

N O V A

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TE WHĒTŪ MARAMĀ

CEO Column

Staying connected



Ailsa Claire
Chief Executive

As I make my way around our various services, I'm always impressed by the commitment to our patients from our members of the Auckland DHB team.

There are so many people working here who go above and beyond to make sure the people we serve receive excellent care.

The 'patient applause' feedback on this page is proof this commitment is valued highly by our community. It's important that we take time to recognise people who make a real difference.

Our new Local Heroes awards programme has been designed to celebrate the work of staff from all services who constantly do that little bit extra to make things better for our patients and their families and also for other staff.

We have already seen these monthly awards shine a light on some very deserving winners – and I encourage you to nominate a colleague who you feel is a real champion for our patients.

In addition, we have our annual Healthcare Excellence Awards, applications for which are now open.

These awards are an opportunity to showcase excellence and innovation. In a learning organisation like ours, winning one of these awards is a real coup.

The Healthcare Excellence Awards are aimed at those who are publishing cutting-edge healthcare research, enhancing education in healthcare, developing new and improved ways of delivering clinical and non-clinical services or finding ways that enhance the health and wellbeing of Auckland DHB patients and our community.

Applications close on September 13, so I encourage you to apply now via our intranet home page.

These awards are an important way of fostering a patient-centred culture within our organisation and I look forward to the winners being announced in late November.

Before I sign-off, just a quick note of thanks to those who participated in our second Dry July fundraising campaign.

We raised \$400,000 out of the \$750,000 raised nationally. Well done to everyone who went alcohol-free for the month to generate sponsorship and also to those of you who have supported a colleague by donating.

The money will be used for a range of new developments at the Northern Regional Cancer and Blood Service, based in Building 8 on the Grafton site.

We'll keep you informed over coming months about how Dry July donations have been spent to support our adult cancer patients.

On the cover this month: Sophia Rogers, 5, with the 'Booster Rooster' demonstrating how Starship and Safekids experts believe children should be 148cm tall before graduating from car booster seats. See page five for coverage of new national child car seating laws applying from November 1.



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.

From the moment I arrived at the reception desk, I was made to feel both welcome and in safe hands, by the lovely Colleen.

All through the pre-op, theatre, recovery, and back in the ward for an overnight stay, I was treated with respect, and great care, and kept well informed of what was going to happen.

Having not been in hospital for treatment myself since I was six (now 55), I had heard many stories of people not getting the proper treatment and care. I can't talk highly enough about ALL the staff I came in contact with, including the lovely woman who made me a cup of tea after my surgery.

Patient from women's health

Eye Clinic patient, Greenlane

I wish to take this opportunity to express my sincere thanks to all involved in my successful [cataract] operations and the end result of being able to see so much better than previously.

I have been impressed with everyone whom I came in contact with, how they carried out their respective jobs and the way they conducted themselves. From the initial receptionists to the nurses and doctors, I was always treated with respect, kindness and pleasantness.

This was our son's second stay in Starship and both times we have been really impressed.

The team of nurses that were involved in my son's care treated him as a child first rather than just a patient. This went a long way in making him more comfortable with them and what was happening. They also made us, as parents, feel okay for asking questions (they were approachable) and they never made us feel silly for pushing the call button.

But what we appreciated most was the way that they addressed our concerns by explaining what we were seeing and what was being done to aid our son.

Parents of a Starship patient

Karen and Claudia show patients their support

Three cheers for staff nurses Karen Shaw and Claudia Kelsall. The Ward 64 haematology team members took part in Dry July to raise funds for patients living with cancer. They were among more than 2160 people taking part in the month-long sobriety challenge for Auckland DHB and the Northern Region. We raised \$400,000 to make the treatment journey more comfortable for patients receiving cancer treatment. The challenge is over for 2013 but the Dry July website will be open for a little longer to accept any last-minute donations – www.dryjuly.co.nz

DRY JULY



Did you know?

