

Te Whetu Mārama

NOVA

SUMMER 2020

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Staying connected



Ailsa Claire,
Chief Executive OBE

What a year this has been. It's not one that any of us could have expected. It has challenged us like no other, and we responded with professionalism and dedication.

Many people have truly demonstrated tūhono (togetherness) and stepped into different roles. Some of us worked in different ways, working at home or in different workspaces. We know this will continue alongside the on-going response to COVID-19.

It has been a tough year and it's really important everyone takes some time off to rest and recharge. With summer around the corner now is a great time to take some leave. Even without international travel there are so many amazing places to explore in New Zealand or even just take some time out at home. I encourage all of you to get some time off booked in.

COVID-19 has had a financial impact on many people which will make Christmas difficult for some. Again this year, I am asking for your help to support the Auckland City Mission Christmas Appeal. If you can, please donate food, toiletries or Christmas gifts for people who are desperately in need of our help. Or, if it's easier you can donate cash using our Everyday Hero page. Look out for posters on site or on Hippo.

You could also donate to the Manaaki Fund, which has been set up to help those in our Auckland DHB whānau who are experiencing hardship because of the COVID-19 pandemic.

Finally, I'd like to say a huge thank you for everything our entire team has done this year, your enthusiasm and strength has been outstanding.

Ailsa

patients' applause

Ear, Nose and Throat Clinic



I had the most amazing care – the crew was simply the best. I could not thank the people there enough. They are just brilliant. I am so lucky to have Dr Douglas (the best specialist in the whole wide world). He is just a lovely, caring, warm person and an amazing specialist! I feel so privileged and grateful.

Anon



Remuera Ward



My care the whole time I was in hospital was excellent. I remember going to a few different wards before ending up in Remuera Ward for rehabilitation before coming home in early October. I could not fault anyone for the high quality of care that everyone gave me, and I will not ever forget them. I owe them all my life and I can never thank them enough. Thank you for looking after me for just over two months!

Anon



Paediatric Orthopaedics



My daughter usually feels quite stressed when going to the doctors but she loved it at Starship. She loved all the bright colours on the walls, and the colourful decals. She also loved the playroom. What a great place for her to kill time while waiting for the doctor.

Anon



On the cover

2020 is the International Year of the Nurse and Midwife. Our cover shot honours representatives from our nurse and midwife community and all the amazing work they do caring for our community.

Back L-R: Kaveendra Krishna, Clinical Coach, Starship Blood and Cancer Centre; Kate Bridgeman, Nurse Unit Manager, Orthopaedics and Urology.

Front L-R: Lena Emani, Clinical Nurse Specialist, Pacific Planned Care Navigation; Amelia Blackett, Midwife; Mikayla Cleeton, Midwife.

New ward Taiao Ora opens

In November the first patients were admitted to Taiao Ora | Ward 51 at Auckland City Hospital.

The name Taiao Ora, meaning wellness environment, was gifted by Chief Advisor Tikanga, Dame Rangimārie Naida Glavish.

Taiao Ora integrates hyper-acute stroke, acute stroke, neurology, inpatient stroke rehabilitation and adult rehabilitation (for under 65-years-old) together on one ward.

Barry Snow, lead Director for Taiao Ora says, "For the first time patients with stroke, neurologic disorders and rehabilitation needs get seamless hospital care in a purpose-built facility. Previously, our patients had a stop-go experience as they worked their way through the acute admission and rehabilitation steps of their hospital journey.

"Hand over from place to place increases the risk of poor care and increases their time in hospital. So having a single place of care where the multidisciplinary teams work together providing acute and rehabilitation care will lead to much better outcomes and experience for our patients."

Bringing health staff from Ward 61, Rangitoto Ward and some of the Allied Health team together in Taiao Ora means they all continue to use their existing skills, as well as learn new ones as they integrate these services together.

The new ward has been designed with Taiao Ora in mind. The colours, textures, lighting and flooring have been chosen to bring a sense of wellbeing and healing. Natural elements such as harakeke, kawakawa, tui, pōhatu and awa are included in large murals throughout the ward.

It provides a safe, healing space to support patients on their journey to improved health and wellbeing. It also features a number of shared spaces to encourage whānau involvement along this journey.

Congratulations and thank you to everyone involved in the build and design of the ward. This has involved an enormous amount of work and is a true reflection of tūhono (together).



I'd like to acknowledge the rehabilitation, stroke and neurology teams who over the past few years have moved a number of times – thank you for sticking it out, we're finally in a new purpose built home. We've been delighted and impressed by the way all the teams have shown the value of tūhono by working together over the past few months to make the new ward the best it can be.



– Barry Snow, Director Adult Medical Services



Long Service Awards 2020

celebrating our people

Each year we celebrate the incredible kaimahi who have been working at Auckland DHB for 20, 30 and even 40 years. We are lucky to have so many wonderful people willing to dedicate such a large portion, and sometimes all of their careers to serving the people and communities of Tāmaki Makaurau.

