

NOVA

THE OFFICIAL STAFF NEWSLETTER FOR THE AUCKLAND DISTRICT HEALTH BOARD



Inside this issue

- Our Nadia cooks up a storm
- X Factor ready to roll again
- Pasefika Week Festival – all the action

Comment from the chief executive

The introduction of the national health targets has certainly created some new challenges but I am delighted to say ADHB is making real progress.

As you may have read in a recent Staff Alert, we have seen some significant improvements against the target of having 95 per cent of our emergency department patients admitted, discharged or transferred within six hours.

On March 9, we saw 100 per cent of our ED patients treated within the target for the first time.

This is a fantastic achievement and I take my hat off to the teams at Auckland City Hospital and Starship who made it happen. I know it is the product of a significant amount of hard work and lateral thinking.

We can all be proud of this performance improvement – it shows the new systems we are putting in place to improve patient flow through the hospital are beginning to bear fruit.

Of course, March 9 was just one day – but it was an important one in terms of demonstrating that we are up to the challenge.

As I said in my CEO News column when the last quarterly results were released, these targets are the benchmark by which our organisation will be measured.

There is an absolute need for us to demonstrate a 'step change' towards meeting the targets.

Clear evidence exists that this is happening.

I am particularly proud of the improved ED target performance because – for a variety of good reasons – we have experienced some difficulty in achieving against this benchmark until now.

With the same hard work and innovative thinking, I am certain we can improve our performance against all six targets during the remainder of the reporting year – noting we are already delivering radiation therapy within the four-week requirement.

As important as the targets are, in times of national emergency, our thoughts turn to how we can pitch in and help.

That has certainly been the case among ADHB staff in response to the Christchurch earthquake.

I'd like to take this opportunity to thank all those staff who've given so freely of their money and time to assist those directly-affected.

The response has been outstanding, with many volunteering to work in Christchurch.

To date, a good number have made the trip south. But we are mindful that meeting the health needs of the people of Canterbury is likely to require our assistance for weeks and months to come – and possibly longer.

The people of Canterbury can be reassured that the ADHB workforce will remain ready to help for as long as it takes to get them back on their feet.

And finally, recent feedback motivates me to remind you all about respecting our patients and work colleagues.

ADHB is committed to providing a safe and respectful health service and upholding the dignity of all employees and patients.

Harassment, bullying and discrimination do not align with our organisational values. These kinds of behaviours fail to respect a person's dignity and will not be tolerated by ADHB.



Garry

Garry Smith
CEO

ACKNOWLEDGEMENTS

Fiona Bradbury

Fiona retired on January 13 after 23 years' service to ADHB in several different roles within mental health services.

She began work in 1987 as a typist on Ward 10A, where she remained until 1992 when she became a medical typist at the Connolly Unit.

In early 2003, Fiona transferred to the new acute mental health unit, Te Whetu Tawera.

During her long career in mental health, Fiona was a well-liked and respected member of staff, providing an excellent secretarial typing service to the clinical and management teams.

Fiona had a warm and caring manner and she was always there to help her fellow colleagues and would act as sounding board for advice for the younger members of the administration team.

Flu vaccination time is nearly here

It's almost time for Auckland District Health Board staff to roll up their sleeves and get this year's flu vaccine.

Vaccinations for staff will be available from Monday, April 4 and Friday, April 8, and again between Monday, April 11 and Friday, April 15.

The vaccination is free to all staff and students, and is heavily subsidised for contractors at a cost of \$12. This year's vaccine includes protection against the pandemic strain of H1N1.

Chief Medical Officer, Margaret Wilsher is encouraging all staff to get vaccinated.

"Healthcare workers are at a higher risk of catching influenza, and can also unknowingly pass it on to their patients and families. So it's vitally important that all our staff protect themselves, their families, and our patients by getting immunised this year," she said.

Just over 50% of staff had the vaccine last year, it's hoped more staff will take advantage of the free vaccination this year.

