

**Checkup now
monthly!**



October 2010

**Dr Tom Marks, ED
Tauranga Hospital,
gets his hokey-tokey
on for HEHA**



page **4**



page **5**



page **7**

Checkup

Bay of Plenty District Health Board staff news



Overview



There are a whole lot of things going on and as you want to have your work profiled in Checkup which is great, we're now publishing Checkup every month, which means the news is more immediate.

This edition of Checkup reflects the diversity of work we do. There are stories about the Voyagers opening in Whakatane; the GO-TEAM continues to recruit people into its philosophy - getting patients moving - and they have a new poster out there soon featuring new GO-TEAM members.

An edible architecture competition was held in Whakatane marking Project Waka being underway. The Minister of Health was here last week launching The productive operating theatre project - TPOT (teapot). We are one of seven DHBs committed to this project which will result in an improved service for patients and working environment.

The Tauranga cardiology unit has launched the first care pathway for the Bay of Plenty District Health Board, with a vision to minimise the length of stay for low to medium risk chest pain patients. Also in this edition you will find a feature on our kaupapa nurse service, and the speech language therapists work on aphasia (no its not the Disney cartoon).

The cover photograph is our esteemed member of staff, Dr Tom Marks, who joined 10 other BOPDHB staff members, doing the hockey-tokey for HEHA at the Bay of Plenty Steamers game against Southland.



A new Waka for Voyagers



The Voyagers team at the official opening of their new building.

The 7th of October saw a day of celebration for community mental health services in Whakatane, with the official opening of the new Voyagers building.

Voyagers is a free specialist child and adolescent mental health service, provided by the BOPDHB, that works with children and young people from birth - 19 years, as well as supporting their families/whanau when serious psychiatric, psychological or behavioural problems are experienced.

The opening coincided with mental health awareness week (4-10 October), this year with the theme 'Flourishing for everyBODY'. Denise Murphy, coordinator of Voyagers, says there is a wonderful synergy between this year's theme and the work that the team at Voyagers do.

"Flourishing is about feeling good and functioning well, at Voyagers we focus on partnerships and recovery. We work on enabling our young people to move from a state of unwellness to a state of optimum wellness."

The new building for Voyagers is based in a more central location and is very modern in its design, with clear appeal to youth and adolescents. There is a well stocked play area and bean bags and a stereo in a chill-out area.

At the time of the opening, local artists had also come together to support Voyagers by displaying artwork throughout the centre.

The opening was very well attended, an indication of how well recognised and respected the contribution of the Voyagers team to the

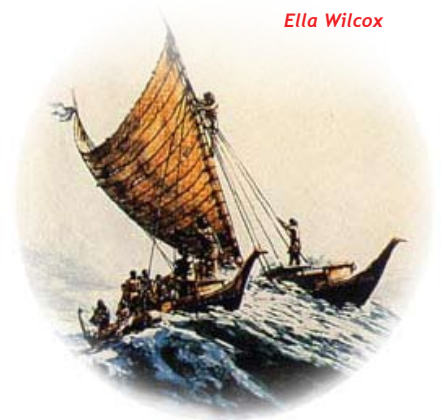
Eastern Bay of Plenty community is, with a karakia and a waiata supported by Māori health to open and activities throughout the day including Dr Sue Mackersey's presentation on suicidality, children's aerobics in te reo and a presentation by Pou Kokiri regarding models of practise.

"It was a great day, and a wonderful turnout, said Denise. "It is especially great to see other organisations involved in mental health, such as the NGOs, coming along to continue to build those relationships with us. Voyagers is about a journey and this building is a great next step on our voyage."

*One ship drives east, and another west
With the self same winds that blow;
Tis the set of the sails
And not the gales
That decide the way we go,*

*Like the winds of the sea are the ways of fate
As they voyage along through life;
Tis the will of the soul
That decides the goal
And not the calm or the strife*

Ella Wilcox



'Legend' recognised with award



Tess Ahern and Peter Jones with Jamie Smith (centre) after presentation of his award.

A legendary registered nurse case manager is this month's recipient of the National Bank mental health staff member of the month award.

Jamie Smith has been a member of the team at Whakatane based Community Mental Health services for the last eight years, where he works with an extremely challenging case load.