Due to the impact of COVID-19, our Long Services Awards were a little bit different this year.

Instead of a morning or afternoon tea, directorates were encouraged to celebrate their Long Service recipients at a local level.

Despite the change, every one of our 240 recipients received their badge, certificate and personally signed cards from our Chief Executive, Ailsa Claire. "Writing the Long Service Awards cards is one of the best things about my job," says Ailsa. "I'm sorry this year I couldn't personally present the awards. I just want to say a huge thank you to our dedicated Long Serving Recipients. When I read the citations, what comes across most clearly is the value their colleagues place on each of them. Some of the things often written is that they are the glue that holds the team together, the go-to person, the person who lives our values, the one who makes the working day better."

Thank you to all our long serving employees.

Here are snapshots from some of the 2020 celebrations.



Top photo (L-R): Alex Pimm, Incident Controller COVID-19 Response Team, Director Patient Management Services; Hiraben Narayan, Cleaner; Shashikala Prasad, Cleaner; Matalena Hiku, Cleaner; Susan Pillay, Cleaner; Peter Gapes, Orderly; Rae Piniata, Training and Development Coordinator; Jane Lees, Nurse Director Patient Management Services.

Lower photo (L-R): Michael Stewart, Director Cardiovascular; David Haydock, Cardiothoracic Surgeon; Jude Clark, Perfusion Unit Manager; Tim Willcox, Clinical Perfusionist; Peter Alison, SCD CTSU; Lapasi Uilavai (Pasi), Orderly CVICU; Lyn Yangot-Idio, Thoracic Nurse Specialist/RN Ward 42; Ravella-Ann D'Souza, Team Administrator CVICU; Helen Richardson, Nurse Consultant.

Long Service
Recognition

Saying ngā mihi to our people

It's been a tough year and through it all of our people have done an amazing job looking after our patients and each other. To say thank you, our people were invited to morning or afternoon tea hosted by our executive team and senior leaders. We did this as part of Aotearoa Patient Safety Day, which has been another great reminder that to care for our patients, our wellbeing must be taken care of too.

Ka pai and ngā mihi for your spirit of service, grace and dedication.



Starship Lift 21

Starship's Lift 21 is part of the designated pathway for tūpāpaku (the deceased) to travel along, ensuring the transportation does not violate the tapu of the deceased or the grieving whānau. As it is tapu, food, drink, dirty linen and instruments cannot be taken in the lift at any time.

Illustrations by Toby Morris have been added to the lift doors to remind us to respect the principles of tikanga.

Supporting each other in the CVICU

Many teams are doing great things to create healthy, safe and supportive work environments through Kia Ora tō Wāhi Mahi. This month we're looking at the peer support model used by the Cardio Vascular Intensive Care Unit (CVICU) team.

Nurses join the CVICU for its pace and intensity – you have to want to do it. Those working in CVICU must adapt to change and respond in a high stakes, high needs environment.

Using kaimahi feedback, the CVICU has created a supportive, safe and connected work environment. One of the initiatives making a difference is the peer support group.

The group is made up of nurses who have volunteered to help. A peer support member is available during the shift if kaimahi need to offload something or feel worried or pressured.

“Often all the person wants is for someone to listen. Or to know they have someone to turn to for help,” says peer support member Ha Hee Kim, Registered Nurse. “Discussions are kept confidential unless requested otherwise. If it is a serious matter or if the person needs additional support, we bring in a team leader or charge nurse.”

Ha Hee volunteered as she has first-hand experience of how intense it can get. “I struggled as a new graduate nurse three years ago as our patients can get very sick and situations can get complex,” she says.



What helped me was the support from my preceptors, the education team, charge nurses and colleagues. From that experience, I know how important it is to have adequate support when working on the floor. There is a sense of accomplishment after helping a colleague who reaches out to me.



Ha Hee sees accessibility and approachability as key to the success of the CVICU model. “One of the reasons it has succeeded is that we have a mix of senior and junior nurses so our colleagues can approach whoever they feel most comfortable with,” she says. “If a peer support member leaves, an expression of interest is put out and someone else volunteers. We try to have peer support on every shift and the charge nurse announces who this person is to the team during handover.”

The peer support team also organises team events such as birthday coffees, baby showers and treats on a particularly tough day. A variety of events are held outside of work for people to feel more connected within the team.

Sapna Sheth, Associate Nurse Unit Manager says this has led to better patient interactions. “When our team know it is okay to ask for help, and that we want them to thrive, their confidence and wellness improves,” she says. “This leads to improved patient care and outcomes.”

Contact Cardiovascular Nurse Director Jo Wright or Sapna Sheth to learn more.



Some members of the CVICU Peer Support team: L-R: Registered Nurses Mebin Babu, Emiko Yoshi Baker, Ha Hee Kim and Katie Brooks.

Above: Building a healthy workplace at Auckland DHB has been shaped by staff feedback.

