

WAIKATO HEALTH NEWS

WINTER 2015

Waikato DHB continues to track well in patient survey results

The latest results of the national patient experience survey shows Waikato District Health Board (DHB) continues to track well, with scores across key areas higher than the national average.

Every three months the survey randomly selects 6000 people nationwide who were inpatients in hospital, during a set two week period – in this case 2-15 February. The survey consists of 20 questions and asks people to rate their care experience out of 10 based on communication, partnership, coordination of the care, and having their physical and emotional needs met.

The Health Quality and Safety Commission collates and publishes the results for New Zealand as a whole, and also for each district health board.

Waikato DHB's Quality and Patient Safety assistant group manager Mo Neville said the results for the DHB this time were largely pleasing, but they also highlight areas where the DHB still has work to do.

There was a drop in the number of surveys returned from 31 per cent to 24 per cent (96 Waikato inpatients responded from the 400 offered the survey), and the DHB will continue to send a greater number of printed survey forms out by post rather than text messaging as mail does get a higher response rate.

Over 80 per cent of Waikato respondents always felt listened to by staff. 78 per cent of respondents said they always got answers they

could understand when they had important questions to ask a doctor.

In terms of meeting patients' physical and emotional needs, 93 per cent said that overall, they were always treated with respect and dignity while they were in hospital.

"We want to say a big thank-you to everybody who has completed the survey," Mo Neville said. "We do need to hear feedback. We do need to keep looking at how we can improve."

Areas for improvement (which are the same for most other DHBs) are:

- Staff advising people about medication side effects – Waikato DHB's score was 50 per cent: yes completely. (Waikato DHB's lowest score)
- Hospital staff including the patients' family/whānau or someone close in discussions about your care – Waikato DHB's score was 54 per cent: yes always (second lowest score)
- Ensuring people receive enough information from the hospital on how to manage their condition after discharge – Waikato DHB's score was 60 per cent: yes definitely.

A new project is underway at Waikato Hospital which is looking at more flexible visiting for patients' key support people, (see article on page 6).

"We hope this will support greater involvement of family/whānau in discussions about care, including increased involvement at ward rounds and handovers," Mo Neville said.

WELCOME

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

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CONTACT

news@waikatodhb.health.nz

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MAGIC SUPPORT

Waikato District Health Board members at a board meeting held in Tokoroa this year



From left: Tania Hodges, Andrew Buckley, Crystal Beavis, Bob Simcock (chair), Sharon Mariu, Ewan Wilson, Sally Christie, Martin Gallagher, Joanne Knight (manager, South Rural and Community), Clyde Wade and Gay Shirley. Absent: Pippa Mahood.

The board meets monthly, usually at Waikato hospital campus in Hamilton but twice a year travels to other communities. The board has a mix of elected and appointed members. Board agendas and minutes are on our website: www.waikatodhb.health.nz



What attracts young people to a career in health?

**FIND OUT MORE @
kiwihealthjobs.com**

Careers in health

- occupational therapist
- anaesthetic technician
- medical lab scientist
- dietitian
- health care assistant
- theatre nurse
- medical radiation therapist
- speech language therapist
- clinical physiologist
- audiologist
- doctor
- public health nurse
- physiotherapist
- midwife
- and lots more...

More than 100 enthusiastic students from Hamilton high schools packed the auditorium at Waikato Hospital recently to hear what working in health is really like.

The students were there as part of the Health Careers Day annually sponsored by Waikato District Health Board.

The aim of the day is to promote the vast number of careers in health.

That is reflected in comments made by the students themselves, many of whom thought of health careers just as doctors, nurses and maybe a couple of other professions.

The sessions open their eyes to the wide range of fascinating career options available.

Many of the professions and specialties held interactive displays after the main presentations where students could get "hands on" with equipment and ask questions.

"If they take home messages from the health professionals who spoke, they will know a passion for making a difference, enjoying working with people, and a curiosity about life are just as important as the qualifications the careers require."

The packed room and high energy levels were testament to their enthusiasm and interest.

Anaesthetist educator Iain MacLeod and trainee anaesthetic technician Selina Ryan said that their profession is one of those many young people are unlikely to hear about – they both

found out about anaesthesia only through word of mouth from people they knew.

