

WAIKATO HEALTH NEWS

SUMMER 2016/17



Sick children undergoing surgery in Waikato Hospital were comforted with the arrival of hundreds of teddy bears to the paediatric wards.
(Photo credit: Fairfax Media NZ / Waikato Times)

Making hospital more bearable for kids

The operating theatre was made a little more bearable for children in the surgical ward at Waikato Hospital one special day in November. As part of a joint venture between the Surgical Research Trust and juvenile products company Phil and Teds, a teddy bear was gifted to every sick child facing surgery.

Waikato District Health Board paediatric play specialist Meenu Wadhwa said the bear provides cuddles and comfort for the children at a stressful time.

"They're a best buddy for the kids going into theatre. It's a comfort and safety object to hold close and also gives them some happy memories to take home."

The bears remove some of the fear of being in hospital, Wadhwa said. They can also be used as a prop for preparation and understanding to help explain surgical procedures to children.

Over 200 Phil and Teds bears have been donated to Waikato Hospital as part of the launch of a new batch of bears.

Isabelle Plummer (top photo) was one of the children given a furry friend to adopt, name and take home. Her mum Davina Plummer said

"They're a best buddy for the kids going into theatre."

Isabelle's eyes lit up when she received her bear. "To have the little bear with the little gown on it shows she's got a little friend who knows what it's

like to be in hospital with her."

(Thanks to Waikato Times for use of the article and photo)



Hospital nurse Sarah McDonald, patient Luca Jenkins-McHale, and the big and little bear.

WELCOME

TO OUR SUMMER ISSUE WHICH INCLUDES STORIES, HEALTH ADVICE AND INFORMATION FROM WAIKATO DISTRICT HEALTH BOARD FOR VISITORS, PATIENTS AND PUBLIC.

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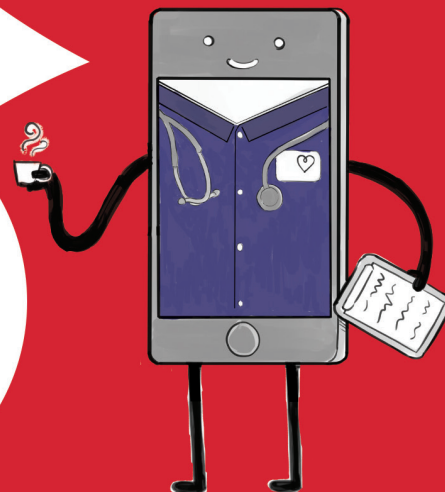
POTTING MIX

SUMMER RECIPE



SmartHealth

IT'S FREE!
Access healthcare
anytime, anywhere.



Waikato DHB's new online healthcare service – name change and now even easier to sign up to.

SmartHealth, powered by HealthTap is the smart way to tap into your health.

With SmartHealth you can:

- access a knowledge base of doctor-approved health information on topics, conditions, treatments and research
- access an out of hours doctor by video, voice or text chat (6pm – 11pm Monday to Friday, and 8am – 8pm on weekends and public holidays)
- ask a healthcare professional a question 24/7
- schedule online appointments with hospital specialists without leaving your home or office, if appropriate for your condition.

There are different processes for signing up if you are under 16 years old or unable to manage your own account.

If you're over 16 years old you can now take a 'selfie' plus a photo of your photo ID (drivers licence, passport or similar) and sign up online at www.smarthealth.org.nz or if you prefer you can take your photo ID into one of our hospital receptions.

Visit
www.smarthealth.org.nz
to find out more and sign up.

Waikato DHB's free online healthcare service has a new name and is now even easier to sign up to.

SmartHealth is the new name for Waikato DHB's online healthcare service, formerly known as the Virtual DHB. Over 2,500 people in the Waikato are now signed up and using the service which connects patients and healthcare professionals across the region by video, voice and text link.

Darrin Hackett, executive director Virtual Care and Innovation, said: "We carried out some market research which showed that our former name was confusing for the public and they thought they may not be seeing a real doctor.

