

Te Whetu Mārama

NOVA

AUTUMN 2021



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Staying connected



Ailsa Claire,
Chief Executive OBE

Celebrating our women

I am incredibly proud of leading Te Toka Tumai (Auckland DHB), an organisation with such strong women leaders. Read about some of our extraordinary women leaders in this edition, including Natalie Keepa, Charge Nurse for Ward 42 – winner of the Te Kauae Raro award 2020 (page 3), Hannah Ward, Māori Nurse Navigator (page 8), Lavinia Paparao, Cleaner (page 14), Elaine McCall, Nurse Consultant (page 16) and Maggie Cameron, Phlebotomist (page 18). There's also some great advice for wāhine working in health on page 15.

February was another reminder we still need to stay alert for COVID-19, as Tāmaki

Makaurau moved to alert level 3. Our teams, such as Auckland Regional Public Health Service, were immediately involved and as an organisation we moved swiftly into action to adjust our settings and put in the appropriate controls. Once again, we all came together to support our teams, our patients and each other. Thank you to everyone involved.

We also saw a monumental milestone last month as the first people were vaccinated against COVID-19 in New Zealand. Many of the initial vaccinators are our staff and we have a team in place ready to roll out the vaccine safely to our people and community here at Te Toka Tumai.

Being vaccinated is not only important for your health but also for your whānau and the community. It will save lives! There is a lot of misinformation out there about the vaccine, so please use trusted sources to get your information and share it with your whānau and networks.

At the end of last year, we published our one page strategy to 2023. We're busy developing action plans under each of our priorities and we'll be sharing them with our people soon. You can find a pull out version of our one page strategy in this edition of Te Whetu Mārama.

Ailsa

Ailsa Claire
Chief Executive | Te Toka Tumai

patients' applause

Adult Emergency Department



A&E was excellent from reception to the doctors and nurses. I had a runny nose so they wore PPE just in case and sent a COVID-19 test away which came back two hours later as negative. This gave them confidence in treating me without PPE and sending me for the CT scan safely."

Anon



Ward 74



There was a volunteer at the hospital entrance who assisted me in finding the operating room. The volunteer got me a chair to sit on while she made enquiries. I was given lunch. The lunch was fresh and tasty – I was pleasantly surprised as I was not anticipating being given lunch. The Recovery Room is a good idea. I did not feel that I needed this, but then I could see that if, I had had a concern about the surgery, I could readily ask for assistance.

Anon



Ward 97



Great explanations – informed surgery. Relaxing room, stress free and my husband was made welcome to support me. Lovely caring staff that listened and nothing was too much trouble.

Anon



You'll see new icons on many of our stories. These icons represent our Strategic Priorities (see pages 10-11) and the articles highlight the work we are doing to support them.

On the cover

Walking the walk on our newly installed Rainbow Crossing at Auckland City Hospital. See article on page 7. (L-R) Alex Pimm, Director Patient Management Services; Roxanne Henare, Clinic Reception; Ailsa Claire, CE; Fiona Miles, Paediatric Intensivist; Kimmo Karsikas-Genet, Personal Assistant Surgical Services.

A korowai for Natalie

Whakamihi to Natalie Keepa, Charge Nurse for Ward 42 and winner of the Te Kauae Raro award 2020.

Te Kauae Raro recognises a Māori nurse or midwife who has made a significant contribution to Māori Health in our hospitals or our community.

Each year, the previous recipient passes over the Te Kauae Raro korowai, building a sustainable whakapapa and honouring the mauri and mana that lives within all our Māori nurses and midwives. Natalie was presented the award by 2019 recipient, Linda Chalmers.

Natalie has a vision to ensure all of our team are culturally appropriate, have a good understanding of our obligations under Te Tiriti o Waitangi, and can provide culturally safe care to our patients, especially our Māori patients and whānau.

Natalie ensures the best care for our Māori patients and whānau by including kaumatua, Kaiarahi Nahi and He Kamaka Wairoa as part of the team in Ward 42.

Ka pai, Natalie!

2019 recipient Linda Chalmers (right), passes over our Korowai to our 2020 recipient, Natalie Keepa.



Glossary

Whakamihi	congratulations
Korowai	ornamental cloak
Whakapapa	a line of descent from one's ancestors
Mauri	vital essence/special nature
Mana	spiritual power and prestige or influence
Kaiārahi Nāhi	Māori Nurse Navigator
He Kāmaka Wairoa	Māori Health Services



“Total strangers
have given me a
new life.”



Murray does not look like a man who has had a liver transplant. He has just turned 70, walks 15,000 steps a day and is planning to build a school in the Philippines. In fact, that’s exactly where this story starts.

“My wife Anlyn and I were getting set to leave for the Philippines in April 2020 when COVID-19 struck,” Murray recalls. “We were going to help start a secondary school for poor kids who were academically gifted.”

