

CEO NEWS UPDATE May 2018



You may be aware that I have established, with the support of a variety of senior clinicians and managers, a process called **Fit for Winter**.

This is because we have seen some increases in patient presentations to hospital, ward admissions, acute surgery and general practice visits. In addition we have seen that our systems and processes need to be improved and we need to match our capacity better to our demand. This will enable you to provide the high standard of patient care our patients demand and you strive for, especially with the predicted difficult winter ahead.

Chris McKenna is leading and managing this work for me. We are making steady progress, and have seen an improvement in bed capacity, better discharge planning, progress with AT&R reducing their average length of patient stay and improvements in daily ward rapid rounding.

It's early days, but we are **beginning to work through areas of clinical concern, have a greater insight into what's driving patient flow blockages and addressing them as we can**. The team meets daily and both Chris and I are open to suggestions, and happy to meet with anyone that has useful ideas to help us address better patient flow. The process will continue for many months to enable winter demands to be effectively dealt with and the process changes to be fully identified and embedded.

Get your flu shot

So far **48.0%** of staff have received their flu shot. At a similar time last year the uptake was about 38%. Medical staff are leading the way with 57.1% of staff already vaccinated. We are also campaigning to the community, as part of a winter wellness campaign, to **beat the bugs**. You can help spread the word, as the more people who have their flu shot, and who actively follow six simple steps to help **beat the bugs**, the less impact winter flus and illnesses will have on our services.

I would like to thank the vaccinators and everyone else

involved in helping as many of our staff have their flu shot as we can. Staff numbers vaccinated this year are already well above last years rates – thanks to the hard working teams giving the flu shots, gathering the data and spreading the word.

Being fit and healthy will not protect you from influenza

Influenza spreads very easily and up to 1 in 4 of us become infected with influenza every year, even if we don't get sick. By immunising against influenza you can protect yourself and lessen the chance of giving it to your family, co-workers or a patient with a medical condition who is at greater risk of developing serious complications from it.

Clinical Services Plan (CSP)

Workshops to develop the clinical service plan continue. A final large working group workshop is planned for the end of this month. From there a draft CSP will be developed in readiness for **public consultation August/ September**. If anyone would like to know more about the CSP you are welcome to email

clinicalservicesplan@hawkesbaydhb.govt.nz

Big Listen

Over the past few months we've been gathering and pulling together all the feedback from the Big Listen and the co-creating sessions that over 200 people attended. This information will help us develop an overarching People Plan for the next five years. The key priority areas we have identified for the next six months, from the feedback, are: tackling poor and unacceptable behaviours, streamlining and simplifying the whole performance appraisal system and beginning to implement initiatives about improving staff wellbeing.

Already in place are a number of initiatives to help support staff over the next few months including the Self Care in Health Care programmes - 4 hour sessions or lunchtime workshops, free 15 minute massages, subsidised Boot Camp at Swim Gym, 30 minute massages at Occupational Health, Flu vaccinations and Body Balance every Wednesday.

There is much more we need to do and we will also be looking for feedback on the proposed People Plan in June/July to make sure that what we are suggesting, will have a positive impact and reflects on the feedback we had to the Big Listen.

ANZAC Day

Many of you attended the 90th anniversary of Hawke's Bay Fallen Soldiers' Memorial Hospital on Anzac Day. Held

on a picture perfect day the service was a tribute to all involved. I thoroughly enjoyed listening to Councillor Geraldine Travers who recounted her stories of how war had impacted on her and her wider family, and her travels through France to follow in her relatives footsteps during the war.

It was a pleasure to be there, to see the large crowd gathered - the many children and staff, RSA members and **98 year old nurse Elsie Leipst**, who at the age of eight attended the opening of the hospital 90 years ago.

Months ahead

We have busy months ahead. Much is happening within the health sector and we will have more insight post budget day this month of what our future planning will be. We will provide a **more in-depth analysis of what the next financial year is looking like later in the month.**

Thank you

Thank you to those of you who are helping support Chris McKenna with Fit for Winter. The better prepared we are, the better we will be able to face the winter months ahead. It's a big task - it's taking a lot of time and attention so we deliver results for you so you are better supported in providing quality and safe care.



When you're out and about in our community, you will soon come across 'Beat The Bugs' marketing material - a community awareness campaign to encourage people to get a flu shot and stay well this winter.

As mentioned in my foreword, we are anticipating a winter similar to that of the Northern Hemisphere. Educating and encouraging those in our community about what they can do to try and stay well this winter is part of our overall winter preparedness planning. Try to encourage those you know to get a flu shot and stay well this winter.



