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November is upon us and that, of course, means it’s time for our annual Celebration Week festivities.

My first experience of this was early in my time here and I was struck by the broad enthusiasm among all sorts of staff groups to get involved and highlight the good things they do.

November 25 signals the start of Celebration Week, which is a time for us to put a spotlight on the innovative and ‘customer’-focused programmes led from within Auckland DHB.

A highlight of the week is the annual Healthcare Excellence Awards where the very best projects and the teams behind them are recognised. This year, we have 31 nominations across three categories.

While it’s important to recognise the new and cutting-edge developments taking place within our clinical workforce, Celebration Week is a chance for all of us – whether our roles are clinical or non-clinical – to promote the positive things we do for our community every day.

The occasion offers us all a chance to re-focus on the excellent quality of care, the spirit of compassion and the reputation for leadership in important areas of healthcare and health reform that this place is known for.

As usual, there will be a range of events during the week and I encourage you to get involved in the spirit of the occasion. These will be publicised via the normal internal channels closer to the time.

I am open to your ideas about how we can continue to see Celebration Week evolve as a means of recognising the great work that goes on all around us.

Finally, I hope to see you at a Celebration Week event. If your team is hosting a celebration, drop me a line via CarolynM@adhb.govt.nz. I’d love to drop by if I can.
DHB election results

Auckland’s local body voters returned six members who had served on the previous Auckland DHB Board. The seventh elected is Mr Douglas Armstrong, a former polytechnic Chief Executive and an Auckland City Councillor 2001-10. In addition to Mr Armstrong, our elected 2013-16 health board members are Jo Agnew, Dr Lee Mathias, Judith Bassett, Dr Chris Chambers, Peter Aitken and Robyn Northey.

The Minister will appoint up to four more members to ensure full representation of our community among those who serve. It is expected these appointments will be announced before the end of November, with the new Board taking office Monday 9 December 2013.

Send us your Christmas cheerios

We’re giving you the chance to have your Christmas messages published in the next edition of Nova.

So if you want to send a message of festive goodwill to your colleagues, drop us a line at adhbcommunications@adhb.govt.nz by COB Friday 29 November. A selection of the best messages will be included in the December-January edition, to be published in mid-December.

Messages must have fewer than 80 words to be considered for publication.

A ‘Greener’ Health System

Emma Bowyer-Warner has a stake in ensuring the best possible future. Her first child, Theodore, is only 21 months and by the time he’s 25, our planet’s likely to be several degrees warmer and with a markedly different climate as a result. That’s given Emma a personal impetus in her capacity of advising Auckland DHB on sustainability planning. Her immediate agenda is focussed on reducing waste and energy-use.

The initiatives range from setting up a system for recycling medical PVC, to phasing out paper towels and getting hand-dryers in non-clinical areas. As well as looking to introduce a system to take food out of the hospital waste-stream and remove the estimated 20,000 paper cups that flow out of our cafeterias to land-fill every month.

Doing the right thing for the environment also means saving precious health dollars so that they can be re-invested in patient care.
In October, Auckland City Hospital celebrated the ten year anniversary since it first opened its doors to our patients. This significant milestone was celebrated with people old and new at an event on 7 October. Photos and memories were shared by those who were involved in the original move and those who have helped shape the hospital since then.

Lisa Stewart

“Congratulations to everyone and let’s look forward to how we use this building in the future.”

Ailsa Claire, Chief Executive

Juliette Wotton, Charge Midwife Manager

“This was an enormous piece of work led by a large number of clinicians. It is this clinical-driven design that has made the new hospital workable.”

Margaret Wilsher, Chief Medical Officer

Scott Macfarlane, Paediatric Oncologist

Dr. Nigel Murray, President and Chief Executive Officer at Fraser Health in Canada

Jo Mack, Service Manager

Michelle Griffen, Nurse Educator

A Auckland City Hospital

10 year anniversary

1 million patients through the doors

850,000 patients came in as emergencies

208,000 surgical procedures have taken place

4,615 Coronary artery bypasses

1,750 Hip replacements

1,410 Knee replacements

1 million hours of mechanical ventilation

2.8 million nights have been spent in our hospital beds

66,000 babies were born at the hospital
Learning from Robert Francis QC – The Patient’s Champion

In mid-October Robert Francis QC visited New Zealand and both Auckland DHB and Waitemata DHB Board members had the opportunity to meet with him. Mr Francis QC is a UK barrister whose 40 year career in handling medical cases has earned him the reputation as ‘the patient’s champion’. Most recently he chaired the high profile inquiry into the Mid-Staffordshire NHS Foundation, which found numerous failings in the quality of care provided to patients and inadequate processes for dealing with complaints and serious incidents.

Mr Francis QC advocates for the importance of a shared culture of putting patients first and strong clinical leadership. He recommends health systems create fundamental standards, shared values, a culture of openness, transparency, compassion and caring as well as an authentic patient-centred healthcare leadership model. He also recommends accurate, useful and relevant information being made publicly available.

