

NOVA

THE OFFICIAL MAGAZINE FOR
AUCKLAND DISTRICT HEALTH BOARD
February 2013

TE WHETU MARAMA



Inside this issue:

- Local Heroes launched
- Winner of Grand Prize announced
- Lab coats and Lamson tubes

CEO Column

Staying connected



Ailsa Claire
Chief Executive

Welcome to the February edition of Nova.

It's hard to believe that Christmas has been and gone and we are now well into 2013.

Thank you to all those who worked through the traditional 'holiday' period.

I know it was a busy time and services were under pressure but our high standards of patient care were maintained and even enhanced.

Both our emergency departments exceeded the six-hour target throughout the holiday period, which is a great credit to our staff.

I'd also like to acknowledge the real progress we are making on helping hospitalised smokers to quit.

These indicators are not just targets; they are the measures by which we are providing timely service to our community and assisting 'our people' to lead healthy, independent lives.

You will hear me talking a lot about the targets and our performance this year, so please don't be in any doubt how critically important they are to us all.

It's nice to be able to begin the year talking about some of our successes but, from experience, we know that meaningful, lasting improvement is seldom easy.

There will be some bumps along the way but we are in this together and I want to foster an environment that embraces constructive debate and innovation.

On that point, you will also hear me talking this year about improved transparency and open, honest communication.

I intend to lead by example on this and my regular blog posts are one way of doing so.

Your feedback is always welcome, whether you agree, disagree or feel something important is being overlooked. Most people are responding to me personally but I hope we develop a culture of open postings as well.

I can't promise I'll always agree or be able to 'fix' every problem you identify but I can promise to listen and demonstrate leadership that makes it easier for us to provide excellent healthcare to our patients.

They deserve no less, after all.



On the cover: **A mini-concert for Ward 62** - from top, left to right - Dasha Tarasova, Maggie Shields, STKS, Maria Tutai, Damenti Naicker, Ashley Hunt Fidow.

Middle - Grace Ikenasio, Fia Manase, Janelle Manase, Rowena Waghorn.

Bottom- Filoi Vailaau and Zaaheda Ahmed from Te Ariki Vaine Polynesian Dance Team.



Patients' applause



Every year, we receive many compliments from the people whose lives we touch. We can't publish them all but here are just some of the things people say about our team here at Auckland DHB.

I would like to thank, from the bottom of my heart, Mr McIvor, Mr Patel and his wonderful and dedicated team for the success of my operation and the amazing kindness and understanding I have received from all the people concerned with my care.

Patient on
Ward 74 and
Radiation
Therapy

I can't speak highly enough of the doctors and nursing staff. Their dedicated care resulted in my early discharge. I am now going ahead with radiation therapy, and once again, the staff and Mr McCann in that department have been amazing. With their encouragement and caring, I now feel I shall get through this journey and hopefully see light at the end of the tunnel.

Patient on
Ward 42

Your hospital is, in my opinion, a world-leader in patient care. The care given to me in Ward 42 was excellent and the surgical procedure carried out by Mr Alison and his team was brilliant. The care given throughout the night by the staff of HDU was incredible and, in particular, Willie, who was brilliant to say the least. Thank you and your staff for taking the time and effort to do a difficult job so professionally.

My sister-in-law recently had a caesarean and has been in Ward 10. I just have to compliment your wonderful, wonderful staff, nothing is an issue and they are always so positive. I never thought anything would be as good as 'Birthcare' but the care and amazing staff [at Auckland] have totally changed my thoughts.

Family of a
maternity
patient

Pacifica celebs give post-Christmas cheer to Ward 62

Ward 62 (Haematology) patients and staff were in for a special treat when popular personalities from the Pacifica community visited them on 12 January for some post-Christmas delight. Silver Fern Maria Tutai, award winning musicians STKS and Grace Ikenasio, plus a lively dance troupe, banded together to provide great music, warm words and support to the patients and staff on Ward 62.

The event was made possible by Fia Manase, whose sister is currently being treated in the ward. He was so touched by his sister Janelle's condition that he wanted to do something special for her and other patients on the ward. Using his influence, he encouraged his celebrity friends to help lift the spirits of the folks on the ward with a mini-concert.



