

Te Whetū Mārama

NOVA

Haere mai Te Whatu Ora
Health New Zealand | July 2022



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- Recognising our long serving kaimahi

Te Whatu Ora
Health New Zealand
Te Toka Tumai Auckland

Looking to the future



Kia ora koutou,

I've spent 35 years working in health and 21 years in DHBs. I started on the Board with Auckland DHB on the day it began, so it seems fitting that I finish here too. It has been a privilege to be the Board Chair of Te Toka Tumai Auckland DHB twice and on both occasions, it has been a humbling experience to represent, and be in service of, you all.

In my time here I have seen you deliver extraordinary care and innovation. I remain impressed by how radically committed you

all are to the health and wellbeing of our patients and communities.

You've had the moral courage to stick it out even when there have been challenges and since the advent of the pandemic there have been many of those! In this last two years, you have managed the effect of an ever-changing virus and the restrictions and knock-on effects that have come with that. Watching you heroically navigate this has been an experience I have never before witnessed in any other workforce. The leadership and mahi you have shown has been extraordinary and on behalf of the board, thank you for your service to the community we serve.

As you settle into this new world under Te Whatu Ora - Health New Zealand, I encourage you to continue this boldness and be adventurous and excited about what's ahead. Use the skills you have to look for the opportunities and the possibilities. Try to not feel suffocated by the system shift.

At first, it will feel like not a lot is changing. But this is not a status quo moment. In particular, the introduction of the Te Aka Whai Ora - Māori Health Authority is ground-breaking. This has such potential to shift the inequity that has sat in our system for decades. None of this is for politically correct reasons; rather it is great citizenship. I hope this moment fires up everyone to deliver healthcare in a way that every person in Aotearoa deserves.

My fervent hope is that you don't think you are just small player in a large system. The mahi you do every day for our patients, whānau, communities and for each other, matters. It matters a lot! We are less without your efforts, and we are enabled to be great servants because of your commitment.

I want to leave you by unashamedly borrowing a much-admired whakataukī by Tā James Hēnare: "Kua tawhiti kē tō haerenga mai kia kore e haere tonu. He nui rawa ō mahi kia kore e mahi tonu." "You have come too far not to go further; you have done too much, not to do more." To me, this encompasses the pride I have seen within all kaimahi at Te Toka Tumai Auckland and the potential you all have to make a difference in the future.

I sign off as the last chair of the DHB, proud of what we have achieved and delighted to have worked alongside you as servants of our population.

Noho ora mai,

Pat

Pat Snedden, Ex-chair Auckland DHB

Haere rā and ngā mihi Ailsa Claire

Ailsa Claire joined Auckland DHB as Chief Executive in October 2012, returning home to New Zealand after a distinguished career with the NHS in the UK. As we move to Te Whatu Ora – Health New Zealand and Te Aka Whai Ora – Māori Health Authority, and say ka kite to Auckland DHB, we are also saying haere ra to Ailsa. We asked Ailsa to reflect on the highlights of her time at Auckland DHB and her hopes for the future of health in Aotearoa.

"I remember coming back to New Zealand to take on the opportunity to lead the team at Auckland DHB. After such a long time away, it was a big move to make for me and for my family, but one I've never regretted. Being Chief Executive of Auckland DHB has been the best job I've ever had!

"The evening before I started my new role as Chief Executive, I had a walk around Auckland City Hospital during visiting time. I wanted to see what it looked like from a whānau point of view; you only get a short window of opportunity to do that with fresh eyes. After that first walkaround, seeing people's amazing mahi, and then the warm welcome I received in my first few days, I knew I'd done the right thing taking on the role.

"It's the people I get to work with who've made the difference. I've said it many times over the last 10 years, but it's been a humbling experience to work alongside you all.

"There are so many people with such enthusiasm to do the right thing for our patients and our community. One of the things I introduced soon after I joined Auckland DHB was the Local Heroes Awards. I wanted to be able to hear about the good stuff going on and shine a light on our amazing kaimahi. And I have to say reading the nominations and presenting the awards to our 'heroes' has certainly been one of the best bits about my job. In total we've presented about 120 awards. The Long Service Awards gave me an opportunity to read about the commitment people have made to Auckland DHB and their amazing career histories, including more than one person with 50 plus years of experience at Auckland DHB. There are amazing examples of people living our values.

