

Do you send records to Iron Mountain?

There is a new team to help you with this. The General Disposal Authority needs to be applied to all records sent to storage so make sure you contact the Corporate Records Team before sending any records to Iron Mountain.

They are responsible for the oversight of the establishment, looking after and disposal of all Waikato District Health Board records.

Part of the General Disposal Authority's work includes bringing all boxes back from Iron Mountain to be appraised and recorded. This includes records of public health, equipment, human resources, finance, property, health and safety, governance, meetings, public relations, funding, planning, quality – the list goes on.

Please contact Driden Kunaka, corporate records advisor before despatching any records to off-site storage, ext 23789.



CORPORATE RECORDS TEAM: (left-right) Phil Bruce (advisor), Judith Kitney (manager) and Driden Kunaka (advisor).

Work on new ED waiting room starts

Hoardings are up in Waiora Waikato foyer so work can start on a new waiting room. It will allow the start of changes to our current ED triage system, part of Health Waikato's patient streamline project, to get underway.

The current ED entrance will not change and will remain available at all times during construction of the new waiting room.

John Hawkins passes away

Medical Records lost a valued team mate and friend – John Hawkins passed away on 30 March.

John had been sick for a few months and unfortunately did not recover from major surgery.

Huntly Half Marathon and fun run/walk – \$5 discount for DHB staff



On Saturday 24 May, the 2009 Huntly Half Marathon is being held and HEHA team are encouraging everyone to get involved.

Hamilton City Hawks are offering \$5 off registration fee for all Waikato DHB staff - just put Waikato DHB as your team on your entry form and deduct \$5 from the fee.

Start your preparation now! A training guide and more information is available at www.coolrunning.co.nz.

The Minister of Health Tony Ryall visited Waikato Hospital last month and confirmed his priorities are:

- lifting hospital performance
- ensuring clinical staff are well involved in leadership
- managing financially in light of the global economy.

Our priorities are the same plus:

- we want to make more progress on rural services
- quality improvement in Health Waikato with the focus on process improvement
- implementation of workforce plans
- maintaining our high investment levels in other infrastructure, such as IT and maintenance
- savings without adversely affecting front-line services.

Our draft District Annual Plan is on the intranet and I encourage you to read at least the executive summary, which outlines what we're doing across our seven priorities.

- Craig Climo is Waikato DHB's chief executive.



craig's corner

Yes sir, yes sir, ten bags full

Did you know that Taylors accumulates roughly 10 bags of miscellaneous clothing per week? This includes personal patient clothing, coloured sheets, pillowcases etc.

If you think something has been misplaced and gone through the dirty linen, phone Taylors reception (07) 838 3303 and provide a description of the missing item and your contact name and number.

Get it right – training courses now available

Two new courses:

Introduction to Get it right (1.5hrs) for admin and other staff who help prepare memos, letters, patient information sheets, etc. Includes the key DHB style rules, plus Microsoft tools and tips to help you get it right.

Effective Writing (3.5 hrs) for managers, advisors, consultants and other staff who write longer documents and presentations, reviews, reports, education material etc.

More information from Annette Morgan, Learning and Development ext 4969 or Bee Pears, Media and Communications ext 23205.



Patient safety is top priority

Health Waikato aims to provide high quality care for our patients.

However incidents regularly occur which harm our patients and our staff.

To focus on patient safety, Health Waikato developed a short paper earlier this year which sets out six priorities (refer box).

The Health Waikato Patient Safety Programme was launched to staff with breakfast presentations and panel discussions on Monday 23 March and Tuesday 24 March with more than 350 staff attending.

A DHB-wide staff survey about patient safety was a separate but strongly connected initiative to identify current issues and attitudes to patient safety. Waikato DHB's Quality and Risk team organised the survey with Communitio consultancy.

Communitio and the Centre for Clinical Governance Research at the University of New South Wales will analyse. There



QUALITY TEAM: (left-right) Jan Adams, Karen Durning, Susan McHugh, Suzie Gardner, Michael Eastwood, Sue Hayward, mariah Hudler, Angela Reid and Tom Watson.

is a commitment from the DHB to report the results back to staff. Our clinical leaders and managers will use the results to inform patient safety improvements – and the survey will also give the DHB an important baseline to measure progress against.