A week after their plans were upended by COVID-19, Murray says he noticed blood in his urine. This took him straight to Auckland City Hospital for tests. It turned out to be bladder cancer. It wasn’t life-threatening, but the growth had to be removed.

It was a shock when at a follow-up visit with the urologist at North Shore Hospital, Murray was handed scary news. He was told they had removed the bladder cancer but found a growth in his liver. Due to its position and multi-nodes, it was inoperable.

Murray went home and told his distraught wife. In the days that followed, he spent a lot of time walking on the beach mentally preparing for death; even talking to his wife about life after he was gone.

But a chance conversation with a friend spurred Murray to go forward for a liver transplant. He discovered it was the hardest list to get on.

“For good reason, they make you jump through hoops,” Murray says. “Your lungs and heart have to be up to it. You have to pass physical and psychological tests. Luckily I have always been fit, hadn’t had a drink in years and stopped smoking twenty years ago.

“When Dr Dominic Ray Chaudhuri [Clinical Director of Liver Transplantation at Auckland City Hospital] told me I was on the list, it was like winning the lottery.”

Murray says the medical team were fantastic at explaining what he was in for. “I was informed about every aspect; wait times, that I would have a hundred tubes sticking out of me when I came out of surgery, what could go wrong, rejection, infection. So I did not go into it with fear.”



Murray's luck continued. He had prepared for a 3-5 month wait but within six hours of being told he was on the list, he was asked to come in the following morning for a possible transplant. The donor's liver was assigned to someone else, but Murray would be the back-up.

Murray recalls being whisked into Ward 71 – the country's only liver transplant unit – for pre-op tests. As it turned out, the first person on the list could not take the transplant that day, so at 1pm Murray became liver transplant number 902. Dr Peter Johnston, Murray's lead surgeon, would go on to do three more transplants in a three-day period.

The operation went smoothly, but the Heasley family never expected Dr Johnston to personally let them know. Anlyn remembers getting the call five hours after Murray went in. She instantly thought the worst, but instead, it was Dr Johnston who said that the transplant had gone as smooth as silk and that Murray was in the ICU recovering. She was touched that such a busy man had taken the time to reassure her after the operation.

Murray's biggest emotion is gratitude. "Total strangers have given me a new life, from the donor to the medical team," he says. "Some family went through a horrible tragedy to allow me this privilege. I want them to know I will remain the guardian of the spirit of their loved one. I also felt for the patient who did not receive the transplant that day. Hanging about and waiting is hard."

He rates the Auckland City Hospital Liver Transplant Unit as world-class. "From the doctors to the nurses; the anaesthetists, radiologists and phlebotomists, to the orderlies and physiotherapists – not only are they great at what they do, but they are also kind, courteous, respectful and sensitive," he says. "I was constantly monitored and kept informed. The one or two hiccups I had after my transplant were treated promptly."

Murray knows he is a lucky man. "If I hadn't got the low-grade bladder cancer, I wouldn't have known about the liver cancer," he says. "I was blessed that my illness was discovered in this city where the best medical care is available. I'm cancer-free and have a wonderful wife who's happy I'm alive."

Murray still plans to go to the Philippines with Anlyn to build that school. "I should do what I can to ensure the gift I've been given is not wasted," he says.



Murray says his experience in Ward 71 was world class.



Murray's grateful reunion with his surgeon, Dr Peter Johnston in Ward 71, the only liver transplant unit in the country.

Our local heroes

Congratulations to our 2020/2021 local heroes!



November

Sunila Lal
Healthcare Assistant, Starship

“Sunila is a real hero in Starship Hospital on the heart ward. She provided cultural support to our whānau who were in New Zealand for treatment during lockdown.

She is a very humble person and goes above and beyond her normal role.

Thank you Sunila for your tremendous help, your kind words of courage, strength and guidance made such



a difference. Your hard work and dedication has not gone unnoticed by our whānau.”

December

Graham Bruce
Orderly

“Graham is an excellent example of professionalism. He is reliable, friendly, and conscientious in all his duties. He always greets people with a friendly smile and a warm hello. It is such a pleasure working with Graham and seeing him arrive on the ward is a highlight of our day.

Graham role models our values, welcoming patients and visitors, providing directions and assistance, and demonstrating absolute kindness



and respect when transporting very vulnerable patients.

Thank you Graham for all the hard work and effort you put into making people’s hospital experiences that much brighter.”

January

Gemma Hinckesman
Staff Nurse – DCCM

“Gemma went above and beyond for our family. She was patient, kind, caring and so thoughtful. Gemma listened carefully to every word and was intuitive, predicting needs we didn’t even know were needed. She made the long nights spent waiting and worrying more comfortable. Not only did she do everything in her power to make my mum comfortable, she did everything to help our family feel comfortable.



Gemma deserves recognition for her hard work and kindness. She made all the difference to our heart-breaking experience and we will never forget what she did for our family.”