"We have all been challenged to recognise that we have failed Māori. The way you all rose to that challenge to live the principles of Te Tiriti and tackle institutional racism has been inspiring.

"We have also lived through one of the biggest challenges to the health service and to our communities – COVID-19. When the COVID-19 pandemic hit we really didn't know what to expect. Having to deal with what it meant to us personally, whilst also working out how to support the people we serve, and our colleagues, was a challenge like no other. But seeing how we dealt with it calmly, whilst making changes quickly, was staggering. There was very little panic and for the most part there was empathy and kindness. One of the real positives was the long-lasting changes we were able to make quickly. That put us in a much better place to cope with the many challenges since, such as this winter and the pressure it's putting on everyone.

"We've had a Board who have trusted us, and I must particularly call out Pat Snedden. He has been such an amazing person to lead alongside and shows the most incredible commitment to improving the health system for everyone in Aotearoa.

"It's hard for me to say ka kite to an organisation I've loved to be part of, but I'm really excited about the opportunities the health reforms will provide for New Zealanders. And I'm excited about the role I can still play in health leading the new National Workforce Task Group, which is a key response to the challenges mentioned above.

"Finally, thank you. You have been amazing. I couldn't have worked with a better group of people. I know that while the name of who we work for changes, you'll continue to do the same great mahi.

Mā te wā."



Auckland DHB comes into existence with, Graeme Edmond as CEO and Wayne Brown as Board Chair.

Car Park B opens providing additional on site parking.

LabPlus opens on the Grafton site.

New Auckland City Hospital Building opens.

Greenlane Cardiac Services move to Auckland City Hospital.

First Blue Coat Volunteers join Te Toka Tomai to help patients, whānau and staff with wayfinding.



Ophthalmology Services move from the Wallace Block at Grafton to Greenlane Clinical Centre.



Māori Health bilateral initiative was launched to help deliver better health outcomes for Māori, by retaining Māori healthcare professionals and improve healthcare practices based on Tikanga.

October
Ailsa Claire appointed CEO.



June
Jacinda Adern, PM gives birth at Auckland City Hospital.

September
Consumer Council introduced to help improve patient experience.

December
We receive Rainbow Tick and Accessibility Tick.

February
First COVID-19 case detected at Auckland City.

November
First Integrated Stroke and Rehabilitation Unit in NZ opens at Auckland City Hospital.

November
The Kererū Kidney Centre opens in Tamaki, the purpose built centre provides kidney dialysis and support in the community.

November
We achieve accredited Hearing Workplace status.

2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022

Major upgrade to Starship Hospital.

Te Whetu Tawera our acute mental health unit opens - The gifted name of Te Whetu Tawera translates to 'the evening star'.

Greenlane Clinical Centre opens on the Greenlane Hospital Site.

October
National Women's Hospital services move to Auckland City Hospital.



Car Park A opens at Auckland City Hospital.

Our Auckland DHB values were developed involving more than 3000 employees, patients and whānau – Welcome Haere Mai, Respect Manaaki, Together Tuhono, Aim High Angamua.

We launched Te Manawa o Hine, the Māori Midwifery Team.

August
Auckland DHB wins climate action award.

December
The Employee Centre is established. A safe and welcoming space promoting a hauora approach to support the welfare needs of our people.

March
First patient at ADHB given Remdesivir, an antiviral medicine to reduce level of illness from COVID-19.

June
Haere rā Auckland DHB as part of New Zealand health reforms.

2003 - 2012:
Garry Smith is CEO of Auckland DHB.

2007 - 2010:
Patrick Snedden is Board Chair.

2010 - 2018:
Lester Levy is Board Chair.

2018 February
Gwen Tepania-Palmer appointed as Interim Board Chair.

2018 - 2022:
Patrick Snedden is Board Chair.

Celebrating our Kaimahi



Long Service Recognition

Here's some of the stories and memories from our people who have been here for 20, 30 and 40 years.

