

# CONNECTIONS

A quarterly magazine for Nelson Marlborough Health Staff

Spring 2016



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Front cover: Rachel Bartlett stabilises a 'patient' during Exercise Thunderstruck assisted by Alana Baker (left) and Ashleigh Rees.

Photo credit: Janet Little.

## CE UPDATE

**By the time you read this I will be sitting at quite a different desk as interim CE of Southern DHB.**

Southern DHB is roughly twice the size of Nelson Marlborough Health – its population size, budget and staff numbers.

With twice as many employees at Southern, I will be interested to find out their completion rates for annual performance appraisals.

Annual appraisals are a long-established component of any organisation, whether it's Google's Californian headquarters or Pic's peanut butter factory in Nelson.

Like our investment planning and annual reports, performance appraisals are a firm calendar fixture.

But unlike those other examples, appraisals go right to the heart of our organisation – you.

I appreciate that they are not everyone's favourite task, but appraisals are an essential investment of time and effort.

They are your opportunity to set objectives and to be honest about what you want from your manager. They are your manager's opportunity to acknowledge good performance and – respectfully – discuss any areas for improvement.

They provide visibility and clarify accountability related to performance expectations, and establish a focus for your professional development.



This is why I've tasked our Executive Leadership Team with ensuring more appraisals are completed. They know that I expect to see substantial improvement from the departments who are lagging during the time that I am away.

You're in excellent hands with Peter Bramley at the helm until I return in early 2017. I have no doubt he will strive to make sure that each and every one of you has had the chance to set your performance objectives, agree on skill development and formally raise any concerns.

Until then, keep up the good work and hold our values to heart.

Chris Fleming,  
Chief Executive

GOOD ON YOU  
😊

"...to the nurse who did everything to make our son comfortable and despite being very busy made our son feel like he was special."

"Where does one begin to thank Angels!"

"I thank DSS for helping us with him [our son]. It [respite care] enabled him to calm down and improve his social skills. It also enabled me to enjoy his visits at my place."

"No recognition and thank-yous will ever be enough for the expertise and care we observed in your department" (ED)

"A smiley face, genuine sincere caring eyes and full explanation of the procedure to us both helped us to be comfortable in a difficult situation" (ED Wairau)



Emergency Manager Pete Kara directs Exercise Thunderstruck as it unfolds.  
Photography by Janet Little, Nelson Hospital Theatre Technician.

# SMOKE, CASUALTIES, ACTION!

## 'Exercise Thunderstruck' commenced with a bang at Nelson Hospital when operating theatres started to flood with fake smoke.

The July exercise tested the hospital's emergency response procedures and also the NZ Fire Service's familiarity with hospital buildings.

Emergency Manager Pete Kara says that no matter how prepared an organisation is there is nothing better than putting paper checklists and procedures to the test.

"In this case, the test involved theatre evacuations, the stabilisation of a 'patient' (a mannequin) half-way through surgery and the resuscitation of, and treatment for, several casualties found in various states of need."

Theatre Manager Claudia Teunissen helped to design the exercise and was the theatre incident controller on the day. She says the exercise was invaluable to test new evacuation checklists.

"Checklists are vital when you are struggling to see through the smoke

and your heart is racing. They only take seconds to work through, reduce uncertainty and put the whole team on the same page before everyone jumps to action," Claudia says.

Pete says the exercise tested changes made to emergency response procedures resulting from learnings from the first 2015 exercise.

The 2015 changes included making the roles of fire wardens and theatre incident managers clearer, drafting a patient evacuation checklist and making radio communications available in theatres.

"There was major improvement compared to last year, even though we threw a few spanners in the works to put an extra squeeze on," Pete says.

"The whole of the DHB is involved, not just theatre staff and we really benefit from the participation of the fire service.

"Having fire crew hauling 100kg hoses through theatres in full breathing apparatus made it even more real."

Pete says that the exercise was held on a day where there were no

scheduled operations and that two theatres and staff were on stand-by for real emergencies.



Dr Fou Lim looks after 'patient' Esther Booth.

# BEHIND THE SCENES

In this issue we look at what it takes to fill a vacancy. Getting the correct paperwork through can make all the difference when it comes to filling a vacancy in good time.

