

Te Whetu Mārama

Your Auckland DHB magazine Aug–Sept 2019

NOVA



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Staying connected



Ailsa Claire,
Chief Executive

I've talked many times about the growth in our population, people living longer and people needing complex care. Every year we hit new records of the number of people presenting in our emergency departments and being admitted to our hospitals.

I know everyone has been working extremely hard and it's clear that in order to keep managing demand we need to do some things differently.

Last month we started some focussed work to find ways to remove barriers to providing more care for patients and reducing some of the frustrations for our staff.

There are three areas of focus each led by one of our Directors, these are

- *Length of stay in hospital*
- *Planned care (elective surgery)*
- *Pathways and equity*

There are also lots of small problems that get in the way of you doing your best work for patients. These can be surprisingly hard to solve or they just get stuck somewhere in our system. The Fix it Fast Group have been set up, to help you solve the problems that are stopping you spending more time caring for patients or reduce waste in our system. Thank you to everyone who responded so enthusiastically to these.

I really do thank you for all you do. I know we are again, experiencing unprecedented demand, but be assured we are doing something about it.

Ailsa

patients' applause

"I would like to thank the Interpreting Service that Auckland DHB has been providing. It is very important for us whose English is not our first language. We can speak daily English, but with medical terms, we don't understand fully. Medical terms are the most important thing - we can't afford to misunderstand anything. We have to rely on a good professional interpreter to help us to understand what the doctors are saying and let the doctors understand us too. Therefore, we really would like to say thank you to the great service!"

– I.W

"My mother expressed her gratitude to the staff in ward 41 – from the surgeon, doctors, nurses, cleaners and kitchen staff. She said the language they used was easy to listen to and helped our family understand her condition. She is very grateful for the care she was given. Deepest aroha"

– F.B

"I would like to extend my thanks to the staff who looked after me on my recent admission into ED.

The nightshift team were excellent and treated me in both a professional and respectful manner. In addition, they were very down-to-earth and genuine. This kind of care is what makes us fortunate as a country to have such hard-working medical professionals in our public sector.

A big thank you to Mel, Charlotte and the rest of the crew for your support. I appreciated it and I am sure every other patient that comes in also enjoys the smiles you put on faces."

– J.L

TO THRIVE *Career Development Programme* — *first cohort graduates*

Auckland DHB introduced the Career Development Programme to give participants the skills to take the next step in their careers at the DHB.

In June, a graduation ceremony was held for the first cohort to complete the Programme.

Director of Patient Management Services Alex Pimm says, “All our graduates should be really proud of managing the commitments of the Programme, while working full time and managing busy lives outside of work.”

Sue West from 20/20 Trust, one of the key programme funders, told the graduates: “What you’ve done is for your family and your work community. Use it like a ripple and share it with the rest of your family. Be the inspiration for the next cohort.”

One graduate’s experience in the programme has been transformative. Walter Adie, an Auckland DHB orderly of more than 10 years, explained that it was Alex Pimm who encouraged him to join the programme. “One day I was telling Alex how I wished I was better at using computers and the next day he turned up with an application form for me to sign,” says Walter.

After years of sitting back and putting off professional skills development, Walter finally took the leap. Now he’s already planning his next move. “More computer courses for me. I have my sights set on becoming a supervisor! Now I’ve had a taste of achieving, it’s time for a change — I’m ready to step up and move forward.”

Thank you to Edvance and 20/20 Trust for collaborating with us, and congratulations to all of our graduates.



The smiles on the graduates’ faces say it all. The importance of the occasion was evidenced by the effort many had taken to dress in their best.



The Programme’s success has also been recognised beyond the walls of our DHB. The Career Development Programme was named as a finalist in the 2019 Diversity Awards NZ. Winners will be announced on 28 August, so keep an eye out for updates.

Our local heroes



Congratulations to our May and June local heroes!

