

TE WHETU MARAMA

# NOVA

THE OFFICIAL STAFF NEWSLETTER FOR THE AUCKLAND DISTRICT HEALTH BOARD



## Inside this issue

- Hats off to Starship Carers
- ADHB's Got Talent picture special
- Ministerial visit to ACH

The shortest day of the year is now behind us and we're all looking forward to getting through winter and enjoying some warmer days in the sun.

While the weather hasn't been a cause for celebration, there has been much to be positive about in terms of ADHB staff at the front line making a real difference in the delivery of quality public healthcare.

For example, we are now seeing significant progress towards reaching our Smoking Cessation target for the year – one of six priority areas for improvement determined by the Government.

Changes to our discharge procedure and reporting requirements have seen the rate of hospitalised smokers being offered advice and assistance to quit rise to 63%.

While we are still short of the 80% target, it is a significant improvement and I want to acknowledge the critical role of our staff in delivering a very good result.

I also had the opportunity to sit in on the final project presentations for the first 20 people to complete Lean Six Sigma Greenbelt training and was impressed with the quality of their work.

There are fantastic improvements being implemented under these projects, which are part of the Healthcare Excellence programme that gives people the skills to improve processes based on patient or customer requirements.

We are also making progress in planning for better delivery of services to people with disabilities, reflecting the challenges set out in last year's 'Step Up Auckland' report.

By September, we expect to have a report to gauge our performance in the engagement between staff and people with disabilities.

We are currently exploring the option of a disability advisor for the organisation to complement these efforts.

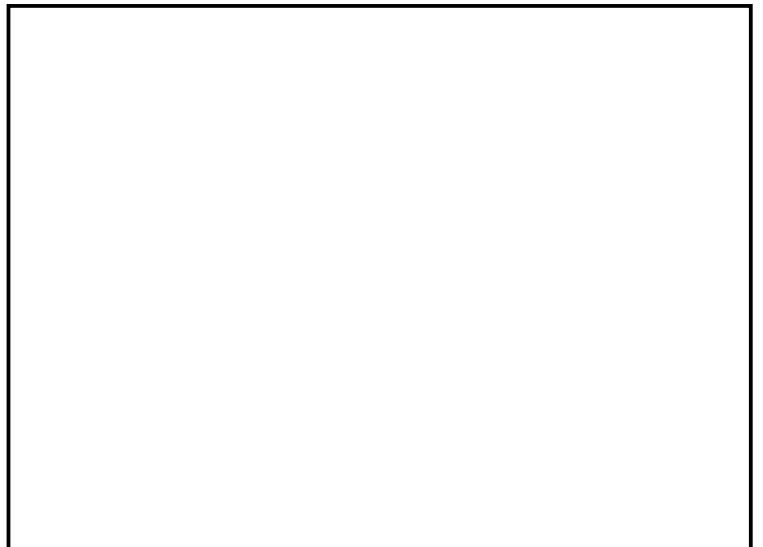
And finally, the initial stages of the procurement of Whanau Ora services are underway.

The Whanau Ora Governance Group has called for Expressions of Interest (EOI) from eligible providers or provider collectives seeking to develop comprehensive whanau-centred services.

Final decisions will be known by 30 September and up to 20 providers or provider collectives are expected to be engaged in this round of service provision from October.

We are making real progress across a whole range of healthcare delivery areas and this is down to the hard work and dedication of you, our committed staff.

Thank you for your ongoing efforts in driving an exciting improvement agenda that will deliver real benefits to the ADHB's service population.



On the cover this month...

From left to right: Vicki Wade – Public Health Nurse, Auckland Regional Public Health, Eby Mathews – Security officer, Nanette Wainwright – Staff Nurse, Ward 72.

# A heartfelt 'thank you' for Starship staff

Starship staff have received a heartfelt 'thank you' for their special care from the mother of a young patient.

Little Claudia Chaney is a long-term patient following complications from a bone marrow transplant five years ago.

She is no stranger to the Starship team, who have gone out of their way to make her visits as comfortable as possible.