The survey was held over a fortnight from 23 March to 6 April 2009.



CONGRATULATIONS: Sheryl Geddes (left), from Urology, and Les Manley (right), from Property and Infrastructure, winners of a free balloon ride drawn from attendees at the Patient Safety Programme launches.

Patient safety at Health Waikato

six

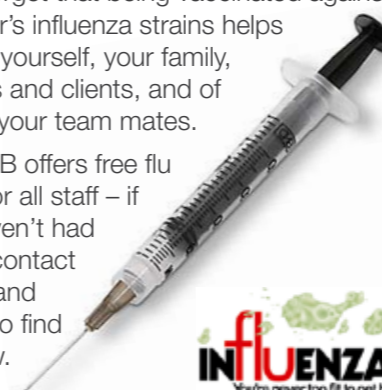
Our six priorities in 2009 are:

- reduce medication errors
- reduce patient falls
- ensure that clinical audit is carried out in every clinical unit
- set up the Health Waikato mortality committee to reduce avoidable mortality
- improve our hand hygiene practices
- implement a safe patient care programme.

If you haven't got your flu jab yet...

Don't forget that being vaccinated against this year's influenza strains helps protect yourself, your family, patients and clients, and of course your team mates.

The DHB offers free flu shots for all staff – if you haven't had yours, contact Health and Safety to find out how.



Staff survey on patient safety – over 40% response rate

The survey closed at end of Tuesday 7 April. Many thanks to the 2600-plus staff who completed the survey - 1109 did the survey electronically online and the rest filled in the hardcopy version.

Your views and information will be invaluable as part of improving our process and identifying our issues.

Jan Adams, Tom Watson and Sue Hayward wish to thank all staff involved in organising the survey as well as the large numbers of staff who completed it.

As a percentage of our total DHB staff (clinical and non-clinical), the response rate is more than 41 percent, which is a very good result.

“Patient safety is at the heart of what we do.”



Getting to know You?



THE SLEEP CLINIC TEAM: (left-right) Jackie Roberts, Caroline Bean, Caren McConnell, Irene Fourie, Merrhis Majurey, Dr John McLachlan and Adele Jack.

Continuing in our effort to introduce you to the different Waikato Hospital departments, next up is the Waikato Hospital Sleep Clinic.

Located at level 01 Wairoa, the team is fully qualified and trained to assess, diagnose and treat all sleeping disorders; but in the Waikato the most common is sleep apnoea - when a person stops breathing briefly but repeatedly during sleep caused by a blockage in the airway. Most of their patients are referred by a GP.

Sleep Clinic staff work four nights a week to perform polysomnographic tests on patients with suspected sleep disorders,

including apnoea, with about patients 400 each year. Because they don't have a waiting room on level 01, people attending a sleep study appointment must wait in the Wairoa Waikato Centre foyer, outside ED, and are collected from there by the Sleep Clinic staff.

The polysomnography records things like brain waves, airflow patterns, leg movement and heart rhythms etc. A computer displays this data as a series of waveform tracings that allows the physiologists to make a diagnosis and initiate the appropriate treatment.

Treatment for obstructive sleep apnoea usually involves the patient being given

a continuous positive airway pressure machine that delivers a prescribed pressure of air through a mask worn over the nose and/or mouth. When worn, the air allows the patient to have a good night sleep.

Who is on the team?

John McLachlan, Respiratory Physician
 Merrhis Majurey, Charge Clinical Physiologist
 Irene Fourie, Clinical Psychologist
 Adele Jack, Sleep Technologist
 Caren McConnell, Technician
 Caroline Bean, Healthcare Assistant
 Jackie Roberts, Receptionist

230,000 clinical documents uploaded into the Clinical Workstation

Historical (mostly since 2005) typed clinical documents for Waikato Hospital have now been loaded into the Clinical Workstation.

Typed documents that are about a single patient, from after 2005 and not already in the Clinical Workstation, have now all been uploaded.

Now Clinical Workstation is the first place to go for clinical information to assist with any enquires rather than requesting the clinical records on paper.

Feedback from clinicians using the Clinical Workstation is that the extra information is assisting greatly with clinical care.

Planning is underway to upload Thames Hospital's clinical documents.