Graeme Bennett, Children's Emergency Department Nurse

Tracey Cui, Staff Nurse, Ward 34

"**Graeme** has worked at Starship since 2002. He is a nurse who is passionate about protecting patients and staff with immunisations. Graeme works tirelessly to promote immunisation education for children and families, and the team who work in the Children's Emergency Department. He has been an in-team vaccinator for more than 10 years and ensures the Children's Emergency Department team are immunised with the flu vaccine every year. In the first 10 days of this year's flu campaign, Graeme had immunised 140 staff members in the Children's Emergency Department and across Starship. Everyone lines up for Graeme — he is so good at making you feel comfortable and it's a painless experience."

"**Tracey** was looking after an 86-year-old patient living on Waiheke Island, with a very poor prognosis. The patient had six children and lots of grandchildren who were all with her at the hospital. The patient was very clear that she wanted to go home and not die in hospital. Along with the team registrar, Tracey completed the referral to palliative care, who were supportive of the patient going home. There were complications with transporting the patient safely so Tracey phoned a helicopter tour company and was able to get them to agree to provide transport to Waiheke for the patient. Tracey's persistence and determination was incredible. The patient and her family were very grateful for the care they received and impressed at the lengths to which Tracey went to ensure her patient got home in a dignified manner."



Graeme Bennett



Tracey Cui

Ka pai to everyone nominated as a local hero:

Adrian DeLa Fuente

AJ Singh

Amul Sibal

Anne Nicholls

Antoinette Yelcich

Anton Rajakariar

Arnold (Ari) Bok

Aurora Mahina

Bonnie White

Clement Tan

David Smith

Eleanor Herd

Emma Nicholls

Greta Pihema

Helen Nicholson

Jacqueline Richardson

Jo George

Joanna Nua

Joanne Commarieu

John Kolbe

Jonathan Tham

Judith Bruges

Katrina Prosser

Kayla Heyer

Aiming High in the Perioperative Directorate

The amazing contribution the Perioperative Team makes was celebrated at the annual Perioperative Awards.

The Awards are a chance to acknowledge the incredible work carried out by nurses, anaesthetic technicians, healthcare assistants, admin and support staff, and sterile supply technicians within the Perioperative Directorate.

Dr Vanessa Beavis, Perioperative Director, said the Awards are a wonderful day of the year. "They give us the opportunity to celebrate the incredible work that each of you do. Not only do you do an amazing job caring for our perioperative patients, but also we celebrate how you all care and nurture each other."



Congratulations to all the winners and finalists:

Director's Award

Winner: Chris Horlock (Anaesthetic Technician)

Finalists: Jaisy Joy (Nurse), Mi Yeon Kim (Sterile Supply Technician), Tama Sepusi (Healthcare Assistant)

Marcia Greenaway Award

Winner: Hannah Sparnon (Nurse)

Finalists: Kieran Mitchell (Nurse), Liza Carbardo (Nurse)

Keith De Carteret Award

Winner: Virginia Browne (Anaesthetic Technician)

Finalists: Mark Humphries (Anaesthetic Technician), Sheenagh McCarthy (Anaesthetic Technician)

Sterile Supply Technician Award

Winner: Benjamin Ikinofu (CSSD Liaison)

Finalists: Mi Yeon Kim (Sterile Supply Technician), William Tutai (Sterile Supply Technician)

Healthcare Assistant Award

Winner: Hazel Ricafort (Healthcare Assistant)

Finalists: Miliana Raturibi (Healthcare Assistant), Sushma Dinesh (Healthcare Assistant)

Non-Clinical Support Award

Winner: Cherylyn Donald (Team Administrator)

Finalists: Amanda Barns (Team Administrator), Emma Adamson (Team Administrator)

Welcome | Haere Mai Award

Winner: Helen Wilson (Nurse)

Finalists: Jaisy Joy (Nurse), Kathy Mokotupu (Sterile Supply Technician)

Respect | Manaaki Award

Winner: Jijo Varghese (Anaesthetic Technician)

Finalists: Liza Carbardo (Nurse), Sue Glover (Nurse)

Together | Tūhono Award

Winner: Sue Glover (Nurse)