- 1 billion plastic bags are used every year by New Zealanders. You can find out more about sustainability at <http://adhbtranet/sustainability.htm>
- 7 – the age children will need to be before they can legally travel in a car without using a child restraint under new rules.
- 27 blue coat volunteers have been with Auckland DHB for ten years.
- 48 thousand people are estimated to have dementia in New Zealand. 21 September is World Alzheimers Day www.alzheimers.org.nz
- 148 – the height in centimetres child safety advocates, including Dr Liz Segedin of Starship, had wanted the Government to set as a minimum before children can stop using car booster seats.
- 1638 – The number of advance care planning conversations that took place across primary and secondary services last year.

Healthcare Excellence Awards

Our expert judging panels have been recruited and are looking forward to reading your submissions for the Auckland DHB Healthcare Excellence Awards.

If you have been involved in developing new and improved ways of working, research, or education that has resulted in better care for our patients or a more effective way of working - apply now! Don't delay applications close 13 September 2013.

Entries will be judged on both the process and the results, so make sure you cover both in your application.

To find out more go to the Healthcare Excellence Awards website at <http://excellenceawards.adhb.govt.nz/>

Fluoride off local election agenda

Local body elections are fast approaching. One hot issue is however off the agenda in Auckland. The Council decided earlier in the year that it would not be considering the issue at this time. Meanwhile Clinical Director of the Auckland Regional Public Health Service Dr Julia Peters has restated the service's view that "the vast majority of medical and dental organisations promote the benefits of water fluoridation. We are collectively committed to ensuring the public receive accurate information on this topic." Staff interested in that information should see the "Let's Talk Fluoride" leaflet on the intranet.

Advance Care planning

The Advance Care planning website has had a makeover. You can check out all the latest information and education tools about advance care planning at www.acp.org.nz

Thank you to everyone for their feedback to help us improve this website.



Welcome to our recent starters

THANKS FOR JOINING US!

Elsbeth Abdine, Syed Shafqat Ali, Michel Aliling, Amber Allen, Stuart Almao, Kwamena Amonoo-Kuofi, Alex Anderson, Leisa Apperley, Emma Appleton, Sachin Badhe, Ann Becker, Flor Beldua, Farzana Bhikoo, Heather Bilkey, Hilary Boyd, Janina Bravery, Kate Brown, Jessica Burger, Alexandra Campbell, Christine Campbell, Noelene Carey, Graeme Carlile, Victoria Carlsen, Louise Carr, Ada Hiu Wa Cheung, Rayone Christante, Sarojben Kantilal Christi, Stephanie Collier, Michael Collins, Coilin Collins Smyth, Amber Lee Conley, Lydia Daniels, Anneke De Bie, Elizabeth Ann Edge, Laarnesa Fernandez, Rebecca Flanagan, Teejay Fotu, Gina Franks, Sarah Anne Franks, Sarah Gardner, Diane Gevera, Julie Gordon, Sarah Jane Gunson, Margaret Habana, Sarah Hamilton, Bola Victoria Harpprecht, Abigail Harwood-Tobin, Jennifer Hennebry, Claire Hotchin, Kirsten Hulme-Moir, Shayeste Irani, Kirsty Jackson, Gavin Jones, Yoonnam Kang, Paul Kelly, Priyan Landham, Jihye Lee, Hannah Leigh-Hunt, Stephanie Kailas Long, Alex Luka, Jesusette Mabutin, Barrie MacKenzie-Cooke, Mark Madden, Pamela Magallon, Tim Talakai Maifeleni, Amanda Maoate, Diana Marcos, Wendy Marson-Wood, Sharon Martin, Janet McCaul, Thomas McNeilly, Joanne McQuillan, Amanda Meinhardt, Minetta Mendonza, Nicola Milicich, Selina Moore, Jacqueline Morrison, Shona Muir, Simon Mummery, Leigh Anne Murray, Archana Naidu, Paula Ngan-Kee, Chunhua Nong, Irina Nosova, Anastacia Oloapu, Sally Parton, Tristan Pastor, Pooja Patel, Sara Payne, Jayson Potts, Michelle Pratley, Noah Pudumai, Qin Qu, Balasubramani Rajan, Glenda Reynolds, Gareth Richards, John Ryan, Vanessa Sankaran, William Schmitt, Sunita Shamsher, Brooke Shergold, Sandhya Simon, Michelle Singh, Jessica Skeen, Marie-Claire Smith, Hina Solanki, Ann Speirs, Elizabeth Stallworthy, Sophie Kasza Stannage, Shirley Stanton, Sallyanne Stevens, Mary Stone, Monika Szollosy, Peta Tahi Tahi, Alison Thomas, Simson Thomas, Emily Thomson, Samantha Titchener, Ulufale Yom Kippur Titimanu, Lindsey-Rose Topp, Aneka Trivedi, Catherine Trudeau, Leanne Ulrich-Wright, Emma Wackrow, Meetu Wadhara, Laurence Walker, David Wang, Nikki West, Joanne Whale, Katherine White, Katherine Wotton, Xiaowen Wu, Yi Lin Yoong, Chenyue Yuan

