

10 February 2011

Welcome everyone to 2011's first edition of Our Korero. It is going to be yet another challenging year for us at Waikato DHB.

Construction on site at the Waiora Waikato campus site reaches its peak this year and it seems that progress on Meade Clinical Centre is streaking ahead.

The board met for the first time yesterday and got a sense from chief executive Craig Climo of what lies ahead. Much, he told the board, depends on our financial performance. That's why process reform will be so critical.

But on with the news. Just remember if you've got something to tell us news@waikatodhb.health.nz, keep your eye on the intranet and our website www.waikatodhb.govt.nz/news.

Waikato Hospital village project with Wintec

We have been offered a fantastic opportunity to highlight the work of our non-clinical staff working at the 'village on the hill' that is Waikato Hospital.

Journalism, photography, moving image and graphic design students from Wintec's Media Arts Programme want to document a "day in the life" of some of the many non-medical staff groups that make up the Waikato Hospital community.

The mutual benefit of the project comes from Wintec students getting their works published on the Waikato DHB website, possibly in the media and for moving image students, on local television channel Central TV.

Likewise, it's a great opportunity for free promotion of the great work done by the many and varied staff in our hospitals every day – most of which 'Joe Public' don't realise work there if they're not a doctor or a nurse! Professional groups chosen for profile include:

Feature writing (print journalism):

1. Organist/volunteer
2. Tea person
3. Golf cart driver
4. Morgue keeper
5. Chaplain – Sr Carmel
6. Helpdesk/Enquiries
7. Carpenter
8. Laundry person
9. Security
10. Friends of the Emergency Department
11. Dietitian
12. Incinerator operator
13. Hospital designer
14. Booking clerk/administrator

Moving image (video):

1. Chef
2. Medical photographer
3. Attendant
4. Wheelchair/bed repairer
5. Cleaner
6. Painter
7. Abseiler
8. Lawyer
9. Duty manager (hospital at night)

If you, or one of your staff, fit into one of the above staff groups and are proud of it, wouldn't mind being made a little bit famous and are outgoing enough to give a good account of your daily work, please email amy.thomsen@waikatodhb.health.nz.

Selected employees would need to be available to spend time with these students for an entire 3-4 hour morning or afternoon period during the week of 7-11 March (feature writing subjects) or 14-20 March (moving image subjects).

Invitation to view the new Lions Cancer Lodge

The new Lions Cancer Lodge are having two public viewing afternoons tomorrow and next Friday the 18th, from 2pm-3:30pm at the Tainui St site. This is a chance for people to view and walk through the lodge to see how the building looks and how it will benefit those people in the community affected by cancer. People are welcome to come along to the site and have a look around – their volunteers and staff will be on hand if they have any queries.

Many people will know that there is a new lodge or may have seen the construction taking place over the past year so this is a great chance for them to have a look around and see what all the work was going towards!

We are keen to know your view.

Waikato DHB's vision is:

Building healthy communities -Te hanga whaioranga mo te iwi

A vision is a statement about the desired future, providing a guide for an organisation (Lipton, 2003). Evidence supports that a vision can inform what we do, and that alignment of work with a vision has a positive effect on performance.

We are keen to ask our staff about Waikato DHB's vision, so would appreciate replies to a series of three questions that we will ask each issue in Our Kōrero

The question for this issue is what does the vision **Building healthy communities -Te hanga whaioranga mo te iwi** mean to you?

Replies to news@waikatodhb.health.nz by 24 February.

As an incentive to reply:

- the first five responses back will receive a movie pass
- all responding will go into a draw, and one person will win four movie passes.

New ED now open

Waikato Hospital started treating patients in its new Emergency Department at 8am on Tuesday.

Sharon Royal, ED assoc clinical nurse manager and the longest serving staff member on-duty quickly cut the ribbon into the new department just before 8am. Florist Ilene in Frankton Flower donated flower arrangements to the new ED for their first day.