Finalists: Fatima Carnate (Nurse), Yue (Jenny) Shen (Nurse)

Aim High | Angamua Award

Winner: Sharee Johnston (Nurse)

Finalists: Jin Wang (Nurse), Linda Holmes (Nurse)

Leadership Award

Winner: Andrew Barr (Anaesthetic Technician)

Finalists: Linda Holmes (Nurse), Sofia Nurminen (Healthcare Assistant), Telesia Maka (CSSD Endoscopy Coordinator)

Patient Focused Award

Winner: Denyse Lloyd (Nurse Specialist)

Finalists: Carol Andrew (Nurse), Chris Horlock (Anaesthetic Technician)

Sustainability Award

Winner: Linda Chapman (Charge Nurse)

Finalists: Cristina Medel (Nurse), Deidre Rich (Anaesthetic Technician)

New neuroimmunology service – a national first



Paul Austin and members of the serology team at LabPLUS.

Eight years ago Paul Austin had a vision to provide a comprehensive diagnostic neuroimmunology service.

Paul is Section Leader, Serology, for Auckland DHB's Department of Virology and Immunology at LabPLUS.

"Testing in a timely and accurate way is crucial to the care and treatment

of patients," he says. "In the past it could take anywhere from 25 days to three months to receive results. Tests were sent as far afield as Oxford."

As well as improving the result-turnaround time, another driver for change was the haphazard way in which requests were made. These frequently had no neurologist involvement, which in turn caused efficiency drains at Auckland DHB.

Adult Services Neurologist Dr Jennifer Pereira says the availability of in-house anti-neuronal testing reduces diagnostic uncertainty. "It also leads to earlier implementation of appropriate therapy for often complex and serious neurological diseases."

Paediatric patients also benefit, says Paediatric Neurologist Dr Claire Spooner. "LabPLUS consistently works in partnership with clinicians to ensure laboratory services are contributing to excellence in patient management," she says. Advances in knowledge and technology, and enabling on-site testing has rapidly improved time to diagnosis and significantly altered treatment pathways in many of the neuro-inflammatory conditions.

Paul is aware that eight years seems like a long time, but he is confident the service is built on strong-foundations. It has proven to be both sustainable and capable of consistently meeting clinical demand.

"The values of the DHB are clearly evident," says Paul. "The demand-management system allows us to clearly see and identify individual patients. The professional inter-relationships that have been developed and strengthened over time between medical scientists, neurologists and immune-pathologists are a fine example of both working together and mutual respect."

Globally there are not many facilities that offer the service Auckland DHB now has at its disposal. Not only has the team aimed high, they've knocked it out of the park!

Well done Paul and the Virology and Immunology Team.



Senior Scientist Helena Thompson-Faiva pointing out features a microscope image from a patient with NMDAR encephalitis.

Te tino o mātou *Us at our best*



Introducing 'Te tino o mātou – Us at our best'

As part of our values journey we asked our people what it looks like when we're at our best. Through shared experiences, we developed six key insights (below) that summarised your feedback.

Since then we asked for your ideas around what these insights look like when they are in action.

