

17 December 2020

Kia ora all

As Christmas approaches, and we all look forward to the end of this year, I want to wish you and your whānau a very happy Christmas and New Year.

Many of you working in our hospital and medical centres will be working through, but I hope most of you get a break at some stage.

This year has been a year we won't forget. It will have taken a toll in terms of what we prepared for, life under lockdown and then trying to adjust to a new normal. It's been tough - please take a break and enjoy time with family and friends and have some fun.



For me it's been a year I will not forget. Helping manage the COVID response as a Deputy Director General and getting to work 126 days without a break – I learnt I had more staying power than I had ever imagined and when resigning in July, a five-week break was chicken soup for the soul. My refresh of energy came as I started at Hawke's Bay DHB in August.

These first few months in the job have shown me how committed everyone is. I am learning of the challenges we face. I know we have some capacity and infrastructure obstacles in front of us but overall, while there is always more we can do, we do a great job caring for the many people both in hospital and in the community in our care. Our commitment shines through from all four corners of our region.

Next year my focus will be on working to develop our key priorities and making them happen. We need to work on what we can accomplish and not have a list so long that nothing gets done.

As we work through this – and many of you will be involved - we will be able to develop a clear story of our future, our services, our people and how this will deliver healthcare into the future in Hawke's Bay.

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## Staff safety

As I mentioned in a note to you all last week, feeling safe at work is an issue for many of you and it is a priority for me to do what we can so people do feel safe while they are at work. Ironically, following my note last week, a couple of days later Hawke's Bay Hospital went into lockdown, as a precautionary measure,

after an armed robbery attempt in nearby Camberley. This incident, so hot on the heels of increased gang tensions, again highlighted our need to urgently meet with police and iron out some issues we have in notifying staff of an incident, whether they be working on the Hawke's Bay Hospital campus or out in the community.

We have a new way to contact staff by sending a message to computer screens when there is an evolving situation that requires a lockdown of Hawke's Bay Hospital, and/or our other facilities. That's good, but we need to do some further work on this to make sure the message can be seen by staff working out in the community. Once the details are ironed out we will send out an update.

### Summer heat

This really is an issue I never faced working in Wellington, and the last week has proven to me just how hot Hawke's Bay can be. While we are a hamstrung in some ways with the constraints of the ward tower block, much has been done. I attended a Summer Heat Committee meeting last week chaired by Jane O'Kane. The tinted windows and fixed fans are in place and this is helping to reduce the heat in wards. There are other issues we are looking at especially for staff, who are working from office spaces that get too hot and where windows can't be opened for air flow or opened windows only help a fraction. Air-conditioning of the ward tower block and other areas, is something we are still working on to see what we can do – it's just not a simple thing to do as I have learnt. The age of the building and the electrical infrastructure play a critical part in making this very difficult – but technology is changing and the facilities team is exploring other options. We will continue to do ice blocks this year as the feedback is that staff want this to continue.

### Parking

I have had a lot of feedback to the changes made to increasing the number of car parks on-site for the afternoon shift so staff don't have to park off-site and walk to their cars in the dark. This is a temporary measure while we await the feedback from the staff Go Well Survey. The information collected from this survey will give us the road map, guided by you, of what staff would like to see in terms of parking and travelling to work. The [survey](#) will close 8 January 2020, so make sure you have your say. Five hundred responses have been received so far and I would love it if we could receive more.

### COVID-19

A lot of work over the past months has gone into planning for a resurgence of COVID-19 in the community. As part of this Hawke's Bay DHB will be promoting the Keep Summer Unstoppable campaign messages of: stay home if you are sick, get tested if you have symptoms, use the COVID app and keep your hands washed. A full list of testing station numbers is available on [www.ourhealthhb.nz](http://www.ourhealthhb.nz)

### Napier floods

On 9 November Napier was hit by a one in 250-year rain event, which caused significant water flooding, a local emergency and left around 150 properties severely damaged and many families without a home. Not only did we play a vital role in the emergency response, long term we'll be supporting the recovery of our

community. I would like to once again acknowledge those of you who were personally affected by the floods. If you are still experiencing stress or have concerns, there are services here and in our community to help you. Please speak with your manager and remember our [wellbeing hub](#), which is available on the intranet and has information to help support yourself and those around you.

