

CONNECTIONS

A quarterly magazine for Nelson Marlborough Health Staff

March 2017

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TO THE KIDS**



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Front cover: Head teacher
Sue Fahey with 5-year-old
Tukairangi Komene-Williams.

CE UPDATE

The summer season brings the full cohort of community need to our region.

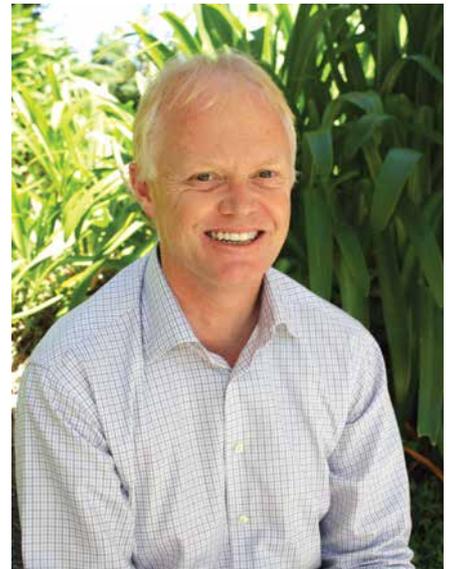
Our Emergency Department in Nelson saw the most presentations ever in one day on 1 January, and by mid-January approximately a quarter of people presenting for emergency care were visitors to our region.

Our teams in primary care, public health and ED in Marlborough were busy with the 10-day Scout Jamboree in Renwick. They also contended with cruise ships and the need to support the communities of Ward, Seddon and Clarence in the aftermath of November's Kaikoura earthquake.

To top it off, there was a gastro outbreak in the Nelson Lakes National Park and the added challenge of a three-day strike called by one of our unions.

A superb job was done by all to meet these challenges.

The gastro outbreak was contained and no one came to great harm. Kimi Hauora Wairau (Marlborough Primary Health) continued to extend dedicated counseling and GP services to earthquake-affected regions. The strike had us in full planning mode for many weeks and we had to postpone appointments – but essential services continued and staff supported each other throughout those days.



I haven't forgotten the scouts and scout leaders – I'm happy to report that all 4,200 of them had a blast and made it home safely.

Looking ahead of summer, I expect Nelson Marlborough Health in 2017 to continue to provide excellent care to our community and take initiatives that will further reduce health inequalities and improve the health outcomes, especially of those who are most vulnerable.

There will be the challenges of increasing demand and cost, but if we can harness the resources we have, and get our skilled teams working innovatively together, we will see continued transformation in the way we provide care.

Peter Bramley
Acting Chief Executive

GOOD ON YOU
😊

"We both had a wonderful time in New Zealand catching up with old friends, but this would not have happened if we hadn't received such fantastic treatment from Wairau Hospital."
(Letter to Editor, Marlborough Express)

"...you talked with him, leaving his mana intact and feeling he was part of the process." (Anaesthetist)

"I wish to commend the appointment reminder crew and the system which they support." (Paediatric outpatients, Wairau Hospital)

"...not only taking care of me but looking after my daughter too with drinks, food and toys. A big 10/10 from me." (via Facebook)

I just wanted to say a big thank you to the Day Stay Unit staff ... I imagine its not the easiest job at all working in the hospital, you guys are amazing! (via Facebook)



BRINGING KINDY TO THE KIDS' WARD

Children in Nelson Hospital's paediatrics ward can now attend kindergarten classes on-site.

And if they are unable to get out of bed, head teacher Sue Fahey or teacher aide Claire Pawley will go to them.

After almost 18 months in the making, the Whare Manaaki kindergarten opened late 2016.

The initiative is a partnership between the Nelson Tasman Kindergarten Association (NTKA), the Ministry of Health and Nelson Hospital. The NTKA appointed the teachers and provide the resources; we provide the kindergarten room and our medical staff work closely with the teachers. Head teacher Sue Fahey was previously at Auckland

Point Kindergarten, and before that was a paediatrics nurse.

