

# HealthMatters

## Oral health goes online

*Spreading the word about good oral healthcare in the Bay of Plenty is entering the social media space and going online with a dedicated website.*

The Bay of Plenty District Health Board's (BOPDHB) Oral Health Team has already launched the Talkteeth-bopdhb Facebook page and recently followed this with the BOPDHB Talk Teeth website.

"Facebook is a fun social space," says BOPDHB Dental Services Health Promotion Officer, Teneille Ogilvy. "It creates the sense of being part of a community and we want to harness that to spread the oral healthcare message."

"We want to reach our target audience, communicate our key messages on oral health and give people the opportunity to talk to us at the same time."

The team will make regular postings on the Talkteeth-bopdhb Facebook page with relevant oral healthcare content, interactive conversations, videos and competitions.

"We want it to be interactive and have Facebook users respond to posts and we want to be able to give

quick friendly replies to the community," said Teneille.

The BOPDHB Talk Teeth website was launched to provide another channel for oral health information. "Through our conversations with the community it became clear that general knowledge of oral healthcare could be improved," said BOPDHB Community Dental Services Oral Health Promoter, Stephen Cameron. "For example, many New Zealand residents do not understand their entitlement to free basic dental care from birth until 18 years of age. This, and more, is made clear on the Talk Teeth website."

The website is broken into age ranges and major topics. The '0-4 Years' information explains how it is essential for pre-schoolers to be enrolled with Community Dental Services to access free dental care. The '13-17 Years - The Transfer Process' section details the process for youth to move from Community Dental Services to a contracted dental provider.

The 'Resources for Oral Health and Nutrition' section gives information about oral healthcare and eating for babies, youth and adults, with further information about brushing, dental care and healthy eating. This link is also ideal for oral health education for teachers, community groups and health professionals.



The BOPDHB's Oral Health Team is launching a dedicated webpage and Facebook site: (from left to right) Oral Health Promoter Stephen Cameron, Health Promotion Officer Norma Van Orendonk, Health Promotion Officer Cheryl Billett, Health Promotion Officer Teneille Ogilvy and Health Promotion Officer Hatea Ruru.

"Another aim of the Talk Teeth website is to deliver fun, healthy eating messages through healthy cooking recipes," said Stephen. "These healthy eating messages are also delivered through healthy cooking workshops or oral health presentations and activities run in the community with school groups, adolescent groups, parenting groups and early childcare centres."

People can view the BOPDHB Talk Teeth website at <http://www.bopdhb.govt.nz/services/oral-health-dental-services/> and visit the Facebook page 'Talkteeth-bopdhb'

## Correct patient identification – you can help!

*Why is it important to wear an identification (ID) band when you're in hospital?*

When you come into hospital as a patient, it is vital staff can identify you and match you to the healthcare (care, medications or procedures) that is meant for you.

Sometimes we hear of patients who were not correctly identified and as a result were not correctly matched to the healthcare intended for them. Correct identification is a patient safety priority and you can help prevent errors.

It is important you wear an identification (ID) band at all times. It provides essential information about you that staff need so they can identify you correctly. A member of staff will put an ID band on you as soon as possible after you are admitted to the hospital. You should wear this throughout your stay. If you do not have an ID band for whatever reason, at any time during your stay, please ask a member of staff for one. If your ID band feels uncomfortable, gets damaged, or falls off, please ask a staff member to replace it.

Why is it important for staff to correctly identify you many times?

It can sometimes be difficult to understand why you are

asked to say your name and other details so many times during your hospital stay. This happens because staff are required to correctly identify you each and every time before providing any healthcare. It can seem repetitive and

annoying to some people, however it is absolutely necessary to maintain your safety. It is safer for staff to ask you to tell them your name than it is for them to say, for example, "Is your name Mr John Smith?" That's because patients might not have heard what was said and mistakenly agree.

For the same reason, if you are going for a procedure, including an X-ray or scan, it is safer for staff to ask you "What are you having done today?" Staff will also need to correctly identify you when they are transferring you into the

care of another person, team, ward or hospital. Your understanding makes a big difference.

