

There's still time to protect yourself against the flu

While the flu season has had a slow start compared to last year, some regions across the country are starting to show an increase in positive swabs over the last couple of weeks, indicating that we may not be out of the woods just yet. We typically start to see numbers rise around now.



David Meates, CEO

Recent data shows that 7915 flu vaccines have been distributed across the West Coast so far this flu season, which means 24 percent of our population are vaccinated. This is the same percentage as totals taken at the end of last year's season, but we can still do better.

If you haven't had your flu shot, I encourage you to take advantage

of the free flu vaccines we provide to staff. Buller staff can contact the Buller Medical Centre and a Practice Nurse will vaccinate you (still free of charge). Everybody else can contact our Wellbeing and Occupational Health & Safety Advisor, Sarah Gilseman, and she can arrange a time with you.

Because the flu shot can take up to two weeks to start providing protection, you should get your flu shot now, and encourage your family and friends to do the same.

It's important to remember that around 80 percent of people infected with the

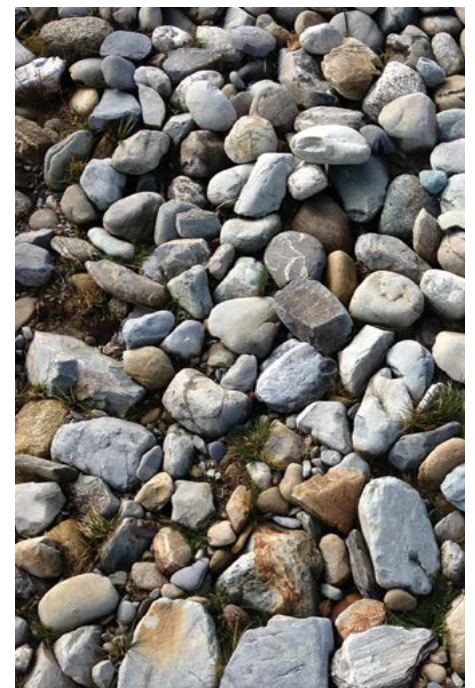
flu show minimal symptoms so you can be spreading it to vulnerable people without realising.

It's much easier staying well than getting better so I urge you to take action to avoid catching or spreading the flu.

Our flu-free website flufree.co.nz has more information for the public.

One final thing, if you are sick, please stay home until you're well. As much as we love your work, it's important to come back when you are free of the dreaded lurgy. Your colleagues will thank you for it. And if you do have a respiratory illness, remember to wash and dry your hands frequently. I have it on good advice that you are most infectious when coughing and sneezing, particularly when you have a fever and you usually become less infectious with time.

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Building a sustainable workforce on the Coast

We are always looking for ways to better support our staff and community on the West Coast. As the country's most sparsely populated, isolated and most rural district, we all know the region has its unique challenges for the provision and retention of health services.

To help improve the sustainability of our workforce, the West Coast DHB is adopting a key strategy of rural generalism. Basically, this means providing a broad scope of care within the medical, nursing and allied services to

ensure people in the region can access the services they need, closer to home.

To achieve this, we will be building on the skills of existing staff and recruiting new people who are able to flex more easily between service areas. A great example of rural generalism in action is Dr Brendan Marshall, profiled in this issue of the CEO Update. Brendan is a Greymouth-based GP who has recently completed an Advanced Diploma of Obstetrics. This means he can now assist obstetricians in the area to ensure families don't have to travel far for certain services.

This strategy will build on the collaborative Transalpine relationship between West Coast and Canterbury

DHBs, with staff from the West Coast accessing Canterbury specialists and working in Christchurch to gain the volume of experience they need to develop and maintain their new skills.

Keep an eye out in future issues for more about rural generalism and profiles of staff who are already working as rural generalists. In the meantime, if you have any questions about this, speak to your manager.

David Meates
Chief Executive

Dr Brendan Marshall: A New Zealand first for West Coast maternity services

Greymouth-based GP and rural hospital generalist Dr Brendan Marshall is helping sustain rural maternity services on the West Coast by becoming the first person to complete an Advanced Diploma of Obstetrics through a New Zealand accredited provider. He recently finished his Advanced Diploma at Christchurch Women's Hospital, paving the way for other GPs to follow the same path.

Dr Marshall moved to the West Coast with his family in 2013, to a role involving general practice, ED, anaesthetics, and supporting paediatrics and orthopaedics after hours.

"It was a chance to evolve my skills and be part of a workforce in a rural location that can provide a safe, sustainable model of health care," he says.

