Inside

- Welcome to our new 24/7 hospital functioning teams
- Research strategy reaping rewards
- Reaching out to our community’s most vulnerable

A fresh look for our nursing and midwifery workforce
Winter demand for hospital services has been hitting record highs not only in Auckland but also in other DHBs around the country. In July, the emergency department was consistently seeing about 220 patients per day – around 30 or 40 more than we would usually see.

Unfortunately, the high demand meant we did have to postpone some elective surgery, to continue to safely care for people with urgent illnesses or injuries. It’s not a decision that is taken lightly because of the disruption and distress it causes some of our patients.

We continue to monitor the situation and have been asking the public to help ensure hospital services are available for those who need them through our ‘Right Care for You’ campaign. The campaign explains where people can go when they are sick and injured. You can read more about this on page 14.

There are other initiatives under way, including working with colleagues across the health sector to ensure patients are receiving care closer to home when they don’t need hospital treatment. The recent introduction of our R-CAT (Rapid Community Access Team) is a new way we are supporting safe and early discharges and avoiding unnecessary admissions to hospital.

I want to thank everyone for your dedication and hard work at this busy time. We’ve also seen a significant change to how we manage our hospital safely through the 24/7 programme. The main changes implemented were introducing the Clinical Nurse Manager role, to provide clinical support for nurses and junior medical staff – at all times and especially afterhours, as well as a new Patient at Risk (PAR) team to support the management of deteriorating patients on wards, while ensuring the level of care is appropriately escalated when necessary.

The changes implemented in July were a culmination of a lot of effort and I would like to acknowledge how professionally those involved have dealt with these changes. You can read more about the 24/7 hospital functioning project on page 9.

Thank you all for everything you do. Through your efforts we are meeting this very significant increase in demand, and continuing to provide exceptional care to our patients.

Please look after yourselves, and each other, and know that the difference you make to our patients and their whānau every day is recognised and appreciated.

On the cover: Megan Connelly, Neleshni Goundar and Karishma Siran from Ward 61 modelling the new uniforms.
Nau mai, haere mai, welcoming Matariki, the Māori New Year

Naida Glavish, Chief Advisor Tikanga for Auckland and Waitemata DHBs, warmly welcomes Matariki (the Māori New Year) together with guest speaker Te Hamua Nikora. Check out how we celebrated Matariki this year on page 7.

Vote 2017
Election Day is 23 September. Special arrangements are being made to enable patients and employees to vote in the General Election on the day itself. Employees are strongly encouraged to vote before coming to work on polling day and to consider early voting options to avoid delays on election day. As in previous years, employees and patients can vote in advance. More information, including details on Advance Voting for employees, can be found on Hippo under General Election 2017 – Guidance for Staff.

Staying Connected
Book your place at the September Staying Connected sessions, where you can hear our Chief Executive Ailsa Claire, talk about the results and actions from our employee survey, as well as the latest organisational news.
- Monday 18 September: 8.30 – 9.30am, CEC Auditorium, ACH
- Thursday 21 September: 10.30 – 11.30am, CEC Auditorium, ACH
- Wednesday 27 September: 1.30 – 2.30pm, Liggins Theatre, GCC

Staying Connected is also an opportunity for you to ask questions – so put one of the dates in your diary and join in the conversation. If you have any questions or need to change your date, email communication@adhb.govt.nz

More awards for Safekids’ ‘Check for me’ campaign
The Safekids ‘Check for me before you turn the key’ driveway safety campaign has been one of New Zealand’s most successful public health and safety campaigns for 2017. Recently it has won gold at the Festival of Media Global Awards in Rome for being the most effective campaign for 2017, and Safekids was named 2017 New Zealand Advertiser of the year at the NZ Beacon Awards for its success. This recognition has added to the campaign’s collection of 20 awards! However, the Safekids team is adamant that its greatest achievement was reducing driveway run-over deaths and hospital admissions during the campaign period.
New Zealand Motor Neurone Disease Registry launched

The New Zealand Motor Neurone Disease Registry was launched a couple of months ago, in partnership with Dr Richard Roxburgh, one of our consultant neurologists. The launch event at the University of Auckland Centre for Brain Research was attended by Auckland DHB employees, University researchers and Motor Neurone Disease Association of New Zealand (MND NZ) staff and clients.

