

Firstly to everyone who worked through the Xmas/New Year, thank you. I understand it was a busy time. It's additionally hard being at work when the weather is great and others are on holiday.

To those who have had a much deserved break, welcome back, I hope you had a good time.

If you are wondering what 2009 has in store for the DHB, it's basically more of the same. That may sound a bit boring but it's important that we just keep on hammering away at the things we need to do until we get there.

For our provider arm (Health Waikato), my immediate imperative remains to increase surgical throughput. I'm very determined that we achieve it. We could be doing a lot more surgery if not for the process issues that constrain and frustrate staff and public alike.

My mantra is unchanged, I want to see joined up process improvement that goes across the whole of Waikato Hospital. We need more standardisation and

likely centralisation, whilst simplifying things and busting bureaucracy. That isn't the contradiction that it may sound to be.

I'm here by choice not chance; I'd seen Waikato DHB as a potential star. I've well and truly confirmed that we have the people and money we need to be the best, rather than languishing in performance as we do in many areas compared to other DHBs.

I think it's mostly attributable to process problems which when we fix them, and add other things in train such as the building programme, will see us as an outstanding service provider and place to work.

The next edition in a couple of weeks will restate my seven priorities.

- Craig Climo is Waikato DHB's chief executive.



Riana Manuel says goodbye, Ditre Tamatea steps up and interviews are underway

Māori health strategist Ditre Tamatea takes on the role of acting general manager: Māori Health.



DITRE TAMATEA

Interviews for the position are taking place and Ditre will continue to act in the role until an appointment is made.

Outgoing manager Riana Manuel started her career with Waikato DHB as clinical nurse director: Māori, and led Te Puna Oranga (Māori Health Service) for the past three years. Riana is originally from the Coromandel Peninsula township of Manaia. She, her husband John and their children are returning to take over as owner/operators of her family's business Phoenix House Hospital and Rest Home.

Of her time with Waikato DHB, Riana said: "It has been a most fantastic learning experience for me, and I have loved working with the many different people and services during this time.

"My husband and I have both worked at

Phoenix House Hospital and Rest Home many years ago and look forward to giving my mum and dad a well-deserved rest."

Riana's farewell was held in the CEO's meeting room.



SAYING GOODBYE: Riana Manuel, far left, with members of her Te Puna Oranga team.

Many have expressed concern over the future of 'Expresso'. Expresso is on hold while an internal communications review takes place. Our Korero will temporarily take its place to ensure everyone knows what's going on. It won't always look like this but it will come out regularly. Remember there is also the intranet and if you do not have access at work, there are PCs available in the library (Bryant Education Centre), or speak to your manager. Management supports staff's right to access the intranet at work.

Once we complete the review and we have a clear idea of what internal communications are important to everyone we will let you all know. Meanwhile, enjoy Our Korero for the next few months.



Changes in Emergency

The business of Waikato Hospital's Emergency Department is changing, and Emergency Department is changing with it.

We've just had our busiest calendar year and we're in the middle of one of the busiest summer periods experienced and so the new building cannot come quickly enough... literally.

Work we've undertaken over the last year to improve the situation has resulted in changes in the triage process and this will soon be supported by minor structural changes within the current floor space of the Waiora Waikato Centre foyer.

The existing waiting room also went through a "lean" experience last week - signs came down, we got rid of the clutter and the reward was a lick of paint on all the walls courtesy of Gordon Peters and his crew.

It may not seem like much but it's a start. Have a look in the waiting room and see how a waiting room can look without the



PLANNING: Diana Knight, Kevin Bardsley and Martin Chadwick

clutter of excessive and unnecessary signage!

We are meeting increasing demand in our Emergency Department by implementing

a philosophy of aligning services around the likelihood of a presenting patient being admitted or discharged.

We will keep you up to date on progress.

Grant and Richard lead Waikato Hospital into new year

Dr Grant Howard takes on the role of group manager: Waikato Hospital from now until 31 December, 2009.

He will have full responsibility and authority for the operational management of Waikato Hospital.

Richard Poole, as assistant group manager, will assume the day to day management of the performance and support unit during this period.

Chief operating officer Jan Adams said Grant had her full support.

"Waikato Hospital has major challenges in addressing several areas including improving patient flow, meeting

contracted throughput, improving elective services and improving patient safety.

"I'm sure you will all join me in welcoming Grant to this challenge," she said.



GRANT HOWARD



RICHARD POOLE

Outlook for email brings good news

The move to Outlook from GroupWise comes for a variety of reasons.

Outlook is the industry standard file and email solution, it has a better calendar and integrated scheduling and other benefits.

Training classes will be available, but why not get some practice now? Email your Novell login name (not your password) and your staff ID number to Gaye Bardsley (bardsleg@waikatodhb.govt.nz) and she will give you access to PULSE, our new e-learning application.

PULSE may be accessed from both work and home and has tutorials on Outlook plus other Microsoft products such as Word, Excel, PowerPoint etc. If you don't have email, phone Gaye on ext 23107 or fax to 8897.

If you need more information about Microsoft Migration, please feel free to contact project manager Jonty Taylor at microsoftproject@waikatodhb.govt.nz



Calling all keen bikers – are you up for a battle?

Waikato DHB is entering the national Bike Wise Battle for the second year running and we need your support!

We want to try and get as many of our staff on a bike during February – and that includes you!

It doesn't matter what part of the Waikato you are in, you can ride wherever you like and whatever the distance. The more times you ride the greater the chance of winning a prize.

Contact Sheryl Hanratty to register (ext 7594).



Joanne Knight returns to manage Tokoroa Hospital

Joanne Knight is the new manager for Tokoroa Hospital and Family Health Team.

