

NOVA

THE OFFICIAL
MAGAZINE FOR
AUCKLAND DHB
JUNE/JULY 2014

TE WHETU MARAMA



Inside this issue:

- Sign-up for Dry July
- Te Reo Māori Week
- Help define our values

CEO Column



Staying connected

Ailsa Claire
Chief Executive

Getting the basics right is fundamental and there isn't much more basic than hand hygiene. And we are getting it right.

In the recent audit of hand hygiene standards we ranked first of similar sized DHBs and fourth across all DHBs. That's good to know but the real point is we are doing the best thing for patients.

I want to congratulate our staff, who as a result of a concerted focus on hand hygiene, have made a real difference to our patients.

An illustration of this is a reduction in blood stream infections over a five-year period. This also flows onto the cost of services. Reducing blood stream infections has released more than 1000 bed days. This is just one good example, among many, of how by doing the right thing for patients, we also make the best use of our resources.

I want to thank those of you who have been working hard to reduce unnecessary expenditure in these ways across our organisation.

Hand hygiene is only one of the pieces of work that show us at our best. And 'at our best' is the title we have chosen to springboard a series of opportunities in June and July to help define some shared values.

This will culminate with a week of events at the end of July, where we want hundreds of staff and patients to share their experiences.

Why are we doing this? It's simple. Each of us, no matter what our job, will help develop some shared values and know what they mean to our work. No matter whether our role is clinical or a support role we can all be at our best in supporting the people we serve to have the best of health.

You can read more about 'at our best' on page 12. I encourage you to make the time to get involved.

On the cover:
Blue Coat volunteer Maan Wati.



Patients' applause

Here are some of the things people are saying about our team here at Auckland DHB:

Parent of a Starship patient (Ward 26A)

Your patience meant so very much
Your kindness brought me cheer
Your hand so gentle with every touch
Your caring calmed my fear
Thank you so much. You guys were truly amazing. Thank you for all you did for my baby and me while we were in hospital.

Thank you for your brilliant, dedicated and very professional team. As usual, my professional Auckland Hospital has been one of superb care. When I come here I feel safe and confident that I will be done for my wellbeing. Thank you. I have also found this standard of care follows you wherever you go. I would also like to compliment the wonderful job the cleaner (Rita) does. I have never been in a ward so clean or well-organised.

Patient
Ward 65

I was admitted to Ward 64 in extreme pain. I would like to thank everyone concerned for their patience and the fabulous care I received. Everyone was amazing and the level of care was fantastic.

Patient
Ward 64

I felt like I was staying in a resort. Big hugs to all the staff for being so caring towards me.

TOP TWEETS



@HandHygieneNZ - Fantastic new #handhygieneresources launched by @Akld_DHB and HHNZ for #5may Check them out <http://bit.ly/HHresources>.



@ScottyMcKee - Thank you @Akld_DHB's #Starship team for looking after my boy this week. You guys are awesome! #healthheroes.



@JoGoodhewMP - At Starship Hospital @Akld_DHB pop up vaccine clinic for Immunisation Week - the team here is doing an amazing job! #immune



@Spark_InaTeacup - Many thanks to everyone with the @Akld_DHB !! The attention and support have been outstanding. Very confident we'll be recovered soon!



@MarewaGlover - Enjoying eye clinic efficient service @Akld_DHB.

Follow **@Akld_DHB** for news, patient information and more.



Big week for Blue Coats

National Volunteering Week this year is 15-21 June, so Nova dropped by the Greenlane Clinical Centre for a chat with volunteer Maan Wati.

Her mission is twofold: "I want to help make visiting a good experience for patients and visitors. That's the main thing. But also be a role model for other people. Do some volunteering work and make a positive difference in people's lives. It's great!"

The national body promoting the week, Volunteering New Zealand, says they are acknowledging the efforts of "a vast humming web of connections, opportunities and generous spirit ..."

Maan is certainly one who has seized that idea and is passing it on by encouraging others.

"You've just got to have the right attitude and love to learn what's where in our huge sites," she says.

Like Maan, Nova wants to send the call out to others. Anyone interested in volunteering should contact Shankara Amurthalingam on ShankaraA@adhb.govt.nz.

