

# iN FOCUS

News & views about Our Health from Hawke's Bay  
DHB chief executive Dr Kevin Snee.

August/September 2017

## Driving better healthcare in the Bay.



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# CEO news



Dr Kevin Snee

## Thank you for hard work over winter months

Having recently returned from sabbatical I have heard from both acting CEOs Tracee Te Huia and Sharon Mason on how busy July and August have been for both Hawke's Bay Hospital and primary care.

There has been significant staff sickness and flu-like illness circulating and staff have worked hard and stepped up to cover sickness and leave during this time.

It's taken a team effort to get through those winter weeks and I would like to thank you all for your hard work, and Tracee and Sharon for their leadership during the weeks I have been away.

Tracee and Sharon have both commented on the team work and the support they received not only internally but from external stakeholders and providers as well.

This was heartening to hear, and clearly what impressed upon both was that the ability in their teams meant they could move from their day job into the acting chief executive role because of the capability of those covering for them in their very substantive roles.

## Big Listen and Clinical Services Plan

I feel very passionately about the two big projects we are working on with you at the moment - the [Big Listen](#) and the [Clinical Services Plan](#).

Being able to constructively and critically guide the future of health services and how we deliver them will be important to you all.

For me [The Big Listen](#) is about how the organisation supports you to treat people with dignity and humanity in a high quality health care system. Being well cared for, showing respect and kindness to one another within our organisation, and to our consumers and their families, is fundamental to [The Big Listen](#).

However, we can only make positive changes to your working environment if we hear from you and the people that interact with our services, in order to gather feedback and suggestions on where we can improve. Not hearing from you means we have to make assumptions, which may be wrong. I know there is a mix of satisfaction and dissatisfaction amongst you, so I encourage you all to register for a listening session and fill out the survey. It is feedback from these where commitments to change will be made.

The [Clinical Services Plan](#) is also a chance for you to help shape the future of health services and how they will look in the future. This really is a once-in-a-lifetime opportunity, if you want to see services and where they are provided from transformed. Workshops are being held and you are encouraged to attend, but if you need more information email: [clinicalservicesplan@hbdhb.govt.nz](mailto:clinicalservicesplan@hbdhb.govt.nz)

Everyone has been busy and staff are weary after a busy couple of months, however these two projects will shape the future of health and I'm sure you will all want to have a say in that.

There have been some highlights while I was away. The Countdown Kids Hospital Appeal was launched and Countdown Supermarkets Hawke's Bay also delivered fruit baskets in recognition of the hard work from staff, which I understand was very well received. There are more plans for staff wellness and what's available in more detail in this newsletter.

In my next newsletter I will go into more depth about the work and my learnings from my time away.

I look forward to catching up with teams in the coming weeks. Please if you do want to contact me I am available through email [kevin.snee@hbdhb.govt.nz](mailto:kevin.snee@hbdhb.govt.nz) or 06 878 1690.

## Listening Big – The Big Listen

### The Big Listen

# I'm in, are you?



This is an opportunity to have your say in what makes a good day and what makes it a bad day for you at work. It is a key intention of Transform and Sustain that we need to invest more in our staff, we can only do this if we know what we do well and where we need to improve and where to invest – so this is your chance to have your say.

By now most of you will be familiar with the bright pink t-shirts people are proudly wearing or boxes within your working spaces, which are survey collection points. Remember to keep updated on Our Hub for the latest information or feel free to stop anyone you see wearing a Pink [Big Listen](#) t-shirt as they'll be happy to answer your questions.

Feedback from facilitator Tim Keogh is that lots of people have filled out the survey either online or via hard copy. The survey is an important opportunity to have your say as it will provide invaluable information about what we do well and what needs improving, so please have your say and be heard this way. Don't worry if you haven't yet completed your survey. You have time – the cut-off date is 29 September. Click here to take the [anonymous and confidential survey](#).