Patients and staff from Ward 62 look on with delight at the Pacifica dance troupe.

Did you know?

14 the number of babies born at Auckland DHB on 1 January 2013

150 thousand bananas are purchased every year for Auckland DHB patient meals

4 percent of the NZ population donate blood. To find out if you can donate go to www.nzblood.co.nz

10 the length in metres of the dishwashing machine that cleans patients' trays, cutlery and crockery at Auckland DHB

1520 the number of canisters sent by the Blood Bank using the Lamson tubes in one week

256 the number of sunshine hours in New Zealand in December 2012

\$6 million Starship ward refurbishment

Starship Foundation staff and donors gathered late last year to celebrate a significant milestone in the \$6 million project to upgrade Level 6 of Starship Children's Hospital.

The event marked the start of construction for a redevelopment that will see wards 26A and 26B gain an extra 21 single rooms, 14 additional en-suite bathrooms, additional observation beds, larger playrooms, better work stations, two purpose built parent lounges and many other facilities that will help deliver family centred-patient care.

The project has not been without its challenges, with many children, families and staff having to be relocated during the construction period.

"Significant planning went into ensuring the continuity of care as we moved into the construction phase," says Project Director Kirsty Walsh. "I cannot thank all those involved enough for their ongoing professionalism and support."

The upgrade, which will benefit many thousands of children and their families every year, is possible thanks to the generous support of Starship Foundation donors. The wards will reopen in July.

For more information, visit www.starship.org.nz.

Census 2013

New Zealand's Census will take place on 5 March 2013. You may remember the planned census in 2011 was cancelled due to the Christchurch earthquake.

Everyone who is being cared for in our hospitals on the night of 5 March will need to complete a census form. Auckland DHB is responsible for collecting this to the best of our abilities. Patients who go home during the day of 5 March should complete their forms at home or wherever they go for ongoing care.

More information will be available closer to the date.

Get a free bike for one month!

Is travelling sustainably part of your New Year's resolution? Then get ready to sign-up for a Beginners' Bike Session, which includes free guided rides and free bike use for one month in March! Brought to you by Auckland DHB and Auckland Transport, bike sessions will be held at Auckland City Hospital and Greenlane Clinical Centre. Cycling experts will teach you cycling safety tips, including the terms and conditions of using the free bikes. If you're committed to riding a bike to work and back for a month, this is a great opportunity you shouldn't miss! Registration links will be provided and more information will be posted on Travel Ezy in the coming weeks.

For any enquiries, email Parkgroup@adhb.govt.nz.



Of lab coats and Lamson tubes



Leave it to Nova magazine to write about two interesting aspects in our hospital – the Lamson tubes and the lab team. Spanning a total length of 3km throughout Auckland City Hospital and transporting around 2,300 canisters-a-day, the Lamson tubes are one of our most efficient delivery systems.

The tubes are fitted throughout our hospital network and are used by LabPLUS in Auckland City Hospital, the Blood Bank and, most recently, pharmacy.

They are an integral part of hospital environments, allowing clinicians to speedily send samples to the lab for analysis. The canisters travel at around four metres per second and it is the fastest way to send something to the lab.

But what's more fascinating are those who are at the receiving end of the tubes. The blue-coated staff from Automation and Laboratory Support Services (ALSS) are among the recipients. They work diligently to ensure that the biological specimens they receive are analysed with 100% accuracy to help clinicians diagnose or manage treatment of patients.

"Our department receives all the work sent to LabPlus," said Faith Taylor, ALSS Technical Head. "We register around 6000 samples-a-day and 40% of them arrive via the Lamson."

“The average time it takes for a Lamson canister to reach LabPlus is 69 seconds.”

The ALSS team is made up of medical laboratory scientists and technicians who are in charge of opening the canisters and conducting all the pre-analytical processing and registration for all seven departments in LabPLUS. The lab staff are either qualified medical laboratory scientists, qualified specimen services technicians or are working towards obtaining these qualifications.

