

CONNECTIONS

A quarterly magazine for Nelson Marlborough Health Staff

December 2016

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CE UPDATE

There's never a dull day in healthcare but the M7.8 earthquake that struck our region in November added a whole new layer of complexity.

Earthquakes and their aftershocks are frightening and I am proud of how Nelson Marlborough Health people coped and supported each other.

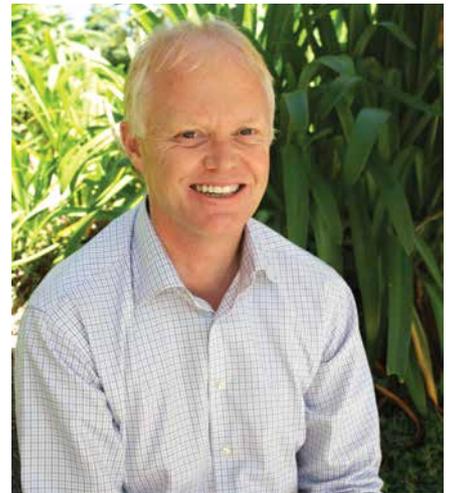
This issue of Connections includes a handful of stories that highlight both our preparedness for natural disasters and ability to respond under pressure.

Thankfully, we suffered minimal damage to our facilities and, most importantly, our staff, patients or visitors escaped physical injury.

People supported each other and worked together to ensure patient safety and continuity of our services district-wide. In many cases, they had to put personal concerns aside to do so.

Our Emergency Operations Centre (EOC) team met daily for a fortnight to co-ordinate the response, public health messaging, dispatch staff to affected regions, refine psychosocial support for people here and to hear from our Red Cross and Civil Defence partners.

One month on from the earthquake, the focus is now on continuing to support affected regions, including those north of Kaikoura, and our own staff.



The spilled files, broken glass, plaster dust and broken tiles were quickly repaired. We got off lightly, but I am keener than ever to progress the planning for the redevelopment of Nelson Hospital.

And I am grateful that we redeveloped and strengthened Wairau Hospital buildings when we did.

It's early days for the Nelson Hospital redevelopment but you can be certain that we'll keep you informed about plans as they unfold.

Given that this is the last issue of Connections for the year I want to personally thank staff for their wonderful contributions to the health of our community.

All the best to you this Christmas, and stay safe over the summer holiday period.

Peter Bramley
Acting Chief Executive

GOOD ON YOU
😊

"Had eye injection Monday...my next appointment arrived by mail on Wednesday. You can't get much more organised than that. NMDHB are champions."
(via Twitter)

I am greatly impressed with and appreciative of the outstanding medical services I received from all departments and I have absolutely no doubt I made the right decision to chose Nelson.
(Letter to the Editor, Nelson Mail)

I could not have been cared for better and my thanks and a very large accolade go to the admitting staff, doctors, nurses, cleaners, the ladies on the tea trolley, everyone who played a part in my return to good health.
(Letter to the Editor, Wairau)



High school students experienced what it is like to have a disability during a work placement at Nelson Hospital.

STUDENTS GIVEN A 'BACKSTAGE' PASS

Eight Maori high school students enjoyed behind-the-scenes experience of key clinical areas during their work placement at Nelson Hospital.

Kaiwhakahaere o nga Hohipera, Josephine Faragher said the students had an awesome time, and several expressed interest in pursuing career options available to them.

The three-day programme was delivered in conjunction with the Kia Ora Hauora programme designed to encourage rangatahi to pursue health career pathways.

Josephine thanks all the staff who made themselves available to share their passion and expertise with the students. She looks forward to seeing another group of bright young people get inspired during next year's work placement programme.

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ACTION PACKED WEEK OF EDUCATION

From organ and tissue donation and surviving melanoma, to dialysis trends and kindness in healthcare, it was all covered in this year's Education Symposium.

Nurse Educator, Jennifer Hassloch says nearly 600 hours of education were packed in to the week-long symposium and she was thrilled with the number of nursing, medical and allied health staff who augmented their skills and knowledge during the week.



Resuscitation educator Natalie Gallagher positions the mannequin used for the 'Kickstart my heart: multidisciplinary resuscitation' session at this year's Education Symposium.