Celebrate our volunteers during National Volunteering Week 15-21 June.

news in brief



Last days of life care plan

A project team is reviewing the Liverpool Care Pathway (LCP) documentation and its role in providing care for patients in the last days of life. The team includes senior clinicians and experts in care of the dying. As part of their work the LCP will be replaced with a 'Last Days of Life' care plan. This care plan will provide guidance on delivering best care for dying patients and their families/whānau. Introduction of the new document, along with education sessions to staff, will commence in June.

Professor Swinburn delivers inaugural Health Outcomes Grand Round

Boyd Swinburn recently presented his take on the opportunity currently in front of the public health system in the Auckland region. It's his take on the obesity epidemic and the unique chance we have to drive a re-orientation and engagement of other public sector and community players. He charted the necessary co-ordination of efforts, resource mobilisation and new thinking to attack the obesity problem, including the opportunity presented by the Health Families NZ initiative. This Health Outcomes Grand Round was the first in a series created by the Auckland DHB-WDHB Planning, Funding & Outcomes team working with the Auckland Regional Public Health Service. The series has been designed to help us better understand how good population outcomes can be achieved.

Boyd Swinburn is Professor of Population Nutrition and Global Health, University of Auckland Co-Director, WHO Collaborating Centre for Obesity Prevention, Deakin University. The presentation can be found on the Auckland Academic Health Alliance website at www.aaha.org.nz.

Patient and visitor photo policy

As a healthcare organisation, it is our job to protect the privacy of our patients as well as their health. The Auckland DHB Communications Team has designed laminated posters asking that patients and visitors only take photos if they have received consent from the person being photographed (including staff), or from their legal guardian. The poster also advises not to post photos or information about those in hospital to social media sites like Facebook, Twitter or Instagram without consent. No one should have to find out their loved ones are in hospital in this way. Please contact the Communications Team if you would like posters for your area. Thank you for helping us to protect the privacy of our patients.

Did you know?

- 1 the number of times it has snowed in Auckland in the last 70 years.
- 31 the number, in thousands, of visitors to our Children's Emergency Department in 2013.
- 96 the average number, in thousands, of visitors to our website each month.
- 77 percent, Auckland DHB's latest hand hygiene compliance results.
- 55 the percentage of people who know what our values are from the 'top of their head' (results from a survey in May).
- 768 thousand dollars raised by the Dry July cancer fundraiser in NZ last year. To sign-up to this year's challenge, go to dryjuly.co.nz.

\$1.1 million jumpstart for new bone marrow transplant ward

The fundraising campaign for the new Haematology and Bone Marrow Transplant Ward kicked off with a \$1.1 million jumpstart at its launch in April.

More than 200 former patients, staff and other guests attended the launch at the Clinical Education Centre, Auckland City Hospital where Clinical Director Dr Richard Doocey and Charge Nurse Helen McIlwraith presented images and information of the new facility publicly for the first time.

Auckland DHB is funding the main part of the build. However, a public campaign is needed for a wellness room, teen breakout room and other family and caregiver facilities.

The new Haematology and Bone Marrow Transplant Ward will increase bed numbers to 30 and include 16 single rooms. Dr Doocey said a key part of the new design was the recognition of the vital importance of family and carer support for patients. "We want the new ward to feel like a home away from home," he said, noting the long inpatient stays, especially for transplant patients.

Designers have made the most of natural light and views for patients. Pull-down beds will let a carer stay in the single rooms. Plans include enhancements such as a wellness room with exercise equipment, a teen breakout room, a comfortable whānau room and full kitchen facilities for families and visitors.

At the launch, Dr Richard Frith of A+ Trust thanked the Leukaemia and Blood Cancer NZ, the Starship Foundation, Matador Estate and the Fletcher Family for substantial donations and significant contributions from a number of individuals with connections to the ward.

"Our goal is to build a state-of-the-art facility that will continue to serve patients from Mt Ruapehu to Cape Reinga. We've made a great start towards our goal of \$2.4 million but it's important for us all to spread the word," he said.

Staff and former patients have shown their support with movie nights and sponsored bike rides. Look for updates on the A + Trust website. For fundraising ideas, contact fundraising manager David Lawson at davidla@adhb.govt.nz.