The team is part of the largest hospital and specialist reference laboratory in New Zealand and works 24/7, an indication of the critical service they provide not just for Auckland DHB but for other health providers and laboratories across New Zealand.

"We also perform most of the routine automated blood tests apart from full blood counts and coagulation screens," Faith explained.

The average time it takes for a Lamson canister to reach LabPlus is 69 seconds. But how quickly are the specimens analysed in turn?

"This all depends on the type of test requested. The pre-analytical processing of one sample can prepare it for analysis in five minutes. Results from a routine biochemistry would take 45 minutes. Other more complicated tests will take longer," Faith explained. "We prioritise work to ensure that urgent or critical tests are given highest priority. We constantly monitor our turnaround times and our processes and technology are regularly reviewed to ensure that the best possible result is achieved for patient management."

But the big question is – has anyone's hand been stuck in the Lamson? This unfortunate fate has not befallen anyone yet. But an interesting story is that some have sent chocolate fish through the Lamson tubes as a thank you for the great work the ALSS team provides. As you can imagine, the staff cannot eat lollies from a canister where biological specimens are sent. So if you want to send something edible to any team, the Lamson tubes are not an option!

Top: Some of the team from Automation and Laboratory Support Services.

Left: Medical laboratory technician, Fale Tomu, opens one of the Lamson canisters to sort the samples received prior to processing.



Do you know a Local Hero?



Who do you know who goes above and beyond for patients and their families or their colleagues?

Why not show how much you appreciate one of the Auckland DHB teams by nominating them as a Local Hero?

A Local Hero maybe someone who always has a smile, takes a lost patient or family member to their desired location or someone who helps internal colleagues by always being responsive and putting in the extra effort to get the job done.

Each month, a Local Hero will be presented with an award to acknowledge the difference they make to patients, families or colleagues.

Local Heroes will be an opportunity for you, our patients and visitors to nominate members of the Auckland DHB team for going above and beyond.

Local Heroes isn't just about those who deliver frontline services; it is also for anyone in the organisation who takes a customer-focused approach - whoever their customers may be.

It's an exciting new way of recognising people in our teams who make a special effort to deliver good service.

As an organisation, we are committed to continually-improving the patient experience and Local Heroes is one way of highlighting those people who 'walk the talk'.

To find out more, or nominate your Local Hero, go to www.adhb.govt.nz/localheroes or look out for the posters and nomination cards on display around our buildings.

Local Heroes is generously supported by the A+ Trust.

New Nova magazine stands

Our Nova magazines have a new home! Fifteen customised magazine stands have been provided to house Auckland DHB's official magazine. The new stands also have a great feature that could benefit you – they have side panels that can hold A3-sized campaign posters. The stands are located at high foot-traffic areas across Greenlane Clinical Centre, Auckland City Hospital and Starship Children's Hospital, helping give your campaign or event that extra push. The side panels are exclusively reserved for Auckland DHB-endorsed messages, so to find out more about these spaces, email ADHBCommunications@adhb.govt.nz.

Maxine Stead (left) and Louella Reid (right) of the Communications Team stand beside one of the new Nova magazine stands.



The little things that can make a big difference



Dr Lester Levy, Board Chair

Warmest summer greetings to you. I hope you have all enjoyed a break over the summer with family and friends.

As an organisation, we enter 2013 in relatively good shape with still many areas for improvement - on the whole, we are performing well, thanks to all your efforts.

There is no denying, however, that in the wake of the global financial crisis, we – like all DHBs – face some serious challenges ahead. Whilst New Zealand is one of just a few OECD countries that have increased public health expenditure following the global recession, the rate of funding growth is slowing and it will become much more difficult to cover the costs of running our DHB (a slower rate of funding increase in itself requires efficiency savings of 2% or more each year).

It is simply the reality, so we – like all DHBs – will need to find new and better ways to deliver the services required by our population. The time to challenge the current models of healthcare delivery is now upon us and it is pointless trying to pretend that it is not.

