

iN FOCUS

News & views about Our Health from Hawke's Bay
DHB chief executive Dr Kevin Snee.

May 2017



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CEO news



Dr Kevin Snee

It's been a busy month

Hawke's Bay Hospital operated at capacity for a number of days during May and similarly general practice has experienced many busy days during the month as well. Everyone in the health system is working hard - very hard, and with winter nearly upon us we know it's going to bring some challenging days ahead for us all.

Let me assure you, I am well aware we have had a tough year, but with your help we are making real progress. For instance we are putting in place, with the help of many clinicians, big improvements for people who have cancer to help speed their journey through the health system.

This, alongside improvements in running the hospital through the Operations Centre, and great work from ED staff who have moved record numbers of people through the department. These highlight just some of the improved changes we have seen and are benefiting from.

Furthermore, we will be doing all we can through our Transform and Sustain programme to help better manage the demand on our services. Some of the work we have done through the Transform and Sustain programme; like engage - working with our frail elderly to keep them out of hospital and helping to support them to live independently at home, is already paying dividends. Others include the clinical pathways, new low-risk maternity unit Waioha and our new mental health model of care to name a few. These are all Transform and Sustain projects, and they are all in some way working to limit admissions to hospital and improve treatment and care for our community. They will also make life more manageable for staff by reducing pressure on some of our services.

We will be refreshing Transform and Sustain in early July to help renew our focus and one of the key priorities will be investing in staff and culture.

Government Inquiry Findings into the Havelock North Campylobacter outbreak

This month the findings from the Government Inquiry into the contamination of Havelock North's drinking water supply were released.

Overall the report found:

"...responses to the August 16 outbreak were generally well handled, particularly by the Hawke's Bay District Health Board."

So whilst there is no room for complacency, and improvements will be made, our response was generally well handled and staff involved should be congratulated for the hard work that they put in to reduce the impact on our community.

The recent e-coli transgression in Napier that has resulted in Napier's water supply being chlorinated also highlights that there can be no room for complacency. We have to be vigilant and take good care of our drinking water sources and aquifer management.

The report also highlighted the importance of building good relationships between organisations both formally and informally. This has been a key focus of mine over recent years both within the health system and across local and central government organisations and more recently with local business. We cannot underestimate the benefit of having good working relationships locally with a high degree of trust. These relationships help us to provide more effective services for our community and in a crisis they are worth their wait in gold.

There is a lot of work happening in water management and the future of water in the region. A Water Symposium is being held later this week, which will bring together a number of organisations, including the district health board, as well as a national speakers representing health, science, cultural, community and business perspectives. If anyone is interested they can find out more information from www.hastingsdc.govt.nz/watersymposium

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Clinical Services Plan

Back in March's issue I mentioned that a critical piece of work the Clinical Services Plan would begin this month. This is the single most important piece of work we will undertake this year as it will underpin what our services and infrastructure will look like into the future. The work will be completed in February 2018, with the intention that the Board will sign-off on the future service plan and design of the hospital and other infrastructure before their term ends in October 2019.

Many of you will be involved in this. The first step is engaging with primary care and determining future services and what that will look like with primary care before consulting with specialist services and the community.

Budget 2017

I welcome the extra funding announced in Budget 2017, and we are just working through the details of the new budget.

I know we will still have to work hard to deliver a good financial performance, as we do every year, but overall its positive news and I look forward to us using this additional resource wisely to improve our services for our local community.

IS Governance Group Established

Information Services (IS) is vitally important to how well we function as an organisation. Staff are already beginning to see results from the hard work happening, as evident in the story below. HBDHB Information Services Governance Group is a newly established group with membership comprising clinical representatives in medical, nursing, allied health, primary care and PHO to finance, consumer reps and others. The aim of the governance group is to link information services to its customers and the strategic direction of the health sector, whilst maximising the efficiency and value of available IS resources –i.e. minimising risks. The IS Governance Group has the authority to give advice and make recommendations to Information Services Leadership and to the Executive Management Team. There is some exciting work underway. To view its Terms of Reference, [click here](#).