Our local heroes

Congratulations to our 2020 local heroes!



August

Tamsin Miles

**Social Worker,
Clinical Support Services**

Tamsin models each of the Auckland DHB values every day. She actively supports her Oranga Tamariki colleagues by doing what she can to partner with them to secure the best outcomes.

Tamsin is the ultimate team player who consistently strives to improve the services she is a part of. She is exceptionally diligent and kind in her approach to her work. Due to the nature of her role, she is unlikely to be thanked directly by those who she works so tirelessly for, as they will never know what their experience would have been if she hadn't advocated for opportunities, resources



and a timely, supportive plan to be in place wherever possible.

In so many ways Tamsin is a local hero – her generosity and manaaki as a colleague, her high level of professionalism and embodiment of angamua, her capacity to coordinate and effectively team together with multiple relevant parties, and her welcoming open door to anyone who seeks her assistance.

Ka pai to everyone nominated as a local hero:

Alphonsa Babu
Andrea Ebron
Anita Nair
Ashleigh Greyling
Breda Caiger
Briar Williams
Caroline Treadaway
Claire McPhail
Jan Jujnovich
Janene Padden
Jayne Sheridan
Jeanette Wylie
Jessica Skelly
John Mccall
Lyn Russell
Nicola Solomon
Peter Carr-Boyd
Prue Hames
Ria Nadakkavukaran
Rosie Banbury
Salanieta Salome
Sam Mataia
Sara Behroozemasheli
Shay Zatelyn
Shayal Chand
Shivi Chandra
Sunila Lal
Suzanne Peake
Vili Takau

September

Katherine Arnold

**Cultural Community
Support Worker**

Earlier this year a tangata whai i te ora was diagnosed with cancer and had no contact with her whānau despite previous attempts to locate them.

Katherine recognised her condition was starting to deteriorate. She started to read old notes and go through cultural assessments to try and find a name that could link her to the whānau. Katherine's research revealed that there were several ways to spell the family name and the Māori names were different too.

The most solid information that Katherine had was the Iwi, Ngāti Porou from Gisborne. Katherine rang the



local Ngāti Porou radio station and asked for whānau to make contact with her.

In May Katherine was contacted by whānau and they came to visit their beloved whānau member. This reunion brought joy to our tangata whai i te ora in her final days. Thank you Katherine for this excellent mahi and re-uniting this whānau after 23 years.

Keeping it in the family

If you speak to a nurse or midwife it fast becomes clear that, it's not just a job, it's a vocation – a calling that evokes a passion, essential to success in the role.

In honour of the World Health Organisation's International Year of the Nurse and Midwife, we spent some time catching up with two of our nurses and midwives, for whom nursing and midwifery is a family affair.

Rachael Lumsden is a practicing Senior Midwife at Auckland DHB and her niece Hanna Chaplin is a final year Nurse Graduate. The two of them credit their passion for nursing and midwifery to Rowena Lumsden, grandmother to Rachael and great-grandmother to Hanna.

Rowena started her nursing career in her twenties and later moved into midwifery. Since Rowena's mother passed away when she was four days old, her fervent motto was 'No baby or woman would die from [her] poor care.'

Determined from the get go, Rowena ignored her family's criticism of her career and continued to practice midwifery well into her eighties.

Two of Rowena's children continued the family tradition and became nurses and midwives themselves. This has carried on right through to Rachael and Hanna. "We're onto the fourth generation of nursing and midwifery in our family," says Rachael. "It's coming up a hundred years, I guess. No small feat!"

Rachael recalls Rowena often shared her most treasured career moments; she spoke of being proud that she was the one who took the time to 'spruce up' the patients, she was the one who went and washed their hair and tidied them up. She really enjoyed taking that extra bit of time with people. Rachael believes her grandmother was born to be a nurse.

Rachael's pathway to midwifery was less direct. Starting off as a naturopath, she was keen to pursue a career in natural cosmetics. But it was her time spent working in fertility clinics that led her to study midwifery.

Rachael explains, "I came into Auckland DHB and really thrived on the high risk, and social needs that many of our patients have here ... it's really rewarding to work with these people."

For Rachael's niece Hanna, the pull to healthcare started young. "When I was seven I told mum I wanted to be a paediatrician and that's something that's always stuck with me," she says. "When I went to university I decided to do nursing, and I've absolutely loved it so far."

Hanna has also spent some of her training time at Middlemore hospital, walking the same halls that her Great Grandmother Rowena did as a Charge Midwife in the sixties.

The family ties to nursing and midwifery stretch beyond the shores of New Zealand with an aunty and two cousins in Arizona, USA, who are all nurses.

What advice do you have for anyone considering a career in nursing or midwifery?

“Nursing school is really hard but it's worth it in the end, so stick it out.”

- Hanna

“Be prepared to be pushed in every direction you can imagine. It will test all your boundaries, but you'll grow like you never expected and it's a career for life.”