Her mum, Lisa Petersen, says a series of small gestures has helped Claudia overcome her fear and she now looks forward to visiting hospital.

Lisa says staff have built a strong relationship with Claudia and have helped organise letters from the tooth fairy, use colour co-ordinated dressings, arrange chocolates at Easter and on one occasion, Claudia has awoken to find a chocolate fish on her bed.

A favourite anaesthetist recently dressed up as a leprechaun and used green bandages on her.

And two of her Starship mates dressed up as cats to say 'thanks' for a song she wrote and sang to them.

"We have had so many amazing, hilarious experiences down in theatre because of everyone's personal effort to make Claudia feel at ease," Lisa said.

"All the staff in pre-op are excellent medical staff but on top of this they have gone the extra mile to help Claudia to feel comfortable and happy.

"I have no doubt that without the fantastic team that we have looking after her, she would not be where she is today and I feel that it is down to her medical care but probably more significantly due to her feeling of happiness which the theatre staff have given her.

"I would never underestimate the power of happiness and laughter in healing.

"That being said, I owe these people everything because Claudia is everything to me.

"By giving her happiness, love and laughter, they have increased our quality of life enormously and words couldn't even come close to expressing what that means to us, because when all is said and done, it makes a difference to know that Claudia matters, as would be the feeling of any parent.



Starship patient Claudia Chaney.

"Seeing Claudia smile is the best gift in the world, seeing her laugh and enjoy even the hard times she has to deal with is priceless.

"We love all of the staff in theatre and even though we would prefer to not be there, they are family to us.

"We are grateful to everyone at Starship for everything they do."

To see more feedback from some of Starship's fans, go to:

[www.facebook.com/#!/pages/Starship-Foundation/124721253784](https://www.facebook.com/#!/pages/Starship-Foundation/124721253784)



PICU fellow Dr Tim Geary assists in making Claudia's hospital visits a little more fun.

## ACKNOWLEDGEMENTS

### Val Scherp

Val Scherp was farewelled by colleagues in April after more than 20 years with ADHB.

Val started part time work in April, 1989 as a clerk for the social work department at Auckland City Hospital and later as a full-time social work clerk at Waterview Community Health Base, where she was the first person to work on a computer.

The Waterview years were happy ones but its closure resulted in a move to Greenlane, where Val continued in a Team Support role.

Val continues to work at Greenlane on a casual basis but plans to travel to Singapore and other countries.

### Barry Hemingway

Barry Hemingway began working for the ADHB in 1980, as an orderly at Greenlane Hospital.

During this period, he also spent some time as the Head Orderly for the service

Most of his career was spent on the Greenlane site and he moved with the service when it relocated to Auckland City Hospital.

Barry is renowned as a hard worker who was always helpful to patients and staff.

He is remembered as a particularly honest and loyal staff member who brought a steady, calm attitude to his work.

We thank him for his contribution and wish him well in the future.



They pouted, they minced, they sang and they danced. The annual staff social function – the X Factor talent show – has been run and won once more.

Over two big nights on June 14/15, around 200 musically – inclined ADHB staff let down their hair and competed for glory in front of packed crowds.

Staff Nurse Torio Naneth emerged the overall winner in her first appearance with a knock-out solo singing performance that left the judges gasping.

Whilst Naneth took her fellow performers by surprise, her elderly patients on the Awatea Ward had more than an inkling of what was to come.

"I usually gather together my patients in the dining room at lunch time and entertain them by rendering a song while having their meals," Naneth explained.

"I can really see the joy on their smiling faces.

"I think music makes a difference because some of them can connect with the songs I'm singing."

Planning for the 2011 event will start in February based on audience feedback from this year's competition.

Feedback can be sent to the X Factor Organising Group via Rosser Thornley in Finance via email [rossert@adhb.govt.nz](mailto:rossert@adhb.govt.nz) or on ext 3009.





