



Nursing and Midwifery Project invite

The project is currently holding forums and inviting nurses, midwives and health care assistants to have their say and offer their contribution to the project.

A feedback form is also available on the intranet or contact Haidee Davis, Programme Management Office.

Two sessions:
Monday 30 March 2009, 9.30am-11am or 2.30pm-4pm. Auditorium, Bryant Education Centre

Introducing... Phil Wood

Phil Wood is the new clinical services leader for Health Waikato's Older Persons and Rehabilitation Services.



PHIL

In addition to his new role with Health Waikato, Dr Wood also works for Waitemata and Tairāwhiti DHBs as a geriatrician, in his own North Shore practice the Memory Clinic, which specialises in older people's health and age-related conditions such as Alzheimer's, and is also the post-graduate director of Gerontology at the University of Auckland.

It is fair to say he knows his stuff.

Service manager Barbara Garbutt is excited about Phil's appointment.

"His vast knowledge in this area is going to help us through a changeable and exciting time for the service, the ageing and elderly of this region," she said.

"Immense thanks and praise has to go to Sarath Fonseka for all his tremendous work looking after the service in an acting role for many years.

"His local knowledge and proven dedication combined with Phil's new leadership gives me absolute confidence that OPandRS is going to thrive."

Dr Wood has three sons, and he and his wife run an alpaca stud at Dairy Flat.

Introducing... Annette Bradley-Ingle

Rural patients will now be even better looked after when they visit one of our hospitals.



ANNETTE

The new nurse coordinator: rural patient liaison, Annette (Annie) Bradley-Ingle will be speaking up for them, asking the questions they didn't even know they needed to, getting them home sooner and just generally making their patient journey that much smoother.

Annie's position was created by the Programme Management Office and signed off by the board late last year. She has now been with us for just over two weeks.

Her 12-month pilot position was observed by Rural and Community Services manager Jill Dibble, while visiting Australia on business in 2008.

After 12 months, the position will be reviewed and if continued, Annie hopes it will be broadened to include more rural and community-based work as well as hospital.

Annie trained as a registered nurse in Wanganui Hospital almost 30 years ago, but spent most of her nursing career here in Waikato; predominantly in the cardiac setting.

She has spent the last five years working as a clinical nurse advisor in Cardiology for West Sussex Primary Care Trust in the UK. Having spent their spare time travelling, Annie and her husband Phil have now returned to New Zealand to be closer to family.

Getting to know You?

A visitor to Waikato Hospital last week made the observation that Waikato Hospital is its own community on the hill and within it, there are pockets of little communities going about their duties largely unheralded.

Over the next few months, Media and Comms want to profile as many of Waikato Hospital staff as possible and find out about the other people who work out in our rural hospitals or in the communities.

With a staff of more than 5500, it could take us awhile to do.

We'll start with the duty managers at Waikato Hospital.

What do they do?

They provide 24-hour coverage of the hospital including central bed management processes, staffing, campus management and escalation of emergency processes.

Part of their work involves closely monitoring patient numbers in Emergency Department and when the



DUTY MANAGERS: Back row: Judi Oliver, Raewyn Wilson, Maria Roberts, Len Knight. Front row: Fiona Platje, Jean Tabrum, Brenda McNamara.

department is overloaded, they assist with staffing needs, help move patients and request additional medical staff if needed.

They also keep in touch with other hospitals to prioritise transfers both ways, monitor the care of the dead policy, deal with police, funeral directors, patient complaints, media liaison, accommodation, organise after hours callouts for anything needing immediate repair such as lifts, electrical items electronic equipment, electronic door

and monitoring equipment, glass and locks. They respond to all emergencies, internal and external and escalate as appropriate.

Phew!! and on top of that they need to have a good working knowledge of Waikato DHB policies and procedures, great organisational skills, enjoy being part of a team, love dealing with difficult (and friendly) people, have initiative, stamina, broad shoulders and of course handle stress as if it's part of everyday working life, which it is in their cases.

I have strong views on any assaults on our staff and more generally the abuse of staff. Such behaviour, including from within the organisation, must have zero tolerance from all of us. I see no room for debate.

That we provide public services in often stressful circumstances is no excuse either for the behaviour or for not firmly responding to it.

If there is a suggestion of the offender having diminished responsibility, leave that to the police or courts to consider. Not reporting assaults to the police unfortunately has the appearance of condoning it.

On a more positive note a security review started sometime ago is near completion. I hope we can tell you soon of any proposed security enhancements.

• Craig Climo is Waikato DHB's chief executive.



craig's corner



WINNERS: A team of staff from our Purchasing Department were presented a framed, yellow tour leaders jersey signed by Lance Armstrong this month for being the first team home in the Perry Foundation REV40 Business Battle on 21 February. Pictured above is Kevin Endres (U Leisure), Richard Neal, Janine McWhannel, Larry Williams, Ken Morgan and chief executive Craig Climo.

