

December 2017

# PULSE

the magazine of the Taranaki District Health Board

**Viva Las Vegas!  
Taranaki DHB Ball**

**Free WiFi for  
patients and  
visitors**

**Meet the  
“new-look”  
Public Health  
team**

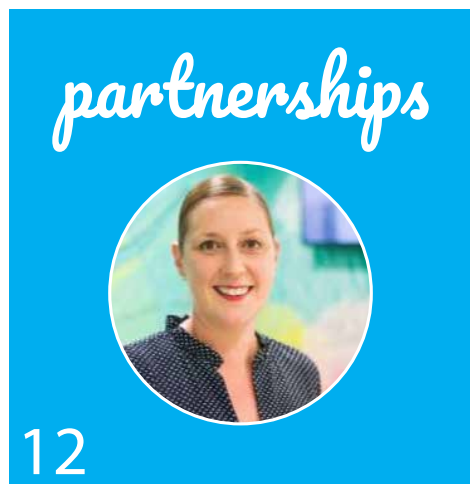


*Festive photo competition winners*

**Proposed new values  
for Taranaki DHB**

TARANAKI  
District Health Board





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The Pulse is the quarterly magazine of the Taranaki District Health Board. We welcome your ideas and contributions. Please submit them by email to: [communications@tdhb.org.nz](mailto:communications@tdhb.org.nz)



For an interactive colour version of the Pulse visit: [www.tdhd.org.nz](http://www.tdhd.org.nz)



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# From the Chief Executive

Welcome to the Christmas edition of the Pulse. There is no denying that 2017 has been an extremely busy year for Taranaki DHB. We came in on budget for the 2016/2017 financial year and while this is very positive, it was also challenging to achieve. The coming year will be just as, if not more challenging due to the unprecedented winter where we experienced increases in patients volumes and acuity. The hospital, community and primary care services responded to these challenges with a great deal of resilience and we could not have made it through those months without our employees going the extra mile and working above and beyond to provide the care patients need 24/7. As the warmer weather has arrived, we have seen a decline in admissions and we can only hope that the sun continues to shine on Taranaki over the next few months.

Taranaki DHB has initiated three projects to date as an outcome of the Health Action Plan. Project Connect, the integration project connecting Taranaki health services, is now in operational phase. It's a major project, but when we get it right it will improve information flow and

collaboration between primary and secondary health services. Taranaki DHB is working towards a single pathology and laboratory provider for Taranaki and progress towards this will continue in 2018. We have also been considering a range of ideas and options to support a sustainable health service for the people of South Taranaki. Constructive meetings and positive engagement with South Taranaki will continue in 2018 to find a sustainable solution.

This year we had a change of Government and welcomed the new Minister of Health, Dr David Clark. He has a significant health agenda to roll out including in primary care, mental health, and disability services and has appointed a new ministerial advisory group to provide a fresh perspective and independent advice.

I am really excited about the proposed new Values - Partnerships; Courage; Empowerment; People Matter; Safety. The new values aim to better define who we are as an organisation, the way we work with each other, our patients, whānau and our external partners, and what matters most to us. I



really encourage you to feedback on what you think of the values and have your say.

Finally I am enormously proud of all Taranaki DHB employees and truly appreciate your hard work and commitment. I hope you are able to take some time to enjoy the summer months with friends and whānau and you are able to recharge the batteries so you come back to work re-energised and ready to take on the challenges next year will bring. To those of you who are working, thank you and I hope you get a break in the New Year.

I wish you a Merry Christmas and safe and happy New Year!

**Rosemary Clements - CE**

*Taranaki DHB's junior doctors dressed up for 'Walk Short Wednesday'. This is the tradition at Taranaki DHB each year in November where first year doctors dress up on their last day to celebrate making it through their first year.*





# Brooklands Rest Home exemplar facility

Brooklands Memory Care Rest Home in New Plymouth is leading the way when it comes to secure dementia care design models. It has recently been recognised nationally by HealthCERT for the way its facility is enhancing the quality of life for people living with dementia.

The 1980s rest home has undergone extensive refurbishment since being owned and operated by Dementia Specialists Ltd who took over in 2016. An enormous amount of work to the grounds have resulted in a lovely 14-bed secure dementia care unit, called Memory Lane, on one side of the L-shaped facility and 14 rest home beds on the other side.

A major focus of the refurbishment has been creating a homely therapeutic environment that promotes independence for residents and helps to ensure they feel valued. Notable features include an open-plan kitchen, dining room and lounge set out like a typical home, flexible meal and bed times, and an enjoyable outdoor space with comfortable outdoor furniture, a clothes line and even some resident hens to help stimulate memories.

Channa Perry, Taranaki DHB's senior planning and portfolio manager said "These features all aim to provide a secure care home which focus on people living with dementia to maintain an independent life as much as possible, and to continue contributing to meaningful daily activities as long as they are able.

It's wonderful to see Brooklands Rest Home be acknowledged for its innovative and best practice dementia unit design. This is a huge credit to the team who work there and great news for our community."



## Exemplar staff member – Susan Watson

As well as being an exemplar facility, Brooklands Memory Care Rest Home also boasts exemplar staff members. One in particular who is a long-serving staff member, Susan Watson, has just celebrated 30 years service at the rest home. She joined the team in 1987 just six weeks after it opened its doors to residents and has been a positive, hard working member to date.

Taranaki DHB would like to acknowledge Susan's commitment and dedication to Brooklands Memory Care Rest Home, and thanks her for her tireless efforts to maintain a high standard of care to all of the residents she has looked after throughout the years.