OUR HEALTH, SAFETY AND WELLBEING



HR Advisor, Karen Lindsay gets her health check from Jan Mitchell from the Health, Safety and Wellbeing team.

FREE HEALTH CHECK WELL WORTH IT

Every fortnight the Health, Safety and Wellbeing team sets up the 'Well 4 Life' trolley in the room next to the shop on level 2, Nelson Hospital.

Connections Editor Jane Horder has firsthand experience of the health check and recommends you do the same. Here is her account:

"I decided to make a quick sprint across Waimea road to buy my lunch

at the hospital cafe and before I knew it I was undergoing a full health check.

It had been a busy morning and I needed lunch. Leaving the cafe, smugly clutching my healthy choice salad (and not the enormous date scone I really wanted), I noticed Jan Mitchell and Jeanette King wheeling an interesting-looking trolley.

I could have just given a cheery 'hello' and dashed off to scoff my lunch. But I couldn't help myself and had to ask, "What are you two doing here?"

"Offering staff health checks," Jan responded.

"We should promote those," I said.

I should have known where this was headed, but before I could make excuses, my own health check was underway.

Jan and Jeanette gently did the measurements: Height (average), weight (salad was the right choice), waist circumference (more salad choices required), a peak flow test (plenty of puff) and a quick prick of the finger for a blood glucose measurement (all good).

My blood pressure was a smidgeon up but, like I said, it had been a busy morning. Jan reassured me saying it was 'just a snapshot in time but to get it checked again next time I visited my GP.'

Ten minutes later I left clutching my salad and a card with a record of the measurements.

The results are confidential and they don't keep a copy of them. However, they are tucked away in my top drawer and every time I think about ducking off for a date scone they provide a gentle reminder of why I shouldn't.

The free staff health checks are available 11.30-1.30pm at Nelson Hospital (level 2 near the cafe) each fortnight on a Thursday or you can request a check by appointment. Call ext 7188 or email HealthSafetyandWellbeing@nmdhb.govt.nz.



STORIES FROM THE QUAKE

At two minutes after midnight on 14 November 2016 NZDT many of us were woken by the magnitude 7.8 Kaikoura earthquake.

The quake ruptured multiple fault lines in a complex sequence that lasted for more than one minute.

Nelson Marlborough Health Emergency Manager, Pete Kara says he first heard the neighbour's dogs barking, and then the quake started.

"I thought this is a big one and my wife and I went into 'drop, cover and hold,'" he says. "Once I knew we were all OK, I went straight in to the hospital and visited ED."

Pete says the DHBs first response was to ensure all staff and patients at both sites were OK. With the Emergency Operations Centre was activated, the incident team set was able to set priorities and liaise with Civil Defence, St John, Public Health

and other key agencies.

"As a standard precaution, the hospital lifts were immediately shut down and all movement stopped within the hospital," he says "The facilities team were fantastic, checking buildings and making sure everything was running Ok."

He says while there are always things we can do better and things we can learn from each incident, the staff responded professionally.

"They did a fantastic job looking after patients and keeping them calm," he says. "However, it is a timely reminder for everyone to think about their response in an emergency, not just at work but also at home, in terms of survival kits."

"It is a timely reminder for everyone to think about their response in an emergency, not just at work but also at home..."



A cracked a tile on the hydrotherapy pool.

LONG NIGHT, LONG FLIGHT FOR WAIRAU BABY

Dealing with a very unwell baby is stressful enough, but the 14 November earthquake took it to a whole new level for Wairau Hospital paediatricians Stefan Schulze and David Bond.

At around 5pm on Sunday 13 November, a 13-month old boy and his parents came in to ED at Wairau Hospital. The child had become unwell during the afternoon with tummy-bug symptoms and a temperature.

Paediatrician Stefan Schulze

“They had to mobilise a large helicopter to fly from Auckland to Blenheim, with a stop in the North Island to refuel...”

was caring for the child when, later that evening, he says the situation suddenly changed.

“His condition suddenly deteriorated and he needed immediate resuscitation,” he says. “We called in the anaesthetist and a

second paediatrician as it was a life-threatening situation for the child.”

While Dr David Bond was trying to insert an intravenous line into the boy, the earthquake struck.

