

WAIKATO HEALTH NEWS

WINTER 2016



District health board goes “virtual” – and so can you

Waikato DHB has launched a new service that lets patients talk to their hospital doctor over their smart phone from home rather than having to travel to an outpatient appointment.

With The Virtual DHB, once patients are discharged from hospital many won't have to come back for their follow up appointment unless an examination is necessary.

Instead, they can talk to their specialist or other health provider from home, work or wherever they are, if they decide that is more convenient.

The Virtual DHB, powered by HealthTap, also has a wealth of health information available, all approved by doctors.

It means people can check out symptoms, conditions and treatments and get health information on their smart phone, tablet or desktop computer.

The DHB is gradually signing up doctors from all its services across its five hospital sites.

Clinicians from dermatology are already on board, cardiology and renal are next and it will be working with all other services to implement this initiative where appropriate this year.

The DHB is also talking to GPs and other community organisations about opportunities this service can offer their patients too.

Most importantly, they want people who use health services to sign up.

The Virtual DHB app supports video, voice and text chat and

- saves you time and hassle.
- avoids unnecessary and often long journeys to hospital for a short specialist appointment.
- gives you access to your own clinical record.
- gives you health information from top clinicians plus links to useful resources and websites.
- is secure, private and convenient.

How do I sign up?

- 1 Waikato residents can sign up to the service from 1 June. To be eligible, people need to be over the age of 18 and be covered by the Waikato District Health Board services.
- 2 Take your photo ID to the enquiries desk at Waikato Hospital or to the DHB's other hospitals at Thames, Te Kuiti, Tokoroa or Taumarunui. Photo ID is necessary to ensure patient privacy and confidentiality. We will also need your email address.
- 3 We will confirm your NHI number, then email you a code to enable you to securely log on to The Virtual DHB and download the Health Tap app.
- 4 DON'T download the app before you get your unique code and register.

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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Keeping yourself and your family safe



WHAT ARE THE SIGNS OF UNHEALTHY STRESS OR DEPRESSION?



Having a low mood that you can't seem to shake off.



Having little or no interest in doing things that you used to enjoy.



Being grumpy and irritable.



Lack of energy and feeling tired most of the time.



Changes in sleep and eating patterns.



Problems with concentrating and staying focused.



Low self-esteem and loss of libido.



Feeling empty, lonely and isolated.



Increased use of alcohol or other forms of self-medicating.



Feeling embarrassed or ashamed about not being able to cope.



Feeling overwhelmed by tasks/events/expectations that normally would be easy to handle.

Anyone living or working in rural areas knows that life can be satisfying – but it can sometimes be stressful and often dangerous.

Keeping yourself, your family and your friends physically, emotionally and mentally safe during hard times and risky activities is vital.

Prevention is important. So is coping when traumatic events do happen, whether it is a bad accident on our rural roads or someone close to you becoming very depressed and talking about suicide.

It's about building support and resilience as an individual, a family and as a community.

At this year's Fieldays, Waikato DHB Mental

Health and Addictions services and Midland Trauma health professionals were both on hand to talk face to face with people about these issues.

Waikato is such a rural and farming region. Health professionals are very aware of the impact things like milk prices, seasonal pressures and weather patterns can have on

the wellbeing of rural people.

Then there are physical dangers like accidents on rural roads, animal-related injuries, quad bike and forestry accidents, and falls.

Here are some practical tips from our accident and trauma team, and some things to look out for from our mental health and addictions team.

“It's about building support and resilience as an individual, a family and as a community.”

BE AWARE AND BE SAFE

- ✓ Fatigue causes accidents – early hours of the morning and middle of the afternoon are peak times for fatigue accidents.
- ✓ If you are over the legal alcohol limit late at night you probably still will be when you drive to the cowshed.
- ✓ Use safety gear – and use it the way it was intended.
- ✓ Keep kids safe – farming equipment are tools not toys. Kids learn from watching so tell them about safety and practise what you preach.
- ✓ Regular equipment checks and maintenance can prevent accidents.
- ✓ Personal health checks and keeping yourself well and safe means you are around to care for others.
- ✓ Know your limits – injuries occur when boundaries are pushed.
- ✓ Make safety part of everything you do on your farm or around your rural property.

