



## From the Chair

By MARY HACKETT, CHAIR, BOPDHB

The District Health Board provides health services to diverse groups of people in many and varied settings. When we provide services or contract others to provide the services, it is very important that we receive value for money and that the majority of the money is going to actually provide health services. It is important to have systems to make sure that money and services are administered efficiently but not to the detriment of health services.

Continuously improving the quality of health service delivery is a focus for the District Health Board. We have done a number of things over the last two years to make sure that the money we use actually goes to the people providing the services and to people receiving services. Some examples of this are:

### 1. Refocus around decision-making

The aim of refocusing was to give medical staff the decision-making power. Various politicians have been talking about letting doctors make the decisions; in the Bay of Plenty we have already begun this process. Not just doctors but all those involved with patient care now have the authority and ability to make decisions about how their work environment operates. The role of management is to work proactively alongside medical staff, in a shared responsibility and mutually supportive model.

### 2. Rationalising administration services

In the past two years we have been able to employ more nursing staff, a new medical oncologist, a renal physician and a further cardiac physician. To find the money to put into clinical services, we rationalised some of our administration support services that were previously operating at both hospitals (Tauranga and Whakatane). Now there is a single call centre (Whakatane), centralised referral services (Tauranga), centralised typing services (Tauranga) and a number of other services which have been brought together to guarantee



more efficient use of personnel and money.

### 3. Access based on need not geography

We have also begun to look at how people access services and what we can do to fully utilise both the Tauranga and Whakatane hospitals. Prior to the refocus, Tauranga hospital ran at occupancy levels of more than 95 per cent, while Whakatane was around 60 per cent. Relative staffing levels were similar and costs were increased because the patient load and resources were not evenly spread. Now we have a system that addresses the imbalance and gives people access based on need, not geography. Tauranga patients are being treated at Whakatane where there is spare capacity, and Whakatane patients have equal access to Tauranga Hospital for specialist services and diagnostics. It means we can increase efficiency and ensure everyone gets a fair go.

By using health dollars as effectively as possible, the Board has made a commitment to rebuild Whakatane Hospital in the near future and already improving infrastructure. Not everyone likes the changes that are made, but it is important that our staff and the public understand what we are doing and why. We are not taking anything away, but we are doing things differently. The benefit is the extra medical services we can offer and the ongoing and improved delivery of quality health care to the many and varied communities in the region.

## Personal touch for hospital patients

Patients at Tauranga Hospital are enjoying a unique new dining service, where uniformed catering staff take their menu orders and personally deliver their meals each day.

The Bay of Plenty District Health Board contracted its inhouse caterers, Medirest, to formally introduce the 'Catering to You' system this month.

Surgical ward 4B was selected as the pilot ward and clinical nurse manager Janet Ford says that the service has been extremely well received by patients, young and old.

"When people are in hospital they can feel like they don't have a lot of control over what's happening. This service means they can make their own decisions and there is a great selection to choose from," she says.

Patients can choose alternatives to the regular menu 'on the spot'. Special requirements and late requests can be paged through from the ward to the patient's personal catering associate.

Patient Jennifer Waye has appreciated the attention of her catering associate, Kathleen Allerby.

"The meals are really lovely and Kathleen has such a lovely manner,

the personal service is wonderful," she says.

Patients are visited by their personal Catering to You associate several times a day. The associate also oversees the orders as they are made up in the kitchens. Catering Associate Kathleen says that just as a restaurant waiter does, she takes personal meal orders before each meal time, delivers them and follows up to make sure the patient is satisfied.

"All the patients have been really pleased with what's on offer. They love the variety and choice and really respect the role we have in caring for them while they're in hospital," says Kathleen.

The new service frees up nursing staff and helps to address patients' medical nutrition needs, ensures diet orders are delivered accurately and reduces delays.

Other wards will follow and it is expected that full implementation of Catering to You will be completed at Tauranga Hospital by the end of June.

Medirest New Zealand General Manager, Ross Cameron, says they are pleased Bay of Plenty District Health Board had the vision to



Patient Jennifer Waye receives a "wonderful personal service" from Catering Associate Kathleen Allerby.

introduce Catering to You into Tauranga Hospital and they are thrilled with the response to date.

"At a time when District Health Boards are constantly under pressure, it's good to show there are creative ways to deliver food and lift service. There's something very satisfying about giving public hospital patients something special at a time when they really need it."