We are fortunate in that our situation is not as grim as those faced by our public health sector colleagues overseas. A number of our OECD counterparts – including Ireland, Italy, UK and Australia – have had to cut public health spending. Some of these cuts have been severe, resulting in mergers of hospitals, cuts to services and staff numbers, as well as a decrease in salaries and wages.

So whilst we are not in such dire straits, we will need to continue to deliver significant efficiency savings each year to achieve financial sustainability. While DHB management will continue to look for large-scale savings, do not discount the power of the little things that each and every one of us can do.

Our Board members, for example, some months ago voluntarily agreed to give-up the catering at all Board meetings, Board Committee meetings and Board functions. Imagine if every person in our DHB found a small saving like this in their respective department or ward. With around 10,000 staff, if every staff member could find a \$250 saving this would mean more than \$2.5 million that could be saved and a \$500 saving for each staff member would mean more than \$5 million could be saved. It is well within the realm of possibility that every staff member could find a \$1,000 saving over a year, resulting in more than \$10 million being saved. I encourage you to speak to your manager if you know of a saving that could be achieved in your area or simply become more observant, disciplined and careful about how you use all resources. Remember that if we can make the efficiencies to ensure financial viability, then we will be in a better position to protect jobs.

But the little things need not just be financial – even the tiniest gestures, such as letting a patient know your name and being helpful and courteous to families and other members of staff, can make all the difference to someone's overall experience with us.

Small things *can* make a big difference and all of us can do our bit to make this an even better DHB. Continuing with this theme of showing initiative and providing excellence, I would like to lend my very strong support to the introduction of the ADHB 'Local Heroes Awards' about to commence. You can read more about these wonderful awards on page five and, even more exciting, you will have an opportunity to nominate worthy candidates or even be identified as one of our ADHB 'Local Heroes' yourself.

Here's to an even greater year ahead – remember, every bit counts!



Auckland DHB New Year's Honours

Our congratulations go to Dr Lester Levy and Dr John Childs on their recognition in the Queen's New Year's Honours List.

Dr John Childs

Auckland DHB consultant Dr John Childs was awarded Member of the New Zealand Order of Merit for his services to health. Dr Childs, a specialist oncologist at Auckland City Hospital since 1991, said this was a 'nice reward' for his work. As well as providing oncology services, Dr Childs is also the Clinical Director for the National Cancer Programme.

He has also been a past chair of the National Cancer Treatment Working Party.

Dr Lester Levy

Auckland DHB Chairman Dr Lester Levy was awarded the honour of Companion of the New Zealand Order of Merit (CNZM) in the 2013 New Year's Honours list. He received this honour for services to health and education.

The honour recognises Dr Levy's long-term commitment to improving healthcare for patients, including as the Chairman of both Auckland DHB and Waitemata DHB. It also acknowledges his other passion of improving leadership in New Zealand. Dr Levy teaches leadership, governance and ethics at the University of Auckland and is an author of research and also a book on the subject of Leadership.

He says, "I am delighted to receive the CNZM. It is humbling to be recognised in this way. My aspiration continues to be to help make a difference to our patients and population and I continue to be totally committed to that. I believe this honour not only reflects on my achievements but also the achievements of many of the people I work with here at Auckland DHB, Waitemata DHB and at the University of Auckland."

Our Success Stories

Top role for Bronwyn



Bronwyn Taylor, Floor Co-ordinator Level 8 Theatres at Auckland City Hospital, has been appointed Chair of the Committee to oversee the Definitive Perioperative Nurses Trauma Care (DPNTC) course in Australasia.

Director of Surgery, Ian Civil said; "the appointment was testament to a combination of talent and distinct hard work by Bronwyn."

The DPNTC is aimed at registered nurses with experience in perioperative nursing. It provides the very best of multi-disciplinary integration of doctors, nurses and anaesthetic technicians in a teaching programme.

"We should celebrate Bronwyn's appointment and the prominence this appointment brings to the Auckland DHB teams involved. Congratulations should also go to the clinical leaders, the operating room teams and the clinicians who contribute to this and other courses that enhance the delivery of trauma care for injured patients, both in New Zealand and overseas," Ian said.

The life-changing power of bariatric surgery

When obese patients undergo bariatric surgery, the physical changes are quickly obvious.

