

**February 2017**

## Another busy month

It's been another busy month for people working in the health system, with Hawke's Bay Hospital operating at capacity for much of January.

The impact of a busy hospital affects many in the health sector. We have done an initial analysis to see if there is anything in particular driving the increase. We will be looking to understand, in greater detail, what has been causing this and I hope to be able to share some new insight within the next month or so.

## Te Matatini

The national Kapa Haka festival was held in Hawke's Bay, from Wednesday 22 until 26 February at the Hawke's Bay Regional Sports Park. The festival was a great example of how a huge but well organised event can go off without a hitch. Smoke free and alcohol free, the organisers also managed to add zero waste to the landfill, which is pretty impressive considering over 40,000 tickets to the event were sold. I understand there were only 28 attendances to the Emergency Department from the event as well. Health had a big impact at the event with Health Hawke's Bay and district health board staff along with fourteen health providers working out of the Kahungunu Haurora Pavilion.

The Tag the Taniwha promotion was a great success with thousands taking part with the aim of the game being engagement with health services. Organisers expect to see, as a result of the game, improvement in personal health as participants were all set health goals and all will be followed up by health professionals. Take a look at some pictures from Te Matatini on page 3

## Car parking

Paid parking for staff and the public at Hawke's Bay Hospital and Corporate Office begins this week.

The team implementing paid car parking and the Go Well Travel Plan have done a good job to get us to this point. If we can free-up parking space so our patients and visitors spend less time going around and around in the car park missing appointments, and having less time to spend with loved ones in hospital, it will be worthwhile. The travel plan the team has been working on is seeing results with many more outpatients using the free bus service, more staff carpooling and more people cycling to work.

We will be closely monitoring what happens with the travel plan and parking space. There is still more to come with parking initiatives and money raised from paid parking will be reinvested in the travel plan. A new 20 bay secure bike shed will be installed this week, with another planned for early in the new financial year as well as improved cycling facilities at the Corporate Office. We are also looking into a park and ride opportunity for staff.

Please read further important staff information about paid parking on page 2

## Endoscopy Unit

As many of you will have seen from posters around the hospital building, work for the new endoscopy unit will begin shortly. The new unit, which is expected to be completed by August next year, will provide us with state-of-the-art facilities for our gastroenterology service. It will also give us the capacity to deliver the bowel screening programme to the Hawke's Bay community. This exciting build is an investment of \$11.67 million that will deliver a much improved service to our community. Being positioned at the main entrance to Hawke's Bay Hospital, many of you will be able to watch its progress.

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### Corporate restructure.

We begin interviews for the positions of Executive Director of Primary Care and Executive Director of Strategy and Health Care Improvement this week. We have a high calibre of short-listed candidates and hope to be able to make announcements to these positions next month.

### Waioha opening

Tomorrow we will also officially open Waioha, the new primary birthing unit. A few years ago I challenged our Midwifery Director Jules Arthur to be bolder in the maternity vision and to bring the benefits of a primary birthing to a much larger group of Hawke’s Bay women. I’m pleased to say Waioha is designed to do just that - to deliver lower intervention rates and healthier babies. I look forward to seeing that continue. Congratulations to Jules and the wider team for all that has been achieved. If you would like to find out more about maternity services and their facilities you can watch their new video. <http://www.ourhealthhb.nz/health-services/hawkes-bay-maternity>



### Paid Parking – Hawke’s Bay Hospital and Corporate Offices

This Wednesday, 1 March, paid parking will be introduced at Hawke’s Bay Hospital and corporate offices between the hours of 8am and 5pm weekdays. After 5pm, on weekends and on public holidays will remain free. **However, to allow people time to get used to the new system, there will be no penalties to staff, or members of the public, during the first week of operation.**

Staff have various paid parking options available to them. These include:

- Payroll deduction at a reduced rate ([click here to find out and more and register](#))
- ParkMate App ([find out how it works here](#))
- Scratch coupons – available to purchase from Monday 27 February at:
  - The Fleet Office between 7:30am-4pm. Debit/Credit only.
  - Available from the Gift Shop between Mon-Thurs 9-4:30pm, Fri 9am-4pm, Sat 12:30-4pm. Cash or Debit/Credit.

**Note: There are no hidden fees associated with debit card transactions.**

**FREE options-** Register to carpool and park for free. ([on Nettie](#))

The paid parking project, which is part of our overall Go Well Travel Plan, has been in the planning and consultation stages for quite some time in order to achieve less congestion.