## Board update

The Board met for the last time this year yesterday (16 December).

It assessed a work programme to help address the health of kaumātua so we can respond better to aging and frailty needs, endorsed the Regional Services Plan 2020/21, reviewed and supported Hawke's Bay DHB's commitment to our Health and Safety statement as well as reports from Planning and Funding, Provider Services, Communications, along with an Ākina Improvement presentation on enabling orderlies to help optimise workflow to improve patient outcomes. The meeting was [livestreamed](#) and the papers and agenda are available [here](#).

## Meri Kirihimete

I'm looking forward to next year – together we've got a lot of work to do but I am so impressed with the hard work of you all, your ability to care and improve the health of our community. I am looking forward to assisting you to make that happen next year and into the years ahead.

Kia kaha and Meri Kirihimete to you all – wherever you are I hope you get to do something you love with people you love.

Keriana



Keriana Brooking  
Chief Executive Officer

MERRY  
christmas

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## Latest news

### National Adverse Events

The annual national adverse event report has been released by the Health Quality and Safety Commission (HQSC). DHBs are required to report all adverse events (events that meet criteria for Severity Assessment Code (SAC) 1 or 2).

HBDHB is responsible for 41 of the 627 adverse events reported nationally. Of those 41, just over 50 percent (24 events) involved clinical management issues.

Chief Medical and Dental Officer Robin Whyman said everyone wants to do the best they can to help consumers, and that includes learning from adverse events so systems can be put in place to prevent the same event from happening again.

The Patient Safety team works with those involved to review these events so that we can help prevent anyone else from being harmed.

## Adverse events reported in 2019/20, by World Health Organization (WHO) category

(See: Supplementary detail: World Health Organization (WHO) codes category definition)



For the purposes of this summary, DHB adverse events are hospital events.

WHO categories 01, 02 and 14 (page 16) are combined to make up clinical management events. Page 12, Table 2 of the 2018/19 report categorises these events in more detail. See: [www.hqsc.govt.nz/our-programmes/adverse-events/publications-and-resources/publication/3889](http://www.hqsc.govt.nz/our-programmes/adverse-events/publications-and-resources/publication/3889).

## Surgical Services expansion construction to kick-off in New Year

You've likely seen the site establishment activities that are happening around the main entrance to the hospital if you have been on campus lately. We are preparing for the start of construction for the Surgical Services expansion next month.

The expansion, which we are undertaking in nine stages and plan to complete in the first half of 2023, will boost the number of public operating theatres Hawke’s Bay Hospital has to eight and increase the number of procedures we can undertake each year amongst other improvements.

Hawkins have made some small changes within the Perioperative unit to help accommodate construction works and continue with business as usual so when construction starts on the link bridge, there is space for all of our patients.

Stage one of the project, which will take six months, has four major components:

1. **Excavation and seismic strengthening** in the basement.
2. **Building a link bridge** between Ruakopito and the Perioperative unit.
3. **Stage one of redeveloping the Perioperative unit.** This first stage involves building a dedicated pharmacy room, theatre storage and stairs joining the link bridge.
4. **Expanding the IT Hub Room** in the roof space above the Perioperative unit.

**Summary of upcoming changes**

Here’s a rundown of what you can expect to see and hear for this first stage of construction.

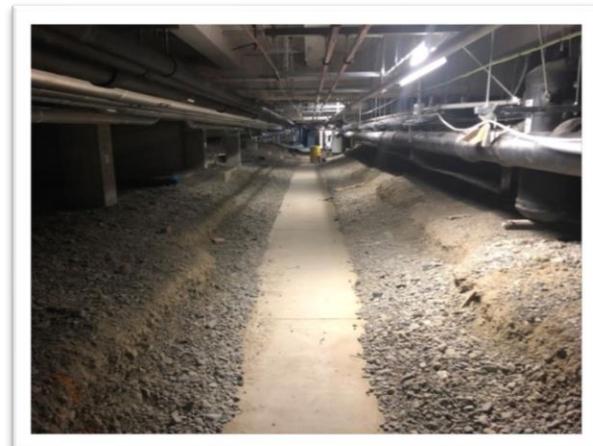
- **From Tuesday 5 January** – Temporary walls will start to go up within the Perioperative unit, and the corridor between main reception and Zacs will be blocked off for contractor access. All access to Zacs will need to be through the villa courtyard from this day.