"These career days are so

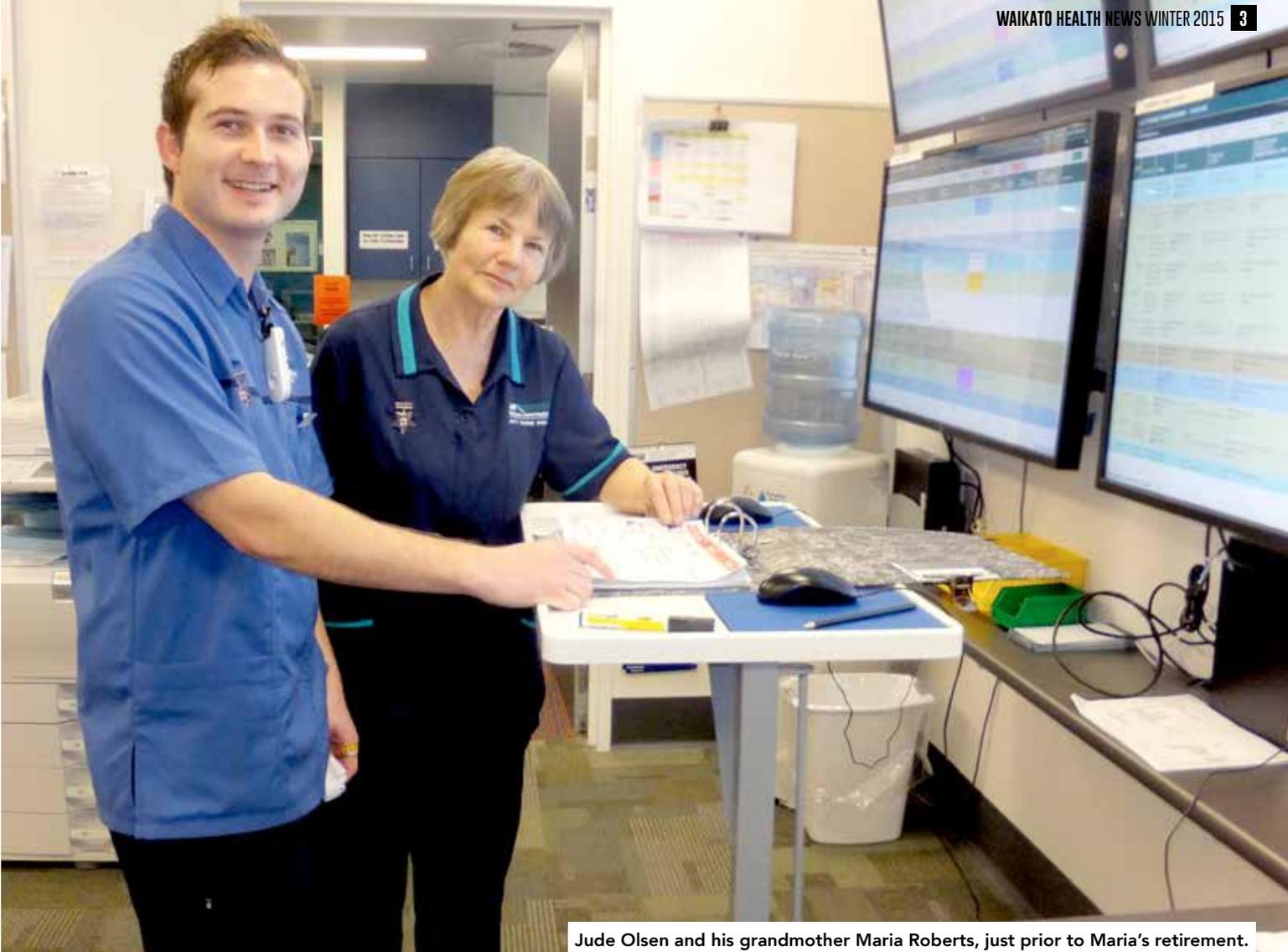
much better at letting people know what a wide range of health roles there are," they say.

Clare Bateson, coordinator with the DHB's Recruitment service says there is no shortage of students keen to attend the annual Health Careers Day.