The registry has been made possible thanks to fundraising by MND NZ and their ‘Walk 2 D’Feet MND’ charity events. Many people with MND wanted to participate in research to help others in the future, so a patient registry was decided as the best way to facilitate research into the disease. While MND is not rare, it is uncommon. Any study would require participants from all over New Zealand (and potentially internationally) to achieve sufficient numbers to be able to draw significant conclusions from the data.

The MND registry will be a database of health and personal information from consenting patients with MND or people with a family history of MND or a specific genetic mutation (C9orf72 expansion). By joining the registry Kiwis can take part in research in two ways. Firstly, they can supply anonymous data to prospective researchers and trial designers. This will let them identify the number of patients who may fit their proposed entry criteria, streamlining study design and feasibility assessment. Secondly, once a study or trial is planned, all eligible participants can be identified quickly and then easily contacted through the registry.

Dr Claire Reilly, coordinator of the nationwide Walk 2 D’Feet MND fundraising events and a medical doctor, was the first person with MND to officially enrol with the New Zealand MND Registry.

Top photo: Jane McLean (MND Research Network, UoA), Sam Reilly, Sandy Sigel, Dr Claire Reilly (MND NZ, first person to enrol with the MND Registry), Dr Richard Roxburgh (Auckland DHB, Principal Investigator), Emma Roxburgh.
Bottom photo: Prof Sir Richard Faull (Centre for Brain Research, UoA).

Thank you... to everyone who got the flu vaccination this season.

This is one of the best ways you can protect yourself, our patients and your colleagues.

It’s not too late to get your vaccination visit Hippo for more information.
Congratulations to our June and July local heroes: Troydyn Raturaga, Data Manager, Breast Cancer Research and David Vallabh, Inventory Manager, Pharmacy Medicines Supply & Logistics.

Many colleagues nominated Troydyn for her work on the National Early Warning Score project, saying:

- “Troydyn has done amazing work in supporting the project group. The energy she brings to the team is supportive and friendly.”
- “Troydyn has given her support and expertise to the trial which is running in three areas in the hospital. She has had to liaise with many different participants in this trial to bring together many facets for this significant piece of work.”
- “Troydyn was a life saver. She had a great attention to detail. She has aimed high with everything she has done for us. We have all built better relationships and connections because of the glue that she has brought to this project.”
- “Troydyn has stepped into the project with gusto! Her enthusiasm, efficiency and fabulous project management skills are to be aspired to.”

David was nominated by a colleague who said: “David is a hero due to his recent preparation for the annual stocktake which resulted in close to 100% stock accuracy and a negligible positive discrepancy. With medicines being the second largest expenditure for the DHB, managing medicines is critical to minimising wastage and ensuring availability. David keeps the needs of patients at the front of his mind and always goes above and beyond to ensure medicines are available. His attention to detail, tenacity when resolving discrepancies and monitoring of medicines’ storage conditions mitigates financial risk associated with expired medicines in pharmacy. David always starts work early to conduct daily rolling stocktakes. David is the pharmacists “go to” person for urgent medicines. Every day there is a queue of staff at David’s desk wanting to speak to him and he patiently and methodically attends to every query. Thank you David for your dedication to our team and patients.”

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

Well done to everyone nominated as a local hero – thank you for living our values!

Alex Law
Amber-Paige Ngatai
Anjala Rattan
Anna Emboido
Arlene Dela Cruz
Barbara Samuel
Charlotte Phillipson
Chris Fougere
Colleen Gibbs
Elizabeth Stallworthy
Flora Hung
Frances Murray
Geraldine Filipo
Heeni Blackburn
Janice Capstick
Jim Gilbert
Karen Mann
Kate Malster
Leota Te Ngaio
Lidiya Augustine
Mele Kaufusi
Melinda Nolan
Paul Manley
Raphael Tan
Rose Allnut
Rosie Banbury
Ryan Yeu
Sam Abbott
Sarah Devaliant
Sarah Jane Brown
Sau Leilua
Toby Hutchinson
Veronica Guptill
Vidya Velumile
William Wong

Thank you for your service
Mrs Topp!

