

Te Whetū Mārama

NOVA

AUTUMN 2022

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Staying connected



Ailsa Claire,
Chief Executive OBE

Once again, we're starting the year with stories of our people doing amazing things. There's no doubt the last few weeks have been a challenging time with widespread Omicron in our communities. This has impacted the number of patients in our hospitals and we've seen many of our people at home with COVID-19 or caring for whānau with COVID-19.

It's heartening to see so many of our people put up their hands to be redeployed to other areas, take on extra shifts and just generally lend a hand.

There's no doubt that the redeployment of our people helped us to continue to keep our hospitals and community safe. But it also gave kaimahi an opportunity to experience something different and work with different people. I've heard some heart-warming stories about people's experience. Read about some of them on page 12.

I want to say a huge thank you to everyone for your role in getting through the surge of Omicron numbers. Throughout the challenges we faced, I'm incredibly proud of everything we did to make sure equity and Te Tiriti o Waitangi were at the forefront of our decision-making and action. This is a credit to everyone involved and demonstrated real leadership at all levels.

This month we are rolling out the free flu vaccine to all our people. With borders opening we're likely to see more cases of flu this winter. I've made it a priority to get vaccinated and I strongly encourage you to do the same.

As we come out of this latest COVID-19 surge we need to look to the horizon and what's ahead. One of the big things for all of us is the move to Health NZ from 1 July.

Across the health sector, amazing things take place every day. Those are the things that will be preserved and shared. But New Zealand's health system is currently complex. The health reforms are a once in a lifetime opportunity to simplify and unify the way that we do things. It's also real demonstration of Te Tiriti and partnership to address the inequities we know exist.

While change can be unsettling, please embrace this opportunity and look forward to being part of a bigger health whānau.

Ngā mihi,

Ailsa

Ailsa Claire
Chief Executive | Te Toka Tumai

patients'
applause

To the Clinical Decisions Unit

A heartfelt thank you to all the staff who took care of me – from the security, to the reception staff, to the doctors, nurses, and orderlies.

I was admitted around 9pm with kidney stones and was so sore I couldn't speak properly. Everyone was patient and helpful, despite it being busy. Everyone who dealt with me was just so friendly and kind, it was incredible.

Thank you all so much.

To Wards 98 and 96, NICU and the Birthing Unit

We are first time parents and live in NZ alone. Our families are very far away, and now the staff have become our family.

They have looked after us just like our family would have. We've seen staff working long shifts, but they are always ready to help you with a smile, even if you call them at 2am or 3am.

We will always be grateful to them.

To Ward 42, CVICU, and the surgical & pain teams

During my stay I had a thoracotomy, and the care that I've received from staff have been magnificent.

Upon arrival, staff made the care experience very genuine and demonstrated a professional amount of humanity. They have been funny, witty, and worked with integrity.

I salute your staff who are clearly in their mahi for the correct reasons. It's truly difficult to put into words how great their service and care has been.

You'll see new icons on many of our stories. These icons represent our Strategic Priorities and the articles highlight the work we are doing to support them.

On the cover: David Bell, Waste Orderly.

Pride 2022

Manaaki through pronouns



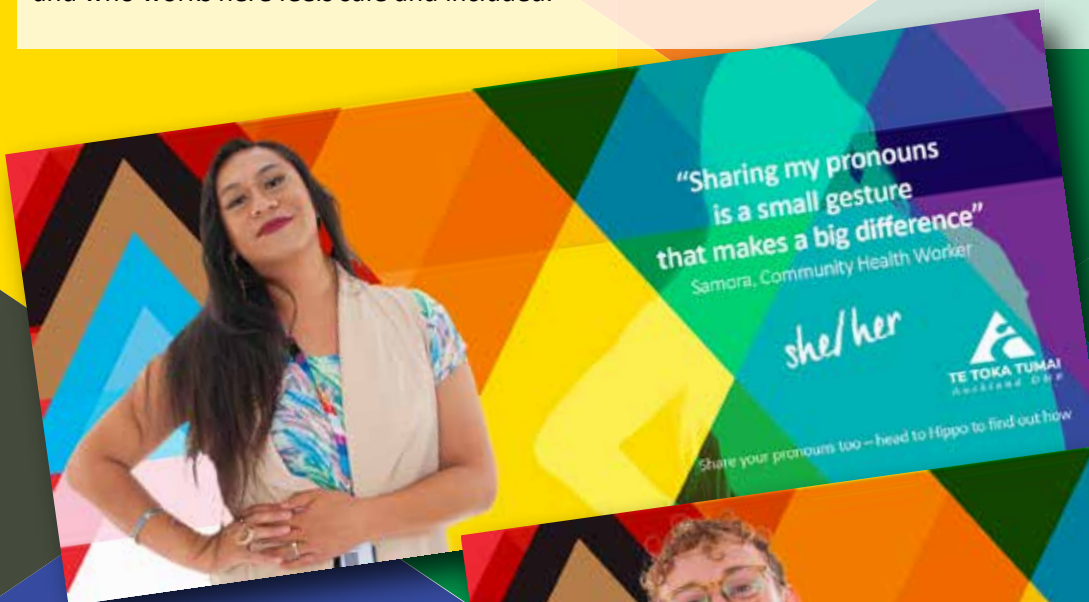
This year for Pride Month we focused on pronouns. Whether it's He, She, They or Them – our pronouns are a part of our identity, and getting them wrong can make us feel disrespected and dismissed.