"Each year we contact schools let them know what we are offering, and the spaces are filled on a 'first come, first served' basis. The response is always very positive."



Hillcrest High School students Irish, Kristen, Nicole, Kea Leigh and Rebecca with a "friend" at Waikato DHB's Health Careers Day.



Jude Olsen and his grandmother Maria Roberts, just prior to Maria's retirement.

Commitment to nursing spans generations

The day Jude Olsen told his grandmother Maria Roberts that he wanted to be a nurse, it bowled her over with surprise quickly followed by immense pride.

The 22-year-old is part of the 2015 nurse entry to practice (NETP) intake at Waikato Hospital and is working in Day of Surgery.

Maria retired from nursing at the end of May this year after 54 years, seven of which she took off to have her three children.

As a child, she spent several months in Waikato Hospital's Sunshine Ward where she had two big blocks of time.

"From then I wanted to be a nurse because that is what I knew and I had been exposed to it for a period of time."

Jude is from Mt Maunganui and was unsure what he wanted to do when he left school so he did some kiwifruit picking and a stint in the volunteer fire service.

He stayed regularly with his grandmother and saw how much satisfaction she got out of nursing and at 19, he told her he wanted to be a nurse too.

His other grandmother, Margaret Olsen of Gisborne, is also a nurse.

"I guess nursing is in the blood," he said, albeit missing a generation as none of Maria's children ever wanted to get into it. "It's the best job I've ever had."

Maria did the old hospital-based training at Waikato Hospital while Jude came via the Wintec route. His science ability at high school had never been particularly good but once he had a focus and a goal to be a nurse, his academic grades were outstanding.

He had placements at Waikato, Tokoroa and Thames hospitals and says he loves the nursing he does in Day of Surgery. He is

uncertain at this stage where he might finally end up but charge nurse manager Raewyn Wilson says she thinks an area such as Critical Care would suit his particular skills.

Maria has seen three major changes in nursing in her time at Waikato Hospital.

The first is the training through polytechnics, which she believes, has made nursing safer.

The second is the introduction of patients and family rights. When she spent months in the Sunshine Ward as a child, her parents and grandparents visited her weekly and only for an hour at a time. Now parents are encouraged to spend a lot of time with their children, including overnight, as part of the nursing care support.

And the third change is the move towards a more business-like model for hospitals, which allows nurses to have a say in budgets and managing their wards.

Maria's final role as a nurse was as a duty nurse manager at Waikato Hospital. Duty nurse managers have an enormous breadth and depth of influence and control over so many aspects of a hospital's life.

"They are the ones who organise, oversee and then check on patient flow after hours, skill mix concerns on a ward at 2am, transfers in and out all hours of the day and night, helping out and dealing with all types of emergencies and requests, whether to fill a sudden roster need or how a relative can find a newly admitted patient," explains Sue Hayward, director of nursing and midwifery at Waikato DHB.

"What they can't tell you about the de-escalation of tense situations is really not worth knowing."

FLU CAN BE ANYWHERE

ARE YOU ELIGIBLE FOR A FREE FLU VACCINATION?

YES, IF YOU:

- are pregnant
- regularly use an asthma preventer
- have diabetes
- have heart disease
- have kidney problems
- have cancer
- have a serious medical condition
- are aged 65 years or over
- are a child aged 4 years and under who has been hospitalised for a respiratory illness, or has a history of significant respiratory illness
- have another ongoing serious medical condition you may also be eligible for a FREE influenza immunisation.

If not eligible, you still benefit from an influenza immunisation at a small cost. Ask your GP.

OVER 65?

You can get a free flu vaccination at one of 23 pharmacies across the Waikato, as well as through your medical centre or GP. You can find the full list of participating pharmacies, at www.waikatodhb.health.nz

Influenza.
Don't get it.
Don't give it.

"Vaccination is your best protection from influenza, and by getting immunised you protect not only yourself but your family and friends,"
said Dr Damian Tomic, Waikato DHB clinical director for primary care.

Warding off the winter flus

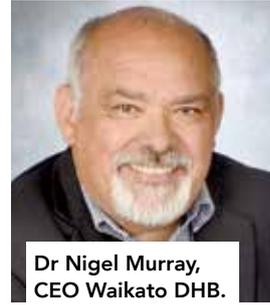
The first day of June is traditionally the start of winter, but those working in health are on the front foot long before that.