West Coast DHB and Health Workforce New Zealand jointly funded the diploma, supported by the South Island Workforce Development Hub (part of the South Island Alliance).

"This qualification is used extensively in Australia, and no other centre in New Zealand has been accredited to deliver the diploma before," Dr Marshall says.

It means GPs can be involved with the care of expectant mothers living rurally, and support obstetricians in Greymouth



Dr Brendan Marshall will receive an award for achieving the highest score in the "Advanced Oral Examination" assessment for his Advanced Diploma of Obstetrics.

so families don't have to travel to Christchurch for certain services.

"This model is all about collaboration with permanent obstetricians and midwives to support a more sustainable way of thinking, so that ultimately, obstetricians, midwives, rural nurses and rural doctors can work better together."

Dr Marshall achieved the highest score for the "Advanced Oral Examination"

part of the assessment. He will officially receive an award to acknowledge this in Adelaide in September.

"I would like to thank everyone involved, including my wife, who was at home with our three young children while I was away from home for the training."

Providing this pathway for rural generalists can assist with recruitment and retention in the medical workforce, and help support sustainable health care models for rural communities, says West Coast DHB General Manager Philip Wheble.

"We hope this will be one step closer towards the sustainable provision of safe maternity care for the rural population of New Zealand, and we are happy to hear from other GPs across the country who may also be interested in pursuing this pathway."



B4 School Check ‘opened my eyes’: mother

A Greymouth mother says her daughter’s B4 School Check gave her the wakeup call to put her family on a healthy eating path.

The B4 School Check is a free health and development check for four-year-olds. It is a part of the Well Child Tamariki Ora schedule of services.

“I took my daughter Maddison to a B4 School Check just before she turned five,” says Charmaine Mitchell.

“She was overweight for her height, so then we worked on a plan for her to be healthier by eating healthy foods like vegetables and meat, and cutting down on soft drinks.

“It was a big wake-up call. I didn’t realise how much sugar was actually in a fizzy drink, to be honest.”

Charmaine decided to put some extra thought into her family’s diet.

“Maddison eats lots of fruit anyway, but she didn’t eat veggies. She’s still moaning and groaning now when she’s got to have a bit of broccoli, she has to have a glass of water as well to get it down, but she’s getting a bit better.

“Her lunchbox has really changed. You know, she used to get packaged food in her lunchbox and now I give her fresh fruit, a ham and cheese sandwich, a yoghurt, and her drink bottle full of water.”

Two months later, Charmaine says Maddison is already looking and acting healthier.

The whole family is now eating healthier, and Charmaine says feeding her kids is cheaper now she isn’t buying chips and muesli bars.

She says the B4 School Check “seemed scary” before she took Maddison in, but her younger son Kieran has now completed the check as well.

“There’s nothing scary about it. The kids play games to make sure their eyes and ears are fine, and then we go off to see the Public Health Nurse and she does the weighing and the height charts.”



Public Health Nurse Ann Knipe (back left) carried out B4 School Checks for both of Charmaine Mitchell’s children, Kieran and Maddison.



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Kupu Taurangi Hauora o Aotearoa



HEALTH QUALITY & SAFETY COMMISSION NEWSLETTER

This edition includes information about Patient Safety Week 2018, a national survey of mental health staff, and a report on life-saving hip fracture surgery.

PLEASE [CLICK HERE](#) TO READ THEIR LATEST NEWSLETTER.

eCald

Enhancing
CALD Cultural
Competence

The latest edition of the eCald newsletter features research commentary on the Growing Up in New Zealand study and information about the 2018 Diversity Awards and World Refugee Day. [CLICK HERE](#) to read more.

NEW

Endoscopy coordinator receives Open for Leadership award

West Coast DHB's own Maria Petrovics-Edens has received an Open for Leadership award for her success in taking on the new role of endoscopy coordinator.

Maria, nominated by Clinical Nurse Manager Wendy Stuart, divides her time between her new role and nursing on the day surgery ward at Grey Base Hospital. Some of her achievements include:

- Setting up a polyp surveillance programme.
- Consulting with patients and endoscopists to improve the bowel preparation regime.
- Improving patient access to information and follow-up processes.
- Planning for National Bowel Screening Programme accreditation.
- Increasing engagement with endoscopists.
- Improving care delivery, for example through telehealth consultations.
- Development, completing and publishing audits, including a sedation audit and patient audit.
- Communicating and building relationships with neighbouring DHB endoscopy services.

The Open for Leadership awards are part of the Health Quality & Safety Commission's work to build capability and leadership in the health sector. They recognise and celebrate health professionals who demonstrate excellent practice, quality improvement and leadership skills.

