



COVER GIRLS: Deirdre Dawson-Smith and her daughter Grace feature on the cover.

Annual Report provides health snapshot

WAIKATO District Health Board spent \$709 million – \$77.32 million more than the previous year – delivering a variety of health services to the region in 2006/2007.

Half of it went to Health Waikato, the board's own hospital and health services provider arm, which operates hospitals in Hamilton, Thames, Tokoroa, Te Kuiti and Taumarunui as well as two continuing care facilities in Morrinsville and Te Awamutu and the Henry Rongomau Bennett Centre Mental Health facility in Hamilton.

The board's annual report, tabled in Parliament last month, provides a snapshot picture.

It reveals that every day Waikato DHB spends on average \$243,700 on drugs and to pay community pharma-

cists to provide and dispense medicines and services; \$159,400 to subsidise people's visits to general practitioners and other PHO activities; \$10,400 to subsidise visits to dentists; \$72,300 to pay for the laboratory tests ordered for patients by GPs; \$139,900 for rest home and hospital care of older people and \$49,400 for home-based care and support of older people in their own homes.

This is in addition to the inpatient and outpatient services provided by Health Waikato.

Publicly-funded health services in Waikato are provided by 262 GPs, 52 dentists, 79 pharmacies, 47 community mental health, 30 community personal health, 21 Maori, and one Pacific provider; two community laboratories, four radiology providers, 120 lead

maternity carers, 62 rest homes and residential hospitals for older people and five home-based support service providers including Health Waikato.

Waikato DHB covers 21,220 square kilometres or 7.9 per cent of New Zealand's land area. It is home to 342,650 people – 8.28 per cent of the New Zealand population.

In his final report as chairman Michael Ludbrook said there were many considerable achievements during the year.

"Construction work at Waikato and Thames hospitals was significant and ongoing. In Hamilton the new nine-storey carpark building, main entrance and transit lounge rapidly took shape while at Thames the old buildings which housed the emergency department, radi-

ology and outpatient clinics were demolished and work began on the new kitchen and conference area."

One significant decision made by the board in February was to go with Pathlab as the new community laboratory service provider.

"It is expected to lead to sustainable quality laboratory services throughout the region and also to generate annual savings of more than \$6 million a year," he said.

"Ongoing strike action makes running a big organisation like Waikato DHB difficult but it has been pleasing to see the collaborative attempts made with our unions towards building partnerships for the future."

The full annual report can be viewed on the Waikato DHB website: www.waikatodhb.govt.nz

Highlights of a busy year

■ **OPENING** a new operating theatre at Waikato Hospital in March, after a highly planned exercise that involved closing all theatres on that level over Christmas through to late January.

■ **ESTABLISHING** a Referral Coordination Centre as a "one stop shop" for all elective services referrals to Waikato Hospital.

■ **UPGRADING** Bryant Education Auditorium technical facilities to meet future technology demands and support Waikato Hospital's role as a clinical training and education centre.

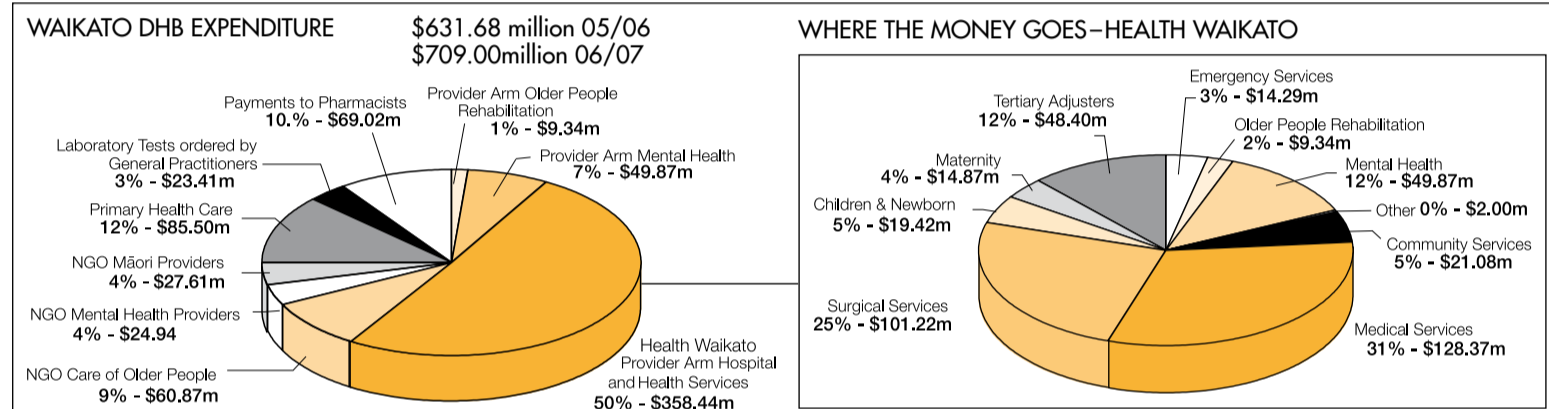
■ **COMMISSIONING** two new purpose-built transport incubators for Newborn Intensive Care Unit to help with the retrieval by aircraft and helicopter of sick and premature babies in the Waikato region.