Their aim is two-fold – public promotion, and service preparation.

A key aim is to encourage people to get prepared for winter, which includes promoting immunisation against influenza, particularly the free vaccination available for older people, pregnant women and those who have a compromised immune system.

Health services themselves need to prepare for the usual seasonal influx of patients. Winter illnesses can be very challenging for people who are already frail or unwell or who have conditions like asthma. So winter means more people arriving at the door of emergency departments, medical centres and community pharmacies.

And that, in turn, requires planning to make sure supplies and staff numbers are able to cope.



Dr Nigel Murray,
CEO Waikato DHB.

"No one should expect to come into our health care facilities or our health care system in a vulnerable position and get the flu from the health care worker who is there to provide care to improve their health."

AT THE HOSPITAL

Waikato Hospital's assistant group manager hospital operations, Kevin Harris leads a team of people ensuring that all Waikato DHB hospitals are ready for winter and able to cope with the seasonal influx of patients.

"If you are feeling unwell, please don't visit patients at our hospitals until you feel better."

"We did this last year and one of the first things we did was to adjust Waikato Hospital's bed plan for expected increases in patient numbers and then flowing on from that we started planning our staffing needs."

PROTECTING STAFF AND PATIENTS

Staff preparation at Waikato DHB always includes a big push on staff immunisation against this year's influenza strains. This year CEO Dr Nigel Murray has made it clear that staff have a choice, but those who are not vaccinated will need to wear a mask when dealing with patients to protect both the patient and themselves.

The use of protective masks is not unusual in healthcare, so if you see staff wearing a face mask, that may be just one reason why. It is all part of our desire to care for patients to the highest standard we can.

Having staff immunized against the flu also helps reduce staff sick leave which puts extra pressure on other staff during these very busy months.

STOP

Sickness alert for hospital visitors

Please don't visit patients if you have

- a cough
- a runny nose

- sneezing
- fever

- fever
- vomiting

- diarrhoea
(the runs)

Our job is to protect vulnerable patients from nasty viruses.

and blues

SEASONAL AFFECTIVE DISORDER (SAD) IS A FORM OF DEPRESSION THAT'S RELATED TO THE CHANGE OF SEASON FROM SUMMER TO WINTER, AND WHICH AFFECTS PEOPLE THROUGH THE WINTER MONTHS.

WHAT CAUSES SAD?

The exact cause of SAD is unknown. It may be that the drop in sunlight hours affects the body's chemical balances and make our body clock go out of step. These changes in the brain can make some people vulnerable to SAD.

For some, SAD may be mild and doesn't interfere too much with their daily functioning. But for others SAD is seriously disabling and prevents them from functioning normally without continuous medical treatment.

You may hear it called depressive disorder with seasonal pattern, and you may have even heard of people talking about the 'winter blues'. It's all the same thing. It is less likely to occur in New Zealand than in countries who have little sunlight in winter.

Like depression, SAD can affect how you feel and behave for weeks or months at a time. When you are depressed, your low mood lasts, affecting your sleep, energy levels, relationships, job and appetite. The difference between depression and SAD is that if you experience SAD your symptoms will appear around the end of autumn, and continue through until the days get longer and sunnier in spring.

You should not ignore SAD, as it can be effectively treated.

If you think you are experiencing SAD, talk to your doctor. Treatment may be as simple as staying out in the sun for a time each day, or it may mean being treated for depression through the winter months.

It's important that you take SAD seriously as it can get worse and lead to other problems such as substance abuse, school or work problems, loss of interest in relationships and even suicidal thoughts.

(Reprinted from Mental Health Foundation website. For more information about SAD go to the website www.mentalhealth.org.nz and search on SAD.)



Michaela with baby Maggie.

Michaela's story

In and out of induced comas, a tracheotomy, an emergency caesarean, being tube fed, needing a machine to breathe....

Hamilton woman, Michaela McNally, 41, has a story to tell that illustrates just how important flu immunisation is for pregnant women.

In July 2014, Michaela was 35 weeks pregnant and preparing for one of the greatest moments in her life, the birth

of her first child. But on the weekend of her baby shower she noticed feeling "slightly off".

