

# CONNECTIONS

A quarterly magazine for Nelson Marlborough Health Staff

Winter 2016



## **IN THIS ISSUE:**

**FOLLOW PETE KARA ON HIS JOURNEY TO BETTER FITNESS  
FIND OUT WHAT MAKES THE MAINTENANCE TEAM HAPPY  
CELEBRATE OUR NURSING STAFF**

# HIGHLIGHTS

---

**REDEFINING  
THE WORKING  
HOLIDAY**  
*PAGE 4*

**HEALTH +  
WELLBEING  
FEATURE**  
*PAGE 7*

**KORERO  
MAI**  
*PAGE 10*

**CELEBRATING  
OUR NURSES AND  
MIDWIVES**  
*PAGE 12*

**A LITTLE  
LESS LATIN GOES  
A LONG WAY**  
*PAGE 8*



# CE UPDATE

## Welcome to winter.

I say 'welcome to winter' with the sun still streaming through my blinds on another beautiful autumn day. Nonetheless, we are heading towards our 'peak season' for ED presentations and ward admissions.

To help prepare for this we have again offered a free influenza vaccination to all Nelson Marlborough Health staff. These started in early May and will continue throughout the 'flu season where we have staff vaccinators on every Nelson and Wairau hospital ward.

I've had my vaccination and our board members and executive leadership team also happily rolled up their sleeves. We believe that everyone here should take this simple precaution to catching and spreading a debilitating and dangerous virus.

On a different topic, did you notice my mention of 'Nelson Marlborough Health'? In April our board members decided that this name better reflects our role as a major public health organisation responsible for the health of everyone who calls the Top of the South home.

It will also help differentiate between our 11-member 'district health board' and our organisation as a whole; until now, 'the board' has been used interchangeably between the two.



Nelson Marlborough District Health Board remains our legal name, to be used in legal documentation. Think of the new name as our 'trading name' and be assured that we're not the first DHB to go down this path.

On a final note, May is also the month we celebrated our midwives and nurses on 5 and 12 May respectively.

I would like to acknowledge the tremendous work of midwives and nurses across our health system. There aren't many places these medical professionals won't go to offer their expertise, experience and compassion – in our communities, mental health units, hospitals and prisons.

Let's take time, everyday, to acknowledge and thank them.

Chris Fleming,  
Chief Executive

GOOD ON YOU



Thank you for your great service and making sure I had pain relief and a cup of tea. (Maternity)

Thank you for helping me. I wasn't scared and feel much better now (child in ED Wairau)



Many thanks to all the staff at A&E yesterday, under staffed and over full, not enough beds, beds in corridors, but still wonderful care, very attentive. Much appreciated. Thank you so much. (Facebook post)

So, Yvonne (physiotherapist) you have given me back walking and swimming. I love my crutch; it's my new best friend.

They (staff) made an anxious time for me a lot more bearable. (Radiology)

A big thank you to the brilliant lady who was our caseworker. You have helped me and my daughters to be a better family unit. (Mental Health)



Renee and 'Team Charlie' toward the end of their deployment.

## REDEFINING THE 'WORKING HOLIDAY'

**Forget Fiji, Bali or the Gold Coast – for her first overseas trip Renee Barrett chose to join the Ebola Response Team in Sierra Leone, West Africa.**

A registered nurse, Renee says that she had an amazing experience despite being very much out of her comfort zone and in full 'cultural immersion.'

She and another international nurse led a team of 18 local African workers, ensuring their safety in the red zone by running weekly training in spills management, hand hygiene, man-down situations, and the 'donning and doffing' of personal protective equipment.

Renee says they trusted each other with their lives while they were in the red zone.

"We received patients not knowing if they had Ebola or not, so we took the highest precautions, ensuring meticulous infection control.

"Fortunately most of the patients I assisted with had malaria instead of the Ebola virus, but until two blood tests were clear, we didn't know."

***"THERE WERE SO MANY NEEDS AND I WISH I COULD HAVE DONE MORE TO HELP TURN THEIR SITUATIONS AROUND."***

The challenges were complex. Renee also had to cope with snakes, heavy monsoon weather, soaring temperatures and making judgement calls about when to leave the red zone.

"There was serious flooding while I was there. Six thousand people in Sierra Leone lost their homes and we

were on standby to evacuate as our accommodation was next to the beach."

Renee was in Sierra Leone when it was declared

Ebola free for the first time since the outbreak. Frightened, disrupted communities could celebrate and start to regain normality.