Our Go Well team has been working hard to implement the scheme, as well as alternative travel options for our staff and outpatients/visitors. The Hawke’s Bay Regional Council in partnership with GoBay bus has brought back the **Napier to Hastings express bus** which includes stops at the hospital.



**Bus timetables have also been adapted to coincide with shift changes** based on staff feedback.

Free outpatient bus passes is off to an amazing start with 345 outpatients using public transport during the month of January alone - a 61% increase in bus patronage to and from health services compared to one year ago. Hundreds of patients are choosing to ride the bus rather than drive, which is a positive step toward helping ease demand on car parking.

**A new secured bike shed** is under construction which will more than double the secured bike space on site once it is complete. It will be located in the staff car park near AB Block. The bike shed will be installed in late February, with temporary racks being used until the stacked bike racks arrive at a later date.

**Biking and walking maps have been developed** to show staff and patients how long it will take to bike or walk to various locations around the hospital. Our Go Well team recently provided feedback for long-term active transport planning with the Hastings District Council to help staff get to and from work safely.

There has also been quite a bit of interest in the **new carpooling scheme with over 60 staff members now registered.** Due to **overwhelming interest, remarking of car parks to accommodate for additional carpools will be underway in mid-March.** More signage will be installed in the upcoming weeks. Until the remarking is complete, if you are a registered carpool, please continue to use your tokens even if a carpool park is not available.

Widespread advertising to inform the community is also well underway.

The Go Well Team advises that they have fielded a significant amount of questions in the lead-up to the go live date. It is good that staff are engaged and understanding of the options available to them. In the first instance, [please take a look at the Frequently Asked Questions](#) on Nettie as it gives you all the up-to-date information.

Colour	Allocation
Blue	Patients and visitors \$1 per 3.5hrs
Red	Emergency department patients
Yellow	Reserved parking
Orange	Staff carpool parking (free if registered)
White	Staff Parking - \$1 per day





## HBDHB in the community

Two significant events recently have seen many of our teams out and about engaging with our community. It's great to see our people in action. They are hugely passionate, approachable and knowledgeable – all ingredients toward steering others in the right direction to achieve healthy outcomes.

### Waitangi Day

Health providers, HBDHB Population Health and the Māori Health team were an integral part of recent Waitangi Day celebrations at Hawke's Bay Regional Sports Park.

Promoting smokefree, alcohol and violence-free messages, the Population Health Team has worked closely with *Ngāti Kahungunu Iwi Inc* for the past three years helping to coordinate stalls and activities and supporting the aspirations of the *Te Ara Toiora o Ngāti Kahungunu Wellbeing Strategy*, promoting vibrant strong healthy whānau, hapu and iwi.



Activities and competitions promoted safe sleeping practices for babies, smokefree cars and the new Hawke's Bay stop smoking service, Te Haa Matea. Whānau were able to get blood pressure checks by primary care provider Health Hawke's Bay and learn all about how important it is for children to finish a course of antibiotics when treating sore throats and preventing rheumatic fever.

Whānau were also able to ask for support for problem gambling from Te Rangihaeata Oranga Trust. As the weather was hot and dry, a water tanker was on site providing free cool water to those at the event. Orchardists Crasborn came on board again and provided free fruit all day.



The Waitangi Day celebrations attracted around 15,000 people to the Hawke's Bay Regional Sports Park, Hastings.



As part of the Healthy Events initiative the key health messages were also reinforced on the big screen throughout the day and the MC reinforced these messages.

## Te Matatini pictures





## Napier Health

Jackie Lee, a care associate based out of Napier Health, received accolades recently for her proactive work during a routine visual field test for a patient.

Upon completing visual field test and printing off the results for the consultant ophthalmologist, Jackie noticed that the results were markedly different from the patient's previous test report. Jackie promptly contacted the Registered Nurse to inform of the patient's potential decline in vision, and as a result, the patient was promptly seen in clinic by the consultant sooner than planned. The patient required a change in treatment and this was commenced.

Jackie's actions and astute nature provided good information to clinical staff to action this change. Both the patient, and consultant, applauded her for this work. She received a hand-delivered box of chocolates from the patient whilst the consultant made special mention of thanks to Jackie on the patient's clinic letter.

Well done Jackie. It is great to hear of staff taking the initiative to escalate through the right channels, resulting in positive outcomes for patients.