Over a third of Trans and non-binary people in Aotearoa have reported not seeing a doctor because they were worried about being disrespected [through the use of incorrect pronouns] (Counting Ourselves, 2019).

We want to ensure that everyone who comes to our sites, and who works here feels safe and included.

We're encouraging our kaimahi to talk about their pronouns to make sure everyone is getting it right. It's a small thing we can all do and it makes a big difference. Ways to be inclusive using pronouns:

- Include your pronouns in your LinkedIn or Zoom profile by adding them after your last name.
- Share your pronouns when meeting people and ask people politely what pronouns they use – don't assume! Healthnavigator.nz has a bunch of useful information on why using pronouns is so important.
- If you get someone's pronouns wrong, apologise and try to get it right next time.



Māori Health Leads appointed



L-R – Kitona Ashby-Leota, Gwendoline Welburn, Dr George Laking, Wiremu Bhana.

Congratulations to our Māori Health Leads who have been appointed across our directorates to ensure Māori voices are heard, embedded in plans and services, and that health equity is non-negotiable.



The roles provide strategic input and direction that will only improve the service we provide to our whānau and our community. “We are here as a Te Tiriti partner,” says Dr George Laking. “We have the same ambitions as everyone, to manaaki whānau throughout their care pathway journey. The only way to do that is to ensure the right policies and people are in place.”

The Māori Health Lead appointments include Gwendoline Wellburn, Clinical Support, Kitiona Leota-Ashby, Clinical Support, Jack Hill, Perioperative, Tui Blair, Patient Management Services, Willy Bhana, Cardiovascular and Dr George Laking, Cancer and Blood; with more to follow.

“The journey starts with ensuring we have the necessary leadership talents and associated skills to achieve our goals built into the directorate,” says Director of Māori Health, Anthony Hawke. “Our organisation will be in a position to appropriately explore opportunities for growth and innovation, designing responses which support us to achieve equitable health outcomes that society expects of us.”

Whakawhanaungatanga

A collaborative advantage and high trust alliances are key to the future success of us all. In Aotearoa, we refer to this as whakawhanaungatanga.

The ability to create and sustain meaningful partnerships is important to our organisation and the people we serve.

The appointment of Māori Health Leads to work alongside our directorship means that a Māori perspective is included in all decision making. “We are working together to provide care and find new ways of shaping a health system that’s specific to the communities we serve,” says Mr Hawke. “This partnership is key to how we face challenges and optimise opportunities. Our people are our greatest strength and the appointment of Māori Health Leads enhances how we plan to grow as a service and as a centre for community wellbeing.”

Tikanga Best Practise Guidelines have been long established and the Māori Health Leads are governed by a set of policy statements and strategic plans that have been endorsed by Te Rūnanga o Ngāti Whātua, to ensure their work is responsive to the wishes of the Auckland DHB partner.

Mr Hawke says “Whereas the Māori Health Lead is part of the directorate, and an integral part of the directorate leadership team, they are also accountable to Te Rūnanga o Ngāti Whātua and Dame Naida Glavish, who represents Te Rūnanga o Ngāti Whātua.

Te Tiriti o Waitangi

Director of Provider Services, Mike Shepherd, sees the appointments as a positive move, helping to progress our strategic objectives around Te Tiriti and equity.

“The Covid pandemic has provided us with an opportunity to ensure a Te Tiriti perspective and equity, were part of our decision-making COVID-19 IMT. Our next steps are not to squander those insights and embed this way of working as we move forward.”

Good for everyone

Chief Advisor of Tikanga, Dame Naida Glavish, has served Auckland DHB for 32-years, and knows this is long overdue.

“The purpose of these positions is to provide robust direction and guidance in order to accelerate Māori health outcomes and uphold Te Tiriti obligations,” says Dame Naida. “Māori health outcomes are well below what we should expect. These positions are one part of a journey where we want our people to thrive.”

“I always say what’s good for Māori is good for everyone, just you wait and see.

Dame Naida Glavish

International Women's Day

Breaking the bias

On International Women's Day we asked our kaimahi to reflect on how we can 'Break the bias' within healthcare and in our own lives.

The women described a host of encounters with bias in their personal and professional lives and recommended tactics for breaking the bias for themselves and the women around them. This included finding agency in the face of situations that seemed unbridgeable, asking questions and challenging the status quo.

Wendy Stanbrook-Mason, Deputy Chief Nursing Officer was reminded of her mother who married at a time when New Zealand was a very traditional 'man's world.' "Although dad made the decisions, mum always found a way to influence them," says Wendy. "She turned her hand



to everything and could make food for four turn into food for eight."

