

At the front line



From left: Christine Allen, Medlab; Susan Shute, Outpatients; Elaine Parker, MSW Ward; Diane Brewster (at rear) Health Records; Karen Allen, Main Entrance Reception/ Health Records; Sharon Meachen, Main Reception Telephonist; Viv Bunny, Health Records.

National Receptionists Day

Our cheerful hospital front line staff lined up on National Receptionists' Day for this photo. They play a valuable role in the DHB for they are responsible for making a positive first impression. They answer phones, direct visitors, help other departments and are helpful and patient-friendly. They are generally acknowledged as people who go the extra mile and add value to the hospital experience.

Payroll

As a result of the Human Resources (HR) Review and the resignation of the Payroll Administrator, the Human Resources team are working with Hutt DHB to ensure we continue to provide efficient payroll services to employees of the Wairarapa DHB.

If you come over to HR you might see two new people sitting in payroll. They are Russell Kuch and Carol Barnes. Both Russell and Carol are from Hutt and will be entering the data from your time sheets.

The HR team is committed to providing a seamless transition of the pay roll service and we do not expect that you will notice any changes to the services you currently receive. We also wish to ensure you that we will be keeping you up to dates with progress of the transition. All progress updates will be placed on the Intranet under Human Resources.

Gretchen Dean

Entertainment plus

The Social Club are selling the Entertainment Book to help raise funds to purchase picnic tables for the cafe courtyard and to put towards the end of year Social Club Christmas function (the Social Club gets a percentage of all books sold)

These books are filled with hundreds of 25% off, 50% off, and 2-for-1 offers from popular restaurants, cinemas, hotel accommodation, the arts and sporting events. This year there are more Wairarapa businesses involved - cafes, vineyards, restaurants. If you are interested in purchasing an entertainment book or would like further information then please contact Michelle Wills on x5209.

HR Review

The HR & Organisational Development consultation document is now available on the intranet in the *Good to Great* section in *The Good to Great* documents box.

Please note that the closing date for feedback is 11 June. Send any comments/feedback to Tracy O'Neale, EA for the CEO.

New roles announced

Service Improvement Facilitator

Maggie Morgan has been appointed to the position of Service Improvement Facilitator. Maggie came to the Wairarapa in 1990 to work as the manager for the school dental service, having cut her teeth on dental nursing at Cannons Creek School, Porirua. The Wairarapa job was only a part time role and Maggie continued to work as a dental nurse at NaeNae Intermediate in the Hutt Valley.

By 1991 Maggie was working full time in the Wairarapa managing both the dental service and the Public Health Unit. The various management roles and range of portfolios Maggie has held include allied health, social work, community nursing, the ambulance service and mental health services. This breadth of knowledge and experience will be invaluable for service improvement across the organisation.

Manager Administration Support

Susana Garcia-Davies is now Manager of Administration Support. Susana comes from Cartagena, a town in the south-east of Spain, on the Mediterranean coast. In New Zealand she has worked for companies such as IAG NZ and the Department of Corrections - Probation Office, always in roles of an administrative nature.

Susana was first appointed as Clerical Coordinator almost three years ago. There have been many changes in processes and procedures, to achieve a high standard of service delivery, however there is plenty of work ahead as we move from primarily a paper-based system to one which supports an electronic clinical file. Susanna will be looking at introducing a higher level of technology to increase the level of efficiency and minimise the level of error in maintaining numerous paper files of clinical patient information.

Her focus in this new role is to integrate all administrative services into one seamless service and in doing so to raise the profile of the administrative role in Healthcare.



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On target

We are the second smallest DHB in the country, yet we continue to achieve or exceed the six health targets which compare New Zealand's 20 health boards across six categories each quarter.

We rank top in New Zealand for helping smokers to quit; top for better diabetes and cardiovascular services; second for achieving shorter stays in emergency departments and third for increasing immunisation rates. We have also improved our performance this quarter for improved access to elective surgery which now exceeds the national target by three percent.

"These exceptional results show a significant improvement on the results of the last quarter," says Chief Executive Tracey Adamson. "They are a celebration of the way our staff and other health providers have worked together to continually improve their performance and provide excellent service and care to patients. We are leading the country for screening smokers admitted to hospital and are now looking at rolling out the screening programme to the wider community through primary care services. We have improved our immunisation rates by 5% and as a result 94% of our Maori population is fully immunised and we are on schedule

for the HPV immunisation programme. This result reflects the ongoing community focus on immunisation and the effective collaboration between the PHO, Whaiora's outreach team and the DHB's Public Health team. In ED we are performing well within the target for patients being seen within six hours and staff should be congratulated for providing an excellent service. Our annual check rates for diabetes are also good and this reflects the emphasis of medical practices on cardiovascular disease (CVD) services and promoting annual patient reviews.