When presenting the award, Peter Jones clinical coordinator for Community Mental Health in Whakatane, said that;

"Jamie has a difficult case load to manage. They are very rurally isolated and are people who are living quite chaotic lives. They are not necessarily the consumers who want help and are not easy to create relationships with. Some are under the Mental Health Act - but Jamie is very good at engaging. It has been my observation that when Jamie becomes involved, the chaos in lives settles down and there is less contact with other agencies such as the Ministry of Justice."

The role comes with a real commitment to service users and their families/whanau, especially considering that some of Jamie's clients have been with him for the last eight years. He agrees that his role is able to have a wider community impact, particularly when it comes to the effect that drugs and alcohol can have on mental health "it gives whanau more perspective."

Typically humble in receiving the award, Jamie said "I just do what I do. I accept this on behalf of the team, it's not about me, it's a team effort."

Jamie was nominated for the National Bank Mental Health Worker of the month award by one of his clients who made the statement that he felt Jamie "really wants to spend time with his patients and has a good attitude and communication." Jamie has also been recognised for going the 'extra mile' for clients and their whanau and demonstrating excellence in practise.

Jamie has won a \$100 cash prize from the Tauranga National Bank and a choice of movie tickets or dinner vouchers for two from Alcohol Advisory Council of New Zealand central region.

Employee health checks coming soon

These clinics will replace Azion health clinics that have been running over the last couple of years. The aim of these clinics is to improve the health of staff so you are more energetic and motivated. Free health clinics can include the following:

- blood pressure
- cholesterol
- blood glucose
- body mass index (BMI).

"The service we provide will be confidential and flexible, staff will be referred to their GP, we can also offer blood pressure (BP) checks to staff that need their BP monitored." The clinics will be held every Thursday morning from 8:30am to 11:30am in the Outpatients Department.

To book a health check go into PACentral and click onto the 'Nurse' icon, this will allow you to select an appointment time that suits.

The health checks BOPDHB is offering will not include a functional age assessment.

Keeping you healthy and fit for work

Employee Health and Safety Services has released a brochure covering their services and helpful hints to staying healthy and fit for work. In particular the Health and Safety team can help you get back on your feet after a workplace injury or accident.

They can also assist with ergonomics in your workplace, personal assessment, support and advice, free counselling, free vaccinations and advice on health and safety generally.

If you would like to talk to one of the team contact Cilla or Colleen (TGA) on 8046 or Janine (WHK) on 4711.

Māori Health Excellence Seminar



Dr Cormack explains the changes through time in census data.

The first event in the quarterly Māori Health excellence seminar series was held on 9th September.

The series was developed by Janet McLean, General Manager Māori Health Planning and Funding, to enable health professionals in the Bay of Plenty area to learn about interventions and best practise from national leaders, working towards an improvement in health target performance as well as improved Māori health outcomes.

"A large proportion of the Bay of Plenty population identify as Māori, so for us it is really important that we identify and establish ways we can address health inequities among this group," says Janet.

The first seminar was held at the Education Centre, with Dr Donna Cormack from the Wellington School of Medicine. Dr Cormack discussed the changes in ethnicity data collection through history, as well as the importance of accurate collection, analysis and use of this data.

Dr Cormack says that "Ethnicity data is essential to measuring and monitoring Māori health and disparities in health status, outcomes and experiences in New Zealand."

"A collection and reporting protocol, containing a standardised ethnicity question, has been developed by the Ministry of Health and is available on their website. The question is the same as that used in the national population census and if everyone in the health sector uses the same question our data will be consistent and higher-quality. We'll all be counting and measuring the same thing and be better able to identify health needs and plan for the future."

The next seminar will be held in November. If you would like more information on the seminar series or would like to be notified about the next event, please contact Annette Copeland (PA to Janet McLean, on 8556).

THE GO-TEAM

every service, every department, every individual
building a network for improved acute patient journeys



If you think you have what it takes join go.team@bopdhb.govt.nz

Meanwhile in Tauranga, some new members of the GO-TEAM got a helping hand from the Bay of Plenty Steamers on different ways to 'lift' performance. And it would appear to be working, with Tauranga celebrating some of the best results in their six hour Health Target. GO TEAM!



