

CONNECTIONS

A quarterly magazine for Nelson Marlborough Health staff

December 2018

YOUR CULTURE CONTINUES



IN THIS ISSUE:

- THERAPY PETS REDEFINED
- DENTAL CARE FOR DETAINEES
- DELVING INTO VIRTUAL HEALTH

CE UPDATE

As this is the last *Connections* for 2018 I would like to take the opportunity to reflect on some of the innovations, opportunities and challenges that have come our way this year.

There has been excellent involvement and engagement from across our health community as we consider the Models of Care that will be appropriate for future health care provision, as well as preparing the business case for a new Nelson Hospital.

The Models of Care work is identifying new ways of working which we will need to test and trial. I find it interesting that two crucial pieces of work are emerging – the importance of IT as a future enabler of healthcare, and the vital importance of having a future workforce strategy – that begins with involving patients and families in their healthcare provision.

The forecast changes in our population; growth in the 75+ age group, high life expectancy, higher than average obesity rates, high alcohol use and smoking rates, will all impact on the projected demand for hospital services and how we deliver care in the future.

Attending the 2018 Health Innovation Awards was a highlight

for me. To see 33 innovative projects submitted for judging and 23 nominations for the 'Emerging Leader' award was extremely heartening. It also demonstrates the level of commitment shown every day by people working within our health system to making improvements in how we deliver care to our communities.

Congratulations to everyone involved in making the event such a success; to the organisers, those involved in all the projects, the people who took time to nominate our 'emerging leaders' and all the category winners and their supporters. Well done, you all make our healthcare system more skilled and a better experience for our patients.

The latter part of the year has seen exceptional demands on our staff and our facilities. I appreciate the extra efforts you go to ensure we continue to deliver high quality care. I hope that you will be able to take time out at some stage over the summer season to recharge and refresh as we head into 2019.

Peter Bramley
Chief Executive



"To see 33 innovative projects submitted for judging and 23 nominations for the 'Emerging Leader' award was extremely heartening."

BOARD TALK

FRONT COVER: The Marlborough Community Mental Health team won the Mental Health category at the recent Health Innovation Awards for their 'cultural field trips' to foster understanding of tikanga Māori. We will feature more on the awards in the next issue of *Connections*.

December is a great time look back at all that has happened during a very busy year.

The long awaited South Island Patient Information Care System (SI PICS) rolled out after much hard work by an enormous group of people. A huge thank you to them and the many champions who continue to deal with the teething issues associated with a large project like this.

We have started several workstreams in the Models of Care project, and the Indicative Business Case (to help us choose a preferred option) for the new Nelson Hospital is being written. These are both 'once in a generation' opportunities to transform how we care for people

throughout our system and are the start of several years of work. It really is an exciting time for Nelson Marlborough Health.

To everyone, have a wonderful summer. I hope you all manage a break at some stage, to recharge and enjoy your nearest and dearest; and THANK YOU for your year of dedication and hard work in our health service.

Jenny Black
Chair, Nelson Marlborough
District Health Board





Some of the September team on a break at Wairau Hospital.

STEPPING OUT... 10,000 AT A TIME

12 Wairau staff took up the September challenge to take 10,000 steps a day for 28 days.

Charge nurse manager Mary Bezant mentioned the challenge to her colleagues just a few days before the start date, and was pleased to find that others were just as keen to step up. So, from 4 September they made every step count.

"I wanted to increase my exercise and also raise money for kids and adults with cerebral palsy. And although the challenge was not overly difficult, you did need to think about it every day," Mary says.

She says once they started doing 10,000 steps daily, or the equivalent in activities, it definitely got easier.

"Nurses are very good at looking after other people, but not so good at looking after ourselves. September was a way of doing something healthy and raising money for a good cause."

By the end of the challenge, the Wairau teams had tallied up 2,730,200 steps and raised \$1179.70.