Check the patient identification label on any paperwork that you receive.

Patient identification labels (also called 'sticky labels' or

'stickies') are labels that are printed out with information specific to you. Patient identification labels are kept in your

health record and used on all sorts of paperwork such as pre-assessment forms, medicine prescriptions, blood request forms, discharge summaries, or letters to your GP.

You can help by checking the labels and patient details on any paperwork

given to you. Ask a member of staff to check the paperwork if you notice that a label is incorrect or damaged.

Four ways you can help:

1. Always wear your patient identification band.
2. Understand the need for staff to repeatedly ask you questions about your identity.
3. Check that the sticky label and patient details on any paperwork you receive is correct.
4. Speak up if you have any concerns about patient identification.



Tauranga Hospital House Officer, Dr Kate McIntosh with a patient discussing the need to have clear and accurate patient identification.



## From the Chair

*Christmas is nearly upon us and we are fast approaching the end of the year. It's a time of reflection for all of us at the Bay of Plenty District Health Board (BOPDHB), as we farewell Phil Cammish our Chief Executive Officer who recently announced his retirement effective at the end of January 2016.*

In January, Phil will have been with the BOPDHB for 10 years and during his tenure he certainly has had a significant impact on health services across the Bay. You only need to look at the Tauranga and Whakatāne hospital sites to see the impact he has made. It is thanks to Phil's

leadership that we are so well positioned, in both towns, to provide leading edge, high quality hospital services in modern well-designed facilities. In the time Phil has been with us his leadership has encouraged and supported many initiatives to improve both health services and the working environment for our staff.

In this edition of Health Matters you'll find more information on our recent Innovation Awards, which is a prime example of how our staff are encouraged to look for new ways to improve the services they provide. It was Phil's encouragement of the Innovation Awards, managed by our Clinical School, which has seen this constant strive for innovation now fully embedded in our culture. BOPDHB is the only district health board in New Zealand to be recognised by the New Zealand Business Excellence Foundation (NZBEF). It was Phil's drive

for a high quality culture that has enabled us to obtain Bronze in the NZBEF Quality Programme.

In addition Phil has been significantly involved in regional and national forums including the Employment Relations Strategy Group, NZ Blood Service, National Haemophilia Management Group, National Health Information Technology Board and latterly Pharmac.

During January we will be recognising all of Phil's significant achievements over his 10 years of health leadership and the legacy he leaves.

With Phil's retirement, the Board is now in the process of searching for a new Chief Executive; this is definitely one of the most important decisions we will soon make. I want to acknowledge my fellow Board members for their commitment and work

during the year, and during this recruitment process.

To all the management and staff of BOPDHB and all the other health providers in the community I want to say thank you for your energy and commitment given during this year. It is due to their dedication and commitment that you, the public, receive the care needed throughout the year.

So to all of you have a peaceful Christmas and holiday time, safe travels wherever you are and please remember when you are out in the superb summer to SLIP SLOP SLAP and WRAP.



Sally Webb, Chair,  
Bay of Plenty District Health Board

Arohanui



*Playing cards, puzzle books, notebooks, pens and pencils*

Since September the introduction of the Patient Entertainment Trolley at Tauranga Hospital has been met with delight from patients at the busy hospital. It has proven such a success, that donations of playing cards, puzzle books, notebooks, pens and pencils are

currently being sought.

Each Monday and Thursday the Patient Entertainment Trolley goes through the wards and overall reaction has been extremely positive. Patients are interacting well with each other, chatting and swapping magazines when they have finished with them.

The variety of items on offer is very popular especially crosswords and puzzle books. Adult 'colouring-in' is beginning to become interesting, especially for the younger adult patients and the therapeutic aspect of this occupation has been remarked on.

Overall this new patient initiative has been a great success and

generously supported by staff and also patients who have brought in books and magazines after they have been discharged. Patients have been impressed that the items are free of charge and are grateful for something to occupy their time. Large print books donated by a staff member have been a hit. A major compliment came from a woman from Hamilton who was visiting her mother. "This is a wonderful service. We don't have anything like this at Waikato Hospital and I can see how your patients are enjoying having something to occupy them."