We have a number of staff who have joined the

GO-TEAM

this month on its mission - better patient journeys. If you think you have what it takes, contact

GO.TEAM@bopdhb.govt.nz

NEW MEMBERS ARE: Sharon Hilton, Roelof Lourens, Yvonne Culligan, Georgina Grant, Andrew Stokes, Richard Jones, Grace Scheier, Phillip Balmer, Sherida Cooper, Vicky Beveridge, Letham White, Cameron Lucich, Julie Williams, Mau Tane, Penny Horton, Barbara Lawrence-Campbell, Anne Anderson, Andrew Tomlinson, Viv Jimmieson, George Gray, Sandra Fielding, Julie Fairhurst, Liz Buckley, Lois Cubis, Julie Robinson, Kaywyn McKenzie, Steve Close, Anne Hishon, Ros Jackson, Mandy Allman, Richard North, Derek Sage, Neil McKelvie, John Kyngdon, Maurice Chamberlain, Michelle Merrick, Philippa Edwards, Sally Llewellyn, Debbie Brown, Martin Buet, Louise Fowler, Fiona Williams, Maree Dawson, Liz Ellison, Carol Rielly, Patricia Cook, Fiona Burns, Julie Chapman, Kerrie Freeman, Colleen MacGregor, Margret Norris, Trevor Richardson, Andy Humphrey, Hugh Lees, Tony Lawson, Kingsley Logan, Brian Wills, Johnny Louie, Joop Wieringa, Elaine Tapsell, Philippa Jones, Mike Agnew, Kelly Bullen, Sharlene Adams, Kate Grimwade, Elizabeth Spellacy, Graeme Porter, Jennifer Goodwin, Karen Murphy, Averil Boon, Sarah Davey, Ginni Cashel, Lesley Ford.



THE GO-TEAM

GO GO GO-TEAM..... this month the Whakatane GO-TEAM has been recognised as a network of highly skilled, highly trained professionals, working together to get acute patients out of the Emergency Department to where they really need to be in less than six hours.

Their skills, attitude and willingness to make a real difference to the patient journey has meant that Whakatane has consistently gained a result above 95%, (the Ministry of Health's target).

Long stays in Emergency Departments have been linked to negative clinical outcomes for patients, including mortality and longer inpatient lengths of stays, as well as leading to compromised standards for patients. As a GO-TEAM Whakatane made sure that they 'walked the talk' and got patients moving through to where they needed to be for the best clinical outcome.

To celebrate their success, the team were rewarded with a BBQ, with master chefs Phillip Balmer, the COO, Neil McKelvie, BL, and Julie Robinson, the DON, at the end of the utensils.



Members of the GO-TEAM get cooking!



The Steamers show the GO-TEAM new ways of lifting performance.

Say WHAT?



Members of the Women, Child and Family team give a 'shout out' on loud shirt day.

Women Child and Family had a thoroughly noisy day on September 17th when they got involved in The Hearing House and the Southern Cochlear Implant Paediatric programmes LOUD Shirt Day. Staff wore LOUD shirts in return for making a donation.

The money that is raised from the LOUD shirt day appeal helps deaf and hearing-impaired children around New Zealand to get specialist

intervention in order to assist them to be able to listen and speak like hearing kids.

Cochlear implants were developed for profound hearing loss. It works by imitating the function of the inner ear so children who are profoundly deaf or lose their hearing through illness or accident can hear. Children with a cochlear implant require additional support and therapy in order to learn how to speak, called auditory-verbal therapy.

David Pullen, screening coordinator Women Child and Family, said the day was incredibly noisy, not only in shirts worn but in feedback "people certainly noticed what we were doing and weren't afraid to comment. It was great to be able to support the cochlear implant team and get people talking and donating!"

Clinical leadership improving patient care

The Tauranga cardiology unit has launched the first care pathway for the Bay of Plenty District Health Board, with a vision to minimise the length of stay for low to medium risk chest pain patients.

Service improvement provided the resource to assist with the clinically driven project, which has resulted in the development of the first dedicated 'ED to discharge' clinical pathway booklet at Tauranga Hospital. The booklet guides and records the process in place of the traditional clinical notes pages.

Led by Dr Calum Young, the team comprised Helen Hughes (ED RN clinical physiology technician), Ruth Rogers (APU RN and cardiology CNS), Rick Forster (ED CNS), Tracey Young (document controller) and Philippa Edwards (service improvement change manager).

"Now, when a patient comes into the Emergency Department or Acute Patient Unit with chest pain that appears of cardiac origin, but fits the criteria for low to medium risk, they are either removed from the A to D planner or placed directly onto the MDT low/medium risk chest pain pathway booklet" says Philippa Edwards, service improvement change manager.