Workshop on Faster Cancer Treatment targets

A workshop with a technology focus toward assisting Faster Cancer Treatment targets was held recently between primary care and secondary care staff together with IS and an e-referral provider, Healthlink. (Photo below).

The aim of this workshop was to improve the speed and accuracy of referral of cancer patients from primary to secondary care. When complete, this work will enable patients to be referred electronically having had diagnostic testing completed in primary care.

The day was a great success with all participants agreeing that significant progress had been made in a short space of time. It is

great to see partnership between the commercial sector with integrated primary and secondary care. Well done Anne Speden, chief information officer, and to all involved, for making this happen.



Improving Pacific Health

Here at HBDHB we are committed to improving Pacific Health. We are in the process of developing a Pacific Health Team to work across the DHB and within Pacific community settings. Currently the team is made up of Pacific Health Development Manager, Talalelei Taufale and recently appointed Pacific Health Promoter, Amataga Luli. Two Pacific Health Navigators are also to be employed this year to work closely with Pacific families. I look forward to seeing Talalelei and his team develop and evolve so that we become more connected with our Pacific community.



Talalelei Taufale has the broad overview for improving Pacific health. His role as Pacific Health Development Manager is to coordinate, support, influence and work with health systems and services to ensure that actions to improve Pacific health are inclusive of Pacific perspectives, approaches and, where possible, Pacific staff.

He is also responsible for the staff in the Pacific team.

Amataga Luli will spend much of her time connecting with Pacific community groups to identify and prioritise their health needs. She will also be working with health services to ensure that they are able to work effectively and in a timely manner in Pacific community settings. Welcome Amataga.

Promoting Health Careers

Early next month, 8 June, our Education Centre will be a hive of activity with students from various schools visiting our Health Careers Expo. Many of you will remember the success of last year's expo – it was a magnificent event, enjoyed by all who took part, and of course the students that came to be inspired! Aimed toward growing our future workforce, the expo will be held between 9am and 1pm. For those interested in participating, please keep up-to-date with the daily staff notices or email programme.incubator@hbdhb.govt.nz.

A month of special celebrations

Two incredibly important days of recognition have been held this month – International Midwives Day (5 May) and International Nurses Day (12 May) where we have celebrated and given thanks to this group of wonderful health professionals for all that they do.

We profiled these special occasions with stories and images on our Hawke's Bay DHB and maternity Facebook pages – the reach was phenomenal with readership of each post in the thousands.

Celebrating our Midwives

We celebrated and thanked our wonderful midwives for their expert care of our expecting mothers, and for safely delivering thousands of our special Hawke's Bay babies into this world every year!



Pictured: Some of our fab midwives with proud mum Kelly and her baby girl, Harley, of Taradale

International Nurses Day

Support is key

Kate McCrea is our Clinical Nurse Manager in B2 who has been with us here at HBDHB since March. A southerner, Kate has been nursing in NZ and overseas for 26 years.



She began her career in Invercargill working in acute medical/oncology, then spent 10 years in Emergency Medicine before moving into ward management roles.

Kate says nursing can be intense at times but she believes "support" is key to a happy, healthy working environment. "Support each other, support our newest graduates as we've all been there before, and generally just look after each other. The odd piece of cake is always good too!"

Inspired to nurse at young age

Here at HBDHB we are thrilled to employ new graduates, like nurse Anita Walker, who has recently graduated from the Eastern Institute of Technology (EIT) and works in Hawke's Bay Hospital's Acute Assessment Unit. Anita says she was inspired to become a nurse at the age of 14 after witnessing first-hand the wonderful care given to her sister in hospital. "I wanted to follow in their footsteps and now I've realised that dream."



Aged-care nursing speciality

Clinical Nurse Manager Sharyn Flynn at Waiapu in Havelock North tells us why nursing in aged residential care has a special place in her heart.

"I've been nursing for 33 years with experience in medical surgical nursing, intensive care, public health and district nursing and was first introduced to the aged care environment when I was a district nurse. It highlighted for me the desire to extend my experience to supporting the elderly in aged care to maintain quality of life and independence.