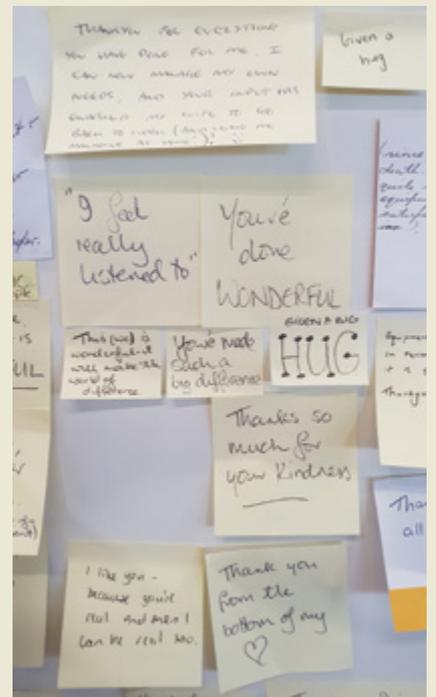
Completing the September challenge were:

Donna Thompson, Kittie McIntosh, Joyce Forsyth, Lisa Livingstone, Liz Runnalls, Simon Langford, Iona Bichan, Priyanka Jose, Tamara Connole, Natalie White, Leah Drowley and Mary Bezant.

KA PAI

We all feel good when we receive good feedback about our work. The physiotherapists at the Richmond Health Hub have taken it a step further and share the love on a 'Circle of Thanks'.

They put the informal messages of gratitude they receive from their clients on small notes and stick them to their office wall to inspire themselves to do their best work. Nice!



Good on You

The atmosphere at Motueka maternity is perfect for new families and it is ideal how it caters for husbands and partners around sleeping, food etc.

(Patient Feedback, Motueka Maternity Unit)

Thoroughly professional service from all staff we made contact with. For an overall unpleasant experience, the staff were amazing.

(Email, Nelson Hospital ED)

I cannot speak highly enough of the care I received from the surgical team and the doctors and nurses in Ward 10. I believe Nelson has a hospital to be proud of.

(Letter to the Editor, Nelson Mail)

As a family, we would like to thank them all (Wairau Hospital, Nelson City Council) for helping us send our father and friend off in a way that he wanted and none of us will ever forget.

(Letter to the Editor, Nelson Mail)



Nelson Marlborough Health speech-language therapy team leader Michele Cunningham runs a community communication group for people with aphasia, in conjunction with the Stroke Foundation.

ALLEVIATING APHASIA THROUGH PEER SUPPORT

Aphasia is a condition where you struggle to express ideas, or understand spoken or written language due to a brain injury.

This communication loss is often caused by a stroke and has a huge effect on a person's identity, their relationships and overall wellbeing.

In conjunction with the Stroke Foundation, Nelson Marlborough Health speech-language therapy team leader Michele Cunningham runs a community communication group for people with aphasia.

"We create a supportive environment, with people who share a similar situation, so they can practice communication," she says

She says the group also gives partners and caregivers, who often don't have a good understanding of aphasia, a chance to meet and share stories.

"It is often just as much of a journey for them, so it's good for them to meet other people who are in a similar situation."

Michele says aphasia is an invisible disability and not well understood.

"There are varying degrees of communication difficulty, from mild to severe. Some people may look fine but struggle to communicate and can often be treated as if they have an intellectual or hearing disability," she says.

"In the same way people with a physical disability may require a ramp to get into a building, people with aphasia need communication ramps to improve communication access."

Michele says that the degree to which a person's communication improves depends on variable factors such as the type of stroke they have had, the amount of damage and their age.

"All we can do is support them and provide information, strategies, exercises and stimulation so they can make as much progress as they are able."

Communication improvement is often measured not so much by how good their speech becomes but by how comfortable they become as a person with aphasia.

"Some people who have very little spoken language develop the ability to communicate quite effectively using gesture, pointing to pictures or items, facial expression and so on," Michele says.

"Some people who have very little spoken language develop the ability to communicate quite effectively using gesture, pointing to pictures or items, facial expression and so on..."

"Their wellbeing, self-esteem and confidence play a huge role in their outcome."

The communication group not only helps provide strategies and a place to practice communication, it's a social outing which many people with aphasia miss out on.

"We ask the group how people can help them to communicate, and the common responses are 'give me time, speak slowly, have a supportive attitude and write down key information'."

There is also a group held fortnightly at Wairau Hospital.

Hospital-based speech-language therapists work with people who have communication difficulties for a range of reasons, including stroke, neuro-degenerative disorders such as Parkinson's disease and motor neurone disease, or cancer of the mouth or throat. They also work with people who have swallowing difficulties.

THERAPY PETS PUT TO WORK

Having a stuffed animal as a form of therapy might sound a little 'out there', but there's plenty of evidence to suggest they are a valuable therapeutic tool.

In particular, doll and pet therapy can provide surprising benefits for people living with dementia and memory loss.