L -R: Channa Perry – Taranaki DHB senior planning and portfolio manager  
Susan Watson - Brooklands Rest Home carer  
Pat – Brooklands Rest Home resident  
Carly Innes – Taranaki DHB associate portfolio manager for older people  
Heather Marshall – Brooklands Rest Home facility manager

# Dr Albrett wins Australasian award



Dr Jonathan Albrett, Taranaki DHB Anaesthetist and Intensive Care Specialist received the prestigious Australasian Clinical Educator of the Year (2017) award in Brisbane in November, from the Australasian Confederation of Post-graduate Medical Education Councils (CPMEC), who oversee training standards and competence of doctors across Australia and New Zealand.

Over the past five years Jonathan has been running a training programme to support doctors in their first year of practice at Taranaki DHB and he wants to thank his first and second year doctors for the nomination.

"I never expected to achieve international recognition for my teaching programme and I am very grateful for this. I have worked hard to support and educate doctors in their first year of practice and for them to nominate me for such a prestigious award is very humbling," said Jonathan.

"The programme has been running for more than five years. I couldn't have started the programme on my own and it's a team effort that has made it a success, with support from both my colleagues and the Hospital Management Team."

The Clinical Educator of the Year Award recognises an overall contribution to training, supervision, mentoring and support for young doctors as they complete their first two years of practice. Jonathan attended the CPMEC conference as the New Zealand divisional winner, after being chosen by the Medical Council of New Zealand.

Gillian Campbell, Taranaki DHB COO said, "On behalf of Taranaki DHB we are absolutely thrilled for Jonathan and this award recognises his commitment and support of junior doctors, not just in New Zealand but across Australasia."

Altogether, Dr Albrett has trained for 15 years at Auckland Medical School and at Taranaki Base and Waikato Hospitals to become an Anaesthetist and an Intensive Care Specialist. "Regardless of my years of training, no amount quite prepares you for the experience you gain working on the wards," he said.

With this in mind, Jonathan's idea was to provide a supportive teaching forum for first year doctors while they transition from medical school, to working in a hospital and providing acute care for sick patients on the wards. "It helps doctors build on from what they already know, by discussing scenarios and be offered suggestions that help them develop supplementary skills to assist them to quickly identify, escalate and treat patients who deteriorate on the ward," explained Jonathan.

"After three months the teaching programme involves simulation of medical emergencies including on the ward with other members of staff, which ultimately will help to improve patient outcomes."

In the last few years Taranaki Base Hospital has been seen as a popular destination for first year doctors and has attracted a high calibre of applicants and Jonathan said "Part of my reasoning for initiating the programme was to attract these doctors and provide them this training and support." Well it's clearly working given the DHB came second in a survey that ranks graduating doctors' most preferred hospitals to work in this year.

Jonathan added, "Taranaki DHB has made the training a priority to highlight the importance of looking after its first year doctors and it has been very well received by this group."

Taranaki DHB started its fifth round of the Acute Skills Teaching Programme with the new in-take of first year doctors who arrived at the end of November 2017.



# The gift that keeps on giving: straight talk on advance care planning

The silly season is upon us for 2017. Over Christmas you will no doubt receive gifts you don't really need or want. So what better gift could you give those you care for – and those who will care for you – than the peace of mind that comes with knowing the kind of healthcare you and they want!

Claudia Matthews, Taranaki DHB's advanced care planning facilitator believes advance care planning gives everyone a chance to say what's important to them. "It helps people understand what the future might hold and to say what treatment they would and would not want. It helps people, their families and their healthcare teams plan for future and end of life care."

Claudia explained that the gift of advance care planning is free! "You don't need a lawyer or a formal document to express these wishes: a simple conversation is actually best. Give your loved ones peace of mind by talking through what they want at the end of life, all without spending a dime."

Claudia added "Talking about advance care planning, end-of-life decisions and final wishes would probably never be ranked by anyone as the most pleasurable or anticipated conversation, sort of like talking to your teenager about sex. But those conversations

between families are among the most critical of discussions, and the most unselfish and loving things that one generation can do for another."

Milestones are good triggers for meaningful conversations, so why not make a plan to have those advance care planning discussions this Christmas. Whether you're making the decisions for yourself, a family member or friend, here is some advance care planning icebreakers.

- "what is important to you" or "what matters to you"
- "what worries you"
- "I need your help with something"
- "I need to think about the future. Will you help me?"
- "I just answered some questions about how I want the end of my life to be. I want you to see my answers. And I'm wondering what your answers would be?"
- I was thinking what happened to Mrs X, and it made me realise..."

Claudia explained "These discussions are much easier to have in the family living room rather than in the waiting room of the intensive care unit. This isn't a one-time conversation, it's something you share and keep talking about or updating if things change."

If you would like to give a truly meaningful gift to someone special this season, advance care planning information packs can be ordered through [acp.admin@tdhb.org.nz](mailto:acp.admin@tdhb.org.nz) or are available at your local general practice.

You can also visit the national website [www.advancareplanning.org.nz](http://www.advancareplanning.org.nz) or [www.tdhb.org.nz](http://www.tdhb.org.nz) for queries, tips and even your own template to record your wishes.

*"You will never regret your decision to intentionally engage your family in one of the most important and compassionate conversations of your life. This could turn out to be the best gift you could ever give your family - and one that will keep on giving from generation to generation"*  
- Claudia Matthews.

**Taranaki DHB Anaesthetist Dr Emma Patrick deals with death and dying on a daily basis, however she felt intimidated and nervous about initiating advance care planning conversations with her parents. Dr Patrick shares her experience.**

*"Approaching the conversation around advanced care planning with our family can be a daunting prospect, especially if they perceive themselves as fit and well as in the case of my parents. As a doctor, I am no exception in the fact that it is a difficult subject to broach with those we love. My parents live in Scotland so I took the opportunity to raise the issue last year after my partner's parents had sadly died only a day apart and I was back in the UK for an extended visit. My partner and I felt we had not had the opportunity to discuss his parent's wishes with them and I used this experience to open the conversation with my own parents."*

*"It has taken several well timed conversations over the past year to get them to comfortably talk about how they would like to be cared for should they become terminally ill. To be able to visualise this when you are lucky enough to be fit and well is a challenge but I do believe it will help both them and our family provide the care they would wish for at the end of life."*

*"Society still to an extent perceives terminal illness and death as a taboo subject that should be spoken about in hushed tones and often far too late. Instead, just as we embrace the many choices that we have in life, so too we should embrace the choice to self determine how we are looked after in the final stages of that life. Advance care planning is the start of that conversation."*





# Viva Las Vegas!

## Taranaki DHB

# Ball 2017

This year's Taranaki DHB Ball theme was 'A Night in Las Vegas,' where poker players, Elvis impersonators and Caesar Palace show ponies were out in force!