Our local heroes

Our August local hero award goes to Vaughan Lock, General Medicine doctor. Vaughan was nominated by the wife of one of our patients:

"My husband came to the Emergency Department eight weeks post heart attack with an arrhythmia, angina and depression. He was reluctant as he didn't want to 'waste the doctor's time'. He was admitted by a lovely doctor and student, but the icing on the cake was Vaughan Lock. Vaughan was sensitive, compassionate, informative and honest which we love and appreciate. He gave my husband some hope and when you are at your wits end, it's appreciated. To listen, really listen, and be prepared to help honestly is wonderful. It makes the world of difference and at the end of the day can be the difference between life and death when dealing with issues, especially depression. We are very grateful and I want to thank him for being a great doctor with ears and heart."

Congratulations Vaughan.

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



**Congratulations to everyone
nominated last month:**

Alison Corkill
Alison Kittelly
Catherine Robertson
Chris Bruinsma
Denis Hansen
Dr. Cameron Cole
Fale Pule
Peter Robb
The staff of Ward 67
Maritoni Gorgonia
Waka Puna

*local heroes is kindly
supported by A+ Trust*

Starship team help Kiwi kids ride safe



Sophia Rogers shows how children who are less than 148cm tall slump backwards in an adult car seat and are at increased risk of injury.



Sophia with Dr Liz Segedin of Starship demonstrating a correctly fitted child car seat.

National child car seat laws are changing on November 1 – and the Starship and Safekids teams had a hand in lobbying the Government for tighter rules to better protect our children.

Although the new rules don't go as far as Starship Paediatric Intensive Care Unit Consultant Dr Liz Segedin would have liked, she said they would help reduce preventable injuries to children travelling in cars.

Under the new rules:

- Drivers will be responsible for ensuring children are correctly secured in an approved child restraint until their seventh birthday – extending the current rule by two years.
- Children aged between seven and eight must be in an approved child restraint if one is available in the car (and if not, in any child restraint or safety belt that is available). The current rule is from the age of five to eight years.

Dr Segedin, on behalf of the Starship team, had urged the Government to move to a height-based model that would have seen all children less than 148cm tall required to ride in approved child restraints.

"While we welcome these improvements as a step in the right direction, our position is that seven is still very much too small," Dr Segedin said.

"The problem with an age-based system is that fit is not determined by age at all. It is all about height. We know that at the age of seven, 90 per cent of children are still too little to sit properly in an adult seat and belt. Their upper legs are still not long enough for their back and bottom to reach the back of the seat with their knees over the edge, causing them to slouch backwards."

"Their sitting height is also insufficient to reach the seatbelt anchor, especially when leaning back."

"This, in turn, will mean the lap part of the seat belt rides up over their tummies instead of anchoring over the solid bones at the top of their legs and hips and the main seatbelt crosses their neck instead of the centre of the shoulder and the sternum as it should."

"The science is that this doesn't change until the child reaches a height of 148cm – usually between nine and 12 years of age – and until then, booster seats are required to position the belt properly."

"In the event of a crash, children who aren't restrained in a booster so the seatbelt can work safely are at two or three times increased risk of serious injury to their abdomen, neck or head. They are also not held firmly in place and can be ejected."

Dr Segedin said increasing the child restraint age would still make an impact on reducing preventable injuries to children in road accidents and that this improvement was worth celebrating.

"It has been a long campaign by Starship and the team at Safekids New Zealand to get some movement in this aspect of child safety," she said.

"We believe this will make a difference and encourage parents to view the new rules as an absolute minimum. Parents shouldn't be taking child restraints out of their cars when their child turns seven just because the new rules allow this."

