



From the Chair

BY MARY HACKETT, CHAIR, BOPDHB

May 12th was International Nurses Day, so we celebrated this with our nursing and other clinical staff. As many of you will appreciate we depend on the skills, commitment and professionalism of this group of clinical experts for a wide range of procedures and knowledge. It was the Board's pleasure to honour nurses on International Nurses Day, and midwives on International Midwives Day the week prior, and I am sure I am joined by many of you who have been the recipient of care from these groups of professionals.

We are well into discussions on the Whakatane Business Case and hope to have this resolved in the near future. We are working very hard with the National Health Board to bring this project to fruition. However it is important that we not only 'build a hospital' but that we look at all aspects of our health services, primary, community and secondary, so that we will all move forward together providing a better health service in the Eastern Bay of Plenty while taking into account those who live in remote and rural areas.

Many of you will have had your flu injections and for those that have not I do urge you to take advantage of this service through your General Practitioner or local health professional. The vaccine is a combination of the seasonal flu and H1N1 (so-called swine flu) a flu that is particularly nasty. We have not yet begun a second wave of this, following on from last year, and we hope the community will have a sufficient coverage of vaccinated people to prevent wide spread contagion. So get your flu



injection soon, there are again plenty of supplies available at your local general practice.

As you have seen in the papers we are working toward the Minister's Health Targets. The latest target is to reduce cancer radiotherapy treatments to a four week maximum wait rather than the six weeks as at present. This is to be achieved by December 2010. As this service is delivered at Waikato Hospital by Waikato DHB, we will be working with our regional colleagues to achieve the Minister's target in this area to make sure that it happens by December this year.

We continue to work with our colleagues in the primary sector to achieve targets such as immunization and diabetes checks. It is important for us to meet the Minister's expectations as we must work within his policy framework and achieve these goals for the health of our community.

We now have quite a few more car parks at Tauranga Hospital so it should be easier to find one at most times of the day. I guess it's about patience. Enjoy the warm weather while it lasts, don't forget your flu injection, and take care to keep warm this winter.

Project Waka underway

The project to redevelop the Whakatane Hospital campus has a new name – Project Waka – chosen following a staff naming competition.

Hospital coordinator Julie Chapman suggested 'Project Waka' because it is strong, concise, clear and "a simple name that pretty much everyone can come on board with and relate to."

"Teamwork is strongly implied in the concept of a waka and it appears on the Whakatane District logo, reflecting the coastal nature of much of the Whakatane district. The word waka is also used in a broader sense and can be translated as 'container', 'vessel' or 'vehicle'. Our redeveloped hospital will be a vessel and a vehicle for moving our community forward towards better health – physical, spiritual and emotional," says Julie.

Plans for redeveloping the Whakatane Hospital campus are starting to take shape with many people from across the organisation taking part in user groups and helping to design the new hospital.

In the meantime, enabling works to prepare for the new build will begin soon, in particular, the setting up of a number of portable buildings in July to accommodate staff while the new hospital development is under construction.

Other projects underway in the next few months include a fit-out of Tauranga's former 'Health in Ageing' buildings to provide a new home for the Maori Health team, and a minor upgrade to the Maternity ward. In Commerce Street the Voyagers service is moving to a new building across the road in June, following a fit-out.

Whakatane gets pain under control

When Michael Perenara was in Whakatane Hospital recently following removal of a limb, he was grateful to the hospital's new acute pain service for keeping his pain under control.

"When the pain service was called in, they answered all my questions about managing the pain and possible side effects in a way that was easy to understand," says Mr Perenara. "They were able to provide good, effective pain relief."

The acute pain service was set up in Whakatane Hospital six months ago and aims to keep patients pain-free with minimal side effects.

"In the past, patients always received pain relief when they needed it, but with the new service we closely monitor patients' needs every day. We make sure they are getting the right amount of relief to be pain-free with minimal side effects," says acute pain management specialist Jenny Boudreau.



Patient Michael Perenara gets a visit from Whakatane Hospital's acute pain management specialist Jenny Boudreau (centre). With them is healthcare assistant Jill Cunninghame.