It was great night at the Yarrow Stadium Legends Lounge for all the staff to enjoy and showcase their creative flair when it came to dressing up.

A huge thanks to the Taranaki DHB Ball Committee for their fantastic organisation of this event and providing a wonderful opportunity for staff from all corners of the hospital to relax, socialise, and have fun together amongst fabulous food and music.





# Farewell

## Time to depart as hospital Kaumatua

He's been a familiar friendly face around our hospital corridors for more than a decade, but in October this year staff and board members bid farewell to Matua Ramon (Ray) Tito, who retired after 11 years of service as a Taranaki DHB Kaumatua.

In a special poroake (farewell) Matua Ray was honoured with a tokotoko (a traditional Māori carved ceremonial walking stick) and a light-hearted "roasting" from his colleagues and whānau.

Many stories were shared about the role Matua Ray has played in guiding the hospital in many ways over the years, including offering blessings and karakia at hundreds of hui and events, helping to develop the Taranaki Māori health sector (Te Roopu Paharakeke Hauora), providing connections with other Māori health networks, and giving comfort and peace to patients and their family/whānau through karakia, whaikorero and waiata.



Taranaki DHB chief advisor Maori Health, Ngawai Henare, said she'd been dreading the day Matua retired. "He's done a huge amount of work at our DHB and it was important for us to acknowledge his efforts and to help him move onto the next chapter of his life."

Matua Ray is a man of many talents, having enjoyed a colourful career which included 11 years in the Navy, working at the Post Office and wiring the old hospital, working for ACC as a cultural advisor, and finally becoming a much loved and respected Kaumatua at Taranaki DHB. As if that wasn't enough, in amongst all of these achievements he's also run 17 marathons!

Taranaki DHB would like to acknowledge the huge contribution Matua Ray has made during his service with us. Please join us in wishing him a safe and happy retirement with his whānau, but don't be surprised if you still see him popping in occasionally.





# Murray Elliott retires as hospital chaplain

For six and a half years Murray Elliott has provided care, comfort and prayer for many people in some of their darkest or most intimate moments at Taranaki DHB. It's just one of the many roles he has provided at the hospital during his time as sole charge chaplain.

But now Murray has swapped advice for adventure and is retiring as the smiling, ever-happy man who pops up on the wards and other areas around both Base and Hawera Hospital.

He confessed "Having turned 71 this year I felt I wanted to have some retirement time for me. I want to visit my children overseas and do some DIY projects around the house!"

Murray has many highlights to reflect on as he departs, including the many relationships he has built with the DHB family, working alongside a great team of volunteers, leading chapel services, carolling around the wards and even being the Minister for staff weddings.

"It's been a privilege to work with so many wonderful people and being able to share my experience and knowledge with staff at various levels. I've also been amazed at how people cope in really difficult situations, especially those who seem to have one challenge after another to deal with."

One memory Murray would probably prefer to forget was being attacked in the chapel by a complete stranger in 2014. He said there was a huge outpouring of concern and support by hospital staff for him, and even from people he didn't really know.

"The day I returned to work after the attack I was overwhelmed with people saying how good it was to have me back. I will never forget that day as it revealed to me the true heart of our hospital staff. Everyone cares about what happens to others."

What will Murray miss about working at the hospital? "Simple - the people, staff, patients and families. All have brought something to my life I wouldn't have had if I'd not been a chaplain."

Taranaki DHB bids a fond farewell to Murray and thanks him for his dedication and service to our patients, staff, whānau and wider community.

Joe Gray has the honour of stepping into Murray's shoes, having started his new role in October this year. Joe, who is originally from New Plymouth, has returned from Adelaide to take over the chaplaincy role and looks forward to being at the DHB's service.



Murray with new chaplain Joe Gray



Murray with hospital management (L-R) COO Gill Campbell, chief executive Rosemary Clements, 2A clinical nurse manager Jackie Sewell and 3B clinical nurse manager Jenny Mackrell



# Free WiFi for Base and Hawera hospitals

Free Wi-Fi is now available at both Taranaki Base and Hawera Hospitals thanks to the generosity of PrimoWireless, the Taranaki owned and operated internet service provider company.

Rosemary Clements, Taranaki DHB chief executive said it felt like Christmas had come early for Taranaki DHB. "PrimoWireless is truly a community minded organisation and free Wi-Fi is going to make a huge difference for our patients, who will be able to connect with friends and whānau while they recover in hospital."



Ward 2B play specialist Sharon Luque talks to PrimoWireless about the benefits of free Wi-Fi for the children in hospital



Kelly Ellis from PrimoWireless hands out treats and Wi-Fi information to a hospital visitor

For Matthew Harrison, PrimoWireless Managing Director, his decision to provide free Wi-Fi at Taranaki DHB is personal and heartfelt.

Matthew's story starts back in 2012. Everything was going great; he had a successful business, amazing wife, family and friends, but underneath it all was a hidden problem, one that men often don't talk about or seek help for.

Matthew explained "I was getting sicker with every day that passed. Tests were being done, decisions were being made and I was starting to have less time out of hospital than in."