*Jan, a volunteer at Tauranga Hospital, helps a patient chose a magazine.*



## Asthma and Respiratory Organisation Wins

*Asthma and Respiratory Management Bay of Plenty, a not-for-profit community organisation, is contracted by the Bay of Plenty District Health Board to work primarily with people with Asthma or Chronic Obstructive Pulmonary Disorder and Chronic Cough. This busy organisation provides pulmonary rehabilitation courses and education sessions to a variety of individuals and organisations including new GPs, and has had two significant wins recently.*

Firstly, the organisation achieved Authorised Vaccinator status to enable administration of free influenza and affordable pneumonia vaccinations, particularly among its respiratory client group during respiratory nurse appointments, said Nurse Manager Lyn Tissingh.

"The main focus was on those aged under-65 as this group find it most difficult to attend multiple health appointments due to work commitments and time constraints. As a result it has been able to administer free flu vaccinations to eligible clients. Those who were not eligible were offered it at a much reduced rate. Vaccinations were administered while clients were at their appointment, eliminating the need for them to make a special visit to a GP," says Lyn.



*Three nurses at Asthma and Respiratory Management Bay of Plenty who administer vaccinations with the winning poster, from left to right are Respiratory Specialist Nurses, Elaine Page and Debbie Elliot and Nurse Manager, Lyn Tissingh. (Absent on the day photo was taken is Respiratory Specialist Nurse, Wendy McBride)*

In addition, at a recent annual conference on immunisation held in Hamilton, the organisation won a competition for creating the most effective poster about influenza vaccination and in particular vaccinating special groups.

Asthma and Respiratory Management Bay of Plenty geographically covers the area from Waihi Beach to Waihou Bay. Main office is situated at 254 Chadwick Road, Greerton, Tauranga. Phone : 0800 276 267.

## Thanks to Moana Radio

A special presentation was made to Takiri Butler who presents the 'Maorivation' programme on Moana Radio each morning from 9:00 - 10.00am.

The programme hosts a number of Bay of Plenty District Health Board staff who go on the programme to discuss immunisation, smoking cessation, nutrition and exercise.

The programme has a large following within the Māori community, and we hear great feedback from the community and stories of changed lives through giving up smoking, losing weight, a change in diet etc. The programme has been going for a year now and new stories and guests are introduced all the time.

Recently some of the health promotion staff presented flowers and a CARE Certificate to Takiri Butler in appreciation of her work.

## Bay of Plenty Health Providers Shakeout Together

Health Providers from across the wider Bay of Plenty region took the opportunity to drop, cover and hold at 9.15a.m on 5 October 2015 as part of New Zealand Shakeout 2015.

Incident Management Teams then assembled within Emergency Operations Centres (EOCs) at Bay of Plenty District Health Board,

Lakes District Health Board, Toi Te Ora Public Health Service, Rotorua Southern Cross Hospital and Grace Hospital Tauranga. All EOCs responded to a notional significant earthquake, centred on the Kuirau Fault in Rotorua with damaging effects throughout the region.

Incident Management Teams carried out early assessments around facility capability and capacity, initial communications were made with



stakeholder groups, incident action plans were devised and situation reporting commenced. The feedback from all participating was extremely positive and there was unanimous agreement about the worth of an early teleconference being held (in accordance with best EM practice!) between the five participating agencies.

Janet Harvey, Business Manager at Toi Te Ora Public Health Service (TTOPHS) leads a TTOPHS Incident Management Team in her role as TTOPHS Incident Controller during the recent five-agency combined response to New Zealand Shakeout 2015.

## Innovation at the BOPDHB

Why should a district health board be interested in innovation?

Surely the role of a district health board and its practitioners in particular, is to be guided by best practice and the guidelines, protocols and policies that stem from that.

By doing this everyone, the patient, the client, the practitioner and the public are protected and high quality and safe services are achieved.

But where does best practice come from?

