, 40 and 50 years or more service.

In total 120 staff were invited to the events, together all their years of service added up to an amazing 4000 years of service.

Those who attended these first events were presented with a certificate, a beautifully designed badge and a personally signed thank you card from Ailsa Claire, our Chief Executive.

Ailsa said, "We wanted the event to be a special day that people could celebrate with their colleagues and families. As well as the presentations, there was an opportunity to reminisce and have a bit of fun with music and a themed quiz from 1974 and 1984. It was great to listen to some of the stories shared at the event, with people looking back to the start of their careers, the role of the matrons and what it was like living in the nurses' home."

Long service has not been honoured at Auckland DHB in a formal manner since 2010 so there is some catching up to do and more events are being planned for 2015. Recognising Long Service in this way has been made possible through the generous support of A+ Trust.

The Long Service events are just one of the ways we want to formally acknowledge the amazing work of our people.



## The changing face of nursing

*One of our longest-serving nurses reminisces about how nursing has changed over the last 40 years...*

Rosemary Ellyett, Bed Manager, Auckland City Hospital

**You trained over 40 years ago as a nurse. What were things like back then?**

We lived in the nurses' home and had to wear blue uniforms to and from the hospital, then change into white uniforms for the ward and cover our hair. I never spoke to a doctor directly and even if I wanted to speak to the matron, it would have to be indirectly via a senior nurse.

In some ways, we had more patient contact back then as we had no health assistants so everything, from sponge bathing to administering medicines, was all part of our job.

As there were no pumps or IVs, everything had to be done by hand. For example, I would have to crumble up a morphine pill and mix it with boiling water, then put it in a needle to inject.

We had to sterilise everything by hand, there was lots of scrubbing down benches. We had to make the doctors' morning tea and dust areas of the ward - I can't imagine nurses today doing that!

**What would you say to a nursing student in training now about how to be good nurse?**

An old adage I always stand by is "Give a lot and don't count the cost." In this profession you must be willing to give of yourself and not always receive thanks.

**What still inspires you to come to work every day?**

If I give up work, I will be with my own age group the whole time. What I love about my job is that I get to talk to all age groups and it keeps me on the ball. People here just take me as me, they don't see an age.

Thank you  
very much  
– my sincere  
appreciation



Dr Lester Levy, Board Chair

Can you believe another year is almost over? As ever, it has been a very busy year with lots to celebrate and a lot of hard work to acknowledge.

We have had some of our busiest months this year, with increasing numbers of patients in our hospitals. During April and May, an additional 590 patients came to our Adult Emergency Department, compared with the same time last year.

This had an impact across the whole organisation and I really do want to thank and acknowledge everyone's efforts and hard work to keep our patients safe during that time.

It has also been a year of celebration...

Auckland DHB was one of the first DHBs to achieve all the Minister of Health's targets. This is not just about hitting a target, what it means in reality is that we are providing a better, safer experience for our patients and our population.

We held the first Long Service events last month and I was delighted to attend both events to honour and thank those who collectively have delivered 4000 years service to our patients and population. This is an astounding and quite staggering number and it shows the level of commitment and dedication people here at Auckland DHB have to the health service. This was just the beginning of a programme of activities to celebrate key milestones in people's careers with us.

At the time of reading we will also have celebrated with our winners and finalists at the Health Excellence Awards.

Every year, I really enjoy reading about some of the outstanding achievements and examples of innovation from our award winners. This year was no different, with projects such as the women's physiotherapy project which reduced the average time women wait for an appointment by a massive 60 days. The Operating Room Capacity Management project, which give us an additional 205 theatre sessions which would otherwise have been wasted, is simply amazing. There are many others like this. I really do commend those involved in these projects, which result in a better experience for patients, their families and often for our staff too.

Finally, as the year draws to a close, on behalf of the Board I would like to say thank you to each and every one of you for all that you do for our patients and population. Your work and commitment is both recognised and greatly appreciated. I hope you all manage to find some time to relax over the holidays. I wish you and your families the very best for the festive season and I look forward to another year of providing high quality care and supporting the health of our population in 2015.

# Mind over Manner

In October, receptionists, bookers and administrators attended a customer care training session with a difference.

Facilitated by Mind over Manner, experienced actors performed in role-play scenarios, based on situations that actually arise in our services.

Participants then discussed what could make the scenario better for both the patient and staff. Taking on board this discussion, the actors then re-enacted the original situation.

The training was put in place with the help of Sarah Houbolt, a patient who got in touch following a visit to the eye clinic. Sarah was not happy with the way she was treated during her visit. Rather than just complain, she wanted to help improve things. She suggested the Mind over Manner training and worked with Service Manager Rosalind Poole to pull it all together.