She says the people she met were generous, resilient and desperate for a better life and brighter future.

"There were so many needs and I wish I could have done more to help turn their situations around. We are very privileged to have so many resources in our healthcare systems.

"I am so grateful I had the opportunity to assist in eradicating one of the biggest outbreaks in history," she says, "I want to thank



Renee and her friend Byndie celebrate day zero – the day Sierra Leone was declared Ebola-free.

Linda Ryan for releasing me to go, and the Nelson ED team, my husband, family and church for supporting me. Also Specsavers for donating contact lenses so I didn't have foggy glasses in the red zone."



The winning Inpatient and AT&R teams at Wairau Hospital. The novelty cake was made by infection control nurse Graham Upton's wife Nat who crafted the 'agar plate and bacteria' cake using sour worm lollies and tic-tacs.

## IN SAFE HANDS

### The best hand hygiene compliance for March goes to... Wairau Hospital Inpatient and AT&R at 90.4 per cent.

Congratulations 'team clean'! We are auditing hand hygiene auditing in six new areas: Nelson Emergency Department, Nelson Paediatrics, Wairau Paediatrics, Wairau Maternity, Ward 9 Nelson, and the Older Person's Mental Health Unit (Richmond). The overall compliance rate for Nelson Marlborough Health was 74.7 per cent which is below the national benchmark of 80 per cent. As a group, nurses had the best performance (78.4 per cent), followed by Allied Health staff (63.6 per cent) and doctors (60.2).



Graham Upton and Barbara Gibson from the Infection Control team ran Hand Hygiene awareness sites in May. People were invited to sample products, take home a freebie and to see just how much bacteria was on their hands under UV light.

## PROFESSOR'S PRESENTATION WELL-RECEIVED.

### Sir Mason Durie's presentation kept a capacity crowd fully engaged at the district-wide occupational therapy study day in March.

Richard Savill, Professional Advisor Occupational Therapy (mental health), says people were inspired by what they heard.

"Sir Mason helped give therapists confidence in approaching clients in a culturally-sensitive way."

Richard says the study day was a good example of how departments can collaborate and share the costs. In this case, the Mental Health, Allied Health, and the Maori Health teams pitched in, and Occupational Therapy New Zealand and the Occupational Therapy Board also assisted financially.

Sir Mason, known for his contributions to Maori health, is Professor of Māori Studies at Massey University.



From left, Kirsti Collins, Heather Bell, Emma Williams, Sir Mason Durie and Richard Savill.



Imogen Vlugter

## THOUGHTFUL GIFT FROM A YOUNG PATIENT

**A storybook print of a young child comforting a dragon now brightens the Paediatric Ward thanks to a young patient.**

When Imogen Vlugter, 11, spent several days in hospital last year she and her mother Julie found comfort in the hospital's public artwork. That is why Imogen later decided to donate a framed print to the ward, in the hope that it cheers up other parents and patients.

A keen artist, Imogen won the signed print by Nelson artist Anna Aceves in a colouring competition. It depicts a young child hugging a sad dragon – an image that Imogen says children can relate to.

"Sometimes even the bravest people need hugs," Imogen says.

When Jenny Black, our board chairperson, met Imogen and Julie to receive the painting, she said that staff would also appreciate it.

"Art can be very uplifting and our staff enjoy looking at paintings because they can have days when things haven't gone too well," Jenny says.

A plaque has been installed next to the artwork in the Paediatric Ward to acknowledge Imogen's gift.

# IMPROVING YOUR ONLINE EXPERIENCE



**Our Nelson Marlborough Health website [www.nmdhb.govt.nz](http://www.nmdhb.govt.nz) has been revamped to offer a more streamlined, user-focused experience.**

The communications team has now turned its focus to the staff intranet.

To smooth the transition, once the new intranet is live, the communications team will offer

'drop-in' sessions for anyone who wants a walk-through, or to work through any glitches.

Keep an eye on the 'new staff intranet project' tab on the home page of the current intranet for details.

Contact the communications team at any time:  
[intranetweb@nmdhb.govt.nz](mailto:intranetweb@nmdhb.govt.nz)



CEO Chris Fleming and board member Gerald Hope wait in line to follow board chair Jenny Black in getting their 'flu vaccination. Photo credit: Nelson Mail

## FLU SEASON IS ON ITS WAY

**Before you know it, the 'flu season will be here.**

More than just a 'bad cold', influenza can make healthy adults, children and infants seriously ill. It can even kill. Nelson Marlborough Health offers all staff a free vaccination throughout the 'flu

season – available in every ward from dedicated 'ward vaccinators'.