Each month, we serve nearly 85,000 patient meals at Auckland City Hospital and Greenlane Clinical Centre. Behind the scenes, The Compass Food Service Team is hard at work making this happen. This includes people like Mrs Topp, who recently retired after 43 years of working here as a cook. At her retirement celebration her co-workers said that she was someone they could always count on, no matter what bind they were in, to have food ready on time for the patients. Thank you Mrs Topp - and our entire Food Service Team for keeping our patients fed!
Employee survey action planning - the Reablement way

Here’s how two of our Reablement teams are really making their engagement planning work, when there is little time for dedicated team meetings.

Taking a different approach to developing their employee survey action plans, Rangitoto ward and Allied Health have chosen another route, by voting on the three areas they felt would make the greatest difference towards improving their work-lives. With results now in, the teams are collecting ideas on what they want to do within their agreed focus areas.

Tim Kelleher (Allied Health Team Leader) and Angela Minto (Charge Nurse) are already seeing changes in how their teams are working together. Both saying people have really bought into the process and, in the words of Angela, “after just one month, there seems to be a real ‘buzz’ and energy around the place”.

An emphasis on team building

With new people regularly joining the service, team and relationship building has been a primary focus for both teams.

Allied Health recently held a marshmallow challenge (18 minutes to build the tallest, free-standing structure, out of 20 sticks of spaghetti, one yard of tape, one yard of string, and one marshmallow – the marshmallow needing to be on top). “It was a great opportunity for people to get to know each other a bit better through a fun activity, and they really got behind the challenge,” said Tim.

Within Rangitoto Ward, they’re identifying and voting on team challenges every two months. This month it’s a choice of climbing up Rangitoto, entering into a cross country race; or possibly a spot of archery in the Domain!

Further activities currently in place between both teams include:

- Nominating a person of the week – names are put into a box and drawn at random.
- Recognising and valuing staff by nominating a star of the month - chosen by team members, and announced at their business meetings.

But it’s not all about team building

One of the key focus areas identified by Allied Health relates to improving the way teams and services work together. The team began by looking at current systems that are either not adding value, are too complicated, or are being duplicated. One of their recent success stories is about developing a new referral process for getting patients back into the community, and their homes. Through working collaboratively with our community teams, a new, streamlined process is making it simpler and faster for our people. But it’s not just our teams who are reaping the benefits. Our patients are also experiencing a speedy and higher quality discharge. A very quick and easy win, with little effort; and much improved cross-team working.

According to Angela and Tim, their teams’ approach has highlighted ownership of their employee engagement action planning, and that they are a really passionate group, who are full of renewed energy and motivation. “They now feel they have a framework to work within, and can identify and act on areas they know can be improved on”, said Tim. Angela agreed, and added “Two clear messages that have come out of this is that staff really care about what, and how, services are delivered to our patients – and that they want to do ‘their bit’ in making sure they do their life’s best work. We’re all looking forward to building on these early results.”

Nominations are open:

These awards celebrate the amazing and varied contribution this workforce make across Auckland DHB.

Please nominate now
Applications close 29 September 2017

You can find the full list of Awards, criteria and the application form on the Intranet on the A-Z

Supported by A+ Trust
Auckland DHB Community Services are now being marketed under the patient-friendly brand of ‘Care closer to home’, highlighting that the services provide quality, patient-centred, self-directed care as close to home as possible, and in-line with the Ministry of Health’s focus on keeping New Zealanders healthy and out of hospital.

The brand encompasses all of Auckland DHB’s Community Services, including R-CAT (Rapid Community Access Team) which is the new name for what was originally the Rapid Response team.

The R-CAT service supports the patient’s journey to better health. The team works with patients to prevent avoidable admissions, or to enable care at home following their stay in an acute hospital setting. They also deliver intensive nursing support to specific health needs, as well as access to allied services to maintain and further improve patient health.

In addition, the R-CAT service can help prevent hospital admission directly from the community or emergency department by offering specialist nursing care within the home or an aged care facility at short notice, and responding to urgent requests.

To provide your patients access to Auckland DHB’s Community Services and ensure they will be directed to the appropriate pathway and receive the service best suited to their needs, use the new free to call number 0800 631 1234 or refer via e-referral.