Maria started off as a psychiatric nurse, before becoming a comprehensive nurse and going into surgical nursing. For the past few years she's worked on the day surgery ward, taking on the endoscopy coordinator role alongside this.



Endoscopy Coordinator Maria Petrovics-Edens (second from right) with the Endoscopy team and Health Quality & Safety Commission Deputy Chair Shelley Frost (right).

She set up the new role from scratch with only the position description and guidelines from the Ministry of Health to help her.

"Maria has taken a non-existent service and created a high-performing service for the people of the West Coast, taking into account the unique geographic and demographic context of the region," says Director of Nursing Karyn Bousfield.

"What she's done is absolutely patient-focused, and she's done it completely autonomously. She's a quiet achiever who knows what needs to happen and just gets on and does it. She's done a brilliant job."

Maria says taking on the role has allowed her to be more involved with the whole patient journey.

"I'm not just admitting patients, now I'm more involved before and afterwards. I'm involved with getting them here in

the right timeframes, and I'm also there through the follow-up care process. I see the bigger picture."

She thinks patient experience has improved since the role was established.

"We're getting more patients turning up who are better prepared, and the DNA [did not attend] rate is improving. We're making sure patients are getting a smoother ride through the whole process.

"Everyone's saying we're improving things, and my colleagues and I feel that's the case, but there's still plenty to do."

She says she was "gobsmacked" to win the award.

"I didn't know my manager had put me forward, as I was on leave at the time. When she told me I'd won I was very surprised!"

Manager appointed to lead Integrated Health Services Northern Region

West Coast District Health Board welcomes Rhoda McDonald to her new role as Manager Integrated Health Services Northern Region.

Rhoda has vast experience across the health sector, including clinical leadership positions through to management and governance positions in primary and secondary health care.

In her most recent role in the health sector she oversaw the establishment of the Golden Bay integrated family health centre.

She is currently General Manager for HealthPost NZ, a private company based in Golden Bay which distributes around 8000 health products a day to New Zealand and international customers.

Rhoda says her passion is working with people and in health, and she is looking forward to meeting West Coast residents and understanding more about the needs of their community.



Rhoda McDonald will start her new role in mid August.

In Golden Bay, where she resides, Rhoda has chaired the St John Ambulance Area Committee, served as a board trustee for Community Workers and provided

strategic planning and facilitation for various organisations.

Rhoda starts her new role on August 13th.

Silvie Saskova, the new Northern Region Administration Manager will also begin in August.

The Northern leadership team includes Clinical Nurse Managers Stephen Summers and Trish Loughnan; Associate Clinical Nurse Managers Paige Samuels and Diane Longstaff; and Community Mental Health District Manager Elaine Neesam.

Workshop makes steps towards South Island Allied Health Career Framework

DHB staff, unions, and other groups are currently working on unifying career frameworks across the South Island.

The South Island Allied Health Career Framework Workshop, held in May, began work on the opportunity to develop an Allied Health Career Framework as a South Island region. A group of Allied Health directors, PSA union delegates, PSA representatives from across the South Island, and the South Island Workforce Development Hub attended the workshop in May.

The group resoundingly agreed developing a South Island framework would be beneficial. The next step is to do a stock take of the current career frameworks



Attendees at the South Island Allied Health Career Framework Workshop.

within the five South Island DHBs and consider aligning them into a single framework similar to the one developed by

the Central Region. The work continues, and we look forward to the outcomes of the next meeting in late July.



UPDATED

Employee expense claims and reimbursements

Max has partnered up with our friends from finance to deliver a fantastic new expense claims service. You can now claim your business related expenses through Max with the new digital 'Expense Claim' service. (This initial release excludes CME Expenses, Training Fees and Annual Practising Certificates. We're working on making some of these services available in future releases.)



Staff can now use Max for most business expense claims.

In a move that's consistent with our commitment to paper-light, we can now move past the paper form and use this simple, online and transparent service. You can even apply for reimbursement on your mobile device and payment information will appear in your payslip!

Max can be accessed through the "Apps" menu at the top of the West Coast DHB intranet page. Once you're inside you'll find this new service inside the 'Request a Service' tab.

We are also moving to Oracle R12 early July. With the new software, all other staff reimbursements will be processed through payroll.

Finance & Payroll are currently in process of setting up a procedure for this and will endeavour to ensure that there are no delays in processing of staff reimbursements.



"Some changes are being made to payroll procedures as we change to the Oracle R12 system."