Most importantly Listening Session registrations are starting to fill up, which is fantastic. Again, if you haven't chosen a session, then please go online to Our Hub and choose a session that best suits you. There are several locations and times to choose from. For more information and to register for a session, [click here](#)

Lastly, The Big Listen is just one key project on the go – it marries with our other key project which will look to transform our region's health services – [The Clinical Services Plan](#). We are inviting the community to be part of these projects, so please encourage your friends and family to participate. They will find information about the two projects, as well as links to our Big Listen survey and Listening Sessions on our website [www.ourhealthhb.nz](http://www.ourhealthhb.nz)

There's lots of fun activities, morning tea competitions and night shift visits planned over the coming weeks to help keep staff informed about The Big Listen and having your say. Stay tuned!

## New chair for Consumer Council

This month we farewelled Graeme Norton as Chair of the Consumer Council.

Graeme was first appointed in May 2013 and was the inaugural chair of the Consumer Council.

The council has added new dimensions to decision making at the district health board and has been pivotal in the decisions made around food services, youth strategy, mental health and many other strategic developments.

In his words ***"The satisfaction of being on the Consumer Council is being able to make a difference and having feedback from***

***clinicians to say that they have opened their own eyes and thought "Oh, I had never thought of it like that" or "I could make a real change here and it would work better for me and for the patients"***

Graeme will remain on the Consumer Council until February. In coming chair is Rachel Ritchie, a current member, and we look forward to working with her.

Graeme won't be idle though as he is the newly appointed chair of the Health Consumer Councils' of New Zealand and is a member of the Expert Advisory Group for Integrated Pharmacists Services in the Community, Chair of the Wharariki Trust and he also holds a number of the roles and responsibilities in various groups and organisations both locally and nationally.



## 2017 General Election Update

From Monday 18 September an advanced voting team will be at Hawke's Bay Hospital to take votes from inpatients who will not be well enough to get out and vote (more information on how this will work will be provided through Daily News in the week leading up to Election Day)

On voting day Saturday 23 September a polling station will be set up in the hospital ward block foyer from 9am – 7pm for patients, staff and visitors to vote.

Jacqui Mabin, Administration Manager is our liaison with the Returning Officer, and can be contacted if you have any specific questions regarding how the advanced voting and Election Day process will work in the Hospital.

Following the election there may be a period of time before a new government is formed. As State Sector employees, we need to be mindful of our responsibilities.

If you are at all uncertain about what is expected of you as a State Sector employee, please talk to your manager. The State Services Commission has also put out some clear guidance for State Sector employees during an election [which can be viewed here](#).

## Board chair enjoys catch-up with projects

Chair of the Board Kevin Atkinson enjoyed a catch-up with staff as he was given an update and shown around the new endoscopy/gastroenterology building works and the renal extension to Ballentyne House.

As part of his walk around Kevin also caught up with the Emergency Department team and congratulated them on their hard work through the busy winter months and the increased number of presentations to just over 128 people per day in June and July. On average it's about 110-120 people a day.



## Artwork gifted to B3 as mark of thanks

B3 staff were presented with a generous gift of two canvas-mounted scenic photographs yesterday by local Mark Elston and family who wanted to thank staff for the amazing care given to their father Neal before he passed away.

The photographs, taken by Mark, depicted local Hawke's Bay scenes. CNM Bernie Fail told *Our Hub* the artwork would be displayed in the ward for all to enjoy.

"It was great for staff to catch up with Mark in much happier circumstances and to receive the gifts on behalf of all the DHB," said Bernie.



## NETP Graduation

It was wonderful to see the news about our recent graduation ceremony for 18 of our first year nurses who had recently completed the Nursing Entry to Practice Programme (NETP).

The programme is accredited by the Nursing Council of New Zealand and helps participants to develop confidence in nursing practice as well as independence in clinical reasoning and decision making.

During the programme, students are employed with providers across the Hawke's Bay health sector in secondary services, age residential care, primary health care and Māori health – supported by HBDHB's NETP Nurse Educator, Donna Foxall, and through a range of teaching and learning environments with the Eastern Institute of Technology – Te Aho a Māui.



Donna says graduates have gained more knowledge, grown in clinical confidence, learnt multiple new skills and become important team members in their chosen area of work. The DHB's Facebook post about our graduates had a massive response, reaching more than 15,300 people!



Graduate of the Year was awarded to Lyllani Preston. Congratulations to you all.

## AAU completes CCDM Work Analysis

Work involving the Care Capacity Demand Management (CCDM) project is tracking well with AAU recently completing its CCDM Work Analysis data collection.