Jane Kinsey, who worked on the initiative in her previous role as Service Manager Women, Child and Youth, says the kindergarten programme complements the Health School programme that is currently offered to school-aged children in the ward. "We are really excited to be able to offer this to preschoolers and their families."

The Whare Manaaki kindergarten programme is what you'd expect – lots of art, music, stories and messy play. For the children who need it however, there is also some 'play therapy' to help them through any rough bits during their stay.

"We are really excited to be able to offer this to preschoolers and their families."



Nelson Marlborough Health Energy Specialist David Francis (left) and Robert Derks, Operations Manager for Network Tasman, inspect the photovoltaic panels on the roof of the Queen Street, Richmond Health Hub building.

HEALTH HUB ROOFTOP HARNESSING SUNLIGHT

Nelson’s famous sunshine not only keeps the tourists happy and boosts vitamin D levels, it also helps keep the lights and computers running in the Richmond Health Hub building.

A solar photovoltaic (PV) system has been installed on the roof of the Queen Street building by the owner, lines company Network Tasman. The system generates around 15 kilowatt hours of electricity per day, which is enough for around three households, or about a quarter of the power needs for the Health Hub building.

Nelson Marlborough Health Energy Specialist David Francis says solar power generation makes good sense in commercial buildings because it is generated and used at the same time.

“Network Tasman has incorporated battery storage alongside the installation of the PV panels,” he says. “We lease the building from them and purchase the generated power at a discounted rate.”

He says it doesn’t suit every type of property but it makes sense to incorporate it where possible.

Robert Derks, Operations Manager for Network Tasman, says the installation is a pilot project for the company.

“Solar electricity production is an evolving thing,” he says. “We are interested in new technology and wanted to see how this system would go.”

Robert says the PV technology works and is price competitive with grid electricity, but battery storage is still expensive for large-scale roll outs.

“We are interested in new technology and wanted to see how this system would go.”



Geraldine van Wijngaarden, KiwiBank Local Heroes award recipient.

EVERYDAY PEOPLE DOING EXCEPTIONAL THINGS

In December last year, 14 Marlborough ‘Local Heroes’ were honoured as part of the 2017 KiwiBank New Zealand of the Year awards. One of those was Geraldine van Wijngaarden, a radiology nurse who retired from her role at Wairau Hospital in 2016.

Wairau Radiology Team Leader Philip Thomas nominated Geraldine in recognition of her 50 years of nursing, mostly based in the wider Marlborough region. Philip says

Geraldine was a strong advocate for patients, and went above and beyond to ensure the needs of patients were met, often following up on their progress in her own time.

“This award celebrates one of our own and her contribution to our community,” says Phillip.

The KiwiBank Local Hero awards are New Zealand’s premier community awards for New Zealanders who selflessly work to make their local communities a better place. Congratulations Geraldine.



HOSPITAL HISTORY WELL CARED FOR

If you have ever wondered where all the paperwork generated across our organisation ends up, chances are John Liell will know.

John is the only DHB archivist in New Zealand and a font of all knowledge when it comes to knowing what files to store and where to store it. His first task with Nelson Marlborough Health was in 2000 when he had to sort out the old Ngawhatu Hospital files following its closure.

"I followed the project plan put in place by Archives New Zealand," he says. "Old out of date medical or library books were given to the Founders annual book sale, registers

with admission, discharge, death and theatre information were dusted off, some files were shredded and a lot were transported to Wellington to be filed away."

During the Nelson Hospital rebuild in the early 2000s John gathered files from attics and basements and carefully sorted and stored material. He repeated the process during the Wairau Hospital redevelopment in 2011.

A systematic filing system means John is able to track down a file when it's needed or answer a query from a family member of a former patient.

Material ends up in a variety of places – at Archives New Zealand, the Nelson Provincial Museum, storage rooms on site or in one of the 14,000 boxes of records stored off-site.

"I don't throw anything away if I can find a home for it," says John.