It comes from the innovators, the future thinkers; from

those not happy with the status quo and importantly from those who do not accept that where we are is where we should stay. This district health board has a history of encouraging innovation and research, one that I have been happy to support over the last 10 years.

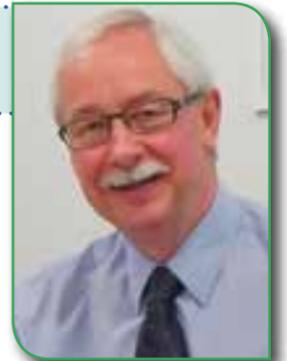
Innovation though is not something only the district health board can do, so the Innovation Awards also recognise those in the community working at non-government organisations or in the private sector, for their innovative efforts.

Being an organisation that encourages innovation goes to the heart of the culture of this district health board. Innovation does come at a cost and this is often in the

form of an individual's energy and time. Sometimes the district health board can help and often it will, but at the end of the day organisations cannot command innovation. They can only encourage and applaud it.

Recently we gathered to recognise and congratulate those who have embarked on the innovation journey. Our Innovation Awards ceremony was held at the end of October and here we feature those who won the first three places.

Phil Cammish  
CEO Bay of Plenty  
District Health Board



### BOPDHB Innovation Awards First Place Winner...

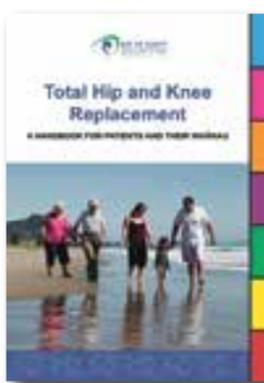
The pocket travel planner for the ultimate new joint experience

Entry submitted by: Lesley Warner Clinical Nurse Specialist Orthopaedics, Gwenda Ruegg, Social Worker and Wendy Carey, Service Improvement Unit Programme Manager

All hip and knee joint replacement surgery patients now receive a 'best seller' handbook at their first specialist assessment at Tauranga and Whakatāne hospitals. Total Hip and Knee Replacement handbook took first place at the recent BOPDHB Innovation Awards, which are held every two years. Patients recover faster and return home earlier to their normal life, work and play, when they are well informed and the information provided correlates with the experience received. The handbook provides detailed information for patients and their whānau undergoing total hip and knee joint replacement surgery. The handbook has proved so popular that the first 600 copies sold out in three months. The handbook is used by pre-assessment clinic staff to document instructions, for example, fasting times and medications to be taken or withheld on the day of surgery. Patients bring the handbook to every hospital visit and use it to record their clinic appointment times. They have it to hand by their bedside in hospital, refer to and map their day-to-day progress with exercises and use it to judge their discharge readiness. Physiotherapists refer to the handbook daily for exercises and patients also use it to write down their questions for later discussion with health staff.

The handbook is based on the successful format found in Plunket's 'Well Child' handbook. Extensive consultation was undertaken in the development of the handbook with staff involved in all areas of the patient journey. Information about safe sexual positions previously withheld from patients due to embarrassment by staff has been included in the book in a sealed section as advised by patient feedback.

All feedback from patients has been positive and includes comments such as "I wish I had this book last time." "Thank you for such a wonderful book - it is well-illustrated and the information is well covered."



### Second Place... AND People's Choice Award

Generation Quality Improvement: Building tomorrow's healthcare innovation and improvement leaders

Entry submitted by: Hugh Lees, Medical Director; Jan Simeon, Medical staffing UntiCo-ordinator; Joe Bourne, GP Liaison; Suzanne Round and Fiona Burns, Service Improvement Unit

The involvement of junior doctors in leading improvement initiatives has been limited at the Bay of Plenty District Health Board (BOPDHB) due in part to the demanding shifts, frequent rotations across services and hospital sites and daily demands of patient care.

Junior doctors are required to complete clinical audits as part of their training. However the emphasis of these audits is traditionally on data collection. To shift the focus of these audits from data collection to examining the clinical process and seeking to improve it, was the driver behind the entry that won second place in the recent BOPDHB Innovation Awards.