**Did you know?**

- HR usually has around 100 positions on the go.
- A vacancy can be listed within two working days if the paperwork has been correctly completed.
- There have been 382 positions advertised so far this year (until 31 July) excluding the re-advertised ones.
- One-third of our vacancies are filled by a current employee, which creates another vacancy.
- HR receives an average of 800 applications each month.

Start this as soon as you receive a resignation and check with HR that you've done the paperwork correctly.



Use language that will attract good candidates.



Be patient. HR is working to fill many other vacancies at the same time.



Ask HR about any part of the process you are unsure about.





## TALK WITH TELEOPS

**Teleop: Good morning, Nelson Marlborough Health**

**Caller: Hi, can you tell me how to boil an egg?**

That's just one of the bizarre questions put to our dauntless teleoperators or 'teleops'.

Team Leader Lauren McLean says they never know what to expect at the end of the line, but one thing is certain – the requests are varied.

"We've been asked what the time is and who the Prime Minister is," she says. "Full moon is always an interesting time."

***"FULL MOON IS ALWAYS AN INTERESTING TIME."***

The quiet of the small but cheery office at the main entrance of Nelson Hospital is constantly punctuated by incoming calls – about 1000 of them a day. So if they don't answer your call straight away, it's probably because they are pretty busy.

It can take up to six weeks to bring a new teleop up to speed and Lauren says the job involves a lot more than just answering the phone.

Teleops answer internal emergency calls, replace pager and cell phone batteries and re-set people's computer passwords. They monitor helipad landings, security cameras and duress, maintenance and lift alarms. They help contractors find keys and people find patients. They've even helped out when a baby was born in the foyer of the hospital.

"You have to be sharp, patient, able to work under pressure, show empathy, have a good sense of humour – and cope with being on the receiving end of someone's wrath quite often," Lauren says.

Manager Hotel Services Sandy Russell says she is proud of the teleops team as they work very hard

to achieve a good outcome for everyone.

"They have to be perceptive to why people react the way they do and have the ability to calm people."

### HOW TO MAKE THE TELEOPS TEAM HAPPY:

- Look up a number first on the staff intranet rather than dialling 0 and asking to be put through to someone
- Tell teleops if someone changes position in your area
- Give your name and position when you call
- Speak clearly into the mouthpiece
- Don't be scared to call our emergency numbers 7777 (Nelson) and 8888 (Wairau)
- Know where your closest duress button is.

# OUR HEALTH, SAFETY AND WELLBEING



## A SPIDER BITE, A FITBIT AND A HALF MARATHON

**Sue Cooper was thrilled to win the Health, Safety and Wellbeing draw for her St Clair Vineyard Half Marathon entry fee reimbursement.**

A Murchison Hospital aid, Sue started her journey towards the marathon start-line a year earlier after being hospitalised with a raging infection from a spider bite.

The infection travelled from her leg to her lungs and heart.

"Thanks to the amazing nursing staff and doctors my leg was saved," Sue says.

Sue then spent a month at the Murchison Health Centre where she worked with Nurse Practitioner Sue Dawkins towards her goal of walking 3km. Because of her weight and

lifestyle at the time Sue was pre-diabetic and the infection had left her weak and exhausted. "Sue was concerned about my low heart rate, so I purchased a Fitbit to record it," Sue says.

Sue never looked back and by the time she entered the half marathon – something she thought she would never do – she had lost 53 kilograms, reduced her blood sugar levels and decreased her medication.

She finished the race well under her target and describes winning the draw to have her entry fee reimbursed as the 'icing on the cake'.

Sue has started an exercise group in Murchison and each participant tracks their progress with Fitbits donated by Nelson Marlborough Health CE Chris Fleming, Murchison Golden Oldies Sport Club and Murchison Lions. Get in touch with Sue if you'd like to try one.

## WHAT'S ON OUR SHELVES?

The team's lending library includes books by popular author Dr Libby Weaver and DVDs, including a copy of *That Sugar Film*.

