

# CONNECTIONS

A quarterly magazine for Nelson Marlborough Health Staff

March 2018



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- MAORI HEALTH'S WAKA ON THE RISE
- PATIENTS DITCH PJS
- ARE YOU CHOOSING WISELY?

## CE UPDATE

### **Kia ora all and welcome to this issue of *Connections*.**

One of the things that stands out for me about this issue is just how amazing Nelson Marlborough Health people are.

Take Karen Cargill's story (p.5) for example. Karen has a hugely important role as a registered nurse and clinical co-ordinator working in mental health and as such, touches many people's lives in our community. But it doesn't end there – when her working day is over, Karen is on-call as a member of the Nelson urban search and rescue team.

This type of role, as a life-saver and lifeline for people during what can be the most challenging and distressing time of their lives, is often described as a 'calling'.

The same description can be applied to many healthcare roles. Another story in this issue is that of Yasmin Boyd (p.7), a healthcare assistant who is much missed following her death in January this year. Yasmin's calling was for patients and their families; at a remembrance service Wairau

Hospital Associate Director of Nursing Joyce Forsyth spoke of Yasmin's belief that patients come first and in teamwork to ensure the best outcome for patients.

What people understand Nelson Marlborough Health (NMH)



to be is, in many ways, defined by people's experience of us. It is community's interaction with NMH people – like Yasmin and Karen – that shape our story.

In the same vein, NMH employee's perception of who we are as an employer starts to form from their first experiences here. As an employer we should be aiming to bring the best out in people, so that they can offer our communities their best.

This is why we have revamped the way we welcome and orient new staff to our workplace. As our new GM People & Capability Rachel Wells says, we have the opportunity to set new staff up for success before we meet them on day one.

I love meeting new NMH people. The experience of meeting a roomful of new graduates or new staff, fizzing with energy, talent and potential, is both exciting and humbling.

I welcome all ideas about how we can make NMH a great place to work, and if you have a story to share, please get in touch.

Peter Bramley  
Chief Executive

## BOARD TALK

### **In the last issue of *Connections* our CE Peter Bramley spoke about the importance of upholding and living our values: Teamwork, integrity, respect and innovation.**

I would like to endorse his comments and ask you to support one another to ensure our values are demonstrated in our everyday interactions. We are a busy organisation, and at times things get stressful, but by holding true

to our values, we can enhance the culture of our workplace, at all levels, and ensure Nelson Marlborough Health is a great place to work.

Speaking of which, I was very impressed with some videos made earlier this year in which several staff spoke about what the Nelson Marlborough Health values mean to them. It is heartening to hear how upholding our values is part of their everyday work.

Looking ahead this year, the Board's work plan will include implementing new initiatives emanating from the new government, continuing work on the Nelson Hospital redevelopment plans and ongoing work with our partners to ensure we have a sustainable primary care service.

Our region, along with other parts of New Zealand, has been buffeted by some nasty weather events recently. As Chair of the West Coast DHB I saw first-hand how these events can affect communities, and also how community resilience

comes down to demonstrating simple values like working together and being kind to each other. I hope any staff affected by storm damage are coping OK with the aftermath.

Enjoy the remaining days of summer as it won't be long before we start to see autumn colours.



Jenny Black  
Chair  
Nelson Marlborough  
District Health Board

**FRONT COVER:**  
Russell Brockie is surrounded by the festive team from AT&R at Nelson Hospital. From left: RN Christian Pesino, RN Jemma Whitaker, RN Jo Coeland, EN Robyn Kendall and RN Abin Peter surround Russell Brockie.



## COUNTDOWN KIDS TRUST CONTRIBUTION WELL RECEIVED

**Thanks to some awesome fundraising from the staff at Countdown supermarkets, Nelson Marlborough Health recently received a cheque for \$49,660 from the Countdown Kids Trust.**

The money will be used to purchase equipment for the special care baby and paediatrics units in Nelson and in the paediatrics and neonates units at Wairau.