Where to get advice and support

Asking for help is okay. Get it off your chest.

Don't under-estimate the willingness of family and friends to listen and provide support. Share how you are feeling, physically and emotionally, with those you feel close to. Talk with them about small but achievable things that can start to change things for the better.

Talk to your GP – they can provide a lot more than just pills and potions.

Many rural areas have a farmer-to-farmer networks and rural support trusts that can provide support.

Good websites:
farmstrong.co.nz
depression.org.nz (John Kirwan)





Mo Neville, Director of Quality and Patient Safety.

Human connections

Waikato people talk about their patient experiences

These stories were first published as part of Waikato DHB’s Patient Experience Week in May. The week is an opportunity to acknowledge and reflect on the challenges faced by patients and service users. It’s also an opportunity to celebrate the many ways – no matter how small – that our can staff make a difference to a patient or service user’s experience, and that at the heart of it all we are human beings relating to each other – not a patient NHI number, not a statistic, not just “staff”.



JANENNE SLOAN

Waikato breast cancer patient, shares her story about how staff’s kindness made the difference.

I didn’t want to be that chick with cancer but the day of my 35th birthday I became that chick.

It was the staff though that made me realise I could become “that chick that HAD cancer,” I just needed to get through the next 10 months. I had 5 months of chemo, several surgeries and radiation.

What always struck me were the staff. Especially the nurses who work in chemo day stay. They are always so bright despite where they work. They make a really horrible experience bearable, so much so that on my last day of treatment I baked them cupcakes. And the thing is, I wouldn’t have been the first to do that, or the last.

I remember this one night where I was so unwell after surgery – I had pain that was overwhelming – Ellis my nurse held my hand and told me it was going to be ok. Then Tracy, a health care assistant on my ward came in and sat with me. She sat with me rubbing my lower back and talking me through the pain for what felt like hours. In that moment I was so vulnerable and they made sure I was never alone.

It is moments like these – and there are several through my whole experience across multiple services – that made me feel like I was more than a number on a piece of paper and my family were treated more than just some people around my bed. It really was the human connections that counted.

“It really was the human connections that counted.”



“They make you see what is possible and help you do the hard work.”

GAIL MARTIN

Waikato surgery patient, has used Waikato DHB services at Waikato Hospital, Thames Hospital and now our outpatients and community teams, and has nothing but praise for our staff.

I just had a prickly feeling in my toe to start with and eventually the pain become so bad I couldn't cope with it.

We tried a few different things and then I had a surgery which had complications and the pain became overwhelming.

In the end I said to the doctors just take my leg off. Taking my leg was going to be better than putting up with the pain. I thought it would be easy from there, I would get the prosthesis and we would be done but it's not that simple.

I have at least two years of physio to do before I can walk unaided with the prosthesis but the people at the artificial limbs centre and all the physios are just amazing. It's a hard process but they keep you focused and motivated. They make you see what is possible and help you do the hard work.

Sometimes when I go into the artificial limbs centre I see people in the same situation as me but already walking and it reminds me what we have to do.

The staff have just always been so kind to us, we can't complain because every time we have needed them they have been there – through the whole process of deciding to take the leg off, to afterwards with the rehab and even getting me my chair.

NORM BRADLEY

“People here just go out of their way to make us comfortable and in a small community that really counts.”

Waikato rural patient, has relied on the Taumarunui district health nurses for 30 years, he tells his amazing story.

I've got a bad ulcer on my leg, but I have had trouble with my legs for over 30 years.

The district nurses here at Taumarunui Hospital have been involved in my life for 25 years. I have watched some retire and new ones start – but I have been lucky that they have always been here because otherwise I don't know what would have happened to my legs.