"I just love caring for the elderly, listening to the stories of their life and reminding them that they matter, regardless of age. I like to feel that I am making a difference at this stage of their life providing them with a sense of worth.

"It is also a very rewarding experience to watch residents develop self-confidence and independence – especially some who may come to us feeling quite isolated. Supporting and watching them engage and build new friendships is wonderful to see, and great for their health and wellbeing."



Key role to support our newest nurses

This month we welcomed Donna Foxall officially into the HBDHB family as our Nurse Educator for the Nurse Entry Practice Programme (NEtP).

Many of you may already recognise Donna, in her previous role as an EIT Clinical Practicum lecturer. After 13 years with EIT, we are really pleased to have Donna in this key role.

The HBDHB NEtP programme is accredited by the Nursing Council of New Zealand. The purpose of NEtP is to support new graduates transition into their first year of practice. There are currently 40 students participating in NEtP here in Hawke's Bay who are employed with providers across the Hawke's Bay health sector in secondary services, age residential care, primary health care and Māori health.

Donna has also recently been elected President of Te Kaunihera o Ngā Neehi Māori - National Council of Māori Nurses, whose membership comprises Māori nurses, Māori Nurse educators and Māori nursing students. The objective of Council is to increase the Māori nursing workforce and to provide whānau ora iwi katoa.



Ko Taupiri te Maunga, Ko Waikato te Awa, Tainui te Waka, Ngāti Pou te Hapū, Ngāti Hauā te Iwi.

Ko Pirongia te Maunga, Kawhia te Moana, Tainui te Waka, Ngāti Mahuta (Ki te Hauāuru), Waikato Taniwharau, he piko, he taniwha, he piko, he taniwha. Ko Donna Foxall tāku ingoa.

Celebrating New Zealand Sign Language Week

Staff at Napier Health got into the spirit of learning basic sign language during their lunch hour recently, as part of New Zealand Sign Language Week (8 - 14 May). "It was a great experience for many of us as we used a combination of hand shapes, facial expressions and body movements," said acting Napier Health manager Sally Stewart. "We had a whole lot of fun thanks to the efforts of two great tutors from Deaf Aotearoa who came along to guide us through the session." Sally said staff who participated went from silent concentration to enthusiastic applause as basic skills were achieved. Sign language learned was appropriate to the healthcare setting and greeting people. Each participant learnt to 'sign' their own names to one another.

Anyone interested to learn more can visit the official website - [www.deaf.org.nz site](http://www.deaf.org.nz/site).



CHB welcomes new Lab Phlebotomist



A very warm welcome to lab phlebotomist, Chelsea Wiki, (pictured centre) who began her time with us heading out into the community as part of her training with lab staff Kathy Kettle (left) and Deena Hanson (right).

Don't let the flu get you!

It's great to see staff having a bit of fun around ensuring everyone is aware of the free flu vaccination available to them.

I was sent this photo from the team in Wairoa who were using it to promote the fluvax to their team - "Do you think it's contagious? Better get your flu vaccination now!"



CHB manager Sandra Ridley says many staff are also taking advantage of the free flu vaccination both at the health centre and Mt Herbert Aged Residential care facility.

Please check staff notices or the intranet about when and where you can get your free flu jab.

Wairoa host Council

Last month Wairoa's health management team hosted Wairoa District Council's (WDC) Senior Leadership Team for a Meet 'n' Greet and a walk around its services. The Council and Wairoa Health have committed to working together and have formalised an agreement to work co-operatively and collaboratively. This strategic relationship is project-based and the organisations will meet together to develop common and co-operative approaches to new and existing projects. However, the initial project is the accommodation of the Council's student interns at the Francis Kimble Hostel. After introductions over morning tea, they were escorted on a site tour of the complex, with special interest taken in visiting the Hostel where seven of their interns are currently accommodated.