# The Ophthalmology Department

Charge nurses Bronwyn Ward, Adrienne Strickland and Carolyn Brown give Nova a bird's eye view of life in the Ophthalmology Department ...

## Describe your department

The fact that we are a department, as opposed to three separate units, makes us unique. We have integrated our ward, clinic and theatre nursing into a single department, so we are one big team instead of three smaller units. Our team also includes nurse specialists, a nurse practitioner, nurse educators and charge nurses.

## What's a typical day in the department?

The day never ends for us because we are the only 24-hour, seven-day-a-week ophthalmology department in New Zealand. We are always busy as we are a tertiary referral centre and many of our patients are with us for life. We managed 61,000 patient visits last year and around 4500 operations. We see patients from newborns through to the elderly.

## What's special about your department?

We've been given the opportunity to integrate our staff back into one ophthalmological department. Prior to our move from ACH to Greenlane five years ago, we were one department. But when we moved here, we were split into three units – clinic, ward and theatre. We felt that putting us back into one department would achieve better results. Approval was granted for this and we haven't looked back since. It's been a great success story and it's something we're all proud of as one big team.

## Why do you work in the department?

The work we do is highly specialised and it makes a real difference to people's lives. Working to help protect and restore the gift of sight is very satisfying because it has such a major bearing on a patient's quality of life. There isn't always a happy ending, though, and we use humour and a sense of fun to balance out the sadness you sometimes experience.



The team from the Ophthalmology Department.

## What are the challenges for your department?

A shortage of space, isolation from main acute services and our ageing population are our major challenges. We are treating, seeing and operating on more patients with the same resources.

## Are there any new developments in the department?

Yes. We have an innovative approach to diversification of roles among our nursing staff. We have our ward, clinic and theatre nurses all rotating between the different areas. This is good for developing their skill base and maintaining strong motivation and, as a result, we have an excellent workforce retention rate.

## Would you recommend working in the department to a colleague?

Absolutely – if we had any vacancies, that is! There are significant opportunities in ophthalmology and we have a good career pathway structure. We are big on ongoing education and we run the only dedicated eye course in New Zealand. We also work with the University of Auckland to offer a paper in the Nursing Masters programme.

## From the professional partners

### ADHB Cadetship Programme – July 2010

Over the last three years, ADHB has initiated a number of measures to promote health careers to Maori. These include:

- Establishment of a scholarship programme for secondary students interested in studying towards a career in health;
- The Rangatahi Maori Mentoring programme that works with Year 12 and 13 students with an interest in a career in health and supports them through their chosen course of study and into the health workforce. The first graduates from the programme are anticipated in 2011; and
- The introduction of a cadet programme in 2008, with four cadets. In 2009/10, ADHB expanded this to 21 cadets in a range of part-time, casual and full-time positions supported with one-off funding from Te Puni Kokiri.

These initiatives all include work experience and cadetships. Cadetships are practical opportunities to gain a wider and more in-depth understanding of the health care sector. Cadetships expose cadets to a range of career options; provide an opportunity to assess readiness for learning and transition to tertiary education; provide motivation and build resilience; establish relationships within the work setting and lead to employment.

Cadetships are part of a range of 'soft' starts that expose potential trainees to a range of health care environments and introduces them to Maori health professionals. These 'soft starts' include introduction days and work exposure weeks. These options are part of the ADHB Rangatahi programme, which recruits Maori year 12 and 13 students interested in a health career into the ADHB clinical environment and introduces them to Maori health professionals and role models.



Director of Nursing, Taima Campbell

Cadets may be secondary school students or adults. Cadets are recruited into ADHB's cadet programme and use a dedicated position description. Cadets are employed by the Director of Nursing on an individual employment agreement for the term. They are subject to the same policies and procedures as all new employees.

Cadetships are usually paid work experience where cadets are formally inducted into a service that offers experiences that match the cadet's area of interest and capability. Each cadet is assigned a supervisor and completes tasks/activities as part of a negotiated work programme. Training for these tasks is usually on-the-job. The length of the cadetship is variable, based on the goals and availability of the cadet and funding.