Jackie Lee with chocolates from grateful patient

## Hastings

### Go by bike – breakfast challenge

It was great to see over 70 bikers take part in our Hawke's Bay Commuter Challenge 'Go By Bike' breakfast recently. Staff, members of the community, a number of young families who were aiming to bike to every challenge stop, as well as school children, stopped by at our breakfast stop to indulge in lots of healthy food such as muesli, yoghurt, fruit and hot cross buns. Well done to all involved in making the commuter challenge breakfast such a success.



## Central Hawke's Bay

Last week members of the Central Hawke's Bay Health Centre team were stallholders at the Age Concern *Retirement and Beyond Lifestyle expo* held at the AW Parsons Stadium.

The expo attracted displays from 47 stallholders and saw more than 280 members of the public through.

District nurse Marilyn Duncan and Pam Nicholson, who is the administration co-ordinator for Meals on Wheels, are pictured below. They were able to answer questions and provide information and material about DHB services available at the Centre to local residents.

Feedback from the expo has been very positive with those attending commenting on the amount and range of stallholders and information they were able to get. Some of the attendees were new residents in the area and this provided an excellent introduction to the range of supports and services available in Central Hawke's Bay.

The expo saw all service and interest groups, who support the over 65 age group in a rural setting, under the one roof at the one time. This was all part of the integrated health and social service provider concept that is becoming active in CHB.



District nurses Marilyn Duncan and Pam Nicholson

## Wairoa

Did you know that Wairoa is linking up with Hastings every fortnight for the Karakia and Waiata session that is run by the Māori Health Team? Being able to video conference and link in is a great opportunity to participate together, no matter where you are based, to learn waiata (songs), to have fun while learning, to eventually be able to participate in any occasion where waiata are sung, whether it's here at the Hospital, within the Wairoa community or alongside our Hawke's Bay colleagues. Well done to all who make this happen!

## Waiata Wairoa

These sessions started last October and will continue this year thanks to all staff who continue to attend and support this initiative. The point of difference with *Waiata Wairoa* is the focus on learning waiata that originate from the Wairoa district and that were composed by Wairoa people; on learning waiata that sing about Wairoa, the place and its stories. Examples are: *Ka waiata ki a Maria* (Richard Puanaki), *Wairoa Hōpūpū Hōnengenenge Mātangirau* (Wiremu Te Tau Huata), *Blue Smoke* (Riki Smith) and *Titiro ki Whakapunake* (John Keefe) and many more.

## Intranet content reviewers to art deco belles

As you know, Nettie's days are numbered and a new and improved intranet is on its way!

The Communications Team is leading this work, working alongside IS, designers BAND and systems developers NZ Digital. This project will see a total overhaul and redesign of the site in time for a late April launch date.

All content relating to teams across the organisation has been collated and emailed to team leaders/content coordinators for their review, edits and prompt return. This is a vital part of the process to ensure only relevant and up-to-date content appears on the new site.

As an incentive to ensure content was reviewed and returned by deadline, the comms team put teams in the draw for tickets to attend last weekend's Art Deco event, *Bubbles at the Dome*, which were kindly donated by Brebner Print.

Well done to the Family Violence Intervention Programme Team who prioritised this work, were promptly in the draw, and became the lucky winners!

It was important for the team - Julie Oliver-Bell, Jarn McClelland, Carolyn Faloon and paediatric social worker Yvette MacDonald - to make sure their service was well reflected with the most up-to-date information come the new intranet's launch date.



"The chance to win the tickets was definitely in our minds and to win was an absolute thrill," said Carolyn.

Decked out in their finest Art Deco gear they had the best view in town of the Art Deco festivities!

An update: With around 70% of current intranet content now reviewed, the Communications Team are turning its focus to working with services to develop new intranet content.



## Hastings Fires

We are reminded all too often of our vital role in emergency situations. The recent fires in Hawke's Bay saw involvement from our public health team assisting from a civil defence perspective, providing important health advice. Some staff who live at Waimarama were also unable to return home or turn up for work! We are thankful that no one was badly injured, or lives lost, and are thinking of those affected in Christchurch.



Photography by Robert Beedle



Photo via Hastings District Council

## Tremains Triathlon Sunday 19 March

As Hawke's Bay's largest employer, there is always a strong turnout of teams from Hawke's Bay DHB at this annual triathlon event.

It's great to see the in-house competitions that develop and I'm sure many of you are keen to try and out-do Lab Services who have entered the most teams two years running and hold the Departmental Shield, pictured below!

Get a team together now, register here: [www.tridentresults.com/event/103](http://www.tridentresults.com/event/103) and don't forget to email: [tremainstri@hbdhb.govt.nz](mailto:tremainstri@hbdhb.govt.nz) when you've registered to receive all sorts of goodies, including a DHB t-shirt to wear on the day.





