

NOVA

THE OFFICIAL STAFF NEWSLETTER FOR THE AUCKLAND DISTRICT HEALTH BOARD

Robin Mitchell's legacy lives on



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Rising to the challenges ahead

I hope that you were able to take some time to enjoy the festivities with your family and friends during December and January. To the many

of you who worked over the holiday period – a big thank you on behalf of the Senior Leadership Team and the Board. It was still a busy time for our hospitals with over 3,400 people requiring the services of our emergency departments.

I was pleased to see that some of our colleagues received deserved recognition in the New Year honours. Congratulations to Christine Orchard, Charge Nurse; Dr Jeremy Cooper and ADHB alumni Dr Osmond Hadden.

Our researchers have also been recognised as Auckland City Hospital achieved a worldwide placing of 28 for research performance on Scimago Institutions Rankings (SRI). You can read more about this on page four.

I want to take a moment to reflect on the extra mile many of you go in your everyday work. I have the pleasure of reading the compliments we receive about our team here at the ADHB. The stories I hear make me feel tremendously proud to be the Chief Executive of ADHB. Here are snippets from some of the recent compliments, *"the triage nurse went above and beyond to help me"*, *"I received the best care possible and I always felt that I 'mattered' to them"*, *"the dedication of all your staff from the cleaning lady to the surgeon is beyond mere words to describe"*, *"we would like to express our appreciation of the outstanding care and treatment during my husband's stay"*. It really is heart warming to read these comments about your commitment to our patients – thank you.

Next month will be my final column after eight years as Chief Executive. Having worked with such a dedicated group of people, it inspires me to know the ADHB has all the capability to rise to the challenges and opportunities ahead. We must continue to find new ways of working so we can deliver on our vision - Healthy Communities, Quality Healthcare. Enjoy this month's edition of Nova.

Garry

Garry Smith

Acknowledgement

Joan Hook

Greenlane Surgical Unit has farewelled its longstanding stalwart Joan Hook. Joan first started at Greenlane Hospital in 1958 as a trainee nurse and over the following years has witnessed many and big changes both within Greenlane and ADHB.

She was a foundation staff member of the Day Surgical Unit in 1989 when there were just 2 theatres, 7 nurses and a few dedicated dentists and medical staff keen to see a successfully run unit. Two name changes, 8 theatres and over 50 staff later she finally retired in December 2011. Her knowledge, expertise and enthusiasm will be sorely missed by her colleagues.

ADHB New Year's Honours 2012

Jeremy Cooper

Auckland City Hospital Specialist Anaesthetist Jeremy Cooper became a Member of the NZ order of Merit (MNZM).

Dr Cooper became a consultant at the former Green Lane Hospital in 1998 in the Department of Anaesthesia and then went on to become Clinical Director of the same department from 2003-2007 inclusive (the time of the big move to ACH).

Jeremy has made a major contribution to teaching anaesthesia and has also provided advice to the Government.

Chris Orchard

Christine Orchard, Clinical Charge Nurse in Ward 23B, has been awarded a Queen's Service Medal for her services to children's heart services.

Christine has demonstrated a long commitment to the Children's Cardiac Service including the inpatient, volunteer, and Heart Registry services. Christine has been commended for her services and sensitivity in regard to her care for families during the Green Lane Heart Register inquiry.

Bruce Hadden

Former ADHB Ophthalmologist Bruce Hadden received a Companion to the NZ Order of Merit for services to ophthalmology. Dr Hadden spent 27 years at ADHB before he left in 2002.

Robin's legacy lives on

Dr Aashish Raj worked with the late Robin Mitchell and has nothing but praise for the former Director of Emergency Medicine Training and Emergency Medicine Specialist.

Robin passed away in July 2010, aged 45, and left behind a huge legacy because of his skills, professionalism and manner. To honour Robin, the Mitchell Medal was established.

Aashish, an Emergency Department Senior Registrar, is the first

recipient of the medal, which will be awarded yearly.

The medal is awarded to the most promising senior trainee in emergency medicine in the Auckland region, its purpose is to promote excellence in the field of emergency medicine.

Aashish said he was 'surprised' to be nominated and was 'humbled' on receiving the medal.

"I had the pleasure of knowing Robin and he was a fantastic bloke. He was a fantastic mentor, he had expert knowledge, he was approachable and always remained calm and focused under pressure. I aspired to be like him and I think this award reflects that," said Aashish.

Aashish has been on the Australian College of Emergency Medicine Training programme since 2005, and is working his way to becoming a consultant.

"Emergency Medicine encompasses a large amount of general medicine and surgery, including the surgical sub-specialties. We as emergency physicians are tasked with seeing a large number of patients, treating their illnesses and arranging for disposition within a short period of time," said Aashish.