AAU staff found the completion of the work analysis sheets to be a more manageable task than anticipated and feedback from the team was that it provided reconfirmation of their thoughts about the diversity and accomplishments by each staff member per shift.

Stay tuned for some exciting news next month when the Hospital at a Glance screens (HaaG) will be going live across Hawke's Bay Hospital as part of the Variance Response Management (VRM) rollout.



## Countdown Kids Appeal Launched

This year's Countdown Kids Hospital Appeal kicked off in style earlier this month with great songs, dances and speeches at Hawke's Bay Hospital. The Kiwi Kids preschool performance put a smile on faces, while Hastings Boys High School's Pasifika youth group set hearts pounding.



Countdown managers and staff, along with DHB reps spoke of the collaboration that has brought over \$700,000 in fundraising to Hawke's Bay Hospital over a number of years, and the kids loved listening to local Dan Lee who spoke of his time in hospital as a child and giving back to hospital and rescue services recently by walking the length of New Zealand and later ditching his dreadlocks to fundraise for the cause.

This year's Appeal runs from 7th August - 29th October 2017 and money raised in the regions stays in the regions. You can get behind the Appeal by:

- Participating in your local store/DHB fundraising activities.
- Purchasing a Countdown Kids Hospital Appeal wristband or raffle ticket in-store.
- Donating while you're doing your shopping online by selecting Countdown Kids Hospital Appeal as a product.

Countdown also gave HB Hospital ward staff a bit of a surprise recently by delivering 20 fruit baskets to wards and services in acknowledgement of the busyness with winter ills.



## Pacific Communities Focus

Pacific communities gathered together earlier this month to focus on growing our Pacific health workforce and improving the quality of care and access to services by Pacific people in Hawke's Bay. The Nuanua Pacific Social Gathering also included speakers from our Pacific health workforce - the result? Some great discussion, information sharing and laughter. Great to see Talalelei and his new team so active!



## Playground Revamp Underway

The redesign of Hawke's Bay Hospital's paediatric playground is well underway following a ceremonial blessing on 31 July.

The playground, which is part of the Piki Te Ora Early Childhood Centre, will be transformed by local landscape design company Espaso Verde into a play space that celebrates natural play materials. The design will offer a variety of possibilities for exploring, planning, reasoning, relaxation and learning.

Project managers Racheal Hall and Hannah Wilson say the project had been in the pipeline for a number of years and was finally becoming a reality thanks to the accumulation of funding received by the Ministry of Education. A proportion of the funds received is "equity" funding and has specific requirements around its use and expenditure.

"An improved playground has been on the wish list for some time as the current playground is not as user friendly as we'd like it to be," says Racheal.

"The new design will encourage active exploration to provide both new challenges and familiar settings so that children develop confidence.

"It will also provide a new suitable access for our paediatric patients and parents, as well as improved privacy and sun shade covers for protection from the harsh summer sun."

The project is due for completion in early October.



## Hastings: Customer Service with a Smile

We know Hawke's Bay Hospital can be a busy, bustling place so to help improve our customer service during weekends, our wonderful team of receptionists are now on duty every Saturday and Sunday at the main entrance reception desk between the hours of 12:30pm and 5:00pm helping to help guide visitors to where they need to go.



## Maternity Celebrations

A year after opening its doors our Waioha primary birthing centre celebrated its first year anniversary last month.

Staff, mums and babies enjoyed a morning tea together to mark the anniversary where more than 570 babies have been born. This was a great occasion and recognition to all who have poured so much time and effort into Waioha to help make it the success it has become.

In other good news, **Ata Rangi** Maternity has become reaccredited for the fourth time running by the New Zealand Breastfeeding Alliance retaining its Baby Friendly Hospital Initiative standards by achieving 75% exclusive breastfeeding rates at discharge – which is aligned with the World Health Organization international code.

Ata Rangi will receive a statue as well as a certificate because of its fourth accreditation status.

Congratulations to our teams.

## Relocations – Community, Women & Children Directorate

Some exciting changes are in the pipeline for the Community, Women & Children Directorate with imminent office shifts planned that will relocate leadership to Wilson House – freeing up space for key clinical teams to be closer to maternity and paediatric wards.

## New leadership in Napier

Good news for our team at Napier Health this week following finalisation of a leadership structure.