Earlier this month we hosted Chief Medical Officer, Dr Frank Rawlinson of Whanganui, for the Grand Round to talk about a new patient information digital platform for the future—Clinical Portal. It was great to see a packed Education Centre for this information session. Dr Rawlinson also met with EMT members and Clinical Council, among others.

Clinical Portal is a streamlined patient clinical data system that has already been rolled out in Whanganui and Mid Central DHBs with Wellington on-board later this year. It is a one-stop shop for clinical data of patients, and in time, will be a common platform for DHB health professionals.

Collectively our central region DHBs have agreed to start phasing it in with HBDHB's progressive rollout starting from July. Between now and then, there will be staff familiarisation and training sessions before going live.

In brief, Clinical Portal is:

- Consolidated view of patient clinical information across the central region six DHBs
- Patient information available across the Central Region's DHBs "anywhere, anytime"
- Standardise systems and consistent interfaces for staff across DHBs
- Move to a regional structure to support 24/7 operations
- Bring all DHBs up to common platforms

Familiarisation Sessions

10 minute staff familiarisation sessions have started where our teams will be introduced to Clinical Portal.

Whanganui DHB staff are working with us – this is important because their staff are already using the system and can give valuable insight and feedback to our health professional teams.

Team leads and managers are encouraged to book familiarisation sessions for their teams for May – as these sessions can come to you! Please email 'Clinical Portal' on Outlook – or clinicalportal@hawkesbaydhb.govt.nz to enquire.

Pool hoist reinstatement at Napier Health

Napier's disabled community got a boost last month following the reinstatement and upgrade of a pool hoist at Napier Health's hydrotherapy pool.

The hoist was decommissioned in 2012 following a Department of Labour review that determined it was not fit for purpose. A decision was made at that time not to repair the hoist due to low demand. However, local couple Glenn and Fran Marshall later challenged this saying the need was there.

The Marshalls, who were at the reopening, said they were fortunate to link with HBDHB board member Diana Kirton who helped get the ball rolling to upgrade and reinstate disability access to the hydrotherapy pool.

Fairhaven School's specialist therapy team provided professional advice to ensure the hoist was fit for purpose for all disabled persons, not just disabled young persons.

The key benefit for many was that hydrotherapy sessions could now be increased from once a fortnight, to once a week, because there was no longer competition for space at only one venue (Hastings).

"We are very grateful that the DHB provided equity and we'd like to acknowledge Diana Kirton (Board member), Kaye Lafferty (Patient Safety and Clinical Compliance Manager) and Sharon Mason (Executive Director Provider Services) - these three wonderful ladies have the X-Factor and demonstrated what can be achieved when we work in partnership," said Glenn Marshall.



Fairhaven School principal Diane Whyte said the reopening of the hoist was fantastic news for its school community and the wider disabled community.

"It gives our students safe access to the hydrotherapy pool and allows all of our students who have physical disability to have regular sessions in a therapeutic environment," said Diane – adding hydrotherapy can be an important part of someone's therapy as it provides a weightless, warm and comfortable place to stretch and work on things that can be impossible on land when battling against gravity

"Having a local facility is necessary as some students can find it hard to travel any distance – so we will be making use of this facility at least twice weekly," she said.

The DHB is grateful to the Marshalls for raising with it why reinstatement of the pool hoist was so important. The demand for disability access to Napier Health's hydrotherapy pool is clearly there and ensuring that the pool hoist would be suitable not for just young disabled persons, but for all, was key to this upgrade.

This investment will also give ongoing wellbeing benefits to our disabled community and we are thrilled it is back in operation and meets wider needs than before.

ANZAC Day 90th anniversary of hospital

Thanks to Rev Barbara Walker and staff who helped to make this year's ANZAC Day service at our Hastings campus so memorable.

This ANZAC Day was particularly poignant, because it marked exactly 90 years since the opening of our hospital—New Zealand's only memorial hospital.

Crowds gathered, young and old, including staff and patients who were able, and we all reflected and paid tribute and thanks to those who sacrificed their lives for our freedom.

I also spoke about the opening of Hastings' hospital 90 years ago and the efforts the Hastings community and leaders took to make it happen as well as the ANZAC significance and official naming of our Hawke's Bay Fallen Soldier's Memorial Hospital.



Oral Health Education for Children

There is a lot of proactive work happening within the oral health sphere and I'd like to thank those integral to this work.

In my last edition I featured a new campaign introduced in our Paediatric Ward and Special Care Baby Unit – Water 4 Kids. The campaign is about encouraging and endorsing water only in these wards and asking staff, families and visitors to join together to realise this 'water only' aspiration.