CONGRATULATIONS JANE STRANG: EDUCATOR OF MERIT - SUPERVISOR/CLINICAL ASSESSOR OF THE YEAR (NZ) 2016

Jane Strang's love of teaching was honoured last year with two awards from the Academy of Surgical Educators.

A general surgeon at Nelson Hospital, Jane was presented with an Educator of Merit award and the Sumner Award for excellence in clinical teaching. The latter award speaks highly of the esteem with which Jane's teaching is held – it is voted for by surgical registrars nationwide.

Jane says she takes a real interest in the professional development of final year medical students.

"Passing on knowledge is a very enjoyable part of my career," she says.

For the January 2017 issue of *Surgical News* Jane was asked how she felt about winning.

"I actually cried out with shock (and happiness as I felt very honoured) to be honest...I was at work in the operating theatre when I opened the email and everyone asked me what was wrong!"



Paramedic Tony Cronin, of St John Picton, tends to scout Tara from Northern Nightmares.

ADVENTURE PLUS AT SCOUT JAMBOREE

In true scout style, immaculate preparations were laid in the lead-up to the 21st New Zealand Scout Jamboree held in Marlborough this summer.

Held every three years, the jamboree saw more than 4000 scouts and leaders from many countries set up a vast camp for ten days. NMH Emergency Manager Pete Kara worked with the organisers and other agencies to ensure they prepared for any medical events during the jamboree.

"We helped produce an integrated all-agency response plan, as well as host meetings and teleconferences leading up to the jamboree," Pete says. "The Public Health team was an integral part of the process, ensuring drinking-water was safe and monitoring was in place to reduce the risks of disease outbreak."

"We helped produce an integrated all-agency response plan, as well as host meetings and teleconferences leading up to the jamboree."

St John Marlborough ran an onsite treatment and triage centre, treating an average of 70 people a day for minor injuries and concerns. This meant that Wairau Hospital ED was kept free for emergencies.

SPOTLIGHT ON:

Anna Tempero - Clerical Support at Wairau Radiology and all-round gymnast superstar.

How long have you been doing gymnastics for?

For around 16 years now!

How do you balance your training schedule commitment with work?

It's a lot harder to be motivated for training after a long day at work which is why I've cut my hours down a lot. At this stage it hasn't been too hard to fit training in as I finish work at 4.30pm and still have time to go home and get ready before training at 5pm. But it definitely is tiring.

What is your advice to anyone who thinks they might like to get into it?

Gymnastics is definitely a lot easier to start as a kid; it would be very hard for an adult to gain the skill base needed. In the bigger cities there are adult classes but unfortunately that's not offered in Blenheim. So there isn't really an opportunity for adults to join in.

Where did you place in your 2016 competitions?

At nationals I placed 1st overall in the All Around, as well as first in all of the events (vault, bar, beam, floor). We also had a competition against the Australians and I picked up a few medals there too.

Are you working up to level 11?

Level 10 is the highest level in the Steps programme. The next highest level is Senior International which is the Elite level. I competed in this level for two years back in 2013. I am considering working towards this level for next year but it all depends on whether or not I can increase my skill base.

Do you travel much for your sport?

I've visited Chicago, LA, Hawaii, Vancouver, Montreal, Hungary, Scotland, Australia and China for various competitions.

Is your manager supportive of your sport?

So far my team leader, Philip Thomas has been very supportive of my sport and they've always done their best to make sure I can take the necessary time off to compete in competitions throughout the year.

What is your next move?

To gain a higher skill base and find ways to enhance my routines for 2017.



Anna Tempero, gymnast and clerical support at Wairau Radiology.



A team effort enabled Pip Eden to spend time with her family at home on Christmas Day.

CHRISTMAS MADE POSSIBLE

It's not always easy to get home for Christmas and even harder when you are dependent on a machine to help you breathe.

Pip Eden has a chronic respiratory illness that has put her in hospital for many months and she has limited tolerance for busy activity. The Nelson woman is also a mother of two young children and was naturally very keen to spend some time with her family on Christmas Day.