Ka pai to everyone nominated as a local hero

- Alexei Chataline
- Alice Harrington
- Alosi Tangi
- Amy Button
- Anna Bostock
- Anna Faireka
- Avril Hull
- Bethany Korff
- Charlotte Howard
- Claire Raikuna
- Colleen McFetridge
- Debbie Perry
- Edward Brown
- Farzana Lateef
- Gina De Cleene
- Hannah Jones
- Jenny Davidson
- Joanne Sim
- Josephine Alexander
- Kathryn Travis
- Lay Cunningham
- Leela Saini
- Lyndall Mitha
- Masae Tuaoimaalii
- Minnie Haimau
- Nigel Lever
- Patrick Taylor
- Prerna Sehgal
- Roma Gurung
- Sally Roberts
- Sang Hyun Kim
- Sophie Hill
- Sunila Lal
- Suzanne Niumata

Celebrating Pride in Health

Whether it's our newly created rainbow crossing or the colourful decorations at reception, everyone gets a true welcome at Te Toka Tumai.

Every year, we recognise the rich diversity of our team and the people we serve in Tāmaki Makaurau by celebrating Pride in Health. Celebrating Pride also lets us show our people the support the Rainbow Employee Network (REN) offers.

We recently received a letter from Lara Bewick, formally an Anaesthetic Technician here at Te Toka Tumai who has returned to the UK. In it, Lara describes her gratitude for the REN and the confidence she gained from being a part of the group.

"It's been wonderful working for an organisation that has a network like this where I feel fully accepted and valued as an individual and not expected to be invisible," she says. "I am proud to have been part of somewhere that sets an example. Through my positive experience here with REN I've gained confidence to take some of these values home."

We are a proud part of the Rainbow Tick community, which is a way of ensuring we continually improve our processes, our environment and our culture. We want Te Toka Tumai to be a great place to work for everyone; no matter how they identify their race, gender, ethnicity or sexual orientation.

Above: (L-R) Alberto Bonini and Tauga Levi-Mave from the REN celebrating at the Pride stall.

Right: Lara Bewick's 2020 Pride poster.





Growing ngā kaimahi Māori*

When she was 15, Hannah Ward swore she would never be a nāhi (nurse). Her parents were ICU nurses and worked shifts and long hours. Hannah missed having them around.

In high school though, genes or fate took over. Hannah heard about the Rangatahi Programme at Auckland City Hospital from her best friend, applied and was selected.

Auckland City Hospital's Rangatahi Programme, now running for 13 years, encourages young Māori and Pacific people into the health sector.

The programme allows secondary school students a window into a hospital environment and career pathways in health. This exposure often inspires them to choose a career in health.

“The programme opens your mind to the other roles in health apart from doctor or nurse; like pharmacy, midwifery, clinical engineering and project management,” Hannah says. “The fact is we need more Māori faces everywhere.”

“Being Māori, I have a huge passion for Māori health,” says Hannah. “This is a great opportunity to help Tangata Whenua get access to the healthcare they deserve and need.”

To start with, students are welcomed to an introduction event where they receive an orientation of the hospital and insight into different roles. They are then offered voluntary work experience during their school holidays.

At the end of year 13, there is a 10 week paid summer cadetship, where students are immersed in the area that aligns with their health career aspiration.

As a year 12 student, Hannah saw the inside of an operating theatre, made a cast for her arm and had talked with doctors, nurses, optometrists and non-clinical people. After completing Year 13



in 2013, she had on-the-job experience in the children's emergency department.

Hannah says this experience helped cement her decision. "My job was as a Health Care Assistant (HCA) answering bells and tidying up, but the doctors and nurses gave me as much exposure as they could." By then her interest in nursing was growing and she enrolled to study at Auckland University.

Fast forward four years and Hannah was back at Auckland City Hospital, this time as a fully qualified nāhi (nurse). Today she works as a kaiārahi nāhi (Māori Nurse Navigator) where she feels she can fulfil her passion for nursing.

"The purpose of our team is to facilitate Māori patients into the hospital for planned surgery or a pre-surgery appointment," she says. "A simple thing like lack of transport can contribute to no-shows or some may not return because they don't feel welcomed or comfortable. My job is to remove these barriers and be regarded as someone in their corner."

Paige Sami, Kaimahi Māori Work Experience Coordinator says the idea of The Rangatahi Programme is to encourage health career aspirations amongst our rangatahi. "We want to grow a workforce that not only reflects our community but combines healthcare with cultural intelligence," she says.



For details about the Rangatahi Programme, visit rangatahiprogramme.co.nz, follow on Facebook and Instagram or check out our intranet if you work for Auckland DHB.

**Ngā kaimahi Māori – our Māori workforce.*

Below: The 2021 Rangatahi cadets. Back row L-R: Glenda Etelei, Ana Downey, Langaola Vaka, Holly Kewene, Florence Tauvae-Tuiletufuga, Cushla Fasavalu. Front Row L-R: Moana Tupou, Tyreese Savea, Lachlan Patelesio, Michael Fonotalaga



Our Strategic Priorities



Te Tiriti o Waitangi in action



Support a tangata whenua/mana whenua led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care.