The discharge lounge will also move to a temporary location in the Ruakopito reception and waiting area until their permanent location (old call centre) is ready. From early February (date TBC) the main entrance of the hospital will be closed from 6pm to allow craning of steel onto the site. Alternate access will be via Peppertree Lane during this time. We will have signage in place to support these changes.

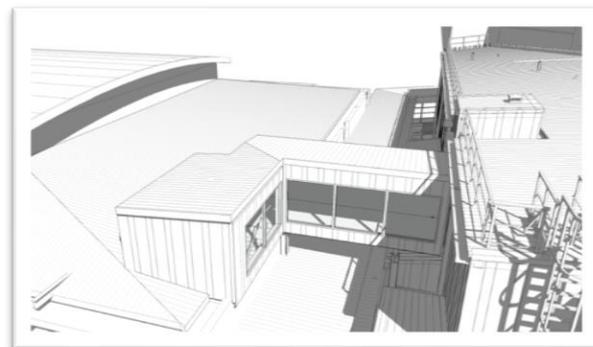
- **From Monday 11 January** – Excavation works in the basement will begin. This involves using a sucker truck (like a giant vacuum cleaner) near the main entrance to suck excavated material out of the basement and it will create some noise from 7pm–4am, which may be heard in the tower block.
- **From Tuesday 15 January** – Scaffolding will be erected over Ruakopito and the surgical block so Hawkins are able to start work on the link bridge that will join these two buildings.



Above: PACU.



Pictured: (Top) The basement area under Surgical Services. (Below) A link bridge is being added between Ruakopito and the Perioperative unit.



- **From Monday 25 January** – Scabbling (jack hammering) and drilling work will begin in the basement. This work is expected to happen between 5am and 3pm. Noise and vibration will affect the surgical block and we are working with clinical teams to minimise the impact and ensure staff and patient safety.

This timetable may change and there are other changes, which we are working through. We are committed to keeping staff and patients informed.

If you have any queries about this project, email [projects@hbdhb.govt.nz](mailto:projects@hbdhb.govt.nz).

## Wairoa update: Bringing patient care closer to home

Chief Executive Officer, Keriana Brooking and members from the leadership team visited Wairoa Health last month as part of a pōwhiri to welcome Keriana. While there, they were able to see a number of recent investments that have been made to bring patient care closer to home, put whānau at the heart of the system and bring facility-based services under one roof.

Wairoa’s community with over 8,000 people faces a number of socioeconomic challenges. It is also around a five-hour round journey to Hawke’s Bay Hospital, creating an additional barrier for people in Wairoa to access health care and support services.

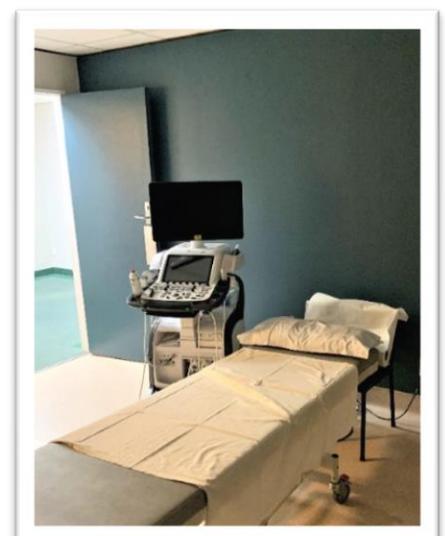
While premature mortality rates across the board have declined in recent years, rates in Wairoa remain significantly higher than other parts of Hawke’s Bay. Health issues include diabetes, cardiovascular disease and cancer.