Tara Argent, General Manager of Surgical Services, said "the training was entertaining and provided some valuable learning at the same time. It was a really great way to analyse some common elements of complaints and allow people to see the impact that small actions can make."

We are looking to roll this type of training out to more staff across Auckland DHB.

To find out more, contact Rosalind Poole - rpoole@adhb.govt.nz.

"The training was absolutely fantastic and will really help us back in the workplace."

- Michelle Greenwood, receptionist and participant.



Above: Receptionist Michelle Greenwood with actors Ben and Victoria.

At top: Mind over Manner actors providing a light hearted approach to customer care training.



Some of the GPs pictured here with Primary Care Director, Jim Kriechbaum and CMO Dr Margaret Wilsher.

# GP Open Day

On 10 November, Auckland DHB's emergency department opened its doors and invited general practitioners in. This was to meet with some of our senior clinicians and members of the executive team. The DHB's newly appointed directors of primary care were also introduced in their new roles.

More than 60 GPs took up the opportunity to tour Auckland City Hospital's adult emergency department 'hot floor' and observe the ED and short stay unit processes first hand. They also looked at some local data on the growth in ED presentations and our response to that growth.

CE Ailsa Claire and CMO Dr Margaret Wilsher said it was more than an opportunity to meet our GP colleagues and for them to meet us. Margaret said "That meeting is a good thing and, beyond that, we're keen to build a stronger relationship with our colleagues delivering services in the community. This provides an opportunity to meet face-to-face and discuss how we can move forward with some of our integration activities."

Dr Stuart Jenkins and Dr Wayne Jones.



## GP Liaison Programme gains momentum

Launched in May 2014, the GP liaison initiative has hosted four GPs in the departments of ORL, General Medicine and Dermatology. Set up by the DHB's Clinical Education and Training Unit (CETU), the programme offers GPs invaluable first-hand experience of the specialist medical areas to which they refer their patients.

Director of Clinical Training, Dr Stephen Child sees great opportunities for the programme to expand across other departments. "Although not a formal mentoring system, this initiative increases the clinical interface between primary and secondary care and facilitates knowledge sharing."

Tony Svensen, GP at Avondale Health Centre, said he saw great benefits from the initiative.

"I spent a thoroughly worthwhile morning with Dr Bren Dorman and his staff, observing a wide variety of laryngeal issues. These ventures definitely improve our communication with secondary care and improve GP clinical knowledge".

If you or your team would be interested in offering this initiative in your department, please contact Rosamond D'Souza on: 307 4949 ext 23208 or email [rosamondds@adhb.govt.nz](mailto:rosamondds@adhb.govt.nz).

# MAKING A STAND against domestic violence

Everyone has the right to feel safe at home. Many don't. One in three partnered Kiwi women report having experienced physical or sexual intimate partner violence in their lifetime.

In the lead up to White Ribbon Day, 25 November, Auckland DHB's Family Violence Team led a social media campaign asking colleagues to stand up and say 'no' to domestic violence.

Kathy Lowe, Family Violence Coordinator, says "We have a responsibility, as health professionals, to ensure that we are providing optimal care to our patients – to give the support they need to help keep themselves and their children safe and free from harm. We also know that the hospital can be a safe place to have those conversations, especially if someone is not ready to talk to police, or a specialist agency like Shine."



Here is a snapshot of some of these photos.



1: Emma Jansen, Specialty Clinical Nurse, Family Violence Intervention Team and Te Puaruru hauhau.

2: We have to protect our children and break the cycle. Toru Kirianu, Kathy Lowe and Leonia Smith stand united.

3: Family violence is NOT OK. Everyone has a right to feel safe at home. Kati Wilson, Shaken Baby Prevention Coordinator at Te Puaruru hauhau, says NO to domestic violence.

4: Love is not abuse. How do you show your partner you care? Dr Patrick Kelly, Puawaitahi Child Abuse Service.

5: Dr Andrew Old, Chief of Strategy, Participation and Improvement at Auckland DHB.



## STOP BEFORE THE OP! Celebrating World Anaesthesia Day

Anaesthetists urged smokers to 'stop before the op' as they celebrated National Anaesthesia Day on October 16.

Demonstrations and information stands at Auckland City Hospital showed staff, patients and visitors the increased risk of complications for smokers during and after surgery, and pushed the message that it is never too late to quit.

"People are often surprised by what a huge difference giving up smoking can have on a patient during surgery and in recovery," said specialist anaesthetist Dr Nigel Robertson.