Where and when you can get the seasonal flu vaccination

Monday April 4th – Friday April 8th & Monday April 11th – Friday April 15th

Auckland City Hospital, Transition Lounge
Level 5, Support Building

Hours: 0730 - 1500

Monday April 4th – Friday April 8th

Auckland City Hospital, Atrium Gazebo
Level 3, Building 32 at ACH

Hours: 0800 - 1100

Thursday April 7th & Thursday April 14th

Green Lane Clinical Centre
Reception J, Level 1, Building 4

Hours: 0730 - 1500

It's on again...

...the annual X Factor staff talent show.

But this year, the format has been tweaked for added audience enjoyment.

This time, a ticket to the show will be an invitation to the June 13/14 wedding of 'Vince and Maria' – two young Aucklanders from Italian families.

Instead of competing in a talent show-style contest like last year, ADHB staff will audition for the roles of Vince and Maria and members of the wedding party to sing and dance for the happy couple at their reception.

The concept was devised by show director Joe McDermott and will see performers seated among the other 'guests'.

An enthusiastic collection of staff turned out at the first audition on March 30. Vince and Maria, and indeed the whole wedding party, have been found.

But X Factor organisers are hoping for an even broader cross-section at the next session on Wednesday, May 11.

This is when individuals and teams from ADHB will audition to be performing guests at the wedding.

X Factor producer Dr David Rowbotham said the May 11 audition would be an opportunity to "unearth the natural wit and repartee that's smouldering beneath the surface of every ADHB staff member."

David will be directing a play wrapped around the musical performance, while Andrew Westmacott will MC the wedding programme and provide the banter that links the play with the music.

Organising committee member Rosser Thornley said the format should prove highly entertaining.

"The organising committee looked at feedback from last year's talent competition in deciding the theme of this year's show," Rosser said.

"Although last year's X Factor was highly successful and was widely-enjoyed by staff, we decided to do something very different this time with an emphasis on fun rather than competing."

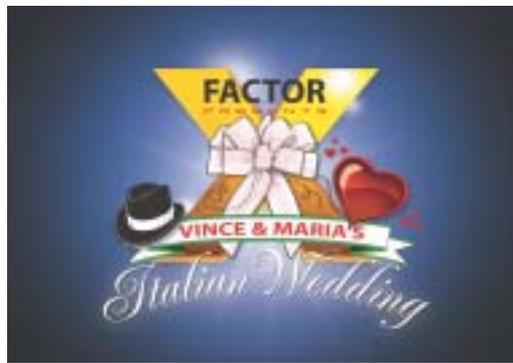
Would-be wedding performers can try out with any song or dance routine they choose and those judged to be the very best will be invited to strut their stuff on the big day.

If you think you have what it takes to entertain Vince, Maria and their guests, don't be shy.

Please contact Joyce Forsyth by email (JForsyth@adhb.govt.nz) or on extension 24586 or mobile 021 243 1580.

Tickets will go on sale closer to the show and Nova will bring you all the details on how to book.

*(Left to right) Back row: Mark Fenwick, Joe McDermott, David Rowbotham, Andrew Westmacott
Front row: Joyce Forsyth, Fiona Dorrell, Ngaire Buchanan, Meg Smith, Rosser Thornley*



News in Brief

Fifth edition of RMO Handbook

Junior and senior doctors celebrated the launch of the fifth edition of the RMO Clinical Handbook on March 10. The handbook was written to aid junior doctors in decision-making regarding common medical problems encountered at ADHB.

The publication of the handbook was co-ordinated by the Clinical Education & Training Unit (CETU), and the content was put together, and reviewed by, 34 ADHB medical services and a committee of junior doctors and pharmacists.

Dr David Spriggs is the editor of this edition. The edition includes three new sections – Blood Products and Transfusion, Dermatology and the new ADHB Early Warning Score.

As well as the printed book, the handbook is available on the intranet (go to RMO Clinical Handbook) and can be downloaded from the site for iPhone, iPad and iPod.