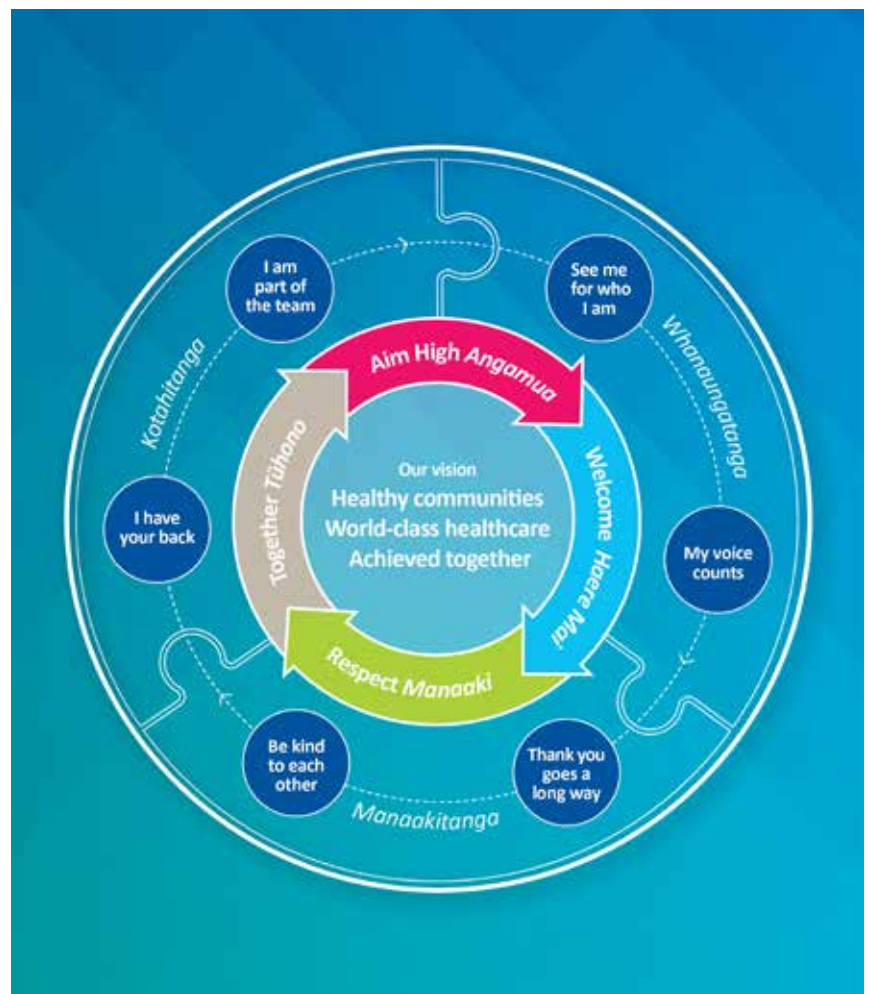
Using the pictures, poems and art you sent in we were able to put together a book which shows through our people's words, experiences, art, and photographs, what it looks like when we're at our best.

Introducing 'Te tino o mātou — Us at our best' — a book which shows our values in action; and is a tool for guiding our behaviours so we can be at our best for each other, our patients, whānau and communities.

Head to Hippo to read the full version of Te Tino o mātou now — including downloadable resources that you can use as a team or as an individual.

Thank you to everyone who contributed.

You can read a copy of te tino o mātou on Hippo.



Matāriki Values Awards

The Matāriki Values Awards recognises teams and individuals who are truly making a difference to improve whānau experience, eliminate health inequities for Māori and develop the Māori workforce.

The Awards are presented to the very best teams and individuals who demonstrate our values - Haere Mai, Manaaki, Tūhono and Angamua.

Auckland DHB Board Chair Pat Snedden expressed his delight to recognise the shared goodness, quality and excellence at the Awards evening as he presented the Award for Haere Mai.

As Dame Rangimarie Naida Glavish, Chief of Tikanga at Auckland and Waitemata DHBs presented the award for Manaaki, she said, "everyone who is a part of tonight is a winner. Manaaki means to actually make someone else feel good, to make someone else feel better and we do that every day. Thank you, to all of you for that value that you all practice every day."

Congratulations to this year's winners and finalists, and thank you to everyone who took the time to submit an application.

You can find out about all our amazing 2019 Matāriki Values Awards winners and finalists on the Auckland DHB website: adhb.health.nz

The winners are:

Haere Mai

- Regional Youth Forensic Service, Kari Centre, and Hāpai Ora – Mental Health Team of Cultural Advisors

Manaaki

- Beth Poi, Senior nurse, Acute Surgical Unit

Tūhono

Joint winners

- Katie Quinney and Māori nurses, Surgical Services Directorate
- Te Hononga o Tamaki me Hoturoa

Angamua

- Te Puaruruhau and Auckland Regional Dental Service





“

We developed our values with our employees, our patients and whānau so they would be something that resonated with us in our hearts. Our values are about us and who we are and how we behave. I'm really proud of the people nominated for the Matāriki values awards and our winners – it means you really are putting our values into action, improving patient and whānau experience and reducing health inequities for Māori. ”

*Ailsa Claire OBE
Chief Executive
Auckland DHB*



World Smoke Free Day 2019



A thought-provoking piece of artwork made by service users.