## FREE HEALTH CHECKS

Don't forget to book your confidential health assessment through the Health, Safety and Wellbeing team by calling ext 7262 or emailing [HealthSafetyandWellbeing@nmdhb.govt.nz](mailto:HealthSafetyandWellbeing@nmdhb.govt.nz)

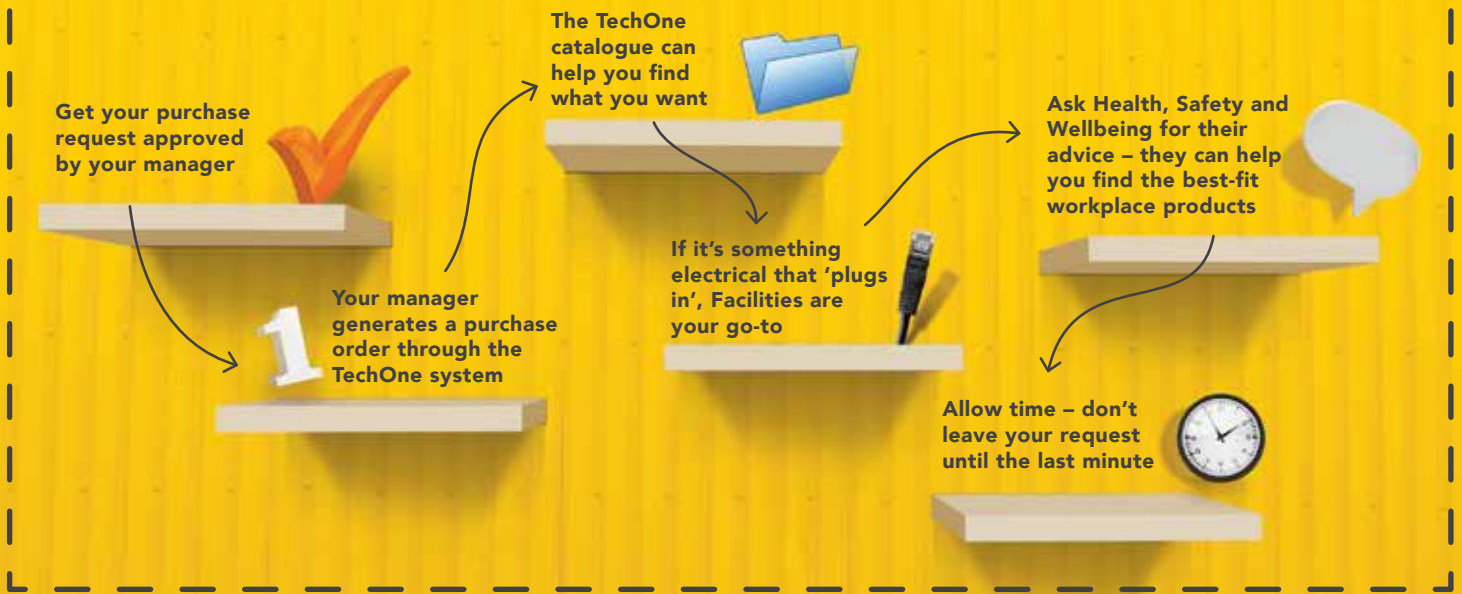
## HOW LONG SINCE YOU LAST STOOD UP?



**SIT LESS, STAND MORE, FEEL GOOD**

npc health promotion

# PURCHASING 101



## LOOKING BACK... MARLBOROUGH'S FIRST HOSPITAL



The Marlborough Provincial Hospital, with the balcony added later, was built in 1865 by Avery Bros at a cost of £582 and 8 shillings. Image Picton Museum.

### Marlborough's first hospital was built in Picton in 1865, on the hill overlooking Waikawa Road and the lagoon.

A character called 'Ned the Bellman' (Edward Allen Davis) had left a £200 legacy to build Marlborough Provincial Hospital. However, despite providing almost half the cost, poor Ned was a forgotten benefactor and is buried in an unmarked pauper's grave in Picton cemetery. The hospital's furnishings were comparatively primitive;

wooden stretchers with sacking, mattresses stuffed with straw and flour bag pillows filled with chaff.

By the end of the century it was necessary to replace the hospital. When seeking a government grant, officials claimed the 35-year-old building was "full of dry rot" and the whole structure was "shaking to pieces".

