

CEUpdate

29 January 2016



Welcome back! It's been a whirlwind start to the year with the horrendous bus/car crash at Otira Gorge and further motor vehicle accidents creating turmoil on West Coast roads and keeping our teams busy.

First and foremost, I want to thank all the staff who went out of their way to assist at the time of the bus crash. It was New Year's Eve and many people stayed on at work for a few extra hours to provide care and assistance. As well as hospital emergency and surgical staff, receptionists, managers, practice nurses and doctors all pitched in, with the help of a couple of staff who provided translation services.

This was a tricky and intense situation and the reports I've received tell me you all acted totally professionally and in the best interests of the patients. Well done.

We have a lot to achieve this year. We're working hard at a primary care level to try and keep people well in their own homes for as long as it's safe to do so. We're looking at ways to bring more services closer, or increase the use of technology such as telehealth to reduce travel times for Coasters.

You may still be wishing you were lounging by the beach with a book, or heading up into the hills for a hike. Make sure you take time out when you're not working to relax and enjoy when there is fine weather. Let's make 2016 a year to remember for all the right reasons.

David Meates
CEO



Bouquets

My son was admitted to Buller Hospital feeling very unwell as has subsequently been diagnosed with type 1 diabetes. He is a UK citizen and as a parent on the other side of the world feeling anxious and frightened, was made to feel at ease by the wonderful care of the nurses, diabetic nurse and doctor. Please pass on our sincere gratitude for all that they have done to care for him and send him on his way to the airport to return home in a few days time. They were such wonderful people and we will be forever grateful.

Name withheld, Cirencester, Gloucestershire, England.

Travel assistance and transport information pack

A Travel Assistance and Transfers to Christchurch Pack has been assembled to provide information for patients and/or their families who are being transferred to Christchurch Hospital.

While social workers usually explain this information, they are not on site after hours, and so staff are able to access this pack on the intranet by clicking on Transport & Shuttles in the left hand menu.

The pack is particularly useful for families wanting to travel to Christchurch to support the patient, but being unsure of available

accommodation at short notice, or late at night. It provides information about Christchurch Hospital, parking and where families can get support.

You can also direct patients and their families to find this information on the DHB website.

Chris Black retires confident of the DHB future

When Chris and Murray Black shifted to the Grey District at the end of 1984, they planned to stay in the area for a couple of years. They are still living in Greymouth and Chris is about to finish after 30 years (four of these as a 'casual') working at Grey Base Hospital.

The couple regularly holidayed at Lake Brunner and when they returned from a few years living in Australia and further travel, they decided they would like to live on the West Coast.

Chris had trained as a theatre nurse but first got casual work on the wards. She was employed permanently on Barclay (surgical) ward in 1985, and moved back in to theatre at the end of 1986. She found after a couple of years that she was missing the patient interaction and so moved back to work in Barclay and Couston wards.

Chris took a year's maternity leave when daughter Amanda (Olsen, who works in the Central Booking Unit) was born in 1990. Which she then followed up with casual work to 'keep her hand in'. Husband Murray became a house husband when he was made redundant in 1994 and Chris was able to resume her nursing career.

During the 90's, Chris and 12 others on Barclay ward started studying for the newly offered long distance Nelson Polytechnic Bachelor of Nursing degree for hospital trained nurses. All the Barclay nurses graduated, along with 18 others from around the DHB.

In 2001 Chris was appointed Associate Clinical Nurse Leader of Barclay ward and then, since 2005 she has been Clinical Nurse Educator.

She has many fond memories and experiences. One she has always been proud of was being involved with training patients to give their own IV antibiotics so that they could be discharged and taking charge of their own lives in the community.



Chris (61) is choosing to retire a little earlier due to her husband's health. Murray has cancer, and the two want time to spend doing things together.

Chris would miss the camaraderie of the working environment.

"It's the first hospital I've ever worked in where everybody is on first name terms. In small hospitals you mean something to people – I've really noticed the amazing love and care since Murray has been sick."

She says what makes a great nurse is their attention to detail, to the small things.

"I've really noticed while Murray has been a patient that there are some nurses who will check if he has a drink, will always wash their hands."

And things have moved a long way from the first training Chris received, where you had to do what you were told. Now it is very much the nurse's role to question, and to take responsibility when they make mistakes.