- Rachael



(Left) Rachel Lumsden, Senior Midwife at Auckland DHB and (right) Hanna Chaplin, final year Nurse Graduate.



The photo on the phone is Rowena Lumsden, grandmother to Rachael and great-grandmother to Hanna.

International Year of the Nurse and Midwife 2020 - Shining a light on you!

A letter to our nurses and midwives.

Auckland DHB celebrating



2020
INTERNATIONAL YEAR
OF THE NURSE AND
THE MIDWIFE



“Kia ora koutou,

As you know, the roles of both nurses and midwives bring with them many challenges. We always support and care for people when they need it most, but this year, as we responded to COVID-19, has been more challenging than most. Through continuing to carry out our mahi, despite the many unknowns, we demonstrated once again the vital role we play every day in protecting our communities and keeping our patients and whānau safe. 2020 challenged us both professionally and personally, asking more of us than ever before.

Last year, the World Health Organisation designated 2020 as ‘International Year of the Nurse and Midwife’. It’s a year dedicated to celebrating our professions on a global level, and shining a light on the incredible things we do every day which make an immeasurable difference to the patients and whānau on our wards and those out in the community.

Being Nurses and Midwives ourselves, we recognise that it’s often the little things which make the most difference. So firstly, we wanted to take this opportunity to pause, reflect and say thank you to you all. Thank you for your incredible service and the huge difference you make to our patients, whānau and community.

Before COVID-19 we had many plans in place to celebrate, recognise and inspire our current and future nursing and midwifery workforces. However, like so many things this year, those plans had to adapt and change.

We were determined to do what we could to honour the year and have been busy working away behind the scenes, with the support of Auckland Health Foundation, to ensure we can wrap up the year with a few surprises, including:

An Auckland DHB ‘Year of the Nurse and Midwife’ badge for our entire nursing and midwifery workforces, and celebratory videos, showcasing our nurses and midwives — shedding light on their careers, why they do what they do, and insights to inspire the next generation.

We hope that you can take a moment to pause, reflect and celebrate the incredible mahi you put into your roles. You play a very special role in ensuring the health and wellbeing of our patients, whānau and communities at Auckland DHB every day.”

Ngā mihi,

Margaret Dotchin, Chief Nursing Officer

Deborah Pittam, Midwifery Director

Members of our nurse and midwife community.

Back row (left to right): Szelin Yap, Isabella McFarlane, Gina Boniolo, Mahima Chopra and Stephanie Guo.

Front row (left to right): Finn Gregor, Kaveendra Krishna and Jay Hunter.



**Auckland
Health
Foundation**

Thank you to our key sponsors Auckland Health Foundation for making our celebrations possible.

8 smart tips for the silly season

After the year we've had, the holiday season can't come soon enough. Whether you are working through, or taking a break, please make sure you look after yourself.

- 1 Switch off. This year has been tough on all of us. Take time to rest and relax. Give your phone and digital devices a break too, if you can.
- 2 Connect with people. Spend time with those who make you feel safe, loved and supported.
- 3 Find time to exercise. Have fun and make it social – think backyard cricket, bike rides, swimming and mountain hikes.
- 4 Drive safe. If you are driving, make it a safe trip for you and those on the road with you.
- 5 Be sun smart. Slip on a shirt, slop on some sunscreen, slap on a hat, and wrap on some sunnies.
- 6 Be safe in the water. Swim between the flags, obey safety signs and pay close attention to children.
- 7 Keep safe. Stay home if you are sick, scan your COVID-19 tracer app where ever you go, wash or sanitise your hands often and practise coughing and sneezing etiquette.
- 8 Get the support you need. For some this is a stressful time, with changes in financial circumstances, cancelled holidays and not being able to be with loved ones. If you need help, talk to someone you trust or talk to your manager. EAP provide a range of support for Auckland DHB employees including confidential counselling. Contact 0800 735 343, email info@eapworks.co.nz or book online at www.eapworks.co.nz.

Companion Volunteers

Congratulations to our Reablement wards Companion Volunteers who were runners-up for the Health Care Provider Service Outstanding Team award at the 2020 Minister of Health Volunteer Awards.

The Companion Volunteers have been in place since 2016 providing non-clinical care for patients and their whānau. They assist with arts and crafts, speech therapy, mealtimes as well as providing conversation and general companionship. Patients regularly tell us that it makes their stay significantly more vibrant and interactive.

Volunteering Services Manager Lindy Lely says, "Being a volunteer takes a special type of person. We are lucky here at Auckland City Hospital to have a team of volunteers who are committed and engaged in helping. It is remarkable to witness the relationships our volunteers build with the patients and staff. This Award is a well-deserved recognition for our companion volunteers."

This award highlights four volunteers



Front row, L-R: Lindy Lely, Rocio Corona, Maria Mariotti, Rida Basharat.
Back row, L-R: Shubhra Shrotriya, Judith Overmaat, Maria Meni, Rushaina Variava, Shahreen Ahmed.

from the larger team of 80; Malia Meni, Peggy Bindel, Rocio Corona and Trisna Putri.