Charge nurse manager Maureen Higgs says that Countdown staff get behind the fundraising because they know they are doing something

good for their communities, with many staff having experienced a neonatal or paediatric admission or knowing someone who has.

"Every couple years we have an opportunity to put together a wish list of 'nice-to-have' rather than essential items for consideration by the trust," Maureen says. "For instance, in our first application six years ago we bought a device that measures blood gases, and we use it all the time on the unit. We've also bought baby measuring devices for all three departments

### ABOVE IMAGE:

From left: NMH clinicians Sue Smart, Peter McLroy and Maureen Higgs with some of the Countdown staff who helped to raise \$49,660 for Nelson and Wairau hospital's special care baby, paediatrics and neonates units.

and have upgraded clinical devices in paediatric assessment areas."

The Countdown Kids Hospital Appeal has raised more than \$10.4 million since it first began in 2007, with the funds raised going to hospitals nationwide.

"I felt really safe, well cared for and in competent hands." (ED)

"My time in this hospital with the care I received was outstanding and I could not have received more attention and gentleness." (ICU/Medical Ward)

...for a first time mum they gave so much support and advice and someone to talk to. (Motueka Maternity Unit)

For someone with shy veins Angela makes my blood tests a breeze. (Medlab-Wairau)

GOOD ON YOU

# DO YOU KNOW WHERE YOUR NEAREST AED IS?

**Approximately five people a day in New Zealand are treated for cardiac arrest using publicly-accessible automated external defibrillators (AEDs).**

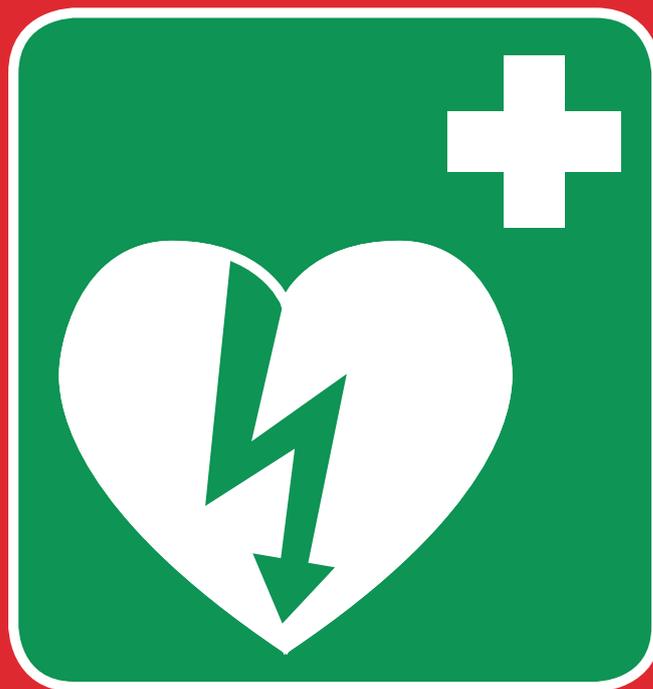
These life-saving devices can increase your chance of survival by up to 80 per cent if applied fast enough, but are worthless if people don't know where they are.

The 'AED locations' website can tell you where the closest AED to you is, and new AEDs are added to this as they are registered.

Cardiologist Tammy Pegg encourages people to keep AEDs in mind, and also to call an ambulance immediately if you, or someone you are with, is having chest pains or showing other signs of cardiac arrest.

"The kiwi mentality of 'she'll be right' doesn't apply," she says. "I see too many fathers, brothers and mothers who delay seeking help when ambulance staff can start treatment straight away."

**See [www.aedlocations.co.nz](http://www.aedlocations.co.nz) for more information.**



*Look out for this sticker which denotes the nearest location of a defibrillator.*

## STAFF FORUM DATES FOR 2018

**Held quarterly in Nelson and Blenheim, the CE Staff Forums are a great opportunity to hear the latest from our Chief Executive Peter Bramley and to ask questions directly to the CE and senior management.**

The seminars are from 2-3pm in the seminar centre at Nelson's Braemar campus, and in the Arthur Wicks building at Wairau Hospital.