Matthew was finally diagnosed with diverticulitis, a debilitating bowel disease that mainly affects older people. "I asked myself, how could I, a seemingly healthy 28-year-old have this and most importantly, how do I deal with it?"

Surgery was Matthew's only option as he could no longer function as a normal person, and during 2012-2013 he spent almost six months of his life in Ward 3 at Taranaki Base Hospital.

He revealed "My business suffered, my friendships suffered, and most importantly my mental health suffered. When someone spends as much time in a hospital as I did, people stop visiting. Not because they didn't care but because I was always there.

"In today's modern age we rely so much on our phones, connectivity and the internet. Staying in contact with friends and family is an important part of recovery; it reminds you of what you have to look forward to when it's all over."

Matthew was trying to run his business from a hospital bed with little to no connectivity which was proving an impossible task, and he burnt through more than \$3000 of internet data. He decided something had to change.



PrimoWireless team members Kelly Ellis, Matthew Harrison and Jasmine Harrison

Building a wireless hotspot network that covers an entire hospital made out of concrete and steel is no small feat and Matthew and the PrimoWireless team worked closely with the Taranaki DHB's IT department to come up with a solution to provide free wireless at both Base and Hawera hospital.

After many months of testing and tweaking the PrimoWireless team launched free Wi-Fi with a promotional event at Base Hospital on 12 December. Visitors were treated to bags of sweets with instructions on how to connect to free Wi-Fi.

Matthew added "I hope at the very least this will enable communication with families, friends and loved ones during their stay in hospital."





**PRIMO**  
**WIRELESS**  
CONNECTING TARANAKI

# FREE WIFI



Look for 'FreePrimoWireless' in your WiFi settings  
while at Taranaki Base and Hawera Hospital

TARANAKI  
District Health Board



# PROPOSED NEW TARANAKI DHB VALUES

Taranaki DHB staff are being asked to give feedback on a proposed new set of values for our organisation.

A group of nominated employees from around the hospital attended a workshop and agreed on five proposed new values that aim to better define who we are as an organisation, the way we work with each other, our patients, whānau and our external partners, and what matters most to us.

The proposed new values are: **Partnerships; Courage; Empowerment; People Matter; Safety.**

To explain why these have been selected, employees from the workshop have also shared their personal experiences and stories to illustrate why each value is important to our DHB's culture. These can be read on Wilson (the intranet).

Staff are encouraged to say what they think about the proposed values by providing feedback either in face to face sessions, the 'living' post it note walls around the organisation, or through the values email [values@tdhb.org.nz](mailto:values@tdhb.org.nz)



## partnerships

We work collaboratively to  
achieve shared goals.

### WHANAUNGATANGA

Acknowledges the relationships that  
we have with one another and to the  
world around us (internal/external).



**I've had my say,  
now you can too!**

**Lydia Rae**  
Professional Lead - Social Work

## courage

We have the courage to adapt, speak  
up and advocate for each other, our  
patients and whānau for improved  
outcomes.

**NAU MAI E NGA NUI**  
Welcoming new ideas.

**EKE PANUKU, EKE TANGAROA**  
Supporting achievement and  
acknowledging success.



**I've had my say,  
now you can too!**

**Tracy Brayshaw**  
Clinical Nurse Manager - PACU 2



# EMPOWERMENT

We are supported to make effective/  
informed decisions with confidence.

## MANA MOTUHAKE

Recognition and respect for the  
autonomy of the other.



**I've had my say,  
now you can too!**

**Stephanie Besselling**  
Associate Director of Nursing

# safety

Our physical, mental and spiritual  
wellbeing is as important as a safe  
and trusted work environment.

## MANAKITANGA

To "care for someone's mana"  
encompasses the notions of reciprocity,  
kindness, respect and humility.



**I've had my say,  
now you can too!**

**Heather Webb**  
Specialist - Emergency Department

# people matter

We are respectful and treat our  
patients and each other with  
kindness and humility.

## MAHAKITANGA

Treating others with respect and humility.  
To "care for someone's mana"  
encompasses the notions of reciprocity,  
kindness, respect and humility.

## PONO, TIKA ME TE AROHA

Pono motivates people to act, Tika holds  
people responsible, Aroha is about  
love for self and others.



**I've had my say,  
now you can too!**

**Rawiri Eriksen**  
Service Improvement Advisor - Māori Health

**Tell us what you think...**

**email [values@tdhb.org.nz](mailto:values@tdhb.org.nz)**



# Meet the “new-look” Public Health team

A new-look team and format is emerging from Taranaki DHB's Public Health Unit (PHU).

Following a proposal for change, staff had an opportunity to give feedback which resulted in a Regulatory Services and Policy and Planning team being created to better support the delivery of Taranaki's public health priorities around health equity, health literacy, preventative childhood obesity and wai-ora (environmental health).

Bevan Clayton-Smith leads the Public Health team as the new Service Manager, taking the reigns from former Service Manager Channa Perry who has recently been appointed as the Senior Planning and Portfolio Manager in the Planning & Funding team.

As part of the new format, a “health-in-all-policies” approach will be a major focus for the Policy and Planning team as they work on a range of collaborative projects with other agencies, including district and regional councils. An example of this is the work that the PHU are doing with Stratford District Council around housing, which will trial the implementation of a ‘warrant of fitness’ scheme for rental housing across the district.

Staff feedback also revealed a need to increase the capacity of Public Health Medicine Specialist (PHMS) expertise within the DHB. This has led to the recruitment of a Public Health Medicine Registrar who will start work in the PHU in February 2018. Another notable change is a full time Public Health Nurse who will provide more clinical support to the PHU's communicable disease work programme, focusing on vaccination preventable diseases.

The Regulatory Service team will continue to deliver health protection services. However, the roles within this team are now better aligned to provide on call cover and to create a training and career development pathways for Health Protection Officers.

The entire unit will be provided with strong administration support delivered by Lee McCracken, Evelyn Smith and Sharon Parker who continue to head up the resource room.