Foundations complete for Auckland City Hospital carpark

Auckland City Hospital's carpark construction is well underway, with completion still on track for the end of the year.

The foundation is complete, the floor slab for the retail area has been laid, and the back wall for the retail area has been erected. The lift shaft is now climbing up and structural steel is now visible.

When complete, a courtyard and six ground floor retail outlets will front on to Park Road.

Immediately above will be commercial space.

Traffic will enter via the existing Park Road traffic lights and pedestrian entry to the new car park will be via a level walk through the Auckland City Hospital Galleria.

E-learning modules give a worldly insight

ADHB staff who have already taken advantage of the free Cultural and Linguistic Diversity e-learning modules are noticing the benefits in their delivery of healthcare.

The purpose of the Ministry of Health-funded modules is to improve the health outcomes of migrant and refugee patients, through developing cultural competence in health professionals.

The four online modules cover: culture and cultural competence, working with migrant patients, working with refugee patients, and working with interpreters.

Judith Wallis, Nurse Specialist from Cardio-Vascular Research, has completed the modules.

"I really like that I could do the training online, dipping in and out to suit my work schedule. If you work with patients and colleagues from different ethnic backgrounds you will gain insights from the programmes," she said.

The modules are available, free, to all ADHB and ARPHS staff.

Visit www.caldresources.org.nz for more information

Our Nadia masters the small screen



Nadia concentrates on her cooking during the filming of MasterChef.

More than 1600 people applied, but Nadia Lim's natural flair for cooking is taking her far in TVNZ's current season of MasterChef.

The ADHB diabetes dietician was one of 25 finalists to make the show, and so far she is looking good after making it through seven weeks of eliminations.

"I never thought I'd even get an interview but the judges said I was really creative and had a good palate, which is why they put me through," she said.

Filming for the show started in October and Nadia had to stay in a house on the North Shore with fellow contestants throughout the several weeks of filming. She only had limited phone contact with family during that time.

"The support from my colleagues at ADHB has been fantastic. My team leaders and clinical director, Peter Church, Amy Liu and Paul Drury told me to go for it and left my job open," she said.

Her love of cooking developed at the age of 13. Her cooking skills are self-taught, and although she comes from a family that loves to eat, cooking is not a skill she has learnt from anyone in particular.

"I go to my parents' house once a week and I take lots of fresh ingredients with me to make a three-course meal. I'm self-taught, so a lot of what I've learnt has come from trial and error, playing with ingredients, seeing what works, and my obsession with food," she said.

A dining experience at The French Café last year was a turning point.

"My fiancé and I went there for our anniversary, we had the 10-course degustation menu, and it really set the bench-mark for what to aim for with my cooking," she said.

Even though Nadia can't reveal how she got on in the competition, she says the MasterChef experience has improved her cooking even further.

"The judges can sometimes come across as mean on television but they're actually very supportive and encouraging. Their comments were always spot on, they're so wise that nothing can get past them," she said.

■ MasterChef screens on TV One on Sundays at 8.30pm.

Urology Team flies the flag in Round The Bays

Running 8.4km seems the perfect way to spoil a Sunday morning – but that didn't stop some of ADHB's Department of Urology team from doing just that.

Dressed in blue to raise prostate cancer awareness, 'The Prostate Runners' lined-up in the March 13 'Round the Bays' fun run.

While not every team member followed the recommended preparation, all seven Urology Department staff who started in downtown Auckland made it to the finish at St Heliers Bay.

The team-bonding event was instigated by Urology Registrar Kevin Sandhu, who is already planning a larger presence next year.

"I only thought of entering a team the Monday before the run," he said.

"A lot of people were enthusiastic about participating but couldn't make it because of prior commitments."

"Some of us had to run to the meeting point because we were late."

Although some team members had a late Saturday night, Kevin said: "All of us did the run within one hour."

Staff members Kuffa Katabo and Eric Chen were only sighted fleetingly at the start line.