Here are the dates for your calendar:

<b>Nelson:</b>	<b>Wairau:</b>
29 May	30 May
21 August	29 August
20 November	21 November



Karen Cargill with members of the urban search and rescue (USAR) response team.

## VOLUNTARY JOB THROWS KAREN INTO THE RED ZONE

**As a self-confessed adrenaline junkie, joining an urban search and rescue (USAR) response team seemed a logical fit for Karen Cargill.**

A clinical co-ordinator and registered nurse working in mental health, Karen joined the USAR team in 2010 because she wanted to give something back to the community. In particular, she wanted to work on the frontline, engaging with people and not just making cups of tea.

"I enjoy being able to respond to trauma, plus I am interested in helping people in need who are experiencing the effects of a natural disaster," she says.

Since she has been with USAR, Karen has been called to respond during storm events and to search for lost and despondent people.

She was also been deployed twice to Christchurch following the earthquakes in 2010 and 2011. During her first deployment she supported traumatised people arriving to a welfare centre, and during the second she searched within the red zone.

"It was very surreal – like being in a war zone," says Karen. "It was sensory overload with sirens and alarms going 24 hours a day, the smell of rotting food, tanks rolling through, helicopters flying around, and the sight of

rescue personnel searching through debris and engaging with people in a heightened emotional distress."

Karen says her volunteer role with USAR gives her a sense of connection with her community and has built on her interest in people's welfare in general. She has also supported her husband in his role as a volunteer fire fighter for over 30 years.

Because of her mental health work and clinical experience Karen is also a member of the New Zealand Medical Assistance Team which sits with the Ministry of Health.

*"It was very surreal – like being in a war zone," says Karen. "It was sensory overload with sirens and alarms going 24 hours a day.."*

# OUR HEALTH, SAFETY AND WELLBEING



Our Health, Safety and Wellbeing team encourage you to consider training for and entering a fitness event this year. To help motivate you, they will reimburse the registration fees of two NMH participants for each event.

All you need to do is send your registration receipt to [Nicoline.deVeer@nmdhb.govt.nz](mailto:Nicoline.deVeer@nmdhb.govt.nz) for each event.



## STILL TO COME BEFORE WINTER:

**Kaiteriteri Gold Half Marathon and 10km event**  
Saturday 10 March

[www.nelsonevents.co.nz/content/kaiteriteri-gold-half-marathon-and-10km](http://www.nelsonevents.co.nz/content/kaiteriteri-gold-half-marathon-and-10km)

**McFadden McMeeken Phillips Lawyers Nelson Women's Triathlon**  
Sunday 25 March

[www.nelsonevents.co.nz/content/mcfadden-mcmeeken-phillips-nelson-womens-triathlon](http://www.nelsonevents.co.nz/content/mcfadden-mcmeeken-phillips-nelson-womens-triathlon)

**The Dun Run**  
Saturday 1 September  
Start at Maitai Dam

[www.nelsonevents.co.nz/content/dun-run](http://www.nelsonevents.co.nz/content/dun-run)

# REMEMBERING YASMIN BOYD – HEALTHCARE ASSISTANT EXTRAORDINAIRE

**On 3 January 2018 the Wairau Hospital team lost a much loved and valued staff member when Yasmin Boyd died unexpectedly at home.**

Yasmin, 43, had been working in the inpatient unit as a healthcare assistant since mid-2014.

Memories of Yasmin were shared at a remembrance service where people spoke of her wonderful laugh and sense of humour.

Someone shared the story of Yasmin's job interview where it was noted by the interviewing nurse that, after spending over an hour listening to Yasmin's passion for patients, "there was no way she could not employ her".