Post-operative patients receive a daily visit from the "pain team" – Jenny Boudreau and an on-call anaesthetist – to monitor the level of pain relief they require.

The new coordinated approach frees up valuable nurse time on the

ward, and on-call anaesthetists now follow a plan rather than responding reactively to patients.

"Before it felt like we were putting out fires – now we're ahead of the game," says anaesthetist Dr Steve O'Donnell.

Increased numbers attend retinal photo screening clinic

As diabetes escalates globally, more and more people are attending Whakatane Hospital's Retinal Photo Screening clinic.

"Diabetes is a significant issue in our community, so it's great we can offer a photo screening clinic in Whakatane," says diabetes nurse specialist Jo Brown.

Retinal photo screening identifies abnormalities of the eyes, such as diabetic retinopathy which is a type of eye disease that people with diabetes may face as a complication of their diabetes.

It is caused by changes in the blood vessels of the retina and can lead to severe vision loss or even blindness if blood leaks into the centre of the eye.

Jo says people with diabetic retinopathy need to have regular eye examinations, and with timely treatment and appropriate follow-up care, they can better control their condition.

Hospital clinics are run every second Thursday at Maori Health Services by a team which includes Jo, photographer Sue Handley and a Te Pou Kokiri worker.

Jo says the clinic has made a huge difference to Eastern Bay of Plenty people, and those living in more

remote areas, since it opened in 2002.

"Travelling to Tauranga meant a four-hour return journey, a day off work, finding transport and, for some, a motel stay overnight. Since opening the clinic here, attendance has improved dramatically.

"People with diabetes will often need to attend several clinics to keep their condition under control so it's really important they make their scheduled appointments. If they can't attend an appointment for some reason, let us know as we can help make other arrangements."

To contact Jo at Whakatane Hospital's diabetes service, call 306 0826, or 021 473 498.

Hand Hygiene Day

Quizzes, posters and children's colouring competitions were some of the activities happening at Tauranga and Whakatane Hospitals on May 5 as part of the international hand hygiene awareness day.

According to The World Health Organisation (WHO), good hand hygiene is the most simple and effective way of avoiding infections.

Whakatane Hospital healthcare assistant Shane King agrees and says there are two simple reasons why

he practises good hand hygiene and encourages others to do the same.

"I don't get infected and I don't pass anything on to my patients," he says. "It's just common sense, and with alcohol gel at the end of every bed, there are no excuses not to do it."

The WHO identifies five 'moments' for hand hygiene as critical to the prevention and control of infections:

1. Before patient contact
2. Before a procedure



The DHB's hand hygiene posters and colouring competition were designed by Whakatane Hospital registered nurse Jay Pregonero.

3. After a procedure of body fluid exposure risk
4. After patient contact
5. After contact with patient surroundings

Budgets and ice cream



PHIL CAMMISH, CEO, BOPDHB

As you read this the budget will have been delivered and the Government's future spending in health will be public knowledge. I suspect that there will be increases for health services but perhaps not at the same level as in previous years. Regardless, we will keep on working to increase access to health services, both in the hospitals and your communities.

In the meantime I'm sure those of you who are regular visitors to Tauranga Hospital will have noticed the improvement in not only the roads around the campus, but the availability of parking. Much of this is due to the commissioning of the new carpark on the top level, however credit must also go to the volunteers who patrol the carparks and assist the public in finding available spaces.

I'd also like to thank all those volunteers who responded to our call and are fulfilling many important roles in the hospital, helping both patients and visitors to access our services.

On the Tauranga campus the new East Wing (presently referred to as Building 50) is rapidly rising out of the ground. It's been great to see a crane on the site again, but this will be the last time for some years to come, as we complete the final stage of our hospital rebuild programme.

The DHB's purchase of the RSA building on Cameron Road in Tauranga last year aroused much interest. I'm pleased to report that the building is being used for board meetings and clinical education meetings and we are exploring the options to move Clinical School and learning and development programmes into this space.

On a sweet note, one of the research projects undertaken by our Clinical School has been extensively covered by the media. Medical ice cream is being trialled to alleviate some of the side effects of chemotherapy. We hope to see many innovations of this nature coming from our new research unit in the future.