Our Volunteer Coordinators Shubhra Shrotriya, Judith Overmaat, Maria Mariotti and Rocio Corona have all played a pivotal role in the success of this programme.

Following the success of the Companion Volunteer programme on the Reablement wards, companion volunteers will be going into other areas across our hospitals.

Shared Goals of Care

Following a successful trial in General Medicine, in September we rolled out Shared Goals of Care to most clinical areas of our hospital.

Shared Goals of Care is a way to discuss treatment options with patients and their whānau in a considered way, rather than having to make decisions in response to a clinical crisis.

For many patients, the goal of care will be curative or restorative. But for some, the discussion will focus on improving quality of life or providing end of life care.

When shared goals provide the basis for clinical treatment, there is less risk of a patient receiving unwanted or unwarranted treatments if their condition deteriorates.

Margaret Wilsher, Chief Medical Officer, says that the value is in the partnership. "Shared Goals of Care is a partnership between the patient, whānau and the clinical team. It allows the patient voice to be at the forefront of determining their care whilst in hospital. I am delighted that we have matured to the point where staff can safely and respectfully hold conversations in such context," she said.

The Shared Goals of Care framework is supported by the Health, Quality and Safety Commission (HQSC).

Shared Goals of Care



Tell your health team what matters to you, because it matters to us



Āhua Tohu Pokāngia Tika Rōpū – Equity Committee

In late 2019, the Perioperative Services directorate held a hui for our Māori kaimahi at Manawanui Marae. This was an opportunity for our senior leadership to listen and understand how we could make the directorate a safer place for everyone to work in.

Following on from this, the Āhua Tohu Pokāngia Tika Rōpū – Equity Committee was created in Perioperative Services to tautoko ōku hoamahi, establish whakawhanaungatanga, and initiate kawa within hui.

Elizabeth Kanivatoa Kaitohutohu Nāhi – Nurse Consultant felt there was a real commitment from the perioperative leadership in understanding the whakaaro of Māori kaimahi. "We explored how we could make our environment be more meaningful for Māori kaimahi," she said. "This in turn creates a flow on effect to our tangata i te whai ora."

The Kaupapa of the Rōpū, underpinned by Te Toka Tumai Strategic Objectives and Values, is to:

- Achieve equity within our daily mahi and our perioperative whānau.
- Deliver our responsibilities outlined in Te Tiriti o Waitangi.
- Move towards a shared vision of improving partnerships with our Māori and Pacific people and increasing our Māori kaimahi and Pacific workforce.
- Embrace Māori culture and tikanga and embed it in our service delivery and day to day activities.

If you would like to get in touch with the Rōpū, or find out more information, please contact Elizabeth Kanivatoa, Nurse Consultant – Perioperative elizabethk@adhb.govt.nz.

Glossary

kaimahi	staff
kaupapa	purpose
kawa	protocol
mahi	work
Nāhi	nurse
ōku hoamahi	colleagues
rōpū	committee/group
tangata i te whai ora	patients
tautoko	support
Te Toka Tumai	Auckland DHB
whakaaro	opinions
whakawhanaungatanga	connections

Thank you to our whānau

A great big shout out and huge thanks, to every member of the Security Services Team. You have worked tirelessly through this very challenging year to make sure our staff, patients and whānau are safe and welcomed. Your efforts are appreciated by the Security Management Team and by the people we serve.

We wish you joy and happiness for the festive season.

Sue Ramsay

Head of Security Services



I would like to acknowledge the great work of the Child Health Patient at Risk (PaR) team. I'm so proud of the way you work in partnership with children, whānau and teams across all services in Starship. I'm so proud of the way you look after each other to build a strong and capable team. Your paediatric expertise, leadership attributes and support are highly valued – you really do make a difference. Thanks for making the magic happen every day and every night of the year.

Wendy Sullivan

Charge Nurse
Child Health PaR team



We have heard and shared so many stories of people working with passion, innovation and selflessness to look after our patients and each other during a tough year. You have helped Auckland DHB stand tall and strong for your colleagues and for our community. It has been a privilege to help document and celebrate your stories.

Meri Kirihimete to our staff, patient whānau and visitors and here's to a happy 2021!

The Communications team



To the Auckland DHB Resource Team – a huge thanks you for all of your hard work and dedication this year. The resilience and spirit you have shown during this very unusual and challenging year is admirable. You have made my first year as a Charge Nurse a memorable one and I am always grateful for your positivity and support. I look forward to the challenges and triumphs that 2021 will bring us.

Shakira Camp

Charge Nurse
Resource Team ACH



Thank you to Ward 51 staff!