L – R: Helen Montgomery, Kuini Puketapu, Fergus Power, Sonya Smith, James Baty, Gary Borg, Te Pare Meihana, Rebecca Boyle, Sally Hook, Ruby Morrison, Jamie Cox.

Face-to-Face Monthly Meetings

Integral to working through challenges and achieving our goals is ensuring good communication across teams. It's therefore great to see Community Women & Children service director Claire Caddie and Nurse Director, Jill Lowrey, spread themselves across their portfolio by organising monthly face-to-face meetings with our rural staff. Recently Claire and Jill travelled to Wairoa for their monthly catch up with the Management Team – there's nothing better than 'face-to-face' and their schedule is always full. Wairoa Hospital team secretary Angie Smith sent in these pictures with the comment: "Great having you here ladies, see you next month."



Marathons and Ironman Finishes

Many staff would have recently taken part in, or had someone close to them, participate or volunteer in the Air New Zealand Marathon event – completing the 10km, half marathon, full marathon, or those with kids, maybe the kids run! I was also one of those people signed up for the marathon. It was a tough event and in the last 10ks great to run into Ewan Fraser, one of our consultant ophthalmologists. Together Ewan and I stuck at it and encouraged each other along, completing the full 42.195km crossing the line together.

To all staff who took part in the event, well done! We were all lucky to be running through such wonderful scenery, despite weather conditions being not as favourable as they usually are.



Never give up!

Another incredible sporting achievement has recently been had by Dianne Wepa, who is Maori Health's senior clinical workforce development coordinator.

Those of you who know Dianne will be aware that she has done some serious training in order to achieve her goal of completing an ironman event.

Dianne's story is an inspiring one and a lesson to us all if you don't succeed the first time, then try and try again!

A couple of months ago Dianne attempted the Lake Taupo Ironman event where she completed the 3.8km fresh water swim, 180km cycle and managed 28kms of the 42.2km run before being pulled from the course because she was not expected to finish within the allotted 17 hour timeframe. However, two months later Dianne was back, competing in Australia at the Port Macquarie Ironman and she did it! Well done Dianne, what an achievement. An inspiration to us all!



World IBD

It was great to see our staff out and about coloured purple promoting World Inflammatory Bowel Diseases (IBD) day recently.



Everybody in the same waka

Hawke's Bay Health Consumer Council (HHCC) chairman Graeme Norton is hanging up his hat after 4.5 years in the job as he focuses on a national consumer role. He talks about the consumer council's success since its inception in 2013 and the positive steps HBDHB has made at governance level to ensure the consumer voice is well represented in its planning and decision making.



Outgoing Hawke's Bay Health Consumer Council chairman Graeme Norton says the biggest shift in the Hawke's Bay health system since the council's inception in 2013 has been at governance level.

"It's been the realisation that rather than a lot of curing and caring, there is also coaching and getting the perspective of the customer to the way things happen that ensures the best possible outcomes can be achieved," he says candidly.

Prior to 2013, Hawke's Bay consumers were represented across several statutory advisory committees such as a Community Public Health Advisory Committee, the Hospital Advisory Committee and Disability Services Advisory Committee.

"Our consumer representatives on those committees were generally pretty frustrated with the way things were – the problem being that they only met once a quarter for half a day and mostly it was consumer members catching up on the last three months of reports from the system as to what was happening or had happened – most of which the majority of other members around the table already knew because they were either board members or clinical members," he said.

"Our community members therefore did lots of listening and not much talking and there was an appetite that something needed to change."

Graeme gives kudos to HBDHB's board acknowledging at that time that consumers were not being represented as well as they could. A new governance structure established three years previously, the Hawke's Bay Clinical Council, which was designed to provide clinical advice through the CEO to the board so it could better align its clinical services with the needs of the community, was working very well. As result the decision was made to set aside the various advisory consumer committees in support of a newly formed Hawke's Bay Health Consumer Council – the first of its kind in New Zealand reporting through the CEO to the Board and to Health Hawke's Bay (PHO).