The team at Wairoa Health and across the DHB have been working hard to bring services closer to home and make getting to appointments in Napier and Hastings easier. Here’s just a few of the projects that are bringing care closer to Wairoa’s doorstep.

**New radiology room:** A recent refit of the X-ray room at Wairoa has seen the installation of a ceiling-mounted state-of-the-art X-ray machine that saves space and produces images much faster and more clearly than the previous machine while using less radiation. It also means that in some cases patients don’t have to travel to Hastings.



Pictured (left to right): Susan Hawken, Nurse Manager – Wairoa; Keriana Brooking; Sonya Smith, Wairoa Health Centre Manager; and Lu Gang, Sole Charge MRT. Below: combined cardiology and ultrasound unit.



**Combined cardiology and ultrasound unit:** The combined cardiology and ultrasound scanning unit that was purchased last year is saving around 90 cardiac patients and 90 general ultrasound patients a year a trip to Hawke’s Bay Hospital.

**Queen Street Practice and Hawke’s Bay DHB celebrate a year together.** Keriana dropped in to visit the Queen Street Practice (QSP) team who took a moment to celebrate a year under one roof at Wairoa Health.

Prior to the shift, GP services were temporarily provided by the Hawke’s Bay District Health Board and other community-based practices until Wairoa patients had reliable access to a GP. The move has seen the practice grow from having 3,000 patients to 8,000 practically overnight. Since COVID-19, it has got even busier and is now seeing more than a tenth of its population per week, which equates to around 1,000 GP visits and over 1,000 nurse consults each week amongst other services provided by the clinic. For patients that need to visit the hospital, it’s just next door.

**Self-care renal unit:** Wairoa’s community dialysis unit is also now up and running at Wairoa Health in a purpose-built facility with secure access.

**Looking ahead:** The Board has committed to responding to whānau voice in Wairoa. As part of this, funding has been agreed to support community health coordinators in the unique rural communities of Wairoa. The coordinators will be employed locally, and we are working through those contracts now. These community coordinators will help whānau navigate the complexities of the health system and build on their own whānau wellness. We are also investing in the rural nursing workforce, which will work within these rural communities, in partnership with the coordinators. This model, following the implementation in Wairoa, is likely to be rolled out to our other localities in the future.



Pictured (left to right): Sonya Smith, Wairoa Health Centre Manager; Dr Margaret Fielding; Susan Hawken, Nurse Manager – Wairoa with Marion Terry and Lydia Albejay for QSP.



Pictured (left to right): Keriana with a dialysis patient using the machine at the new self-care renal unit; and Keriana with Te Ratuatahi (Ruby) Morrison, Support Associate on the acute ward.

## A warm welcome to Central Hawke's Bay

As part of Keriana's orientation she also received a warm welcome to Central Hawke's Bay recently.

Along with Acting Executive Director Health Improvement and Equity, Patrick Le Geyt and Cultural Advisor JB Hepri-Smith, Keriana met staff and Central Hawke's Bay Health Centre ministers' and kaumātua Huia and Peter Burrell for lunch.

During a tour through the facility, with Clinical Nurse Manager Sandra Ridley, the team caught up with most of the staff as well as being introduced to one of Central Hawke's Bay's newest residents, three-month old Alex Boyd. Alex and his mum Emma were catching-up with Plunket Nurse Hilary Fisher at Central Hawke's Bay's new parenting and resource centre.



Pictured (left to right): Keriana; Huia Burrell (front), Claire Caddie, Peter Burrell (back) and Sandra Ridley.

## Dr Nick Jones: Public Service Medal represents the efforts of our team

Dr Nick Jones was awarded a New Zealand Public Service Medal in early November for his dedication to improving public health outcomes for New Zealanders. He was one of 10 people to receive the national award this year.

Dr Jones said it was a privilege to be recognised and was particularly delighted to be nominated by his Hawke's Bay DHB colleagues.

"Without the work and commitment of the Health Improvement and Equity team and the wider DHB whānau we could not have achieved the results that I won this award for.