Because Pip is dependent on receiving humidified oxygen, which keeps her airways open, organising a trip home was not straightforward and also quite risky for her.

However, with the goodwill of St John, and the support of the medical staff, doctors and friends, including a nurse from Nelson Hospital's Medical Unit, Pip was able to enjoy a few hours with her family on Christmas Day.

"The St John team was outstanding with their prompt transfers, efforts and generosity," says Pip.



Members of Greypower, Age Concern and the Red Cross sampled the new Meals on Wheels menu launched in February. The meals include more roasts and casseroles in direct response to customer feedback.

Did you hear about...

OUR PAGES: THE BEST OF SOCIAL MEDIA



Over the summer holiday season the Communications team ran a multi-media campaign to encourage people to 'Save ED for Emergencies'.

In addition to rack cards, billboards and advertorials in community newspapers, we made use of digital advertising on our Facebook pages, in cinemas and on the stuff.co.nz site.

We also ran a competition on Facebook to increase the number of 'followers' we have. Because we were able to boost our numbers we can reach more people with our news and useful information. Our best performing social media post over the holiday season was when we announced how to enter and win in our competition.



SINGLE POINT OF ACCESS FOR PATIENT INFORMATION IS HERE!

Health Connect South (HCS) has replaced Concerto as the new clinical workstation. HCS is already in use in the other South Island DHBs. This means that, for the first time, patient information is stored in one central place and accessible to clinicians across the South Island.

Not only does HCS support regional and South Island-wide sharing of information, it combines multiple sources of information from other underlying systems to give a single, patient-centric overview of medical history. Check out the HCS Toolkit on the staff intranet <http://nmhintranet/hcs>

GET TO KNOW YOUR NEW INTRANET

Your new staff intranet is now live and the old one is archived. We hope you like it – especially the better search functionality, homepage layout and document library.

Jump online and edit your staff profile and check out the guides to help you find your way around. If you've found something that is incorrect on the new intranet please email updates to intranetweb@nmdhb.govt.nz.

Got feedback? Let us know

Connections is the quarterly Nelson Marlborough Health staff news magazine produced by the Communications team.

Contact us with any feedback or story ideas.
Email: comms@nmdhb.govt.nz

WIN!



Showcase your quality improvement initiative or innovative idea by entering the 2017 Health Quality & Innovation Awards. Entries close on 17 March and the finalists will make their presentations on 5 May. Go to nmdhb.govt.nz/hqi-awards for more information.

OUR HEALTH, SAFETY AND WELLBEING



HR Adviser Sally Higgins is training for the St Clair vineyard half marathon.

SALLY'S MARATHON JOURNEY

It's 'take 2' for HR Adviser Sally Higgins and the St Clair vineyard half marathon.

Sally first competed in the Marlborough event three years ago and had planned to enter last year. However, in 2015 a bad slip while gardening resulted in a serious open fracture and dislocation of her right ankle.

After the accident Sally wasn't sure she would be able to run again, but with excellent support during her long recovery she decided that competing in the St Clair was a good thing to aim for.

"It takes me a little while to warm up and I am not built like a runner – but I enjoy it," she says. "My aim is to run 15 kilometres of the 21km course...and then I want to compete in the Queenstown marathon in November."

Sally says despite a strained Achilles tendon she is on track with her training, made easier because Marlborough has such beautiful off-road tracks to train on.

"I'd love others to join me – we could get a Nelson Marlborough Health team together. The more the merrier."

OUR VOLUNTEERS...

where would we be without them

A small army of volunteers across our organisation make a huge difference to the lives of our patients and staff.

The Nelson Hospital Library Service is looking for *National Geographic* magazines, *Readers Digest* books and more volunteers.

Twice a week patients at Nelson Hospital can select books and magazines from a trolley taken around the wards by volunteers. Rex and Pam Lucas started the library service in August 2013 after Rex noticed a similar service at Wellington Hospital.