Supporting the new approach within Public Health are the Annual and Strategic Plans developed as part of the restructure which can be accessed online at [www.tdhub.org.nz](http://www.tdhub.org.nz)

## Let's meet the team....

### Bevan Clayton-Smith

#### Service Manager and Portfolio Manager for Public Health

After a stint of working in Taranaki in the late 1990s it was an easy transition for Bevan to return to the region from MidCentral DHB to become Taranaki DHB's pharmacy operations manager in 2015. He enjoyed that role for over two years, but has moved into a new role working with the PHU and Regional Screening Unit to tackle health issues that affect our local communities.

Bevan is looking forward to focusing on population health and equity through working across a range of sectors to improve the health and well-being of Taranaki. “Our approach, thinking and transparency with Public Health, working with external agencies, and our engagement and collaboration with our community will make a difference so that we are all ‘bowling together’ rather than alone.

This is how we can enable the shared mission and values of Taranaki DHB and Public Health - Taranaki Together, a Healthy Community - Taranaki Whānui He Rohe Oranga, to live well and stay well.

My thanks go to Channa Perry for her prior role as service manager and providing the platform for the next five years with the work on the restructure process.”



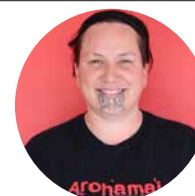
### Public Health advisors



**Jason Matthews**  
Housing, Hoarding and  
Squalor / Alcohol Advisor



**Eloise Pollard**  
Health Equity Advisor



**Jean Hikaka**  
Health Literacy Advisor

### Other new roles



**Fran Davey**  
Mauri Ora Advisor



**Sara Knowles**  
Senior Public Health Advisor



**Rawinia Leatherby**  
Health Equity Advisor



**Annabel Burley**  
Senior Health Protection  
Officer



**Jill Nicholls**  
Health Promoting Schools  
Facilitator and Dietitian



**Carly Twaddle**  
Trainee Health Protection  
Officer/Drinking Water  
Assessor

### Administration support



**Lee McCracken**  
PA to Medical Officer of  
Health



**Evelyn Smith**  
Public Health Administrator



**Sharon Parker**  
Public Health Resource  
Coordinator

# Obesity programme for children has promising results

A healthy lifestyle programme for kids and teens with obesity has had promising results, with children reporting better physical and emotional health after just a year. The programme called Whānau Pakari is for 5-16 year olds and is a collaboration between the Taranaki District Health Board and Sport Taranaki.

Dr Yvonne Anderson, Liggins Institute researcher, Taranaki DHB paediatrician and lead author of the study said "Whānau Pakari is designed to take healthcare out of hospitals and into people's homes and communities, and involves the whole family/whānau."

Whānau Pakari means "Healthy self-assured families that are fully active." Researchers from the Liggins Institute at Auckland University tracked 203 five to 16 year olds who entered the programme for 12 months. They were split into two groups - designated "high intensity" and "low intensity."

Those in the 'high intensity' group were invited to weekly group sessions to learn about cooking, virtual

supermarket tours, sports and physical activity, making persistent lifestyle changes and self-esteem.

The main findings were:

- consistent improvements in cardiovascular fitness and quality of life in both groups
- modest reductions in body mass index (BMI) adjusted for age and sex in both groups
- participants who attended more than 70 percent in the high intensity group had double the reduction in adjusted BMI
- many serious weight-related issues, such as obstructive sleep apnoea, were picked up for the first time and addressed.

The study also showed that this approach to treating obesity reached sections of society who are most at risk and yet most likely to fall through the cracks in healthcare. Almost three in 10 of the children in the study came from households in the most deprived neighbourhoods of Taranaki. Māori made up 47 percent of the participants;

New Zealand Europeans 43 percent, with the remaining 10 percent from other ethnic groups.

Dr Anderson explained "These findings are really important. If we are going to make a difference to those most affected by obesity, services that families feel comfortable with, and that fit in with their lives, are key.

"While Whānau Pakari may not be a silver bullet, many participants that engage and stick with the programme do really well. It's time to celebrate their success."



## Whānau Pakari collaborates with Return 2 Earth

Families involved with the Whānau Pakari programme have been learning to grow their own fresh green produce, with assistance from the Whānau Pakari Dietitians and Physical Activity Advisor.

Parents and children have been utilising the garden beds located at Sport Taranaki to grow a variety of vegetables so they can reap the benefits of the seeds they plant.

With help from local company Return 2 Earth, the gardens have been revived this summer thanks to a generous donation of high quality compost to boost the nutrition in the beds.

Whānau Pakari Dietitian, Niamh O'Sullivan said "Our team is very excited about this collaboration with Return 2 Earth as we both have similar values, and one important one being the value of bringing your own food from garden to table. This means families have fresher, less treated fruit and vegetables and are having fun and getting active while they are nurturing these plants."



Return 2 Earth deliver fresh compost for the garden beds at Sport Taranaki



Whānau Pakari Dietitian, Niamh O'Sullivan, shows the children how to plant their seeds



A group of Whānau Pakari children get ready to plant their veggie seeds



# Being 'in the moment' with mindfulness

The theme for this year's Mental Health Awareness Week (9 - 15 October) was 'unlock your wellbeing,' with a focus for Taranaki DHB on mindfulness.

Mindfulness is a mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations. This is often used as a therapeutic technique.

Taranaki DHB staff attended a presentation from intern psychologist Nick Laurence in October, who explained the importance of mindfulness in clinical practice, including how compassion benefits patient outcomes.

Nick said "It is a basic human ability to be fully present, aware of where we are and what we're doing, especially as doctors and nurses, and not being overly reactive or overwhelmed by what's going on around us."

Nick gave a summary of some of the research-based benefits of mindfulness practice and recommended several different meditation and mindfulness resources for staff, including the [Headspace](#), [www.tarabrach.com](http://www.tarabrach.com) and calm-meditation in iTunes and Google Play stores.