"You want to be able to use that so everyone else can learn. If people are being put at risk by someone else's practice, then you can't stand back and ignore it."



Chris is sad she won't be working in the new hospital.

"How many times do you get the opportunity to work in a brand new hospital? I think it will be great. Of course some people are not going to get what they want – you don't always get what you want, that's life. You have to balance what you want and need and can afford. I'll certainly be coming back for a look when it opens."

She is confident in leaving clinical education in the hands of Kas Beaufill.

"She has been great to work with over the past 12 months and is a real asset to the team. She is a similar vintage to me and has the same values," Chris says.

Chris is now looking forward to time with Murray.

"We've been married 42 years. We've done loads of overseas travel, now we're thinking about going camping when the weather is right, and we've booked in to the Bluff Oyster Festival in May. I'll do some walking when I can. And our daughter Amanda is having a baby in April, so no doubt we'll be wanting to help out there looking after the baby," Chris says.

continued overleaf...

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...continued from overleaf

Note of thanks from Chris Black to all staff:

Please convey my thanks to all of the staff for the gifts so kindly given to me on my recent retirement. They each have wonderful memories attached so must have been carefully chosen – thank you.

I was blown away by the number of staff who came to wish me farewell. I did not realise that I had touched so many of my peers' lives over the last 30 years. I had several witty anecdotes that I was going to pass on, but they went clean out of my mind – lucky perhaps!

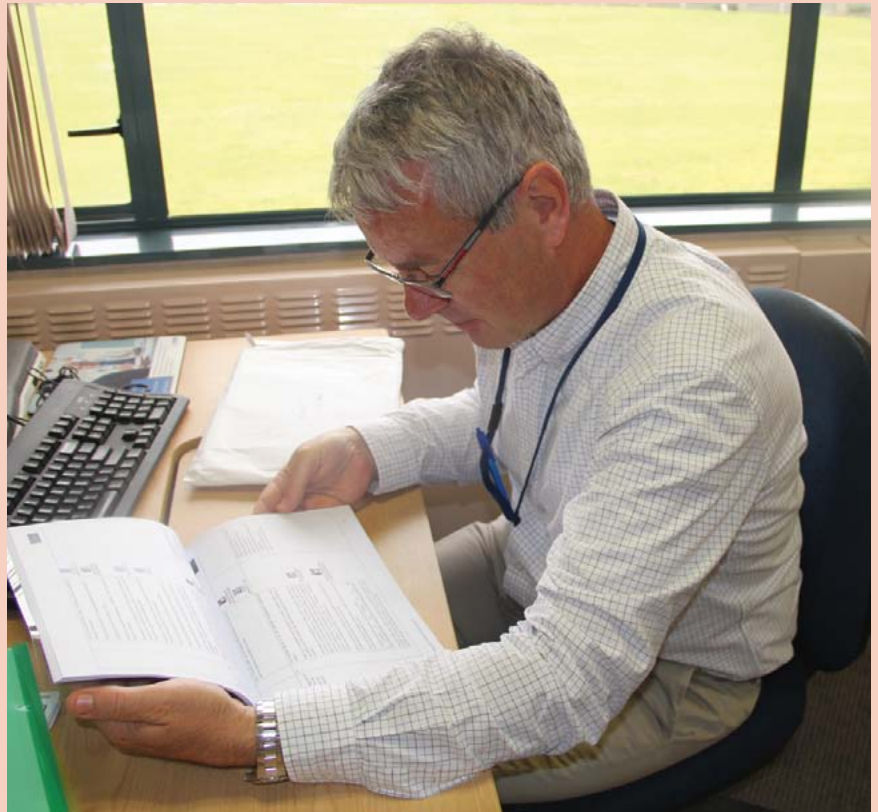
I wish you all well as you move forward with the rebuild. I will be envious as how many of us will ever get to work in a new hospital during our working lives? Still, one never knows what is ahead for us so I may turn up again one day.

A drink and a natter will always be available at 103C Shakespeare St so please call in if you are going past.

All the best and thank you to each and every one of you,

Regards,

Chris Black



Quality and Patient Safety Manager Paul Norton finalises the certification audit self assessment ready to go to HQSC. The West Coast DHB is having its Certification Audit in February 2016. Read the Weekly Global Update for tips about getting ready for the audit.