The booklet is supported by an algorithm to determine if patients fit the criteria, a flow diagram to show the steps to follow and space to record all clinical observations, blood, X-ray, ECG and ETT test results including the discharge summary that is given to the patient when they are discharged.

Have your say on Library Journals



By Raewyn Adams

It is the time of the year when the BOPDHB reviews its journal subscriptions and makes any changes. The Library staff will look at the balance of material held from a number of perspectives including location of print copies, coverage of clinical specialties and online versus print access to material.

As part of this process the Library staff have put together a short survey to facilitate feedback from you, the users of the journals. The survey can be found at <http://www.surveymonkey.com/s/3DCCZSD>

If you would like to check what journals are currently held and where they are located, please see the full list at \\ZULU\GrpShare\Pacific\Intranet\Library\Docs\JournalList.pdf .

Please be aware that although departmental holdings are the responsibility of individual managers, the Library staff are interested in your feedback.

If you should have any problems with the survey link or access to the journal lists, please contact the Library staff on 8687 or 4819.

In loving memory



HEI MAUMAHARATANGA MO WAINA MERETINI TE AROHANUI ARAROA (nee WYNYARD)

*Ko Puketohunoa te maunga
Ko Taumarere te awa
Ko Ngatokimatawhaorua te waka
Ko Pomare te iwi
Ko Ngati Manu te hapu
Ko Ngati Manu te whare tipuna
Ko Te Karetu te marae
Ko Puhangahau te urupa*

Waina Araroa was a well known and respected member of the Whakatane hospital staff, as well as the wider Eastern Bay of Plenty community, known for her genuinely caring, kind, generous, loyal and supportive character.

Waina passed away, following a short illness in August, leaving the Whakatane hospital and in particular the social work team, with a huge sense of loss.

Waina was a perfectionist who worked hard and gave her best to everything that she did. An example of Waina's commitment, to enhance her practice as a social worker, was to study for a formal qualification in social work while working

fulltime at the hospital and being involved in numerous sporting and community activities.

Waina was highly regarded and respected by the Eastern Bay community. She derived much satisfaction when working with her own people, but was also known and appreciated for her empathy and understanding of working in a truly bi-cultural way. This was evident in the wide representation who came to pay their respects to her and her whanau when she passed away.

Waina dedicated 22 years of her life to the BOPDHB, first as a part of a home help service, following the Edgcombe earthquake, and then as a social worker.

Her presence, her beautiful smile and mischievous sense of humour is sorely missed by those who knew her well. Her generosity and giving of herself is best summed up in the words of her daughter MJ when she said, "Mum is her own Taonga."

*He aha te mea nui o te ao
He tangata, he tangata, he tangata*

What is the most important thing in this world? It is people, it is people, it is people.

Nurse led Kaupapa Māori Community Based Services (MLKMCBS) by Michelle Murray



Five Māori Health Providers in the Eastern and Western Bay of Plenty have been delivering six Nurse Led services to improve the access to primary care in rural communities since 2008.

Location of services:-

Provider	Service Area	Nurse
Moni Nursing Services	Opotiki, Omaio, Te Kaha	Janet Maloney-Moni
Tuhoe Matauranga Trust	Taneatua, Waimana, Ruatoki, Waiohau	Wini McLean
Hinepukohurangi Trust	Ruatahuna, Minginui, Te Whaiti, Murupara	Katarina Roa
Ngati Awa Social & Health Services	Kawerau, Te Teko, Edgcombe, Matata	Pare O'Brien
Nga Mataapuna Oranga PHO	Maketu, Te Puke, Welcome Bay, Matapihi	BJ Taare
Nga Mataapuna Oranga PHO	Te Puna, Katikati	Theresa Ngamoki

The NLKMCBS focuses on chronic conditions and has a Whanau Ora holistic approach based on Kaupapa principles.

A key goal of the service is to grow Advanced Nurses to become Nurse Practitioners. BOPDHB and the providers have had great success with this initiative.

Academic Achievements Gained:

Janet Maloney Moni is the country's first Maori Nurse Practitioner and was approved by the Nursing Council of New Zealand on the 14th September to prescribe in her scope of practice, Primary Health.

Pare O'Brien has completed her Post Graduate Diploma in Nursing with WINTEC in 2008. She has now completed a further 3 papers with Massey University, with the last paper in 2011 to complete her Masters.