He explained, "Mindfulness is about bringing acceptance and non-reactivity to anything that comes up. While this often has the side effect of bringing relaxation, relaxation is not the aim. Sometimes mindfulness requires sitting with difficult sensations, which is how they can be reprocessed and neutralised over time."

## A few things to know about mindfulness:

### Mindfulness is not a special added thing we do

We already have the capacity to be present, and it doesn't require us to change who we are. But we can cultivate these innate qualities with simple practices that are scientifically demonstrated to benefit ourselves, our loved ones, our friends, the people we work with and the institutions and organisations we take part in.

### You don't need to change

Solutions that ask us to change who we are or become something we're not have failed us over and over again. Mindfulness recognises and cultivates the best of who we are as human beings.

### Mindfulness has the potential to become a transformative social phenomenon

#### Here's why:

- \* **Anyone can do it.** Mindfulness practice cultivates universal human qualities and does not require anyone to change their beliefs. Everyone can benefit and it's easy to learn.
- \* **It's a way of living.** Mindfulness is more than just a practice. It brings awareness and caring into everything we do and it cuts down needless stress. Even a little makes our lives better.
- \* **It's evidence-based.** We don't have to take mindfulness on faith. Both science and experience demonstrate its positive benefits for our health, happiness, work, and relationships.
- \* **It sparks innovation.** As we deal with our world's increasing complexity and uncertainty, mindfulness can lead us to effective, resilient, low-cost responses to seemingly intransigent problems.

# TOP TEN SCIENTIFIC REASONS WHY COMPASSION IS GREAT MEDICINE

**HEARTS**  
in Healthcare



**COMPASSION CHANGES PATIENTS' PHYSIOLOGY** Non-verbal communication of compassion directly affects patients' autonomic nervous system, breathing, heart rate variation (HRV), reduces stress and increases peacefulness

**COMPASSION REDUCES PAIN** After an empathetic pre-op consultation, patients have better surgical outcomes, better wound healing, use half the dose of morphine and go home earlier (randomized controlled trials)



Accident and  
Emergency



**COMPASSION REDUCES READMISSIONS** When patients are given compassionate care in the ER they are 30% less likely to return to the ER for the same problem (randomized controlled trial)

**COMPASSION PROLONGS SURVIVAL** Patients with terminal lung cancer with early access to compassionate palliative care have better quality of life, less depression, fewer interventions, reduced cost of care, and survive on average 30% longer (randomized controlled trial)



**COMPASSION REDUCES MORTALITY** Having a caring doctor cuts the five-year risk of a heart attack more than aspirin, and reduces overall mortality more than smoking cessation (meta-analysis of randomized controlled trials)

**COMPASSION IMPROVES GLUCOSE CONTROL** Diabetic patients who rate their doctors as 'high empathy' have 42% fewer emergency admissions to hospital



**COMPASSION IMPROVES TRAUMA OUTCOMES** Surgical trauma patients who rated their doctor 'high empathy' were twenty times more likely to report good outcomes six weeks after discharge

**COMPASSION INCREASES PATIENT ADHERENCE** Patient adherence with treatment is 62% higher when the physician has been trained in empathetic doctor-patient communication (meta-analysis)



LEARN ✓  
STUDY ✓  
PRACTICE ✓  
TRAINING ✓  
WORK ✓



**COMPASSION BOOSTS IMMUNE FUNCTION** Patients with the common cold who receive an empathetic consultation have less severe symptoms, recover earlier and have greater changes in IL-6 and neutrophil count

**COMPASSION REDUCES HEALTH COSTS** Total costs of healthcare in the whole system are 30% lower when the primary care doctor provides 'above median' patient-centered care



For references and free download: [heartsinhealthcare.com/infographic](http://heartsinhealthcare.com/infographic)



# Patient Safety Week

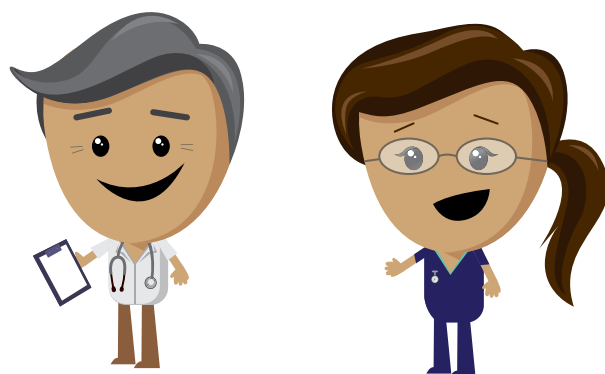
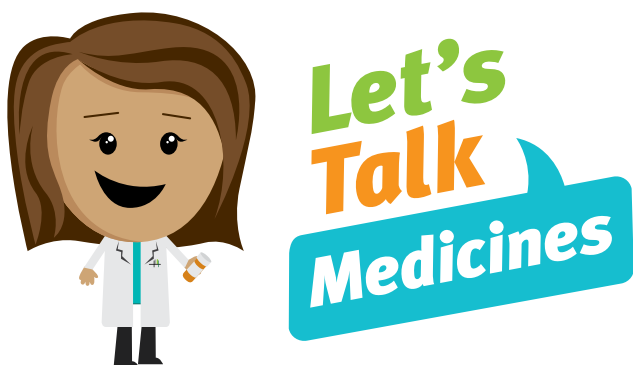


Taranaki DHB's annual Patient Safety Week (PSW) ran from 6 – 10 November 2017 and was again a great success, with plenty of staff, patients and visitors throughout the region taking part in activities and promoting important messages about this year's theme - medication safety.