A man that I have the greatest respect for is Chris Holdaway from Waikato Hospital – he healed my left leg. The nurses have always treated my family with great respect. They have taught my daughters how to dress my wounds so I didn't have to come up here every day and have visited me at home several times. They always care for me with great respect.

But when my wife died, the nurses helped us care for her at home. It was a very special time for us, we had 44 years together and to have that time at home with her and my daughters was fantastic. They made sure she was comfortable and in the last week of her life the nurses came every day to check in on her and us. To get that kind of care, when you need it was very special. People here just go out of their way to make us comfortable and in a small community that really counts. It is a tenderness you never forget.



PAUL WATT

Waikato surgical patient, was a patient for nearly nine months at Waikato Hospital and in that time he said staff became like family.

I came into Waikato Hospital through a trauma and the first thing I remember is waking up in ICU with a doctor shouting at me trying to bring me out of the coma.

It was all very hazy for a few weeks. I spent more than nine months here and 18 months later I still have an open wound on my stomach.

In that time I began to build a relationship with staff. Carly on ward M2 took my care on personally. She became an expert at dressing my wounds and she was always so friendly. Most of the stuff she did was above and beyond what her job would be. She would come in and put up sayings on the wall and put jokes up around my room. When I was getting ready to go home she put up all these signs saying "Paul's leaving day". I really felt like I had become part of the ward family.

The specialist team helped me more than just making sure my injuries were healing. One of the administrators to the specialist surgeon took my case up with ACC for me. Initially they wouldn't cover my wages or anything and she eventually appealed the case and got me back paid. She went way above and beyond and that made such a difference to me being able to focus on healing.

It really just came down to the staff making this a home for nine months, and making me feel part of the family.

“I really felt like I had become part of the ward family.”

KAREN MCPAKE

Mental health and addictions client, shares her incredible story. She describes how staff helped her cope.



I had a few traumatic experiences that led me to abuse drugs as my coping mechanism.

At this stage, though, I had given birth to a daughter, and the main reason I wanted to seek help was because I desperately wanted to be a good mother.

The community I was part of used the methadone programme and there was a lot of misinformation about it. I decided within myself I was going to use the programme to get clean. I set a goal to be off the programme within six years – I never wanted to be on it for life.

It took nine years, but as of December 31, 2015, I have been more than 90 days 'clean and serene'.

In this time I learned a lot about coping mechanisms. I had a breakthrough moment with Sue, one of Waikato District Health

Board's case workers – she started to recognise in me the issues that I was going through, the particular type of help I needed, and she picked up on the little things that made me know she was listening.

Having the same people consistently part of my care was really valuable. It took a lot for me to open up about what was going

on, and not moving from one person to another meant counsellors and case workers could break down those fronts and truly listen to me. Also when staff knew me, and my

struggles, they could hear the smallest thing that I would say. They helped me start to let go of my past and deal with more than just drug addiction.

I am now a great mum, with a great relationship with my daughter. She is the driving force for me to constantly better myself."

“She picked up on the little things that made me know she was listening.”

BETTY SHEPHERD

Waikato oncology patient, explains how continuity of staff and their attitudes have made a difference to her care.

Nine years ago I was diagnosed with follicular lymphoma and over that period of time I have had treatments of radiation and chemotherapy to try and keep the disease at bay.

Unfortunately the options were running out and the decision was made by my oncologist Dr Marion Kuper and her team for me to have a Stem Cell Transplant early this year. This was a procedure not to be decided upon lightly but my faith and confidence in Marion, which had built up over the nine years we have been together, made the decision to go down this path a relatively easy one. I have total trust and respect in her, she is in a very difficult field and to produce the kind of vibrancy she delivers to her patients on a regular basis shows total dedication to the job.

During my three weeks in hospital I was introduced to the incredible team at Ward 5 and I can only say I was so privileged to be under the care of such a specialist group of doctors, nurses and support staff. In a nutshell, they were absolutely amazing.