■ **CELEBRATING** the first anniversary in June of the establishment of Neurosurgery Unit at Waikato Hospital. The unit provides neurosurgical services to the 800,000 people of the Midland region and complements other specialist operations done at Waikato Hospital such as complicated head and neck surgery, complex spinal surgery and facial reconstructions.

■ **COMPLETING** the first full year of a Brachytherapy Service for prostate and some other specific cancers. The purchasing of equipment and refurbishment of the treatment room was made possible by a grant from the Waikato/Bay of Plenty Cancer Society, and allows the full treatment to be provided in an Oncology Department outpatient setting.

■ **DEVELOPING** two new approaches to delivering social work at Waikato Hospital – at emergency department to support people who do not need admission but do need help and working with the families of children who have multiple admissions to hospital.

■ **CREATING** a highly successful nurse-led Pre-admission



THE YEAR THAT WAS 2006/07: Waikato DHB serves one of the largest and most complex health districts in New Zealand.

Gynaecology Clinic at Waikato Hospital. This project has resulted in decreased average length of stay, decreased cancellation of surgery and no clinic cancellations.

■ **AGREEING** on a new model for forensic mental health service delivery. Kaupapa Māori mental health provider Hauora Waikato and the Waikato DHB have completed a Forensic Business Case that draws on the strengths of both providers to achieve effective clinical and cultural outcomes.

■ **ANNOUNCING** Waikato Hospital as the lead site for a decade long study (known as the SNAC2 trial) involving more than 1000 Australian and New Zealand women with breast cancer.

■ **IMPLEMENTING** a DHB-wide model of care for Health Waikato's hospital laboratory services, including introducing point of care testing (POCT) in Te Kuiti, Tokoroa and Taumarunui hospitals. The POCT project included equipment, protocols and training so that certain tests can now be done by non-laboratory staff in a patient care setting.

■ **COMPLETING** a Rural Occupational Therapy Service project

at Taumarunui Hospital in July. The project saw waiting time reduced from 18 months to five weeks and the waiting list reduced from 27 cases to five. The system was deemed so successful it was adopted in Hamilton and Ngaruawahia.

■ **ACHIEVING** certification at all Waikato DHB hospitals and care facilities, with three-year certification achieved by Taumarunui, Te Kuiti and Tokoroa hospitals, Matariki and Rhoda Read care facilities, and Henry Rongomau Bennett Centre.

■ **GAINING** Baby Friendly Hospital Initiative (BFHI) status for three years at all Waikato DHB hospitals and care facilities.

■ **TRIALLING** an improved process for discharging children from hospital. A three-month pilot project took place from March to May with eight areas of Waikato, Thames and Tokoroa hospitals participating. The new process provides families with information tailored to their needs and links them to other health services, support and health checks that are available in their communities.

■ **IMPLEMENTING** reduced GP and pharmacy prescription fees for the 45 to 64 year age group,

resulting in an average reduction in fee per visit of \$27. Total additional funding of \$7.2 million went into implementing this extension in the Waikato DHB region.

■ **REFITTING** one of Waikato DHB's mobile dental clinic vans. The \$110,000 state-of-the-art refit was completed in February and incorporated digital x-ray technology, instrument washer, improved dental chairs and air-conditioning. The van provides dental services for more than 2600 children each year and is part of a fleet of six.

■ **PROVIDING** an Oral Health in Holidays programme focused on areas of need, thereby significantly improving access for the adolescent age group and Maori tamariki.

■ **WAIKATO DHB's** School Dental Services and Waikato Primary Health Organisation (PHO) combined resources to provide essential oral health services for 0-17-year-olds during the school holidays.

■ **ACHIEVING** approximately 22 per cent coverage of DHB decile two-four schools as Health Promoting Schools and 100 per cent coverage of decile one schools as Fruit in Schools advocates.

Population Health Service has worked collaboratively across the sector on this project.

■ **COMPLETING** the first full year of the Antenatal HIV Screening Programme. The successful roll-out of Antenatal HIV screening in the Waikato has led to HIV screening being adopted across New Zealand.