Clockwise from top: 1 - Molly Rowlandson who fronts the campaign, with Ailsa Claire. 2 - Pru Etcheverry, CEO of Leukaemia and Blood Cancer New Zealand, announcing a \$200,000 donation towards the new ward. 3 - The 'mix and mingle' at the campaign launch held at the Fisher and Paykel Healthcare Education Centre.



It's Dry July time again

DRY JULY
 DRYJULY.co.nz



Main photo: Cancer patients use new chairs funded with 2013 Dry July donations. Left to right above: 1 - Cancer service leaders Danah Cadman and Dr Richard Sullivan look at the new facilities in the oncology day-stay waiting area. 2 - New art work is hung to make time spent in the waiting room more appealing. 3 - The new reception area creates a brighter welcome for our patients.

Fancy making a small, personal sacrifice to brighten the lives of our cancer patients? Then why not sign-up for Dry July – the cancer fundraiser that sees people raise sponsorship in exchange for giving up alcohol for a month. You'll be helping Auckland DHB to fund patient-centred projects which make the treatment pathway more welcoming for our patients. You'll also be benefiting your own health.

It's easy to sign-up – just go to www.dryjuly.co.nz to register. Then it's over to you to let your friends, family and colleagues know you're going dry to help those living with cancer.

Donations are made online via the Dry July website. This year, the website has been improved to minimise delays while people make secure donations.

Auckland DHB has raised almost \$1 million through Dry July since 2012 when we were the national pilot site. That money has been used to fund a range of projects, such as:

- The installation of wifi for our cancer patients.
- New chemotherapy treatment chairs.
- A complete redesign of our radiation therapy waiting area to make it brighter and more comfortable.
- Patient televisions on Ward 64.

- A contribution to the fit-out of our new adult Haematology and Bone Marrow Transplant (BMT) Unit.

Funds from the 2014 campaign will be used to:

- Brighten day-stay treatment areas.
- Improve access to patient information through printed materials and electronic tablets.
- Further assist the BMT fit-out.
- Buy new toys for children to use while waiting with care-givers receiving treatment.

Why not form a team with your colleagues or set-up a head-to-head fundraising challenge with a friend?

If you don't think you can last a whole month or if you have a special event during July, a golden ticket can be purchased on the website allowing you a day's reprieve.

Another option, if you don't want to approach people for sponsorship, is to sponsor yourself by donating the amount you would have spent on alcohol during July.

Every dollar counts and will help Auckland DHB to provide patient comforts to adults living with cancer.

Senior Leadership Team at Auckland DHB

Over the last few months there have been several changes to the Senior Leadership Team. Here's a helpful pull out guide as to who's who.



Ailsa Claire
Chief Executive



Senior Leadership



Dr. Andrew Old
Chief Strategy,
Participation and
Innovation Officer



Dr. Debbie Holdsworth
Director of Funding
- Auckland and
Waitemata DHBs



Fionnagh Dougan
Director Provider
Services



Linda Wakeling
Chief of Intelligence
and Informatics



Margaret Dotchin
Chief Nursing
Officer



Dr. Margaret Wilsher
Chief Medical Officer



Naida Glavish
Chief Advisor Tikanga
and General Manager Maori
Health - Auckland and
Waitemata DHBs



Rosalie Percival
Chief Financial
Officer



Simon Bowen
Director of Health
Outcomes -
Auckland and
Waitemata DHBs



Sue Waters
Chief Health
Professions
Officer



Vivienne Rawlings
Chief Human
Resources
Officer

Directorates

Adult Medical Services



Dr. Barry Snow
Director Adult Medical



Brenda Clune
Nurse Director



Carolyn Simmons Carlsson
Allied Health Director



Kelly Teague
General Manager

Mental Health



Dr. Clive Bensemann
Director Mental Health



Anna Schofield
Nurse Director



Mike Butcher
Allied Health Director



Maria West
General Manager

Women's Health



Dr. Sue Fleming
Director Women's Health



Maggie O'Brien
Midwifery Director



Linda Haultain
Allied Health Director



Karin Drummond
General Manager

Cancer and Blood Services



Dr. Richard Sullivan
Director Cancer and
Blood



Brenda Clune
Nurse Director



Carolyn Simmons Carlsson
Allied Health Director



Kelly Teague
General Manager

Perioperative Services



Dr. Vanessa Beavis
Director Perioperative
Services



Anna MacGregor
Nurse Director



Kristine Nicol
Allied Health Director



Tara Argent
General Manager

Surgical Services



Dr. Wayne Jones
Director Surgical Services
(12 month fixed term)