“They are my A team. They are upbeat and vibrant and they care deeply for their patients.”

The transplant was no walk in the park and at times I wondered how much more they could throw at the human body, needless to say the answer is quite a lot!

I felt pretty low at times but the empathy and professionalism I received while undertaking this treatment from this highly qualified team got me through.

I count myself fortunate, I am one of the lucky ones who had this option of treatment, I am looking forward to bouncing back into life head on once my recovery is complete.

All I can advise is, if you are faced with this decision, have the faith and courage and confidence to go ahead. We are so very lucky to have the facility and expertise available at Waikato Hospital, they are simply up there with the best.



CALLING ALL ASTHMATICS!

Waikato Respiratory Research is participating in an international multi-centre study looking at inhaler treatment for mild asthma.

Participants will be reviewed for safety and suitability by a respiratory doctor and, after appropriate consent and study procedures, randomised to either usual asthma treatment or novel asthma treatment. The study runs for 12 months and around 6 study visits. Participant expenses will be reimbursed (and you get to be looked after by a specialist respiratory team during the study!).



Ring to let us know if you are interested and we will send you some information for you to decide if you would like to participate.

Contact: Dr Hollie Ellis or Christine Tuffery
Ph: 07 839 8899 ext 98070
Txt: 021 759 531
Email: hollie.ellis@waikatodhb.health.nz

FLU

CAN BE ANYWHERE

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

THOSE MOST AT RISK ARE ELIGIBLE FOR FREE INFLUENZA IMMUNISATION, AND INCLUDE:

- adults and children with long-term health conditions,
- pregnant women (any stage of pregnancy)
- and people aged 65 years and older.

If you or your daughter, father, mother, grandparents, friends or work colleagues are in one of these groups, make sure they get the flu shot this year.

Pharmacies who offer FREE vaccination for everyone 65 or over

CAMBRIDGE	
Comins Pharmacy	67 Victoria Street
Countdown Pharmacy Cambridge	Cnr Queen and Empire St
Unichem Cambridge Pharmacy	52 Victoria Street
Unichem Leamington Pharmacy	127 Shakespeare Street
HAMILTON	
Anglesea Pharmacy	9 Thackeray Street
Hamilton East Pharmacy	14 Beale Street
Hillcrest Pharmacy	153 Cambridge Road
Life Pharmacy Centre Place	Centre Place Mall
Life Pharmacy Chartwell Square	Shop 123, Westfield Chartwell
Life Pharmacy At The Base	Shop R29 Te Awa
Northcare Pukete Pharmacy	10 Pukete Road
Pharmacy 547	533 Grey Street
Pharmacy on Meade	Level 1, Meade Clinical Centre, Waikato Hospital
Unichem Beerescourt Pharmacy	1365 Victoria Street
Unichem Davies Corner Pharmacy	29 Hukanui Road
Unichem Flagstaff Pharmacy	TLC Building, 1158 River Road
Unichem Glenview Pharmacy	143 Ohaupo Road
Unichem Grey Street Pharmacy	354 Grey Street
Unichem Rototuna Pharmacy	14-16 Rototuna Retail Centre
Unichem Te Rapa Pharmacy	St Andrews Medical Centre, 26 Bryant Road
MATAMATA	
Life Pharmacy Matamata	54 Arawa Street
MORRINSVILLE	
Unichem Morrinsville Pharmacy	72 Studholme Street
PUTARURU	
Unichem Putaruru Pharmacy	20 Princes Street
TE AWAMUTU	
Unichem Marshalls Pharmacy	156 Teasdale Street
THAMES	
Unichem Heather Moore's Pharmacy	546 Pollen Street
WHITIANGA	
Unichem Stephenson's Pharmacy	64 Albert Street



Vicki Parry, Clinical Nurse Manager.