Graeme says it's this positive step that has built the stepping stones to ensure the consumer voice is well represented in the Hawke's Bay Health Sector's planning and decision making. "There was a real commitment from the board and the other parts of governance for a consumer council to be formed and supported – it makes life a lot easier if you've got everybody in the same waka - that early foundation was good," he said.

"Where once community members became incredibly frustrated by a very backward looking top-down approach at advisory committee meetings, members are instead engaged in decision making and development of services. Graeme has met with DHBs up and down the country to share HB Health Consumer Council's successful working model. "I have spent a bit of time speaking to CEOs and boards – the dynamics of those boards are quite different and pretty varied compared to ours.

"Hawke's Bay's board has a very clear strategic plan – Transform and Sustain, we aren't in deficit so we're not fighting those fires as some other DHBs are and that also makes a difference in terms of future planning.

"We are lucky in Hawke's Bay – where our consumer representatives very much have a voice. We are being heard, we are being listened to and our ideas and suggestions are valued."

Independent Chair Nominations Sought

Nominations are currently open for the position of Independent Chair on The Hawke's Bay Health Consumer Council to replace Graeme Norton.

Hawke's Bay Health Consumer Council was the first of its kind in New Zealand when set up mid- 2013. The Council provides a consumer perspective and advice to Hawke's Bay DHB's Board and Health Hawke's Bay (PHO) so they can better align services with the needs of the community and provide oversight from a consumer perspective.

The Council seeks to enhance the consumer experience and service integration across the sector, promote equity and ensure services are organised around the needs of consumers within our community.

The appointed Consumer Council members have varied backgrounds and areas of interest within the community. Members are also included on many project teams and involved in regular meetings outside of normal Council meetings. Meetings are held on the second Thursday of every month.

Nominations for the position of Independent Chair close on Monday 26 June. Forms can be found on our website.

Reducing Harm from Falls - HBDHB winners

Last week the Health Quality & Safety Commission announced HBDHB were the winners for its April Falls photo competition! A wee excerpt from their announcement explained why we came out on top: "All entries were excellent but Team Hawke's Bay stood out as they approached this at lots of different levels which included leadership through a Grand Round presentation, CEO newsletter, ward level activity, community based initiatives and developing their own local brand / banner under the words "Move to Improve".

To read their full announcement [click here](#).

Local Poster Winner

Move to Improve – reduce your risk of falling



Congratulations to Emma Hamilton, Improvement Advisor for Quality, who was the winner of our team's April Falls Prevention poster competition, pictured.

Well done to all staff who participated in and supported falls prevention awareness and to Team Hawke's Bay – enjoy that winning morning tea!

Workplace Mini Seminars

Our Population Health advisors are holding a series of mini workplace seminars over the coming months to support our region's workplaces across horticulture, manufacturing, the retail sector and government agencies.

The first workshop, to be held next Thursday, will focus on mental wellbeing in the workplace.

I look forward to sharing some coverage from these mini seminars in future editions.

Follow-me Printing

Our Helpdesk team has been hard at work preparing for the roll out of new printing machines and the installation of Follow-Me software. The combination of new machines and the software will mean that at many machines you will be able to print, photocopy and scan all in one. Also, Follow-Me printing allows you to pick up your printing from anywhere in the organisation – it will simply require you to scan your ID card to receive the printing!

The Helpdesk team will be in touch with each department as the machines and software is rolled out and on-site training will be provided by Konica.

If you have any questions, contact helpdesk on x8123 or email them at help.desk@hawkesbaydhb.govt.nz.

2017 HB Health Awards

Every year we celebrate and acknowledge the fantastic work happening across the Hawke's Bay health system with the annual health awards.

Entries into the 2017 HB Health Awards opens next week and I encourage you to look at putting an entry in. It is a great opportunity to profile individual and team success in improving the health of our communities.

Heart warming stories

The regional Jammies for June appeal – to help keep local kids warm this winter, is going incredibly well with over 3000 PJ's or warm winter woollies donated across the region!