This morning, the old ED was farewelled with a blessing ceremony, and former staff were given the opportunity to say goodbye also and tour the new facility.

See photos of the new department at www.waikatodhb.govt.nz/newemergency

We hope we never have to see you

Coinciding with the move into the new department is a new-look campaign to promote emergency for emergencies.

Community newspaper advertisements and posters at Waikato Hospital include information about the new department, but encourage readers to only attend in emergency situations. And to see their GP for all non-emergency care.

Help us spread this important message to your friends and family and encourage them to utilise the free, confidential and 24-hour **Healthline service – 0800 611 116**.



The poster features a photograph of four healthcare professionals (three men and one woman) in blue scrubs standing in an emergency department. The text on the poster is as follows:

In an emergency

we're here for you...

Waikato Hospital's new Emergency Department opens 8 February. We hope you never have to visit us because we spend our days saving lives and treating very sick people.

Our Emergency Department is for emergency cases only. Always go to your GP for treatment of coughs, colds, viral illnesses or if you are generally feeling unwell.

For free confidential health advice 24-hours a day, seven days a week, phone Healthline: 0800 611 116.

See what our new ED looks like, go online to: www.waikatodhb.govt.nz/newemergency

Logos for Healthline 0800 611 116 and Health Waikato are also present.

Nurse practitioner to start at Taumarunui Hospital



Taumarunui Hospital's first nurse practitioner will start later this month. Jane Jeffcoat, from Australia, completed her nursing training in Sydney and has held a number of nursing positions during her career including clinical nurse specialist and clinical nurse manager roles in busy Sydney operating theatres.

The married mother of four became a nurse practitioner in October 2010, combining her extensive nursing and rural experiences, and allowing her to prescribe medication and independently triage and treat a wide range of conditions.

Taumarunui Hospital manager Joanne Knight welcomes Jane to the team and sees this as a great opportunity for a nurse with this level of expertise joining the team.

"Appointments like Jane's, means that more and more nurse led services can be provided locally," said Joanne.

Jane describes her new role as an opportunity to provide a seamless health continuum between hospital and primary care services. "In small communities it is important for all health professionals to be working together and providing integrated care," said Jane.

Jane is not new to rural health having recently worked as a nurse in Colville as part of a successful Waikato DHB pilot that merged the roles of district, practice and public health nurses into a single role.

The pilot saw people living in the northern Coromandel Peninsula receiving all nursing care from a single practitioner. While in Colville, Jane also assisted with the establishment of a community first response service where volunteers were trained in work place first aid and formed a roster to provide support in local emergencies.

The establishment of a volunteer ambulance service in this area and the provision of a nurse led primary care after hours services were also supported by Jane's enthusiasm for improved local health services.

Jane moved to Taumarunui with her family this month, and starts her new role on 21 February.

Thames Birthing Unit update

Construction on this new primary birthing facility took a break over Christmas but is now well and truly back on track.

Scheduled to open in June, the unit will be for natural, low risk births under midwife care.



This week, workers are preparing to pour the floor of the much anticipated unit.

Patient Safety Programme:
a continuous improvement

UPDATE

Blood transfusion campaigns update

Michael Eastwood continues to spread the word with the blood transfusion project. Blood is a gift, use it wisely.

Some of the actions to date have been:

- agreement on a set of clinical guidelines and a transfusion trigger to be used within Health Waikato. These are now on the control document site.
- a visible campaign utilising banner advertising, pens, post cards and posters with the guidelines printed on them. These have been distributed to all clinical areas as well as individual presentations to all post graduate, year one house surgeons and new house surgeons.

**WHY USE TWO?
WHEN ONE WILL DO**
Transfusing one unit of blood at a time reduces the risk of an adverse event - Transfuse one then reassess



The project group developed an audit tool to screen for appropriateness of transfusion. This tool is useful to indicate whether a patient has received the appropriate number of units of red cells, and will also prompt the auditor to review the patient clinical records for contributory factors or co morbidities that justify the transfusion. Results found that the number of inappropriate transfusions decreased from about 30 per cent to 11 per cent in just a few short months.