■ **CONSOLIDATING** provision of a Transitional Care Service funded by Waikato DHB and using hospital based referral teams and community-based providers. The approach uses a combination of intense institutional and home-based support to enable older persons to return to a relatively independent status after a health event, rather than face extended stays in inpatient services or long term residential care.

■ **STARTING** the first part of a \$475,000 funding commitment to new pharmacy services. Initially this includes a four part review assessing the patient's use, understanding and adherence to their medication regimen.

■ **ESTABLISHING** GP-initiated community intravenous cellulitis management.

Award winner heads Waikato Hospital

HAYLEY McConnell has been appointed Group Manager for Waikato Hospital.

She takes up the appointment in Hamilton immediately.

The Hamilton-based mother of two did her nurse training at Tauranga School of Nursing and was then an occupational health nurse at the Thames Toyota car assembly plant before her appointment as a staff nurse at Thames Hospital's medical and coronary care unit.

In May 1989 she began a seven-year stint in Waikato Hospital's intensive care unit and was charge nurse for two years before her appointment in July 1996 as operations' manager for the emergency department and critical care.

Since February 2005 she has been service manager for nursing and clinical services with responsibility for 1190 full time equivalent staff and a budget of \$140 million.

In her new job she is responsible for 2115 staff and a budget of \$280 million.

The appointment was announced by Health Waikato chief operating officer Jan Adams who said Ms McConnell brought a detailed knowledge of, and background in, Waikato Hospital.

"Her appointment to the role will bring a new focus and structure to Waikato Hospital at a time we are moving forward," said Mrs Adams.

Ms McConnell said the new position was very operational.

"I'm committed about my role in health and everybody deserves timely and quality healthcare at Waikato Hospital."



IN CHARGE: Thames-born Hayley McConnell, a trained nurse, likes to speak from the heart as opposed to a powerpoint.

Ms McConnell said one of her strengths included an ability to get the best out of everybody in a team environment.

"I'm creative with my ideas. I like to speak from the heart as opposed to a powerpoint."

But she said she prefers to lead from the front and challenge people.

"I want to be more of a leader than a manager. That's why I love

this job."

Projects she has led at Waikato Hospital include the award-winning nurse-led preadmission project.

She also put up a successful business case and marketing for an additional acute theatre build, project planning for the construction of the neurosurgery inpatient ward, theatre and ward start-up, the building of an additional theatre and expanded intensive care and high dependency units and the service and campus reconfiguration project.

Ms McConnell said she wanted staff to feel they could talk to her about ways to improve the way things are done at the hospital.

"I want to see staff coming to work looking at other ways we can have quality of care. Staff think they have to have permission to

make suggestions. They don't. They can stop me with potential solutions. I'm very visible."

Ms McConnell said the majority of people were community-minded and cared deeply about their hospital.

She said she was looking forward to working closely with the primary sector - a relationship she described as essential for a tertiary hospital like Waikato.

Clear communication a must

A NEW tool to improve communication between clinicians has been launched at Health Waikato hospitals.

Known as SBARR (pronounced S-Barr), the tool guides clinical staff on how to brief each other about a patient using clear and effective communication.

A team of Health Waikato staff assessed and adapted it for use in the Waikato. S-Barr is an acronym that stands for Situation, Background, Assessment, Recommendation and Response. The last R for Response is an addition made by Health Waikato and recognises that what happens as a result of a briefing is very important.

Chief medical advisor Tom Watson said that clear communication between clinical staff was an essential factor in patient care and patient safety, particularly in urgent or critical situations.

"For that reason Health Waikato sought out the best international tool it could find to build a consistent approach to staff-to-staff briefings about patients," he said.

"You cannot have room for misunderstandings or missed information. The patient's safety is paramount. When clinical staff are under pressure, the S-Barr tool makes it much easier to organise thoughts and cover all the relevant information."

Dr Watson said he was a strong advocate of the S-Barr tool. "We are always searching for practical ways to improve clinical communication and patient safety. This is a communication tool that is respected and used internationally in healthcare environments. Now our staff have analysed and adapted it for use in our Health Waikato hospitals," he said.

The tool has been rolled out in Waikato Hospital and other hospitals will follow.

OPENING SOON

SHOWCASING YOUR NEW:

- Hospital Entrance
- Transit Lounge
- Staff Innovations
- Car Park
- Activities
- Future Projects

HEALTH WAIKATO
CARING FOR YOU

A SUMMER CELEBRATION AT
WAIKATO HOSPITAL, 9TH FEBRUARY 2008
Welcome to the changing face of your Waikato Hospital