Develop transformation processes with a long-term view, to give effect to the Treaty principles of: partnership; active protection; equity and options.

Develop a whenua ki te whenua, life course approach, to redesign work.

Support the expression of hauora Māori models of care.



Eliminate inequity



Embed principles of equity and take action:

- Protect Māori Indigenous rights
- Build a common understanding of equity and causes
- Support Māori-led responses
- Support Pacific-led responses
- Strengthen network of primary and community care
- Dismantle policies and drivers that cause inequity



People, patients and whānau at the centre



Invest in a greater range of supports that 'stand beside' patients and whānau, and actively support self-directed care.

Connections and partnerships exist with communities, to achieve shared health service planning and delivery, focussed on areas and groups with the highest need (our localities approach).

Improve experience by partnering with people and service users in the design, in the delivery and evaluation of services (co-design).

Our Organisational Pillars

People, Culture and Values



Strengthening our culture and building capability.

- Strengthen our organisational culture and values
- Build capability to achieve equity
- Grow and develop ngā kaimahi Māori
- Create a healthy workplace through Kia Ora tō Wāhi Mahi
- Attract and grow a workforce fit for the future
- Make it easier to work here

Quality, Safety, and Risk (QSR)



Supporting excellent patient and staff outcomes through:

- System reliability and a proactive approach to risk management
- Integrating QSR, so it becomes a core part of everyone's role
- Moving from data to intelligence to inform insights, learning and action
- Providing leadership and oversight

Our Purpose

Support our population to be well and healthy.

Manage within our means.

Put hauora for patients and their whānau at the heart of our transformation work.

Commission health and disability services across the whole system mai te whenua ki te whenua/ mō te katoa.

Provide specialist healthcare services to patients and whānau from the Northern Region, across districts, and New Zealand.



Digital transformation

Insights and Intelligence - enhance data management and data analytics

Digital Health Services:

- Integrate care solutions – digital solutions that support integrated care
- Core clinical systems – integrated paper-lite core clinical information systems

Workforce and Business systems – enhance tools to foster organisational effectiveness



Resilient services

Deliver safe and flexible health care with our population in the COVID-19 pandemic response.

Deliver sustainable benefits from the agile and rapid adaption programmes across the provider, focussing on step-change.

Implement agreed continuous improvement initiatives.

Deliver regional approaches in planned care, including changes to vulnerable services and gains in the equity pathways.

Deliver large scale capital investments on time and budget.

Commissioning services for our populations' needs

Planning, developing, sourcing and monitoring service delivery systems to achieve the best outcomes for our population.

Financial Sustainability

Delivering our services within budget. A focus on service improvement which adds value to our patients and stakeholders.

Our Vision

Kia kotahi te oranga mo te iti me te rahi o te hāpori.

Healthy communities,
World-class healthcare,
Achieved together.

Te Toka Tumai
Auckland District Health Board
Strategy to 2023

Haere ra, Prof Munn



Professor Stephen Munn has retired after a distinguished career in which he made a significant contribution to both the New Zealand Liver Transplant Unit (NZLTU) and our Liver and Kidney Transplant services.

Stephen played an important role in advancing the management of liver, kidney and pancreas transplantation across Aotearoa.

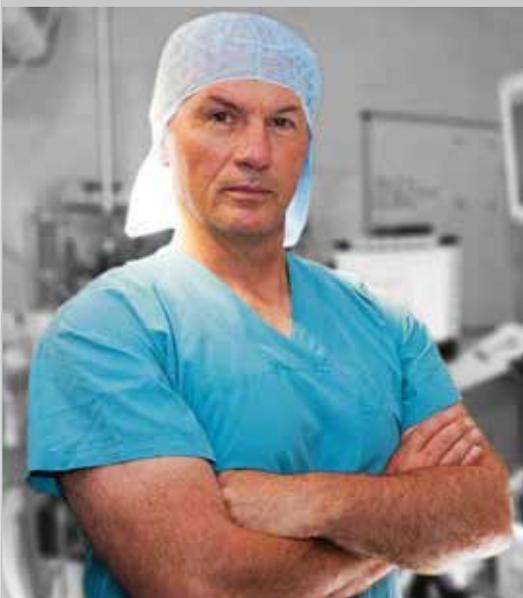
In 1998 when we were awarded the NZLTU contract and became one of the first units to offer laparoscopic kidney retrievals for live donors, Stephen was pivotal in introducing new surgical techniques to increase the opportunity of transplant for patients whose surgeries came with added difficulties.

He worked with other transplant services across Aotearoa to facilitate combined transplants.

Stephen is part of international groups seeking to improve transplant outcomes worldwide and has published over 100 papers. In 2017 Stephen was made an Officer of the New Zealand Order of Merit for his services to medicine.