Anna MacGregor
Nurse Director



Kristine Nicol
Allied Health Director



Tara Argent
General Manager

Cardiac Services



Dr. Mark Edwards
Director Cardiac Services
(12 month fixed term)



Anna MacGregor
Nurse Director



Kristine Nicol
Allied Health Director



Tara Argent
General Manager

Children's Health



Dr. John Beca
Director Surgical
Children's Health



Dr. Michael Shepherd
Director Medical,
Children's Health



Sarah Little
Nurse Director



Linda Haultain
Allied Health Director



Emma Maddren
General Manager

Adult Community and Long Term Conditions



Judith Catherwood
Director Adult Community
and Long Term Conditions



Jane Lees
Nurse Director



Anna McRae
Allied Health Director



Vacant
General Manager

Delegated financial authority - not 'management-speak' or 'techno-babble'



Dr Lester Levy, Board Chair

I want to use this column to talk about financial delegation. I have been around healthcare organisations for a very long time now and realise that many conventional business terms are frequently regarded as 'management-speak' or 'techno-babble'. However, delegated financial authorities are neither - they are a critical element to help us run the business and manage our finances.

Basically, delegated financial authority is provided to managers who are responsible for different parts of the budget. This gives them the authority to make decisions on spending their allocated budget and by doing so helps to improve the pace of doing business.

At Auckland DHB, like all organisations, there are a number of people with delegated financial authority for different parts of the budget and for different levels of transactions. High dollar and high risk transactions are usually delegated to more senior managers and in some cases only to the Board.

Along with financial delegated authority comes responsibility. This responsibility needs to be taken seriously to ensure that as an organisation we are properly held to account for the spending of public money. Any decision around spending should have thoughtful, careful judgement and diligent managerial oversight.

Our delegations policy provides clarity and guidance to budget holders as to the limits of their authority. It also provides assurance to myself, the Board and our public that decisions made involving expenditure are both sound and properly authorised.

Here are some of the important rules around financial delegations:

- Only those with delegated financial authority are entitled to incur expenditure on behalf of the organisation (it is possible for somebody to act in a budget holder's role when, for example, they are on vacation, with the appropriate written approval).
- You can only make spending decisions about the budgets you are responsible for.
- Holders of financial delegations must be recorded in writing.
- A budget holder is solely responsible for all decisions made against their budget, regardless of endorsement or agreement from others.
- When a delegation holder makes an expenditure decision they need to ensure that there is sufficient budget approved and remaining to cover the cost. No one has the right to spend beyond their allocated budget.
- The decision to spend is ethical, can withstand public scrutiny, represents value for money and is sound.
- Those who do not hold designated delegated financial authority have no entitlement to incur expenditure on behalf of Auckland DHB.

I realise this is a very serious subject but the reality is that we are responsible for spending public money wisely and appropriately. Please take time to reflect on the responsibility and accountability of holding a budget and remember that no one has the authority to spend beyond their allocated budget.

Social media – know your workplace and professional guidelines



Have you noticed Auckland DHB online in the social media world? Maybe you have joined or followed some of our social media channels – Facebook, LinkedIn or Twitter.

What you may not be aware of are our social media guidelines. Located on the Intranet under Communications, you can find an easy-to-read document highlighting best practices and professional responsibilities and expectations.

It is your responsibility to understand workplace expectations around social media use. We know that Auckland DHB has a great deal of knowledge to share and our people are our best ambassadors. Social media is a rapidly changing area and one which we want to engage in to provide open and honest conversations with and between clinicians, other staff, our patients, families and community.

In addition to our workplace guidelines, many professional associations also have social media guidelines and policies that you should be familiar with, including the New Zealand Medical Students' Association, the New Zealand Medical Association, the New Zealand Nurses Organisation and the Nursing Council.

Look for social media tips, best practices and case studies in the weekly eNova emails to help inform your use of these tools. If you have questions regarding social media email: adhbcommunications@adhb.govt.nz.