Roof garden makeover

The makeover of the Tauranga Hospital roof garden is in the 'unglamorous' stage, as volunteers and hospital gardeners prepare the ground in preparation for new plantings in Spring.



"The next few months will be spent cleaning out the remaining roots from the old trees that were removed and bringing in some new soil," says project manager Paul Stanbridge. "We're also going to get additional paving installed and restore the memorial plaques and historic garden features that will be integrated into the finished area."

Paul has high praise for the work undertaken by Tree Wise Men- Arborist and Landscaping Specialists, whose staff have made a huge contribution to the project.

The refurbished garden areas will be laid out in 'rooms' with hedges used to create a range of green spaces that are linked by pathways. Park benches in each area will ensure patients and visitors to the

hospital can relax and enjoy the tranquility of the new plantings.

"We want to put up a shade sail eventually, so the area will be sun-safe in the summer," says Paul.

The roof garden makeover has been undertaken by a group of volunteers, including a number of local firms principally coordinated by Kevin Crawshaw of The Lakes landscaping staff.

Community groups are also being approached and at least one park bench has been donated so far.

"We are hoping to receive further donations to purchase another three benches as it will be such a therapeutic space for patients" he says.

Anyone wanting to contribute should phone Paul on 579 8207.

Improved road to patients

Residents of a Whakatane retirement village have dubbed their main driveway 'Debbie's Lane' after district nurse Debbie Mander's lobbying led to the road being repaired and repaved.

Acting coordinator Heather Thomas says the team is really proud of Debbie's efforts, which went well beyond the call of duty.

"The team goes daily to this village on Pohutu

Street, to see various patients. Many of the residents are in wheelchairs and the roadway was in such disrepair that they were unable to get in and out of their homes," she says. "It's a long driveway and it extends to front doors."

Debbie worked tirelessly to bring it to the council's attention. Her efforts paid off and the council has fixed the potholes and repaved the road with new concrete that has made it wheelchair friendly.

"It's lifted the appearance of the village too and the residents are delighted," she says.

Vested interest applauded

Whakatane asthma nurse educator Jeanette Edwards was greatly impressed with an innovative approach to child safety taken by teachers at Awakeri School in the Eastern Bay of Plenty.

Teachers on playground duty wear a high-visibility vest, so children can easily find them if they need assistance. What makes the vest special are the photographs attached to the inside fronts of the vest, of children who have specific health conditions such as serious allergies or asthma, and may need immediate medical attention. Jeanette works for Ngati Awa Social and Health Services and she was impressed enough to contact the local



newspaper and the Asthma Foundation.

The vest is particularly helpful for new or relief teachers who do not know the children very well.

World Smokefree Day 31st May

The region's hospitals are gearing up to help smokers quit and encourage non-smokers to support the efforts of friends and family who are trying to stop smoking.

'Make a Quit Attempt' is the theme of events all over the region on 31 May 2010 in celebration of World Smokefree Day. Tauranga Hospital patients, staff and members of the public are invited to pop into the main entrance of the hospital to chat with Quit Coaches from the hospital and the Nga Kakano Foundation (NKF), receive a Quit Card for subsidised nicotine patches, gum or lozenges and go in the draw for prizes.

Sue Freeman, BOPDHB, Smokefree Coordinator says that whether it's your first attempt to quit or your tenth it doesn't matter – just give it a try. "The key thing is that people wanting to quit know that help is available. The effects of smoking are a community issue so we're keen to get family and friends onboard to do what they can to support their loved ones," she says.

In Whakatane hospital staff are heading into town to spread the smokefree message. On May 31 they'll be outside New World supermarket, supported by the local radio caravan which will broadcast live for a couple of hours.

"There will be Quit coaches on hand to start people off with a quit attempt on the spot," says coordinator Liz Spence. "We've added a prize draw as an incentive and lots of NRT samples and giveaways to encourage people."

A mystery weekend prize is an added draw for people signing up with their local GPs for quit support.

Smoking is a strong addiction but it can be overcome. Most smokers regret starting smoking and with the increased costs of tobacco, now is the perfect time, to return to a smokefree life she says.