You can find more information about Auckland DHB’s Community Services on Healthpoint.

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**Nau mai, haere mai, welcoming Matariki, the Māori New Year**

Matariki is the Māori name for the small cluster of stars known as the Pleiades, or the Seven Sisters in English. In Aotearoa, the cluster re-appears near the tail of te waka o tamarereti (the Milky Way) which marks the New Year for many iwi. This year Matariki began on Sunday 25 June.

Matariki is a time of new beginnings, to reflect on the year that has past and the year to come. This year Auckland and Waitemata DHBs came together to use Matariki as an opportunity to remind our people about the importance of living our values. These are vital to the work we do every day looking after our patients and communities, and each other.

“Visibly celebrating Matariki together as an organisation is part of a new initiative at Auckland DHB to further promote respect for and celebrate our diversity – and, as a public service, our special relationship with Māori and responsibility to uphold the Treaty of Waitangi. It’s also a great way to learn more about a key part of the community we serve.” says Fiona Michel, Chief Human Resources Officer at Auckland DHB.

As part of the celebrations, we held a series of fun, informative lunchtime kōrero. It was an opportunity to hear well-known Māori leaders, champions and personalities reflect on the future for health, wellbeing and Māori.

Among the speakers were Riki Nia Nia, our GM of Māori Health, who shared the learnings gathered from our international indigenous health networks over the past three years; and our Chief Tikanga Māori Naida Glavish, who spoke of the role of Māori and Te Reo in health. TV personality Te Hamua Nikora also talked about his journey overcoming health issues through Māori principles such as pepehā (identity) and whanaungatanga (relationships).

We hope the almost 600 people who joined the kōrero left feeling both entertained and inspired. For those who may have missed out, don’t worry, you can join us in celebrating Matariki next year on 15 June 2018, or Te wiki o te reo Māori (Māori Language Week) this September.
New uniforms for our Nurses, Midwives and Health Care Assistants

Nurses, Midwives and Health Care Assistants at Auckland DHB will soon be wearing a new uniform, chosen with their input. The uniform choice follows an extensive consultation process which included more than 2,300 responses to suggested new uniform designs and 1,500 votes on colour options. The new uniforms start to roll-out across Auckland City Hospital, Greenlane Clinical Centre and to Community Nurses from the middle of August. The majority of our nursing and midwifery teams will be in the new uniform by early September.

The uniform will roll out later to the Starship team, who is currently designing a more child friendly fabric for their uniforms.

Megan Connelly, Neleshni Goundar and Karishma Siran from Ward 61 modelling the new uniforms.

Fertility Plus study shows benefits of intrauterine insemination

A study has been released by Auckland DHB’s Fertility Plus and the University of Auckland which shows the benefit of intrauterine insemination for unexplained infertility. Although intrauterine insemination is often offered to couples with unexplained infertility, until now there have been no studies to highlight the benefit.

Professor Cindy Farquhar presented the results of the clinical trial at the European Society of Human Reproduction and Embryology Annual Meeting in Geneva in July.

The study reported that intrauterine insemination combined with clomiphene, a medication used to treat women who do not ovulate, was three times more effective than continuing to try and get pregnant without treatment.

Professor Farquhar says: “This is the first clinical trial of intrauterine insemination with clomiphene citrate to show benefit. Previous studies either did not use ovarian stimulation or did not include women who were truly infertile.”

A total of 201 couples were involved in the study between March 2013 and May 2016. Around 40 per cent of infertile couples have unexplained infertility, which means they have no obvious explanation for their delay in conceiving.
24/7 New teams welcomed aboard

On Friday 23 June 2017 the new Clinical Nurse Managers (CNM) and Patient at Risk (PAR) teams were welcomed aboard at the orientation day. It was an opportunity for the teams to define how they wanted to work together, developing trust and shared purpose, and to start to develop some of the leadership skills required to be successful in this role.

Asked about their new roles, Stephanie Walker Adult PAR specialist said “there are lots of new changes but I am very excited about this journey”.