"They disappeared quickly at the start and possibly did the run within 30 minutes," Kevin said.



The Prostate Runners (from right): Justine Andrews, Rozanna Latiff, Vikram Joseph, Kevin Sandhu, Hamish Farquhar, Kuffa Katabo, Eric Chen

Festival Week highlights Pasefika health messages

Community, colour and celebration, last month's Pasefika Festival Week was all about putting the Pacific community's key health issues in the spotlight.



Dancing Queens: Auckland City Hospital patient Fa'amao Lemalu gets into the Pasefika Week-groove along with Nurse Educator, right, Elizabeth Cruickshank.

Keeping tradition: Auckland Boys' Grammar cultural group give a traditional performance in the Level 5 reception area of Auckland City Hospital.

Organised by the Pacific Health Team, the week's highlights included an Oprah-style couch session on diabetes, a Healthy Village Action Zones (HVAZ) leadership forum, which looked at chronic illness and complications of diabetes, and a regional clinical network meeting on gestational diabetes.

Light-hearted Pasefika fun was also a highlight, and included lunch-time performances from local schools across three ADHB sites, promotional displays, and culinary delights that came courtesy of ADHB's nutrition services.

We sent our photographers along to capture some of the action.

Do the hula: Starship Children's Hospital atrium is filled with the island-spirit as Staff Nurse Cora Upward gives hot hula a go with students from Auckland Boys' Grammar School.



Auckland DHB Board Direction and Priorities for 2011/12

In my most recent Nova column, I indicated that the newly-elected and appointed Auckland District Health Board members had met to consider the direction and priorities for Auckland for 2011/12 and I undertook to use this month's column to discuss these priorities, which will form a critical part of the 2011/12 District Annual Plan.

As a start, the Auckland DHB Board is committed to:

- ensuring the six national health targets are met or exceeded as soon as possible
- clinical excellence coupled with patient service
- clinical leadership
- regional collaboration and integration
- proactive management of emerging issues
- innovative models of care
- ensuring value for money in all we do
- addressing the needs of priority populations
- financial discipline

The Auckland DHB Board has identified 10 priorities for clinical and executive management's attention over the 2011/12 year. Naturally, there are many other critical issues and "business as usual". These 10 priorities do not serve to diminish the importance of any of those, rather they serve as a "call to action" for clinical and executive management to keep these 10 priorities under the "spotlight".

The underlying framework for the Board's priorities and everything we will do as an organisation in 2011/12 will create:

- greater focus and determination to achieve our goals
- authentic leadership and highly-disciplined management
- strengthened collaboration within and outside of the organisation (particularly with Waitemata District Health Board and primary care)
- enhanced accountability at all levels in the organisation
- high standards of quality, professionalism and humanity for our patients
- a sustainable organisation that lives within its means
- more action and 'less talk' about improving the health status of priority populations

The Auckland DHB Board's ten priorities

■ Emergency Care

- achieve six-hour target*

■ Elective surgery

- achieve elective surgical procedures target*

■ Shorter wait times for cancer treatment

- achieve four-week target for radiation treatment
- provide medical oncology treatment within agreed timeframes*

■ Health of Older People

- "one point of entry" to all specialist services
- integrate and streamline services
- specialised inpatient areas for stroke, dementia and delirium
- effective outreach programmes

■ Clinical Leadership

- authentic clinical engagement and clinical leadership at all levels of the organisation from the bedside to the boardroom
- clinicians involved in all critical strategic and operational decisions (including all major business cases)
- leadership and management development for clinicians

■ Culture

- renew and consolidate the culture to one of professionalism, clinical excellence coupled with patient service (consistent considerate, thoughtful, kind and empathetic care for every patient)
- urgently improve communication with patients

■ New Models of Care

- develop and implement new models of care for:
 - fast-stream elective surgery
 - re-admission prevention (focussed on chronic diseases)
 - whanau ora

■ Chronic disease management

- enhanced treatment for heart disease and diabetes*
- reduced waiting times for elective cardiac surgery*
- implementation of clinical pathways across the care continuum

■ Regionalisation through collaboration

- collaboration at a regional level as an over-riding principle
- collaboration, interaction and integration (where relevant and appropriate) with Waitemata District Health Board is a critical priority

■ Living within our means

- financial deficits are not acceptable



Dr Lester Levy, Board Chair

*Specific targets will be in the District Annual Plan.