Joyce Forsyth, Operations Manager and Associate Director of Nursing at Wairau Hospital says Yasmin will be remembered for her honesty, her emotional and physical strength and her ability to know when someone needed a hug or a shoulder to cry on, or "just a good nudge to

remember that they were there for the patients and to pull themselves together and get back to work."

No matter how busy she was, Yasmin always took time for patients. Whether it was to talk about where she came from in England or to sit with someone and chat.

What Joyce remembers Yasmin for most, is her beautiful English accent and her passion for patients and staff.

"She had strong values and strong opinions and believed we all just needed to work together, put the patient first, and then all would be well in the world – something I believe we can all learn from," says Joyce.

Yasmin leaves behind a husband and daughter, whom she spoke of daily and who were the loves of her life. A Givealittle page called 'Andy and Anastasia' has been set up for Yasmin's husband and daughter.

*"She had strong values and strong opinions and believed we all just needed to work together, put the patient first, and then all would be well in the world."*



Yasmin Boyd a winner of the 'best dressed' competition at the launch of the End PJ Paralysis project at Wairau Hospital



Santa sleigh made by Yasmin for Secret Santa

## MAORI HEALTH'S WAKA ON THE RISE

**While the Nelson region may be perceived as a thriving, affluent place to live, there is a sizeable population here that is deprived, says Ditre Tamatea, General Manager Maori Health and Vulnerable Populations.**

"That deprivation and need is invisible here and Maori people are at the fore of that need," he says.

"One in three Maori children within our district live in a household that earns less than \$17,000 a year. This is comparable to South Auckland, Northland and the East Coast of the North Island."

Nearly 18 months ago Ditre joined Nelson Marlborough Health from the Waikato region to lead the Maori Health and Vulnerable Populations unit, known as Te Waka Hauora (the 'canoe or vehicle of health').

"I was attracted to the broader portfolio," he says. "My first love will

always be Maori but I am passionate about high-needs population groups such as people who live in lower socioeconomic circumstance, refugees, migrants, Pacific people and the 10,000 transient workers that come to our district annually."

Early on in his role Ditre met with iwi and community leaders, and chief executives of Maori service providers to better understand the level of deprivation and hardship. He then set about strengthening relations between NMH governance and iwi, building the capacity of his team, securing new investment and planning a clear vision for the future.

Te Waka Hauora now has 25 staff. Working in partnership, within the organisation and with external agencies, the unit is driving 18 different projects aimed at lifting the health status for both Maori and deprived populations.

*"One in three Maori children within our district live in a household that earns less than \$17,000 a year."*

#### TIPAHİ STREET WORKING BEE

From left: Tui Lister, Peter Bramley, Ditre Tamatea, Miraka Norgate, Claire McKenzie, Christina Ewing, and Sheridan Duncan spend time getting the Tipahi Street Maori Health offices ready.





## WHAT DOES SUCCESS LOOK LIKE?

**“To me it’s having a robust, positive relationship between iwi and our board that upholds the Treaty, and we are much closer now than we have ever been.”**

Ditre says that having a strong team is very important, one that can both lead and work in partnership with others, and that the Te Waka Hauora team is one of the strongest

teams in the country in this regard.

“The final yardstick would be to see improvement in health inequities, because what we do for Maori health also benefits other high-needs people.”

Ditre says Te Waka Hauora will continue to support the development of Te Piki Oranga and build stronger working relationships with our

local Maori providers; Te Hauora o Ngati Rarua, Whakatu Marae, Maata Waka and Te Awhina Marae.

“We also need to build our Maori workforce, and make sure our mainstream services are both clinically and culturally responsive to the needs of Maori, and build a range of targeted Maori Health and Vulnerable Populations programmes.

## FOCUS ON IMPROVING HEALTH AND WELLBEING

**Te Waka Hauora is leading or supporting a number of projects and initiatives including:**

**Pepi First quit smoking incentivisation programme:**

This initiative supports pregnant mothers to give up smoking. To date, 42 per cent of wahine enrolled in the programme have remained smokefree.