Artwork showing gumboots covered in cigarette butts was revealed at Te Whetu Tawera as part of World Smokefree Day celebrations in May.

The artwork, produced by mental health services users, gives two important messages: cigarettes are really bad for our environment; and people with a mental health illness or addiction consume more cigarettes than the general population.

Designing and making the art provided an opportunity to have conversations about smoking. Most people thought the sight of the butts was gross and were deeply concerned for the environment. But nobody was prepared for the overwhelming smell of the cigarette butts, even after they had been sprayed over with lacquer. It was a good reminder to ex-smokers how they are grateful for having stopped.

Tracy Silva Garay, Nurse Director Mental Health and Addictions and lead for Equally Well, says the physical health of the service's users is an important aspect of their care and recovery journey. "The proportion of people in our service that smoke is worryingly high compared to the general population," she says. "As health professionals, encouraging and supporting people to stop smoking offers the single most physical health gains to our service user."

If you need help and advice about stopping smoking, please contact the Smokefree Services Team via email: smokefree@adhb.govt.nz.

Fighting flu together

Almost 9000 of us have already had the flu vaccination this season – thank you! A big shout-out to midwives, health care assistants, nurses and registrars who are leading the way.

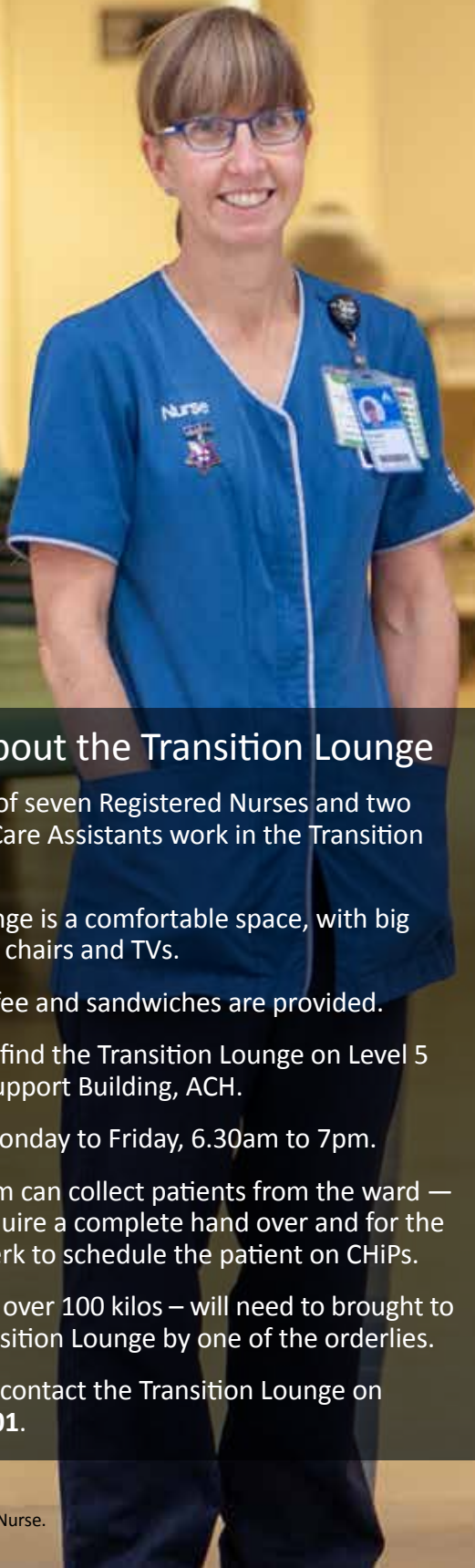
If you haven't had your flu vaccination, there is still time. During August and September, you can check with your in-team vaccinator or contact the roaming vaccinator. Check for details on Hippo.