“Thankfully the baby and the canula were shaking in the same direction,” says Schulze.

Arrangements were quickly made to transfer the child from Blenheim to Starship Hospital in Auckland. This is usually done by fixed-wing aircraft and takes around two to two and half hours.

However, following the earthquake the electricity was out at Woodbourne (Marlborough) airport and the aircraft wasn’t able to land. Landing in Wellington and transferring to a helicopter wasn’t an option either.

“They had to mobilise a large helicopter to fly from Auckland to Blenheim, with a stop in the North Island to refuel,” Schulze says. “It finally arrived at 5.45am on Monday morning and they left with the child at around 9.30am, once they had made him safe for the flight.”

Dr Schulze says that the child’s condition improved overnight as they cared for him and waited for the helicopter. The Starship team were pleased with Wairua Hospital’s expertise and the little boy made a full recovery.

Drs Schulze and Bond managed to check on their own families during the evening and both say it was a ‘memorable night’ for all.



CHEERS FOR CHAIRS

Earthquakes are frightening enough, so imagine how some of our more vulnerable patients must feel when things start to wobble in their high-rise ward.

They’d be reassured to know that we have specialised ‘evac chairs’ to get them down our stairs when elevators aren’t an option.

It only takes 20 minutes to learn how to use the chairs and Kerri Shaw, Charge Nurse Manager Operations at Nelson Hospital, saw a prime window of opportunity in the days after the ‘quake to get teach 12 more staff the technique.

“There’s no better time to teach emergency response techniques than in those early days after a real emergency,” Kerri says.

“So when we cancelled a clinical training day to free people up for earthquake-related clinical duties, I saw the chance to squeeze in a training session.”

Kerri says that people were very receptive to the training, delivered by Carla Wilton and Sjlstia McLeod.

Sjlstia says that the chairs can accommodate people weighing up to 180kg, but that if used correctly, feel as if you are pushing only 10kg around.

“Most people are surprised at how user-friendly they are – they open out like a deckchair and are very well designed.”

Caption: Sjlstia McLeod demonstrates the manoeuvrability of the chair, assisted by Trudy Holland as patient.



A RECORD MESS ON THE 7TH FLOOR AND BASEMENT

When Pam Graham and her team eventually made it to the clinical records rooms on the 7th floor of Nelson Hospital they found complete disarray.

Pam says she got a call at 6am to say it would 'take a bit of a cleanup' but the team were quite shocked by what they saw.

"There were hundreds of records on the floor," she says. "It was a real mess."

Once they had restored order to the room, Pam and three staff ventured onwards to the basement storage area.

"We went down but then there was another aftershock and we

decided to get out of there," says Pam.

Two days passed before staff made a second attempt. As well as hundreds of files on the floor there were lots of loose papers underneath the shelves.

Around 250-300 records are required for patient clinics each day. It was imperative to get the records and helpdesk back to 'business as usual' in order to keep the clinics running.

"People were brilliant – they just carried on," Pam says, adding that by the end of the week people were feeling tired and anxious.

Pam says that the Medical Records Department in Wairau Hospital suffered less damage and staff, although unsettled, were able to carry on while she focussed on the Nelson site.

"There were hundreds of records on the floor, it was a real mess."



A FRIENDLY FACE FOR DISPLACED PEOPLE

Vicky Gane had to call on all her experience as a Public Health Nurse when she first visited people in the badly-affected Ward and Seddon regions.

After the 'quake Vicky went to Ward School to support some of the families she works with.

"I know the staff at the school well and I was concerned for some

families as many of them had to leave their homes," she says. "It was a very frightening experience for them."

Some families Vicky spoke to had only recently returned to their homes following the damage from the earlier Seddon 'quakes. "People were very fragile, there were tears and frustration and they were a bit on edge."

Bricks had fallen off the exterior of one house Vicky visited and the family were choosing to sleep in a tent as they no longer felt safe in their home.

"I will pop in again and encourage

the two children to return to school, so their mother can get some space to carry on with the clean -up at home," Vicky says.

Although her own home suffered damage, Vicky says she focused on helping families in need.

"You have to be careful though – even though you want to help them they often just want to get on with things and get back to a new 'normal'.