Valuing good information management

What do the following have in common: the advent of longer, safer passwords and the unification of the Information Technology teams across Counties, Waitemata, ADHB and Northland DHB under 'healthAlliance New Zealand™'? The obvious answer is that they both happened in the last month. But I can see a deeper link.

In the slightly desperate anticipation of improved healthcare, politicians around the world are injecting billions into electronic healthcare information systems. Will this bold move succeed? I'm actually slightly relieved that as Kiwis, we'll never have these billions to spend, so we need to be smart instead.

How can we conquer the complexity that currently fragments healthcare in our country, and around the globe? Attempts at central control have failed repeatedly. Modern thinking about such complexity is that because rigid centralised control won't work, we need to rely on something called "emergent behaviour" – we set basic, simple rules, and let everyone get on with their work as best they can.

If the rules are right, the system becomes more than the sum of its parts. But it's not straightforward. Consider the following three rules:

1. Security comes first.
2. Simplify where you can.
3. Let's talk.

Even these three simple rules have some surprises for us. By

making passwords more complex, we can simplify in other areas – passwords can become non-expiring, so we can communicate better with other DHBs (and not anger their users with expired passwords). We can also improve the likelihood of everyone talking, as there is greater faith in our custodianship of patient data.

The "emergent behaviour" we are looking for is for local clinical teams to engage with their regional (and national) colleagues to come up with more consistent information management requirements, thus making it easier for the IT teams to reduce complexity.

After this first small step, where to now? I see *reliability* as our next big challenge. We have many business and legacy software systems that are insanely complex and therefore unreliable. These systems have their own emergent behaviours that represent the dark side of complexity theory. We need to identify where the business process and/or the software are causing issues and – you guessed it – simplify. Everyone can then get on with their work. But IMTS can't do this alone. We need to tap the collective wisdom of everyone at ADHB.

Any thoughts, feel free to contact me – lara.hopley@adhb.govt.nz

Lara Hopley
Specialist Anaesthetist, Clinical Advisor Information Management and Technology Services



ADHB's Nutrition Guide offers practitioner and patient benefits

The ADHB's new *Nutrition Guide for Health Professionals* is the first of its kind to be available to primary care health professionals.

The guide was created by the ADHB's Nutrition Services and Planning and Funding, following 18 months of research, consultation and development to ensure the most current and relevant nutritional information is included.

"We are so pleased to be able to offer this valuable resource to the ADHB's health professionals," says Chris Cook, Community Liaison Dietitian, Nutrition Services, Auckland City Hospital.

"We believe the guide will make it easier for pushed-for-time practitioners to readily access key points of nutritional management for long-term conditions and to identify appropriate supporting resources."

Chris adds that the guide will also enable health professionals to deliver personalised and consistent nutrition advice.

"Time constraints and lack of readily-available, relevant, up-to-date information can often be barriers to being able to offer this level of advice – particularly in the busy general practice setting," she says.

"The guide also includes a section on healthy and safe eating in pregnancy as this important area has a long-lasting impact on both mother and baby."

- Printed copies of the Nutrition Guide for Health Professionals and Resource Toolkit are available to general practices within the ADHB area. To receive a copy, send your postal address to Bronwen Summers, email: bronwens@adhb.govt.nz

Right: Chris Cook, Community Liaison Dietitian, Nutrition Services, Auckland City Hospital, is pleased to launch the new Nutrition Guide for Health Professionals.



NOVA HEALTHY LIFESTYLE DIRECTORY

Problem: Don't belong to a gym? Can't afford a personal trainer?