"Well done to everyone who has taken the time to get their flu vaccination this season," says Margaret Dotchin, Chief Nursing Officer. "It is one of the best ways of protecting ourselves, our patients and our colleagues."



The Transition Lounge

— a good end to a hospital stay



Facts about the Transition Lounge

- A team of seven Registered Nurses and two Health Care Assistants work in the Transition Lounge.
- The lounge is a comfortable space, with big lazy boy chairs and TVs.
- Tea, coffee and sandwiches are provided.
- You can find the Transition Lounge on Level 5 in the Support Building, ACH.
- Open Monday to Friday, 6.30am to 7pm.
- The team can collect patients from the ward — they require a complete hand over and for the ward clerk to schedule the patient on ChiPs.
- Patients over 100 kilos — will need to be brought to the Transition Lounge by one of the orderlies.
- You can contact the Transition Lounge on ext **25501**.

Angela Robinson,
Transition Lounge Nurse.

The Transition Lounge is a comfortable and convenient place for patients to go when they are ready to be discharged. They might just be waiting for a prescription, IV antibiotics or other medication, or waiting to be taken home or to another place of care.

The Transition Lounge has become busier over recent years and expanded the service provided to patients. With our continued growth in capacity the Transition Lounge helps to free up beds for patients coming into the hospital.

We talked to Angela Robinson, one of the registered nurses in the Transition Lounge to tell us more about the valuable service they provide.

What does a typical day in the Transition Lounge look like?

There is no typical day really, but here are some of the things we do.

Patients coming in for surgery that day start arriving at 6.30am. We check them in and carry out pre op checklists. The patients stay in the Transition Lounge until they are ready to head down to Level 4 for their operation. On average we get about eight surgical patients each morning.

From about 8.00 am we start to get calls from the wards to collect patients who are being discharged that day. Patients might be waiting for their discharge papers, medication or just waiting to be picked up by family, friends or carers. With experienced registered nurses in the lounge we can provide IV medication and administer final antibiotics, chase paperwork and organise transport home.

In the afternoon we continue to receive patients from the wards and we also start to get some post op patients who might need medication or observations.

What's your sales pitch for the transition lounge?

We can give patients the best ending of their hospital stay, in a comfortable environment where they can ask any questions that haven't already been answered. It's a very welcoming and safe environment. We are staffed with experienced registered nurses and health care assistants, so we can help to finalise some of those things to make sure patients are ready for discharge. It's also really convenient place for whānau and carers to pick up patients ready to leave the hospital.

How do the wards contact the Transition Lounge?

They can give us a call on extension 25501. It's really helpful if we get a full handover with the patient transfer form so we can look after the patient safely. We also ask the ward clerk to schedule the patient on ChiPs. Then we will come up and collect the patient. If the patient weighs more than 100kgs they will need to contact the orderlies to bring the patient to the Transition Lounge.

JUST culture

Just Culture is an initiative we are introducing to help ensure you are treated in a fair and just way at Auckland DHB. It builds on our values and focuses on shared accountability.

Just Culture recognises that we are all human and that, despite our training and our best intentions, mistakes happen. It values good behavioural choices and actions instead of only focusing on outcomes, and invests in ensuring we have good systems and processes.

Over the next few years, Just Culture will improve your experience of working here, and it will improve our patients' outcomes.

You can read an introduction to Just Culture on Hippo and there will be opportunities to be involved in training and information sessions in the coming months.



Margaret Wilshire, Chief Medical Officer, introducing Just Culture.

Te Wiki o te Reo Māori | Maori Language Week 2019

9 – 15 September

Kia Kaha te Reo Māori, let's make the Māori language strong – check Hippo to find resources and activities to help.

Speech Language Therapy Week

16 – 22 September

Not all patients communicate in the same way, but with basic support we can ensure they are still able to participate in their care. Thank you to our Speech Language Therapists!



World Physiotherapy Day

8 September

Let's celebrate the important role our physiotherapists play in helping people to stay well, independent and active in the community.