Stephen has created a legacy for the next generation of transplant surgeons and physicians.

Thank you, Stephen for your dedication and contribution to Te Toka Tumai.



An officer and two companions

New Year Honours 2021

Dr Kirsten Finucane has been made a Companion of the New Zealand Order of Merit for services to health, particularly paediatric heart surgery.

Kirsten has been Chief Surgeon of the Paediatric and Congenital Cardiac Service at Starship for close to 20 years. This national service performs around 400 bypasses per year including neonatal surgery, transplants and complex adult congenital cases.

She helped establish the Hearts 4 Kids Trust in 2015, which provides funds for repairs of simple congenital heart defects in Fijian babies and children, allowing them through a single operation, to live life without the need for long term medication or follow-up.

Kristen has led medical teams to Fiji to operate on children there who do not otherwise have access to heart surgery.

Distinguished Professor Ian Reid has been made a Companion of the New Zealand Order of Merit for services to medicine.

Ian was the first to establish a substantial research group focused on osteoporosis in older people, which has since had a significant impact on the management of bone diseases internationally.

His research team has been involved in developing treatments for Paget's disease, a bone condition that affects up to five per cent of older New Zealanders.

Ian was a founding Board member of Osteoporosis New Zealand and President of the International Bone and Mineral Society, and was Founding Secretary of the Asian Pacific Osteoporosis Foundation for 13 years.

Dr Christine Foley has been made an Officer of the New Zealand Order of Merit for services to victims of sexual assault.

Christine is a founding member of Medical Sexual Assault Clinicians Aotearoa (MEDSAC), New Zealand's expert body in sexual assault and sexual abuse medicine.

She has been an examining doctor for forensic examinations for more than 30 years and has advocated for continued improvement to service provision across all age groups and genders.

Advocacy by her and several colleagues led to the eventual establishment of dedicated services in Auckland for Adults (Pohutukawa) and Adolescents (Te Pua Pohutukawa) affected by sexual assault.

Kirsten, Ian and Christine epitomise our values of Angamua (aim high) and Tūhono (together). Their work makes a huge difference to our patients, colleagues, whānau and the wider community and we are all delighted that this has been recognised in the New Year Honours.

Thank you

Living and working in a COVID-19 world can feel scary at times. Despite that, our kaimahi are here every day looking after patients, supporting colleagues and serving the people of Tāmaki Makaurau. What a great team!



Here's what you can do to help eliminate COVID-19

- Scan the NZ COVID tracer app wherever you go.
- Keep up with good hand hygiene.
- If you develop any COVID-19 symptoms, get tested and stay home until you receive a negative result.
- Get the COVID-19 vaccine.
- Be kind to yourself and each other.

We're encouraging everyone to get the vaccine when it's their turn

Our role at Auckland DHB is to protect people's health and wellbeing, and we are actively promoting the vaccine because we know this is our best chance of eliminating COVID-19.

Please use trusted sources like the Ministry of Health for information about the vaccination.

A giant step for Lavinia

Meet Lavinia Paparoa, a cleaner at Greenlane Hospital. She's been educating us on the impact COVID-19 has had on the lives of our cleaners, as part of a development programme called Step Up.

Step Up helps our people gain the confidence to progress their career at Te Toka Tumai.

A cleaner with us for the past seven years, Lavinia had completed an earlier course where she was required to do a group presentation. But there was a surprise in store when she joined Step Up. "You had to show you'd stepped up, so you had to do the presentation on your own in front of managers and peers," she says. "That was kind of... yeah, mind-blowing."

Adele Thomas, Organisation Development Practice Lead, says that Lavinia really shone as a speaker. "Participants were asked to choose a topic to research – something that would help Te Toka Tumai see things from a different perspective," says Adele. "Lavinia chose something close to her heart – the impact that COVID-19 had on her cleaning whānau. Her honesty and clarity touched a chord."

Lavinia told of how strange it was those first few days of the level 4 lockdown. "You came in to work with the other girls and you knew something was up, but none of us knew what it was," she says. "Then we realised it was COVID-19 and if you got it you died from it. People were being asked to stay home due to age or health, but we cannot afford not to come into work."

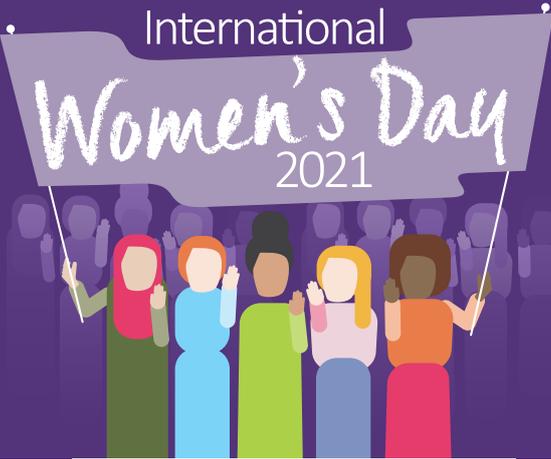
Our value of Tūhono (togetherness) really stands out for Lavinia. "We were thinking of each other, and our doctors and nurses along the way," she recalls. "It drew us to where we needed to be; supporting each other!"