"The best thing I can do is to be a friendly face and a listening ear and to let them know there is help available if and when they want it."



RURAL MOTHERS TURN TO SOCIAL MEDIA FOR SUPPORT

On the morning after the earthquake Nicky Cooper turned to Facebook – once she had calmed her kids, called work, reassured her family overseas and checked on her neighbour.

She posted a message on the private Murchison Well Child Facebook group to let members know she was there for them.

Nicky is a parent and a Well Child registered nurse at the Murchison Hospital & Health Centre. She set up the page in May 2016 to offer more support to mothers living in an isolated and often transient community.

"Postnatal depression and anxiety levels are increasing and Murchison can feel very isolated, so I really

wanted to give mothers a virtual 'village' for support," she says.

The day after the 'quake, Nicky was on nightshift and let her group members know that she was awake and online. She heard from a few mums and says some were feeling quite 'unhinged' by the 'quake and grateful to have someone to talk to.

See page 15 for more on the Murchison Well Child Facebook page.

"Postnatal depression and anxiety levels are increasing and Murchison can feel very isolated, so I really wanted to give mothers a virtual 'village' for support,"

Did you hear about...

We get it. You're busy!

This is why we, the Communications team, offer a variety of ways to help keep you better informed.

This quarterly magazine is one of them. The intranet is your go-to for daily updates and the weekly Staff Weekly e-newsletter pulls weekly highlights together in bite-sized reads. We also make posters and fliers and on occasion, when we need your attention more urgently, send all-staff emails.

Those are our main internal communications channels.

When we want to talk to the rest of the world we use our public website, billboards, media coverage, advertorial and Facebook pages (Nelson Hospital, Wairau Hospital and Nelson Marlborough Health).

We publish our own news and press releases to our website, alongside reports, plans and papers for the monthly Nelson Marlborough District Health Board meetings. There is a surprising level of detail in the Board papers – scan the agenda headings for a quick overview.

It's been a good year – we've launched a new website, started using social media, refreshed our visual identity and started to build a new intranet.

Once we've settled down a bit we'd like to survey staff to gauge internal communications preferences. In the meantime, we welcome your feedback.

Cheers
Stephanie,
Jane & Alana



Some useful addresses:

comms@nmdhb.govt.nz for general communications (seen by all the comms team)

staffweekly@nmdhb.govt.nz for Staff Weekly e-newsletter items

graphicsrequests@nmdhb.govt.nz for help with publications

intranetweb@nmdhb.govt.nz for queries about the intranet or public website

Facebook pages:
facebook.com/
NelsonHospital, facebook.
com/WairauHospital,
facebook.com/
NelsonMarlboroughHealth



OUR PAGES: THE BEST OF SOCIAL MEDIA



'Like and share' our pages and encourage others to do so. We use Facebook to share public health messaging, information about our services, opportunities for communities to engage and our success stories.

facebook.com/
NelsonHospital, facebook.com/
WairauHospital, facebook.com/
NelsonMarlboroughHealth





WARD LIFE SUITS PHILLIP FINE

With his family's nursing lineage Phillip van Boxel was possibly destined to become a nurse.

However, he was 27 before he followed in his grandmother's and mother's footsteps.

Phillip chose to spend his early 20s travelling the world and doing itinerant jobs such as fruit picking. He was working as a caregiver when he decided to sign up for the Bachelor of Nursing course based in Nelson.

During his training Phillip not only managed the course requirements but he and his partner added two more children to their family. The father of three is now on the one-year New

"Using your personality and skills is all part of being a nurse. What works for some patients doesn't for others."

Entrant to Practice (NetP) programme in Ward 9 at Nelson Hospital.

He says the transition from being a student nurse to a registered nurse actually 'doing it' is quite a change.

"Now I have more responsibility and a case loading," he says. "But I was ready for it and I am very well supported by everyone, especially my preceptor (specialised tutor)."