Posters, flyers and other information provided by hospitals and pharmacies throughout the week encouraged patients to ensure they are fully informed about their treatment and medications, and how they could dispose of their unwanted medication safely. All patients discharged from both hospitals throughout the week received a new discharge flyer with important information they need to know about filling their prescriptions and availability of pharmacy services in the region.



Medication safety support was also available at both Taranaki Base and Hawera Hospitals throughout the week, with a 'medication hot desk', as well as displays in the main foyers of both hospitals. People were able to ask hospital staff any questions they had about their medicines, and enter a 'true or false' quiz with prizes such as grocery hampers, coffee vouchers and a Huawei smart phone kindly donated by Spark.



# Taranaki DHB campaign urges people to D.U.M.P. medicines safely

Taranaki DHB is urging people to make their homes safer and protect the environment by taking their unwanted and expired medicines to ANY Taranaki pharmacy for FREE, environmentally-friendly disposal. This message is part of the Dispose of Unwanted Medicines Properly (D.U.M.P.) campaign, a permanent and free service available at any pharmacy in Taranaki.

Returning medicines to a pharmacy, rather than putting them in the rubbish or residential recycling means they will be disposed of in a safe and environmentally-responsible way.

## DISPOSE OF UNWANTED MEDICINES PROPERLY

### MEDICATION TIPS

#### Don't share medicines

Medicines are specially chosen for you and may react differently for someone else. The person you give them to may have allergies or be already taking other medicines that might conflict/interact with what you're giving them.

#### Use one pharmacy for all of your prescriptions

This is especially important if you have regular prescriptions. Once you have collected 20 items (within one year) from the same pharmacy you will no longer need to pay the \$5 fee for funded medications. Be prepared – ensure you always have what you need by filling your prescriptions well before weekends and public holidays.

#### Antibiotics will not help a common cold

Antibiotics only work on bacteria and won't help you recover from a virus such as colds and flu. Taking antibiotics when you don't need them contributes to the development of antibiotic resistant-bacteria. This can increase the likelihood that an antibiotic won't work for you when you really need it to.

#### If you miss a dose of medicine DO NOT double up on the next dose

Take the missed dose as soon as you remember, unless it is close to the time of the next dose, and then continue on as normal. Taking a double dose of medicines may mean that you are getting too much medicine at one time and could be harmful. If you are unsure what to do, talk to your pharmacist or call Healthline on 0800 611 116.

#### Don't store refrigerated medicines in the fridge door

Medicines that require refrigeration should be stored inside another container in the main body of the fridge. Keeping these medicines out of the door and away from the back of the fridge avoids temperature fluctuations and reduces the risk of the medicine freezing.

#### Ensure you are fully informed about your medications

Ask your doctor/nurse/pharmacists the following questions:

- What is my medicine called?
- What is it for?
- When and how should I take it?

#### After-hours pharmacy options

Most Taranaki pharmacies are open Saturday mornings (hours vary). The following New Plymouth pharmacies are available after hours:

##### CITY CARE PHARMACY

Mon – Sun: 8:30am – 9pm

##### VIVIAN PHARMACY

Mon – Fri: 8:30am – 8pm

Sat, Sun & public holidays: 9am – 5pm

If you are discharged from hospital outside of your regular pharmacy's hours, please ensure you visit one of the above pharmacies to fill your prescription before going home.

*Emergency departments cannot fill prescriptions for you.*

#### Make sure medications are stored properly

The best place to store medicines is in a cool, dark, dry place, out of reach and sight of children. Bathrooms and certain areas of the kitchen can expose medicines to moisture and extreme temperatures making them degrade faster. Medicines should be stored below 25 degrees to preserve their integrity until the expiry date on the pack. Exposure to excessive light (e.g. on a window sill) also harms medicines, even if they are in a coloured bottle.

Storing medicines in plain sight (even up high) makes them more accessible and enticing to children and pets.

#### Use an accurate measure from your pharmacist to measure medications

Domestic teaspoons aren't very accurate as they can vary in volume from 2.5ml to 7.5ml, whereas a 'medicine teaspoon' is exactly 5ml. Using a domestic teaspoon can lead to taking either too much or too little medicine which can be harmful.



# FESTIVE PHOTO COMPETITION INSPIRES STAFF CREATIVITY

Taranaki DHB's annual Christmas competition is always a great source of entertainment and light-heartedness, with plenty of creative staff on board who provide fantastic festive creations year after year. Of course, the 2017 Christmas Card Photo Competition was no exception.

To enter, staff had to come up with an idea for a 'family photo' that could be used on a Christmas card. It could involve teams dressing up and/or dressing up their departments. It could be a Christmas scene created in their area, or staff could dress up in their finest Christmas fashion (think 'Keeping up with the Kardashians' style) - the options were endless!

This theme allowed staff to get creative in slightly different ways than usual, providing everything from on-location vintage beach scenes to Dr Seuss's 'The Grinch'! It wasn't easy for our resident judges (Rosemary Clements, CE and Gill Campbell, COO) to pick the winners, but of course it had to be done!

## FIRST PLACE

Hawera Hospital Occupational Therapy Team  
(\$70 Countdown voucher)

## SECOND PLACE

Dietitians (\$50 Countdown voucher)

## THIRD PLACE

Quality & Risk (\$20 Countdown voucher)

## MOST CREATIVE PHOTO

Social Work (*mystery prize*)

## BEST TEAM EFFORT

Base Hospital Occupational Therapy Team

## HIGHLY COMMENDED

Pharmacy, Finance and Orthotics.

*During the week of judging, our judges took the opportunity to visit staff on the wards and in their respective departments to deliver a bit of Christmas cheer!*



Check out all the entries on the intranet.  
[Go to Staff Stuff - Photo Gallery](#)



# HEALTH NEWS

## 2016/17 -

## OUT NOW!

Click the image to open Health News

### WHAT IS HEALTH NEWS?

Health News 2016/17 is Taranaki DHB's fifth annual quality account - a magazine-style 'annual report' relating to quality and safety within the DHB and our contracted community healthcare providers. It tells our story, demonstrating challenges, successes and the important partnerships we have in the Taranaki community.