Online 'Outandabout in HB' partner, Gabby Allen, has been doing an amazing job coordinating and providing PJs to both our community and hospital areas in partnership with our maternity, child health and paediatric staff. It was a huge joy for many of our staff to see one of our regular young patients, Nathaniel, (pictured) receive a Superman dressing gown this week! Nathaniel and his mum Sala have kindly shared this picture with us and the wider HB community. The joy on Nathaniel's face when he received this dressing gown is priceless. It is these little differences that mean so much. Sala also wishes to express her thanks and gratitude.

If you have any more Jammie for June donations, please direct them to either maternity or the paediatric department at HB Hospital. Thank you!



Team members from the Community Women & Children directorate Fiona Bussell and Cushla McLaren with donated pj's

Farewells

We said farewell to the following staff recently and thank them for their service. Thank you to those pictured, who allowed us to come and take a couple of pics of your farewells.

Executive Director Provider Services, Sharon Mason, and the wider team farewell Executive Assistant **Francie Reed**, pictured, who has retired after 34 years with the DHB.



Francie Reed

Registered Nurse **Lynne Faulkner** retired after 39 years of service. The majority of Lynne's career has been working in ICU and most recently in AAU.

Clinical Nurse Specialist – Cancer, **Pat Hildred**, pictured, has retired after a nursing career spanning almost 50 years. Fifty years of working in health hasn't diminished clinical nurse specialist Pat Hildred's passion for the job.

Pat, who began her working career at Napier Hospital, retired this month and said she would miss most the comradeship of her colleagues and the special relationships she had made with patients.

"The number of people I have met and who have taught me along the way is huge.

"I have loved working with patients when they are very vulnerable and making sure they are ok – I have loved that part of my job."

Pat has worked in many parts of the hospital including; paediatrics, perioperative and in day surgery. After a brief break from health (four months), working as an ACC case manager she returned to Hawke's Bay Hospital in 2003 as the Surgical Case Coordinator before taking on the role in 2007 as the Clinical Nurse Specialist for breast cancer.

In this role Pat has seen case numbers for breast cancer increase steadily as a greater awareness of breast cancer and screening has happened and more women have become proactive about getting breast lumps checked.

"While more women are diagnosed with breast cancer the good news is 90percent of women will now survive breast cancer – it's about catching it early," she says.

Pat has spent the last year transitioning out of her role as she has handed it over to her replacement Carol McCallum. "We've had a great transition, so retiring won't be that hard – I've had time to get used to it."



Pictured from left Heather Cormack CNS Colorectal Cancer with Pat Hildred and her replacement CNS Breast Cancer Carol McCallum

We have also said farewell to:

Jean Koorey	Clinical Nurse Educator	Surgical Directorate
Gavin Morley	Security	
Margaret Gudgeon	Registered Nurse	Medical Directorate

Secondment for Chief Pharmacist

Congratulations to our chief pharmacist, Billy Allan, who is about to embark on a six-month secondment role with the Health Quality and Safety Commission in Wellington.

This is a great opportunity for Billy and recognition of his skills and knowledge. Billy's responsibilities for the commission will include medication safety subject matter expertise and input into its medication safety programme.

On behalf of us all, I hope you enjoy your secondment Billy and we look forward to your return in early December.

While Billy is away, cover arrangements have been put in place. The Operations Directorate are circulating these.



Security Focus

Security Manager Rob Thorpe and his team continue to work closely with the Police to ensure the safety and wellbeing of our staff, visitors and patients across all of our sites.

Rob says car break-ins have been occurring quite regularly near Hawke's Bay Hospital and Napier Health recently but thanks to additional security cameras going up, footage of a car being broken into at Napier Health resulted in the successful apprehension and arrest of the offenders.

"We were able to provide security camera footage to the police straight away and as a result, they were able to quickly track down the offenders," said Rob.

"This was a great result, so we'd encourage anyone seeing unruly behaviour or suspected criminal activity, such as car break-ins, to contact us immediately."

Our Security Team provide a great service across HBDHB. I'd like to welcome new security officer, Brian Harmer, to the team (pictured). You can't miss Brian, he's 7ft tall and wears size 16 shoes!