## Tauranga City is a safe place to live

Tauranga City is officially a 'safe place to live, work and play in' according to the World Health Organisation (WHO) which has awarded Tauranga the title of 'International Safe Community'.

Tauranga City Council, Bay of Plenty District Health Board, ACC and Fulton Hogan came together in 2006 to fund the Tauranga Safe City Project, and the WHO accreditation was a goal they all wanted to achieve.

"It's a real milestone for these organisations and recognises the huge effort that has been made in the project so far," says David Stewart, board member of the BOPDHB and Deputy Mayor of Tauranga.

"The project's aim is to reduce levels of injury and other related harm and this is just the first step towards creating a community culture of safety," says BOPDHB health and

safety manager Ted Harper.

"With agencies working closely together and making the environment as safe as possible to live, work and play, we can further reduce the damage caused through needless injury."

The WHO wanted to see evidence of work being done in areas such as water safety, road safety, elderly peoples fall prevention, family violence, workplace safety, suicide prevention, alcohol and street violence.

"All the areas we are focussing on have an impact on the health service, particularly our hospitals and

secondary health care services. It's important that we keep taking steps to prevent injury and harm so that people feel safe in their community and to keep the social costs of injury to a minimum," says Ted.

The International Safe Community award will be presented to Tauranga City at an official ceremony in July this year.

Six other New Zealand cities have the International Safe Community title including Wellington, which is the only capital city in the world to have achieved this status.

## Immunisation catch up

Children admitted to Whakatane Hospital are being offered on-the-spot immunisation by staff, in an effort to improve the immunisation levels in the region.

The team on the children's ward is checking the vaccination status of all children under the age of five when they are admitted to the hospital. Parents are offered the chance to have their children vaccinated, if their immunisation record is not up to date.

Administration clerk for the ward, Donna Tunui, checks the National Information Register daily for new admissions. Parents are offered information and catch up options by the nursing staff, including having the immunisation done while the child is in hospital. Vaccinations are also given in the Special Care Baby Unit to six week olds and occasionally at three months.

Immunisation levels in the Bay of Plenty fall just under the national target of 73 per cent. Currently around 65 per cent of two year olds in the region are up to date. While the numbers have improved in recent months,



Baby Jamie-Lee Hall held by Donna Tunui is immunised by nurse Colleen Clulow.

the initiative to offer immunisations to child patients should see further improvements in the rates.

## Cancer Centre on target for opening

The construction of the Cancer Centre on the corner of 20th Ave and Clarke Street at Tauranga Hospital is progressing well. The centre, which is being built using community funds raised by the Bay Health Foundation, is on target for opening in August of this year.

After years of careful planning and fundraising efforts, the first earthworks were undertaken in December 2007 and construction began in earnest.

From the outset of the project staff from the oncology team and associated services at Tauranga Hospital have been involved in the design and layout of the centre to ensure that it is set out for the best possible patient care.

The aim of the centre is to provide patients and their families and whanau with an environment which is more homely than just clinical.

Meanwhile the Eastern Bay of Plenty Energy Cancer Centre in Whakatane has been up and running since February 2007 and is more than meeting the needs of patients and the community. The specialist oncology unit is receiving lots of positive feedback from patients and the community at large.



Oncologist Richard North and the oncology registered nurses (RNs) are looking forward to moving into the new site. Back row from left to right: Oncologist Richard North, RNs Renee deVilliers and Becky Rouse. Front row from left to right: RNs Rosemary Davies, Fiona Fagg, Gay Carter and Jenny Shields.

## Staff rise to challenge

By PHIL CAMMISH, CEO, BOPDHB

This year we have again experienced the disruption that negotiations around the junior doctors' agreement seems to bring. I want to acknowledge the effort that was put in to ensure that patient safety remained the number one focus of our staff. People often went the extra mile to ensure this, and their efforts were appreciated by patients and colleagues alike.

Progress continues apace on the Tauranga Hospital redevelopment, with the commissioning of the rebuilt West wing. The new 'specialist health services for older people' facility is first class and will afford a care and rehabilitation environment second-to-none. With a growing ageing population in the region, having such a facility means we can provide specialist care for patients with the unique problems of age.

Many of you will have noted the RSA site on Cameron Road coming up for tender. The District Health Board, along with a number of other parties, has entered into discussions with the RSA on the future of the site.