Ms Adamson says these results have not been achieved by the Wairarapa DHB alone. "We acknowledge the role of the Wairarapa Community PHO, primary health providers and the many other community organisations and government agencies in making a difference to health in this region. I'd also like to pay tribute to our community, which remains keenly interested in and supportive of improving health and health services in the Wairarapa."

How are we performing?

TARGET AREA	NATIONAL TARGET	HOW WE DID IN QUARTER 2	HOW WE DID IN QUARTER 3	HOW WE RANKED IN COMPARISON WITH 20 OTHER DHBs	COMPARISON WITH THE LAST QUARTER
1. Shorter Stays in ED	95%	97%	98%	2nd	Improved by 1%
2 Improved access to elective surgery	100%	95%	103%	11th	Improved by 8%
3 Shorter waits for cancer treatment	100%	100%	100%	1st=	Same
4 Increased immunisation	85%	87%	92%	3rd	Improved by 5%
5 Better help for smokers to quit	80%	80%	87%	1st	Improved by 7%
6 Better diabetes and cardiovascular disease (CVD) services	77%	76*	NA*	1st	Same

*The better diabetes and CVD services health target is an average of three target indicators and there is no overall national goal.

What are health targets?

The Health Targets are a set of national performance measures specifically designed to improve the performance of health services and they provide a focus for action. They are set by the Minister of Health, Tony Ryall, in an attempt to improve health boards' accountability. Mr Ryall said the tables provided meas-

urements to focus boards, managers and health staff on improving performance in priority areas for patients. "Public scrutiny helps improve performance and accountability. That is why we are letting people know each quarter how their DHBs are doing in key areas."

Working together

Hospice Wairarapa Community Trust has given Kahukura three syringe drivers for use throughout Wairarapa. They cost around \$2000 each and the Hospice raised the money from their Wine Auction when people were given the opportunity to purchase equipment to be used for the benefit of Wairarapa patients. Chairman of Hospice Wairarapa, Lloyd Wilson, says the DHB and the Hospice will work closely together as part of their Memorandum of Understanding. "Part of our function is to fundraise and purchase equipment to meet the needs of Wairarapa palliative patients. There is an obvious need for additional equipment and this long term loan of syringe drivers is the first equipment we have made available to support the work of clinical staff."

Clinical Nurse Specialist, Carol Hinton, and Acting Community Nurse Manager Linda Oldfield, are very pleased with the new drivers which can be used in homes where patients need a slow infusion of medication over a 24 hour period. "They are often used when people can't swallow their medication. They come pre-loaded with medication and the community nurses set them up in patients' homes. These drivers are great for a patient's mobility around the house because they are small and can be put in a belt bag. They are a new model and so much smaller and more foolproof than the old ones."

The syringe drivers were purchased by the Hospice and are on long-term loan to Kahukura, with the DHB taking responsibility for their calibration and maintenance. "We look forward to further association with the Hospice and other organisations working together for a common cause," says Carol.



Acting Community Nurse Manager Linda Oldfield, Hospice Wairarapa Trust Chairman Lloyd Wilson and Clinical Nurse Specialist Carol Hinton take a look at the new syringe drivers.

World Smokefree Day May 31

As World Smokefree Day approaches, the Roving Butt Jar has redoubled its efforts to gate-crash as many meetings, parties or classes as possible, while paying visits to businesses and premises all over the Wairarapa.

By the end of the month, it will have visited all Wairarapa secondary schools, as well as UCOL, Taratahi and Youth Choices Trust; gate-crashed book groups, Annual General Meetings, antenatal classes, youth groups, celebrations, medical centres and a variety of business.

Punters are asked to guess the number of butts in the jar, and if they get it right, go in the draw to win a dollar for every butt.

"It's all about finding a fun way to highlight the cost of smoking," says Smokefree Coordinator Lina Spence. "It's nearly \$100,000 over 20 years if you smoke a packet a day."

The winner will be announced at the Smokefree Awards lunch on the 31st, where over 60 Wairarapa people will receive certificates celebrating their smokefree successes.

"The response to both the competition and the Awards has been fantastic," says Linda. "The stories from people nominating others for awards are great - daughters really proud of their mums' achievements, lifetime smokers who've become smokefree with the right kind of support, ex-patients who were helped to give up prior to an operation and have stayed smokefree - there is a huge range of people coming forward and we're really looking forward to acknowledging their success."