## Holidaymaker says thank you

Thank  
you



I am pleased to share with you a recent letter of thanks from a UK holidaymaker who unexpectedly ended up in Hawke's Bay Hospital over the New Year period.

This letter highlights and thanks a number of departments, from administration to cleaning, catering and clinical, and shows that welcoming friendly faces and keeping patients informed of their care plans, truly has a positive impact. Well done everyone!

*I was recently a patient at Hawke's Bay Hospital and wish to give grateful thanks for the way I was treated during the whole process.*

*My wife and I were on holiday from the UK, touring in a campervan when, on the evening of Monday 9th January, I tripped, slipped, fell and broke my right leg at the ankle. My wife drove me to Napier at about 10 pm where I received immediate first aid treatment at Napier Health. The X-Ray department was closed until 8.00 the following morning and we were advised to return then. My leg was x-rayed. Dr Ian Macdonald examined the images and referred me to the Hawke's Bay Hospital Emergency Department for further orthopaedic consideration.*

*The triage nurse (Karen?) on duty that day was excellent. I can't praise her enough for her efficiency in dealing with me and the other patients. I would also single out **Dr Joshua Knudsen** for his kind and considerate attention in the admission process, particularly when plastering my leg.*

*The following morning he visited me early explaining that surgery might be possible that day but **Mr Dray** would shortly make a decision. **Mr Dray** visited me, explained the procedure and that he'd placed me on the list for surgery that day. Ultimately, there was a trauma which took precedence and the operation was delayed until Thursday.*

*During all this time I was attended on by numerous members of staff who all introduced themselves by name and who all showed care and concern. I cannot remember all their names, but of particular note were **Crystal, Ann-Marie and Consuela**. The cleaning staff, catering services, pain control, pharmacy, physiotherapy (**Tanae and Ronnie**) all deserve mention. The nurse who dealt with my discharge was extremely helpful and unfortunately I have forgotten her name. Once discharged, I was phoned on more than one occasion by **Alison** who kept me informed of my appointment time for the 24th, arranged to instruct me in the use of syringes for care on my return flight and made me feel relaxed.*

*The Consultants, **Mr Dray** and **Mr Lawson**, have left me with a very positive opinion of their professional competence and their personal caring approach to their patients which, I am sure, is an influence on their teams.*

*My travel insurers were not the most helpful especially when, at the eleventh hour, they required detailed information for the airline. As I was already just outside Auckland I had to phone the hospital for help. I am so extremely grateful to **Beth in Patient Records** who pulled out all the stops and, with my permission, provided the information requested by e-mail. Without her help I would not have been able to return home on the flight which was booked.*

*In short, I have returned to the UK with a very positive opinion of the health care services in New Zealand.*

## Accolade

**GOLD  
STAR**  
OF EXCELLENCE

Congratulations to Physiotherapy department staff and management on achieving *Fully Achieved, No Corrective Actions* for the second time in succession by the DAA Group Audit who audits on behalf of ACC. The Auditor commented the department is one of only two DHBs in NZ to achieve this result, and that there is potential for it to be upgraded to the highest possible level of *Continuous Improvement* once panel review of its Physiotherapist – led spine clinic is concluded. This audit is against the national Allied Health standards. This is a fantastic result and all should be very proud of their collective efforts to achieve this result!

## Teams on the move

### HR Relocating

Our HR team, including the Executive Director of People and Quality, Recruitment and HR Advisory, will be moving from our corporate offices within the G.J. Gardner building to the North Wing (old mental health building) on Monday 20 March.

Payroll will be remaining in their current space. It is yet to be determined who will fill the vacant area left by HR.

### Theatre bookers relocated

Our theatre bookers' portacom on the Hastings site has been temporarily relocated from Peppertree lane (which was beside Hawke's Bay Hospital's main entrance where the new endoscopy unit is being built) to an area outside the AB Block staff entry area. This is a temporary shift as our bookers await their new space within the endoscopy unit.

By the end of next week, the marking of extra car parks, to accommodate lost spaces taken up by the portacom, will be ready for use.

## Police Ten 7

Our team in Hastings recently hosted television series Police Ten 7 who were on site with Security Manager Rob Thorpe and Senior Community Constable Raj Cotter for a short segment about community policing in Camberley, which borders Hawke's Bay Hospital.

The focus of Rob's segment was about the strong relationship that HBDHB has formed with Raj and the importance of this relationship as they work together to try and deter vandalism and public nuisance within hospital grounds.

