

28 June 2007 Issue 88

Loan equipment returns

Two weeks ago we had almost run out of crutches in the Emergency Department, and were about to put in an order for 20 more pairs, worth about \$1500 at around \$75 a pair.

With a flash of inspiration, our wonderful Hospital Volunteers offered to take over the tracking and tracing of overdue loan equipment - not quite the simple task it sounds, as people move around rather a lot!

At the same time, we launched an appeal to the community to return loan equipment they had no further use for - no questions asked. They could drop it off at the hospital, at any of the medical centres in the region, or phone Karen at Allied Health reception, to have it picked up. There have been stories in the paper, on the radio, and in school newsletters.

It's been a great response so far - 22 pairs have come home to roost, about a third of those picked up from people's homes by driver Chris Williams.

That represents a saving of about \$1650 so far, and thanks to the Volunteers, a weight off the shoulders of clinical and clerical staff in ED and Allied Health.



Volunteers Eileen Lehmstedt and Margaret O'Gain are delighted with the success so far with the return of 3 more pairs of crutches.

Eyes and Ears

How do we actually 'do' the DHB's commitment to reducing inequalities in health? Our statistics continue to tell us that across the board, Maori tend to have poorer health measures than their counterparts of the same age.

"Making a difference is all about partnership and responsiveness," says Mihi Namana, Maori Health coordinator. Wairarapa DHB has a Maori Health Committee, which has an 'operational advisory' role to keep our focus on strengthening our organisation's commitment to reducing inequalities.

There are 10 committee members plus two kaumatua. Four represent their hapu marae (two from South Wairarapa and two from the north); two from the Maori Women's Welfare League; two from Maori Health providers; one from Regional Health and one associated with GP services from the community. In addition there are attendees from the Mental Health Unit, Public Health, the Police and the Maori Health Unit (which provides administrative services to the Committee).

That gives the Committee a wide representative coverage and ensures that they are responsive to the needs of Maori. They meet once a month to discuss health services at the hospital, meet staff and familiarise themselves with the work of different departments.

"They are the eyes and ears of people who need to access health services," says Mihi Namana, Maori Health Coordinator.

"It's a two-way thing - committee members bring to our notice families who may need attention because they are not aware of our services and may have left it late to seek treatment. In the past the Maori viewpoint was 'you only came to hospital to die'. That has changed, of course, but there are still gaps we may not be aware of. We ask Committee members to think as consumers, to look at ways to make patients, especially Maori patients, feel more comfortable when they are in hospital. It's all about improving the patient journey recognising and reducing inequalities and identifying gaps." Committee members plan to visit each hospital unit so they can identify any obstacles and make suggestions for improvement. Recently they have been taken through Maternity and Rehab to talk with staff and see what the facility has to offer. Following the Maternity visit they decided to hold a consumer focus group hui to hear the opinions of family patients and friends who have been in hospital so they are better informed about their needs and perceptions.

The Maori Health Committee monitor our practices, review policy, make recommendations for change and through Chairperson, Angie Pourau, report to Te Iwi Kainga. They are also involved with the 'Healthy Eating, Healthy Action' project and the coordination of Maori specific initiatives.

Taking our own pulse

Every 3 years since 2002, Wairarapa DHB has given itself a 'culture check-up', using an internationally recognised tool called the 'OCI' - Organisational Cultural Inventory. Those of you who have worked here since before 2004 may recall the last time we were surveyed, and longer serving employees will remember the first survey in 2002. "It's like taking the temperature, pulse and blood pressure of the organisation," says HR General Manager Bruce McGregor. "The survey gives us a way to measure the 'environment' that encourages staff to behave in certain ways, to identify shared values, norms and expectations, and to determine the environment they would most prefer to work in. Where there is a big gap between the actual and the desired environment - or culture - we can, and must, work as a whole to change this. For example, in the last survey it was shown that our organisation should have a more 'constructive' aspect to its culture, where achievement and self-actualisation are encouraged by humanistic and affiliative behaviors. This has helped, for example, to shape the organisations' practices through the provision of more education and development opportunities for staff. The establishment of the Clinical Board has also contributed to the affiliative aspect of our culture."

The next survey will take place in July/August. In addition to the standard survey questions, the Senior Management Team are developing the content of nearly 40 questions specific to our organisation that will best help inform our decision making.

"Every single person will be invited to complete a survey form," says Bruce. "Every voice deserves to be heard, and put together they form a powerful tool to change our workplace to better support us do what we all do best."

Surveys are completely confidential, being sent to, and analysed by the international Human Resources company Human Synergistics. Keep reading InSite for more updates as the survey date approaches.

Hello? Anyone there?