Sally Stewart is now confirmed as Nurse Manager Napier Health – reporting to Claire Caddie operationally and to Jill Lowrey the Nurse Director professionally. Jill Hankin, RN outpatients, will have a multi job to 0.4 Clinical coordination for Napier outpatients and 0.4 FTE RN outpatients, reporting to Sally.

Communities Women & Children's Directorate head Claire Caddie together with Nurse Director Jill Lowrey organised an afternoon tea for the team to mark the end of an era and start of new – it also gave them an opportunity to thank staff who had filled the management position in secondment or acting roles up to this point.

Napier Health has been on a journey of revitalisation since 2010 under Wietske Cloo who had a wealth of knowledge and experience at Napier health in her then position as Public Health Unit Manager for seven years. In 2012 the position of Napier Health Centre Manager was created and ACNM for Napier Outpatients role where Sally Stewart was seconded from Villa 4.

Sally and Wietske are to be commended for their joint efforts working together with a project team, key stakeholders and staff to build and enhance the services delivered from Napier Health and the family-friendly working environment. Liz Read and Janine Rose also managed Napier Health while Sally had a four month secondment during the National Patient flow project. So it really has been a team effort.

For more information about the leadership change, check out the [link here](#).



## Napier Health's FUN FISH FRIDAY

### The Good Sort of the Week



Napier Health is holding a fun weekly initiative during August and September for special colleagues in the building nominated by their peers for being 'a good sort'.

Have you been impressed this week with one person who demonstrated the HBDHB Fish Philosophy?

- *Choose your attitude*
- *Remember to play*
- *Make someone else's day*
- *Be present & listen*

Recent winners:

- Ursula Boyd, Population Screening
- Kirsty Basher, Immunisations Team
- Diana Taylor, Immunisation Team

Winners receive a certificate and chocolate fish. There are several nominations each week with a name pulled out of a hat.

## Choose Well Campaign heads south

**Where should you go?**

Choosing the right medical care ensures you receive the best possible treatment while leaving emergency care for those that need it.

Emergencies

Urgent Care

Routine Care

Everyday Care

Self Care

The Central Hawke's Bay community will be better informed about how to *Choose Well* for their health care with signage now erected at the health centre and GP clinics, as well as upcoming direct mail outs community-wide planned.

Our *Choose Well* advertising educates people about the range of health care services available to them and how to choose the service that's most appropriate to their symptoms.

## Wairoa embraces The Big Listen

Wairoa is doing its part to ensure staff, leaders, consumers and whānau have a chance to have their say and participate in listening sessions.

Pink boxes, survey forms and Big Listen Champions (pictured) are ready to go!



## Wairoa's Big Latch On

Kia ū ki te pai! Breastfeed for life!

Wairoa held its own Big Latch On event last month at the Presbyterian Church.

Wairoa Midwives in conjunction with Kahungunu Executive ran the event which included a quiz, prizes and lunch.

## Calls for national rollout of HBDHB-led Initiative



Congratulations to our Population Health Team and advisor Lisa Pohatu for their work on a DHB-led housing initiative, *Ready to Rent*, which was recently featured on *One News*. This great project is aimed at up-skilling potential tenants struggling to find a rental property and providing them with a 'support letter' they can use when applying for tenancies in the future.

The cost-effective *Ready to Rent* initiative, which involves key stakeholder support from the Hawke's Bay Property Investor's Association, Te Taiwhenua o Heretaunga, WINZ, budget advice services and others, is receiving national media attention and praise with calls for the programme to be rolled out nationally.

The free two-day programme teaches participants how to manage a warm dry home, household cleaning and heating tips, budgeting advice, how to prepare and apply for a rental property and where to get help when they need it.

*Our Hub* caught up with Lisa who was the district health board's driver of the pilot project, to find out more.

"We had great work done locally which identified a gap where we felt we could make a real difference and we immediately got the support of key agencies to come on board for the pilot," explains Lisa.

"Through the pilot we had a mixture of 25 people with different living situations and we looked at modules around tenant rights, managing money, warm dry healthy homes, where to go for help.

"The pilot was a huge success with 21 people graduating from the course and a good number of those participants moving out of their existing housing situations into their own tenancies."