**Safe sleep:**

PepiPods and wahakura (a traditional flax bassinet) are now available for high-needs whanau in their homes, and ‘mini-pods’ are available for wahine in hospital who wish to have their baby at their side.

**Hapu ora wananga:**

A new kaupapa Maori pregnancy and parenting programme, to support a healthy pregnancy and good start in life for pepi.

**Poutama Maori model of care:**

To improve patient and whanau experiences of mental health and addictions services.

**Hauora Direct:**

A comprehensive health assessment referral and follow-up system designed to fast-track and improve national health targets for Maori and vulnerable populations.

**Oranga niho oral health:**

To be offered via Te Piki Oranga, this new service will ensure Maori children are enrolled with a community oral health clinic.

**He Huarahi Matepukupuku Maori cancer pathways:**

This work builds health literacy about the symptoms of cancer and where to get support. It also helps those in the health sector better support Maori and their whānau who have cancer.

## PUTTING AN END TO 'PJ PARALYSIS'

**Patients are getting out of their PJs, into their own clothes and up and about in an effort to minimise the risks associated with being bed-bound.**

We have joined the international 'end PJ paralysis' movement, and are encouraging patients to get dressed and out of beds for meals. The numerous benefits of this include faster recovery times, less risk of infection, improved mobility and less muscle weakening.

Ward 9 charge nurse manager Lynne Bary says that there are further benefits to patients' wellbeing, with

evidence suggesting that dressing patients in their own clothes is more dignifying, provides a sense of normality and allows them to be more independent while they're in hospital.

The process starts at the pre-admission phase when patients are asked to pack comfortable clothes for their hospital stay, and from there it's a team effort to encourage more patients to make the effort.

*Victoria Hart, a registered nurse on Ward 9, takes a patient who has dressed in her own clothes for a walk following hip surgery.*



## ARE YOU CHOOSING WISELY?

**More isn't always better when it comes to healthcare. That's the thinking behind 'Choosing Wisely', a global initiative to stop unnecessary tests and treatments.**

Nelson Marlborough Health supports the campaign by promoting a culture where low-value, no-value and inappropriate clinical interventions are avoided.

Clinical lead Dr Bruce King says this involves discussions about tests, treatments and procedures between healthcare professionals and patients.

"For instance, it might be choosing not to prescribe oral antibiotics in certain situations, or using other forms of examination rather than unnecessary CT scans."

A range of low or no-value treatment and test activities have been nominated by the Australasian and New Zealand Council of Medical Colleges as a starting point.

Patients play an important role by asking questions to ensure they end up with the amount of care that is right for them.

Bruce says staff across all departments and services are already involved in reducing the amount of low-value, no-value or inappropriate clinical interventions but he is also calling for new project activity.

"I'd love to hear from anyone who has an idea that fits within the Choosing Wisely framework," he says.

**For more information see [www.choosingwisely.org.nz](http://www.choosingwisely.org.nz) or contact Dr Bruce King.**



From left: CE Peter Bramley, the executive sponsor for the Choosing Wisely initiative, talking with Dr Derek Sherwood, the clinical lead for the Council of Medical Colleges and Dr Bruce King.

## EXTENDING A WARM WELCOME

**We all like to feel welcome when we go somewhere new, and it is no different for our new staff.**

Rachel Wells, General Manager People & Capability, says that we have the opportunity to ensure new staff are set up for success before their first day at Nelson Marlborough Health.

"We are all vulnerable when we start something new, so being prepared and available to support new people is essential," says Rachel.

She says recruitment is an expensive process so it makes sense to invest in the process of socialising or 'on-boarding' new staff.

Late last year, a new induction process was put in place to help improve the experience for new staff joining the organisation.

"We used to front load everything and tell people everything on their first day and expect them to remember it," Rachel says. "Now the emphasis is on building relationships and connections with their managers or team leader."

Managers can schedule new staff to start on any day that works for them, and use induction toolkits on the intranet to work through the process with new staff. This offers greater flexibility to guide, progress

and monitor orientation over the three-month induction period.

