

CEUpdate

17 December 2014



It's hard to believe that Christmas is upon us again. What a huge 12 months it has been for the West Coast Health System. We've made real progress towards providing an integrated system which focuses on keeping people well in their own homes for as long as is safe and sensible to do so.

We have secured Government funding for new facilities in Greymouth and Buller and we're starting our conversation about which health services will be needed in Reefton.

What I've heard coming out of the Buller Older Persons' Health conversations are interesting ideas about how we could improve services in that community. Some ideas call upon other agencies and the community to work together - beyond what health alone can deliver.

We've been moving forward on implementing the actions of both the maternity and mental health reviews, we're working hard on patient safety and quality measures, we've upped our game in terms of the technology we use to provide better care and better sharing of information between clinicians.

Our new CT scanner is up and running. We've made inroads into preparing for the new facility with the work being done around inpatient reconfiguration, plus the designs are coming along nicely. While we have a way to go before we will have the final designs, there's a huge amount of work that's gone in from our clinicians to make sure we have facilities that are best practice in terms of the way we want to work.



We're working hard on health targets – keep up the efforts to get more people to quit smoking, get their CVD checks, immunisation and the rest. While there are local challenges, I believe we can keep improving as we have generally been doing over the past couple of years.

Take some time to rest and recuperate where possible over the summer. The warmer weather (I'm taking a punt here) will mean there's a good chance we'll all be able to get outdoors, do some walking, reconnect with our families and friends and find ourselves reinvigorated to make a difference in 2015.

And finally thank you on behalf of the board and executive management team – you are the people who are out there every day representing us all and working hard to make sure we provide the best healthcare available to our friends, families and neighbours. Well done!

Take care.

David Meates
CEO

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West Coast
DISTRICT HEALTH BOARD
TE POARI HAUORA A ROHĀ O TAI POUTINI

MERRY CHRISTMAS

Time to dust off the silly hats!
Join your colleagues
for some good food & festive cheer.

A thank you for staff across the coast!

South Westland

Thursday
11th December
Catered lunch

Grey

Friday
19th December
BBQ Lunch

Reefton

Tuesday
16th December
TBC Late afternoon-early evening

Buller

Thursday
18th December
Catered Lunch

Hokitika

Tuesday
16th December
Catered Lunch



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Smokefree!

Recently the Smokefree Nurses group produced a set of seven short video clips which show realistic nurse-patient ABC interactions.

Access to these is via a web page that also links through to various resources such as the new MoH Guidelines for Helping People to Stop Smoking, plus other ABC-relevant stuff. It's a user-friendly resource, described by HIIRC as follows: "Smokefree Nurses have produced a series of short videos that show how different nurses deliver brief stop smoking interventions with

different patients. The nurses work in their own ways with people from a wide range of backgrounds. They deliver personalised interventions which respond to the voices of the patients and are within the evidence-based Stop Smoking Guidelines".

The videos are available at <http://whatsmokersreallywant.co.nz/>



Greymouth Rotary has donated a seat and bin for people waiting outside the Rural Academic General Practice. DHB General Manager Grey/Westland Mark Newsome tries it out with Greymouth Rotary President Christine Robertson and President-Elect and Director for Projects Brent Woolhouse.



Bouquets

Can you please pass on for me a massive thank you to the staff in the hannan ward.

They are looking after a family member of mine. Your staff are absolutely amazing. Thank you!

On 22nd October 2014 I had a total knee replacement operation at Greymouth Hospital

I am indebted to all the staff who were involved and would be pleased if you would convey my heartfelt thanks to the following, the pre assesment team, everything carefully explained to me and ecg, blood tests etc all performed by great staff.

Mr Pradu Dayaran and his theatre team, amazing professional people.



The Barclay ward nursing staff. The ability to perform their duties professionally 24 hours a day gives you a lot of confidence and made for happy and friendly time.

All in all a very satisfying experience and the Physio and occupational therapist all very helpful and supportive.