Jo has 20 years experience with Health Waikato and is returning to the organisation after a short break. She previously managed the Northern and Central Family Health Team and the Community Services Regional Referral Centre.

Jo has a nursing background and held the position of clinical leader for district nursing for some time.

She also brings a wealth of knowledge and experience in quality and risk and will be familiar to a many of you through her quality and risk facilitator role.

Jo started her new role on Monday 12 January.



JOANNE KNIGHT

Urgent power saving needs

Summer is the worst time of the year for energy use at Waikato DHB.

This is when airconditioning gets switched on - and people forget to switch off lights and PCs.

Current use (no pun intended) is pushing our capacity and costs to the max.

So please take responsibility for actions within your office, area or service. Every small action you take will help.

Checklist:

- If you have a local airconditioning unit in your room or area, switch it off overnight.
- Do you need all those lights on? If it is a bright day (or as your area brightens during the day) check whether you really need to have lights on.
- Switch your PC off when you leave at the end of the day - to maximise power savings, power down your PC and turn off the monitor.



\$10 SkyCity movie tickets now available at Chartwell

The SkyCity work perx special for \$10 movie tickets now includes Chartwell cinemas – visit the work perx intranet page to see other new deals for Waikato DHB staff.

New Year Honours

Congratulations to consultant paediatrician Eleanor Carmichael and Board member Dave Currie, both receiving recognition in the New Year honours list.

Dave Currie of Raglan received a Companion of the New Zealand Order of Merit (CNZM) for services to sport administration.

Eleanor Carmichael received the Queen's Service Medal (QSM) for services to the community.

Major staff survey on work/life balance

How we can make our DHB a healthy workplace? To help us, we need information that only you can provide by completing a totally confidential staff survey.

What's it all about? We engaged with the University of Waikato to assist with their international research study project on work and life demands that influence work performance and family outcomes, and work life policies.

This survey has been distributed via the same bundles as payslips to every area. If you haven't got one, check with your team leader. Or you can print off a copy from the PDF on the intranet headlines. The completed survey is returned sealed by you to the University of Waikato survey analyst by 28 February 2009.

Parking charges while you are away on leave

Did you know that if you are a DHB staff member who pays for onsite parking you can get a refund for the period you go on leave?

In the parking policy it states:

Where an employee has at least five (5) consecutive days absence from duty, a refund of parking charges for those days shall apply.

Note – to obtain a refund in such circumstances, proof of the approved leave, authorised by the relevant line manager should be submitted no later than three months from the date the leave was taken.

So if you're heading off on leave or have done so in the

past three months, submit your proof to the Parking Control Office at Waikato Hospital - located outside the Hockin Building.

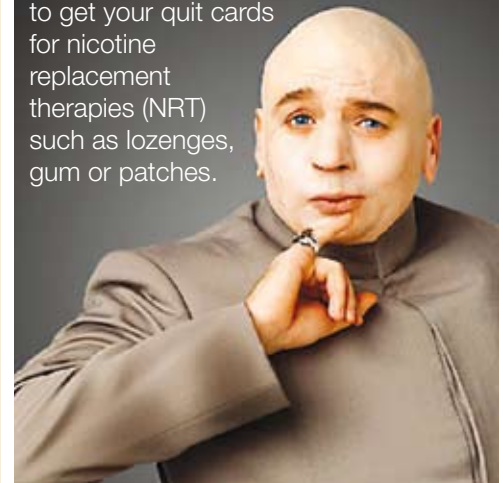
Read the full Waikato DHB parking policy on the intranet.



Free quit cards for staff until March 2009

Do you want to quit smoking? If you do, it is usually easier if you replace the nicotine you would have got from cigarettes with clean nicotine, instead of going cold turkey.

Contact Kate Dallas ext 2037 or email dallask@waikatodhb.govt.nz to get your quit cards for nicotine replacement therapies (NRT) such as lozenges, gum or patches.



Seventy staff recognised for hundreds of years service to Waikato and Thames health

On 16 and 19 December presentation ceremonies were held at Waikato and Thames hospitals to recognise the service achievements of more than 70 staff members.

The length of service of these dedicated folk ranged from 10 to 40 years.

Another 70-plus staff unable to attend the presentations also had their service achievements recognised.

For a list of recipients and photos from the presentations visit Staff Matters>Staff Service on the intranet.



Sue Martin (25 years service), Craig Climo, Margaret Edwards (25), Lorraine (25), Tuku Puhipuhi (25).



Robin Allen (40).



Anne Vukojevich (30).



Margaret Franklin (35), Julia Cleaver (35), Lorraine Johnson (35).

A warmer climate awaits Neale

Tokoroa Hospital clinical director/emergency physician Neale Thornton handed in his resignation, having accepted a job in Mackay, Northern Queensland.

Neale has been permanently based at Tokoroa Hospital for three years, although his history with the town and hospital spans back to the mid-90s when he worked as a local medical officer.



NEALE THORNTON

Following his first stint in Tokoroa, Zimbabwe-born Neale spent four years at Waikato Hospital. After then spending some time out of the country, he came back to Tokoroa Hospital in 2005.

→ This way for clear simple signage

All signage at Waikato DHB hospitals and locations is currently under review, led by Mary Anne Gill.

Too many signs in any place can create confusion and with so many changes happening at Waikato and Thames hospitals there is more of a need than ever for signs to be simple and clear.

If you require a new sign for your area, please think about:

- where it is going
- who will see it
- the message you want to get across...

and then see Property and Infrastructure or Visual Communications to have it created for you.

our **korero** is a selection of stories published on the Waikato DHB intranet. If you have news to tell email: news@waikatodhb.govt.nz or ring ext: 8780