Lavinia learnt how to use a Chromebook to research and build her presentation. "The cool part is, they get to keep it," says Adele. "In many cases, the participant takes their computer home, meaning it benefits their whole whānau."

Lavinia wants Step Up to continue on to the next generation. "Step Up has given me the confidence to think about other roles within the organisation," she says. "I've been offered opportunities I wouldn't have had – like providing administrator cover in the staff residence. If you put yourself out there, there's someone willing to help you."



Lavinia's presentation at the Step Up graduation stunned the audience with its clarity and honesty.



International Women's Day 2021

#ChooseTo Challenge



From challenge comes change. We can all choose to challenge and call out gender bias and inequality. We can all choose to seek out and celebrate women's achievements. Collectively, we can all help create an inclusive world.

This International Women's Day, we asked some of our kaimahi for their advice for wāhine working in health.



Margaret Dotchin

Chief Nursing Officer, mother, New Zealand Public Service Medal recipient

Spending time with my partner and daughter provides me with the energy and aroha to give what I need to contribute fully to my role as Chief Nursing Officer.

For me, it's important to be a strong advocate and leader for nurses, midwives and their professions. I strive to remove barriers to development and ensure their environment is right for learning. I want to be sure the contribution all nurses and midwives make is acknowledged, understood and valued.



Fiona Miles

Paediatric Intensive Care doctor, mother, member of the Rainbow Employee Network

Be true to yourself, be who you truly are and enjoy your talents. See yourself as strong and that your opinion matters. Speak out and share your insights to inspire others and create a culture you want to be part of.

Empower and affirm other women and embrace the diversity and difference in the way men and women work. Encourage those coming after you to be their best and to share your passion.

Place your own loved ones above all else. Encourage your own whānau to be the best they can be, whatever that is.



Alexis Cameron

Kaiwhakahaere Kaimahi Māori Experience, mother, Ngāti Porou, Te Whānau-ā-Apanui, Ngāti Hāmoa

We're all on a journey and can fall victim to not feeling 'enough' which can potentially inhibit advocacy for our communities. Not Samoan enough. Not Māori enough. Not whatever enough. We are enough.

Be committed to your journey, your purpose and stay the course.

Navigating multiple worlds can also be a minefield. I have learnt that I thrive being all of who I am, all of the time (some internal dialogue I offer as a koha).



Lise Taisalika

Team Leader – Cleaners Service, mother, Manaaki Fund Champion

Bring excitement to whatever you do. Speak up for your truth and don't let things pass by. Be a voice for those who are hesitant to speak up.

Listen and say thank you. Always treat people with respect, kindness and fairness.

Role model learning and development – I want my cleaners to know they need not be cleaners forever, if they don't want to.

30 years at Te Toka Tumai



Dr Elaine McCall (*centre*) with Pat Butcher (*left*) and Jane Lees, Nurse Director Patient Management Services (*right*) receiving the Pat Butcher Life-Long Learning Award in 2019.

Each year at Te Toka Tumai we recognise the commitment of our many long serving employees who have achieved 20, 30, 40 and some even 50 years of service! That's pretty incredible, right? Despite having to rejig our plans a bit, 2020 was no exception.

But what's it really like working here for so many years?

To find out, we caught up with Dr Elaine McCall, Nurse Consultant, Leader of the Safe Care Programme at Starship Child Health who has been with us for 30 years.

"I originally came to New Zealand in 1990 for a year of overseas nursing experience and travel. I didn't expect to still be here celebrating 30 years at Te Toka Tumai!

I first started as a staff nurse in Princess Mary Hospital before moving to Starship Children's Hospital and enjoyed roles as a Nurse Educator and Nurse Consultant in the Paediatric Intensive Care Unit (PICU), I'm currently Nurse Consultant/Leader, Safe Care Programme for Starship Child Health.

My work is within the clinical excellence space with specific emphasis on improving patient safety. I contribute to the

leadership of key directorate priorities including patient safety, child and whānau experience, child health nursing governance, and nursing research and scholarship in practice.

The aspirational approach of Starship leaders makes it a great place to work. I have the opportunity and privilege of working alongside people who inspire me, who help shape my thinking, who enable me every day to be the best child health nurse that I can be. I realise the potential of nursing to truly make a difference.

There have been many challenges along the way but I have always had the support to succeed. A few highlights for me include: being a founding member of the leadership team that created the Paediatric Intensive Care Unit (PICU) and subsequently developing the PICU Post Graduate Nursing Education Programme. As the first Nurse Educator at Starship, I also helped to shape the Starship Nurse Educator team as it developed and I was appointed as the inaugural leader of the Starship Safe Care programme.