Pamela Kiesanowski, Director of Nursing and Midwifery, says that healthcare workers have a duty to protect patients and visitors from infectious viruses like influenza.

"Let's not catch influenza and let's not spread it. Immunisation is the best protection," Pamela says.

Barbara Gibson, an infection control Nurse Specialist, says that two new strains in the influenza vaccines for 2016 are expected to offer better protection this winter.

# OUR HEALTH, SAFETY AND WELLBEING



## BIKING JUST THE START OF A JOURNEY

The thought of waking up in the coronary care unit with Dr Bruce King looking down at him was enough to motivate Emergency Management Officer Peter Kara to doing something about his weight.

Since Pete moved away from his previous roles in the military and for the United Nations, he admits he hadn't paid much attention to his health.

"Then I realised I don't need to be like this," he says. "I decided to do something, not just for me but for my mokopuna as well."

Luckily Pete likes cycling because being older and having sore knees and joints, meant getting on a bike was the ideal way for him to get back in to shape.

"I needed a gradual return to cycling, plus it's uphill all the way from my home to work, so I brought an electric mountain bike with bright red rims – just to be different."



Pete Kara on his bike after a morning ride to work.

However, he is quick to add the electric bike doesn't do all the work for you: "It gives you a wee bit of extra push, a bit like a tail wind - and the opportunity to grab a quick break while you keep cycling."

Pete bikes to work three days a week and since he began late last year he says his blood pressure has dropped, his resting heart rate returns quicker and he has to keep pulling his trousers up.

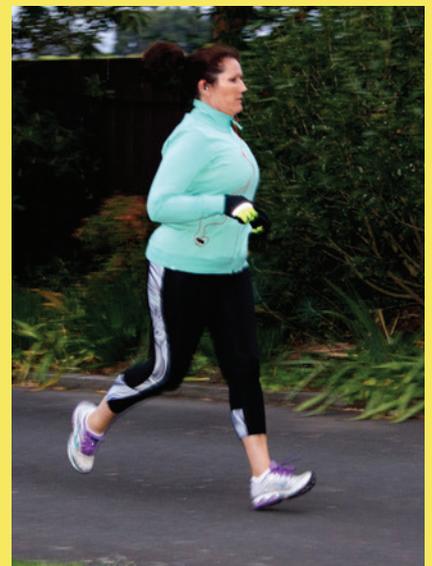
"My biggest downfall was lack of exercise. I'd make excuses that I had no time to exercise but now I build my work and commitments around it," he says. "It is more than just being careful about what I eat; it is a lifestyle change which has now become a good habit."



Janice (far right) and her fun run/walk team mates.

## FRIENDS SUPPORT EACH OTHER ON FUN RUNS

Janice Howard from the Nelson Public Health Service recently completed the 10km Sport Tasman City2Saxton fun run/walk. She says she and her friends have taken part in a few events together but "mostly we walk".