The Roving Butt Jar had no problem gate-crashing the 2-day training course for Cessation Coaches

Thanks a bunch



"My daughter was admitted for one night for asthma. We are from Christchurch and so were foreign to Master-ton. We couldn't believe how safe and well looked after we were at Wairarapa Hospital. Thanks to the team."

"Your staff are brilliant and work very hard. I was very impressed with the cleaning lady who is very dedicated. Also the lovely Maori meal lady - she was so friendly and helpful."

Well done
Tracey Adamson, CEO

A serious debate



Jayne Cameron with 'Florence', aka Helen Pocknall

Was nursing and midwifery better in the Age of Aquarius (Primary Healthcare Team), or the Age of Technology (Wairarapa DHB team), i.e. the 70s compared to now? That debate had the audience of around 80 nurses and midwives rolling with laughter, as the two teams lined up their arguments. Arbitrator (or just 'traitor', depending on which side you supported), Dr Tony Becker, was sometimes even funnier than the teams with his highly uncomplimentary summaries of their arguments.

The evening drew together nurses and midwives from all over the Wairarapa and all sectors, to celebrate their International Days and achievements over the last year.

Before the debate started, Director of Nursing, Helen Pocknall and Board member Janine Vollebregt presented a small token in honour and recognition of those nurses who had

- successfully achieved a level on the PDRP
- gained a post graduate qualification
- led projects
- undertaken research
- published in a journal
- been recognised in a different scope of practice - i.e. the Wairarapa's first Nurse Practitioner, Nancy Williams.

Many of the audience plainly relished being able to dress to support their team, sporting a variety of costumes from the 70s or the future. Jayne Cameron did a riveting impersonation of a Sister of the 70s, extolling the virtues of precision ward rounds. Kathy Lee, complete with laptop, cellphone, and disposable diapers nearly raised the roof when she demonstrated techniques for collecting and measuring sputum. Sister 'Rochelle' McGrath (looking suspiciously like a well known GP) looked fetching in white stockings, but 'her' stories of nursing are best not repeated, while Jill Trower was hilarious at demonstrating how she can use modern technology to monitor patients so well from her car or whilst drinking her latte so that she doesn't even need to touch them!

Third speakers, Sherry James and Mark Bayliss, did their best to derail their opponents, but ultimately the judges declared the 70s team the winners.

CEO Tracey Adamson awarded the 'best-dressed' prize to respiratory nurse Liz Fellerhoff, dressed as a smoking CORD patient. Honourable mention should also go to the Public Health team of sizzling 70s babes and to June Roseingrave who not only dressed as a deceased cardiac patient dispensing the 'new' statin/aspirin pills (chocolate hearts) but staged a wonderful diversionary heart attack to disrupt the 'technology' teams' debate.

Director of Nursing, Helen Pocknall, dressed as Florence Nightingale and holding a bunch of flowers the nurses had given her, said, "It's been a pleasure to celebrate nursing and midwifery in such a hilarious way this year and to acknowledge nurses who have been successful in their endeavours to advance their own skill and expertise. What has been achieved has been no small feat for all of these nurses. I'm sure I speak on behalf of all of us here when I say that we are proud of you and your achievements. Well done to you all - our patients/clients can only benefit from us advancing our skills and knowledge to improve the service we deliver to them."

Below left: The Public Health team get into the 'swing' of the evening

Below right: Cardiac nurse, June Roseingrave offers Wendy Woodhouse a touch of sugar.



PUT IT BACK JACK!



- ☉ Staff on the Medical Surgical Ward are not going to waste anymore time looking for patient notes.
- ☉ From the 1st of June the expectation will be that all notes will be returned to their home and no one staff member will have more than one set of notes at a time.
- ☉ If you are caught doing this you are at risk of being 'snapped' and your photo will be placed on the 'Notes Hoggers of the week' notice board.

YOU HAVE BEEN WARNED....

Exercise starts with the first step

Fact: Exercise improves your health and enjoyment of life

Fiction: You can't find something that fits your lifestyle.

Not any more – the new Wairarapa 'Exercise Directory' lists many gentle to moderate exercise options available locally.

Maybe you 'used to be' much fitter, you're 'too busy' with work or family, or you're an armchair supporter. The choices listed could give you a new lease on life.

"The hardest part is often taking that first step," says Sue McAuley, Directory author and the DHB's Healthy Lifestyles coordinator. "I've often had feedback about the need for this information. It's great to have it freely available to the community now."