Safekids Director Ann Weaver said Associate Minister of Transport Michael Woodhouse had acknowledged her group's role in the reforms after years of advocacy.

"For five years, Safekids campaigned to keep kids in child restraints and booster seats beyond their fifth birthday," she said.

"Our campaign message 'keep kids in booster seats till they are 148cm tall' not only went out to parents, safety professionals, community groups and child health workers, it also went to Government."

Collaboration – not as easy as it sounds



Dr Lester Levy, Board Chair

Collaboration between different units, disciplines, professions and organisations is critical to our sustainable success. I have highlighted before the emphasis being placed on collaboration at both a regional level as well as between Auckland and Waitemata District Health Boards.

The relationship between solving complex problems (of which many of ours are) and collaboration is well established in research. What the research also reveals is that collaboration is not that easy and requires a sophisticated approach to leadership. In fact an important research study revealed that only 16% of managers demonstrate clear-cut collaborative leadership behaviours – since modelling behaviour is such an essential part of leadership, this is a matter of concern for organisations wishing to progress and prosper in our current challenging environment.

The research of Professor Morten Hansen has identified some very specific impediments to collaboration, which are worth understanding and thinking about as we will increasingly be required to collaborate as the complexity of our challenges increases. The point of collaboration for us is not simply collaboration in itself - it is to improve quality and service for our patients and population, stimulate outstanding innovation, lower our cost profile and improve our performance around new initiatives and projects (of which we have many).

The four critical impediments to collaboration identified by Professor Hansen's research are:

1. Not invented here (not interested in learning from others)

- **Inward looking culture:** *resist new view points and reinforce own beliefs*
- **Status gap:** *those with perceived higher status do not reach out to collaborate*
- **Self-reliance:** *mind-set that you should fix your own problems and not ask for help*
- **Fear:** *fear of revealing shortcomings or weaknesses*

2. Hoarding (those that could help don't)

- **Competition:** *senseless competition between colleagues/units/professions/organisations*
- **Narrow incentives:** *rewarded only for own goals rather than for unit or organisational outcomes*
- **Too busy:** *reasonable requests for help are seen as burdens*
- **Fear:** *fear of losing power by sharing expertise/information*

3. Search (the answer is somewhere but the one with the problem cannot locate the one with the answer)

- **Organisational size:** *the bigger the organisations the greater the search problems (ours is one of the biggest organisations in the New Zealand context)*
- **Physical distance:** *organisational spread across geography*
- **Information overload:** *information noise - ratio of useful information to total information*
- **Poverty of networks:** *weak links*

4. Transfer (not about motivation but ability – people motivated to work together find it difficult)

- **Tacit knowledge:** *very difficult to transfer, despite desire to do so*
- **No common frame:** *don't know how to work together*
- **Weak ties:** *relationships not strong enough*

It seems that a great deal of intentionality and discipline is required for successful collaboration. Perhaps we need to spend more time thinking together about how we redefine success, involve others in our work and also how we take accountability.

Teaching awards recognise outstanding staff

Two Auckland City Hospital staff, Dr Neil Anderson and Mrs Pip Brown, recently received Dennis Pickup Clinical Teaching Awards from the University of Auckland. These are designed to recognise outstanding teaching clinicians or practitioners who give their time to assist in the education of the next generation of New Zealand health professionals.

Dr Neil Anderson has contributed clinical tutorials on the examination of the nervous system, lectures, clinical patient demonstrations and problem solving sessions with the MBChB III programme. He has also served as the Clinical Methods Coordinator and set up the clinical methods course when it was revised in 1999. In MBChB years 4-6, he has presented numerous lectures and clinical (bedside) teaching sessions in neurology at Auckland City and Middlemore Hospitals. Professor John Fraser, Dean of the Faculty of Medical and Health Sciences at The University of Auckland, described Dr Anderson as a 'tireless and dedicated contributor to the medical programme with his numerous and invaluable contributions spanning every aspect of neurology teaching from the third to sixth years of the MBChB programme.'