It was a great pleasure for me to attend the DHB Staff Service Recognition celebrations at both Tauranga and Whakatane recently.



At each event, staff with cumulative service of more than 450 years were recognised. Health service workers are a special group and those recognised – and indeed many of our staff – have shown a commitment, dedication and service level that has spanned many years, and in some cases, decades.

It's flu season again, and we are encouraging everyone to have their annual flu vaccination. It's free for people who meet the criteria – ask your GP if you are eligible. Even if you are not, consider having one. It can make a real difference to warding off the worst of winter ills.

## Signing heralds new partnership



BOPDHB chairperson Mary Hackett signs the Memorandum of Understanding with Waikato University's Vice Chancellor, Roy Crawford.

A Memorandum of Understanding signed between the BOPDHB and the University of Waikato signals a partnership that will benefit students across many health service disciplines in the future.

BOPDHB chief executive officer Phil Cammish said the signing was important because it was about starting to form the relationship between students and the workforce of the future.

"By giving students a valuable learning experience within our hospitals and services, we are building relationships that will hopefully see them return to us when they graduate," he said. "We are building networks with a range of tertiary providers to this end."

The university's Vice Chancellor, Professor Roy Crawford said the university had a strong desire to see the relationship grow.

"The university is trying to more

strategically fit into the needs of the Bay of Plenty region," he said. "It's not about recreating a mini-Waikato campus here, but about providing the tertiary services needed in this region."

Deputy Vice Chancellor Doug Sutton said it had taken a year of negotiations to reach a Memorandum of Understanding and he was delighted to see it come to fruition.

"Social work, health science, population studies and a range of other health disciplines can be offered in partnership with BOPDHB."

The BOPDHB Clinical School is taking a multi-disciplinary approach to clinical education.

"Health is not only doctors and nurses," says Phil Cammish.

"We are creating teaching environments for physiotherapists, social workers and ultimately the whole range of allied health fields."

## Kids thrive on a healthy lunchbox

An initiative to improve the nutrition of local children will see teenage mums learning how to fill a lunchbox with healthy snacks and treats.

Teenage mothers at Te Whakatipuranga Otumoetai College are about to learn what it takes to fill a lunchbox with food that will help their children grow and learn well. The Teen Parent Unit has received funding to teach students how to make healthy and easy lunchbox fillers.

"All recipes are evaluated for taste and cost, and at the end of the course we will have created our own college recipe book that the students can take home and use," says Head Teacher of the Teen Parent Unit Robyn Merritt.

Parents want to do the best for their children but many people struggle to work out which snacks are healthy, according to Jessica Burke, Healthy Eating Healthy Action District Coordinator at the Bay of Plenty District Health Board. The 'everyday, sometimes, occasional' approach works really well when preparing kid's lunchboxes.

As kids eat about a third of their daily food at school, healthy lunchbox contents are a key source of the vitamins, minerals and energy that kids need to learn, concentrate and play.

"Load up the lunch box with healthy 'everyday' foods and a few 'sometimes' foods. Most pre-packaged foods fit into the 'occasional' category and should be provided as an occasional treat," says Jessica.

- **Everyday foods** – are appropriate to eat everyday e.g. milk, bread, fruit, vegetables, nuts, protein foods.
- **Sometimes foods** – should be restricted in size or quantity and



Providing kids with a healthy lunchbox need not be difficult.

not necessarily eaten every day, e.g. a muffin or plain biscuit.

- **Occasional foods** – are not recommended except as an occasional treat, e.g. sweet drinks, confectionery, hot chips and packet chips.

Providing healthy snacks for children need not be difficult, Jessica says. The key is having some basic healthy ingredients at the ready.

"Choose homemade healthy foods. They can be tasty, low-cost

and easy to prepare.

Making snacks at home provides a good opportunity to get kids involved in food preparation. Fruit, some raw veggies, bread, bulk bins of fruit and nuts, low fat and low sugar yoghurts are all easy and quick snacks to throw together."

More information about the Healthy Eating Healthy Action campaign can be found on the Ministry of Health's website [www.moh.govt.nz/healthyeatinghealthyaction](http://www.moh.govt.nz/healthyeatinghealthyaction).