The innovation led to a six-month pilot of a quality improvement residency for house officers at Tauranga and Whakatāne hospitals. The aim of the residency was not to deliver a successful quality improvement project but to equip residents with skills that will empower them to engage in quality improvement throughout their careers.

Since the pilot commenced in November 2014, six House Officers have completed the residency. Pre and post residency surveys indicated each resident significantly improved their understanding of quality improvement methodology and increased their confidence in leading projects at the BOPDHB. Quality Improvement projects included: development of a new resuscitation/allow natural death form, including ceiling of care; improving the management of neonates at risk of hypoglycaemia; and reducing waiting times for women with a post-menopausal bleed.

In order to meet the New Zealand Triple Aim of providing best care for individuals and communities while making the best use of available resources, it is vital that healthcare organisations develop a culture of continuous quality



### Third Place

In the now is the pathway of all time

Entry submitted by: Pouroto Ngaropo, Regional Māori (with macron over the 'a') Health Advisor; Maree White, Artist and Sally Llewelyn, Digital Communications Team

The impact of a person's environment on their health outcomes has been long recognised.

The cultural wall at Whakatāne Hospital represents the story of the region, the local people and the Bay of Plenty District Health Board's (BOPDHB) connection with it. It is the history of the community. Enabling and furthering the community's connectedness to and knowledge of its region's cultural history in turn assists wellness and the healing process. It provides an enhanced environment for all.

The principle piece of artwork is a mural - In the now is the pathway of all time; Te Ara Tauwhāiti o Tāwhaki - which spans the entire length of one corridor flanking Whakatāne Hospital's inner courtyard. Created by storyteller Pouroto Ngaropo and painted by artist Maree White, it describes the journey from the ancient ancestors, their knowledge and connection to the land, and the pathway through Haumate (the state of unwellness) to Hauora (optimum wellbeing). A supplementary audio-visual project was later developed to accompany the main hospital mural. This audio-visual depiction of the story, accessed from iPads at either end of the mural, allows people to fully appreciate and understand the artwork.

The artwork has been used as part of the Eastern Bay Art Festival and it is available as a living piece of artwork for local students in art, drama, dance and history to incorporate into NCEA projects. There is also an opportunity for it to be used as part of staff orientation in the future. Feedback has included comments such as, "I feel safe when I come here", and "This art is amazing and uplifting".



Regional Māori Health Advisor; Pouroto Ngaropo, and Digital Communications Team Sally Llewelyn, (Absent at time photo was taken Artist, Maree White).

## Cough Assist Machines Donated

Three cough assist machines have been donated to the Bay of Plenty District Health Board (BOPDHB) by the local branch of the Motor Neurone Disease Association.

The machine aims to help patients who have the bulbar-form of motor neurone disease and find it very difficult to cough on their own. The donation was made to the Speech and Language Therapy Team as

instigators of Project Fresh Air - an initiative to improve end-of-life concerns for people diagnosed with motor neurone disease in the Bay of Plenty. Project Fresh Air has been an interdisciplinary and Allied Health initiative including speech and language therapists, physiotherapists and representatives from the Motor Neurone Disease Association.

A cough assist machine is used to build up a patient's ability to clear their chest, something some people with motor neurone disease find

difficult to do by themselves. The machines are available for patients to use in the community or in the hospital.

The Motor Neurone Disease Association with one of three cough assist machines donated to the BOPDHB from left to right: Speech and Language Therapy Professional Lead Fiona Hewardine; Motor Neurone Disease Association Field Worker Graham Jones; Motor Neurone Disease Association Branch Committee member Elizabeth Murphy; Physiotherapy Respiratory Specialist Theresa Herdman; Community Physiotherapist Helena Parry and Intermed Sales Executive, Alice Waters.



## Taking the barb out of the barbeque this summer

What better way to enjoy summer than to eat outdoors? Before you fire up the barbeque and whip up a salad - take a minute to ensure you, your friends and family will be safe from the misery of food poisoning.

Every year lots of New Zealanders get foodborne illnesses and many are caused by unsafe food handling practices in the home.