"I was coming down with something. I came home and slept and then just gradually I got worse and worse and started going downhill."

Over the following week Michaela became more delirious. A visit to Waikato Hospital's Emergency Department and then a visit to Anglesea Clinic led to her being taken to hospital in an ambulance with severe influenza.

"I was aware of women, well everyone getting the flu, of course, but I wasn't aware how badly it can affect you when you are pregnant," said Michaela.

"It ended up being really serious. I nearly died."

The day after Michaela was admitted to hospital she was put into an induced coma and the following day doctors performed an emergency caesarean to deliver her five week premature baby – all the while Michaela was still in a coma.

In total Michaela was admitted to hospital for a month, while her daughter spent the first three weeks of her life in Waikato Hospital's Newborn Intensive

Care Unit.

But when Michaela finally went home she still needed 24 hour care.

"I could not walk without help, had a shower seat and the coughing attacks were utterly exhausting," she said. "I couldn't do anything. I couldn't be alone with my baby. I couldn't pick her up out of the cot to feed her," she said.

Even now Michaela is still not fully recovered but her baby Maggie is, thankfully, thriving.

"I am feeling about 80 per cent recovered but I will always have that lung damage. When I get up in the morning I feel about 90 years old. My bones, my legs, everything aches and my muscles are sore."

Research shows pregnant women are more susceptible to viral infections because of hormonal and physical changes in the body.

Waikato District Health Board medical officer of health Felicity Dumble said there is a two-for-one benefit when pregnant women are vaccinated.

"Newborns cannot receive influenza vaccines until they are six months old, so this way you get mother and baby immune," she said.

Dr Dumble also explained the vaccines used are "inactive viruses" which meant there was no risk of women contracting the flu from the immunisation.

Michaela said if anything she did not want another person's family to go the same trauma.

"Don't mess with your life and your baby's. It is not going to hurt you, it is not going to hurt your baby – all it is going to do is let you have your baby."

DID YOU KNOW...

If you are pregnant you are eligible for a FREE influenza immunisation from your GP or medical centre.

Flexible visiting trialled



“Patients and families have told us that this is what they want.”

Mo Neville, Assistant Group Manager Quality and Patient Safety, Waikato DHB

Close support people can play an important role in the care and recovery of patients in hospital. That is why Waikato DHB’s Quality and Patient Safety team is reviewing the organisation’s visitors policy.

Assistant group manager Mo Neville said the aim was to improve care and responsiveness to patient needs by introducing flexible visiting for patients’ key support people.

“Flexible visiting differentiates between a patient’s key support people and other visitors, who might include wider family, whānau, friends and neighbours,” she said.

“With flexible visiting, patients are able to identify who their closest key support people are. These might be a family member(s), a loved one, a partner, or perhaps a close friend.”

Flexible visiting would allow the key support people (one or two at a time) to remain with the patient outside of the stated visiting hours.

Mo Neville believes it is a good idea for the following reasons:

- Patients and families have told us that this is what they want.
- There are clear benefits for patients, in terms of practical and emotional support, and having involvement of key support people/family in clinical decision making
- Patient’s transition home or to another facility is often improved when family has been involved in care during a patient’s hospital stay.
- It works well in other hospitals in New Zealand and internationally.

Director of nursing and midwifery Sue Hayward said a number of flexible visiting trials were happening in wards and areas to determine the impact it has on patients, family, whanau and staff.

“The most important considerations are the health and recovery of our patients, and the ability of staff to care for patients. We have to ensure that patients can get adequate rest, and staff can carry out their duties, and by trialling approaches first we will know which works the best.”

About Quality Accounts and your feedback

WHAT IS A QUALITY ACCOUNT?

It is an annual report about the quality of services each district health board (DHB) provides.

The process of developing the Quality Account requires the DHB board and the executive team with the clinical leaders to review quality across all of the healthcare services they offer, and to identify areas for continuous quality improvement that meet the needs of the public they serve.

Quality Accounts should reflect the quality improvement priorities for the organisation and local community.

DHBs measure patient safety, the effectiveness of treatments that patients receive and patient feedback about the care they received.

The latest Waikato DHB Quality Account is on our website, in About us/Key publications:
www.waikatodhb.health.nz

WHAT DO WE WANT TO IMPROVE?