Nelson Marlborough Health has recently purchased several therapy pets – a mix of puppies and kittens – that look realistic and 'breathe' when switched on.

The pets are used to assist cognitively impaired patients' healing and reorientation during their time in hospital, particularly in the medical unit and assessment, treatment and rehabilitation wards.

Nurse Educator Carol Biggs says the pets provide patients a great deal of sensory stimulation and enjoyment, which can have a calming effect.

"These are our vulnerable patients and we have to enter their world, because it is their reality," she says.

For people who have owned pets in the past, the pets can spark many powerful memories. They can also fulfil the need to nurture – ideal for patients who may have spent many years raising children or caring for grandchildren.

"One lady had a cat at home that was very important to her, and when we gave her the therapy cat her face lit up. It was heart-warming to see," says Carol.

Carol says while concern has been raised that giving someone a 'fake' pet could be seen as demeaning or patronising, research has shown the therapeutic pets have brought happiness, boosted moods, eased agitation and provided comfort to many people.



Nurse Educator Carol Biggs with a therapy tool pet in action

CREATING A QUIET SPACE ON A BUSY WARD

Enrolled nurse Maxine Poole has made ward 9's staffroom a more inviting room to take a break in.

Maxine was inspired by two couches for sale on a Facebook garage sale site, immediately thinking of the room she described as 'having no love'.

"I was able to buy the couches using our social club funds, and Man and a Van delivered them for nothing and also gave us a brand new desk for the computer," Maxine says.

Donated artwork, a coffee table from the recycling centre and some sale-price chairs from Farmers were then added to create a quiet haven from the busy ward.



Nurses Maxine Poole, Hannah Petherick and Glynis Buschl take a break in the re-vamped ward 9 staffroom.

IN GOOD HEART

Connections editor Jane Horder puts her heart on the line

It was quick, easy, painless and the news was mostly good – that's my kind of medical examination.

As part of 'atrial fibrillation week' I took the opportunity to have a quick, single-lead ECG test conducted by Nelson Hospital cardiac physiologists.

Atrial fibrillation or AF is a heart condition in which your heart beats fast and out of rhythm (feeling like pounding or fluttering). Many people living with AF do not experience symptoms but the risk of developing AF increases with age. People with AF are five times more likely to have a stroke than those without the condition.

Hannah Fowler, a third-year student nurse with the Heart Foundation, started me off on the quick risk assessment test, took my blood pressure and did a simple ECG reading.

The hardest part of the test was getting on the scales to record my weight.

Once the numbers were in, cardiopulmonary technician JoBeth Lancaster reassured me that my AF risk score indicates a low chance of developing AF in the next five years.

That was the good news. Not so good was the reminder that my BMI (body mass index) was a little 'outside' the recommended value.

For more information on AF go to www.heartfoundation.org.nz/atrial-fibrillation



Connections editor Jane Horder (left) gets checked out by Hannah Fowler, a third-year student nurse with the Heart Foundation, and cardiopulmonary technician JoBeth Lancaster.

CN, EN, RN, CNM, ADON, SM AND NOW....GM: THE CAREER BEHIND THE ACRONYMS

In 1977 the first Star Wars movie opened in cinemas, Sir Robert Muldoon was prime minister, Elvis died and the disco hit *Boogie Nights* reached number one in the charts.

It was also the year that a 17 year-old Sue Allen said goodbye to life on the family farm in Koromiko, moved into Marlborough nurse's home and began her community nursing training.

From there, she didn't look back and rose through the ranks to become the service manager for women, child and youth at Nelson Marlborough Health.

In August 2018 Sue left this role to take up a part-time position with the Marlborough Primary Health Organisation as general business manager of the Marlborough Urgent Care Centre.

"I was part of the ED redirection project and looking at how we could deal with the numbers coming through and now I have the opportunity to build on the success of the Urgent Care Centre..."



In August Sue Allen left her role with Nelson Marlborough Health to take up a part-time position with the Marlborough Primary Health Organisation.

She sees her new role in the community side of health as a really good opportunity to round out her career.

"I was part of the ED redirection project and looking at how we could deal with the numbers coming through and now I have the opportunity to build on the success of the Urgent Care Centre," she says.

When Sue began nursing 41 years ago she found the constant supervision at the nursing home quite overwhelming.

"You had to have your uniform just right, with no jewellery," she says. "It was also very task-oriented and I was itching to get on but you had to earn the right to do additional things."