World Pharmacy Day

25 September

Use today to say a big thank you to those Pharmacy team members you work with at Auckland DHB. They are key players in patient safety, chemotherapy and research.

Navigate | Kai Arahi

29 August and 26 September

Are you new to Auckland DHB? Make sure you are signed up to Navigate so you can get the best start.

World Sepsis Day

13 September

Every year there are around 15,000 ICU admissions in New Zealand and Australia due to sepsis. Stop sepsis – save lives. Keep an eye out for how you can get involved on Hippo and in Our News.

Social Workers' Day

26 September

An opportunity to appreciate the valuable role our social workers play in the lives of our patients, service users and whānau.

Rainbow Network Lunch

12 September

The Rainbow Employee Network invites our community members to bring their lunch and network with other LGBT+ staff. Find out about the Rainbow Network on Hippo.

Queen's Birthday Honours

Congratulations to our people who were recognised in the 2019 Queen's Birthday Honours.

Dr Claire McLintock

Dr Claire McLintock, haematologist and obstetric physician in Women's Health, was appointed as an Officer of the New Zealand Order of Merit for her services in haematology and obstetrics.

Dr McLintock has focused on caring for women with disorders of thrombosis and haemostasis, and medical disorders in pregnancy including preeclampsia, postpartum haemorrhage, and heart disease. She is President of the International Society on Thrombosis and Haemostasis, and is a member of several expert international panels and advisory boards in women's health and thrombosis and haemostasis.



Dr Lynn Sadler

Dr Lynn Sadler, Epidemiologist in our Women's Health Service, was appointed as an Officer of the New Zealand Order of Merit for her services to maternal and perinatal health.

Dr Sadler has led epidemiology and quality improvement projects at Auckland District Health Board and the University of Auckland for more than 20 years. She was recognised for work over the past 10 years supporting the New Zealand Perinatal and Maternal Mortality Review Committee with analysis and reporting of perinatal and maternal mortality, and neonatal encephalopathy. The goal of the Perinatal and Maternal Mortality Review Committee is to identify where improvements in health and maternity care can be made. Lynn has prepared national reports for the Perinatal and Maternal Mortality Review Committee each year, and presented this data at the national conference.

Professor Charles McGhee

Professor Charles McGhee, Senior Medical Officer in Greenlane Clinical Centre Eye Clinic, was appointed as an Officer of the New Zealand Order of Merit for his services to ophthalmology.

Professor McGhee was the Clinical Director of Ophthalmology at Auckland DHB for seven years. He headed the Auckland Cataract Study that involved out-of-hours surgery by a team that significantly reduced existing waiting lists from up to three years to four months. As a skilful cornea and cataract surgeon, many complex clinical cases are referred to him from throughout New Zealand. Internationally Professor McGhee has been consistently recognised by the United Kingdom based journal *The Ophthalmologist* as one of the 100 most influential people in eye care in the world.



We are proud of you for truly Aiming High



Starship surgeon receives international award



Mr Vipul Upadhyay, recipient of the Outstanding Service Award from the Royal Australasian College of Surgeons.

Congratulations to Mr Vipul Upadhyay, who received the Outstanding Service Award from the Royal Australasian College of Surgeons (RACS). Vipul has been a paediatric surgeon at Starship since 1995, and a volunteer surgeon in the Pacific Programme for the past 10 years.



(Left to right) Dr Russell Metcalf (radiologist), Shonagh Dunning (PACU Nurse), Ngaire Murray (OR Nurse), Dr Ian Chapman (anaesthetist) and Mr Vipul Upadhyay, surgeon and team leader.

New electronic occupational violence system wins an award

Congratulations to our Occupational Health and Safety Team, and the Security for Safety Team on their win at the New Zealand Workplace Health and Safety Awards.

The teams won the Kensington Swan award for 'Best Initiative to Address Work-related Safety Risk' for the new electronic occupational violence system in the Emergency Department. The electronic occupational violence system lets our people swiftly report violent incidents so that we can improve the safety of our people, patients and whānau.