"As we are still in the early stages of rolling this initiative out, we wanted to make sure we used a name that resonated with the public and explained the value of the service."

He said the SmartHealth team had also been working on a way of making the sign up easier. If you're over 16 years old you can now take a 'selfie' and a photo of your photo ID and sign up online at www.smarthealth.org.nz.

The SmartHealth free out of hours online doctor service is proving popular with people who have signed up so far. Dr Damian Tomic, clinical director of Primary and Integrated Care said "Many patients who are having consultations by text and video with a doctor out of hours have rated the service either four or five out of five stars."

He said the number of consultations will grow as the number of people signed up to HealthTap increases.

"Being able to talk to a doctor from home has led to patients being given helpful advice to self-manage their condition instead of coming into the Emergency Department and they have been issued prescriptions or advised to see their GP."

The NZ registered doctors are also creating great New Zealand content on HealthTap for the population to use and had answered more than 1,000 patient questions online.

Third medical school for New Zealand

A third medical school has been proposed for New Zealand – to be based in the Waikato.

The new Waikato Medical School will be a community-engaged graduate entry medical school and is being proposed through a strategic alliance between the Waikato District Health Board and the University of Waikato.

Waikato DHB Chief Executive Dr Nigel Murray said that this medical school is being proposed in response to health workforce shortages in provincial and rural areas.

"It's been 50 years since the last medical school was created in NZ, so this is a once in a lifetime opportunity to create an education programme that turns out a new breed of doctor – one who will be equipped for new ways of working to help address the health needs of all our communities."

"We have an aging medical workforce, a preference for part time work among GPs and a reliance on overseas-trained doctors.

The school will address our region's workforce shortages and community health needs by producing doctors who will be able to use the latest advances in technology, will be more representative of the communities they serve and will focus on the

healthcare of high needs communities.

The new medical school will be an alternative to Auckland and Otago's medical schools but will complement what they offer.

Being a graduate entry programme, and offering four years of training rather than five, it opens the doors wider for more people to train as doctors and helps address those critical medical workforce shortages.

"The government has welcomed our business case and is now considering our proposal, if it is accepted we hope to start taking students in 2020."



University of Waikato vice-chancellor Professor Neil Quigley (left) and Waikato DHB chief executive Dr Nigel Murray – working together to get a graduate entry medical school for the Waikato. (Photo credit: Fairfax Media NZ / Waikato Times)

SLIP SLOP SLAP & WRAP

80% OF UV RADIATION STILL GETS THROUGH ON A CLOUDY DAY



APPLY SUNSCREEN AT LEAST
20 MINUTES
BEFORE GOING OUTSIDE

DID YOU KNOW
YOU NEED TO APPLY
7 TEASPOONS
OF SUNSCREEN EVERY 2 HOURS



IT IS ESTIMATED

69,000

SKIN CANCERS ARE
TREATED IN NEW
ZEALAND EACH YEAR

IN 2012 THERE WERE

486

DEATHS FROM
SKIN CANCER

Slip into a long-sleeved shirt and into the shade

Slop on plenty of broad-spectrum SPF 30+ sunscreen

Slap on a hat with a wide-brim or a cap with flaps.

Wrap on a pair of close-fitting sunglasses.

New Board membership

Following the October 2016 elections and the subsequent Minister of Health appointments, Waikato District Health Board membership from December 2016 is:

Elected:

- Crystal Beavis
- Sally Christie
- Martin Gallagher
- Mary Anne Gill
- Dave Macpherson
- Pippa Mahood
- Clyde Wade

Appointed:

- Bob Simcock
- chair
- Sally Webb
- deputy chair
- Tania Hodges
- Sharon Mariu

Congratulations to Waikato Hospital catering staff

"We've got a great team and we're investing in them to only get better," says Waikato DHB dietitian and manager of Nutrition and Food services Wendy Dodunski.