Solution: ACC Active Smart, New Zealand's first fully-tailored, free, online training solution. Just register at www.activesmart.co.nz to receive a personalised training plan designed specifically for you.

- **Absolutely free:** Active Smart provides top quality training and nutrition information to anyone interested, completely free of charge.
- **Tailored to you:** Active Smart will ask about you, your goals and current fitness level before tailoring a training programme specific to you. You then have the flexibility to rearrange daily sessions to suit your lifestyle.
- **Physical conditioning experts:** Active Smart fitness plans are developed by top fitness trainers, Hugh and Matt, who have 29 years combined experience with beginners through to international athletes.

■ **Nutritional advice:** Professor Elaine Rush will provide you with a nutrition plan, endorsed by the Ministry of Health, which will be tailored to compliment your training programme.

■ **Getting it right:** All exercises and stretches include videos or illustrations and full explanations on how to perform them safely and correctly, which you can print out for your training sessions.

■ **Weather watch:** Your training plan even provides a 5-day weather forecast and UV index specific to your area.

For further information or to register, visit:
<http://www.activesmart.co.nz/>

(Note: also check out links for NetballSmart, SnowSmart and SoccerSmart)

ORBIT WELCOME TO THE TRAVEL REMEDY

Wellington

Arts, culture, fine dining and stunning natural scenery - that's what Wellington's all about.

Wellington is nestled between rolling hills and a stunning harbour, and has a vibrant and compact downtown area that's best explored on foot.

Ride the historic Wellington Cable Car to the Botanic Garden, get an inside peek into Wellywood at The Weta Cave in Miramar, go stargazing and check out the amazing planetarium show at Carter Observatory or head to Cuba Street for a slice of Bohemia, shopping and some of the best coffee in town.

The city is home to Te Papa, the national museum, which tells the story of New Zealand's history through interactive exhibits.

In Wellington you'll discover an amazing range of cafes, art galleries, theatres, attractions and a vibrant nightlife.



Monthly Competition

This month's prize is one night's accommodation at the Novotel Auckland Ellerslie including breakfast for two.

Novotel Auckland Ellerslie

Novotel Auckland Ellerslie is conveniently located within close proximity to both Greenlane Hospital and Auckland City Hospital. Novotel Auckland Ellerslie offers 147 guest rooms and suites, each with a work desk, broadband internet and modern conveniences to ensure an enjoyable stay. The adjacent Ibis Auckland Ellerslie offers an additional 100 guest rooms for those on a budget, while still enjoying the amenities of the 4.5 star Novotel. Additional facilities include iMac web corner, fully-equipped gymnasium, guest laundry and complimentary parking.

Question:

Name the young Italian couple whose wedding is the backdrop for this year's X Factor show.

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 30 April 2011. *One entry per person.*

Grand Prize Air New Zealand will provide two economy class tickets to the Pacific Islands – Samoa, Tonga, Fiji or Rarotonga for the Grand Prize for *Nova* for 2011. There may be peak periods when seats are not available i.e. Christmas. To be in the draw, each month simply collect the letters (supplied at the bottom of this column) and at the end of the year correctly solve the simple anagram. Then send your answer to the address supplied in the November edition.

April Grand Prize letter: **R**

Conditions of entry: Tickets are not exchangeable for cash; tickets will not attract air points; tickets are not upgradeable; winner must be an employee of ADHB (show employee number) at the time of the prize draw. Tickets are valid for 12 months from the date of issue; seats may not be available during peak periods i.e. Christmas.



Orbit
Holidays

Orbit
Corporate Travel

Contacting
NOVA

Editor: Mark Fenwick, Communications Manager, ADHB

Design: Diane Stephenson, Medphoto & Graphics, ADHB

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If your department has something to share please contact the editor either by phone, extension 3952 or by email MFenwick@adhb.govt.nz. Copy needs to be received a month prior to publication. Please send text in MSWord and photos as high-quality jpeg.