Upcoming Event

Grand Round on 17 February

TOPIC: Blood transfusions: Are we sometimes killing them with kindness?

Invited guest speaker from Auckland, Dr Kerry Gunn. Kerry, a Specialist Anaesthetist in the Department of Anaesthesia and Peri operative Medicine at Auckland City Hospital. He leads the Anaesthesia Group of liver transplantation in New Zealand, and chairs the Auckland Blood Transfusion Committee.

His research interests are in massive haemorrhage, peri operative coagulopathy and the rational use of blood products. This presentation will be very interesting and provoke thought and hopefully some questions about "how" clinicians come to the decision to transfuse.

Early recognition and management the key



The Rapid Response System (RRS) project is part of Health Waikato's Patient Safety Programme.

The purpose of the project is to improve early recognition and management of physiologically deteriorating patients in general hospital wards.



The main aim is a reduction in the incidence of in-hospital cardiopulmonary arrest and unexpected death in these areas. A secondary aim is to improve documentation of vital signs, together with appropriate action, effective communication and response (i.e. teamwork) by staff. This means that deteriorating signs in a patient are able to be recognised earlier and therefore appropriate action taken sooner.

A new standard adult vital sign chart was designed which includes an escalation protocol based on the scoring tool. This is known as **Adult Deterioration Detection System (ADDS)**. This tool is now being rolled out at Waikato Hospital.

Photo: from left: David Drower, Anne Ellison, CNM Ward 12, and John Bell Nurse Educator.

David Drower is happy to talk directly to staff regarding any aspect of the ADDS process, and is currently providing in-service education to all target ward areas. The introduction of ADDS is being staged with all target areas expected to be using the new chart by 1st April 2011.

David is presenting about ADDS at the Grand Round, 24 February, 2011 at BEC Auditorium, starts at 12.30, with a display area from 12.00 to 12.30.

"Windmills or giants? Improving detection and response to a deteriorating patient - The Adult Deterioration Detection System"

Speakers:

Dr Tom Watson - Chief Medical Advisor

David Drower - Nurse Coordinator (Rapid Response System Project)

Aim to reduce patient harm from falls

A 10 percent reduction in patient harm related to falling is a key aim of the Waikato DHB patient safety campaign. The campaign went live at beginning of February.

The falls project (2009) identified weakness in the existing falls minimisation processes that had evolved over time and become disjointed.

The organisation partnered with the Upright fall prevention programme which is built around the use of the Hendrich II falls risk model (a validated falls risk tool). This is a web-based series of education, documentation, risk management and quality improvement tools aimed at fall reduction.

The Upright fall prevention programme is being introduced in all appropriate inpatient areas of Health Waikato. This includes a standardised fall risk assessment (a simple and quick to use tool), that identifies patients at high risk of falling. Interventions to reduce risk are then embedded into usual care planning process so fall risk management is part of daily language and clinical practice. Education and training focuses on nurses, health care assistants and allied health groups as these staff spend the largest proportion of time providing direct care.

<http://ourintranet/WDHB/Major+Projects/Projects/Health+Waikato+PMO/Falls+Menu.htm>



Health and Safety initiative goes national



Toolkit to minimise risk to health care workers and patients following blood and body substance exposure

This project started as a national health and safety initiative between all DHBs 18 months ago. There was no national guidance documentation in place for interpretation of laboratory results of those accidentally exposed to blood and body substances. Waikato District Health Board developed the toolkit to provide guidance to Occupational Health and Safety personnel and doctors, in the interpretation of laboratory results of those accidentally exposed to blood and body substances, in an occupational setting.

Photograph: From left: Marie Fullerton, project lead and Graham Mills, clinical champion and advisor with the Blood and body substance exposure toolkit.