Say hello to our new 24/7 teams; from top to bottom: Adult PAR team, Child Health PAR team, and Clinical Nurse Managers.
Strategy to lift deceased organ donation rates

At Auckland City Hospital in late June, Minister of Health Jonathan Coleman launched a national strategy that aims to lift the rate of deceased organ donations.

Recent kidney transplant recipient Sandhiya, her husband, Alvin, and their children were there to lend their support. Sandhiya talked to news media and staff gathered for the launch about how grateful she was to the donor who had got her off dialysis and given her a new lease on life.

Dr Coleman said organ transplantation is a life-saving treatment that’s often the best, or only, option for people with organ failure. It can improve not only a person’s quality of life, but also their life expectancy.

“For someone with end-stage kidney disease, they either need a transplant or hundreds of hours of dialysis each year,” he said.

“A record number of organ transplants were carried out in 2016, with 61 deceased donors providing 181 organs to be transplanted.

“We’ve been making great strides in the area, with the rate increasing by 57 per cent in the past four years, but our rates are relatively low compared with other countries. This highlights that there’s room for improvement.”

The Deceased Organ Donation and Transplantation National Strategy the Minister launched came after a wide public consultation and work across the health sector.

The Strategy’s priorities include:

- Further increasing public awareness of organ donation.
- Making it easier for people to register, update and share their wish to donate with family and clinicians.
- Increasing the hospital-based capacity for deceased organ donation to take place.
- Empowering intensive care staff to discuss the organ donation process.
- Establishing a national agency to lead the implementation of the strategy, and having a clear mandate to increase our rates of deceased organ donation and transplantation.

“To support this we’re investing $500,000 in 2017/2018 to increase specialist medical and nursing organ donation capability within some ICUs,” Dr Coleman said.

Hon Dr Jonathan Coleman with Sandhiya (left).
There are a lot of opportunities coming up in September to celebrate our people and our diversity, or to try something new. Put these dates in your diary, and read on to see how you can get involved …

Friday 1 September is New Zealand’s Random Acts of Kindness Day, sprinkle some kindness by sharing a smile or a compliment, or even paying for a stranger’s parking ticket or morning coffee! Generosity has been found to be an important source of happiness, and also to benefit physical health.*

World Physiotherapy Day: On Friday 8 September let’s celebrate the important role our physiotherapists play in helping people to stay well, independent, and in the community.

Speech Language Therapy week of action: 10 - 16 September. Communication breakdown is behind over 80% of complaints and errors that occur in our health system**. This year’s theme is communication accessibility, a simple concept that looks at reducing barriers to communication, and the goal is for people to look at ways to focus on communication access in their team or workplace.

Māori Language Week: ‘Kia ora te reo Māori’ make 11 – 17 September the week to inject more te reo Māori in to your everyday conversation, try to learn a new word or phrase every day. Let’s all play a part in ensuring that the Māori language has ora – life and vitality – in the future.

World Car Free Day: Friday 22 September, with spring in the air, ditch the car if you can and try a new way to commute to work. Walking, cycling, carpooling, or catching the bus or train could mean a less stressful, more active start to your day than sitting in traffic behind the wheel.

World Pharmacy Day: Use Monday 25 September as a chance to acknowledge and thank the pharmacists you work with at Auckland DHB, for their contribution to patient care as part of research groups, in our hospitals and in the community.

Many of you know Margaret Wilsher as Chief Medical Officer at Auckland DHB.

But Margaret wears many other hats – respiratory physician, teacher, national leadership and governance roles, entertainer (at the City Mission’s Christmas lunch), mum and researcher.

It was for her roles in research and teaching that Margaret was recently awarded an honorary professorship by the University of Auckland Faculty of Medical and Health Sciences. This great honour is bestowed on those who have made a significant contribution to the University’s academic activities.

Professorship awarded to our Chief Medical Officer

To mark the occasion Professor Wilsher delivered her inaugural lecture in July - ‘A career in nine lessons.’ Margaret shared learnings from her career in respiratory medicine and health leadership and presented some of the outputs of her research in sarcoidosis.

**Congratulations Margaret on this well-deserved professorship.

Above: Ailsa Claire, Chief Executive Auckland DHB, Distinguished Professor Ian Reid, Deputy Dean, University of Auckland, Professor Margaret Wilsher, Professor John Kolbe.