Lochie Teague



Paediatric Haematologist
Length of service: 40 years

Lochie has been here at Auckland DHB for 40 years with only a brief trip overseas for a fellowship. In that time period his achievements have been monumental. He led the service as Clinical Director for 20 years before stepping down to take a well-earned rest in 2019. He has grown the department from the small team able to fit into a broom cupboard when he started, to the 90-strong team we have today, including more than triple the SMO FTE. Lochie was our first paediatric bone marrow transplant specialist and performed New Zealand's first paediatric bone marrow transplant and pioneered NZ's use of CORD blood for stem cell transplant. Lochie edited the successful fundraising book *Starship – the inside story*. He has mentored growth of the allogeneic BMT service to be the world class unit it is today with some of the best paediatric blood marrow transplant outcomes in Australasia and child cancer survival stats as good as anywhere in the world.

Mele Kaufusi



Nurse Specialist
Length of service: 30 years

Mele Kaufusi has worked tirelessly to improve the lives of Auckland DHB patients for the last 30 years. First as a Pacific Island community nurse and then as a Diabetes Nurse Specialist at the Auckland Diabetes Centre. Mele is all about whanaungatanga (relationships and connection). Not only with her patients and their whānau but with her team and the DHB as a whole. Mele advocates, supports and opens doors for Pasifika as well as supporting clinicians and patients to work together. She aims high and sets high standards for herself, her patients and her family. Mele is proud to have three daughters, two of whom are nurses. She is a role model for us all. Listen out for Mele on the local Tongan radio station – she is often on air educating, supporting and connecting. Malo 'Aupito Mele for all of your hard work.

Suruj Ruar Singh



Healthcare Assistant
Length of service: 28

Suruj, your colleagues would like to acknowledge your prodigious 28 year service at Auckland DHB. Hard work and dedication saw you move up in your career within the organisation to now work for the A+ Bureau as a Health Care Assistant. Your manager Georgina Hale says that "Suruj has been with the bureau for a long time and is a very hard worker". Over the years you have shown great mahi and manaaki (care) for many patients and supported whānau during difficult times in their life. We are extremely proud of your achievements.

Hedy Geronimo



Position: Staff Nurse
Length of service: 20

What hasn't Hedy given to Auckland DHB! She has been a leader of Releasing Time to Care, a teacher, a mentor, she has been successful in obtaining her Master's degree, she has grown her family and raised a daughter who has gone on to practice medicine at Auckland DHB. She is the gift that keeps on giving! Hedy is a reliable colleague who can always see the impact that small decisions have on the team. She makes many of her colleagues feel confident especially after hours and really deserves the honour of being "Mama Hedy". It has been wonderful to have her as an ally and couldn't think of someone that makes you feel more welcome. Hedy is our leader of haere mai.

Ana Longopoa



Position: Cleaner
Length of service: 43 years

Ana has recently finished a lifelong contribution to the community – she worked for Auckland DHB as a cleaner for 43 years and has now retired at the age of 74. She worked across the hospital but most recently on levels 8 and 15 in the support centre. Ana has been a committed, hardworking kaimahi, helping to keep patients and staff safe and well through her service, and has been an invaluable part of the wider Auckland DHB whānau. We thank you Ana for your 43 years (!) of love and care. Go well!

Annelies Mittendorff

(Surgical Services Nurse Specialist, 30 years): I have a memory of working at Auckland DHB as a new grad in 1987. I stayed in the nurses' home where visitors had to sign in and out. One evening at 10pm an announcement was made over the loudspeaker to beware there was a man on the floor and Nurse Mittendorff should ask him to leave immediately!

Tania Gracie

(MRT Specialist PACS, 40 yrs): Memory from 40 years ago: there was a pool in the basement of the old Costley block where the new ACH hospital now stands. We would go for swims at lunchtime and come back to work well refreshed!

Charles Misquitta

(Team Administrator, Child Health, 20 yrs): One of my most rewarding times at the DHB was setting the NIR National Immunisation Register up in the Auckland region. Going door to door at each GP clinic like a salesperson trying to convince doctors and nurses what the NIR was about and how beneficial it would be in a few years, and then 9 years later, reaching the target of 95% fully immunised children in the Auckland region.