Until now, other changes – such as the true wellbeing of the whole patient - have been much harder to accurately predict.

An Auckland DHB team has completed a New Zealand-first research project monitoring changes in 28 patients six months after their bariatric procedures.

The results have shown clear improvements in health-related quality of life that have surprised even those who specialise in the field.

"The study shows that bariatric surgery allows patients to get real improvement in their quality of life and the numbers reflect the new 'bounce' in their step," says Briar McLeod, a parenteral nutrition clinical nurse specialist who was part of the research team.

The research involved patients completing a health-related quality of life questionnaire before and six months on from surgery to see how their lives had changed across eight measures:

- physical functioning
- role limitation related to physical problems
- bodily pain
- general health
- vitality
- social functioning
- role limitation due to emotional problems
- mental health

Each showed significant improvements post-surgery that underline the link between being healthier and feeling better about yourself.

Briar says the comparison was made possible due to the foresight of the bariatric service, led by Grant Beban, to collect quality-of-life information from patients since bariatric procedures became available at Auckland DHB in 2008.

"This provided the opportunity to measure the difference and impact on patients' lives from the patients' perspective.

"Services can show they make a real difference on outcomes important to patients; not just clinical outcomes.

"We will also have the ability to check back at the two-year point to see if the benefits are still just as strong because we now have the processes that make it easy to collect data."



Theatre nurse wins the 2012 Nova Grand Prize

Soraya Sabetian, a staff nurse and anaesthetic technician at Level 8 theatres, said she never wins competitions. Now Nova magazine has changed that! Soraya was randomly-picked as the 2012 Nova Grand Prize winner and won a \$500 Qantas travel voucher, courtesy of Orbit Corporate Travel. Soraya said, "I often send my entries for Nova magazine competitions. I can't believe that I won the draw this time. What a stroke of luck!"

Regan Mitchell, General Manager of Orbit Corporate Travel, was happy to drop by Auckland City Hospital to personally award the travel voucher to Soraya. The prize means that Soraya can use the voucher towards any Qantas flight. She now has the difficult job of deciding where to take her family for their next holiday!

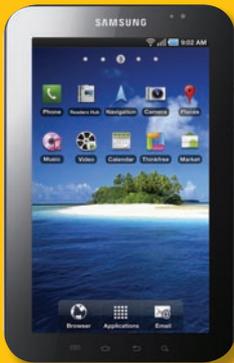
Thank you to everyone who entered the 2012 draw. Make sure you enter to be in with a chance to win one of this month's competitions!

★ Congratulations to Robin Southall from HR for winning the 2012 Nova Christmas Quiz. Robin won a \$50 Westfield voucher.



Orbit's Regan Mitchell (left) presents the travel voucher to beaming theatre nurse, Soraya Sabetian (right).

Win a Samsung Galaxy Tablet



To celebrate the opening of their Auckland City Hospital branch, ASB is offering Nova readers the chance to win a Samsung Galaxy Tablet.

To enter, make a note of the answer to this week's question and watch out for the second question and how to enter in the March edition of Nova.

Question:

What are the opening hours of the ASB Auckland City Hospital branch?

ASB has opened a new branch on Park Road to make banking easier for everyone in and around Auckland City Hospital. Visit the branch to find out the benefits on offer for the Auckland DHB Team.

ASB

Orbit Welcome to the travel remedy

Monthly Competition



The winner of this month's travel competition will receive one night's accommodation at the Holiday Inn Auckland Airport.

Located only 4km from Auckland International and Domestic Airport Terminals, set amongst 10 acres of tranquil established gardens, out of flight paths and set back from the road away from traffic - Holiday Inn Auckland Airport is a quiet oasis.

★ Congratulations to Estrella Sudario from Starship who won the November 2012 travel remedy competition!

Question:

What is the name of the new awards scheme launched this month?

To enter, send your answer to novan@adhb.govt.nz with 'travel competition' in the subject line. Or mail to Communications Team, level 2, Bldg 16, Greenlane. Entries must be received by 28 February. *Only one entry per person please.*