Katarina Roa completed a Post Graduate Diploma of Health Science in Advanced Nursing in 2009 from the University of Auckland and has begun studying towards a Masters in Nursing. She

hopes to have her Masters completed in two years time.

Theresa Ngamoki completed a Post Graduate Diploma in Health Sciences, Advanced Nursing Rural Focus from the University of Auckland. In 2009 she completed a Masters in Health Science with Second Class Honours.

BJ Taare started her Post Graduate Diploma in Health Sciences specialization in Advanced Nursing in 2007 to 2008. BJ commenced working Te Manu Toroa in January 2008 and continued on with her Master of Nursing in 2009 resulting in First Class Honours.

Wini McLean commenced the Post Graduate Certificate in 2008 completing the Long Term Conditions papers, in 2010 she has begun studying towards the Post Graduate Diploma and will commence Masters papers in 2011.

The nurse's state that the overwhelming support from their whanau, providers, PHOs and collaborative relationships that have grown in their communities were a significant contributor to their success.

(Back, left to right) Michelle Murray, Theresa Ngamoki, Wini McLean and Katarina Roe. (Front, left to right) Philippa Jones from WBOP PHO and Pare O'Brien.



Janet Maloney Moni



Orana Harris



BJ Taare

Staff 'scoff' the redevelopment



with the effort of all who participated. There were some very impressive submissions...you could say they were literally good enough to eat."

Project Waka held an information session, led by the user group members who have been working on the design, for hospital staff regarding the Whakatane hospital redevelopment.

Departments, teams and groups were asked to bring along their own architectural designs, with one criteria only - that it be edible.

Vino Ramkissoon, change manager, said the day was well received by hospital staff. "I was really glad

Most innovative design winner: Regional Community Health Services for their Project Waka - 'moving forward together with strength, courage and teamwork' which symbolised the characteristics of Wairaka.
2nd prize: Front of House - Front Desk.

Prize for best use of materials: Winner: Hot Floor submission.
2nd place: A bath would be helpful: Paediatric ward.

Other prizes included: Healthiest (Snail submission) and largest design (Hot Floor).

Oldies but goodies by Deborah Blackwood



(Left to right at back) Steph Parker, Shirley Pamment, Ann Priest, Joy Selby and Val Newby. (Left to right front) Sue Claridge (ward administrator) Di Oxley, Lynnece Dowle-Back and Ann Thurston.

279 years of nursing experience turned up to work the morning shift on 6th October 2010 in the Children's ward of Tauranga Hospital.

The shift turned into a day of reminiscing about student days, the old ward one and the changes that have taken place in nursing since Steph Parker first gained registration in 1970.

The youngest and 'baby' of the shift Ann Priest attained her registration in 1981.

A combined total nursing experience of 279 years between Lynnece Dowle (CNM), Steph Parker (paediatric respiratory nurse), Joy Selby (home care nurse) and those RN's on duty, Ann Thurston, Di Oxley, Val Newby, Shirley Pamment and CAU nurse Ann Priest.

Conversation turned to years of service for the BOPDHB and came out in the vicinity of 170 and now to add up the collective ages... or not.



Project WAKA

The earth moved

Its all go at the Whakatane campus, as several different contractors have moved in to really get to work on the redevelopment.

The last month has seen a number of changes including a small reduction of car parks in the public car park at the main entrance to the hospital, work on the Clinical School, PODS arriving and tree removal.

Summary of current works underway:

Clinical School Project

Watts & Hughes appointed as main contractor. Work commenced on site first week of October.

POD 3 Project

The two pods were delivered to a temporary location on site by the old Nurses Home. Watts & Hughes have started to prepare the area that the pods are going to be finally located, just north of the existing library.

Civil Infrastructure Upgrade Contract

These works are being undertaken by Waitohi Contractors and involve installing new water mains, fire water mains, power and IT cables underground from Stewart St across the campus to Garraway St.

Tree Removal

A number of trees are being removed by A1 Stump & Tree, a Whakatane company, to make way for the Project Waka development. This will be done progressively over the next few months.

Phillip Balmer, COO, said that despite the fact that there had been quite a number of changes to the campus, staff were coping well.

"Staff at Whakatane Hospital have done a great job in coping with the changes so far. Their support, understanding and commitment to the continued improvement of the Whakatane campus is appreciated and to be commended."