We're proud of you for aiming high!



(Left to right) Sarah-Lee Stead, Special Counsel at KensingtonSwan, Anne-Marie Pickering, Nurse Unit Manager Adult Emergency Department, Nick Engelmann, Director Occupational Health and Safety, Frances Russell, Workplace Violence and Aggression Lead.

Volunteers working for a cause not applause

What better way to celebrate National Volunteer Week and say thank you than a get-together over morning tea. We have 400 volunteers who together give more than 21,000 hours of service year to our patients, whānau and staff. We appreciate and value them.

Celebrating together at the Marion Davis Library.



The impact we've had together - one year in!

The Auckland Health Foundation became the official charity of Auckland DHB adult health services in August 2018. Since then, thanks to the support of DHB staff and the generosity of our donors, we have been able to buy new equipment, provide staff with training and development opportunities, and get vital refurbishments underway. The foundation wants to help staff achieve even more, supporting you to deliver world-class patient treatment and care, and creating a more welcoming environment for our patients and whānau.

We look forward to continuing to make a difference together, in our second year and beyond.



**Auckland
Health
Foundation**

Advancing healthcare, saving lives

600+ staff have directly benefitted through funds for training, education and recognition.

From a supporter

"I'm sure the health system can always be improved and that is what you are doing. In gratitude, we support you."

300+ people told us they donated because of the care they, or a loved one, have received from Auckland DHB.

7 of our 9 departments, their staff and patients have directly benefitted from our supporters' generosity.

Over \$50,000 was donated to our Research & Discovery Fund. This means clinically important questions can be answered, bringing advancements to healthcare through research.

From a staff member

"Everything is truly appreciated. This is great news for our patients, who will benefit from these funds."

\$404,227 donated by **506** generous supporters

Over \$40,000 has been used to purchase vital equipment to advance simulation at Auckland DHB. Thanks to our supporters, we can buy more CPR manikins, defibrillators and suction units, so that staff can continuously train and learn.

86 new pieces of equipment have been funded

through the generosity of our supporters!

This new equipment is helping our DHB staff and patients every day. It includes mobile tablets, which are used by clinicians across the hospital, and a specialised chair for patients in the CVICU.

7 whānau rooms will be refurbished and transformed into more welcoming environments for family, friends and loved ones going through difficult times. Now, we're busy on the next 35!

Te Wiki o Te Reo Māori Māori Language Week

9 – 15 Mahuru (September) 2019



Be a language champion – kōrero māori

Language is the gift that keeps on giving. It can make you laugh, make you cry, broaden your horizons but most importantly it will sustain you. The Māori language is the living language of Aotearoa New Zealand. To hear it spoken can be a healing and uplifting experience for your patients and their whānau.

Here are some words for you to try:

Rerenga kōrero Phrases

E pēhea ana tō rā?

How's your day going?

Ki a pai tō rā

Have a good day

E noho rā

Goodbye

Hei āpōpō

See you tomorrow

He mauiu au

I don't feel well

**Kei he ake tō
mamae?**

Where is the pain?

I whara koe?

Are you hurt?

Ever thought of ordering your coffee in Te Reo Māori?

He

Can I have a...

Kawhe

Coffee

Mōwai

Flat white

Pango poto

Short black

Pango roa

Long black

Kawhe pīni

Soy latte

Kawhe kaputino

Cappuccino

Kawhe rate

Latte

Koa

Please

Kupu Words

Rongoā

Medicine

Hauora tinana

Physical health

Hinengaro

The mind

Mamae

Ache, pain, injury,
wound

Tākuta or Rata

Doctor

Tapuhi

Nurse

Tūao

Volunteer

Kai Whakapai

Cleaner

Kai Mahi

Orderly

Kaiatawhai

Whānau support
person

Atawhai

to show kindness

Te tinana The physical

Māhunga

Head

Wairoro

Brain

Karu

Eye

Waha

Mouth

Puku

Stomach

Hope

Hip

Waewae

Leg or foot

Taringa

Ear