Certification Audit Reminder

West Coast DHB
23 October 2015 All Staff Meeting

The quality team want me to remind you that we're preparing for our Certification Audit in Feb 2016

- 3 yearly event
- Independent check of quality and risk management systems
- C-TAS is a MoH Designated Audit Agency (DAA)
- Included in the audit are our hospital care areas, rest homes, residential disability care including intellectual disability, physical and psychiatric/mental health and addiction services

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Anne Tacon leaves for Dunedin

Former Associate Director of Nursing, Mental Health Services Anne Tacon finished working for the West Coast District Health Board in January, and is off to Dunedin to work as a regional health advisor for the Ministry of Social Development.

At her farewell, Director of Nursing and Midwifery Karyn Bousfield said Anne had made an enormous contribution to mental health on the West Coast, and had been a big support for the mental health team.

Community Mental Health Operations Manager Lois Scott said Anne had been “stunning” as opposed to “simply unacceptable” – terms regularly used by her former colleague.

“She was always looking for solutions, never negative, and so willing to impart information, with good professional knowledge.”

Kahurangi Clinical Nurse Manager Paula Mason has been seconded to an interim position as Associate Director of Nursing, Mental Health Services.



Left: Director of Nursing and Midwifery Karyn Bousfield thanks Anne Tacon (middle) for her years of service. Lyn Hibbs at right.



Anne Tacon



James Sedgwick, Shirree Thomson and Lyn Hibbs



Karyn Bousfield, Anne Tacon and Chris Beadle



Lexie Jones and Robyn Atkinson

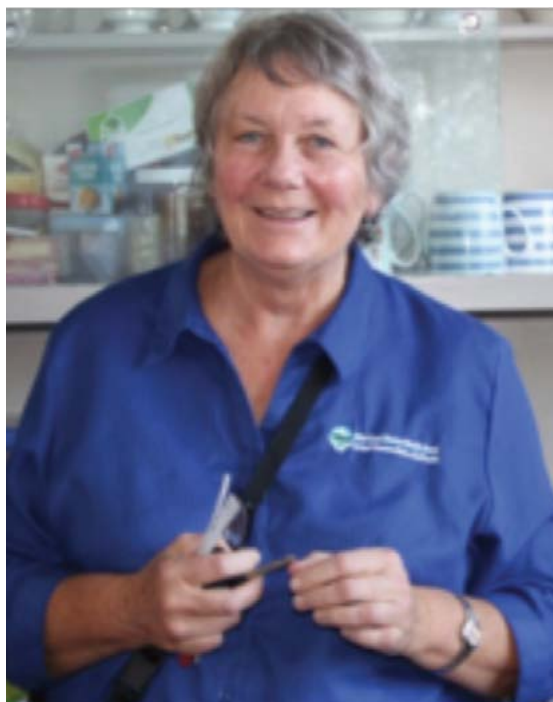
Hokitika District Nurse Helen Ryder recently retired after around 50 years working in health.

Helen worked at Seaview hospital as an aide at 16 and then went to Timaru to do her nursing training. She worked in CCU in Timaru and came back to Hokitika in the 70s, working in the hospital there for a short time before joining the Hokitika district nursing team where she has been working ever since.

At her farewell, General Manager Grey / Westland Mark Newsome said Helen had given a huge amount of care and dedicated service.

“She is respected by the community of Hokitika and well known for her commitment and professionalism. We will be sad to see her go, but hope she has a relaxing retirement,” he said.

Helen plans to spend more time gardening and travelling.



Helen Ryder



Jose Timmerman, Nola Rochford and Cheryl Hutchison



Helen, Catherine Andrew, Deb Bennington and Bridgette Creedon



General Manager Grey / Westland Mark Newsome, Helen Ryder and Cheryl Hutchison

Staff work together to address pressure cares

A report about the state of the DHB's mattresses prepared by Allied Health staff and Nurses working together is an excellent example of thorough team work Nurse Manager Clinical Services (Operations) Julie Lucas says.

The report uses new asset management software designed by Arjo-Huntleigh to check three key aspects of the DHB's mattresses: age, foam condition, cover condition e.g. delamination, rips and staining.

The quality initiative recommends a replacement regime over five years, which will ensure patient comfort and prevent pressure areas.

"It's a thorough report which gives us a really good base for forward-planning replacements. These staff have completed this audit and report over and above their normal workload. It shows how staff working across disciplines and regions can work together to produce professional material," Julie says.