# Turiana Turia Visits Auckland City Hospital



A third government Minister has visited Auckland City Hospital to speak with nursing staff about policy priorities.

The Hon Turiana Turia's Nursing Grandround tour on June 8 followed earlier visits by the Prime Minister and Minister for Health.

The Maori Party co-leader and Minister responsible for Whanau Ora devoted her staff address to the inequality in health outcomes affecting many Maori and Pacific families in New Zealand.

"If there is anything requiring a transformation, it would be the persistent level of poor health that some families and whanau are still experiencing," the Minister said.

"We saw glaring evidence of the negative health outcomes only last week with the release of the report 'The Best Start In Life', which told us that in 2009, in the OECD report 'Doing Better for Children', New Zealand ranked 29th out of 30 in countries for child health and safety.

"I think it's an utter embarrassment for us that Maori and Pacific children have two-to-three times poorer health than other children and that some of New Zealand's child disease patterns are closer to those of developing countries."

The Minister said the best way of providing the best start in life for all New Zealanders was by addressing six key principles to break down disadvantage:

- Adopting a joined-up approach across public sector agencies and the community;
- Building on what has gone before to foster the hearts of communities;
- Supporting neighbourhood and broader community identities;
- Connecting across boundaries;
- Building for future generations; and
- Achieving a mixed and cohesive community at street level.

"It's about agreeing to aim for outcomes that are determined properly for the first time; that is owned by families and the whanau," she said.



## Walk the Walk in ADHB

A series of 'Walk Arouns' by members of ADHB's Senior Leadership Team are a new vehicle for discussing issues and solutions with teams about improving patient safety and quality care.

Walk Arouns are a concept used around the world to improve safety culture. In ADHB, these meetings will take place in each workplace on a rolling programme. Walk Arouns have already started and one of the first was held on Ward 31. Paulette Perry, Charge Nurse Manager on ward 31 said: "The Walk Around programme is a good idea to highlight patient safety. Some of the issues we raised are being investigated now. The time for the walk around just offered a snapshot to the leadership team. It would be better if they could happen more frequently or for a longer."

Three to five priority areas for action are agreed from Walk Arouns. Each area has a person responsible for taking action to improve patient safety. Sharee Bartlett, Service Manager for General Surgery, Gastroenterology, Respiratory & Trauma, said: "It was a pleasure to watch the charge nurse show off the ward, and her staff. There were comments and feedback that had been collected from the staff and given to the Walk Around team and this formed part of the information gathering session."

To find out more about the Walk Around programme, visit the Health Excellence Intranet site <http://excellence.adhb.govt.nz/programmes>

## Continuous Improvement

Representatives from 20 New Zealand companies attended a 'Continuous Improvement Forum' hosted by ADHB last month.

The Forum provides a learning network for organisations and around 40 guests heard about some of the projects underway in ADHB to help deliver the right care, at the right time in the right way.

Attendees from successful Kiwi companies such as Fonterra, Fisher and Paykel, Vodafone and Air New Zealand were welcomed by ADHB CEO Garry Smith.

Speakers included Pam McCormack, Manager Cardiac Services, who talked about recent successes in improving the cardiac patient experience.

Charge Nurse Manager Charlotte Porter outlined the benefits of nurse-facilitated discharge.

Forum guest David Maccullum, of Fisher and Paykel Healthcare, said: "I've worked with healthcare organisations around the world and have never experienced such structured processes and passion in staff as I've seen at ADHB as both a professional and a recipient of care."

The forum also included a tour of wards 81 and 83 to see the Releasing Time to Care programme in practice.

# NOVA HEALTHY LIFESTYLE DIRECTORY

## Minimising the Effects of Shift and Night Work

There has been much research and debate about shift work and many methods for minimising any potential effects on healthcare workers have been trialled.