What’s coming up in September

* World Happiness Report 2017
**NZ Speech-language Therapists’ Association
Welcome to our recent starters


We want to celebrate your excellence and innovation

Apply now!

Categories are:
- Excellence in clinical care
- Excellence in community health and wellbeing
- Excellence in process and systems improvement
- Excellence in research
- Excellence in the workplace
- Living our Values Award

Applications close 7 September 2017

Check out the Health Excellence Awards page to find out more
adhb.health.nz/excellence-awards

Supported by A+ Trust
Research strategy reaping rewards

Starship Child Health specialist emergency physician Stuart Dalziel is leading a trial that recently received a $4.99m Health Research Council award to look at the possible association between childhood asthma and paracetamol. The trial is not only first of its kind in the world, it also embodies many of the key planks in Auckland DHB’s research strategy. Collaboration at national and international levels being one of these.

Stuart will lead the trial alongside a team from Auckland and Counties Manukau DHBs, the Medical Research Institute of New Zealand (Wellington), and the universities of Auckland, Otago and Calgary (Canada).

It was findings from the International Study of Asthma and Allergies in Childhood (ISAAC), led at the University of Auckland, that produced the hypothesis that there may be a link between childhood asthma and paracetamol. ISAAC is the world’s largest international epidemiological study of childhood asthma and included data from over 200,000 children in 31 countries.

Auckland DHB’s research strategy has been in place since 2016 and is focussed on delivering more grants; enabling research quality to grow and making it easier for researchers to navigate the system.

Chief Medical Officer Margaret Wilsher is driving the strategy. Margaret says there are a host of extraordinary investigations underway, with the number of new Auckland DHB studies now approaching 350 a year.

“Credit goes to our big research groups – cardiology, oncology and the intensive care units DCCM and CVICU. But there are also very active teams in interventional radiology, neurosciences, women’s/newborn and the liver unit.”

“Many of our clinicians in these groups are collaborating with colleagues locally and internationally and these relationships are not only fundamental to research growth but also to ensure that we can translate robust science into patient benefit.”

The Auckland Academic Health Alliance (AAHA) with the University of Auckland is another example. The AAHA has created a dedicated collaboration fund with the A+ Trust that is about to announce more than $300k for research funding that enables university and clinician researchers to work together.

“Fundamentally it’s about doing better for patients, but it’s also about lifting the profile of our researchers in the DHB and the university, giving them more opportunities to present their proposals and their research outcomes.

Standing together on Pink Shirt Day

It was amazing to see so many of our people standing together in pink against bullying and unacceptable behaviour by wearing pink on Pink Shirt Day in May.

We chose Pink Shirt Day to launch our Speak Up | Kaua ē patu wairua programme, which puts in place processes and ways for people to speak up about bullying and unacceptable behaviour. It has tools and tips to speak up as well as learn how to respond to disclosures about unacceptable behaviour.

Take a look at the Speak Up page on Hippo and watch the short video where Arend Merrie, Director of Surgical Services talks about the campaign.
We have launched our ‘Right Care for You’ public information campaign to help people know where to go when they’re sick or injured. This is helping us ensure hospital services are available to those who really need them as demand for our services increases.

The campaign mirrors one created and tested by Counties Manukau Health. Information is available both digitally and in print to share with our communities.

Please help spread the message. You can find more information and copies of the posters and leaflets on our website.

Congratulations Professor Orminston!

Congratulations to Professor John Ormiston, an Interventional Cardiologist at Auckland City Hospital, who recently received an Ethica Award in Paris France, for his contributions to the field of cardiovascular intervention, investigating important innovations such as stents and transcatheter aortic valve implantation (TAVI).

Auckland DHB by the numbers

2,200 desk cubes were rolled out in July as part of our commitment to reduce the amount of waste that we send to landfill.

400 volunteers working across Auckland City Hospital, Starship, Te Whetu Tawera and Greenlane Clinical Centre who selflessly give their time, skills and energy.

142 nominations were received for the A-Trust Nursing and Midwifery Awards held in May this year.

77 per cent of our people got the flu vaccination this season.

2,300 responses were received on the design of the new nurse and midwife uniforms being rolled out this month.