"You've got to be pretty dedicated to it. It's a fairly new training programme but it's got a lot of potential. I like to teach, I love the job and its challenges and it's good to be part of a team that functions well," he said.



Aashish stands in front of the memorial in the Emergency Department with his medal.

Auckland ranked among world's top research hospitals

Auckland District Health Board now ranks among the world's top research institutions according to Madrid based Scimago Lab who produces the annual Scimago Institutions Rankings (SIR) World Report.

The report is one of the most extensive of its kind showing the research outcomes of 3042 institutions worldwide. Through a rigorous process, the report gathers all those universities and research-focused institutions around the world who published at least 100 scientific documents in scholarly journals in 2009, then analyses their scientific output during the period 2005-09 to gain a broader insight of the quality and performance. Institutions are ranked according to excellence in research, defined as publications appearing in the top journals of any field, and according to the institutions average scientific impact compared to the world average by country and region.

This year ADHB was ranked 722 for excellence and 28 for above average scientific output in the world which is a tremendous achievement.

Mary-Anne Woodnorth, Research Office Manager said, "This was a great result to end 2011, and one that probably reflects the special qualities of the research being conducted here. Our drive to collaborate is significant. A large proportion of our researchers are members of international study groups and participate in multinational projects that attract a lot of attention from their

fields. One example is the Paediatric Haematology/Oncology research team who are affiliated with the world's foremost clinical trials groups for the study of childhood cancer and blood disorders (Children's Oncology Group and International Society for Paediatric Oncology)."

Mary-Anne adds, "Geographical isolation has been no barrier to involvement in definitive trials that will influence best practice. Wide local collaboration with almost all New Zealand universities and other DHBs means our researchers are entitled to authorship on many publications of studies originating from other institutions."

"Consistently in recent years there have been around 700 – 800 research projects underway at ADHB at any one time. Though this shows a substantial commitment to research for an organisation of our size, and one primarily dedicated to healthcare, this volume of activity would be modest

compared with universities and hospitals overseas. Therefore it is the standard of the research conducted that has produced the SIR result and this documents our success at disseminating the findings of research into leading journals. Clearly our researchers are punching above their weight when it comes to translating their research outcomes into high-quality publications and fulfill their obligations to inform their peers, thus contributing to evidence-based health knowledge worldwide," she said.



For more information about the SIR World report visit www.scimagojr.com

Pharmacy production officially open for business

The Pharmacy Aseptic Production Unit, at Auckland City Hospital, is now officially open after a formal opening ceremony was held on December 21.

Chief Executive Garry Smith, Board Chair Lester Levy and Acting Chief Executive Officer of PHARMAC Steffan Crausaz were among the guests who attended the ceremony.

Chief Pharmacist Sarah Fitt and Project Manager Jeremy Egerton cut the red ribbon to officially declare it open.

The opening celebrated the state-of-the-art unit that now allows ADHB to bring 100% of its chemotherapy dispensing requirements in-house. It includes three clean rooms that house eight isolators and at full capacity it employs 35 staff, which includes pharmacists, senior technicians, technicians and assistants.

Sarah Fitt and Jeremy Egerton officially declare the unit open with the cutting of the red ribbon.





Ann completes her programme under the watchful eye of Paul.

Pulmonary Rehabilitation – The King of Therapies

Improving quality of life, fewer hospital admissions and reduced length of stay are just three of the benefits patients with Chronic Obstructive Pulmonary Disease (COPD) will see thanks to a new community-based rehabilitation programme.

ADHB has partnered with the Laura Fergusson Trust to pilot two new locally based pulmonary rehabilitation programmes in Mt Albert and Glenn Innes. The new site was launched on 16 January and will see the first 100-120 new patients successfully completing the programme during the first half of this year.

Paul Birch, Physiotherapy Specialist and project lead says, "When it comes to COPD, pulmonary rehabilitation is hailed as "The treatment of choice" in all the international guidelines. Clinical trials show benefits of pulmonary rehabilitation are far greater than medication alone and the costs are much lower too."

Historically pulmonary rehabilitation has only been available in the hospital outpatient setting. Waiting lists have traditionally been high and access has always been an issue. Programmes that are closer to where patients live and easily accessible will provide better, more convenient care to those most in need." Paul says.

Facts on COPD

- Chronic Obstructive Pulmonary Disease (COPD) is characterised by airflow limitation which is not fully reversible.
- COPD ranks as the third leading cause of death in New Zealand, according to the NZ branch of the World Health Organisation.
- It is estimated that COPD affects up to 15% of the NZ population – that's a staggering 90,000 people, potentially, across the greater Auckland region.
- It affects 14% of Pasifika and 13.4% of Maori people.