Individual factors, such as age, personality and gender can have an influence, so employees should trial various methods to see what works best for them. General guidelines for shift work self-management include: Informing others about your sleep and work schedules;

- Avoiding or disabling noise distractions, telephone, etc;
- Finding a balance between work and home priorities;
- Trialling the timing and effectiveness of naps at home;
- Regular exercise routines, with some on-job physical activity;
- Trialling healthy food/beverage choices, meal times, portion size; and
- Avoiding the abuse of drugs, stimulants, nicotine and alcohol.

These methods may not be effective for all individuals.

Anyone experiencing ongoing fatigue or sleep disorders should seek expert advice.

For further information, consult the Department of Labour publication, *Managing shift work to minimise workplace fatigue: a guide for employers (2007)*, available at: <http://www.osh.dol.govt.nz/order/catalogue/shiftwork-fatigue2007.shtml>

It's that time of year where the chill in the air makes a steaming bowl of soup an appealing option. Here is a recipe for a particularly tasty soup that makes good use of barley, an ingredient that provides us with a great source of fibre.

## Barley, Parsley and Parmesan Soup

### Ingredients

- 1 Tbsp olive oil
- 1 onion, chopped,
- 1 stick of celery, chopped
- 1 carrot, chopped
- 2 rashers bacon, diced
- 1 bay leaf
- 1/2 cup of barley
- 1 tetra pack (375 ml) beef stock
- 1 tetra pack (375 ml) vegetable stock
- 4 cups of water
- 1/2 cup chopped flat leaf parsley
- grated parmesan (optional)



### Method

Place oil, onion, celery, carrot and bacon in a large saucepan and cook for 5-10 mins until soft. Add barley and bay leaf and cook for 1-2 minutes. Add stock and water, bring to the boil, cover and simmer for 1 1/2 hours. Pour soup into bowls and sprinkle with parsley and parmesan. Makes – 3 generous servings

## ORBIT WELCOME TO THE TRAVEL REMEDY

### Ohakune

Ohakune is the town at the southern gateway to the World Heritage Site.

It is known as the ski capital of the North Island where skiers and boarders flock in winter to take advantage of New Zealand's two biggest ski areas.

Whakapapa and Turoa offer over 700 hectares of patrolled skiable terrain on 52 groomed trails, with almost the same area off-trail.

Access on the ski area roads (both sealed all the way) is toll-free and both have free shuttle buses and car parks, and the company offers "seamless" lift passes – you can ski both commercial areas on the same ticket

For just 20 minutes' extra travelling, visitors can slide on Whakapapa Ski Area, which offers more than 30 groomed trails as well as its steep chutes, couloirs and superb off-piste skiing. Whakapapa is NZ's largest ski area, with 675 metres of vertical drop.

### Monthly Competition

The prize for this month will be two nights' accommodation at the **Quest Newmarket**.

Quest Newmarket offers guests a refreshing alternative to the traditional hotel or motel with a selection of spacious, modern apartments ideal for the business and leisure traveler, the one, two and three bedroom apartments are tastefully furnished with well-equipped kitchens and laundries.

### Question:

**Who was the overall winner of this year's X Factor competition?**

To enter, simply answer this month's question and send your entry to [novan@adhb.govt.nz](mailto:novan@adhb.govt.nz), subject line 'monthly competition', or mail to the Communications department, Level 1, Building 10, Greenlane Clinical Centre. Entries must be received by 31 July 2010. *One entry per person.*

### Grand Prize

Air New Zealand will provide two economy class tickets to the Pacific Islands – Samoa, Tonga, Fiji or Rarotonga for the Grand Prize for *Nova* for 2010. There may be peak periods when seats are not available i.e. Christmas. To be in the draw, each month simply collect the letters (supplied at the bottom of this column) and at the end of the year correctly solve the simple anagram. Then send your answer to the address supplied in the November edition.

July Grand Prize letter: **O**

Conditions of entry: Tickets are not exchangeable for cash; tickets will not attract air points; tickets are not upgradeable; winner must be an employee of ADHB (show employee number) at the time of the prize draw. Valid until 30 June 2011. Travel is not permitted 20 Dec 2010 – 15 January 2011.



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