Now, several weeks on, teams report that there is general acceptance of this new initiative. While some people have been hesitant to switch their fizz for free bottles of water, others have happily done so. As with any new initiative or change, new ways of doing things can take time. Thanks to our staff for championing this new initiative.

In other oral health news, Population Health Advisor – Kelly Richards (pictured right), assisted by our Information Services Team, set up a project to trial the use of an iPad as an educational tool for children when visiting the Dental Clinic.

Educational videos, songs and games were loaded onto the iPad for children to use after their time in the chair.



Hastings Central dental therapist Karen Gillespi, who trialled the iPad use in clinic, found the iPad to be a 'fantastic tool', so much so the trial's success will see a rollout of iPads with the educational material downloaded to all of our dental clinics, our Kaiawhina and contracted Well Child providers who meet families within their homes.

Kelly says the outcome of the trial was hugely successful for the following key reasons; Children enjoyed the education brushing apps, songs and games:

- Family members were respectful of each other's time allocated to using the iPad
- Increased the child's compliance and enhanced their co-operation as they wanted their treatment completed to have their turn on the iPad
- Engaged the older children who came with whānau
- Increased engagement with the mum/caregiver who is also involved in the games/songs
- Enabled mum/caregiver to have an uninterrupted conversation with the Dental Therapist about their child's oral health, in particular children with disabilities



Māori Health welcome new Kaumatua and Cultural Competency Advisor



Pictured L-R: JB Heperi-Smith, Kevn Snee, Tiwana Aranui, Patrick Le Geyt

We welcome two new Kaumatua and a Cultural Competency Advisor into our DHB fold – integral members of our Māori Health team. They are: Mr Tiwana Aranui, Kaumatua, Mr Hawira Hape, Kaumatua and Mr John Barry (JB) Heperi-Smith, Cultural Competency Advisor.

I had the pleasure of meeting Mr Aranui and Mr Heperi-Smith prior to their Powhiri (pictured). Mr Heperi-Smith joins us on 14 May.

Mr Aranui's Iwi is Ngāti Kahungunu ki Te Wairoa. His Hapu is Ngāti Pahauwera (Raupunga/Mohaka) He is also the current chairperson of Pukemokimoki Marae, Maraenui, Napier.

Mr Heperi-Smith's Iwi is Ngāti Kahungunu ki Heretaunga and his Hapu is Ngāti Te Kikiri o Te Rangi (Takapau). He is also the current chairperson of Te Rongo a Tahu Rakautatahi and holds governance roles as Deputy Chairperson - Ngāti Kahungunu Iwi Inc; Trustee – Heretaunga Tamatea Settlements Trust (PSGE).

Mr Hawira Hape's Iwi is Ngāti Kahungunu ki Heretaunga and Hapu Ngāti Rangikoianake. He is also the main speaker at Kahuranaki, Te Hauke Marae, Central Hawke's Bay.

Pregnancy Education

Hawke's Bay District Health Board has funded Te Taiwhenua o Heretaunga (TTOH) to deliver a new Pregnancy & Parenting Education and Information programme (previously known as ante-natal classes) following a contestable process in 2017. The new programme is called 'Whanake te Kura'.

The DHB is excited about this new programme and the opportunities it will provide for pregnant women and their whānau to access free information, education, and support to meet their pregnancy, early parenting and social needs.

Whanake te Kura classes have commenced and are available in Napier, Hastings, Central Hawke's Bay and Wairoa. The classes are **free**, to **all** pregnant women and their whānau/families.

Whānau will have the opportunity to learn about a range of topics about child birth and parenting from knowledgeable speakers.

People can be referred to this programme via their Lead Maternity Carers. They can also register directly - Email: register@ttoh.iwi.nz

Having a baby?

To help you on your pregnancy journey, and prepare you and your family/whānau for your new baby, our DHB funds a **free** Pregnancy & Parenting Education programme (previously known as ante-natal classes).

The name of the programme is **Whanake te Kura**.



Stay Connected

Stay connected with regular DHB news via our intranet *Our Hub*. A daily email is sent out to all staff linking staff to the latest news that day, including important daily notice information. Printed hand outs of that week's news will also be available weekly from the Our Health *pop-up*, situated at our main hospital entrance for staff who have limited computer access.



Retirements

We recently farewelled the following staff and wish them well in their retirement.

- Ruth O'Rourke (pictured centre) – Communities, Women & Children



- Maxine Kennington, Communities, Women & Children
- Rose Chase – Older Persons & Mental Health
- Karen Roberts – Operations Directorate