Te Wiki o te Reo Māori 2014

This year, Māori language week, Te Wiki o te Reo Māori, takes place 21 to 27 July, 2014. The theme this year is 'Te Kupu o te Wiki', which translates as 'The Word of the Week'. The goal is for New Zealanders to learn 50 Māori words over 50 weeks.

From 21 July, each week we will share a word through the weekly eNova as well as on our social media channels. We encourage you to practice the words with your friends and colleagues and see if you can incorporate them into conversations with Māori-speaking patients.

If you have stories or examples of how you and your team are incorporating te Reo Māori into the patient care experience, please tell us by emailing adhbcommunications@adhb.govt.nz.

Introducing ...

Te Kupu o te Wiki

... starts 21 July 2014

Archatia
to Reo

A few words to get you started

● manuhiri	visitor
● tākuta	doctor
● nēhi	nurse
● hōhipera	hospital
● Kei te pēhea koe?	how are you?
● Kei te pai	I'm good
● Kia ora	Hi, good day
● Mōrena	good morning
● rorohiko	computer
● waea	telephone
● tūru	chair
● moenga	bed

Starship nurses ready for fires and floods

A team of nurses from the Starship's operating rooms recently had a "hands on" experience fighting fires and learning damage control at the Devonport navy base.

"This was the first time most of us had used a fire extinguisher and it was a great opportunity to gain an insight into the reality of fire control," says Charge Nurse Ngaire Murray.

"It strengthened our confidence if we were faced with a real fire at work."

The nursing team also went into a navy ship flooding simulator.

There they had to stop the ship flooding, whilst the simulator was rocking and water was gushing in from the holes in the sides, floor and roof.

"This was a complex and adventurous exercise," says Ngaire. "The skills used in the operating room were helpful in this situation and it was a wonderful opportunity to see teamwork in action."

Thank you to the Sea Safety Training Squadron of the Royal New Zealand Navy, Devonport.

Some of our Starship Nurses at the Devonport Navy Base.



Welcome to our recent starters

THANKS FOR JOINING US!

Alana Ainsworth, Alastair Eason, Alisha Turner, Amarpal Kaur, Amy Lovegrove, Andrea Baker, Andrea Lammert, Andrew Arnold, Andrew Palmer, Andrew Tomlinson, Anna Wolfgramm, Anne Davys, Astrid Carter, Benita Williams, Bhaddie Crouch, Bhanu Makan, Bianca De braak, Bibin Pallikunnel Baby, Brian Ward, Brigid Lenihan, Bronwen Shaw, Calum Anderson, Carolyn Simmons Carlsson, Celerina Calizo, Celine Wills, Chinthaka ushan De silva, Chloe Nottingham, Chow yee Lai, Christine Winspear, Christopher Hills, Claire Morris, Corey Vahaakolo, Corinne Guichenet, Daniel Lovric, David Rusk, Davin Hai-wan Tan, Denise Fong, Diana Christensen, Diane yan Tai, Donald Mikkelsen, Elaine De guzman, Emma Cooper, Emma Green, Erin Mchugh, Francine Newing, Gail Dizon, Garth Turbott, Gemma Poplett, Gregory Selkirk, Gudrun Court, Guido Panduri, Hannah Cleverley, Helen Logan, Helena Westwick, Hollie Mcdonald, Irina Sitnikova, Jacinta Ryan, Jade O'Neill, Jamie Harvey, Janet Burns, Jenisha Ramjathan, Jennifer Donald, Jennifer Laidlaw, Jessica Lalanne, Jo-anne Read, Jordan McIntyre, Josephine Mendes, Judith Catherwood, Judith Williams, Julia Davidson, Juna Shrestha, Karlyn Tefora, Katherine Rix-trott, Katie Beale, Katrina Warner, Kay Lawry, Kellie Rogers, Keziah Matthews, Khyati Joshi, Kim Rozalski, Kok bin Yap, Kristine Nicol, Kylie Mccallum-Carroll, Laura Butler, Laura Mccgillivray, Leonie Warrender, Lincy Paulson, Linda Haultain, Lindsay Spirrett, Lingi Hilihietule, Lisa Roa, Lorraine Bailey, Louise Ayrey, Louise Nutbean, Magreet Strauss, Mai huong Le, Mairi Macinness, Maria Hui, Maria West, Marion Kindervater, Mark Fisher, Matthew Bodman, Melanie Wason, Mele ngahe Kaufusi, Melissa Ka, Melodie Ruddock, Michael Murphy, Milavi Lopez, Monique Winter-Wijntjes, Mustafa Saydoon, Naveena Goffer, Nicky Plant, Nicky Wallis, Nicole McColl, Nikki Chappell, Nikki Jarvis, Pepe tapaaui Ah-sei-lologa, Peter Beggs, Poonam Joytika, Pralene Maharaj, Prerna Sehgal, Rachael Harrison, Rasha wail subhi Altaie, Rebecca Thomlinson, Rebekah Jensen, Reena Ho, Rocel Mangaliman, Samantha Bird, Samantha Gerrie, Sandra Bourke, Sarah Ashcroft, Sarah Primhak, Sarah Young, Sean Hsin Chew, Shaqaiak Masomi, Sheela Upreti, Shengjin Ma, Siobhan Crawford, Sue Whittaker, Su-fong Lin, Susan Wilkinson, Tara Argent, Tasmine Hoffman, Terina Pollock, Therasa Job, Tim Winstone, Timothy Elliot, Timothy Holliday, Toni Bennett, Tony Ryu, Tony Vaivasa Aiuta, Tuarau Tepai, Tupou Malupo, Vanessa Ngan, Vernon Harvey, Vicki Quinn, Victoria Cuthers, Victoria Sequeira, Vida Stanbury, Wanxuan Liu, Wendy Adams, Wenli Hao, Wilson Shen, Xin Lu, Yan Luan, Yi Liang, Yi wei Sum, Ying-kay Lui, Yuanyuan Han, Yvonne Finlay, Zerithun Zerihun