Elizabeth Enns

(Cardiovascular Nurse Specialist, 20 yrs): I have many funny memories, but one of the best was when I was co-ordinating one night. I speak a little French and one of our Tahitian patients called me over and pointed at his nurse. The nurse was singing "Voulez vous cochez avec moi ce soir*?" I asked the nurse what she was doing, and she said she was singing a French nursery rhyme to the patient so he wouldn't feel homesick... I had to explain to her what she had kept saying wasn't what she thought!

*English: Will you sleep with me tonight?

Te Toka Tumai through the years



1 & 2 - Commemorative posters for ACH and GCC first anniversaries. 3 - Level 5 ACH retail area. 4 - the new Auckland City Hospital under construction. 5 - COVID-19 quickly changed the way we worked and our teams responded with professionalism and kindness. 6 - Te Whare Āwhina provides short term accommodation for out of town whānau. Opened in 1992 it underwent a refurbishment in 2021. 7 - In 2013 our first local hero Dr Julian McEntee received his award from Ailsa Claire. 8 - Pasifika Week celebrations. 9 - X-Factor talent show 2009.

Our local heroes

In 2013 we launched Local Heroes, recognising our people who go above beyond. During that time we have had about 120 local heroes. The decision to choose our monthly local hero is never easy. Everyone who is nominated is so deserving! Well done to all our local heroes.



Dr Julian McEntee Margaret Colligan Dr Anthony Jordan Laura Rensford Monica Puleosi-Matapo,



Dr Vaughan Lock Rebecca Nicol George Taipari and Patrick Taylor Amanda Rookes Jojo Lafaele



Mahia Winder Brenda Baird Loeta Tengaio Adrienne Hall Kas Tifinu Leaupepe Sene Fuimaono Adam Drake Miriam Beavis Sally Taamo



Sue Patience Keiran Barling Ann Verbeeman Lynley Frame Chanel Prestidge Catherine Dixon-McIver Leigh Elton Reuben Gordon



Dr Suresh Navadj Dr Kavin King Frank Tracey Joyce Forsyth Edith Scott Denise Thatcher Kathryn Quick Beryl Law



Nicola Seto Nadya Atanasova Janice Duxfield Miriam Matenga Leandra Eeson Paula Baker Anne Comber Lee Fogarty



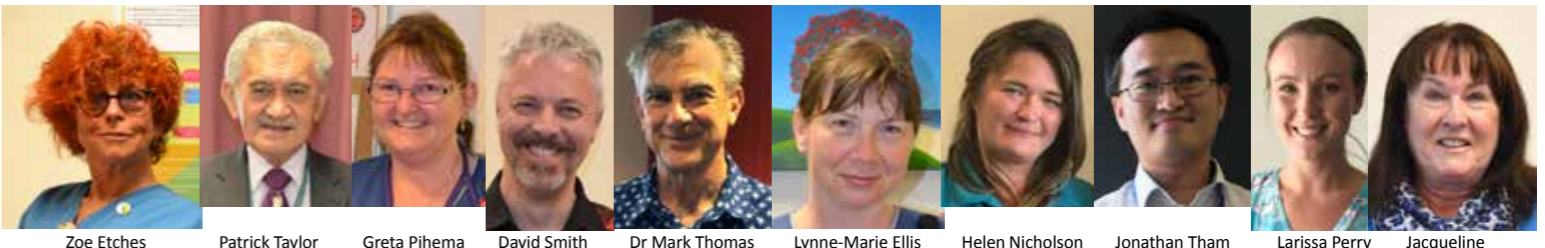
Yvonne Kaeppli Manish Khanolkar Emily Sutton Godson Johnson Nikki Millsgeon Robert Mustart Desmond Frost Denise Le Lievre