### WHY DO WE PRODUCE HEALTH NEWS?

As the funder of the majority of healthcare services in the community, Taranaki DHB works hard to provide the best service possible for those who need it. Learning from past experiences to make quality and safety improvements are a significant part of that.

All of our healthcare services undergo regular performance measurement and we operate within a culture of high expectations and innovation, however there is always room for learning and improvement. Like all other aspects of the DHB's performance, it is important that these improvements are shared with the community in an open and transparent way.

### WHERE CAN I READ HEALTH NEWS?

Health News 2016/17 and all previous editions can be found in the [Taranaki DHB website's Document library](#). It is also available on the staff intranet, in the Resource Library.



### FEEDBACK

We trust that you enjoy reading Health News and gain a greater understanding of how our local health system works, the staff that provide services and how this impacts on patients and their families.

We view Health News as an important opportunity to further engage with the Taranaki community. If you have any feedback on this document, or suggestions for the type of content you would like to see in future editions of Health News, please email [communications@tdhb.org.nz](mailto:communications@tdhb.org.nz)





# In brief

## Long Service

The Cleaning Services team celebrated with a shared lunch to acknowledge 20 years service for three of their senior cleaning operators – (from left) Rose Hoeta, Colin Newman and Lyn Burrell. Congratulations and well done achieving this great milestone. We look forward to many more years to come.



## Save ED for Emergencies

The new Emergency Department (ED) campaign is running through the festive season encouraging the public to save ED for emergencies over the holiday period. The campaign features people with common health issues that regularly turn up at ED and features some of our very own staff and family members as models. Look out for the new billboards around New Plymouth, including Northgate, the Valley and Molesworth Street (across from Centre City).



## Popular Snack Facts brochure gets a revamp

Taranaki DHB's Public Health Unit has revamped the popular Snack Facts and Timonga Kai brochures, which are guides for families on healthy lunchbox snacks and drinks.

Available in both English and Te Reo Māori, the brochure offers parents and children examples of bite sized snacks that can be eaten every day, only sometimes, or less than once a week.

Taranaki DHB staff who helped produce the brochure include (from left to right) Sharon Parker - resource coordinator, Deneille Walden - dental therapist and Oral Health educator and Sara Knowles - senior public health advisor.





## Rugby players encourage children to drink water

'Drink more water when playing sport' was the message Fitzroy Primary School children were given during a recent visit from Port Taranaki rugby players Sione Lea, Toa Halafihi, Mitchell Graham and Brad Tucker

The visit was part of Taranaki DHB's 'Tap into Water' project which aims to reduce the consumption of sugary drinks by educating children about the sugar content in juice, fizzy drinks and flavoured milk.

This will go a long way in the NNU and we are so grateful for this fantastic donation.



## Teddy Bears Picnic celebrates Safe Sleep Day

Parents and children attended a Teddy Bears Picnic at Brooklands Zoo on 1 December to support Safe Sleep Day – a national awareness day that aims to reduce the number of babies that die as a result of Sudden Unexpected Death in Infancy (SUDI).

The picnic was also a celebration and thank you to those who have supported at-risk families by providing handmade woollen blankets for baby pepi pods/wahakura.



## White Ribbon Day 2017

White Ribbon Day support was loud and clear at Taranaki DHB in November, with large white ribbons on the outside of Taranaki Base Hospital, and both the Silent Shoes and Spiral of Violence displays promoting that violence towards women and children is never OK.

Taranaki DHB staff held a morning tea in support of White Ribbon Day (25 November) and got involved with several events to help promote this year's theme 'Raise Our Boys', which focussed on ensuring our dads have the skills and confidence to talk to their sons about respectful relationships.





# Wishing you good health this Christmas!

## In the past year...

# 1,350

babies were welcomed  
into Taranaki



712 males

638 females

# 1,902

people were employed by  
Taranaki DHB in 2016-17

## Some of our wonderful staff include...

**717** nurses

**184** doctors

**138** health care assistants

**44** midwives

**41** laboratory employees

**36** sonographers & MRTs

**33** physiotherapists

**28** pharmacy employees

**27** occupational therapists

**20** social workers

**16** dental therapists

**15** psychologists

## We proudly cared for...



**256** babies in our  
Neonatal Unit

## We carried out...



**2,540**  
MRI scans



**36,615**  
x-rays



**3,180**  
surgeries



**1,048,961**  
lab tests



**31,611**  
outpatient  
appointments

## Approximately...



**2,248**  
patients were seen  
by a district nurse at  
home



**24,082**  
patients were  
admitted in our  
inpatient wards



**1,092,000**  
phone calls were  
received by our call  
centre

# 48,270

people came into ED

## 32,711

BASE HOSPITAL ED



That's approximately  
**90 people** per day

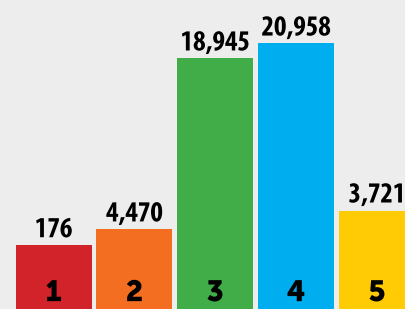
## 15,559

HAWERA HOSPITAL ED



That's approximately  
**43 people** per day

## Level of urgency of those who came to Hawera and Taranaki Base Hospital EDs



life-threatening ..... non-urgent  
& serious

Taranaki DHB has a great team of healthcare professionals and support staff all working together to care for our community. 'Health News 2016 - 2017' tells our quality and safety stories, demonstrating the challenges, successes and the important partnerships we have in the Taranaki community.

To find out more visit [www.tdhb.org.nz](http://www.tdhb.org.nz)