I would be remiss if I did not thank the beaut people who fed and watered me

Again my extreme gratitude and thanks to all involved

Name withheld



HealthPathways is continually being updated with new content localised for the West Coast. To keep up with the latest changes, make sure you subscribe to monthly updates:

[://wc.healthpathways.org.nz/13454.htm](http://wc.healthpathways.org.nz/13454.htm)

Contact the West Coast Coordinator for the username and password to access the HealthPathways West Coast site (03) 768 1305.

If anyone would like to submit West Coast resources to be included in HealthPathways, or would like to get involved in reviewing or localising the pathways contact Marie West, West Coast HealthPathways Coordinator, Phone DDI: 03 768 1305 Fax: 03 768 6184, wc@healthpathways.org.nz

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Adrenalin kits

Students Nicole Friend, Nicole Doolan, Shannon McNoe and Bethney Teasdale have been busy assembling adrenalin kits for primary practices, after Immunisation Coordinator Betty Gilsenan had identified inconsistencies across the West Coast DHB practices.



New Phlebotomist

Yvonne Spencer-Hoskin took over from retired phlebotomist Ann Anderson at the end of October. Originally from Auckland, Yvonne has spent the past two years as a casual and is enjoying the chance to now work full time. "I love the people contact," she says.



Tēnā koutou

CLICK HERE to read the 28th issue of Te Kete Hauora's electronic newsletter, providing District Health Boards with Whānau Ora updates.

Previous newsletters are available online at the [National Service Framework Library](#).



Check out what's new in the Open for Better Care newsletter [here](#), including the Health Quality & Safety Commission has developed a table capturing Open for better care and Commission events over the next 12 months, including expert advisory and steering group meetings.



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Workshop

A Service Pathways and a Service Model Workshop was held in Westport recently to work on the Buller IFHC Single Point of Entry.



continued overleaf...

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...continued from overleaf

Workshop



Feedback

The following was received from the suggestion box outside the McBrearty ward. We have received permission from the writer to publish the note below.

Positive feedback from Mr Larry Fisher, who was a recent patient through our ED

Larry and his lovely wife, who incidentally is a nurse practitioner in the USA.



PLEASE TELL US THE DETAILS

Date: 5/12/14

Thank you for a fabulous job. Your staff was very professional & knowledgeable, you was able to deliver positive care in a very personal manner. Being from USA, it was refreshing to see health care offered in an exceptional manner. Your hospital is immaculate & efficient.

Your name: Larry Fisher

Telephone:



The Nit Nurse

Hokitika-based district nurse Dianje Strang has an interesting spare time hobby – she’s known locally as “the nit nurse”.

Dianje took up the local crusade when she discovered her son was getting recurring infections through the local school in Kaniere.

With the support of the school, Dianje set out to get rid of the pernicious mite.

“That first year, nearly all the classes had some pupils with head lice. For some people, the cost of medications can be a real barrier, and it’s generally not talked about much. So I decided we needed to look at this as a community,” she says.

With donations from the Westland Medical Centre and Westland Pharmacy, Dianje was able to source all the medications required for families who might need assistance with the costs over three years.

In Dianje’s experience, the medications can all work or fail, it is persistence that makes the difference.

“When you get a reservoir above 5 – 10% infection rate in a school, it spreads like wildfire.”

If people want to try a home remedy, Dianje recommends starting off by spraying vinegar on to dry hair – this helps dissolve eggs. Then use something like baby oil, vegetable oil or coconut oil,



which suffocates the hatched louse. This treatment should be repeated once a week for four weeks.

As a result, at Kaniere School the head lice count reduced from around 25% of all pupils to around 1% in three years. Dianje has also been working with Hokitika Primary and Westland High School, with fantastic results.

Over that time, Dianje has combed a lot of hair. And she’s come up with a kit for schools that explains procedures and protocols and includes sign-off forms for parents.

“The kit has been designed for parents and schools to take it and own it.”

About a year ago, the national KidsCan charity got in touch with Dianje who willingly shared her resources and experience with them. They have now put together national resources to share around the country.