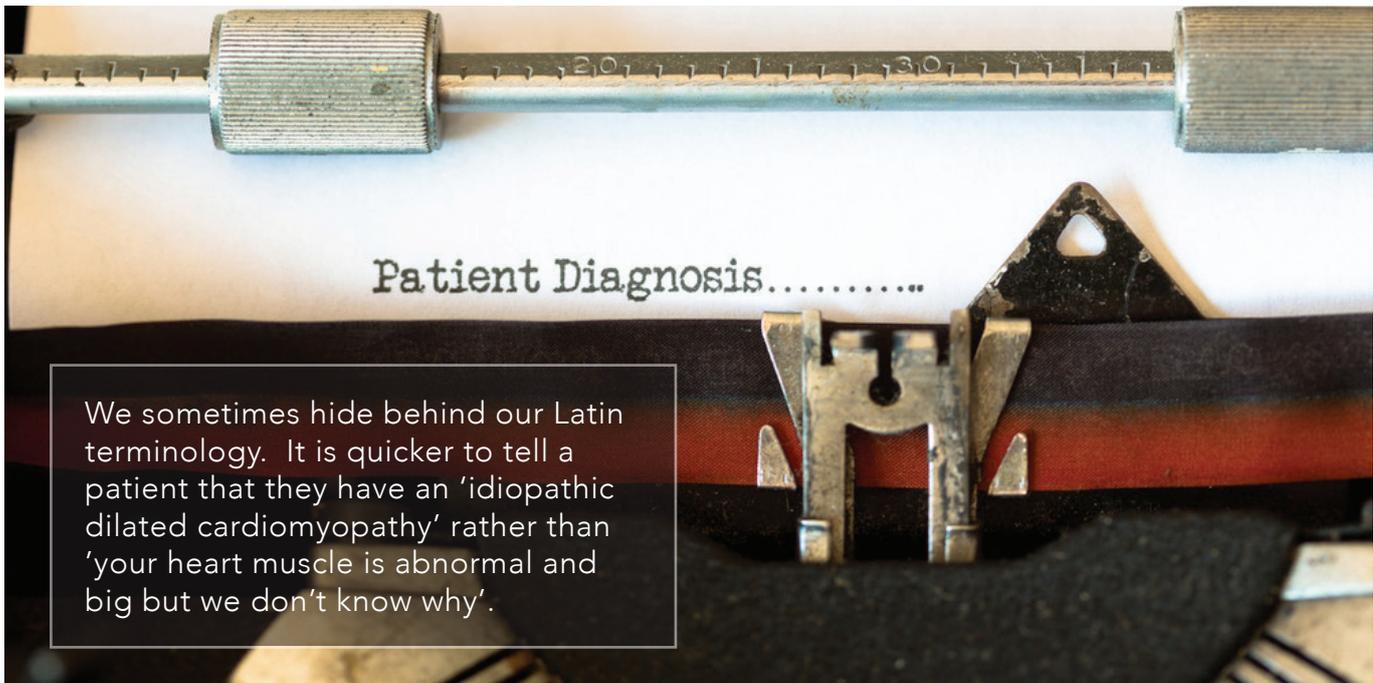


Christine Gullery, Wairau Hospital PA, during her training for the St Clair vineyard marathon this month.

**Christine is a cyclist and had done a few fun runs before deciding to start running half marathons.**

"I found the hardest thing with my training was to be consistent," she says. "But I was reasonably confident I wouldn't disgrace myself."

Christine had her event registration fee paid for by Nelson Marlborough Health as part of a staff health initiative. For more information contact Jan Mitchell, Nurse Co-ordinator Health, Safety and Wellbeing.



We sometimes hide behind our Latin terminology. It is quicker to tell a patient that they have an 'idiopathic dilated cardiomyopathy' rather than 'your heart muscle is abnormal and big but we don't know why'.

## A LITTLE LESS LATIN GOES A LONG WAY

Research by Nelson clinicians shows that patients understand their chronic condition better if the letters they receive are lighter in medical terminology.

The study was conceived and undertaken by Department of Cardiology and Department of Medicine staff Maya Wernick, Pamela Hale, Nick Anticich, Suzanne Busch, Luke Merriman, Bruce King and Tammy Pegg.

In a randomised, cross-over study of 60 patients, the team found that plain English correspondence led to improved patient understanding and perception of their ability to manage their chronic health condition.

Cardiologist Tammy Pegg says a clinical letter is both a reply to the referring GP and information for a patient. For that reason, she now formulates her patient letters to meet both needs.

"I write the main part of my letters in plain English where possible, for patients' reference. I then include a technical executive summary for doctors (in Latin) and an action plan for both patients and doctors."

The response from GPs has been encouraging, says Tammy.

## OUR BOOK CLUB

Besides working in the same building, Keith Marshall, Gabrielle Stent and Jacqui Brown have another thing in common – they've read Atul Gawande's bestseller *Being Mortal: Illness, medicine and what matters in the end*.

The Guardian called it "an impassioned, broad-ranging and deeply personal exploration" – but what does our group of astute readers think? Here are some of their impressions.

**Gabrielle:**

- Growing old isn't for sissies – it's a huge challenge that the author unpicks while putting the person at the centre of the decision-making.
- There's so many good anecdotes, like the one about the neighbour the author helps to define goals when, in her illness and distress, she cannot see a goal anymore.

**Jacqui:**

- We talk about 'good death' all the time and this book speaks to the philosophy that people who are dying can teach you how to live.
- The way it's written – as a story, a narrative – reveals the man behind the author and doctor.

**Keith:**

- It's a fascinating insight into the author's story – his practice as a doctor, his cases, and his own father's decline and death.
- He talks about what everyone knows but what no-one talks about! It's a conversation that we don't often have in the healthcare world because as medical people we are trained to save lives at all cost.