My key personal highlights were graduating with a Doctor of Nursing in 2018 and being awarded the Pat Butcher Life-Long Learning Award in 2019.

The context of my nursing practice may have changed, but the passion and commitment to the safe care of children, young people and their whānau remain as strong as ever."

A home away from home



Recent residents at Te Whare Āwhina Bubbles Mita (*front*) and Peter Mita (*back*).

Waitangi-based Arena Munro never thought he'd need accommodation in Auckland, but that's exactly what happened when his wife, Hana, was helicoptered to Auckland City Hospital from Waitangi.

"Hana's heart skipped a few beats and she ended up here at Auckland," he says. "It gave us all a shock, mostly her of course. But while she flew, I drove. And I wasn't sure where I'd stay. But the hospital staff referred me to Te Whare Āwhina."

Arena stayed in hospital for four days and he got to drive Hana home to the far north after she was given the all-clear.

Te Whare Āwhina is a welcoming space for many. It's short term, comfortable accommodation for out of town whānau who have someone in our hospitals. In its 29-year history, it's provided thousands with somewhere to rest their worried and weary bones.

Dame Rangimārie Naida Glavish, Chief Advisor Tikanga Māori, who last year

celebrated 30 years of service to the health sector, says the whānau-centered philosophy and approach have been at its heart from the beginning.

Te Whare Āwhina opened in 1992 and moved to its current position in Building 30 in 2005.

It was run by volunteers, mostly staff, who would schedule themselves on to ensure that whānau were looked after and had someone to help them navigate the hospital. They provided a supportive and caring environment at a very stressful time.

But after 16 years in its current position, it was time for a refresh. The refurbishment began last year and phase one of a two-phase refurbishment is complete.

It is now a simple and functional space as people spend most of their time on the wards with their loved ones. But its rooms are comfortable, warm and peaceful.

It has a fully functioning and spacious kitchen, laundry, dining and lounge and rooms and when operating at capacity it sleeps 40 people.

"It will keep going as long as it's needed," says refurbishment Project Manager Kerehi Marsh. "I believe it will be needed forever!"

Te Whare Āwhina is staffed 24/7 by experienced and caring kaimahi who are there to support and look after whānau.

Things you need to know

- Accommodation is only via a referral or a pre-booking.
- You must live outside the wider Auckland region.
- There is a minimal charge per room, per night for those whānau not eligible for National Travel Assistance.
- You must bring your own kai.
- Bedding is provided. – Bring your favourite pillow or duvet if you like.
- The accommodation is secure and safe.

“I never ever thought I’d be doing this.”

Fourteen years ago, when Maggie Cameron was looking after the elderly, she never dreamed she would one day be a phlebotomist.*

In 2007 when the elderly lady she was caring for passed away, Maggie successfully applied to work as a Health Care Assistant (HCA) at Auckland City Hospital and stepped quickly into her role on Ward 71 (kidney and liver transplant patients).

It was a role that perfectly matched her deeply caring nature. On the ward, Maggie answered bells, ordered stock and kept the ward tidy. But she says the best part of her day was having conversations with patients.

“Transplant patients stay for a while and get to know us well,” says Maggie. “We hope that talking to them helps with their healing.”

In 2008, Maggie applied for a phlebotomist role advertised on our careers website, never thinking she would get it. She was thrilled when LabPlus hired her as a part-time Medical Laboratory Technician and her training began.

“In those days we learnt from training officers and hands-on with patients,” recalls Maggie. “Today we have ‘Charlie’ a working model with big, juicy veins to practise on.”



Maggie puts herself in her patient’s shoes and does her job in a caring way.

After being made full-time, Maggie started studying for the Qualified Phlebotomy Technician exam. “Not being a nurse, I had no idea about anatomy,” she says. “It took longer to complete than I hoped but I didn’t give up. I was lucky to have Daisy Medalla, a Phlebotomy Educator, assigned as my tutor.”

Maggie passed the three-hour written exam in 2018. She now works across our hospitals doing venipuncture (the traditional way of taking blood) and microcollect (finger or heel prick for babies). She also does Mantoux tests (tuberculosis screening) and specimen reception at Greenlane.

Putting patients at ease comes naturally to Maggie. “Sometimes people are scared or I may be working with kids at Starship or newborns,” says Maggie. “I put myself in their or their family’s shoes and do my job in a caring way.”

Maggie’s career advice is simple. “Believe in yourself,” she says. “I never ever thought I’d be doing this and I’m so grateful LabPlus trusted in me. Thank you to my colleagues for supporting me throughout my journey.”

* A phlebotomist collects blood from patients for lab tests and blood banks.

BRB, JIC, TBH, AOK ... huh?

VTA's (Very tricky acronyms*) are common around here. See how many you can successfully unravel.