“It’s all about encouraging people to make changes that benefit their own health. And I get warm fuzzies from doing it. And even though I’m doing it in my own time, I get to use it in terms of my professional development portfolio,” she says.



One minute ... Over the Hill

Over the Hill with Belinda Smith, Health Promoter, School and Community Dental Service

What does your job involve?

Primarily my role is to coordinate the adolescent dental care transfer from Year 8 to Year 9 in Canterbury, South Canterbury and the West Coast. Other tasks involve; networking with private dentists, health nurses, community groups and adolescents; writing the Community Dental Service (CDS) Oral Health Newsletter; supporting Health Events and collaborating with oral health co-ordinators and health promoters from other DHBs.

Why did you choose to work in this field?

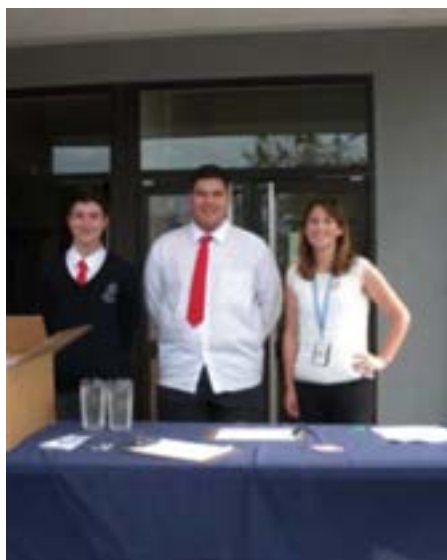
I have always been interested in health care and enjoy the opportunity of being able to help other people.

What do you like most about it?

Attending health events and collaborating with other organisations. Working with adolescents to try and bring fun back into oral health. Dentistry today is completely different from the perceived "murder house"!

What are the challenging bits?

Encouraging change. Most oral health problems are related to previous experience and perceptions, which makes it hard to address. Sometimes



Christchurch's Catholic Cathedral High School health class students with Belinda Smith.

it can be frustrating because most oral health problems are easily preventable, yet they remain a prominent public health concern worldwide.

Who do you most admire in a professional capacity at work and why?

There are too many to name. Dentists and therapists who communicate well, have patience and reassure their patients. This helps relieve patient dental fear and anxiety. School nurses for pushing the importance of oral health even with their busy work load and my

Clinical Director, Dr Martin Lee, for his extensive oral health knowledge, his ability to pull any statistics you need and his patience when mentoring me.

The last book I read was...

Confessions of a New York taxi driver by Eugene Saloman

If I could be anywhere in the world right now it would be...

New York for a white Christmas

My ultimate Sunday would involve...

No study, watching the Crusaders or All Blacks, drinking coffee and a walk up the Rapaki.

One food I really dislike is...

Brown bananas. To make sure none go to waste, my boyfriend eats the brown bananas at home and I have a lady who eats the ones at work.

My favourite music is...

Most songs from the 80's, have had a crush on Bon Jovi since High School.

If you would like to take part in this column or would like to nominate someone please contact lee.harris@westcoastdhb.health.nz

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Louise Gould

Staff Nurse, Manaakitanga IPU

What does your job involve?

Working with people who have mental illness and are acutely unwell.

Why do you choose to work in this field?

Not to sound cliché, but I love it. It's one of the most diverse nursing jobs out there, there is no real standard treatment for any particular diagnosis, and mental health may not be their only area they need support in - you really do get to individualise care, and holistically nurse.

What do you love about what you do?

The clients I work with are just awesome, they generally have the best personalities and a wicked sense of humour. And most of all I get paid to spend time with people.

What are the challenging bits?

Dealing with other health professionals' and organisations' discriminatory attitude towards my clients – unfortunately it still happens a lot more than I'd like; no quicker way to annoy the heck out of me.

The extremely few people I deal with with significant attitude problems.

Getting up at five in the morning for morning shifts.