A Telephony Project to review our range of telephony services starts this week, with Chief Financial Officer Eric Sinclair as project sponsor. The review team comprises of Gary Ireland and Joanne KauKau from IT, Len Wills from Building Services, Maureen Breukers, and John Channon.

"Our brief is to work with staff to take a hard look at how we are using our technology, and determine where there are either system, or process issues that could improve how we work," says Gary.

Lansdowne recreational trails

opening Sunday 1 July 2007

Trails to be created by Masterton District Council and Wairarapa Multisports Club between Fourth Street and Milford Downs. The tracks will be designed for walking, running and mountainbiking, so come along and try out the first of these trails sometime between 1pm and 4pm - walk it, run it, cycle it.

Planting from 1-3pm, opening ceremony at Fourth Street end at 2pm, sausage sizzle between 2-4pm.

Bring your family along and help us plant at the Fourth Street end.

If you have any native plants or seedlings in your garden that would be suitable, we would love to use them. We are looking for toi toi, harakeke (flaxes), cabbage trees, and later on totara, pittosporums, akeake, etc. We can look after seedlings in a nursery if they are not ready for planting.

LOOK FORWARD TO SEEING YOU ON SUNDAY 1 JULY. MAKE A DIFFERENCE TO OUR COMMUNITY. BEAUTIFY OUR RESERVE AND WATCH THE BIRDS RETURN!!

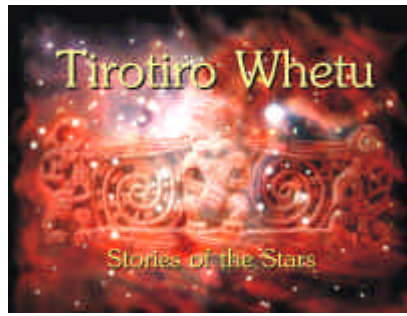
For more information, please contact:

Kate Wright, Active Wairarapa Planning Facilitator

Email kate.wright@waireap.org.nz

Phone (06) 377 1379

Coming events



Papawai Marae and Stonehenge Aotearoa welcome inquisitive minds to an evening of star knowledge - Tiroiro Whetu: Stories of the Stars in celebration of Matariki. Papawai Marae, near Greytown, 6.30pm, Sunday July 1st. (please be outside the Marae gates by

6.20pm). Much of what we know about Maori star knowledge is based on the materials originally collated at Papawai in the 1800s. Be part of the unveiling wisdom that has been hidden for more than a century. The evening begins with a special presentation of the story of the heavens told through ancient song and dance, and includes a powerful audio visual experience - Te Matariki. Bookings essential. To book or for further information: Martinborough i-SITE ph 06 306 9043 or email: Martinborough@wairarapanz.com Tickets \$40

Tongariro Crossing 23 - 25 Nov



Come along & enjoy a long weekend away at National Park with our Social Club. For the experienced trumper - walk the Tongariro Crossing, for non & less experienced

trampers there are plenty of walks and activities to do in the area. Cost is unknown at this point but will be based on accommodation, transportation (car pooling) and food!!

For further information about this great weekend away and to register your expression of interest See Gail, Pharmacy extn 4250 by Thursday 19th July to allow accommodation and transportation at either end of the crossing to be booked.

Social Club - Pinnacles Walk



SUNDAY 8 JULY 2007

A day walk to The Pinnacles (the South Wairarapa ones) - bring your family or a group of friends. An easy walk of 3-4 hours around some very unusual rock formations. You may get your feet wet so bring a change of clothes. Fabulous photo

opportunities. A possible option at the end, is a visit to the Lake Ferry Hotel for "afternoon tea". Cost to those requiring transport \$5 (free for Social Club members) or bring your own vehicle. Contact: Irene or Gilbert 377 4056 or Irene Ext 4550 BY FRIDAY 6 JULY

SOCIAL CLUB - HARLEQUIN THEATRE NIGHT

"Trap for a Lonely Man" - a Psychological thriller set in a ski chalet Friday 6 July OR Wednesday 4 July 2007, 8.00 pm. \$ 10.00 Social Club Members, \$ 18.00 Non Social Club Members. Register with Irene, Laboratory extn 4550. Tickets must be paid for to confirm ; booking.

KiwiSaver starts next week

Wairarapa DHB has decided to issue all existing staff with KiwiSave information packs when they arrive, to ensure everyone has the information they need to make an informed decision about whether or not to join the scheme. Employers are obliged to issue packs to a new staff after 1 July, who will be automatically enrolled but may 'opt off' within the first 8 weeks if they choose.

Information packs will be distributed through General and Uni Managers to ensure every staff member gets their copy.