Hospital visitors asked to immunise or wear masks during influenza season

Visitors to all Waikato District Health Board hospitals will be asked to help protect sick and vulnerable patients this flu season by making sure they've had the influenza vaccine – and if they haven't, they'll be asked to wear a mask.

The new policy is an extension of the Waikato DHB's current staff policy which encourages all healthcare workers who come into contact with patients to get vaccinated against influenza. Those that don't get vaccinated are required to wear a mask.

The visitor mask policy will apply in influenza season. The Waikato DHB's Medical Officer of Health will declare when influenza season starts.

Influenza is a potentially serious viral infection that's much worse than a cold, and can be severe enough to require hospital treatment. Around 400 people die each year in New Zealand from influenza.

There will be masks available at the door of each of the Waikato Hospital campus wards and at the hospital entrances at Thames, Te Kuiti, Taumarunui and Tokoroa. Visitors who haven't had their influenza vaccine will be asked to wear a mask to help protect the sick friends and whanau who they are visiting on wards and other vulnerable patients they may come into contact with while there.

Waikato DHB chief executive Dr Murray said: "The best protection for our vulnerable patients and their families is for staff and visitors to get vaccinated, but if they can't, then wearing a mask also helps cut down the risk of transmission of the virus."

Staff vaccination rates are going well and are on a par with last year. Studies show that annual influenza vaccines for healthcare workers are likely to reduce illness among the patients they care for.



"As healthcare workers it is our responsibility to protect ourselves and our patients and set an example to others who may not be informed as we are about the risk and impact of influenza. We need to protect vulnerable patients from catching influenza while in our care,"

– Dr Nigel Murray,
Waikato DHB Chief Executive.

Chiefs make Waikids connection

Waikato Rugby Chiefs recently visited children's wards, Newborn Intensive Care Unit and our youth at Waikato Hospital as part of New Zealand's Rugby's diversity campaign.

They teamed up with patients and families, and gave our patients shoelaces one for each patient and they kept its pair.

This was for the Chiefs vs. Waratah's game in Sydney on 27 May where the players took

to the field for the kids wearing the other shoelace – giving the children a connection with the players during the game.

The diversity campaign communicates that no-one is immune to getting sick no matter who you are or where you are from.

The Chiefs are also supporting Waikids with a Chiefs vs Wales Gala Luncheon to raise funds to fit out a youth room at Waikato Hospital.



Next dates for Community Health Forums

Community Health Forums (CHF) are made up of local people representing geographical parts of the region. They support and advise the Waikato District Health Board about local health issues, activities and priorities for their community. They are also a way of keeping communities involved in and informed about Waikato DHB activities and issues.

Members of the public from those areas are always welcome to attend.

Details of meeting location and times, and previous minutes, can be found on our website www.waikatodhb.health.nz/chf

South Waikato, in Tokoroa

Monday 11 July

Hamilton

Tuesday 12 July

Matamata Piako, in Matamata

Tuesday 12 July

Thames

Thursday 14 July

Waitomo, in Te Kuiti

Monday 18 July

Ruapehu, in Taurarunui

Wednesday 20 July

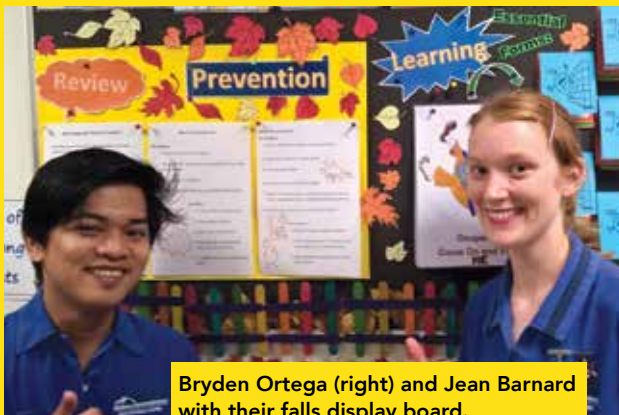
North Waikato, in Huntly

Thursday 21 July

National Falls winners on display

Regional Renal In-centre Dialysis Unit, Waikato Hospital are this year's winners of the national Health Quality & Safety Commission's April Falls display competition.