### Lunchbox tips

- Discuss lunchbox options with your child and make a list of the 'top ten sandwich fillings'.
- Wholemeal or wholegrain bread is more filling. Introduce this by a 'rainbow' sandwich with one slice of white in the middle and two slices of wholegrain on the outside.
- Leftovers from the night before can make a great lunch or snack, eg. pasta, a chicken drumstick, a corn cob, cooked potato, kumara or taro.
- Carrot, celery and cucumber sticks are great by themselves or with some hummus, salsa or yogurt to dip them in.
- A handful of nuts, plain popcorn or dried fruit are a tasty alternative to chippies.
- Water is the best thirst-quenching option – why not buy your child a cool water bottle.
- Try rolling bread around a filling such as a whole banana, or a crab stick.

## Midwives value free education day

International Midwives Day was celebrated across the Bay of Plenty on 5th May 2008. In recognition of their hard work and dedication, more than 70 midwives from Tauranga, Whakatane and Rotorua took up the opportunity to extend their knowledge and skills by attending a free education day.

Kathy King and Linda Johnston, Health Promoters at Toi Te Ora Public Health worked closely with midwife educators Esther Mackay (Bay of Plenty DHB) and Tivanti Pilyptaya (Lakes DHB) as they promoted the day to independent and hospital midwives. The day covered nutrition, physical activity, smoke free and mental wellbeing.

"It's crucial that midwives have the skills and confidence to assist women in making positive lifestyle changes," says Esther.

Midwife Janine De Ryk says that it's great to be able to put what she's learnt into practice in the real world.

"I tested for gestational diabetes earlier in a client's pregnancy and drew a healthy eating plate with

them to encourage healthy eating habits. She appreciated something visual. It is my responsibility as a midwife to encourage healthy eating and exercise habits," she says.

The group heard from Lesley McCowan, a leading obstetrician from Auckland University, who is currently conducting research on lifestyle factors and subsequent outcomes for pregnancy. Other presenters included information about services that offer women individualised regular support to make lifestyle changes, such as green prescriptions, maternal mental health and nicotine replacement therapy (NRT).

"This wasn't just a one off day, all independent and hospital midwives are offered learning and education opportunities throughout their career," Esther added.

Independent midwife Sheralee Myers-Kay has recently graduated and finds that the ongoing education opportunities are very valuable.

"Being an independent midwife means you are there for women



Midwives from across the Bay of Plenty value their ongoing education opportunities.

throughout their care, from start to finish," says Sheralee. "This means it's vital to provide mothers with continuity of care in a holistic manner, which includes everything from their physical, emotional, psychological, social, cultural and spiritual needs."

## B4 school checks launching soon

A campaign to ensure five year olds are physically and mentally prepared for school on their first day will kick off later this year.

B4 School Well Child checks for four year olds will help reduce the number of children who arrive at school with learning, social or health issues.

The service is a community-based universal screening programme and will link families with the services they require and provide information and support.

"The check will be delivered by Registered Nurses, supported by Vision Hearing Technicians and other health professionals," says Child Youth and Family Portfolio Manager Angela Francis. "They will visit pre-school children at early childhood

centres, kohanga reo, general practice, community venues, marae and their homes."

The check will include height and weight, vision and hearing, oral health, and behavioural and developmental screening. If a child has any issues in these areas they will be referred for appropriate treatment.

Angela says the District Health Board wants to have local solutions for local issues. "We have already funded four pre-school public health nurses to work with at risk families with 'under 5s' who have fallen through the gaps and are not accessing health services."

The Well Child checks will start across the Bay of Plenty from 1st September this year.

## New arrangements for maternity patients

Tauranga Hospital's new maternity unit opens in just under three weeks and that means all women due to give birth around that time need to know where to go when they are in labour.

The delivery suite, antenatal and postnatal ward, day assessment unit and special care baby unit move to the first floor of the hospital on June 10.

Clinical midwife manager Pauline ten Have says around 600 women are due to give birth between May and July. All these women are in the process of being contacted by their lead maternity carers.

"Extensive planning has been underway for some time to ensure the move goes smoothly for antenatal women, those who are in labour on moving day and for patients who have already had their babies who are being moved into the new ward," she says.

The move will take place from 7.30am - 12.30pm. Birthing mothers who arrive at the hospital after 8am on moving day will have their babies in the new unit. Ms ten Have says they will need to go to the hospital's main entrance. There is a drop-off area outside the front entry.