Rachel appreciates the new process affects many people and is grateful to those that have worked hard to embrace the changes.

"We have had some really positive feedback about the 'Warm Welcome' aspect," she says.

"There are also some challenges that we are working through, but generally it has gone down well."

*Jenny Eliassen, medical radiation technician with Paora Mackie, Pouherenga cultural adviser at Wairau Hospital.*

*"You could see the passion that the managers had... and those people at the orientation were putting that across to us. It just made you feel that you wanted to be part of it. Yeah, it was good."*

*Karen Aitken  
Public Health Nurse*



## CE SUPPORTS OUR WARM WELCOME

**Our CE Peter Bramley says starting a new role with Nelson Marlborough Health is a significant event for many people, and we need to acknowledge that.**

"People are at the heart of our organisation, and they deserve a warm welcome when they begin with us," he says, "We want to acknowledge we are excited about them starting with us in their new role, and also highlight our vision and values and the part they will play in delivering and supporting quality care in our community."

# CELEBRATIONS AND EVENTS



The special care baby unit had their own themed Christmas tree.



Ward 9 at Nelson Hospital staff got into the festive spirit wearing Christmas-themed tunic tops. Charge nurse manager Lynne Bary said there were a lot of positive comments about how great the nurses looked and that staff were only too pleased to be able to brighten patients' days.



The public health team offered refreshing mocktails at the end of year staff BBQs in Nelson and Wairau.



The surgical outpatients admin team showed flair with their Christmas decorations.



Russell Brockie is surrounded by the festive team from AT&R at Nelson Hospital. Charge Nurse Manager Lisa Turner said Mr Brockie and the other patients loved the effort the staff went to and commented on how this brightened their day.

From left: Christian Pesino RN, Jemma Whitaker RN, Jo Coeland RN, Robyn Kendall EN and Abin Peter RN surround Russell Brockie.



Reverend Yvonne McLean's last day as ecumenical hospital chaplain for Nelson Hospital.



Wards 9 and 10 at Nelson Hospital are looking fresh thanks to a new coat of paint and good co-operation between staff and the painters.

## AND THE WINNER IS...

**Congratulations to Matt Downer from IT.**

Matt and his family have won an emergency grab-bag of survival essentials for sharing their most interesting item in their emergency survival kit.

Matt has added a '50 ways to keep the kids entertained' game which judge Pete Kara liked because it is family-centric, light hearted and overall a good idea.

"Emergencies are not just about torches and water but the whole event, including looking after dependants," he says. "Calm kids help keep parents calm."





*In 1992 when Terry Kemp joined the Nelson Marlborough Area Health Board, as it was known then, this is what the six computers onsite looked like. The IBM PS/2 was released in 1987.*

## CONGRATULATIONS ON YOUR SILVER ANNIVERSARY TERRY!

**Did you know that in 1992 the organisation only had six old IBM PS2 computers, and they were mainly used in finance and stores?**

In that same year our information & communications technology manager Terry Kemp began working here, and last November he celebrated 25 years with the organisation.

Although Terry tried to fly under the radar to avoid any fuss about his silver anniversary, he did admit that while 'it didn't seem like 25 years' he has seen some huge technology changes over this time.

Back in 1992 everyone used electric or manual typewriters, and no there was no network in place to support the handful of computers.