Catering staff with their certificates

E Tū Union and District Health Boards agreed to upskill catering staff with a NZQA certified qualification through Service IQ Industry Training Organisation as part of their collective agreement.

Waikato Hospital recently awarded its first seven participants: Denise Cunliffe, Elaine Gibbons, Andrew Dockerty, Kirithi Mala, Jovelyn Roque, Shan Maas, and Julie Burling, with their Service IQ certificates, Level 3 in catering services.

It took the staff six months to achieve the accreditation and Waikato DHB operations manager of Nutrition and Food Murray Deed says "It's a pretty exciting time for the staff and we're really proud of their achievements. "They've worked hard with the theory and practical modules both in and out of the job."

"Our patients say that we serve the best hospital food in the country. The training helps our team to keep striving for the best and to keep our excellent food record consistent in the regular patient survey."

....and attendants staff

In early December orderlies/attendants had their graduation ceremony for achieving the Certificate in Health and Wellbeing (level 3), which is similar to what the health care assistants receive, but with an Orderly strand.

The Orderly strand focuses on such things as moving people, moving and storing equipment, moving a person using equipment, transporting the deceased, falls, and supporting effective functioning of a healthcare facility.

This is the first time the qualification training has been used by the hospital attendants. Seven attendants have successfully completed the certificate: Richard Healing, Maureen Henry, Mike Moody, Shibu Kurian, Stephen Harvey, Gordon Griffin and Joe Ryan.

Manager Steve Coles says: "There has been a noticeable change in these attendants. They are more confident and this is reflecting positively on their work and I think for them as individuals too. I hope to see them move forward to become verifiers or even assessors next year."

"A massive thanks must go to Stephen Harvey who not only completed the course himself, but coordinated, lectured and assessed the other six graduates work."



Attendants with their certificates



Youth INtact is a service for young people who may be having problems with alcohol and/or drugs.

We operate in Hamilton and surrounding towns in the Waikato region.

We are youth drug and alcohol professionals who provide a youth friendly environment that is easily accessible for rangitahi/young people to learn the skills required to ensure that drug and alcohol is not a barrier to reaching their goals.

We are keen find out more about how we can help Waikato young people achieve the best health and wellbeing.

NEED HELP?

For confidential and friendly advice phone
or visit our website and ask us a question
or contact our nearest provider

0800 468 228

(Available Monday - Friday, 8am to 5pm)

www.youthintact.org.nz



Patient Safety Week 2016



Safetysaurus (Patient Safety Week mascot) was a visitor in our wards, giving out stickers during Patient Safety Week and posing with patients and their families for the national Instagram promotion. The Safetysaurus idea came from Alexandra Schenkel and Frances Grocott of the Waikato DHB Quality and Safety team, and won the regional award in the Health & Safety Commission's Patient Safety Week 2016 mascot competition.

Ciana and her dad (below) enjoy meeting the Safetysaurus



REACH – a new service to help people back to work

Waikato District Health Board has teamed up with the Ministry of Social Development (MSD) and Auckland University to trial an innovative new service that helps the long term unemployed overcome their health issues and return to work.

The programme, called REACH (Realising Employment through Active Co-ordinated Healthcare), is supporting clients to manage their health condition or disability so they can find suitable work. This gives them confidence and independence and improves their wellbeing.

Barbara Garbutt, director of Older Persons and Rehabilitation and Allied Health for the DHB, said: "Having a job isn't just about money, work gives people confidence and independence. Research shows that working is good for people's health and wellbeing and that long term unemployment is detrimental to them and their families.

"Many people on a benefit have a health condition or disability and long term unemployment can cause isolation and feelings of worthlessness. Getting people back to work gives them a sense of achievement which is emotionally rewarding and fulfilling. Working more intensively with clients with health conditions and disabilities to get them into suitable work can really improve their lives and is a good investment for the government."