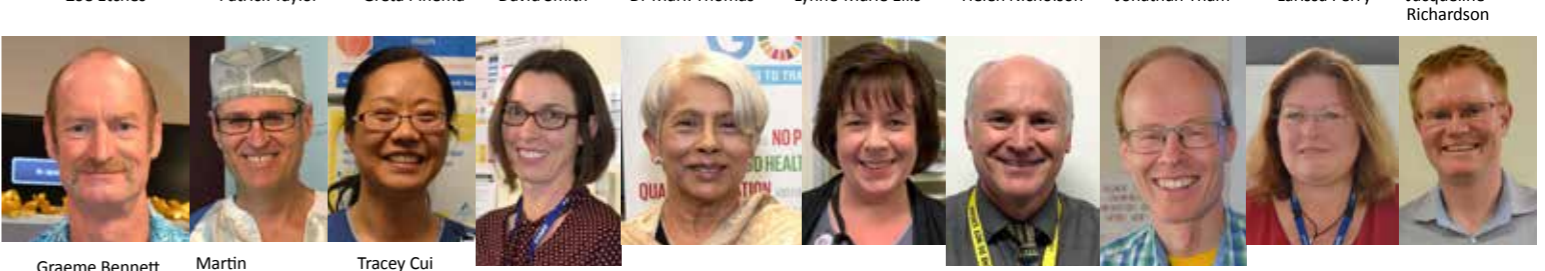
Arlene Laurenciana Troydyn Raturaga David Vallabh Rachel Gatland Renee Rangi Kay Mudgway Rhondda Kerins Ruta Padalkar



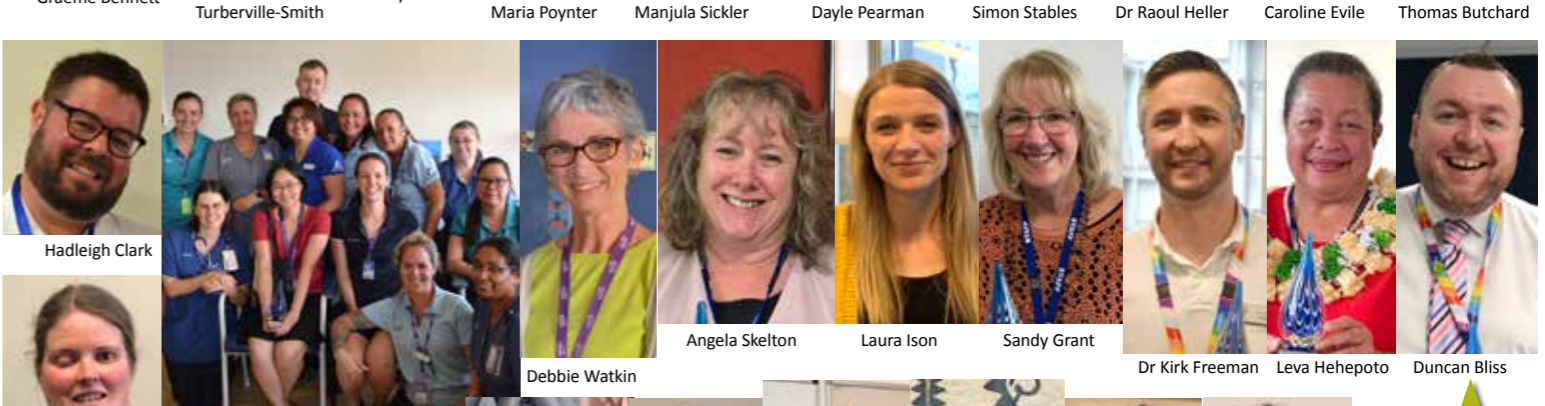
Marina Stander Murray Hames Nina Pouhila Tracey Sadlier and Angie Sexton Silvana Campanella Richard Allam Emma Nicholls Robyn Bosher



Zoe Etches Patrick Taylor Greta Pihema David Smith Dr Mark Thomas Lynne-Marie Ellis Helen Nicholson Jonathan Tham Larissa Perry Jacqueline Richardson



Graeme Bennett Martin Turberville-Smith Tracey Cui Maria Poynter Manjula Sickler Dayle Pearman Simon Stables Dr Raoul Heller Caroline Evile Thomas Butchart



Hadleigh Clark Debbie Watkin Angela Skelton Laura Ison Sandy Grant Dr Kirk Freeman Leva Hehepoto Duncan Bliss



Tamsin Miles Rangitoto Ward Katherine Arnold Sunila Lal Graham Bruce Gemma Hinckesman Janene Waye Emma Adamson Siosinita Alofi Terena Ru-Tuani Daisy Medalla



Claire Raikuna Maria Sergeeva Bronwyn Jupp Megan Christie Monica Miranda Deborah Harrison Mel Williams Andrew Meisner



Patient Applause

Here's just some of what our patients have said over the last 21 years.