Anaesthetists used a mannequin to demonstrate how to give an anaesthetic and visitors were given the opportunity to participate in hands-on activities such as ventilating 'patients' and using an ultrasound.

A smoke-free stand also showed how to measure carbon monoxide levels and compare the difference between smokers and non-smokers.

Smoking leads to more complications during and after an operation, says the Australian and New Zealand College of Anaesthetists. It starves the body of oxygen making it more difficult to breathe during and after surgery, can lead to blood clots and smokers also have more trouble recovering after operations.

"Anaesthetists can play an important role in helping smokers quit," explained Dr Robertson. "People certainly don't have a view of how it can change relatively quickly for the better if they stop."

"We'll see patients 10 to 14 days preoperatively - it's a really great opportunity. You actually can't smoke in theatre so they're going to have to give up for two or three days anyway so why not just make it permanent?"



Demonstrating patient ventilation on James the mannequin.



Showing the difference between smoker and non-smoker lungs.

Alberto Bonini from Smokefree Services.



## Auckland DHB pharmacist new NZHPA president



Auckland DHB Principal Pharmacist, Education and Training, Kim Brackley is the new president of the New Zealand Hospital Pharmacists' Association.

This professional advocacy organisation represents 80 per cent of the country's hospital pharmacists and works to promote hospital pharmacy and encourage collaboration within the sector.

Kim says she's humbled to accept the role and looks forward to making a contribution that advances the whole profession.

"There will be some particular areas of focus. A national career structure for pharmacists and pharmacy technicians is key among them. We're working with Health Workforce New Zealand and, once finalised, this will offer a clear professional pathway for the profession and plug a notable gap."

"We have a related initiative in developing processes around credentials for advanced practice. It's a key part of any well-structured career and delivers gains for the individual professional and the departments they work in. Departments with credentialed staff members get people with a clear statement of training, skills and expertise. This is something that is important in and of itself, but also of great utility for the other medical professionals who engage with pharmacists."

Kim's term is for a year in the first instance and builds on several years of prior work within the association, in other capacities. For more information see <http://www.nzhpa.org.nz>.

## Perioperative nurse award for Leigh Anderson

Work to raise the profile and professionalism of perioperative nursing by Leigh Anderson of the Performance Improvement team has been recognised by the Perioperative Nurses College (NZNO). Leigh was presented with the 2014 Christina (Tina)



Auckland Award for outstanding services to the perioperative community at the Perioperative Nurses College conference in October. Leigh said she felt honoured to receive the award and thanked colleagues and peers for their support.

Leigh has served as both a council member and regional secretary for the Auckland Northland group of the Federation of Perioperative Nurses prior to serving two terms as the National chairperson.

In Leigh's last year of tenure as chairperson, she was instrumental in raising the needs and qualifications profile of the RN assistant to the anaesthetist. All the extra work that Leigh has put in has contributed hugely to the framework of training and educational requirements of the formalised role.

The award is named after Tina Ackland, who held a series of perioperative nursing roles at Hutt Hospital. Tina was an honorary life member of the New Zealand Burn Association and a trustee of the Gillies McIndoe Research Institute. She died 21 April 2012, aged 64.

## Bike to Work Breakfast

In November, Auckland Transport hosted a bike to work breakfast at Auckland City Hospital. Cyclists were offered free bike maintenance whilst enjoying a light breakfast.

35 cyclists collectively rode 155km to attend the event.

The longest journey of the day went to Barry Harrison who cycled 19km. Barry, who is in training for an ultra-marathon event, cycles to work two to three times a week. For the remaining days, he takes the bus to work and then runs home.

The bike to work breakfast was held to celebrate the opening of new covered and secure cycle spaces, located at the back of car park A.

Director of Health Outcomes, Simon Bowen understands the importance of encouraging the health and wellbeing of staff. "We often heard from staff who cycle to work that there wasn't adequate places for them to store their bike. The new bike storage has been built in response to that feedback. The bike to work breakfast was to celebrate the opening of what is a fantastic new cycle storage solution and to thank staff who cycle into work to keep themselves fit and healthy. As part of our wellness plans, we want to do more of these types of events at Auckland and Greenlane in the future."

To gain access to the new cycle storage, staff should simply take their swipe access card to security at Auckland City Hospital.

Auckland Transport are also offering to run a bike maintenance workshop, or on-road cycle skills riding refresher in the New Year. If you're interested in either of these please email [adhbcommunications@adhb.govt.nz](mailto:adhbcommunications@adhb.govt.nz).



Top: Tim, Sue and Sheridan, members of Auckland DHB, enjoying a bite to eat at the bike to work breakfast.

Above: Barry Harrison, who regularly cycles 19km to work.