We will be keeping you up to date with what is going to be happening on campus through weekly emails, as well as a dedicated webpage. If you have any questions or concerns please contact Project.Waka@bopdhb.govt.nz



(Left to right) Helen Lamont, Nicola Henderson, Melanie Bennett, Robin Matthews, Michele Cunningham, Trish Wilson from Occupational Therapy and Fiona Hewerdine.

Stroke or damage to areas of the brain associated with language has the ability to cause aphasia.

Approximately 16,000 New Zealanders are affected by aphasia, which causes difficulty with talking, understanding conversation, reading and writing.

Aphasia is defined as 'partial or total loss of the ability to articulate ideas or comprehend spoken or written language, resulting from damage to the brain caused by injury or disease.

The Speech and Language team (SLT) at the BOPDHB work with both inpatients and outpatients living with the effects of aphasia. They have been having some great successes with their aphasia specific programmes, which include supported conversation workshops and simply PC computer skills workbook.

Supported Conversation Workshop

These workshops are run by two speech language therapists. The workshop is for people with aphasia and their communication partners. Attendees learn a range of techniques to improve communication with each other.

People with aphasia are still competent adults with the ability to think and make decisions. However, aphasia can make it difficult for them to communicate their ideas and needs effectively, which can be very frustrating for them and their families.

The Supported Conversation Workshop has been developed by two SLTs at Tauranga Hospital (Helen Lamont and Michele Cunningham), based on work done by the Aphasia Institute in Canada (www.aphasia.ca). The two and a half hour workshop is for people with aphasia and

their communication partners (e.g. husband or wife, son or daughter, close friend). Attendees learn about what it means to have aphasia, as well as strategies to facilitate more effective conversation, such as using pictures and gesture. Initially the people with aphasia and the communication partners attend separate workshops sessions; they then come together to practise their new skills.

Simply PC Computer Skills Workbook

In 2009, two SLTs created and ran six session courses to teach basic computer skills to people with a range of communication disorders. An aphasia-friendly workbook was created to accompany the course, which generated interest among other SLTs and rehabilitation centres. The SLT department has now made the workbook available for sale to other facilities.

The SLT team recently celebrated SLT awareness day with a pictorial quizz. The winner of the quiz was Trish Wilson, from Occupational Therapy, seen here pictured with the SLT team at the celebratory lunch.

Let's meet the team:

● Helen Lamont:

Helen has been working as a speech-language therapist since 1993. She has taken time from full time work to care for her children, and is currently working part-time in the HIA, a post she has recently started.

● Nicola Henderson:

Nicola joined the Tauranga team at the start of 2010 after graduating from the University of Canterbury in 2009, she works predominantly on the HIA ward with patients who have language, speech and swallowing problems following stroke, brain injury or other neurological conditions.

● Melanie Bennett:

This is Mel's fourth year working with SLT as admin support.

● Robin Matthews:

Robin works with a wide ranging client group that includes people who have communication and/or swallowing difficulties resulting from a stroke, brain injury or progressive conditions like Parkinson's disease or multiple sclerosis. People are seen in both acute hospital and community settings. Robin also runs a bi-weekly Parkinson's group and has just started a choral singing therapy group for people with neurological conditions.

● Michele Cunningham:

Michele graduated as a speech-language therapist from Auckland University in 2009, and began work at Tauranga Hospital this year. Michele works with both inpatients and outpatients with communication and/or swallowing difficulties. She also runs group sessions for people with communication difficulties.

● Candy James:

Candy joined Tauranga Hospital's Speech and Language team in July 2008 in the role of paediatric SLT, specialising in youngsters from birth up to two years of age.

● Fiona Hewerdine:

Fiona has worked as a speech and language therapist for 27 years. She has worked as the team leader for the Speech and Language team at BOPDHB for the last 10 years. Fiona has a special interest in degenerative neurology and head/neck cancer. Since she has been working here in the Bay the team numbers have doubled and SLT continues to provide an extensive service across the Bay of Plenty.

Contribute to Checkup

Checkup is the newsletter for Bay of Plenty District Health Board staff and is distributed monthly. We welcome articles that would be of interest to staff across all services and locations. If you would like to contribute articles to Checkup, or want to suggest a story, contact communications advisor Kimberley Bray on 07 579 8411 or email kimberley.bray@bopdhb.govt.nz

Please send stories as word documents and photographs attached as high resolution jpeg files.