Making a difference - a patient's story

Ann, a 63-year-old patient, being assessed for the lung transplant list, was referred for pulmonary rehabilitation. When she joined the programme she wasn't able to climb the stairs in her home, was anxious and her quality of life was significantly reduced. Initially, Ann was very suspicious about rehab and made it clear she didn't particularly want to be there. Despite her wariness she attended the eight week programme and Ann's quality of life has significantly improved. She is back working, can climb the stairs in her three storey home and is enjoying being able to potter in her garden again. She continues to attend the Laura Fergusson gym each week to reap further benefits and sustain what she has achieved. Ann would whole heartedly recommend pulmonary rehabilitation.

To find out more about this programme contact Paul Birch or visit www.healthpoint.co.nz and type in the search box "Pulmonary Rehabilitation"

Care and consideration for patients top my agenda

One of the highlights of my job is the frequently very positive and encouraging feedback I receive about our various services. Often, many of our people are specifically named as providing exceptional service and quality.

We, however, cannot be complacent, and unfortunately, I also get negative feedback about our services. This happens far more often than I would like and it concerns me greatly. We will always be judged by the care we provide each and every patient. When one patient or client has a bad experience with one of our people or services, it can unfortunately diminish the good work of others. It is incredibly important that we address with urgency any lack of consistency and responsiveness across our entire organisation.

As chairman, it is my absolute expectation that every patient and client is treated with the utmost respect, courtesy and professionalism. By professionalism, I mean that we ensure patients and clients (and their families) are kept closely informed of all information throughout their contact with us. Furthermore, as part of professionalism, it is also my expectation that we look beyond the immediate care we provide as individuals and teams, but also to the interrelationships and interdependencies with other units, departments and indeed other organisations involved in the stream of care.

My analysis of negative feedback and complaints reveal some common themes - inadequate communication, a perceived lack of respect, courtesy, care and consideration, and poor diligence in follow up. I believe as well as having the requisite technical and cognitive capacities, the core of being a health professional

is having profound self-awareness, high levels of empathy and advanced communication skills.

My expectation is that 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.

The good news is that treating patients and clients (and also colleagues) with respect, providing adequate information in real time, showing genuine empathy and ensuring appropriate follow up and linkages does not cost anything extra. The best way to show our patients and clients that we care about them is not to talk about being patient and client-centric, but to actually demonstrate that they are truly at the centre of everything we do and everything we care about.

Respect, care, empathy and professionalism should be the guiding principle of all that we do. Patients, clients and their families will frequently be coming from a place of fear and worry. Their concerns – however minor they may seem to your practised judgement – are entirely real and valid and must be treated as such.

We must do our very best for each and every patient and client, every time – unfailingly and consistently.



Dr Lester Levy, Chairman.

A hearty gift from Shane

When Shane Gibson was recuperating from a heart transplant four years ago, Hearty Towers became his “home away from home.”

So when he found out it was on the move, to another site at Greenlane, he wanted to make sure others would continue to recuperate the same way.

Shane popped into Greenlane to donate \$1500 to Hearty Towers, which will help with the move. The money was raised from a bowling tournament that was held at the Milford Bowling Club where he is a member.

“The surgery is a very traumatic experience. And then the recovery period is equally intense. But my recuperation at Hearty Towers meant I had easy access to doctors and even simple things like having a fridge in my room meant I didn’t have to walk far. It’s those small things that made such a difference,” said Shane.

Transplant Coordinator Helen Gibbs accepts a cheque from former heart transplant patient Shane Gibson.



Better for patients, better for staff in General Medicine

By placing a much greater emphasis on team work, recent changes in General Medicine have led to some rapid improvements for patients.

One of the changes that has taken place in General Medicine is how the medical teams work. Before the changes each medical team would have patients on level 2 (Emergency Department and the Assessment and Planning Unit) and on the wards. This meant they couldn't always attend to patients promptly. Now medical teams are designated to either level 2 or an inpatient ward. The team on level 2 can now focus on assessing new patients while the ward teams are based on level 6 caring for inpatients. Ward based care is improving team work with nursing and allied health staff and making it easier to co-ordinate a patient's plan for care. The medical teams spend a week on Level 2 before moving up to the wards for two weeks to ensure that the RMOs on the service have experience and training in all aspects of general medical care. Training and after-hours support for RMOs has also been enhanced with the introduction of an evening shift for the medical consultant on call and additional consultants rounds in the weekend.

It is anticipated that the new model will lead to better quality care for patients who are seen earlier by a senior member of the medical team.