Our local heroes

Congratulations to our April and May local heroes – Adrienne Hall and Kas Tinifu.

Adrienne, a staff nurse on Totara Ward was nominated by a patient who told us, "I recently had surgery and was a bit overwhelmed and nervous. Adrienne was great with me and with all the other patients she made us all feel at ease, by having a great sense of humour and at the same time showing compassion and respect to everyone and explaining things clearly. You can tell that Adrienne really loves her work as a nurse and it shows in her manner.

Kas, a member of our cleaning team was nominated by the parent of one of our patients. They told us, "Whilst our son was recovering we 'based' ourselves in the main whānau rooms on level 8. Kas serviced this area daily. Not once did he disturb us, or make us feel we were in the way. Unbeknown to us, he would come back to do our area later. During that time his smile, his words of encouragement, and his genuine care of the work he does is something we will always remember. Thank you Kas."

Please keep your stories about our local heroes coming in.

To nominate go to: www.adhb.govt.nz/localheroes

Adrienne Hall receiving her local hero award from Chief Executive Ailsa Claire.



Kas Tinifu receiving his local hero award from Chief Executive Ailsa Claire.



Congratulations to everyone nominated as May and June local heroes:

Andrew M, Brittany, Priyanka and Nicky (MV6 - Radiation Oncology)

Charlie (Orderly, Adult Emergency Dept)

Debbie C, Steph, Debbie P and Oline (MV5 - Radiation Oncology)

Diane Ryan

Ginny, Jane H, Divya and George (MV2 - Radiation Oncology)

Janice and Sam (KV - Radiation Oncology)

Laisa Katonivualiku

Leah Soto

Marney, Kathrine, Debbie S, Keely and Heatherlea (MV3 - Radiation Oncology)

Mary Cockburn

Olivia Prescott

Shaun Cooper

Suzi, Amie and Holly (MV1 - Radiation Oncology)

Trish (Physiotherapy)

local heroes is kindly supported by A+ Trust

Nurses – a force for change

International Nurses Day takes place every year on May 12, the anniversary of the birth of Florence Nightingale. The day was started by the International Council of Nurses in 1965 to celebrate the contribution nurses make to people's health.