Postnatal mothers in the old unit will be transferred to the new ward at 10.30am on moving day. Both mothers and babies will be transferred by either wheelchair or ambulance. All patients will be accompanied by an assigned midwife or nurse.

Special care babies will be moved from 8.30am.

Women admitted to the old unit who are in labour on moving day will give birth in the new unit, but this will depend on how their labour is advancing.

Ms ten Have says visitors should be kept to a minimum while the shift is underway.

"We suggest partners only stay with the patients for the move."

Birthing mothers arriving at the hospital between 8pm - 6am should go to the main entrance and press the intercom button at the main entrance. Reception staff will then open the doors.

The team responsible for moving maternity to its new home has asked for patience from the public on move day.



Clinical midwife manager Pauline ten Have in Tauranga Hospital's new maternity unit, which opens on June 10.

### The new maternity unit

- Seven delivery rooms with private ensuite
- Two birthing rooms with pools
- Close access to theatres for emergency caesarean sections
- A modern special care baby unit with mothercraft rooms
- Lactation consultation office
- Designated day assessment room
- Quieter environment with a pager system, instead of a bell system
- Greater ward security
- Modern décor

Decanting and migration manager Nola Arden says on the morning of June 10 the internal hospital road from Cameron Rd to the hospital's front entry may become congested at times. She says people will have to be mindful of trucks travelling between the old maternity building and the hospital. There will also be an increased amount of foot traffic in this area.

Extra security will be posted near the hospital's front entry during the move.

The hospital's internal street - which takes people from the front entry to the outpatients' department and lifts - may also be busier than usual and there may be a longer than usual wait for lifts.

## DHB gets tough on smoking

The region's new Tobacco Control Project Manager aims to help more smokers kick the habit.

Stewart Ngatai will work with a wide range of primary health and other community based health care services to reduce smoking in the Bay of Plenty region.

"As a result of the project we hope that smokers and their families will have a much better understanding of where they can go for help and the variety of different options they have available to them," says Stewart.

The Tobacco Control Project will offer training to healthcare workers across the community so that they are fully qualified to support people giving up smoking. Stewart says this will include increasing the skills of those prescribing Nicotine Replacement Therapy (NRT) such as patches and gum.

As frontline professionals in touch with smokers, GPs can prescribe NRT directly to their patients. One of the new services being considered is for GPs to refer smokers wanting to quit to an intensive course where they will have a face to face assessment with a counsellor, free NRT if appropriate and two-weekly check ups.

For people preparing to quit, here are some tips for making a successful attempt:

- set up 'no smoking' areas for yourself
- avoid situations where you are likely to smoke
- write down the reasons you want to stop and put it somewhere you will see it
- tell your friends and family you are going to quit and ask for support
- plan to spend the money you save on yourself or loved ones
- find out how you can get some nicotine replacement (NRT) to help you
- call Quitline 0800 778 778 (www.quit.org.nz) to request a quit smoking pack, or talk to a quit smoking advisor.
- ask for help from your GP or pharmacist.



New Tobacco Control Project Manager Stewart Ngatai hopes to help more smokers kick the habit.

### Opotiki's outdoor spaces are now smokefree

Opotiki's gardens, parks and reserves are now clean, green and smokefree.

The Opotiki District Council, with support of Toi Te Ora Public Health, the Health Sponsorship Council and the Cancer Society, has adopted a Smokefree Outdoor Spaces policy and now all playgrounds, parks, sports fields, reserves, gardens and beaches in the district are smokefree.

The policy aims to normalise non-smoking and encourage positive role models for young people. The less young people see smoking around them, the less likely they are to take it up.

Signs designed by local artist Jamie Boynton will be displayed in fifteen locations around the Opotiki district reminding people not to light up in public.

In January more than 200 local residents were surveyed and 69 per cent said they think having a smokefree outdoor spaces policy is a good idea.



One of the smokefree signs designed by local artist Jamie Boynton.

31st May 2008 is World Smokefree Day. More information can be found at [www.worldsmokefreeday.org.nz](http://www.worldsmokefreeday.org.nz).