They clearly gave a convincing case because in 1902 the second Picton Hospital was opened. (Source: theprow.org.nz)

## NEW NELSON HOSPITAL CHAPLAINCY INITIATIVE



### Patients moving from Nelson Hospital to rest homes can now receive spiritual and emotional ministry.

The interdenominational Nelson Hospital Chaplaincy Support Group appointed Henk Lups to a 'Transition Ministry' position. Henk provides support to hospital patients who are discharged from hospital into rest home or hospital-level care.



# DRONES DELIVER A BIRD'S-EYE VIEW

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Nelson Hospital



Wairau Hospital



Braemar Campus

Emergency Management Manager Pete Kara called in drone-power when he needed aerial photographs of our sites in Nelson and Wairau.

The photos will be used for emergency response planning exercises, site development and facilities management.

They are also a good reminder of how much our hospitals have expanded over the years.

# NEWS IN BRIEF

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Nelson Mail Health reporter Samantha Gee plays 'patient' and selects her meal order from menu processor Deanna Bird, while videographer Martin De Ruyter records the process.



A new tele-stroke pilot service gives our doctors 24/7 video access to Wellington neurologists.



Valerie (Val) Sirett will be hugely missed by many. Our longest-serving Volunteer Chaplaincy Assistant died on 23 June. This year Val received the Mayor's bouquet for her 'outstanding contribution to the community'.



Quit Coach Sarah McKenzie offered free carbon-monoxide tests during World Smokefree Day in May.

## 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](mailto:comms@nmdhb.govt.nz)

# LEARNING AND DEVELOPMENT



Learning and Development Facilitator (e-Learning) Jacqui Brown ponders what Matron Dalton would have thought about the changes technology has brought to the way we learn.

## E-LEARNING COURSES COULD INCREASE EXPONENTIALLY

From September you can log into our new e-learning platform and join 25,000 users across 15 DHBs.

The Ko Awatea LEARN platform replaces iLearn and connects you with a huge community of online learners in the health sector.

Jacqui Brown, Learning and Development Facilitator (e-Learning) says things might look the same

when you log in to the Ko Awatea LEARN platform, but beneath the surface things have vastly improved.

"Currently there are around 70 e-learning courses on iLearn but as part of the Ko Awatea LEARN community that could increase exponentially," she says. "We will also be able to co-design programmes and by using the latest technology, courses can be more interactive and interesting."

The South Island Alliance of five DHBs has a vision of a single e-learning platform, but until that is ready we will use Ko Awatea.

"Ko Awatea is cost effective and enables us to offer courses for clinical support, allied health and medical staff, as well as GPs and primary health people."

## SCHOOL'S OUT

Our staff are committed to learning and further education. Congratulations to everyone who completed their course or who have leapt into study this year.



**Nine Nelson Marlborough Health nurses now hold Masters of Nursing degrees – a five-year course undertaken while juggling work and life.**

From right: Angela Taylor, Shelly Shea, Annie Wallace, Jenny Wraight, Jane Besley, Lara Millar, Paul Peacock and Frances Horner recently graduated from Victoria University with their Master of Nursing Science. Debbie Harstonge (not pictured) completed her Master of Health Sciences endorsed in Nursing from Otago University.



**40 Disability Support Services staff completed NZQA qualifications in Health, Wellbeing and Disability Support.**

Careerforce CEO Ray Lind and Workplace Advisor Eric Kneepens acknowledged Nelson Marlborough Health's effort to offer professional development to help staff feel confident in their roles. Careerforce is the governing Industry Training Organisation for the health, disability and aged-care sector.



**Do you know your 'otomies' from your 'omas'?**

Kat Duggan (left) and Mel Duggan do. They are among eight clerical and administrative staff to complete a medical terminology course. The online, self-directed course covered medical terms for anatomy, physiology, diseases, investigations, procedures, pharmacology and abbreviations used in NZ health records. Judy Ward, Lindy Tyrie, Mandy Thomas, Natalie White, Rie Burrows and Monica Arik also completed the course.

# Water – the best choice



## Drink Health

[nmdhb.govt.nz/tap-into-water](http://nmdhb.govt.nz/tap-into-water)



Nelson Marlborough  
District Health Board

tap  
into  
water

drink health