To celebrate the day, and the work of our nurses at Auckland DHB, an awards ceremony was held to recognise education attainment and special achievement by our nurses. In opening the ceremony, Chief Nursing Officer Margaret Dotchin said: "International Nurses Day is a great opportunity around the world to say thank you to our nurses and reflect on some of the great things nurses achieve. This year the theme is Nurses: A Force for Change. I see and hear examples of nurses here demonstrating this every day. I am especially proud of what nurses are achieving through Releasing Time to Care and quality and safety improvement programmes, and the difference they make through the care they provide to patients and their families."

At the awards ceremony, the Kim Williams Scholarship was awarded to Sarah Devalient, General Medical Nurse Specialist, and the Trophy of Tradition was awarded to Jackie Robinson, Nurse Practitioner, Palliative Care Team. Sixty nurses were awarded certificates of completion for the NETP (Nurses Entry to Practice) programme, 32 nurses were awarded Level 4 practice certificates and medals, 11 nurses received awards for completion of a Masters and one received an award for completion of a PhD. The full list is on the intranet.

Congratulations to all nurses who received awards and thank you to all our nurses and midwives for the difference you make.

Clockwise from right: 1 - PACU Staff Nurses Shrenika Solanki and Sarah Henderson with Nurse Specialist Michele Lowe celebrating Nurses Day. 2 - Nurses receiving their Masters Certificates (L to R) Judy Kirkpatrick (UoA, Michele Lowe, Dale Garton, Jane Hannah, Shrenika Solanki, Dayle Pearman, Ailsa Claire (CE). 3 - Nurses receiving their NETP certificates (L to R) Jessica Beswick, Germain Jiang, Ailsa Claire (CE), Mandy Jiang.

Margaret Dotchin presenting Jackie Robinson with the Trophy of Tradition.



1



3



2

Keep yourself safe as the days shorten

As the nights become longer, here are some tips for staying safe.

In the hospital

- Be aware of unusual behaviour. If you see someone that looks out of place, ask if they need help or call security (ext 25007).
- If family members or visitors are arguing and show signs that violent behaviour might erupt, call code orange sooner rather than later. Code orange means there is a risk of someone harming themselves or someone in the hospital.
- If a visitor becomes verbally-abusive, call code orange. If they don't calm down, you can ask them to leave or call the police.

You can raise a code orange alert by phoning 777. The operator will alert security and duty managers.

Street safety

- Stick to well-lit areas where there are other people around when you are out walking.
- Walk tall and briskly - a person who looks confident is less likely to become a victim.
- If you see a large group of people, assess the situation, it may be safer to cross the road to avoid contact.
- Pre-plan a lift or a taxi rather than walking alone at night.

- If you have to walk alone, tell someone your travel plans and what time to expect you.
- Take steps to keep yourself safe – cover-up expensive jewellery, keep your house and car keys separate in case your bag is snatched, carry a personal alarm or cellphone.

If you think you are being followed...

- Cross the street more than once, if necessary. Vary your pace and change direction.
- Go as quickly as possible to the nearest place where there will be other people, such as a service station, fast food outlet or a house with lights on.
- Call 111 and ask for the police immediately.

If you are confronted ...

- There is no set way to respond, every situation is different.
- Display a confident manner, stand tall, speak loudly and assertively.
- Be prepared to physically-defend yourself - you are allowed to use force in self-defence.
- Carry a personal alarm or whistle.
- As soon as you can, go to a safe place and dial 111 and ask for the police.

Defining our values

In June and July we want to involve hundreds of staff and patients to help us develop a shared set of values that resonate with everyone and describe the quality of care we all aspire to.

You can get involved by completing a survey, available digitally and online, in the run up to Values Week, which runs from 28 July to 1 August. At the end of July we will be holding workshops for staff, patients and the people we work with to talk about their experiences with us.

Following this, we will develop a set of shared values for the organisation that describe the quality of care we aspire to. This will help us to continue to make values-based decisions and to improve the experiences of our patients and staff.

How you can get involved:

- Tell us about the quality of care you aspire to, the good things about working here and the frustrations that get in the way.
- Register for one of the *In Our Shoes* staff group sessions to talk about how we can improve your experience at work.
- Register for one of the *In Your Shoes* sessions and listen to patients tell us about their experiences with us.

Please get involved - everyone's voice is important in getting this right.

To find out more go to: <http://intranet/atourbest>, speak to your manager or email atourbest@adhb.govt.nz.

at our best - tihei mauri ora
defining our values together