The Nga Kakano Foundation's quit coaches offer the Aukati Quit Smoking programme which is free to Maori whanau and friends. All registered health professionals at the BOPDHB hospitals are being trained to offer hospitalised smokers a referral to this face to face, community service. To speak to a NKF Quit Coach phone 07 573 4846.

To speak to a Quitline advisor free phone 0800 778 778 or visit www.quit.org.nz. For online support or to sign-up for the free Txt2Quit service text 3111. For more information on World Smokefree Day, go to: www.worldsmokefreeday.org.nz

Flu vaccines up

An extra 4300 doses of influenza vaccine have been taken up by Bay of Plenty people this year, keen to reduce their risk of catching the disease.

The global impact of the H1N1 (swine flu) influenza kept health authorities on high alert last year and saw many New Zealanders hospitalised.

This year the influenza vaccine protects against H1N1 and two other dominant strains, and the Ministry of Health has distributed more than 900,000 doses around the country.

Health workers have been encouraged to have the immunisation and uptake is up by 10 per cent in Whakatane, and 17 per cent in Tauranga.

"It's a good way to protect ourselves, our families, our patients and our co-workers," says medical officer of health Dr Phil Shoemack.

Primary options works for patients

A service allowing some patients to receive high level treatment from their doctor, rather than going to hospital is being rolled out across the Eastern Bay of Plenty.

Primary Options has been operating in the Western Bay of Plenty for some time, and its popularity with patients has seen Eastern Bay primary health organisations keen to expand it to local GPs.

Coordinator Yvonne Boyes says it's a huge benefit for patients who would otherwise have to go in to the hospital for daily intensive treatments such as intravenous antibiotics or fluids.

"Most people prefer to be treated by their own doctor," she says.

The service is available for patients with cellulitis, suspected DVT (deep vein thrombosis), dehydration, asthma and pneumonia, who may need an intensive 3-5 day treatment. It can include diagnostic procedures such as x-ray and ultrasound, home visits by GPs or nurses, intravenous therapy, transport and rest home care.

Yvonne is working with general practices across the Bay, to ensure they have the training and resources to offer the service.

"One of the key strengths of the service is that the patient is being treated at the practice, where they know the staff and are in familiar surroundings. Being able to go to your local GP for treatment is much less disruptive to family life and the continuity of care is guaranteed," she says.



Braxton Taylor (14) and his mum appreciate how easy it is to access treatment at their own GP, Radius Medical Whakatane.

In Brief

Spotlight on hand germs

Teaching children about the importance of washing their hands has gotten more visual and interactive! A Toi Te Ora initiative, the "Glo Box" is being used by public health nurses visiting schools. They use a special cream activated by UV light to show children that if they don't wash and dry their hands properly, germs / dirt will remain in crevices in the skin and between fingers. Interested schools should contact a Public Health Nurse on 07 577 3383.

Answers on Autism

Resources about autism spectrum disorder (ASD) and new evidence and information are now available to help health and education practitioners. All resources are free to use and can be viewed or downloaded from www.nzgg.org.nz/asd. Information on this interactive website is derived from the NZ ASD Guideline, published by the Ministry of Health and Ministry of Education in 2008. Features include answers to frequently asked questions, links to ASD updates, online ordering of hard copy resources and much more. For more information visit the website or contact Leonie Brunt on 04 471 4192 or lbrunt@nzgg.org.nz

Men's Shed good for blokes

For a group of older men, developing and using practical skills to build equipment for various community projects is proving to be a good way to build social networks and keep active.

The Men's Shed is a programme loosely based on a similar programme run in Australia and other parts of New Zealand.

For two hours each week participants come to a fully equipped workshop at the historic village on 17th Avenue, to work on projects for the community.

Coordinator and occupational therapist Celine Dippie says the programme has multiple aims, including reducing social isolation and providing participants with a meaningful role and purpose. Initially a referral-only, community outreach programme, the Men's Shed has been expanded with support from community groups such as Rotary, to allow older men from all over Tauranga to come along.

"Older men may find themselves in a situation where they've lost their 'shed' or sometimes companions or social networks. Some have moved into retirement facilities where they no longer have gardens or spaces to engage in their hobbies, or even a need to do familiar chores. There is real benefit in being able to use their knowledge and skills to benefit the community, learn new things and make



friends with like-minded blokes."