Contact Marilyn Hunt, manager Medical Records (ext 8519) if you know of any Waikato Hospital clinical documents prior to March 2008 that have not been uploaded.



GRADUATES: Nurse Entry to Practice graduates Joyce Kim and Ping Hu with occupational therapist Paul Forde.

Ward 58 celebrates!

On 19 March, Ward 58 celebrated the success of some staff who have recently completed their professional qualifications.

Denise Twentyman, clinical nurse manager, invited nurses, allied health staff and Older Persons and Rehabilitation Services' staff for a shared celebratory lunch. Some of the staff who were honoured were Joyce Kim and Ping Hu, Paul Forde, Katie Holloway and Bridget Richards.

Lorne St parking controls down

Lorne St parking controls have been removed for repair. The first set of parking controls on the roadside of Lorne St are working, but the second barrier arm heading into campus, is not operating.

This means staff who enter through Lorne St can only access the Laundry and Blood Service parking areas - i.e. cannot proceed to other areas of the campus beyond the second barrier arm.

Staff may park in the designated areas or alternatively, enter the campus through Gate One on Pembroke St.

The Service and Campus Redevelopment project team apologises for the inconvenience, and will endeavour to keep staff informed of future progress around this issue. Parking Control staff will be available to assist at peak times.



Courier parcels

When booking a courier to collect a parcel to deliver please make sure you are specific about the pick up address - 'Waikato District Health Board, Pembroke Street, Hamilton' is not enough.

All courier pickups should go through the mailroom where parcels are collected periodically during the day.

The only exception is for the Hockin Building or Board Office which has a separate contract. Even then if the parcel is non-urgent it should still go through the mailroom.



Support for nurses and midwives doing post-graduate study

The Postgraduate Nursing and Midwifery Education Support Group is here to help nurses and midwives doing post-graduate study.

They provide mentoring support in the area you specialise in, a "drop in" centre for immediate support at Percival Flats and the opportunity to present your research in a safe and supportive environment.

If you are studying and need support with writing etc or would simply like to talk to someone who understands the challenge of postgraduate study contact Denise Irvine ext 23255 or Nicola McKenzie ext 23559.

CapPlan goes live on the intranet

Anyone on the Waikato Hospital campus can now view CapPlan from the link in the applications bar at the top of the intranet home page.

CapPlan is an operation management toolset designed to help with forecasting workload demand, planning and matching resources to patient activity. It is intergrated with iPM and Onestaff.

Updated every 12 minutes, the viewer provides access to quick statistics on Waikato Hospital's current status,

operational reports and daily projections.

CapPlan also helps with long term planning which can include beds and nursing resources by forecasting demand, budgeting based on the forecast demand, special event planning like for Christmas and Easter and report on measures such as length of stay, discharge and admission times.

For more information contact: Delwyne Board, Lynley Gardner, Colleen Vandy, Lisa Teague, or Leigh Singers.

Minister of Health visit – 27 March

Tony Ryall, Minister of Health, visited Waikato Hospital. His programme included visits to the Henry Rongomau Bennett Centre, where he launched the smokefree initiative, a meeting with the board, visits to the Renal Unit, Transit Lounge, Oncology Services, Endoscopy Centre, HDU and ICU, Emergency Department, Newborn Intensive Care Unit and the Delivery Suite.



VISITING: Tony Ryall makes his mark at Henry Rongomau Bennett Centre during his visit.

'Things to do'—where children access services

This is an update to let you all know what is happening with the implementation of the 'Things to do' form to support parents and caregivers of children who have used our services. Following a pilot in 2007 and an appraisal by mid 2008, it was decided to roll out the form in all areas within Health Waikato.

DHB procedures and the final format of the form are being developed. It is expected the form will be ready to instigate by July.

For more information contact Andrea Mockford, ext 2112. Please note: Andrea is on overseas study leave from early April but will be back in time for the planned rollout.

Getting into the Bryant Education Centre

The western stairs of the Bryant Education Centre have been re-opened for staff and visitors as a way of getting into BEC if you are coming from the south side of the hospital campus.

Alternative access on the eastern side remains - follow the blue lines from the main hospital red corridor.

Please note: The ED construction site is still very much out of bounds for anyone who does not have permission to be there.