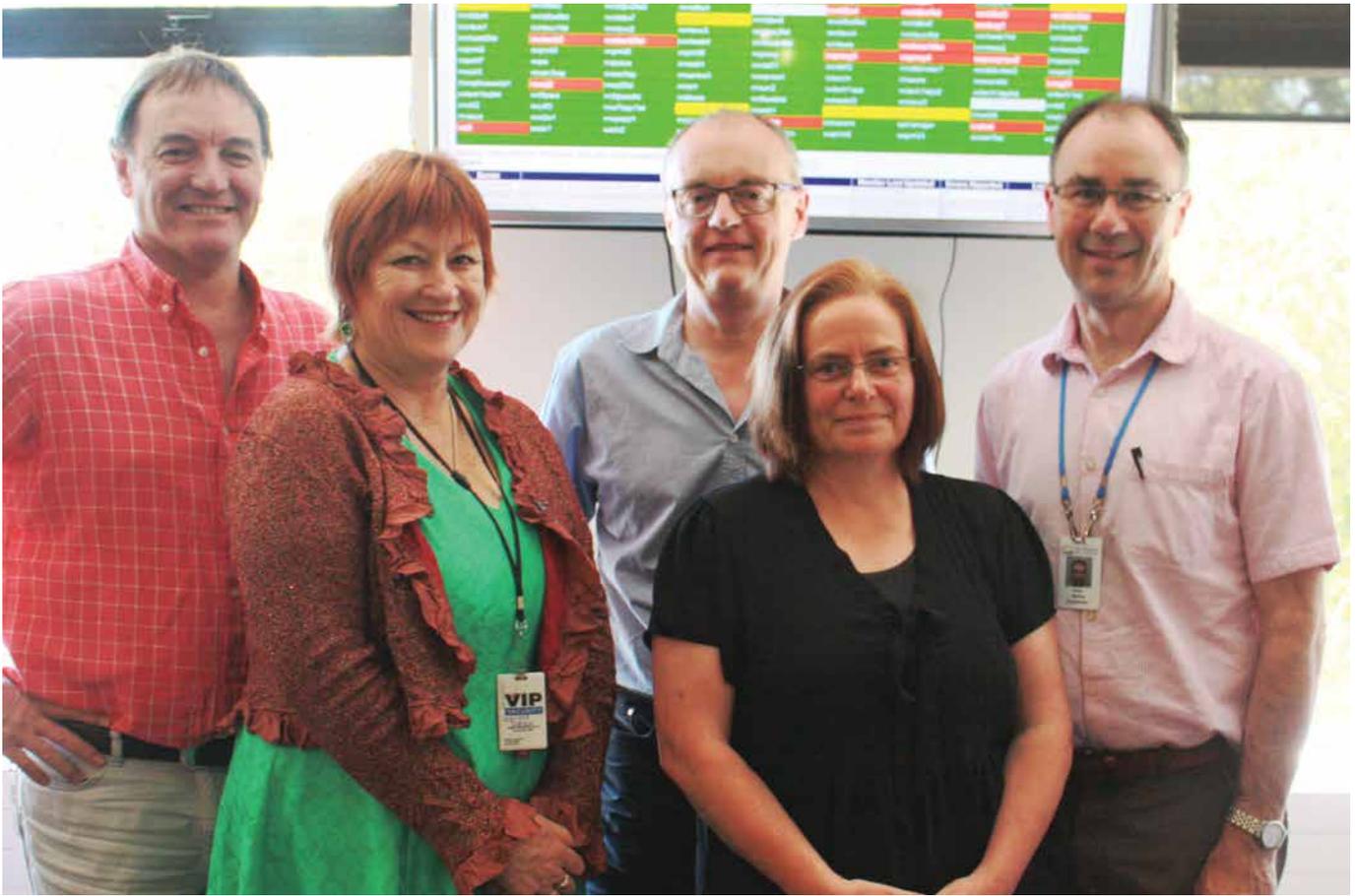
Phillip says he brings a different dynamic to the ward and most patients enjoy having a male nurse.

"Using your personality and skills is all part of being a nurse. What works for some patients doesn't for others," he says.

Phillip will spend a year working on the surgical ward, with hopes of securing a permanent position.



Minister of Health Dr Jonathan Coleman visited Nelson Hospital and the Richmond Health Hub in November. He's pictured here in Ward 10 with Acting CE Peter Bramley, after a working lunch with Peter and our Board Chair Jenny Black.