The Men's Shed relies on donations of wood and materials from building sites and retailers and Celine is always on the look out for new projects.

"We have a new project coming up making raised gardens for our hospital 'health in ageing' patients and Bunnings donated the wood and materials," she says. "We've been very lucky with donations and that will help us keep the programme going."

She is keen to hear from anyone who could donate recycled timber or building materials, and also groups who have projects the group could take on.

"Most of our participants have good skills, and we have our tutor, Dave Harper to supervise the projects."

Anyone who has goods to donate or a project suitable for the group should contact Celine by email at: celine.dippie@bopdhd.govt.nz or phone 579 8535.

"Hear boy!"

If you have noticed a hearing impaired friend sporting a new, fluffy pooch accessory in a yellow coat lately, it's unlikely to mean they're cloning Paris Hilton. Despite the cute appearance, Hearing Dogs are specially trained to alert their hearing impaired owners to many everyday sounds that most of us take for granted. Most Hearing Dogs are rescued from animal shelters as pups or young dogs. Pedigree is not important but being friendly, intelligent and responsive to sound is. Hearing Dogs come in all shapes and sizes and can be identified by their bright yellow jackets. They have the same rights as guide dogs for the visually impaired, allowing them access to any public place with their handler, including food outlets, shops, theatres and public transport. For more information or to make a donation visit www.hearingdogs.org.nz.

Patient privacy

Patient privacy is a legal right that the DHB takes very seriously. It is linked with 'respect' as the first of the rights in the Code of Rights for health consumers.

Only staff who have a work related need, or who have a patient's permission, may access their health records. With the exception of legal compliance requests, information is not passed to third parties, including family members, without permission.

Hospital patients can request that their name and medical condition are not passed on to callers. They can also request restricted access for visitors.

They are entitled to be securely covered when being moved around the hospital, and for examinations or treatments at the bedside to be carried out in privacy.

Anyone who believes their privacy has been breached should contact the hospital's Privacy Officer or one of the Quality Co-ordinators who deal with consumer concerns.

Strengthening families

A coordination service that brings social agencies together to work collaboratively with families is gaining fans in the Bay of Plenty.

Strengthening Families is a multi-agency initiative which recognises that by working together alongside families facing difficult issues, problems can be solved more readily.

Up to 80 families each year from Katikati to Otamarakau can access the service, which currently operates out of Relationship Services offices in Brookfield.

Coordinators Tessa Mackenzie and Glynette

Gainfort say the key is to get the right agencies in the same room with a family, so a plan to help support and resolve the issues can be worked through as a team.

"There's no time limit. Some families find one meeting sorts it out, while for others the meetings may go on for several years," says Glynette.

They believe the secret to success is that the family's input is integral to working out the solutions to the problem. "With Strengthening Families they are not being told what to do, they are a part of the planning and decision-making around how to achieve positive changes to their current situation," says Tessa.

The pair say they meet some neat families

and it is an incredible privilege to be allowed to work with them.

"Often a family may face difficulties due to something completely outside their control, such as illness or a job loss," says Glynette. "It is great to see a family making progress and getting back on their feet with the team approach in action."

Families using the service are usually referred by an agency, or can self refer if they are involved with two or more agencies such as schools, childcare centres, the DHB, Work and Income, budget service, community centres or church organisations.

Strengthening Families is about strengthening communities and they are continually impressed by the benefits that collective wisdom provides.

To contact Strengthening Families, call 07 576 8392 or email sfcoordinator@relationships.org.nz

Smoke-free inpatient units

Acute adult inpatient mental health units at Tauranga and Whakatane Hospitals have gone smoke-free from this month.

Under the new rules, all patients who are admitted to the inpatient units who smoke tobacco will be offered nicotine replacement therapy as well as support and education during their hospital stay. These interventions will continue to be offered after discharge to support those who want to remain smoke-free.

This initiative will protect and improve the health and safety of those who are admitted to the service for treatment and those who work in the environment.