"Whether you go on a picnic, barbeque or camping trip - you'll be taking your food out of the fridge or freezer. As soon as the temperature of the food begins to rise, bacteria in the food can multiply and this could be a risk," says Medical Officer of Health, Dr Phil Shoemack. "Unless

perishable food is handled properly, it can cause problems so keep hot food HOT and cold food COLD - or don't keep it at all."

Cleaned the barbeque since last summer?

A dirty barbeque is a haven for pests which love to spread bacteria so make sure it has been cleaned before you use it. Your hands and any utensils also need to be cleaned thoroughly (wash for 20 seconds, dry for 20 seconds) before and after preparing food.

"Cross contamination from raw to cooked



foods is one of the biggest risks," says Dr Shoemack. "Be careful with knives, cutting boards, hands - anything used for raw

and cooked foods and clean them thoroughly when moving from raw to cooked foods." Preferably use different chopping boards for meat and other food.

The golden rule for barbeques is that perishable foods should always be refrigerated until needed, which means only removing food from the fridge or chilly bin only when you are ready to cook it on the barbeque. Also remember to ensure food

is not packed into a chilly bin while it's still warm - food cannot cool quickly enough in a chilly bin to prevent bacteria growing.

"When cooking, always make sure chicken, pork, sausages and minced products like hamburger patties are cooked until the juices run clear - there should be no hint of pink. It can be better to pre-cook these foods," he says. "When taking foods off the barbeque, use a clean plate, not the plate which held the raw meat. Also, introduce variety and healthier choices for your family and friends with the addition of options such as barbequed sweet corn, vegetarian kebabs, grilled eggplant or zucchini."

**It's simple - Clean, Cook, Cover, Chill.**

For more information visit [www.foodsmart.govt.nz](http://www.foodsmart.govt.nz)

## Be safe - be SunSmart

Sunburn and skin damage is caused by Ultra Violet (UV) rays from the sun and it can lead to skin cancer. This is especially important if you are swimming or near water as the sun's rays are reflected onto you. So everyone needs to cover-up, especially your children.

"Firstly, if it's possible, try to stay out of direct sun during the hours of 10:00am to 4:00pm. This is when the sun can do the most damage. Look for natural shade or create your own with an umbrella, tent or other shelter. Then it's important to Slip, Slop, Slap and Wrap," says Medical Officer of Health, Dr Phil Shoemack.

**SLIP** into a long-sleeved shirt and into the shade. Generally, fabrics with a tighter weave and darker colours will give you greater protection from the sun. There are also certain fabrics on the market that have a sun protective factor (SPF) rating.

**SLOP** on plenty of broad-spectrum SPF30+ sunscreen at least 20 minutes before going outdoors.

**SLAP** on a hat with a wide-brim or a cap with flaps - more people get sunburned on their face and neck than any other part of the body.

**WRAP** on a pair of wrap-around sunglasses - UV radiation is just as dangerous to eyesight as it is for the skin.

Take these precautions especially between 10:00am and 4:00pm (September to April).

For more information about being SunSmart for you and your family visit [www.sunsmart.org.nz](http://www.sunsmart.org.nz)



Photo courtesy of Amanda Mills.

## Tauranga Hospital - Changing Scene

The road and car park disruption along the Cameron Road frontage of Tauranga Hospital is a result of the need to install point-to-point pipes between Tauranga Hospital and the new Pathlab Laboratory building.

Six pipes (Lamson Tubes), 125mm in diameter, are being installed to carry laboratory samples, and blood products between the new Pathlab building, currently under construction on the corner of 17th Avenue and the hospital. Pathlab is constructing its own laboratory building and will transfer its services to the new building early 2016.

Another large construction along Cameron Road on the hospital campus is the fit-out of Level 2 of Building 50. Building 50 was completed in 2011 to provide additional capacity for the hospital as demand increases. Level 2 will provide accommodation for a range of cardiology services when it is completed in July 2016. Work to fit-out the remaining two floors of Building 50 will commence sometime before 2020.