4 the number of values that guide our work at Auckland DHB.
A day in the life of our Outreach Mental Health Service

The Assertive Community Outreach Service (ACOS) has been running since 2009 and covers the whole Auckland DHB region. A multi-disciplinary team provides outreach and clinical treatment in the community seven days a week for people with serious and enduring mental illness and a history of poor engagement with treatment services. Homelessness, social exclusion, co-existing substance-use problems, and experiences of trauma are all too common for their client group.

Engagement is central to the service model, and the team regularly demonstrate walking and living our values during an outreach.

It’s a clear dawn but soggy underfoot in the Auckland Domain as we squelch down the path into the forested gully. The tops of hospital buildings are visible over the tree line but we are visiting a distinctly hidden population living in tents at the edge of the CBD. Outreach usually involves walking or driving the city streets, looking under motorway overpasses, or popping into internet cafes. Today two community constables have joined our clinicians for a triage assessment of someone not previously known to mental health services, in a location not often visited.

Haere mai | welcome Building engagement and trusting relationships is at the core of clinical work. We take the view that ‘any door is the right door’. In this case it means a worried referral from Auckland Council about an individual in an encampment in the Domain.

Tūhono | together Interagency links help us provide quality care to service users. Joint outreach with the Auckland City Mission happens one morning a week, as well as regular connection with probation officers, Ministry of Social Development, housing providers, Auckland Council, and others. As a relationally focused service, we highly value the relationships we have with others.

Manaaki | respect A person may be sleeping rough, but their patch is still their ‘home’. We don’t intrude into their private space, coming from a trauma-informed perspective that values client safety, choice and collaboration. This can sometimes mean we need to return many times to slowly build engagement.

Angamua | aim high We aim to hold hope and provide quality health care, linking individuals when we can into primary care, budgeting and vocational services, decreasing their vulnerabilities and building their social inclusion.

Today, the person who has been living in the Domain meets with us willingly; the nights are getting colder and our offer of support to get indoors is enough to build an initial connection and start a clinical assessment. Skilled engagement work such as this is the foundation for quality treatment and care for some of Auckland’s most vulnerable people, and it also embodies the values of our organisation.

Sprinkling some kindness this winter
The Auckland City Mission also plays an instrumental role in supporting people who are homeless or vulnerable around our city, particularly through the cold winter season. Thank you to all our winter warriors out there for your donations to the Auckland City Mission. You donated more than 5600 items. Warm clothes and blankets you donated are already making a difference to Auckland’s homeless and families in need.

Thank you for sprinkling some kindness this winter.
World Sepsis Day
13 September 2017

Why is World Sepsis Day important?

Sepsis is a leading cause of death among hospitalised patients in the developed world. Up to 15,000 Australians and New Zealanders are admitted to intensive care with sepsis each year. As many as one-third of patients who have a rapid response call while in hospital have sepsis. In addition, when the Patient at Risk (PAR) teams review patients, sepsis is the most common reason for admitting them to intensive care.

Sepsis may be challenging to recognise early on as the symptoms may be subtle and can mimic those of many other possible conditions. However, given the prevalence and significant risks associated with sepsis in hospitalised patients, you need to have a high level of suspicion and consider it when acute deterioration occurs.

The easiest way to support World Sepsis Day:

Share the link for signing the World Sepsis Declaration with your colleagues, families, friends and everyone that should be informed about sepsis.

www.world-sepsis-day.org/?MET=SIGNIN

Everyone is invited to join our Auckland DHB events:

Sepsis Symposium:
Speakers from a variety of disciplines providing insights into many different Sepsis related topics: including research, projects and case studies.

Sepsis Info Stalls:
Level 3 Atrium
8.30 – 11.30am
Level 5 Atrium
12 – 3pm

Septic September
Education theme:
We are encouraging a sepsis theme for education across the DHB during September.

Kahoot Quiz
Take part during September for a fun interdepartmental challenge

5 drop in spaces available for medical staff!

Bookings via Rebecca Moore
rebeccamo@adhb.govt.nz

If you have a story to share with the Auckland DHB Team please contact the Communication Team on ext 26556 or email communication@adhb.govt.nz.