You are all amazing! Please keep doing the great job you do – I appreciate every little thing that you do! Lots of ❤️❤️❤️

Rose Ann Toleda

*Charge Nurse
Ward 51*



Thank you for living our values, and your mahi, commitment, determination, strength through what has been an incredibly challenging year. We wish you a safe and relaxing time over the holidays. For everyone who is working over the holidays, thank you for giving up time with your whānau.

*Auckland DHB
Executive Team*



A huge thank you to everybody who has supported – and continues to support – our collective response to COVID-19. There are so many people and teams who have worked together to keep Aucklanders and New Zealanders safe. It's been fantastic to be part of such an amazing group. Thank you all.

Alex Pimm

*Incident Controller | COVID-19 Response Team
Director | Patient Management Services*



Ngā mihi nui for the amazing work our Patient Administration Services out patients schedulers, reception staff and supervisors have done this year. I appreciate all the effort you've put in to ensure our patients receive the best service possible. Kia ora for going above and beyond during COVID-19. You didn't stop and I am incredibly proud of you all. Na Gwendol.

Gwendol Welburn

Patient Administration Services



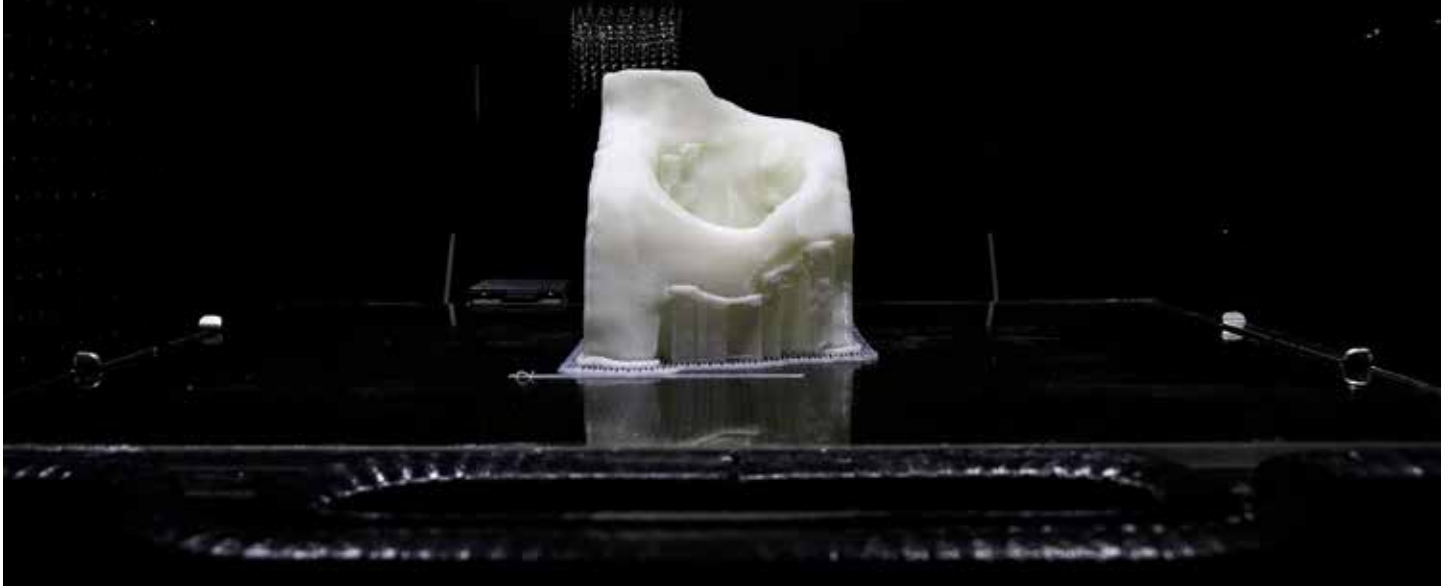
I have the pleasure of leading an amazing group of Nursing, Allied Health and Administration staff at Starship Community. This year has been an extremely challenging environment to deliver frontline inpatient and community based health care. All staff have had to manage change in all aspects of their professional and personal lives and have done so with grace, perseverance and a truly remarkable commitment to the children, young people and their whānau who have contact with our services. Thank you for all you have done and warm wishes for the festive season!

Jo Peterson

*Nurse Practitioner and Service Clinical Director
Starship Community*



Auckland DHB 3D Hub – *platform of opportunity*



3D printer with orbital model (orbital refers to the bones surrounding the eyeball).

Architects, engineers and industrial designers have been using 3D printers to create models and prototypes for decades. But interest peaked a few years ago as the technology became more and more affordable and printing became more accessible.

Auckland DHB has had a 3D printer since 2017; using the printer to mostly for digital modelling and equipment replication. With its ability to print small parts, we don't need to replace whole machines. For more complex anatomical parts we have used commercial suppliers to produce prints for a variety of needs, such as custom hip implants and cranial implants.