Until now there has been an exception to the BOPDHB Smoke-free policy for Mental Health inpatients. While there is no smoking at all within hospital buildings, inpatients with the acute mental health service were provided with smoking areas within the hospital grounds.

Te Puke dental clinic opens

Examinations and dental treatments are now underway at Te Puke Intermediate's new dental clinic, which opened last month.



BOPDHB staff at the opening of Te Puke Intermediate's new dental clinic

BOPDHB project manager Leonie Pritchard says the team is delighted to have the new clinic up and running. It is the first of several changes taking place in the Bay of Plenty this year as part of the \$116m nation-wide initiative to replace a number of traditional school dental clinics with modern mobile units, and large "hub" clinics at six schools.

"All the new fixed and mobile clinics will feature modern, up-to-date equipment, including x-ray facilities and have an assistant working alongside a therapist," she says.

The first of the region's big treatment mobile clinics arrived this week at Trident High School. Leonie says therapists hope to begin examinations and treatments next week once testing and training is complete.

Two more treatment mobile clinics will arrive over the next few months and another two are due in the next two years. They include two

treatment chairs and will travel to 36 different schools, especially in more rural areas, and can treat students on site.

"The treatment mobiles will give us more flexibility in getting to areas with high oral health needs more often. By being better able to respond, we'll be able to provide better treatment on the spot," says Leonie.

Smaller mobile examination units will travel to BOP schools every 6-18 months. Some students requiring treatment will attend one of the hub clinics located across the Bay of Plenty. In addition to Te Puke Intermediate, clinics at Tauranga and Whakatane Intermediates have already been built. Greerton Primary School will have its new clinic completed in early July and construction will begin at the final two clinics at Otumoetai Intermediate and Arataki Primary School in July.

Emergo a go-go

A state-of-the-art virtual emergency training exercise has provided a useful test-run for hospital and emergency services staff, should a major injury event occur in Tauranga.



In Tauranga the scenario was based around a gas explosion at Bay Park just prior to a major rugby game, with up to 50 casualties and major disruption to transport services.

DHB emergency planner Martin Buet says a lot of pre-planning went into the exercise, which included staff from Tauranga Hospital, St Johns, police and fire services.

"It was a great way to test our emergency response at the scene and our ability to triage the injured and get them to hospital," he says. "Every

action was timed and we were able to test our plans and fine-tune them, where issues were observed."

Emergency department nurse leader Marama Tauranga says her staff thought it was an excellent exercise. "It was interactive and helped us focus on our functional effectiveness in these types of situations," she says. Emergo has provided the ED team with the level of training we required to evaluate our current plans and evolve them to ensure a robust response in the event

of a major incident."

Marama felt the exercise crossed boundaries and enabled hospital staff to gain insight into the pre-hospital roles of the emergency services (police, fire, St John). "Collaboration and communication will be the keys to success if we ever have the misfortune of handling a real situation," she says.

"The Emergo Training system licence is held by St John in NZ and a number of DHBs have begun to use it."

More booze, more mayhem

A research study of liquor outlet numbers and alcohol-related harm incidents in South Auckland has shown that the addition of just a single extra off-licence was associated with an extra 60-65 police events per year.

ALAC chief executive officer Gerard Vaughan says the study will be useful to local authorities in planning to minimise alcohol-related harm. "For the first time we now have a New Zealand model that can be used by local authorities to show the impacts of extra liquor outlets."

The research was carried out by the Population Studies Centre (PSC) at Waikato University and commissioned by the Alcohol Advisory Council of New Zealand (ALAC). With the support of the Manukau City Council, researchers collected a list of all the liquor licensees.



Statistical methods factored in population density effects and social deprivation, and related the number of liquor outlets to a range of events, such as police callouts, emergency department admissions and motor vehicle accidents.

It found bottle stores and alcohol retailers including supermarkets (off licences) were mostly found in areas of high social deprivation and high population density. While each additional off-licence had a

significant impact, each additional club or bar was associated with an extra 98 to 101 police events or incidents, and extra restaurants or cafes were associated with an extra 24 to 29 police events or incidents.

Off-licence density is associated with higher levels of anti-social behaviour, drug and alcohol offences, family violence, property abuse and damage, traffic offences and car accidents.