"I am grateful to work with such a talented and committed team who are dedicated to keeping our community safe," he said.

During his 30-year career so far, Dr Jones has worked for the World Health Organization and Centres for Disease Control and Prevention as well as public health organisations in New Zealand.



While working at Hawke's Bay DHB for the last 11 years, he has led the health response to the Havelock North campylobacter outbreak, co-chaired the Health Housing Coalition, advised on planned changes for the Heretaunga water catchments and is pivotal to Hawke' Bay's COVID-19 response.

## COVID-19 Unstoppable Summer Campaign

As we approach New Zealand's first summer under COVID-19 conditions and a busy period for events, our Government has prepared a Unite Against COVID-19 summer campaign: 'Make Summer Unstoppable'. The campaign promotes simple but important behaviours to help stop the spread.

Our Population Health team is working closely with event organisers across Hawke's Bay to help encourage this important messaging and our Communications team are scheduling radio, print and social media messaging to further encourage Kiwis to continue doing those easy, everyday actions that help keep everyone safe over summer and beyond.



Bluetooth tracing has a significant benefit in that it may notify close contacts before they are identified as part of a case investigation, potentially allowing the close contact to isolate earlier and reduce the chances of exposing others. To see the summer campaign toolkit and learn more about Bluetooth, visit

<https://covid19.govt.nz/updates-and-resources/unstoppable-summer-toolkit>

## Sterile Services getting the job done 24/7

Chief operating officer Chris Ash caught up with the team in Sterile Services recently.

The big highlight for the team has been the introduction of a new night shift so the unit can operate 24/7 to support the operating theatres through the night processing equipment for the operating theatres and hospital.

Chris was also shown some new instrument tracking initiatives the team has added to their already robust process to help eliminate any chance of a potential cleaning and sterilisation failure.



Pictured (left to right): June Isted, Sterile Services Manager, Chris Ash and Ann Ribbons, Sterile Service Technician.

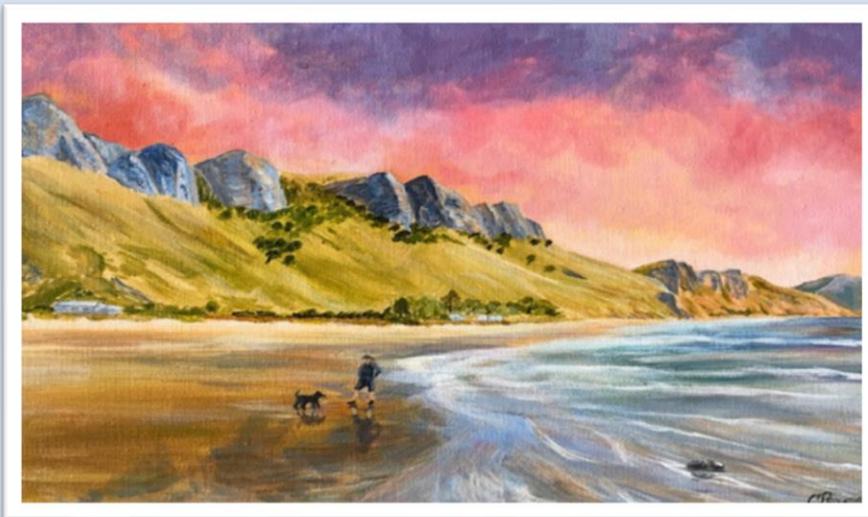
The team is looking forward to the refurbishment of sterile services planned as part of the Surgical Services expansion and upgrade, which will happen in stage seven of the planned expansion in 2021/22.

Sterile Services not only support the theatre teams but provide equipment to all the wards and other departments such as our dental departments and off-site facilities in Napier, Wairoa and Central Hawke's Bay.

## Patient Safety Week: Happy place, smiley face competition winners

Our pre-eminent judge Keriana was blown away by the quality of the entries into the photo competition held to recognise and celebrate Patient Safety Week 2020, which focused on looking after ourselves so we can look after others.