Minister opens new hospital facilities

Minister of Health Tony Ryall and DHB deputy chair Sally Christie officially opened Thames Hospital's new Clinical Centre and Inpatient Unit last month in front of more than 200 people.

Before cutting the ribbon and officially opening the new buildings, Mr Ryall described the new facilities as wonderful, and something that staff and the community should take great pride in.

The ceremony marked the official opening of the two new buildings that house the core hospital services.

The new buildings were part of Waikato DHB's \$16million Service and Campus Redevelopment project at Thames Hospital that also included a new kitchen and dining area, construction of a bund wall and relocation of the Whanau Facility.

Jacquie Mitchell, Thames Coromandel area manager, and Mrs Christie also spoke at the ceremony and gave special praise to the hospital staff for their patience and ongoing support during construction.



TIME TO EAT UP: Annette (Sam) Peters gets ready to "eat her hat" after saying that she would when this day finally came.

St Paddy's Day at Waikato Hospital

Amber Carroll from Upper Deck Café put in a huge amount of work to make St Patrick's Day special for those of us who couldn't get to Biddy Mulligan's for a sneaky lunchtime Guinness.

Here are a few pictures of how she transformed Upper Deck on March 17.



New Zealand Health Innovation Awards: Change in timing

During 2008 the Health Innovation Awards were reviewed by the New Zealand Business Excellence Foundation, with the aim of continuous improvement of the Awards. Based on the review findings, MoH and ACC have decided to change the frequency of the event from annual to every two years.

The next Health Innovation Awards are planned to take place in 2010.

Further information will be published on the Health Innovations Awards website later this year.



Busy day in Waikato's Emergency Department

Waikato Hospital's ED had its busiest day ever earlier this month with almost 200 patients seen in a 24-hour period.

Staff assessed and treated 191 patients from midnight Sunday 1 March.

"It was a huge day for us. We had an increased number of young people and alcohol related injuries which were probably from all the O-week events," ED clinical nurse manager Jenni Yeates said.

The department usually sees an average of 160 people each day.

Jenni said staff coped extremely well and commended them for their hard work.

She said changes are underway to control the chaotic nature of the department.

This includes changes in the triage process, with patients who don't need a bed to be kept in the waiting room and assessed while they wait, freeing up beds for those in greater need.

"Instead of having patients triaged and then sitting on a bed until they leave, they'll be given a cubicle for assessment and then moved back into the waiting room and monitored."

Over the next month, these changes will become evident as the current area changes into a clinical space for the triaged patients.

"A new waiting area, just outside of ED, will be for those who are waiting to be assessed," Jenni said.

Protect against seasonal influenza

The 2009 influenza vaccination programme has begun and as a DHB staff member you can get yours for free. The funded vaccine is available free from a doctor or nurse to eligible groups until June 30, 2009.

This year's influenza vaccine offers protection against a Brisbane H3N2-like strain, a Brisbane H1N1-like strain and a B strain.

Influenza immunisation is also free for New Zealanders at high risk of complications – people aged 65 and over, and anyone under 65 years of age with long-term health conditions such as heart disease, stroke, diabetes, respiratory disease, kidney disease and most cancers.

More information about the vaccine offer will be available closer to the time.

Thank you

A big thank you to all those who completed the Work-Life staff survey. The deadline for this has now passed. More than 1000 staff responded – that's nearly 20 per cent of all staff so we're pleased with the response.

– Fiona McCarthy, GM Human Resources.

Coaching Clinic for employees

The Coaching Clinic is for employees who wish to focus on developing their leadership and/or leader manager skills using a coaching model. The coaching model supports employee engagement and participation, two key factors in improving retention and productivity/outputs in organisations.

The course is two days (2 days a week apart) and the dates for 2009 are 13 and 20 March, 23 and 30 April, 15 and 22 May.

For more information, contact Learning and Development, phone: 07 858 0968 ext 4869, or check out the intranet headlines.



SHAVED: Ward 26 nurse Denise Kellett had her hair shaved off this month for the 'Shave for a Cure' 2009 fundraiser. To sponsor Denise visit www.shaveforacure.co.nz



HIGH SIGHTS: These workers had a great view last month when they abseiled down the Menzies Building to clean the windows on a clear Hamilton morning.

Outlook migration update

The deadline to migrate all users' email accounts from GroupWise to Microsoft Outlook 2007 is fast approaching. Technical testing is currently underway and timelines published soon.



Flyers will be coming out with more information.

For more information email project team: microsoftproject@waikatodhb.govt.nz



Agewise Seminar 2009

The 2009 AgeWise Seminar will showcase the work of individuals, services, communities and clinicians across the Waikato region towards reducing social isolation by increasing social connectedness for older people.

The seminar on 30 April is intended for health professionals, social support workers and caregivers with an interest in the provision of health and support services for older people.

This event will be held at the Glenview International Hotel and Conference Centre.

To get a registration form and programme, check the intranet headlines or go to <http://www.waikatodhb.govt.nz>, on the homepage in the 'What's Happening' section.