We value your feedback and welcome other ideas where you feel Waikato DHB needs to improve.

The feedback stands in all our hospitals offer you – our patients and clients – the opportunity to have your say.

The areas that Waikato DHB needs to work on over the next year include the following:

- Reducing the number of people dying from preventable conditions such as cardiovascular disease, through reducing obesity, alcohol consumption and smoking rates.
- Improving end of life care for patients and their families / whanau.
- Reducing patient harm – particularly from falls, and pressure ulcers.
- Listening to our patients and community – particularly improving our welcome when visiting the hospital and other DHB services.

made me better

listening
caring open

professional

warm,
attentive,
kind

no
confusing
medical terms

put patient
first

keep
patient safe

peace
of mind

safety around
medications

hand
hygiene



Oral and Maxillofacial surgeon Simon Lou with a patient on Daku.

Island of smiles



For most Fijians, dental treatment is too expensive in comparison to their income.

Those with small cavities would rather have teeth extracted as a cost saving measure. Fijian people will usually only turn up to the dentist when their pain has become unbearable, or a vestibular of facial swelling has developed.

Fiji is quickly becoming a toothless nation. The cost to fill a small cavity is five dollars, a class two restoration is eight dollars and large composites can cost upwards of 15 dollars.

Earlier this year seven Waikato Hospital dental colleagues swapped the modern facilities of a hospital in New Zealand for the challenges of a small village in rural Fiji.

It was the first mission for the Island Of Smiles Dental Charitable Trust, a voluntary group of dental health professionals who have worked in the Department of Oral Surgery, Maxillofacial, and Dental at Waikato Hospital. The team of past and present house surgeons, dentists and dental assistants have the common goal of improving oral health in deprived and remote regions of the Pacific.

This mission took them to the village of Daku on the island of Viti Levu, Fiji. A contact in Fiji alerted the team to the situation in the village and its surrounding areas – there is very poor oral hygiene in both adults and children, and as a result many are suffering from dental pain and infection, dental decay and gum disease. The remoteness of the village makes it very hard for local people to access emergency hospital dental treatment.

Here's an extract from that report:

DAY 7 – IMPACTED 38

It was estimated to be our biggest day at clinic and finished off intensely by having to treat the most challenging patient of the day. We had thought our clinic had ended but people kept dribbling in having gained the courage in knowing this was their last chance to be seen.

The positive feedback had made the rounds and therefore our last man had decided to face his tooth issue knowing that we would give him the best treatment we could in relief of pain.

Our man had presented to triage with a mesially impacted 38 which was decayed and causing pain. To treat this man we had to unpack all of the gear, in particular the surgical drill that was essential to remove this decayed wisdom tooth.

We had come to realise the use of the fans made by the locals were of utmost relief to working in the sweltering heat and Simon Lou and his patient received fanning treatment whilst performing the surgical procedure. A buccal mucoperiosteal flap was raised, buccal bone was removed and the tooth was sectioned (with surgical drill) resulting in the tooth being removed in bits.

The atmosphere was charged and relentlessly Simon drilled away in the heat with a curious audience at his side. A hushed silence accompanied him as he worked, the radio singing out a classic tune with a round of applause from the crowd that had gathered at the final piece of extracted tooth being laid on the surgical tray.

An impressive ending to a successful mission.

4 days

The Island of Smiles clinic was open for 4 days, during which time a total of 250 patients were assessed.

167 patients treated

167 of these patients were treated immediately after assessment by means of extraction of decayed and infected teeth. Of the remaining 83 patients, 81 required restorative treatment and were referred to the local Nausori dental clinic. Only 2 patients were deemed dentally fit to the point of no treatment being required.

431 extractions

A total of 431 dental extractions were provided over the 4 day period; an average of 1.72 extractions per patient.