### Happy place – winners:



#### **Chrissie Pearse, CAFS**

"The picture is a painting I have done of my happy place. It is acrylic on canvas. The place is near where I live and is Kairakau beach. It is a place which for me is soothing and helps me to unwind. I enjoy walking there and using the senses to take in all its beauty. I particularly like walking there with my family."



#### **Antjedine Borchers, Engage**

"I love camping/relaxing/charging up my batteries out at Kairakau beach. Great waking up so close to the beach."



#### **Victoria Plummer, Older Persons Allied Health & NASC**

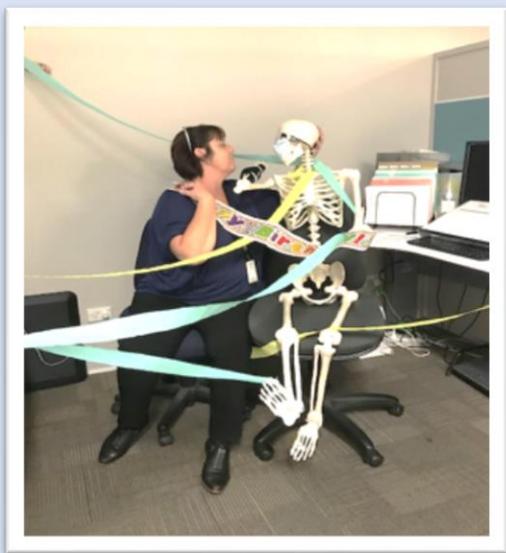
"Feeling grateful for every day, regardless of what life throws at me. RIP all those who have gone before us. Arohanui. My mother died unexpectedly during Covid lockdown in the UK. I travelled to Spirits Bay to wish her a safe onward journey."



**Briar Bayler, Communications**

“This is my climbing group enjoying the view from a peak in Temple Basin, remembering the hard work always pays off.”

**Happy place – runners up:**



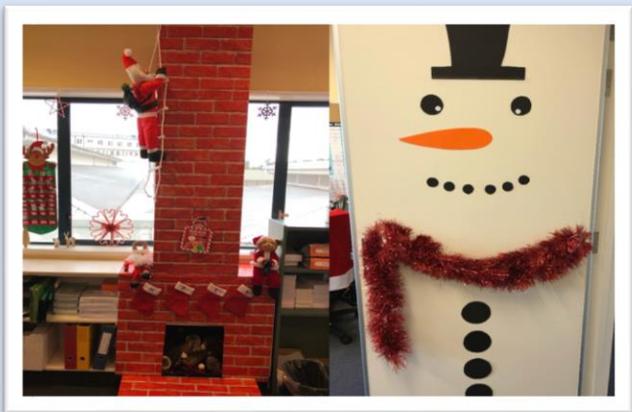
**Amisha Verma, NASC**

“Missing her pod mate on her birthday during the lockdown (due to social distancing rule!) so we gave her another one to cheer her up.”



**Anne Bruce, Patient Safety**

“Coming from Waimarama on a frosty morning, I just had to stop and get this shot of Te Mata peak, with the mist from the river. Just like the story tells you!”



**Entry from Dianne Keip; prize to Mandy the decorator**

“A Booking Coordinator from Villa 2 is decorating her office up a storm! It brings a smile to our faces, and brings others up to admire the handiwork that has gone into the decorations. After a difficult year, it’s fun to come to work and see where she’s struck next!”



**Keeshia Ababao, Labs**

“My happy place is when it’s winter time outdoors. The serenity, the cold, the tranquillity of the place and the beautiful white colour of winter just keeps my mind and heart at peace.”

**Smiley face – winners:**



**Deane Morrison, NASC**

“Amisha brings a ray of sunshine and fun to NASC. Amisha is happy in her work. Be like Amisha!”



**Karyn Bousfield, Planning & Funding**

“Emma, Lisa and I went to Wairoa to spend time at the Mayor’s morning tea for whānau. We took this opportunity to spend time with our lovely older population in Wairoa, to connect and listen to their stories. We also poured cups of tea and did the dishes – this photo was us in the kitchen earning our keep!”