The winning entry, created by nurses Mary Go, Jean Barnard and Bryden Ortega, focused on a common cause of falls in their unit – postural hypotension after dialysis.



Bryden Ortega (right) and Jean Barnard with their falls display board.



The Falls lead for the commission, Sandy Blake (right), who visited Waikato DHB to view the winning display, with the unit's charge nurse manager Nicky Hagan.

BOIL UP

Māori kai

SERVES
4-6



After all the publicity in the media around Waikato Hospitals food being top notch we thought it was only fair to share the 'secret' recipe that started all this positive hype. Māori kai is an easy, affordable and tasty dish that the whole whānau can enjoy. Check out our tips for making Māori kai healthier as well. – *Waikato Hospital, Nutrition and Food team*

Ingredients

- 600g beef brisket (or pork bones)
- 850ml (3½ cups) of water
- ½ a bunch of silver beet, sliced
- ⅓ of a large head of cabbage, sliced
- 2 large kumara, steamed
- ⅓ of a crown pumpkin, steamed

Dough boys (dumplings)

- 60g flour
- 60ml water

Instructions

Dice meat into 2cm chunks. Add to pot with the water and bring to boil. Simmer gently for 2 hours. Mix the flour and water together to form a firm dough for the dumplings. Drop a teaspoon of dough mixture into the beef and water. Add silverbeet and cabbage. Boil gently for 15 minutes. Season to taste with salt and pepper. Serve with steamed pumpkin and kumara.

Healthy tips

Reducing fat

- Cut visible fat off the meat in preparation stage
- Cook the broth (meat and water) a day in advance then place in the fridge. Once it chills the fat will form a solid layer on top. Scoop the fat off and discard. The next night reheat till boiling and place vegetables in for the last 15 minutes. (Alternatively wait until half way through cooking the meat – 1 hour – and then scoop out the fat sitting on the top of the water).

Increasing the goodness

- Add more fresh non-starchy seasonal vegetables like watercress, puha, spinach, onions, celery and carrots. The extra fibre will keep you full and is packed with vitamins and minerals.
- It is healthier to choose dough boys OR bread rather than having both at the same meal.



Waikato Hospital kitchen food gets thumbs up – so chow down!

The Waikato Times puts it this way: "If there were a hospital MasterChef challenge, Waikato Hospital would win."

The quality of Waikato Hospital kitchen food made headlines in the paper and on radio for all the right reasons, and even had Checkpoint's John Campbell hearing about the love that goes into good food preparation.

Waikato District Health Board dietitian and manager of nutrition and food services Wendy Dodunski said she and her team work hard to ensure the meals are nutritious and appealing.

"I wasn't surprised to hear that we have the best food in the country, because we do quarterly surveys and we get really, really good ratings for our food service," Dodunski said.

"We usually get about 150 to 200 replies and the overall satisfaction is less than 1 per cent poor. The other 99 per cent are very satisfied.

"People want to request recipes and take menus home. We've even had people ask if they can take the chef home with them!"

"We have to consider different age groups, different cultures, different expectations and different levels of appetites."

The cooks and kitchen staff also prepare 200 Meals on Wheels each night and food for staff and retailers at Waikato Hospital. "We have about 600 patients to serve dinner for every night, and about 650 for lunch," Dodunski said.

"We've got a tightly run schedule of meals - we have over 30 wards. Every three minutes, meals for each ward go out. Everything is batch cooked, so they're always coming to the tray-line nice and fresh."

Thanks to Waikato Times journalist Donna-Lee Biddle and Fairfax NZ for sharing the article and photographs.

1964 RADIOLOGY – X-RAY



THEN
and
NOW



2012 RADIOLOGY – DIGITAL IMAGING