“I witnessed the **best care** being given to my grandson, **good support** for our family & much kindness from all.”

“The **teamwork** makes our experiences **memorable** each and every time.”

“Without exception, each person who provided care to Mum was **extremely professional** and **genuinely caring**.”

“The **kindness and compassion** experienced was matched only by the **technical efficiency** of the staff.”

“Staff were **always cheerful** and **welcoming** they made the treatment I was not looking forward to **very easy** to cope with.”

“Each shift, a new **equally wonderful nurse** cared for me.”

“Everyone who cared for me, without exception, was utterly **competent, professional** and **deeply kind**.”

“I was **always** treated with **respect, kindness** and **pleasantness**.”

Dame Rangimarie Naida Glavish

As we look back at the history of Auckland DHB, we cannot overstate the integral part that Dame Rangimarie Naida Glavish ('Dame Naida') has played in our story. Dame Naida joined us in 1990 and we acknowledge her tireless work. Dame Naida began her working life as the famous post office telephone worker who refused to stop saying 'kia ora' to customers. Naida still advises and guides our organisation today, shaping the spirit and integrity of our mahi. Dame Naida shared these special words about her career in health:

“I actually didn't choose a career in health. I was already a successful reo Māori secondary school teacher, at Henderson High. The then-Chair of Te Rūnanga o Ngāti Whātua, Auntie Ruby Grey, and her kaitautoko – her 'seconder', Auntie Ani Pihema – came to me and said that they had been offered a partnership relationship with the then-Auckland Area Health Board, to appoint a Ngāti Whātua person to the position of bi-cultural manager across Auckland, National Women's, Greenlane and Starship. They saw it to be me. They approached me, and who can say no to two Aunties!? However – I will never forget that it was they who mandated me to do the job that I am doing, and every time we achieve something, I hope it brings a smile to them both.

What drives me, from my gut? My grandmother raised me, and some of the things she taught me, I didn't hear, until I was in my adult years. Some, I didn't really want to hear. One of the things she taught me was:

Ina kite koe tētahi mea hē, whakatikangia. Ina kore, ka rite koe ki taua hē.

“If you see something wrong, done in front of you, you must correct it, because if you don't, you will become like it.”

That has resonated with me – I don't want to carry anybody else's problems or wrongs. I would go to a hui and hope that nobody did anything wrong in front of me, because I'd have to correct it! Which I did. And that doesn't make you popular – you get called all sorts of things. However, I am true to my grandmother – I am pono (true) to her teachings. And one of those teachings is – It is a privilege to be of service.”

Kia ora Dame Naida and thank you for your continuing mahi.



Looking forward to the promise of Te Whatu Ora and Te Aka Whai Ora

A little over a year ago, we tuned in to hear Health Minister Andrew Little announce that all DHBs will be replaced by one national organisation. And, that a new Māori Health Authority would be established to develop policy, commission health services and monitor the state of Māori health. I remember feeling a sense of optimism that, as a nation, we were taking some bold steps to respond to the findings in the Health and Disability System Review and make the changes required to create a more accessible and equitable health system.



On Friday 1 July, we made that big leap and became a part of Te Whatu Ora - Health New Zealand and Te Aka Whai Ora – Māori Health Authority was established. Of course as expected, I felt somewhat nostalgic as we left Auckland DHB behind, but I also felt an enormous amount of anticipation for this new era as Te Whatu Ora – Health New Zealand. This is a really great opportunity to further evolve and develop a healthcare system that works for everyone.

We've already had a big focus on Te Tiriti and equity and I'm excited about the opportunities working in partnership with Te Aka Whai Ora – Māori Health Authority will provide as they guide, partner, challenge and hold us to account on delivering the outcomes Māori deserve. This is Te Tiriti o Waitangi in action and their support will enable us to be truly patient-centred, delivering care in a way that is mana enhancing for everyone involved.