"We started off with plenty of volunteers but now we need a few more. The patients are very appreciative and can take the books home if they want," Rex says.

Pam says the trolley round only takes about an hour and volunteers are asked to do this every five weeks."

If you'd like to volunteer, or know someone who would, contact Rex and Pam Lucas on (03) 547 7040. Donated books (preferably paperbacks) and magazines can be left at the main entrance reception of Nelson Hospital.

Rex and Pam Lucas with the Nelson Hospital Library Service trolley.





Nelson Hospital

PROJECT UPDATE:

Keeping you up-to-date on some of our projects

Patrick Ng, General Manager Support Services on the Nelson Hospital Re-development.

What is the brief for the project?

To develop a new hospital that is appropriately sized for our future requirements and which addresses the existing earthquake-prone nature of our main hospital structures.

What difference will it make?

The redeveloped hospital will provide us with modern, flexible spaces and will fit well with our future vision of delivering more care in the community, where it is appropriate to do so.

Where are we at?

We are close to completing the first of a series of business cases which are required before central agencies will approve the release of capital funds to redevelop Nelson Hospital. The remaining cases will take two years to develop.

Key milestones?

The formal approval of our 'strategic case', anticipated to occur within the first calendar quarter will be the first key milestone. This is followed by the development of our 'indicative', 'detailed' and 'implementation' cases which are required before construction begins in 2020-21.

"The redeveloped hospital will provide us with modern, flexible spaces and will fit well with our future vision..."



Belinda Wheatley

PASSAGE TO INDIA

Most kiwi summer holidays consist of baches, beaches and BBQs. For two of our people however, their summer break involved helping immunise children against polio in India.

Although India was declared polio-free by the World Health Organisation in 2014, the polio virus is still found in neighbouring Pakistan and Afghanistan. This means that India remains under constant threat

of reinfection. To prevent this, public immunisation days are held regularly.

Kristine Marriott from the Quality Improvement team and Belinda Wheatley, Strategy, Planning & Community team, are both members of Nelson's Rotary Club of Whakatu. Together with fellow Rotarian Karen Stade they took the opportunity to follow up their club's fundraising efforts to support the global eradication of polio by joining a Rotary vaccination campaign in Agra.

Immunisations are essential for good child health, which Belinda says every child has the right to enjoy.



Kristine Marriott

"In New Zealand we don't see or feel the impact of these terrible diseases, and our approach to immunisation has become more relaxed," she says. "Seeing twisted bodies as a result of childhood polio is a sobering reminder of what we can so easily prevent."

The vaccination weekend in Agra included a street rally to raise awareness of the free immunisations, followed the next day by immunisation clinics in poor rural schools and villages.

Kristine says it was humbling to see the conditions that health staff worked in and how grateful parents were to have their children immunised.

"We had so many people say thank you and ask for photos with us. We got as much out of the experience as they did." For more information see www.endpolio.org

Looking Back



Nurse Annette Murcott, Paul McLeod, Allan Ward pictured outside the Nurses' Hostel, in Franklyn Street. Circa 1966

APPEARING AT A HOSPITAL NEAR YOU

THE GOOD VISITOR

- ONLY VISIT IF YOU ARE WELL -

- MIND THE KIDS -

- PATIENTS APPRECIATE PEACE AND QUIET -

- ASK BEFORE TAKING PHOTOS, FILMING OR RECORDING -

- FOOD IS A NICE IDEA,
BUT IS IT WHAT THE DOCTOR ORDERED? -

- NO ALCOHOL, DRUGS OR CIGARETTES -

- VIOLENCE, AGGRESSIVE BEHAVIOUR AND
LANGUAGE IS NOT OK -

WILL YOU BE
THE GOOD VISITOR?

PG

Suitable for
Patients & Guests
of NMDHB

NOTE:
Contains actual
medical procedures

Give us your feedback. Talk, write, call, email or
go online... www.nmdhb.govt.nz/feedback

TE WAIORA



Nelson Marlborough
Health