WEST COAST
HealthPathways



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:

<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



Diversional Therapy Professional Development Day 2018

West Coast Diversional Therapy Support Group would like to invite all D.Ts, activity staff, managers and associate staff to join us with our very first education day here on the Coast.

Guest speakers include Palliative Care Nurse Sandra Hartwig, Music Therapist Heather Fletcher, Dementia Educator Robyn Naish, Art Therapist Rosa Heney, and CCCN Manager Older Person's Health Diane Brockbank.

Where: St John's Lecture Rooms,
112 Waterwalk Road,
Greymouth

When: 9am, September 7

Cost: \$25 each includes morning tea and lunch

RSVP as soon as possible to Trudy Kilkelly, 0274 039 027, trudy.kilkelly@westcoastdhb.health.nz



NEW

New Fracture Liaison Service coming to the West Coast

The Complex Clinical Care Network (CCCN) will be commencing a Fracture Liaison Service (FLS) in the second half of 2018. FLS improve quality and reduce costs through a reduction in unscheduled emergency admissions for hip and other fragility fractures.

Why is it worth diagnosing and treating osteoporosis?

Osteoporosis is the most common bone disease which affects both women and men. The skeleton of people living with osteoporosis becomes fragile, which can result in fractures from a minor fall or slight bump. Osteoporosis affects all bones in the body, with fractures occurring most frequently in the hip, spine, wrist or shoulder. It can be diagnosed with the help of bone density scanning, which has been available on the West Coast since last year.

In the six months to the end of June, 14 West Coast people sustained a hip fracture. We estimate each hip fracture costs the health system over \$27,000. A

hip fracture is often a devastating event for the patient, with half unable to regain their previous level of function, and mortality rates at 12 months around 20 percent.

Half of hip fracture patients suffer a fragility fracture of the wrist, shoulder, humerus, or other bone before breaking their hip. Osteoporosis treatments could halve secondary hip fracture incidence, if initiated when patients present to hospital with their first fragility fracture.

What is a Fracture Liaison Service?

An FLS is a system to ensure fracture risk assessment, and treatment where appropriate, is delivered to all patients with fragility fractures. An FLS is usually comprised of a dedicated case worker,

often a clinical nurse specialist, who works to find and assess fracture patients. An FLS is usually based in hospital and requires support from a medically-qualified practitioner.

Fracture Liaison Services have been recognised by policymakers, professional organisations, and patient societies around the world as the best model of care to reliably deliver secondary preventive care for fragility fracture patients. In the absence of an FLS, fragility fracture patients are more likely to miss out on identification and treatment of osteoporosis. FLS have been demonstrated to be highly cost-effective.

For further information please contact Diane Brockbank or Dr Jackie Broadbent at the CCCN.

West Coast Emergency Management newsletter

This is the first issue of the West Coast CDEM news.

[READ HERE](#) for information on pet emergency kits, emergency preparedness plans for organisations, and recent flooding and rainfall.



Westland Emergency Management Advisor Oliver Varley working with young Hugo on his Pet Emergency Kit.





Mental health staff invited to have their say in new national survey



HEALTH QUALITY & SAFETY
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West Coast DHB staff working in mental health and addiction (MHA) services are being encouraged to take a few minutes this month to complete an important [new national survey](http://www.qualityincontext.nz).

The Ngā Poutama Oranga Hinengaro: Quality in context survey (Ngā Poutama) is being coordinated by the Health Quality & Safety Commission's mental health and addiction programme, and will run during the month of August.

The brief online survey seeks to capture the views and experiences of MHA staff across New Zealand. It will help establish a baseline of information about current beliefs, attitudes and behaviours about quality and safety in MHA services. The findings will also help shape the design of future quality improvement initiatives for this sector.

The programme's clinical lead, Dr Clive Bensemann, urges those working in MHA services to take a few minutes to complete the Ngā Poutama survey.

'We are interested in things like the care and support you provide to consumers, how your workplace responds to and learns from incidents and adverse events, and how supported by managers and colleagues you feel. Your views and experiences on these topics will be essential in helping us design future quality improvement initiatives that will really make a difference for consumers and staff.'

You can complete the survey here:
www.qualityincontext.nz

Results are expected to be confirmed by late 2018, and findings will be made available on the Commission website, as well as provided to key stakeholders and survey participants.

Staff can complete the survey online, in writing or over the phone. Results are anonymous. Those completing the survey will also be invited to enter a draw for one of three team morning tea shouts.

For more information about the survey email michelle@mobiusresearch.co.nz