Coming together as a wider whānau brings huge opportunities regionally and nationally to provide more joined up services providing better outcomes across Aotearoa. Please do use this opportunity and start to think about what your service would look like if it was more regionally and nationally connected.

As we head into this new era I hope you get time to reflect on your time at Auckland DHB but to also look forward to the promise of Te Whatu Ora – Health New Zealand and Te Aka Whai Ora – Māori Health Authority.

We can expect to see changes ahead. One of the incredible features of this place is our people and our teams working together every day – and that's not going to change, you'll continue to do the great work you do today.

Mike

*Dr Mike Shepherd
Interim District Director
Te Whatu Ora – Health New Zealand
Te Toka Tumai Auckland*



From the kaimahi (staff), patients and whānau of Auckland DHB, we would like to express our gratitude to our Board, who have provided invaluable guidance, expertise and manaakitanga over the years. We acknowledge your dedication to our mahi, and we thank you.

*L-R back row: Peter Davis, Jo Agnew, Ian Ward, Michael Quirke, Douglas Armstrong QSO, Bernie O'Donnell.
L-R front row: Michelle Atkinson, William (Tama) Davis, Pat Snedden, Fiona Lai, Zoe Brownlie.*

Haere Rā Auckland DHB

A special video and keepsake to mark the occasion



We've produced a commemorative badge to mark the end of Auckland DHB. This special badge will be gifted to everyone working at Te Toka Tumai. It marks 21 years of the DHB and acknowledges the mahi and care you provide every day. As we move to Te Whatu Ora - Health New Zealand we can wear the badge with pride and continue the same great mahi.



Here's a sneak peek at some of the answers, but you'll have to watch the video for the rest!

"I like working here because every day is a new, exciting challenge and I look forward to it"

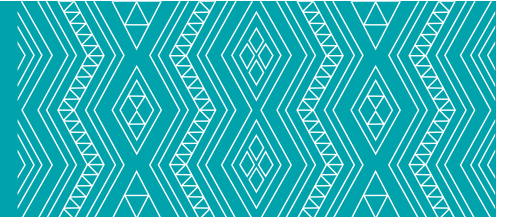
"I love being able to do the little things that make people's day a tiny bit better"

We also made a special video to share; we asked 50 of our kaimahi across Te Toka Tumai: "What do you love about what you do?" We've put this together into a wonderful video.

"We're proud to keep the community safe"

"I love working with my patients"

Kia ora welcome to Te Whatu Ora Health New Zealand



From 1 July we became part of a nationwide team of teams. Te Whatu Ora Health – New Zealand is the overarching organisation for New Zealand’s national health service.

As we transition to Te Whatu Ora the focus is on minimum disruption for services and frontline care.

But you will start to see more of the Health New Zealand Branding around the place – shown on this page.

Locally we’ll be Te Whatu Ora Te Toka Tumai Auckland. We’re retaining our gifted name Te Toka Tumai.

Te Whatu Ora
Health New Zealand

Te Whatu Ora
Health New Zealand
Te Toka Tumai Auckland

The gifting of our name

The process of naming both entities was initiated by Tā Mason Durie. An expert advisory group, headed by pou tikanga Rahui Papa, was responsible for the development of te reo Māori names for both Te Whatu Ora – Health New Zealand and Te Aka Whai Ora – Māori Health Authority.

These two names, while distinctly different to each other, share a close relationship founded in the ancient legend of Tāwhaki

To find out more about the legend and the story behind the names head to [TeWhatuOra.govt.nz](https://www.TeWhatuOra.govt.nz), where you can also watch a video where Rahui Papa talks about our names.

What does Te Whatu Ora mean?

Te Whatu Ora is ‘the weaving of wellness’.

Though there can be other conceptual interpretations of the name, one context for Te Whatu Ora is found in the weaving of culture – bringing two or more strands together to weave a basket; a basket of life.

Te Whatu Ora is the combining together of people, resources, organisations, thoughts and actions for the betterment and wellbeing of all.

Te Aka Whai Ora

The partnership between Te Aka Whai Ora and Te Whatu Ora will invest in services grounded in te ao Māori and ensure the wider health system better recognises and is more responsive to Māori needs, alongside that of the wider population.