The oral and maxillofacial surgery service has been using 3D printed models to plan and prepare for surgery for several years. Chris Sealey, Service Clinical Director says, "We routinely use mirror-imaged 3D printing to allow pre-operative custom-bending of titanium plates for patients with orbital fractures (the bones surrounding the eyeball). This makes the reconstruction surgery more precise and improves patient outcomes."

With the Maxillofacial team already using the 3D Hub, we are looking to explore additional opportunities with clinical areas such as cardiology, oncology and orthopaedics.

To increase capability and develop safe opportunities to do this we have established a 3D Hub. This is a small team of 3D printing experts from clinical engineering and Ara Manawa, together with clinical and non-clinical staff. Overseeing the project is Dr Mike Shepherd, Director of Medical and Community at Starship. "The Hub is our in-house service that coordinates 3D printing needs," says Dr Shepherd. "It enables us to exploit the technology,

safely and to its fullest on behalf of our clinicians."

There are numerous benefits for healthcare to improve and save patients' lives. Training and preparing for actual operations provides models that look realistic and mimic actual human parts. It also allows for procedures to be planned and practised in risk-free surgical settings.

3D printing in medicine will only keep evolving and improving and is becoming a vital part of the medical processes. While the 3D Hub has a small number of printers, we are developing in-house expertise and linking with 3D print industry and academia to ensure Auckland DHB is well placed to make the most of the opportunities for the hospital and our patients.

For more information or involvement in 3D print email 3Dprinting@adhb.govt.nz



The Hub is our in-house service that coordinates 3D printing needs. It enables us to exploit the technology, safely and to its fullest on behalf of our clinicians.



Dr Michael Shepherd,
Director of Medical and Community,
Starship

New Zealand Public Service accolade for Margaret Dotchin



L-R: Pat Snedden, Board Chairman, Auckland DHB; Ailsa Claire, CE, Auckland DHB; Margaret Dotchin, Chief Nursing Officer, Auckland DHB; Dr Nicholas Jones, Clinical Director – Health Improvement and Equity, Hawke's Bay District Health Board; Keriana Brooking, Chief Executive, Hawke's Bay DHB and Dr Ashley Bloomfield, Director-General of Health

Congratulations to Margaret Dotchin, our Chief Nursing Officer, who has been awarded Te Tohu Ratonga Tūmatanui | The New Zealand Public Service Medal for 2020.

Part of the New Zealand Royal Honours, the medal recognises public service employees who demonstrate exceptional commitment to their work, the highest standard of integrity, and a spirit of service to New Zealanders.

Auckland DHB Chief Executive Ailsa Claire has praised Margaret's dedication to nursing and her desire to make a difference.

"Margaret is an outstanding nurse and health leader. She is passionate about nursing and delivering vital services to

patients, which she has been doing for 30 years as a senior leader in her field," she said.

"Margaret has led innovative nursing approaches that improve the patient experience and is an outstanding role model for nurses. She led the development of Auckland DHB's nursing strategy, a blueprint for nurses that underpins their professional development.

"She has been fundamental in creating nursing scholarships for Māori and Pasifika students to ensure they are better represented in the workforce.

"Margaret facilitates the development of the nursing pipeline to ensure it is robust and equipped for New Zealand's future. This includes continuous involvement in undergraduate education; ensuring nursing students receive the best possible clinical learning and exposure."

New central plant at Auckland City Hospital

At Auckland DHB work is underway to build a new central plant building and tunnel at Auckland City Hospital. The new building will house chillers, cooling towers, emergency generators and massive water and diesel storage tanks. A 240m service tunnel will connect the central plant to the main hospital.

Part of the Facilities Infrastructure Remediation Programme (FIRP), the new central plant building will be engineered to withstand a major earthquake.

The whole project is a major piece of infrastructure and construction will take approximately two years.

"Inevitably there will be some disruption, but you can be assured services and buildings will be safe at all times," says Allan Johns, Director of Facilities and Development. "We



An architect's impression of the central plant building.

thank all our patients and staff in advance for your patience."

With backup systems to ensure critical clinical services are uninterrupted, the new central plant will ensure Auckland City Hospital is more resilient and better positioned to provide high quality care to New Zealanders.

Innovative new CPR training set to save lives

Thanks to a generous donation by the Lindsay Foundation, our clinicians can now get more frequent life-like CPR simulation training.

Resuscitation Quality Improvement (RQI) is a ground-breaking new method for resuscitation (CPR) training, which has been reported overseas to improve in-hospital cardiac arrest survival rates by 21 per cent.

The purchase of the RQI machine at Auckland DHB was made possible by a pledge by the Lindsay Foundation of \$322,724 to the Auckland Health Foundation – the official charity for our adult health services.

Lindsay Foundation CEO Andrew Higgott says the Lindsay Foundation was established to support Kiwis and organisations who aspire to make a positive difference in New Zealand. "RQI is an incredible piece of simulation equipment that will enable health professionals to practice CPR skills and hone their techniques regularly, which they can then take into real-life situations," he said. "The Lindsay Foundation is proud to bring that sort of technology and support to health professionals in New Zealand."