Keith Marshall, Gabrielle Stent and Jacqui Brown share a love of books.

Is there a book that you can't put down? Would you recommend it to people you work with? Drop a line to [comms@nmdhb.govt.nz](mailto:comms@nmdhb.govt.nz)

# FOOD, BABIES AND POLITICIANS...AN INVITING MIX.

Media keep a close eye on happenings at Nelson Marlborough Health. Here are some of the things they have covered recently.



Nelson Mail health reporter, Samantha Gee taste-tests new in-patient meals alongside dietician Nicole McHaffie (foreground) and Lauren Scott from Compass Group.



Midwife Kelly Mahuika and designer Matt Peacey celebrate the launch of the Well Child app. The initial online newspaper report incorrectly said the app replaced the Plunket book. This caused a flurry of concern on Facebook pages that the communications team managed to alleviate by reassuring readers that the app supplements the book, rather than replaces it.



Happy birthday to baby Layla. Fairfax photographer, Martin de Ruyter captures her leap year birthday with parents Aimee Rayner and Matthew Adamson at Nelson Hospital.



Minister of Health Jonathan Coleman made an unofficial visit to Wairau Hospital last month on his way to Kaikoura. The minister visited the Paediatric Ward, Inpatient Unit, Mental Health Unit and Churchill Trust. From left, Registered Medical Officer Dean Lia, Minister Coleman, Lynley Gardiner Service Manager Surgical (on phone), board member Bridget Forrest, Chief Executive Chris Fleming and Assistant Chief Medical Officer John Welsh.

## PATIENTS 'CO-DESIGN' IMPROVEMENTS IN RADIOLOGY SERVICE

The words 'supported, informed, happy, comfortable and safe' are showing up regularly on post-it notes in the corridor wall in the Radiology Department at Nelson Hospital.

The comments are from patients who were asked to describe how they feel about our radiology services.

Shona Niven, former team leader for the Radiology Department at Nelson Hospital says the team are looking closely at each patient's

experience in the department and will 'co-design' improvements to the service they offer.

"The essence of co-design is that you have patients as part of your team – they are alongside you," she says.

Jane Besley, Charge Nurse Manager for radiology supports this patient-centred approach.

"We speak with people about how they feel at various stages of their journey through the radiology department – in the waiting room, before and after their procedure."

Jane says the co-design programme not only provides an excellent mechanism to be able to improve their service, but it is a visible 'pat on the back' for staff.

"We have been pleasantly surprised at how good the feedback

is – even when we dug down a little further we didn't get much," she says.

"One bit of feedback asked for more 'blokey' magazines in the waiting rooms, for instance ones about hunting, fishing or cars, and that's an easy fix."



From left Helen Abernethy, Robyn Redditt, Jill Barr and Rhonda Zimmerman check out the feedback on the 'post-it' notes in the Radiology Department.

# KORERO MAI

## TALK TO US



**JULIA CRAIG**  
WAIRAU



**CHRISTINE GULLERY**  
WAIRAU



**SHARON NORTH**  
WAIRAU

|  |  |   |   |
|--|--|---|---|
| <p><b>I enjoy working in the health sector because...</b></p>                    | <p>Every day there is an opportunity to work with amazing, hard working, dedicated people.</p>   | <p>I like to think that I can help make a difference in the quality of people's lives, health and wellbeing by supporting and working with managers that work towards this goal.</p>  | <p>I get to be part of a highly-skilled team delivering great healthcare to acute patients.</p> |
| <p><b>If I had the chance to changes something for the better I would...</b></p> | <p>Give all of the admin staff a pay rise because without them the doctors wouldn't be able to deliver the services that they are skilled to do.</p>   | <p>Take our CE to the coalface to work with staff in all areas and see staff dealing with issues, difficulties and good times. This way he could get a real perspective of what our staff face daily.</p>   | <p>Take our CE to meet all of the other great teams in our organisation.</p>                    |
| <p><b>My 'unsung hero' is...</b></p>   | <p>Tracy East because the admin team leaders know that Tracy is an absolute font of knowledge and is always happy to help when we turn to her. Tracy is reliable, smart and efficient and WYSIWYG (What You See Is What You Get) and I really like that!</p> | <p>Tessa (mail deliverer Wairau) because she always has a smile on her face and a nice thing to say to everyone she comes in contact with. She goes about her work happy and brightens my day whenever I see her... and always gets the mail through.</p> | <p>I am fortunate to work with numerous unsung heroes every day so cannot pick one.</p>         |

## CELEBRATING OUR NURSES AND MIDWIVES

International Nurses Day was celebrated around the world on 12 May, the anniversary of Florence Nightingale's birth.