The baseline information would also save a huge amount of time in terms of future audits.

One of the key organisers behind the report, Occupational Therapist Tara Jopson, stated that the audit is part of a pressure care project taking place DHB-wide.

"The aim of this project is to ensure that the West Coast DHB and its staff are able to provide excellent pressure care to every patient, through the use of education, equipment and clear and accessible policies and procedures," reports Tara.

The Pressure Care project working group includes an occupational therapist, dietitian, physiotherapist and nurses who work in a variety of clinical areas at the DHB.

"Since the beginning of this project we have seen an increased awareness of pressure care needs on wards. As a result, there have been positive patient outcomes - earlier identification and prevention of pressure injuries especially for high risk patients," Tara says.

Looking forward the working group hope to implement a new policy and procedure and provide education sessions across all clinical areas about pressure cares.



Special days...

**World
Leprosy Day**

31 January 2016

On Christmas Day Grey Base Hospital had a visit from Santa (assisted by retired Enrolled Nurse John Morel), Pam Birchfield, and Santa's little angels Lily (5) and Maddison (4) with Maddison's toy giraffe which she gifted to a young Grey Base patient.





Clinical leadership in health quality and safety

[PROGRAMME AVAILABLE HERE](#)

[REGISTER HERE](#)

WITH



HENRY MARSH



MARTIN SNEDDEN

AN ADDRESS
FROM MINISTER
OF HEALTH HON
DR JONATHAN
COLEMAN

The Health Quality & Safety Commission is pleased to present 'Clinical leadership in health quality and safety', featuring:

Henry Marsh – top British neurosurgeon and pioneer of 'awake' craniotomy. Henry will talk about role-modelling, openness and learning from mistakes, making hard decisions and teamwork.

Martin Snedden – recognised for his strong leadership skills on the sporting field, at the highest level in sports management and in business, Martin led the successful bid for the 2011 Rugby World Cup, the delivery of an event that engaged the country and world. He wrote about it in the book *A Stadium of Four Million*.

Senior New Zealand health leaders will also discuss growing clinical leaders locally and nationally.

Topics covered will include:

- role-modelling
- leadership in engaging consumers
- health equity
- openness and learning from mistakes
- communication with colleagues and patients
- team work
- growing clinical leadership locally and nationally.

[REGISTER HERE](#)

Join us for this unique opportunity to hear specialist points of views and expertise, and take part in some thought-provoking and interesting discussions.

Registration fee: NZ\$295.00 including GST

Includes: *Open Forum* attendance, buffet lunch, morning and afternoon tea.

Confirmation of your registration and a tax invoice will be sent upon receipt of your online form and fees.

WHEN

Wednesday 9 March 2016, 9:00am – 4:30pm

WHERE

Soundings Theatre, Museum of New Zealand. Te Papa Tongarewa, 55 Cable Street, Wellington

Interested in becoming a sponsor? EMAIL jess.bilton@hqsc.govt.nz to discuss

This event is presented in partnership with the *New Zealand Festival*, where Henry Marsh is also presenting a public event during Writers Week.

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



Take another look at HealthInfo...

You may have seen HealthInfo before, but when was the last time you took a look?

There is now a West Coast version with information specifically for the people of the West Coast.

It works with HealthPathways and is funded by the West Coast District Health Board.



WEST COAST
SITE WILL GO
LIVE ON 15
FEBRUARY

LET US
KNOW WHAT WE
CAN IMPROVE

Use the feedback
button on the
website

Recommend HealthInfo to your patients

- The high-quality health information is specific to the West Coast.
- It is checked, approved and updated by HealthInfo's clinical advisers – including local GPs, pharmacists, practice nurses and allied health professionals.
- It fits with a key goal of the West Coast's health system: to help people keep themselves well.

We're continually updating HealthInfo, so check back regularly to see what's new. If you use HealthPathways, check the HealthInfo link at the bottom of each page to see what's available and for patient leaflets you can print.



Give out a HealthInfo card

Help your patients understand their conditions. On a HealthInfo card, write a keyword they can use as a search term to find the right information, quickly – such as "Diabetes" or "Heart failure".

To order HealthInfo cards, posters or patient flyers, go to: www.cph.co.nz/resources

healthinfo.org.nz

From your local health professional



West Coast District Health Board
Te Poari Hauora a Rohe o Tai Poutini