Who inspires you?

Funny how when you have to answer these things your mind goes instantly blank: again, I'm going to sound cliché here but Nelson Mandela, Mahatma Ghandi and, a bit closer to home, I have some pretty inspiring friends and family members.

And as cheesy as it sounds, my clients are pretty damn amazing.

What was the last book you read and/or movie you saw?

The perils of being a shift worker – movies don't happen very often. I read 2-3+ books per week, which title would you like?

If you could be anywhere in the world, where would you be?

When I moved down here I only envisaged staying maybe two years – that was up about two and half years ago, so evidently nowhere else right now. Although I wouldn't say no to a free



ticket to Europe.

What's your ultimate Sunday?

Backyard BBQ, mates and some good music. Or reading a really good book while someone else cleans my house.

Fave food?

It's a toss-up between Italian and Thai, although if my Mum turned up at my door with her infamous soup or lemon meringue pie I wouldn't turn it down.

Fave music?

I'm pretty eclectic, I'll listen to anything from rock to classical depending on my mood.

Ever won an award or a medal?

Yes, I could list them but considering they were all from school years let's not go there.



Special days...



Christmas!

Monthly Update December 2014



Collective approach saves over \$4 mill

South Island DHB's have saved \$4.32 million on facilities and maintenance costs by working collaboratively through the South Island Alliance. DHB's have implemented new technologies and taken advantage of bulk buying contracts and share internal DHB expertise to reduce facilities and maintenance costs.

To save over \$4million was a huge achievement and that money can now be reinvested in further building and facilities initiatives as well as direct patient care to better meet the needs of our staff, patients and communities.

[Read more here.](#)

Goodbye RL6...Hello 'Safety 1st'

Following a naming competition run across all South Island DHBs, **Safety 1st** has been selected as the new name for RL6. The winning name was submitted by Diane Hickey, HR Administrator and Tanya Tamesvari, a Dental Assistant from Community Dental Services, both at Canterbury DHB. With 260 entries, it was hard to pick a final winner, but Safety 1st is a great fit for the project and really encapsulates what we want people to associate with the new risk management system.



[Read more here](#)

Tumour standards dataset underway

The Southern Cancer Network is undertaking national work with Sapere Research Group to develop tumour-specific datasets across ten tumour types.

While there is excellent data available around the incidence and mortality of cancer, gaps were identified in data around the staging of diagnosis, comorbidities and outcomes. The datasets will help guide clinicians and managers to continually and consistently improve services and care for patients. Read more....

Alliance with consumers

The South Island Alliance recently held a workshop bringing together clinicians, consumers and Alliance staff to consider how we can work in partnership with people to shape how health services are provided. While it is acknowledged patients should be at the centre of health services, the workshop identified some gaps in how this is put into practise. The day was very useful and helped clarify where the Alliance and health services need to be heading.

One Consumer Advocate Influencing Health Services for South Island Older People



Being asked to join a group of health professionals is no light matter, especially when the person being asked has no clinical background, has multiple health conditions and has just hit 80 years of age. Yet for Ruby Aberhart of Nelson, her passion for helping older people to maximise their potential has led her to accept the role of Consumer Advocate for the South Island Alliance's Health of Older People's Group (HOPSLA). Three years on since its establishment we talk to Ruby about the role she's still active in today, the support she receives, her challenges and what she has learned. [Read the full article here.](#)

SI PICS team expands, demos started

As the South Island Patient Information Care System gathers momentum for its phase one roll-out in 2015, the project teams at Canterbury and Nelson Marlborough DHBs have been hard at work recruiting team members and engaging with frontline staff. Nelson Marlborough DHB announced it's three super users, while Canterbury is currently re-recruiting. SI PICS Super Users are local subject matter experts in the current patient administration and information system processes at their DHB, most often clerical staff. Initially they will be working closely with the SI PICS regional Functional Design Group to ensure that the system developed meets the needs of the end users at their DHB, then as the roll-out occurs, work with staff through the transition to the new system.