The theme for this year is 'Nurses: A Force for Change'.

Director of Nursing and Midwifery Pamela Kiesanowski says it's the biggest day on the calendar for nurses – and really a chance to thank them and recognise them for the work they do.

Nelson Marlborough Health acknowledges the tremendous work nurses throughout our health system do every day.



Deanna Rooney (left) and Michelle May from Wairau Hospital model the nursing uniform of yesteryear.

# SPOTLIGHT ON MAINTENANCE WORK

## HOW TO MAKE THE MAINTENANCE TEAM HAPPY:



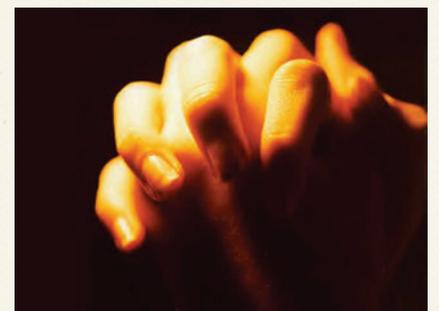
## THE TOP FIVE MAINTENANCE REQUESTS ARE:

- 1 FIX LIGHTS** (Icon: Lightbulb)
- 2 FIX DRIPPING TAPS** (Icon: Dripping tap)
- 3 UNBLOCK TOILETS AND DRAINS** (Icon: Toilet)
- 4 FIX HEATING AND AIR-CONDITIONERS** (Icon: Thermometer)
- 5 FIX SANITISERS AND AUTOCLAVES** (Icon: Sanitiser bottle)

## WE REMEMBER THEM...



Nelson staff, patients and visitors took the time to reflect on the fallen in an ANZAC service at the Nelson Hospital chapel. Guests were welcomed with a karakia from our kaumatua, the Venerable Andy Joseph. They also heard readings and prayers from Father Bill Warwick, Commander and Reverend Nigel Whinney, Past President of the RSA Derek Nees and Reverend Yvonne McLean. Guests laid poppies in remembrance. They sang to the accompaniment of the chapel's organ and stayed afterwards for ANZAC biscuits. From left: Reverend Yvonne McLean, Jenny Black and Derek Nees.



## PRAYER FOR THE HOSPITAL

The chaplaincy service is trialling 'Prayer for the Hospital' once a month in the hospital chapel.

Reverend Yvonne Mclean says the informal session is open to anyone with a heart to pray for the hospital, patients, staff and ongoing needs.

Prayer for the Hospital is held every third Thursday of the month, 12.15 to 12.45pm in the Nelson Hospital chapel.



Miss Susan Dalton, the first matron of Nelson Hospital.  
Image courtesy Nelson Provincial Museum, Bloch Collection, 5998/13

## LOOKING BACK: MATRON SUSAN DALTON

**The first matron of Nelson Hospital was Miss Susan Dalton, a formidable English woman, weighing 18 stone who was said to do the work of 15 nurses.**

Matron Dalton was given free passage to Nelson and an annual salary of £60 plus board and lodgings guaranteed for two years. Before retiring at night she would put her head in the ward door and call out: "Anyone want a drink, because I am going to bed!"

Unfortunately Matron Dalton did not survive an operation to remove a foot that had turned gangrenous and she died in August 1893 aged 57.

Records are a little unclear but it is estimated Susan Dalton was matron at the hospital for between 25 and 30 years. The former Dalton House is a tribute to the memory of Matron Dalton's life. (source: [theprow.org.nz](http://theprow.org.nz))

## MAYOR'S BOUQUET



**Congratulations to Valerie Sirett on receiving the Mayor's bouquet for her 'outstanding contribution to community'.**

Val is a former nurse, long-time chaplaincy assistant at Nelson Hospital and – by many accounts – an all-round wonderful human.



## FOR YOUR CALENDARS

**The next staff forums are hosted by CE Chris Fleming on 15 and 23 June, from 2–3pm in Wairau and Nelson Hospitals respectively.**

Bring your questions and ideas. There will be two more staff forums before the end of the year, in September and November.

## 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)