The Waikato DHB staff, in partnership with an MSD case manager, work with their local GP and other agencies in the client's life to help solve problems and use cognitive behavioural therapy to clear blocks that could be getting in the way of them being independent.

They also help establish healthy behaviour and an activity plan that helps them prepare for a return to work if possible.

Clients are invited to join the programme by their MSD case manager, and they will have been receiving a health condition or disability-related benefit for between six months and three years.

An initial prototype for up to 30 clients in the Dinsdale and Raglan areas has now expanded into a trial starting with four service centres around Hamilton.

There are approximately 4,500 clients in the Waikato region who are unable to work due to a health condition.

The prototype areas had been chosen because they were areas of social deprivation. The University of Auckland is analysing data from MSD, Public Health, Housing, ACC, Justice and Corrections to identify at risk populations who are struggling, where an intervention could really help improve their health and social outcomes.

"Having a job isn't just about money..."

newzealand.govt.nz

Helping you REACH your goals



A service of the Ministry of Social Development



Early success stories

Already the programme is having a beneficial effect on some of the early referrals.

DEREK

Derek (*not his real name*) had been out of work for a number of years. A smoker, he was really struggling with his health and was sleeping erratically. The REACH team were able to support him get into a regular sleeping pattern, provided support and education pre and post hospital stay for minor surgery, and worked on his CV with him. He's now got a job as an electrical technician, is a regular at his local gym, has quit smoking and started driving lessons.

TAMATI

Another client who has been able to be helped is Tamati (*not his real name*), a 39 year old man who had a 13 year prison history and a chronic health condition due to being overweight, drinking heavily and not managing his medication correctly. He had become anxious and depressed and didn't want to leave the house. The REACH team worked with him and his GP to help him understand how to manage his medication, educate him around eating healthily and support him attending a specialist appointment at the hospital. He is now getting out the house for regular walks, feeling more positive and is putting together his CV.



Hamilton and Cambridge based local representatives from the Health Consumer Service Trust (l to r) Cary Douglas, Ruth Strawbridge and Margaret Southgate.

Health consumer reps offer independent, free and confidential service

Waikato DHB is strongly focused on getting feedback from patients, carers or family and making it easy for people to comment or complain about the service they get.

Having an independent person to listen and support you can really help. That's where the Health Consumer Service representatives can play an important role.

"We are here to listen, support, communicate and liaise on your behalf," says Hamilton's Cary Douglas, who is one of the several associates from the Health Consumer Service that serve the Waikato area.

"Talking to your health professional can be difficult. When you're unwell or concerned or even just confused about the system it helps to have someone independent to call on. We can write letters or make phone calls on your behalf, come with you to meetings with your health care provider, advise you about the Health Complaints procedures and support you with your complaint."

The Health Consumer Service is a group of trained, professional and approachable people who provide a free and confidential service for consumers who are concerned about the health care service they have received or feel they may need to make a medical complaint. The service has local representatives in the Health districts of Waikato, Tairāwhiti, Lakes, Bay of Plenty, and Taranaki and covers any health service provided to a consumer in those areas, including medical and surgical, mother and baby, chemist/pharmacy, dental, disability support, home help, counselling, rest homes, mental health and community health services. It is fully funded by these DHBs.

They can be contacted by:
Freephone 0800 801 482 or through their website:
www.healthcomplaints.co.nz or by mail to:
Health Consumer Service, PO Box 15019,
Dinsdale, Hamilton 3243
 (please include your full name and contact details)

It's as simple as asking "What matters most?"

Hayley Colmore-Williams is the clinical nurse manager for Ward OPR3 - Orthopaedic Rehabilitation. She and her team have introduced a "What matters most?" quality initiative that has changed how staff plan care with patients and their families.

Quite simply, they ask the patient and their family "What matters most?" This one question allows patients, families and staff to prioritise what their goals and needs are and assists with the patient's discharge planning requirements right from day of admission.