Now embedded as an ongoing programme, the initiative has won praise by the New Zealand Property Investors' Federation (NZPIF) following awareness from news clips on TVNZ and Māori TV.

In an NZPIF media release issued yesterday, praised Hawke's Bay District Health Board saying it would like to see the *Ready to Rent* programme introduced nationwide.

*"The New Zealand Property Investors' Federation (NZPIF) fully supports the Hawke's Bay District Health Board's Ready to Rent Programme.*

*"The DHB has worked with the Hawke's Bay Property Investors' Association, budget advice services and WINZ to develop the programme, which aims to help tenants struggling to find suitable rental accommodation.*

*"A study of local landlords showed that 85% would use this scheme to find the best candidate for their property.*

*"First time renters do not have a reference", said Past President of the Hawke's Bay Property Investors' Association, Graham Duff. "This, in effect, is a reference for them. I expect this to become standard practice around the country".*

*"Combined with compulsory insulation, the Ready to Rent programme is a cost effective solution that will see the living standards of renters improve considerably.*

*"The NZPIF would like to see the Ready to Rent programme introduced throughout the country as soon as possible," the release said.*



Well done team! To view the media coverage click on the links: [TVNZ story](#) [Māori Television story](#)

## Promoting Smokefree Workplaces

Our DHB recently hosted a workplace seminar on promoting smokefree environments in the workplace.

More than 16 attendees from our region's workplaces across horticulture, manufacturing, the retail sector and government agencies attended the seminar at Hawke's Bay Hospital's Education Centre.

Population Health Advisors Team coordinated the seminar, which is the second in a series of seminars to be held over the course of this year.

The seminar was facilitated by our Acting Smokefree Programme Manager, Johanna Wilson and involved networking opportunities and information sharing.

The aim of the workshop was to assist people to understand and gain knowledge about how to create a smokefree workplace, the benefits to the workplace and staff if becoming smokefree and what support is available to workplaces who choose to become smokefree.

During the seminar there was also a presentation by the Mobility Action Team about their program for people with musculoskeletal conditions. The program aims to reduce pain and disability from musculoskeletal conditions to keep people active in the workforce.



## HB Youth Consumer Council

It was great to hear that the Youth Consumer Council is getting a lot of traction in the community following a very successful workshop held in the Education Centre this week with 80 people attending. Kylarni Tamaiva-Eria council member and youth health consumer also facilitated the workshops to the audience of both adults and youth. Especially pleasing for the council was the feedback from rangatahi in what they wanted to see in their near future. This will provide a starting point for the Youth Consumer Council's six month plan. Overall they saw the greatest success to the workshop being "it was run by rangatahi for our rangatahi."



## Staff Wellbeing Benefits

We've recently announced some staff wellness benefits. Here's what you need to know:

**FREE massages** will be held on Tuesdays at Occupational Health, on HB Hospital campus. To book a FREE 15 minute massage you **MUST** make an appointment. Call or text Antonia directly on 027-267-6776 to secure a slot. Other DHB sites, watch this space!

### Body Balance Classes

These classes are open to all staff. Just turn up on a weekly or casual basis, with your mat and in comfortable clothes, and pay \$2 at the door. Classes are held on the HB Hospital campus, Harding Hall, every Wednesday between 5pm and 6pm. These classes are suited to all ages and fitness levels.

### Free Smears

Regular smear tests can reduce a woman's risk of developing cervical cancer by 90% so if you're overdue, then take advantage of the FREE clinics on offer to HBDHB staff and book an appointment. Screening saves lives!

### Hawke's Bay Hospital - Occupational Health, Tutorial Building

- Wednesday 6 September 9am – 4pm
- Tuesday 12 September 10am-6pm

### Napier Health

- Monday 11 September 10.00am – 4pm
- Wednesday 27 September 10.00 – 6pm

**To book your appointment call 0800-729-729 or ext:4272**

If staff are interested, free smear clinics can also be arranged for those in CHB and Wairoa. A recent clinic was cancelled in CHB due to insufficient numbers.



*Pictured: On Daffodil Day Villa 6 went all out to brighten up for visitors*

## Farewell

This month we said farewell to Charmain Bartlett, Administrator in the Operations Directorate and thank her for her service.