The doctors on the ward are finding this new rota works better for them too with a more evenly distributed workload and a bigger focus on team work.

Robyn Toomath, Clinical Director General Medicine, said the planning for this has taken a long time (18 months) and created challenges at times but the results so far are looking really good. "In December after these changes were introduced we had a record low length of stay and the highest number of discharges over the weekend and in the evenings reflecting the input of senior staff at these times. This really is down to a good team working on the project but more importantly the medical staff being prepared to try new ways of working. So a big thanks to everyone in General Medicine."

If you want to find out more, contact Improvement Specialists Charlotte Porter or Tim Denison.



From left, Consultant Robyn Toomath, Registrar Marty Davis, Senior Staff Nurse Maunga Leota, House Officer Sonja Farthing and Trainee Intern Ashley Eastwood.

New hospital car park eases congestion

Auckland City Hospital's new car park is now open, providing much needed additional parking including a FREE 15 minute drop-off and pick-up area. Called "Car Park A", it is situated closer to the main hospital entrance making it easier for visitors and patients. The existing car park has now been renamed "Car Park B" and releases additional parking spaces for ADHB staff.



Netane's story told in new TV campaign

Keen-eyed television viewers may have spotted a familiar face in a new marketing campaign by Unitec Institute of Technology.

Netane Takau, who recently finished a placement with Starship's Child and Family Unit (CFU) as part of his third-year nursing studies with Unitec, is one of the 'faces' of the new push.

The 'Change Starts Here' campaign – launched on January 9 – encourages people to enrol as the first step towards changing their lives and building rewarding careers.

The advert telling the story of Netane's journey also features CFU Charge Nurse Pauline McKay and Nurse Educator Colette Adrian.

"This is a fantastic opportunity to get mental health nursing in the spotlight in a positive way," Pauline said.

"Netane has a good grip on the essence of mental health nursing – understanding that the best equipment in this area is yourself (and) the attitudes and beliefs you carry about supporting people who are suffering and in distress.

"He is mature and very respectful of the journey people are on in terms of recovery from mental illness."

Unitec Executive Director, Marketing and Communications Jeanette Paine said the campaign aimed to inspire people to change their own lives – and that of their family and whanau.

"Netane's story really struck a chord with us," Ms Paine said.



Colette Adrian (left) and Pauline McKay (centre) sitting with Netane in the TV ad.

"It started when he saved a baby's life as it was choking outside a church in Tonga. His aunty in New Zealand recognised values in him that would translate well into a nursing career, so steered him in the direction of Unitec, where he quickly found his calling.

"Since studying with us, he has discovered a real passion for nursing. Netane is a warm and genuine person who is very relatable to viewers.

"We hope that his personality and journey inspires others out there to change their lives for the better as well."

Lisa sets her sights on Samoa



Lisa Hall, a Paediatric Registered Nurse on Ward 24B, is the lucky Nova Grand Prize winner for 2011.

Lisa was thrilled to win and already knows where she will be going.

"My partner lived in Samoa for a couple of years when he was growing up. We've always talked about going over but we've never had the money to do it. We haven't done any travel because we've been saving for a house. Now we can actually do it," Lisa said.

Lauren Park from Air New Zealand popped into Auckland City Hospital last month to award Lisa her prize.

Check out next month's issue of Nova for 2012 Grand Prize details. Thank you to everyone who entered the 2011 draw.

Lauren Park presents Lisa Hall with two economy tickets to the Pacific Islands.

ORBIT WELCOME TO THE TRAVEL REMEDY

Monthly Competition



One night's accommodation at **Ibis Wellington** (Conditions apply)

Ibis Wellington is located in the heart of the city offering 200 guest rooms in a great location. Our stylish refurbished rooms with modern décor allow increased connectivity with the ability to

connect media players and digital cameras via new 26 inch flat screen LCD TVs. The rejuvenated rooms complement the stylish Vivant! Restaurant & Bar and lobby area.

Question:

How much was Shane Gibson's donation to Hearty Towers?

To enter, simply answer this month's question and send your entry to novan@adhb.govt.nz, subject line 'monthly competition', or mail to the Communications Department, Level 1, Building 10, Greenlane Clinical Centre. Entries must be received by 29 February 2012. *One entry per person.*

Orbit
Holidays

Orbit
Corporate Travel

Contacting
NOVA

ISSN 1178-5373 (print) ISSN 1178-5381 (online)

NOVA is the official newsletter of the Auckland District Health Board. It is published by the Communications Department, located in Building 10, Level 1, Greenlane Clinical Centre.

If your department has something to share please contact NOVA by phone extension 26556 or by email adhbcommunications@adhb.govt.nz.


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Te Toka Tumai