SMO _____

CEC _____

GCC _____

CCDM _____

DCCM _____

AHF _____

CNM _____

PaR _____

SCD _____

NUM _____

CNC _____

NP _____

CDU _____

HCA _____

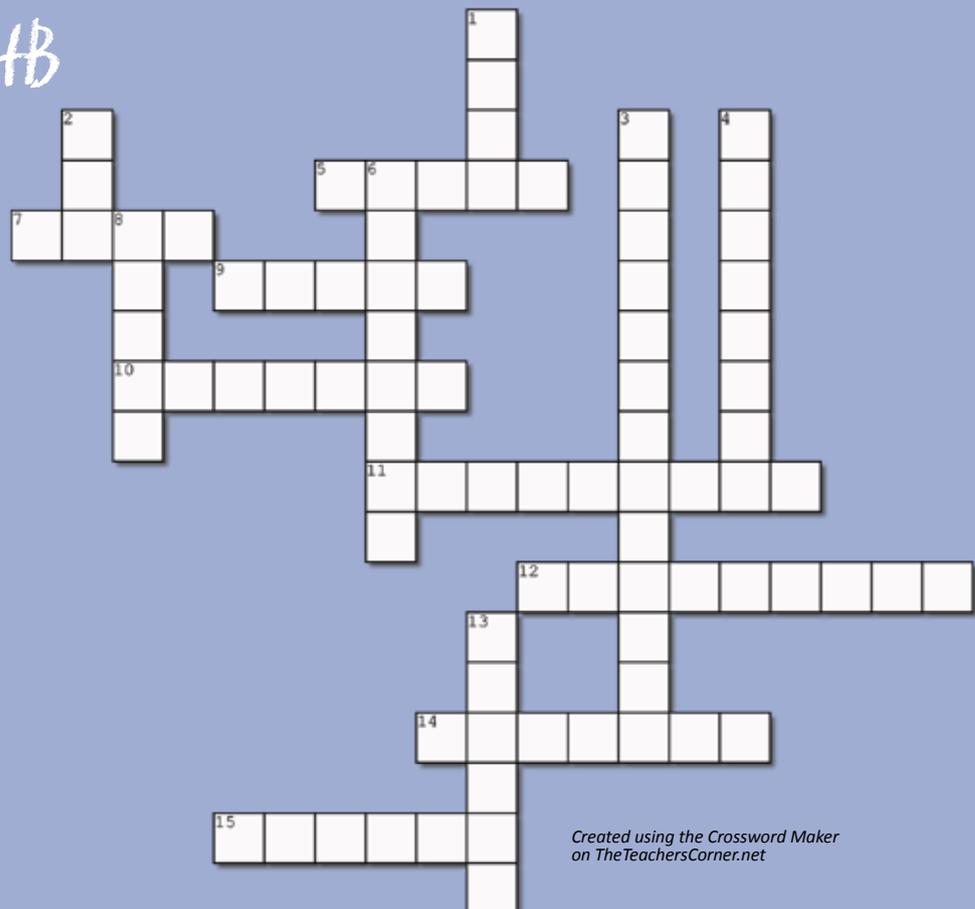
PMS _____

RMO _____

FIRP _____

**Interestingly, VTA also stands for ventral tegmental area - Ed*

Auckland DHB knowledge crossword puzzle



*Created using the Crossword Maker
on TheTeachersCorner.net*

Across

5. Auckland DHB has the only unit in the country that can transplant this organ (go us!)
7. This shows we are a rainbow-friendly organisation
9. Number of our people in the recent New Year's Honours list
10. Means 'aim high' - one of our values
11. The name of our new stroke ward (one of our most liked social posts in 2020)
12. Should be turned on in your COVID-19 tracer app (make sure you're scanning too!)
14. The best way to rid your hands of germs
15. The vaccine brand being rolled out first in New Zealand

Down

1. Number of Strategic Priorities in our strategy to 2023 (hint: see pullout)
2. Recent machine upgrade at Starship
3. The essence of Auckland DHB in te reo
4. Month in which End of Life Choice Act will come into effect this year
6. We're eliminating this as part of our strategy to 2023 (hint: see pull out)
8. The WHO body that ensures COVID-19 vaccines are distributed globally in an equitable way
13. Our Chief Executive's last name (and also a common first name for a girl)

A SELECTION OF
THE FANTASTIC
PHOTOS OF OUR
PEOPLE FROM OUR
'SUMMER PHOTOS'
COMPETITION 



1. Strawberry picking in Clevedon with my daughter.
Amanda Barns, Team Administrator.
2. Dancing with my daughter on Piha beach.
Courtney Schauer, Medical Officer.
3. My family and I walking Rangitoto.
Ruby Dragicevich, Staff Nurse.
4. Walking the Queenstown Hill track.
Ankit Kumar, Project Manager.
5. Walking the Queen Charlotte Track, Marlborough Sounds.
Sarah Mckenzie, Clinical Dietitian.
6. Paragliding in the South Island.
Awsiya Syed, Patient Administration Coordinator.