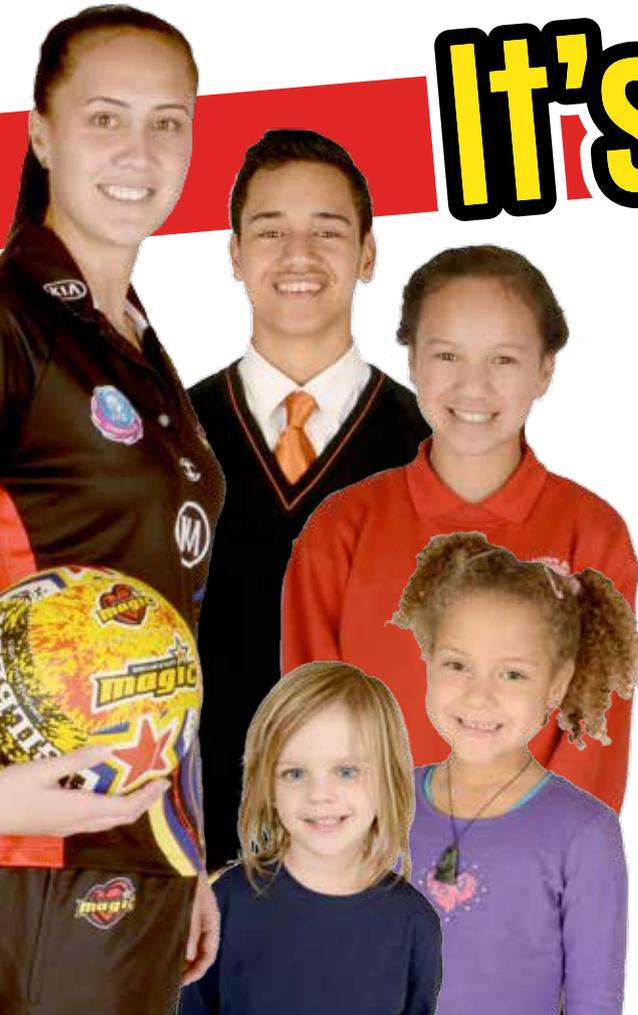
ISLAND OF SMILES TEAM

Dentists Ryan Smit, Graham Jull, Margie Paterson, Sarah Twine; Oral and Maxillofacial surgeon Simon Lou; dental assistants June Crawford, Shonal Stevhen, Amanda Walker; clinical photographer Gus Stevens; Fijian contact Seli Scutts.

The team has just published their report available on www.waikatodhbnewsroom.co.nz with many photos taken by Waikato DHB medical photographer Gus Stevens who accompanied them on the trip.

To donate, support or contact Island of Smiles islandofsmiles@yahoo.com

It's Magic!



Courtney Tairi takes selfies with students from Fairfield Intermediate School.

Kia Waikato-Bay of Plenty Magic midcourter Courtney Tairi is a local ambassador for community oral health for children and youth in the Waikato.

Courtney will encourage children and youth, tamariki, mokopuna, rangatahi and their whanau to start each day with healthy teeth and value a healthy smile for life.

"I am from here, I have so many nieces and nephews in the Waikato. If I can just plant a seed in some their minds then I will be happy," she said.

She will be seen promoting oral health on posters and fliers throughout schools as well as social media campaigns.

The DHB provides free oral health services for children and young people (under 18 years old) living in the region.

DID YOU KNOW...

Nearly 1200

Number of Waikato children needing surgery under general anaesthetic to fill or remove decayed teeth

40%

of under 5 year olds in Waikato have experienced dental disease

500

Number of Fairfield Primary School children who heard Courtney speak about life, sport and oral health at their school assembly

63,000

children and youth eligible for free dental services provided by Waikato DHB



**0800 Talk Teeth
(0800 825 583)**

the number to call for information or to book an appointment for a child or young person



Courtney Tairi and Casey Kopua with Asajiro on Ward E5.



Casey Kopua with Izzy at the hospital playroom.

There were some tall guests for our little patients at Waikato Hospital as six Kia Waikato-Bay of Plenty Magic netball players came to visit.

Courtney Tairi and her fellow Magic team members caused quite a stir recently when they dropped by the new children's play specialist area on Ward E7 to promote oral health.

Waikato Hospital play specialist Meenu Wadhwa said the children absolutely loved the opportunity to meet the netball stars, but the visit also had great therapeutic value.

"Visits like this not only establish and strengthen links to the wider community, which is something these children miss a lot while in hospital, but it also helps lift their mood and morale."



Sam Sinclair with Culliana at the hospital playroom.