To achieve authentic patient-centred leadership he suggests recruitment and training for values, leaders leading by example, having a code of conduct that prioritises patient safety and wellbeing, as well as holding staff to account for serious breaches and deficiencies.

A compassionate, caring and committed approach to nursing, articulated through recruitment for values, commitment and vocation, is another area he pays attention to.

Mr Francis QC makes a very strong point that each patient, and their family members, should understand who has the clear personal responsibility for the patient – there must be a named nurse and doctor responsible for each patient.

Everything Robert Francis QC says has real meaning for us, and quality and patient-centred care is something I have often written about in my column in Nova. I have highlighted some of these again as I believe they are just as relevant now as they were when I first wrote them.

‘There is often a belief that quality work (the technical component) means quality service. In healthcare, the skill set required for providing quality work is very different to the mindset required for providing quality service and in that paradox lies perhaps our greatest challenge.’ (Dr Lester Levy, Nova February 2011)

‘All of us who serve patients and clients directly (or indirectly) will always do our very best for each and every one of them. Consistency is paramount and there is no place for indifference. Respect, care, empathy and professionalism should be the guiding principle of all we do. We must do our very best for each and every patient – unfailingly and consistently.’ (Dr Lester Levy, Nova February 2012)

‘No matter how tough a day we might have had, it is unacceptable for any patient, client or their family/whānau to be treated with indifference. Many of you will be seeing people at a low point in their lives, when they are tired, frail and even afraid. Their experience may already be a difficult one and we must do everything that we can to make it easier and more bearable for them.’ (Dr Lester Levy, Nova July 2013)

In my next Nova column I will address some of the other issues that Robert Francis QC has raised in relation to patient care and quality, governance, management, systems and business. In fact, it might take me a few columns to work through all of these important issues.
A shot in the arm for child health

What do 29,704 Auckland children have in common? They have all been fully-immunised by Auckland DHB over the last five years.

The scale and success of the programme is founded on a solid partnership with primary health, which performs vaccinations in communities across the city.

The introduction of National Health Targets in 2008-09 provided real focus and momentum and, since then, the annual targets have consistently been achieved. This has happened through determination, cooperation, gentle perseverance with parents and improved information systems. Numbers have steadily increased to not only meet but exceed the target in 2012-13.

Target champion Carol Stott said, “The results mean Auckland DHB children are safer and more protected against all of the common infectious diseases than they have ever been.

“Many people have been involved in a collaborative effort to achieve these results, in particular our primary care partners at both a practice level and PHO level.”

In the year to 30 June, 5,873 children aged eight months were fully-immunised, representing 93 per cent of all eight-month-olds in our district.

This bettered the target of 85 per cent – and the trend has continued into the new financial year, with a rate of 94 per cent to the end of September (already exceeding the 2013-14 target of 90 per cent).

Even better, since July 1, the Maori coverage rate at eight months has lifted 12 per cent to 89 per cent and the Pacific rate is up to 94 per cent – representing a closing of the ‘equity gap’.

There will be pressure to keep improving as the immunisation target increases to 90 per cent in July 2014 and 95 per cent in December 2014.

Did you know?

- Asian parents are most likely to have their child immunised – 94 per cent last year and 97 per cent so far this year
- Maori have seen the biggest jump in vaccination rates since the targets began – up from 73 per cent at age two in 2008-09 to 92 per cent in September 2013
- Auckland DHB is currently performing three per cent above the national immunisation rate of 91 per cent
- 29,704 vaccinations have been completed since 2008, including:
  - NZ European – 8106
  - Asian – 7238
  - Pacific – 6006
  - Maori – 3483
  - Other – 4871

Chivone Prak, father of five-month-old Cayden:

“Why do we choose to immunise Cayden? Because we think it is very important to have him protected from early in his childhood.

Why do we feel this is important? Because this is part of a parent’s obligation and we want to see our baby grow up healthy and protected.”
Welcome to our recent starters

THANKS FOR JOINING US!

Congratulations to everyone nominated last month:

Akiko Mravicich
Kelly van der Westhuizen
Laurelle Breen
Leigh Ohlin
Marilyn Taylor
Nigel Wilson
Richard Williams
William Rainger

Our local heroes is kindly supported by A+ Trust

Our October local hero award goes to two Kaumatua, George Taipari and Patrick Taylor.

“George and Patrick work tirelessly with the Coroner’s office, with wards and funeral directors. They comfort many families and staff, as well as supporting families who have notice that their loved ones are passing or have passed. Many staff request their presence to bless and pray over also those preparing for surgery. They are often called in on Saturdays, Sundays and holidays and respond lovingly without hesitation.”

Congratulations George and Patrick.

Please keep your stories about our local heroes coming in. To nominate go to: www.adhb.govt.nz/localheroes

Ailsa and local hero, George Taipari.

Ailsa and local hero, Patrick Taylor.