Christopher Flaherty (Analyst/Programmer), Sue Callaghan (HCS Application Trainer), Nick Williams (Analyst/Programmer), Maren Harford (HCS Project Manager) and Peter McIlroy (Paediatrician and HCS Clinical Lead)

PROJECT UPDATE

Here's a brief update on where the Health Connect South (HCS) project is at, from Project Manager, Helen Jordan.

From early 2017 Health Connect South (HCS) will replace our current clinical intranet, Concerto. Once complete, all of the South Island DHBs will share one central repository for electronic patient clinical data.

What difference will it make?

HCS is a further step towards a single record for each patient. At a touch of a button, South Island clinicians will be able to view all electronic patient information held by any of the South Island DHBs.

Patients will benefit because duplication, including unnecessary laboratory tests, will be avoided.

HCS will also provide a platform for Nelson Marlborough Health to implement further technology advancements.

With more than 2000 Concerto users in Nelson and Marlborough, a lot of people will be affected by the changeover to HCS in early 2017. It is important staff know how to use HCS before Concerto switches off.

How does it fit Nelson Marlborough Health's vision and plans?

Health Connect South is the start of a major leap forwards into modern information access and shared electronic health records.

Where are we at?

We are in the final stages of the integration and technical delivery. The IT and Application Development teams across the South Island are working with our vendor Orion Health to ensure the product delivers all the functionality we need to replace Concerto.

The HCS team is available to visit sites for testing, user set-up and training. Please contact the team directly at hcs.training@nmdhb.govt.nz to arrange a session.

With more than 2000 Concerto users in Nelson and Marlborough, a lot of people will be affected by the changeover to HCS in early 2017.

Key project milestones

- Early December 2016 Technical product delivery
- End of January 2017 Testing completed
- Two weeks prior to launch day Training on how to use HCS
- Early 2017 HCS goes live



Virginia Hogarth manages the district nurse store.

OUT OF SIGHT, BUT IN BUDGET

The simple step of moving expensive silver wound dressings to a higher shelf in the District Nursing store cupboard has proved to be a successful cost-saving move.

District Nursing Clinical Nurse Coordinator Melanie Terry says the Aquacel Ag wound dressing with ionic silver is used for, 'infected, exudating, acute and chronic wounds'.

The super-absorbent hydro-fibre dressings are not necessary for all wounds however and, at \$30 per sheet, are best saved for correct use.

Melanie says that moving the dressings to a less-accessible shelf has led to a significant decline in the number used.

"There are other absorbent dressings available, without silver, that are less expensive," she says. "So we encourage our nurses to be mindful about the purpose and longevity of the dressing when making dressing choices."

Another cost saving initiative has been to raise awareness around the amount of products the District Nurses carry in their cars.

"It's very easy for our nurses to grab what they need from the store room to stock up their car, and we all agree that we end up accumulating too much," Melanie says. "So we all are focused on keeping the cars adequately but not over-stocked."

OUR VOLUNTEERS...

where would we be without them

There's a small army of volunteers across our organisation who each day make a huge difference to the lives of our patients and staff.

Each weekday morning at 8am Karen Myers gets out the toaster trolley at Assessment, Treatment and Rehabilitation (AT&R), turns on the music and starts cooking fresh, hot toast for the patients.

'Mrs Toast', 'Mrs T' or 'Toastie' as she's called, keeps up a constant banter and cheery smile. Her high energy is infectious. Karen says she is looking for admin work but in the meantime she enjoys volunteering in AT&R.

"Before I started helping out in the ward I felt that my life was rubbish," she says, "but it's made me realise my life doesn't suck."

Karen says she's learned a lot from the patients and made some great connections.

However, as Charge Nurse Manager in AT&R, Lisa Turner says – it's a two-way relationship.

"Karen has truly made a difference on the ward both with her positive, bubbly mood



Photo: Joss Reid

but also with a couple of patients with significant depression that she managed to forge a relationship with," she says.

"This encouraged them to come out of their rooms and engage in their rehab."

AT&R Team Leader, Elaine Tyrrell says Karen not only brings hot toast but a warm smile and engaging banter to the patients: "We love her presence and the positive atmosphere she helps to create for us all."



Nicky Cooper and her children. Nicky shares advice and support on the Murchison Well Child Facebook group

FACEBOOK GROUP OFFERS SUPPORT FOR RURAL WOMEN

The Murchison Well Child Facebook group is helping rural women, living in isolated communities, feel connected and supported.