### Did you know?

- smoking is responsible for almost 5000 deaths (around 13 people a day) each year in New Zealand
- tobacco related disease continues to be the leading cause of preventable death and illness in New Zealand
- a staggering 24 percent of our Bay of Plenty population are smokers, just over the national average
- someone who smokes 20 a day spends nearly \$5000 a year on cigarettes
- 77 percent of all smokers want to quit

## Healthcare workers targeted

In this year's fight against influenza, healthcare workers have been targeted as a key population for immunisation.

"In protecting staff in the hospitals and resthomes from the 'flu we are also protecting patients," says occupational health coordinator at the Bay of Plenty District Health Board Colleen Waugh.

Colleen estimates that around 1400 clinical and non-clinical staff will be immunised this year. This includes staff at both Tauranga and Whakatane Hospitals as well Toi Te Ora Public Health, district nurses and community based mental health care staff.

Pharmacists across the Bay of Plenty region have joined the campaign to prevent influenza by including information leaflets in prescription bags. This has helped people decide whether they would benefit from influenza vaccination and whether they qualify for free immunisation from their doctor or nurse.

Free influenza immunisation is available to people over 65 or those under 65 with certain ongoing medical conditions such as heart or respiratory disease, diabetes or

cancer. It is also recommended for children from six months.

### Facts about the 'flu

- Influenza is a potentially serious viral infection - much worse than a cold.
- Influenza doesn't care how fit, active or healthy you are, it can be easily transmitted and everyone is at risk of catching it.
- Complications of the illness can last for weeks, often confining you to bed and can carry the risk of longer term illness.
- The influenza vaccine available in New Zealand cannot give you influenza as the vaccine does not contain any live viruses.
- The influenza virus changes each year so it's important that people are immunised annually to gain protection from the strains most likely to circulate.
- Even when immunized, you should practice good hygiene to prevent the spread of the infection. You should cover your mouth when coughing or



Tauranga Hospital Nurse Vijay Kumar joins the fight against the 'flu.

sneezing and then wash your hands. You should always use disposable tissues and stay at home when sick. Immunisation is available until 30th June 2008.

For further information go to [www.influenza.org.nz](http://www.influenza.org.nz) or [www.moh.govt.nz](http://www.moh.govt.nz) or call 0800 IMMUNE 0800 466 863.

## Marae-based health service expands



Participants enjoy a barge trip to launch the new service on Matakana Island.

Marae-based health services for elderly Maori will be delivered more often and at five new locations, since extra funding has been approved the DHB.

Kaupapa Maori Koroua and Kuia Early Intervention Services have received extra funding for the programme which encourages senior Maori to attend regular gatherings.

"It's a great opportunity to offer free health checks, social activities, lifestyle advice and medical treatment," says Bay of Plenty District Health Board portfolio manager Kiri Peita. "We are delighted that we can now offer the service at Matakana Island, Wairoa, Matapihi, Taneatua and Ruatahuna."

With access to health care and isolation identified as major issues for elderly in some communities, the programme has been received very positively.

"The social side of the service is

a major benefit to Koroua/Kuia well being and activities that are planned have a wellness focus. Regular podiatry care and developing asthma plans for those who have asthma, are examples of services offered," says Kiri.

The service attracts a variety of guest speakers. The groups have heard from Tauranga Life Unlimited about hearing, including an on site hearing test, Guardian Health Care about personal alarms and WINZ who ensure people are getting their correct entitlements.

"Tai Chi, line dancing and activities involving harakeke are very popular and the groups really enjoy just getting together for a game of cards or scrabble," says Kiri. "Good health is as much about social networking, support and exercise and these gatherings are helping keep our kaumata healthy on many levels."

## Helping hand offered by therapy

Tauranga Hospital's hand therapist Dee Paterson enjoys helping patients with injured hands on the road to recovery.

Dee helps patients through their recovery from many different hand injuries including tendon damage, lacerations and fractures. Patients are referred to Dee from the surgical ward and her first role is often to make up a splint. Following this it can be long road to recovery.

"It can take anywhere from a few weeks up to two years to recover from a hand injury, depending on whether it's a simple fracture or more serious nerve damage," she says.

A large part of Dee's role is to educate patients on how to improve their hand function following an injury and advise on when they can start using it again.

Dee has returned from working in her home country of Scotland and says she will be working closely with staff across the hospital to speed up the process for patients who need her services.



Hand therapist Dee Paterson is on hand for patients and staff.

The improved service at Tauranga follows in the footsteps of Whakatane Hospital which already has a full time dedicated hand therapist on board.