Research shows that CPR skills deteriorate from lack of use, as does the effectiveness of the resuscitation. The new RQI machine will improve the quality and frequency of training for 3,000 clinicians and nurses across Auckland DHB, ensuring they retain high-quality CPR skills.

Auckland DHB Adult Emergency Department Clinical Director Anil Nair says the continual life-like practice of CPR is important to improving patient survival rates. "Some clinicians do not perform CPR regularly in their day-to-day jobs, so simulation is the only way they can refine their skills and grow in confidence," he said. "CPR simulation using RQI will ensure our clinicians can practise more often and build their experience in a risk-free setting, so they are more prepared and capable to get it right when it matters."



L-R: Simulation Service Operations Manager Geoff Petro, AED Clinical Charge Nurse Annette Dance, Lindsay Foundation CEO Andrew Higgott, Auckland Health Foundation CEO Gwen Green.



CVICU nurses (L-R): Ha Hee Kim, Sapna Sheth, Jim Richardson.

RQI also brings cost-saving benefits and increases the amount of time that clinicians can spend treating patients, as there are no instructor fees and training can happen on the ward. RQI training is mobile, takes just 10 minutes, and gives immediate feedback to the trainee and supervisor.

Auckland Health Foundation CEO Gwen Green says this remarkable donation from the Lindsay Foundation will touch so many lives for years to come: "We're grateful to the Lindsay Foundation for recognising the value of RQI training," she said. "Their generosity will help clinicians to save lives, which is the greatest gift of all, and we know our clinicians, patients and their families will be forever grateful."

Wordsearch Puzzle

S	P	E	C	I	A	L	I	S	T	D	J	E	O	R
E	E	N	I	C	I	D	E	M	N	O	V	A	R	E
G	M	Q	A	J	R	C	M	A	P	I	Y	W	D	G
I	U	E	M	U	I	E	L	I	T	U	E	R	E	I
G	B	S	R	E	M	P	M	A	D	L	N	B	R	S
D	B	R	S	G	A	A	R	M	L	W	D	G	L	T
H	T	R	E	T	E	E	G	B	U	B	I	H	Y	R
B	U	L	I	X	P	N	E	N	Y	S	U	F	U	A
N	G	E	C	O	R	I	C	S	A	R	Z	V	E	R
C	N	Z	I	O	N	W	L	Y	D	H	W	V	M	L
T	L	R	Q	G	U	A	L	S	I	C	G	A	W	R
W	E	L	K	W	D	G	N	R	L	A	X	X	R	U
P	S	M	A	N	A	A	K	I	O	E	M	B	O	D
P	I	K	A	J	Z	E	B	D	H	B	Z	O	A	A
E	M	J	A	G	C	G	I	F	Y	T	I	U	Q	E

- ANGAMUA
- BEACH
- DHB
- EMERGENCY
- EQUITY
- HOLIDAY
- JANDALS
- MANAAKI
- MEDICINE
- MIDWIFE
- NOVA
- NURSE
- ORDERLY
- PATIENT
- PERIOPERATIVE
- REGISTRAR
- SPECIALIST
- SUMMER
- WARD
- WELLBEING

SPOT THE PART

answers

1. Boiler room chimney at Greenlane Clinical Centre (GCC).
2. Taiaro Ora – Ward 51 Auckland City Hospital (ACH).
3. Helipad for Westpac Rescue helicopter ACH.
4. Building 7 GCC.
5. Made from bricks from the original Costley Building, you'll spot it near the ACH entrance.
6. Costley Wards at GCC.
7. Reception area ACH.
8. Microscope collection in Clinical Education Centre ACH.

What's on your summer reads list?



We asked a couple of our people what they were reading this summer.

Dr Mike Nicholls,
Emergency Medicine Specialist

For MAMILs* and others who enjoy road cycling, I recommend reading or listening to the very funny *The Rider* by Tim Krabbé. A range of human emotions, from despair and fierce competitiveness to elation and compassion, arise when the author competes in a road cycling event in France. And while proponents of mindfulness may advocate being immersed in the moment, I find listening to audiobooks like this one great for those long, slow summer tasks. Especially when there's no cricket on.

*Middle-aged men in lycra.

Katie Quinney, Service and Programme Manager,
Quality and Safety

I know my reading goes up when on a break – when I pack to go away, I start with the books I'm going to take and they form the basis of any packing list. I'm going to check out Margaret Heffernan's new book *Uncharted*. To be honest, I might immerse myself in her work a little. I first came across her via the magic of the TED talk and have at last purchased a couple of her books that are sitting just waiting on the bookshelf. Given the year we've all had, I'm intrigued by how we live and learn to thrive with the uncertainty of our new reality.

SPOT THE PART

How well do you know Auckland City Hospital and Greenlane Clinical Centre?

Can you guess the location of the well-loved spots below?

You can find the answers on page 19.