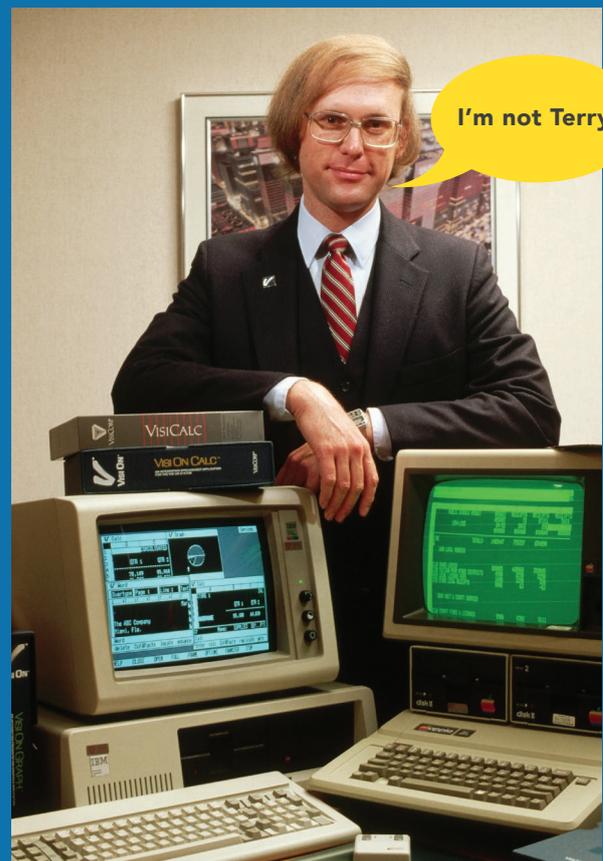
Reflecting on his 25 years Terry says you have to enjoy what you are doing or ask yourself 'what the point of being here is'.

## DO YOU REMEMBER YOUR FIRST COMPUTER?

**The first personal computers introduced in 1975 didn't look anything like the PCs sitting on our desks today, let alone those we carry in our pockets.**

IBM, Microsoft and Apple were all there at the beginning but it was the Altair 8800 that set things rolling. The computer industry really took off in the 1980s with the introduction of the IBM PC in 1981.

The Internet or World Wide Web became publicly available in 1991.



## THE TUI TIMES HELPS SPREAD NEWS AND VIEWS FROM AROUND DISABILITY SUPPORT SERVICES (DSS)

Cool things to do over summer, movie reviews, tasty recipes and special birthdays are all features in the latest issue of *The Tui Times*. The quarterly newsletter is compiled and distributed by the service users at Day Services in Packham Crescent in Stoke.

It falls under the communication education programme stream, which includes developing computer skills and alternative communication methods.

Denise Morrow, a special needs teacher with Day Services, and her colleague Peter Grahame help lead four service users in *The Tui Times* crew. She says some of them have been working on the newsletter for 10 years.

"The name comes from Tui House, which is a purpose-built building where the communication stream meets and works," she says. "We meet every Wednesday morning and the service users discuss what items we should cover in the next issue."

The crew enjoy getting out to gather the stories, and deciding which restaurant to review and cooking is always a popular choice.

"We all get a great sense of pride and achievement when the new issue comes back from the printer," says Denise. "I really enjoy seeing the service users expanding their



The *Tui Times* crew work on the editorial content for the next issue.

abilities – plus we have a lot of fun as well."

Denise says the aim of *The Tui Times* is to increase the service users' awareness of events happening in the community as well as learning new skills such as working in a team, listening and reporting.

"Sometimes our guys are very insular and it's 'all about them', so it's nice to get them to work together towards a common goal."

Denise says she gets great feedback and some nice compliments about *The Tui Times*. Over a hundred copies are printed and distributed to all the community homes and anyone associated with the service users living in Nelson.



## KEEP IN TOUCH WITH US!

On [www.nmdhb.govt.nz](http://www.nmdhb.govt.nz) you can:

- Give us feedback
- Find out when our next public Board meeting is and what's on the agenda.
- Read our latest news and public health advice.
- Register for notifications about our community meetings: [www.nmdhb.govt.nz/community-meetings](http://www.nmdhb.govt.nz/community-meetings)



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# SIPICS

A patient management system to connect the South Island

One of the largest investments in New Zealand's health IT in the last 10 years

Modern technology to support quality care

A single system for the entire South Island

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APRIL 2018!



GO TO [HTTP://NMHTRANET/SIPICS](http://nmhtranet/sipics) FOR MORE INFORMATION.