Impatient to progress her career, Sue was pleased when her training changed to enrolled nursing as she rotated through the speciality areas.

She married at age 19, and by 24 was the mother of four children. Sue continued to do casual nursing work, but found enrolled nursing increasingly restrictive.

"Things changed in a short time and enrolled nursing wasn't encouraged, so myself and another

nurse lobbied NMIT and the local MP to create a bridging course to take us across to general nursing."

Once she graduated Sue settled in as a registered nurse at Wairau Hospital and over the years continued postgraduate study. She worked as a charge nurse manager in ICU, became a surgical educator and during the Wairau Hospital redevelopment helped to bring the medical, surgical and AT&R wards into the inpatient unit.

She became an associate director of nursing for Wairau, and then a service manager. Sue says this move was the biggest step away from nursing, but Sue felt that she could still influence nursing and contribute to care in that role.

Sue says she's never had to go looking for roles as the organisation has always provided plenty of opportunities for her to grow professionally and as a person.

With her new role there will be less travelling and more time to spend with her grandchildren, and her golf clubs.

She says she will miss the people but the connections she has will remain strong.



Kai Fest: Taking health to our communities

A community event in Nelson organised by the Te Waka Hauora Māori Health team brought the community and health professionals together. Kai Fest offered health checks, free vaccination and health information in a fun, celebratory setting of kai, cultural performances and games.



Wairau Hospital dental therapist Gill Bird (centre) in Morocco.

PROVIDING DENTAL CARE TO DETAINEES

Wairau Hospital dental therapist Gill Bird decided on a different winter holiday this year, opting to work in Camp Moria, Greece's largest detention centre for refugees.

Located on the Greek island Lesbos, Camp Moira has capacity for 3,000 people but is currently 'home' to more than double that amount.

Approximately 8,000 Syrian, Afghan and Iraqi refugees live there, in shipping containers and flimsy tents. Violence and sexual assault is rife and public health inspectors recently declared Camp Moria as 'dangerous for public health and

"You can't just walk through the camp – there is barbed wire, locks and police with guns. There's also only 75 showers for 8000 people and no hot water.."

the environment'. Living standards inside the camp are so bad that many charities refuse to work there onsite.

However, the UK not-for-profit organisation Dental Mavericks helps by sending its volunteers to the Health Point Foundation who have a license to run a clinic onsite.

"You can't just walk through the camp – there is barbed wire, locks and police with guns. There's also only 75 showers for 8000 people and no hot water," Gill says.

Gill says the camp residents are classed as illegal immigrants, although most now wish they could return home.

"They thought they would be safe in Greece, but I heard of mothers wearing nappies to bed to avoid having to use the toilet at night, which puts them at risk of racially-motivated beatings and rapes."

Despite the poor conditions Gill says the dental clinic was reasonably well set up within a locked compound.

She was mostly doing amalgam and composite fillings, cleaning and scaling teeth, and offering pain relief and medication.

"These are everyday people who had to leave their lives and flee. It's not like helping the poor or dealing with long-term neglect."

Gill is now a trustee on the Dental Mavericks board and last year went to Morocco on a project.

She says anyone can get involved, even without a dental background.

"There is always lots to do, like helping with unpacking, sterilising equipment or working in the fluoride and post-op clinics. We want to make every child's visit pain-free and as fun as possible."

Gill says Dental Mavericks go where the need is, and she is keen to get back to Morocco.

"This is where my heart lies and I can't wait to go back next October to these gorgeous kids."

For more information go to www.dentalmavericks.org



YOU ROCK AT&R!

It was a proud moment for charge nurse manager Lisa Turner when her team in the assessment, treatment and resuscitation (AT&R) ward at Nelson Hospital was awarded for 'Best Outcomes in Reconditioning Rehabilitation in New Zealand for 2017/18'.

The award was presented at the annual quality forum for units which provide rehabilitation under the ACC Non-Acute Rehabilitation (NAR) contract.

As part of our contract, AT&R staff complete a FIM (functional independence measure) score for a patient's admission and discharge. Each patient's data is entered into the Australasian Faculty of Rehabilitation Medicine database, who then provide ACC and the units with NAR contracts with an annual quality report.

The report categorises patients and measures the outcome of their rehab by FIM change between admission and discharge. It also records the patient's length of stay that the change was achieved in. The data is benchmarked; each facility can see how their results for one year compares to previous years, and comparative data between units.