## Exercise Ruaumoko

Bay of Plenty District Health Board staff spent two days recently planning how to respond if a volcanic eruption was to decimate Auckland. A simulated National Civil Defence Emergency Management exercise, it tested their response and support.

Operations Co-ordinator at the BOPDHB Martin Buet says that the nature of the Auckland volcanic area means an eruption will only occur in a new location and not at an existing volcanic site. In the exercise, the hypothetical eruption occurred in the Onehunga basin.

The BOPDHB had to plan to receive numbers of evacuees from the stricken region. "From a DHB perspective this meant planning for the impact of initial and ongoing healthcare for evacuees, whilst maintaining services for the resident population," says Martin.

Planning also had to allow for specialist services utilised by the DHB in the Auckland area not being available due to the evacuation.

Prior to the exercise non-clinical staff were invited to be part of a DHB emergency response team and an Emergency Operations Centre

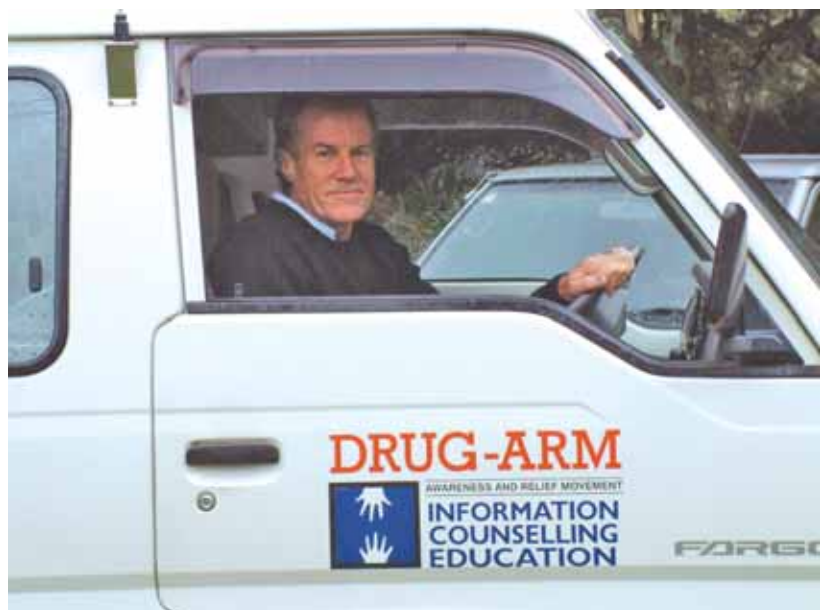


The Emergency Operations Centre on the day of the exercise.

(EOC) was set up. Martin and the team involved were pleased with the overall results of the exercise. "Exercises such as this give the

DHB the opportunity to test existing plans, practise our response to emergency matters and modify plans and processes where necessary."

## New health information website launches in BOP



Drug-ARM manager Stuart Caldwell says it's valuable having his organisation registered on webhealth.

A new website called Webhealth aims to give people in the Bay of Plenty better access to health information and health and social services listings. So far more than 250 organisations from across the BOP have registered on the website.

One of the newest organisations to list on the site is Drug-ARM, which provides abstinence based and harm reduction programmes for all ages. The experience has been very positive for recently appointed Drug-ARM manager Stuart Caldwell.

"The Webhealth site provides opportunities to see where the community gaps are, to network, refer clients, access information on drugs and alcohol, and raise awareness of what is available in the community," says Stuart.

The website, which was developed with funding from the BOP District Health Board, offers the public contact details for local health and social services, community notices, a calendar of local events, and information about employment,

family health, youth, elder care and general health and wellbeing.

Anyone wanting more information on Webhealth should contact Rosalie Crawford on 0800 WEBHEALTH (0800 932 432) or visit the website [www.bop.webhealth.co.nz](http://www.bop.webhealth.co.nz).



## Free workouts for elderly - CORRECTION

In the last Health Matters published in mid-March there was an article detailing a free in-home workout programme for Eastern Bay seniors. The phone number

published for more information was incorrect. Participants wishing to join the programme can do so by referral from their GP or by calling the community rehabilitation team at

Whakatane Hospital on 306 0789.

The service is designed to improve strength, balance and flexibility, and reduce falls and injuries.