**Keeshia Ababao, Labs**

“Smile, it’s free therapy. My sisters and I always have fun and we bring each other up whenever one’s feeling down.”



**Victoria Plummer, NASC**

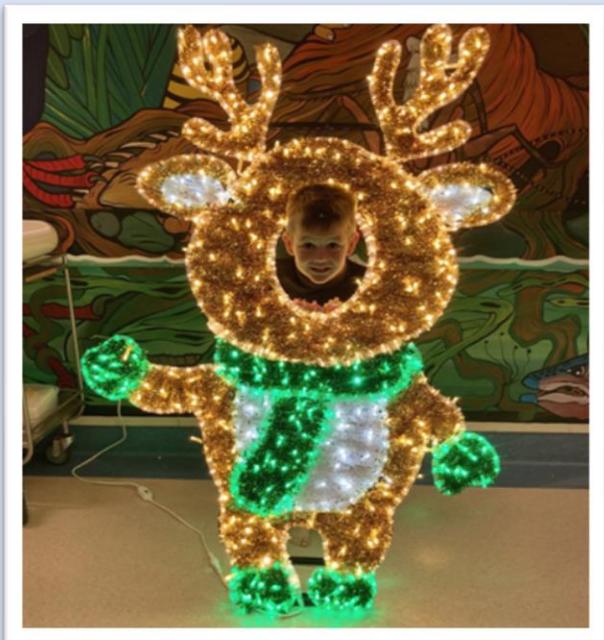
“Taken a few weeks into a five month 3200km walk on Te Araroa (The Long Pathway). I am in the middle. Minutes before the photo was taken I was in tears. Pain had induced negative thoughts and I was plagued by self-doubt. This team of strangers turned my thinking around. We all experienced struggles over the five month period but helped one another to get all the way to the end.”

**Smiley face – runners up:**



**Ruth Grewer, Te Whata Moanarua**

“Happy lunchtime at Zacs ☺Earlier this year I sliced open my feijoa and it gave me a good laugh!”



**Nicki Schumacher, Haumaru Whānau**

“The Christmas lights and this reindeer in Paeds certainly cheered my 4yr old son up on his stay earlier this month after having an Adenotonsillectomy.”



**Bridget Rollinson, Te Whata Moanarua**

“The ‘Allied Health Bake Off’ is an annual event where Allied Health come together to celebrate the year that has passed and compete for best and most creative dish. This year the theme was ‘carnival’.”



**Ester du Fresne, Communications**

“I’m wearing my happy face because I’m picnicking at Maraetotara Falls with my favourite person on my birthday.”

Please pass on my thanks to the ED staff on the night shift and the morning shift. They took such great care of my little girl and showed a huge amount of compassion to me as a worried, anxious Mum. I felt like all the staff were very warm and caring. It really makes a hard day easier.

I love the way our paediatric home care team and child development OTs and PTs are really responsive to the needs of our high-needs children. They're a great team.

Hello there. Just a note to say how wonderful your ED staff are. We brought our three year old to ED with an injury to her mouth and teeth. She was so well cared for. The staff even gave her a new teddy, which was a lovely touch. She sleeps with it every night now. Please thank all the team that worked last Sunday, from us. Thank you for all that you do.

This is my first Christmas with HBDHB and I really enjoyed the atmosphere at the breakfast! The food was delicious, the weather was superb and the effort the Board and Executive Leadership Team made was admirable! I know this involved a very early start, but was very much appreciated by everyone who attended.

Thank you for serving us breakfast this morning and for doing these kinds of things that make HBDHB a great place to work. It is always nice to feel appreciated and it will be a memory I look back on fondly.

**Fabulous  
feedback**

## Meri Kirihimete: bringing holiday cheer to end a year like no other

Here's a few pics of our team celebrating at the Christmas BBQ and from around our hospital, health centres and facilities.

Thank you to Marion Bridle for all her work organising the staff BBQ again this year and for those who helped out behind the scenes to make it happen. We hope you have an opportunity to relax and enjoy the festive season with friends and whānau. To our team working through; thank you. Stay safe and stay well. See you in 2021.