Lisa says the award is an acknowledgement that AT&R Nelson, for the past three years, has demonstrated increasing improvement each year in FIM score gains, done in a shorter length of stay.

"This is a fantastic acknowledgement of the level of rehabilitation that our team provides and the excellent care we give our patients. It also demonstrates an ongoing commitment to service efficiency."



The team in AT&R celebrated their award for the 'Best Outcomes in Reconditioning Rehabilitation in New Zealand for 2017/18' with a morning tea.

OUR RN'S TOOK ON THE SPRING CHALLENGE AND SURVIVED!

Congratulations to Ward 9 registered nurses Carla Wilton, Dena Bracken-Tipene, Gill Quarmby and Holly Fry for completing the 2018 Spring Challenge adventure race.

Created by adventure racing world champion Nathan Fa'avae, the Spring Challenge was based in Westport this year. The nurses joined 449 other teams of women to raft, mountain bike, hike and navigate their way around a rugged course.

Carla, Gill and Dena formed the team, 'Gone with the wind' and registered in the intermediate level, 6-hour category, rated as 'something to get your teeth in to'. They completed the race in 08:25:29, and came in 113 of 224.

Entrants endured stream crossings, rough ground, awesome coast views and lots of cow poo.

While they acknowledge the support they had from their partners on the day, they all agree they could not have done it without each other.

"For me it was all about teamwork, something we are only too familiar with coming from a team nursing ward," says Gill. Kai pai to you all. (Ed's note: Gill Quarmby has recently moved to the Tahuna Medical Centre)



Nurses Carla Wilton, Gill Quarmby, Dena Bracken-Tipene may not have been among the first three teams home, but they managed to sneak some time on the podium anyway!

QUIT COACHES: CHANGING LIVES FOR THE BETTER

These photos show a little about what our Stop Smoking and Pepi First quit-smoking services do in the community.

Anyone wanting support for smoking cessation can contact the Nelson Marlborough Stop Smoking Service by using the online form at www.nmdhb.govt.nz/stop-smoking or calling 0800 667 665 or emailing smokefree@nmdhb.govt.nz



Marlborough quit coach Cynthia Joux (second from right) with Pak'n Save employees who quit smoking together with Cynthia's support. The supermarket is one of the many workplaces across Nelson Marlborough to have offered a quit-smoking programme to its employees this year.



Our health promoters Gayle Hay and Miraka Norgate promoted the workplace Stop Smoking Service programme at this year's Marlborough Health and Safety Expo.

AN OUTSTANDING ACHIEVEMENT FOR VASCULAR NURSING

Clinical nurse specialist Frances Horner was awarded Australia & New Zealand Vascular Nurse of the Year at an industry conference this year.

The award recognises Frances' outstanding achievement and clinical practice in vascular nursing.

Frances is now also a nurse practitioner, achieved by passing the NZ Nursing Council's lengthy and stringent process to prove she is capable of independent nursing practice at the highest-possible clinical level.



At their October conference Frances Horner was awarded 'Vascular Nurse of the Year' by the Australian and New Zealand Society for Vascular Nursing.

CONGRATULATIONS TO OUR GRADUATES



Congratulations to all our nurse entry to practice (NetP) graduates. NMH's NetP programme places new graduate nurses in our workplaces where they benefit from a safe learning environment to support transition from an advanced beginner to a competent registered nurse.

REWARDING A SPECIAL VOLUNTEER

When Nelson Marlborough Health won a Stuff competition this year, CE Peter Bramley gifted the prize to our wonderful volunteer Kathy Cuthbert, one of the founders of the Shuttle Buggy service at Nelson Hospital.

Kathy shared the prize, a trip for two to the 2018 Singapore Grand Prix, with her sister-in-law and reported back that they both had a fabulous time.



Kathy Cuthbert standing at turn 3 of the Formula 1 Singapore Grand Prix.

HEALTH LITERACY STARTS YOUNG

It was a busy day at Nelson Hospital on 16 October.

We celebrated National Anaesthesia Day, which marks the anniversary in 1846 when anaesthesia was first demonstrated publicly, and Re-Start a Heart Day which raises awareness and education of CPR and AEDs in our community.

Children from HealthKids preschool came and checked out the interactive displays.



You are never too young to learn CPR basics.

MEETING THE MINISTER

Health Minister David Clark gained first-hand insight into NMH dental services on his visit in September.