In the health care setting, blood-borne viruses are a persistent source of risk for health care workers due to the potentially serious consequences of contracting an infection. The viruses of most concern are the Hepatitis B Virus (HBV), Hepatitis C Virus (HCV) and Human Immunodeficiency Virus (HIV).

Kathy Jenkin at Viscom designed the blood and body substance exposure toolkit. It consists of a risk assessment tool, guideline book, information brochures and a CD. Health and Safety completed and now manages the project. Toolkits went out to all DHBs, some PHOs and private hospitals. Orders for more packs are coming into the Printshop.

Recent successes for Workforce Development Programme

The DHB is getting some real traction on its Workforce Development Programme, which aims to build the capacity of the health workforce (DHB and sector) for the future. Some recent successes:

- A pre-employment health screening process has gone 'live' from 1 February. This is a straight forward way for managers to minimise the risk (to both the organisation and a new employee) of unidentified health issues that may impact on a candidate's ability to do their job. It was developed by Workforce Development team member Marie Fullerton and is now part of the 'business as usual' recruit and select process and managed by Health & Safety Service.
- A staff discomfort and pain pilot programme is now in place at Waikato DHB, via Health and Safety Service. It delivers treatment solutions to staff members who have aches and pains that are not injuries and therefore don't qualify for ACC. This Workforce Programme initiative has cost effective outcomes for the DHB and positive health outcomes for staff members.
- Leadership competencies or behaviours impact on an organisation's culture and drive performance. A Workforce Development initiative has identified leadership competencies for each position level within the DHB and has developed easy-to-use interview templates that test for these competencies.
- The aged care sector struggles with recruitment and poor public perception of its work – but the passion and skills of its workforce deserve much better. A Workforce Development initiative has set up an inaugural sector awards event and is developing a positive recruitment/career promotion campaigns to support the sector. Focus groups and reference groups of care workers, nurses, managers and other staff from across the sector provided fantastic input to this work.
- The workforce teams Information Modelling product aims to provide the DHB with the tools it needs to forecast its workforce against production requirements in the longer term. As the DHB plans any new facilities, staff requirements are an integral part of the planning. Being able to model the affect of demographic changes on workforce requirements is key to the ongoing delivery of services in any new facility. This work will allow the DHB to forecast numbers of staff required to deliver specific volumes of services in its hospitals, and builds on work previously done in the Waikato DHB's Programme Management Office (PMO) to link demographics with forecasted service need

Details about all the Workforce Development Programme initiatives at www.waikatodhb.govt.nz/workforce - you can sign up to the regular e-newsletter.

Transporting patients to and from South Waikato

There have been changes made to transport arrangements for patients to and from Waikato Hospital and the South Waikato.

Staff should be aware that if directing patients to East Bays Connections Ltd. they are required to explain that a cost will be incurred, some of which is able to be claimed back **only** if patients are eligible and registered for national travel assistance.

There are interim arrangements (free of charge to patients) in place and we hope we will have something more permanent sorted by the end of next month (see below).

The attached pamphlet will replace the existing 'Transport Options' poster and pamphlet, however ward staff need to be aware of the changes so they do not refer patients to the wrong place out of habit.

In the interim, please ensure staff are aware of the cost implications if referring patients to Eastbays Connections Ltd for transport.

Between now and 31 March 2011, please ensure these key points:

- If South Waikato residents need transport to Waikato Hospital, they should ring Tokoroa Hospital Reception (07) 886 7239.
- If wards at Waikato Hospital need to get people home to the South Waikato, ring Waikato Hospital Reception (07) 839 8899.

An audit of leave underway

We have identified a growing trend of managers / administrators discarding their 2010 leave records.

These leave records form a vital component of the leave audit and it becomes increasingly difficult to complete the leave audit process accurately without these records.

We request that managers, team leaders and leave / rostering administrators be reminded to retain their department's 2010 leave records.

For further information on anything in Our Korero contact:

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