Sue works with community agencies to promote healthy lifestyles. She's passionate about the benefits to people. "Research clearly shows that moderate exercise helps prevent or control diseases like heart problems and diabetes. It also helps people maintain a healthy weight," she says. "The best way to make exercise a regular part of your life is to find something you like doing, perhaps even with family and friends. The side benefits of making new friends and gaining more energy then help make it a sustainable part of your lifestyle."

WAIRARAPA
COMMUNITY
EXERCISE
DIRECTORY

go 4 your life
WAIRARAPA ORA

New Zealand Nurse Day Quiz And the winners were.....

MSW won with mental health a close second

Questions (and most of the answers)

Section 1.

1. Q What is the half life of insulin?
A 3-5 minutes
2. Q Who is the new Health and Disability Commissioner?
A Anthony Hill
3. Q In which year was the first Nurses Registration Act passed in NZ?
A 1901
4. Q What is the optimal total cholesterol level for someone with known CVD, Diabetes or a CVD risk over 15%
A Under 4.0 mmols
5. Q What is the largest organ of the body?
A The skin

Section 2.

6. Q What is the difference between Humalog, Humalog Mix25 and Humalog Mix50 Insulin?
A Humalog is fast acting insulin, Humalog Mix 25 is 25% rapid acting and 75% intermediate acting, 50% Humalog Mix 50% is rapid acting and 50% intermediate acting
7. Q What three options do women in the Wairarapa have for maternity care?
A self employed midwife, GP obstetrician and hospital midwives
8. Q Which talking therapy is known to be effective for treating mild to moderate depression?
A Cognitive behavioral therapy
9. Q What was 'Hawkeye's name in the TV series Mash?
A Benjamin Franklin Pierce
10. Q What is produced in the gall bladder?
A Bile

Section 3

11. Q What is balloon day in aid of?
A Asthma awareness.
12. Q What important class of drugs used to treat heart failure were developed in the 1980's?
A ACE Inhibitors
13. Q Approximately how much blood passes through the superior vena cava a minute?
A 2000mls
14. Q What year was Florence Nightingales' book "Notes on Nursing" published?
A 1859
15. Q Who represents NZ Nurses on the International Nursing Council
A Marion Guy the past President of NZNO

Section 4.

16. Q What is an MSE?
A Mental State Examination
17. Q What ratio of chest compressions to ventilations is recommended by the NZ resuscitation Council for adult CPR?
A 30:2
18. Q What year was the first open heart surgery performed in NZ and by whom?
A 1958, Sir Brian Barrett Boyes
19. Q What year was the first contraceptive pill produced?
A 1952
20. Q Who was the first registered nurse in NZ and the world and where is she buried?
A Ellen Dougherty, buried in Carterton

Section 5

21. Q What condition does Aripiprazole treat?
A Psychosis/schizophrenia
22. Q What is the name of the organism that can cause antibiotic associated diarrhoea and pseudomonas colitis?
A clostridium difficile
23. Q What is the hormone which stimulates the digestive tract?
A One Flew over the Cuckoos Nest
24. Q In which movie would you find Nurse Ratched?
A "The World needs Midwives more than ever"

Section 6

26. Q Who developed the iron lung?
A P. Drinker & L. A. Shaw
27. Q Adrenaline does what to blood vessels?
A Risk to self/others, risk of suicide
28. Q Vasoconstriction
29. Q What risks does a mental health assessment review?
A In the 1960's song "Mothers Little Helper" by the rolling stones, what were they referring to?
A Valium

Section 7

31. Q What "pump" makes cardiac cells contract?
A Potassium and sodium
32. Q Which three drugs were the most commonly used for managing heart failure in the 1960's?
A Digoxin, Frusimide and Slow Release Potassium
33. Q What is the most common name for babies in the Wairarapa when leaving the maternity unit?
A No name yet!
34. Q What do the letters SARS stand for?
A Severe Acute Respiratory syndrome

Training day for Search and Rescue dogs

Urban Search and Rescue will be training their 8 search dogs (there are only 9 in the country) on Sunday the 6th of June from 11 am to 2.30 pm in the three storey block of the old hospital and in the tunnels that run underneath the building. They will also be in the old mental health building.



You are welcome to go up to the trainers and talk to them about the dogs when they are outside the buildings. However please leave them alone while the training is taking place. Some of the dogs are still young and not fully trained.

Thank you for your cooperation in this important exercise.

Jim Hoskin
Facilities Manager