Nicky Cooper, parent and Well Child registered nurse at the Murchison Hospital & Health Centre, set up the page in May 2016. She says the idea for the group page came after she noticed unread leaflets falling out of the Well Child/Tamariki Ora books when mothers brought their children in for their health assessments.

"The Facebook page is a way of storing resources electronically for

parents to access when they need them," she says. "I also wanted to provide the right information and advice so they don't rely on Dr Google."

Nicky shares vast amounts of evidence-led parenting information, including links to Starship Hospital information and useful articles.

"I've also joined nearly every parenting group on the planet - including colicky babies, fussy eaters and post natal depression," she says. "I post lots of funny videos as well to try and normalise the process of parenting and to reassure women there is no rule book and that they're doing a great job at this parenting lark."

"The Facebook page is a way of storing resources electronically for parents to access when they need them."

Nicky moderates the site and has tight control settings, as she says it needs to be a safe place for women to open up and share tips and stories about what works for them.

"The site often opens discussions and enables me to

book appointments for people to come in for their Well Child check -or it might help me pick up an emotional or mental health issue which may not have been brought up otherwise."

The Murchison Well Child group has 40 members currently.

Nicky says it's also open to pregnant women in the area so they can make connections with other mothers.



HIT THE HEALTHY FOOD THIS SUMMER

'Fresh is best' and over the summer months there are plenty of options available. Choose a variety of seasonal vegetables such as asparagus, tomatoes and avocados and try and stay away from processed foods. Remember to stay hydrated and get out and enjoy everything our beautiful region has to offer. Check out www.healthyfood.co.nz



GET READY, GET THRU

Nelson preschoolers loved the chance to show off their earthquake safety skills to Michelle Griffiths, Nelson Tasman Emergency Service Officer.

Michelle was onsite at Nelson Hospital as part of a civil defence expo organised for Get Ready Week. Our Emergency Response Manager Pete Kara made sure there were lots of things for children to do at the Nelson and Wairau expos – the fire engine and Get Thru goodie bags were especially popular.



Athletes competing at the Special Olympics in Nelson last month were given the opportunity of a free hearing health check in between events. Our audiologists Amber McClelland and Jacelyn Clemmer joined Canterbury DHB and Nelson Bays Primary Health Organisation audiologists for a day that Jacelyn describes as 'long but good fun and of real benefit to the community.'

Looking Back

NELSON, WEDNESDAY, 24 SEPTEMBER, 1913

Man loses an arm

A serious accident in 1913

While engaged in blasting out stumps at Collingwood yesterday, a serious accident befell a man named Peter Mackay.

It is understood that a premature explosion occurred, and Mackay had an arm badly injured. Dr. Fisher attended to the sufferer in the first instance.



The scene of the incident

In passing through Takaka, a call was made at Dr. Adams' residence, who made the patient as comfortable as possible and accompanied him on the journey to Nelson's hospital, where Dr. Washbourn found it necessary to amputate the injured arm.

Mackay was conveyed to Nelson in Mr W. G- Gibbs' motor car, a smart run of 4 ¾ hours being made from Collingwood to town, which was reached at 11.20pm. On inquiry at the Hospital this afternoon it was learnt that the patient is doing as well as can be expected.



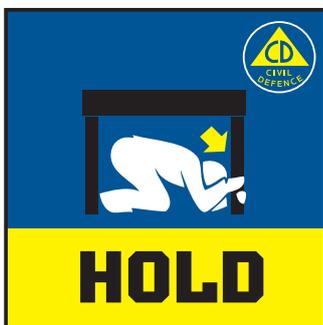
WHEN THE GROUND BEGINS TO SHAKE



DROP down onto your hands and knees (before the earthquake knocks you down). This position protects you from falling but allows you to still move if necessary.



COVER your head and neck (and your entire body if possible) under a sturdy table. If there is no shelter nearby, get down near an interior wall (or next to low-lying furniture that won't fall on you), and cover your head and neck with your arms and hands.



HOLD on to your shelter (or your position to protect your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around.

For more information contact the Civil Defence Emergency Management office at your nearest council or visit

www.getthru.govt.nz