Mrs Pip Brown combines her teaching at the University's School of Nursing with work in Haematology and Oncology at Auckland City Hospital. Pip was honoured for her outstanding commitment and excellence in clinical teaching in the post-graduate cancer nursing course offered by the School of Nursing. Pip's professional and innovative approach to clinical teaching involves a focus on active learning with strong links to everyday practice to bring the course content alive for students. Her efforts had enabled the university to contribute to the development of a challenging and valuable cancer-care pathway for nurses nationally - building students' skill, knowledge and clinical reasoning in this specialty.

Professor Fraser said that "Pip draws on her wealth of experience, skill and knowledge of practice in this specialty area to lead a cutting-edge course. Pip is an excellent clinical teacher who is highly respected by clinical colleagues, faculty and students as an expert clinician in her field".

The awards are named for Dennis Pickup, a previous CEO of the forerunner to the Auckland DHB.

Denis Pickup presenting Pip Brown with her award.



Boogie Woogie Blue Coats



Above: Trevor and Natalie getting into the swing of it!

This year marks the tenth anniversary of the Blue Coat volunteers at Auckland DHB.

To recognise this milestone and thank the volunteers, a celebratory afternoon tea was held. More than 75 Blue Coats turned up to the World War Two themed afternoon, with entertainment provided by young volunteers Ardit, Natalie, Rachael and Bennet who performed a Boogie Woogie Bugle Boy dance routine.

Speeches of thanks were given by Ngaire Buchanan and Ailsa Claire and certificates were presented to the 27 volunteers who have been here for ten years.

"The Blue Coats turn up in all weathers with rarely a shift missed so it was nice to give something back to them," said Volunteer



Left (l to r): Teresa Wood, Pamela Russell, Ailsa Claire, June Adamson, John Sievers, Nancy Lavich, Margaret Sacatos.

Team Leader Teresa Wood. "Coming into hospital can be a stressful and worrying time for patients and family

members. Our Blue Coats help ease their stress by assisting them to find their way around what can sometimes be a very daunting and bewildering maze of corridors. I hear and see many compliments about the invaluable service our Blue Coat volunteers provide and the way they bring a smile to the faces of many with a cheery hello and a welcoming smile."

The Blue Coats are just one programme of our army of almost 1,000 volunteers including Information Desk, Hospital Grandparents, Family Support Team, Clown Doctors, Radio Lollipop, Red Cross and many more wonderful people who give so much to our hospital and community.

A family affair at Auckland DHB



(l to r) Sue Raynel, Wayne Carter, Stephen Park, Ann-Marie Higgins and Danielle Higgins.

Ann-Marie Higgins, Systems Clinician, likes to connect people both at work and at home. After research into her family tree, Ann-Marie was in for a pleasant surprise when she found relatives working at Auckland DHB.

Ann-Marie said, "I did a bit of research into my grandfather Adrian 'Bob' Doherty's origins while in Ireland recently. He was one of 11 children born to Edward and Ani (nee Melbourne) Doherty in Whakatane. My great-great-grandfather was one of the Fencibles who came to Howick in 1847.

So far there are six of us related – my daughter and MRI Radiographer, Danielle Higgins; second cousins – Stephen Park, Clinical Coder, Jacqueline Park, Medical Radiation Technologist,

Wayne Carter, Information Specialist and Sue Raynel, from Ophthalmology. This has all been quite exciting."

Wayne said, "I had seen Ann-Marie in the staff café before and thought there was a family resemblance and I wondered if we could be related."

"It's funny that you can work so closely with people and be unaware you're related," says Stephen. "Through Tuhoē/Ngati Awa our family goes back 20 generations in NZ so we think there are possibly more of our relatives working here. If anyone out there has links to the Doherty or Melbourne families then we'd love to hear from them."

Top tips for a secure password



Password security is an important part of keeping your information and identity safe online as well as ensuring the integrity of the organisation and privacy of patient information. Here are some simple tips on how to manage the security of your password:

- Try to avoid easily detectable passwords such as names of family members or birthdays. Avoid rows of numbers if possible, e.g. 12345.
- Phrase-based passwords, e.g. Ilikeapples, are difficult to detect and therefore classed as strong passwords.
- A 'strong' password normally consists of at least eight characters, including two numerical and at least one special character such as a comma or exclamation mark e.g. IlikeAPPLES8!
- You could also use letters from a phrase, for example "I like apples very much" could become ilavm8!