The Minister visited the community oral health clinic, Nelson Hospital dental department and met with staff in the café before going to Richmond health hub to hear about broader initiatives.



From left, Nelson Hospital dental surgeon Donna Kennedy, senior dentist Phil Sussex and Minister Clark.

A RELAXING REFLEXOLOGY SESSION



Margaret Tait from Nelson Hospital's maternity ward takes advantage of a free reflexology session during reflexology week in October.

OTS SHARE RESOURCES, IDEAS...AND LUNCH



The community occupational therapists in Richmond, Golden Bay and the child development service met for a study day in October to share knowledge, resources and to network. They also went out for lunch to celebrate occupational therapists' week.

VIRTUAL HEALTH: BETTER FOR PATIENTS, BETTER FOR STAFF

How can we develop new models of care that are better for both patients and staff?

One option is technology, according to Suzanne Beuker, urologist and chair of the Models of Care Programme clinical working group.

The Models of Care Programme is a multi-year programme of work to ensure our health system is ready for the future – changes in our population, changes in technology and changes in the health workforce.

Suzanne is keen to make the most of the opportunities offered by technology in the health sector.

“As health professionals we involve patients in their care and decision-making, but this does not always need to be face-to-face,” she says. “Technology provides options that can be beneficial for patients and clinicians.”

Suzanne routinely uses the phone for patient consultations when she doesn't need to see the patient in person, such as discussing laboratory or x-ray results, or checking on them after a procedure.

This makes the consultation more efficient for her and her patients, as they can save time and travel costs.



Suzanne says implementing the change was straight-forward and the feedback from patients has been wholly positive.

“Patients give consent to a phone conversation, rather than come to the hospital, and then when we call we check that it is a good time to talk – just in case they have someone with them.

“One young guy was so grateful that he didn't have to take half a day off work for a hospital appointment, and was able to find a quiet place at work to take the call.”

Suzanne is expanding the idea with a virtual clinic at Wairau. She has trialled calling patients from Nelson using Lync for a remote consultation, which enables the patient and Suzanne to see and hear each other. A nurse was able to give the patient any necessary forms, and prescriptions

“As health professionals we involve patients in their care and decision-making, but this does not always need to be face-to-face...”

were posted after the clinic.

One patient with a mild hearing impairment found lip-reading more difficult using Lync, but otherwise the feedback was positive.

“Technology can be a win for everyone involved – the patient wins by saving waiting and travel time, and costs, the health professional wins with more efficient use of their time, and the health system wins with an overall increase in efficiency.”



Looking Back

Where are they now?

This is a photo from our archive files titled ‘Recovery Unit c.1983’. Do you know who is in the photo?

WELL CHILD APP GETS AN UPGRADE

The app that helps New Zealand whānau transition into parenthood has had an upgrade.

Developed in 2016 as part the Nelson Marlborough Health maternal and child health integration project, the Well Child app helps parents manage the health and wellbeing of their tamariki (children).

Midwife, project lead manager and core concept designer Kelly Mahuika went on the road showcasing the new version of the app and generated some great media coverage in the process.

The app is free to download for either IOS or Android devices from either Apple IOS or the Google play store.



From left, Kelly Mahuika, Matt Peacey and Annette Milligan – members of the team that developed the Well Child application for mobile devices.

WHAT THEY DID IN THE SHADOWS VARIETY SHOW

Punishing puns, self-deprecation and semi-nudity kept an audience enthralled at the 2018 hospital variety show, *What We Do in the Shadows*.

Co-director and first year registered medical officer Sam Kennedy was roped in with his colleague, Maya Wernick, by general surgeon Ros Pochin who was keen to see a hospital revue staged again after a five-year break.

The show comprised songs, dances and skits performed by clinical staff, held together by MCs Jeff Whitson Jono Paulin.

A cake sale added to the ticket sales and more than \$5000 was raised for the Nelson Regional Breast and Gynaecological Cancer Trust.



Scenes from the 2018 hospital variety show, *What We Do In the Shadows*

Smart Summer Guide

Keep up-to-date with healthcare messages over summer.

- SunSmart tips and tricks
- Food safety tips
- Mental health
- Mocktail mixer guide
- Water safety tips
- Summer driving tips

www.nmdhb.govt.nz/summer

Follow NMH on Facebook

- www.facebook.com/nelson-hospital
- www.facebook.com/wairau-hospital