"The aim is that the patient and their family are fully engaged, informed, and most importantly the patient takes the leading role, with the interdisciplinary team supporting the process," Hayley explains.

The feedback from patients and families when asked "What matters most?" has been that they feel "important, like they matter, valued, respected, and listened to".

Staff have found that by finding out what matters to patients and families on admission, expectations are clarified which in turn increases communication and satisfaction during the time of hospitalisation. Information is transferred onto the patient's care plan and built into their rehabilitation

plan. For example: for the patient who requested to visit his wife each week, the rehabilitation plan focused on him being able to get in and out of the car, walk a specific distance, and navigate steps and entranceways.

Some patient/family responses to the question: "What matters most?"

"Mum likes lots of stimulation. She was always a busy person."

"It is important that Mum is in her clothes. She hates hospital gowns."

"I want to be involved in my Gran's therapy sessions."

"Can we please be contacted about Mum's discharge plan so we can prepare her house?"

"I want my family to be able to visit me when I need them, so we can have a cup of tea together."

Compost and potting mix need careful handling

Summer is a popular time to get into gardening – but people need to be careful around their handling of compost and potting mix. Compost and potting mix often contain the bacteria which cause legionellosis – also known as Legionnaires' disease. One way of getting legionellosis is by inhaling dust from compost and potting mixes.

It can vary in severity from a flu-like illness to severe pneumonia. Symptoms include fever, chills, muscle aches and pains, shortness of breath and coughing. Anyone who develops such symptoms within 2 – 10 days after handling compost or potting mix should see their doctor without delay.

The disease doesn't spread from person to person.

When working with compost and potting mix

- Use a face mask and gloves.
- Open potting mix and compost bags gently and away from your face.
- Cut the bag open with scissors rather than ripping it.
- Water gardens gently using low pressure.
- Where possible, avoid working in unventilated places such as closed sheds and greenhouses.
- When potting plants, gently wet the soil or compost first to reduce dust, and wash your hands after handling soil or compost.

Courgette fritters

Courgettes (also known as zucchinis) are a good source of vitamin C and a source of folate and niacin. They are also one of the highest potassium containing vegetables. And they are really easy to grow in your garden or a tub, just keep them fed and watered, and pick them before they get too big. This is an easy base recipe you can change to suit your own tastes.

Ingredients

450g or 2 large courgettes, grated
3 tablespoons parmesan cheese, freshly grated
2 eggs, beaten

4 tablespoons wholemeal or plain flour
Pinch of chilli flakes (if you like it spicy)
Salt and pepper
2 tablespoons olive oil

Instructions

1. Squeeze the courgettes in a tea towel or a sieve to remove excess water. The fritters will be best if the grated courgettes are nice and dry before you start. Adding a little salt to the mixture before squeezing the excess moisture out of them helps to draw out every last drop.
2. Combine in a bowl with the parmesan cheese, beaten eggs, flour, salt, pepper and chilli flakes.
3. Heat a splash of olive oil in a frying pan and add two tablespoons of the mixture for each fritter. Cook three fritters at a time for two to three minutes on each side, until golden brown. Keep warm while you cook the remaining fritters.
4. Serve immediately - yummy with plain yogurt or homemade tomato relish.
5. You can add things like chopped parsley, garlic, mushrooms or chives, and lemon juice for extra flavour.

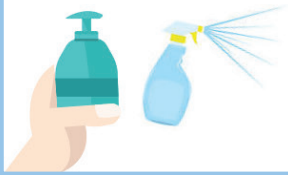


BASIC TIPS

Wash all produce under running water before eating, cutting or cooking them



Clean surfaces, utensils and hands with soap and water.



Use separate plates and utensils for raw and cooked meat, poultry and vegetables.

Don't leave food at room temperature for longer than one hour.



When planning a picnic, keep perishable food in an insulated cooler packed with ice or packs.

1918 Old Mens' Ward



THEN
and
NOW



2016 Older Persons and Rehabilitation Building