The apple didn't fall far from the tree. Wendy uses the same resourcefulness to tackle bias in her own life. Through being a nurse, Wendy was able to step into leadership roles that were not always open in other spheres of life – including working overseas during a coup! These days, Wendy and her husband have turned the tables on gender norms when he left his career to support her in her current role. "We have flipped gender roles upside down. I go to work, and he looks after the household," Wendy explains.

Dr Heidi Baker, Emergency Specialist Adult and Paediatrics was also inspired by her mother's history. Having seen her mother not allowed to attend university because of her gender, Heidi was determined to chase her dreams and become a doctor.



Heidi Baker

Wendy Stanbrook-Mason

"Part time work was taboo when I began specialist training. In fact, having children during training was almost unheard of. When I returned to work following the birth of our son it was suggested I shouldn't sit exams with a small baby. I am pleased that this dialogue has changed somewhat now. Men and women are encouraged to work part time if it suits their personal or family situation."

As a doctor who devotes their time to caring for others, perhaps it comes as no surprise that Heidi wants to break the bias for all women. "I've always wanted to pave my own way," she says. "But also, I've wanted to smooth the path for those coming along behind."

For Gurvinder Benipal, Nurse Unit Manager in Haematology, asking questions is key to bias breaking. Gurvinder grew up in India and recalls questioning gender bias at the age of six. Gurvinder's father died, leaving her mum to look after three little girls. People would say to her mother, 'God should have given you a son.' Gurvinder recalls the big questions this raised for her. "When you are six, you wonder why. I wondered how it would have helped my mum to have a son."

Breaking gender bias takes sustained mahi. "These are big centuries old issues, says Gurvinder. We need to stand up and keep fighting. Because we can do it!"



Gurvinder Benipal

Happy retirement to Olivia Sheehan



Is she New Zealand's oldest nurse?



Olivia Sheehan arrived on our shores in 1969 after graduating from the School of Nursing at Johns Hopkins University in Baltimore and has been nursing in New Zealand ever since.

Olivia has dedicated her career to helping those most vulnerable within the mental health field. She's been part of our team since 1977 and for the last 20 years she has been a community mental health nurse at Kāinga Tiaki (formerly St Luke's Community Mental Health Centre).

She made the decision to retire this year, just one week after her 89th birthday. Outside of work Olivia continues to be active, she runs a regular yoga class, keeps bees (with the added benefit of delicious honey) and she still skis!

Although Olivia's retiring, she isn't planning on stopping. "Post-retirement, I would like to work as an advocate for mental health service users," she says. "Especially when they have to negotiate the often-intimidating environment of an inpatient stay."

The team at Kainga Tiaki will truly miss having Olivia working with them, especially her great sense of humour and stunning fashion sense.

From everyone here, we wish Olivia all the best in her well-earned retirement. We're all looking forward to seeing what you do next, Olivia!

Is Olivia New Zealand's oldest nurse? Let us know if you think you can break the record – Ed.

In safe hands



If there's anyone who knows his Strabismus* from his Metzenbaum**, it's Avi Deo and his colleagues at the Sterile Sciences Service based at Greenlane Clinical Centre (GCC).

Two teams – one at GCC and one at Auckland City Hospital (ACH) clean, check, pack and sterilise every piece of reusable surgical equipment, ready for the next surgical procedure.

Avi, a Sterile Sciences Technician, joined the team six years ago after completing his tertiary studies in New Zealand.

"We're looking for people with attention to detail, and high levels of concentration," he says. "But most of all, we need people who want to provide the best care possible, because then, everything else follows."

There are four stages to a strict, quality-controlled process: decontamination, packing, sterilising and sterile storage. Each stage is completed in separate areas and staff in each area maintain strict protocols, including staying contained within their area of operation. Entrances are opened using foot controls and the temperature is maintained at a cool 18°C to prevent the growth of bacteria.

Stainless steel case carts start to trundle in from surgery

and the work begins. A case cart contains all the surgical equipment required for a particular procedure. After the surgery is complete, these case carts arrive at Sterile Sciences with the used and dirty equipment.

The decontamination area is impressive. It's large and high celinged with a central working platform and lined with sinks. Giant equipment washing machines whir in the background. The team dressed in full Personal Protective Equipment (PPE), check items off in each cart and input these into an electronic register. Using special brushes everything is cleaned from the instruments at the sinks. Equipment from each case cart is placed in a tray which then goes into the washing machine. Through glass doors, you can see high pressure jets of water and disinfection detergent spraying every nook.

Conveyer belts chug along transporting the washed and disinfected equipment into the packing and assembly room, which is a hive of activity. Equipment is removed from the tray and put onto shelves awaiting a technician to take over.

Avi explains that packing and assembly is the busiest area and employs the most number of people.

"Here, technicians check each piece of equipment by hand before packing them in containers to a 'recipe'. The 'recipe' basically lists all the instruments required for a particular



The Sterile Sciences Service team.

type of surgery. The recipe has to be perfect so the surgeon has everything to hand. We cannot let our concentration stray even one little bit," says Avi.

The packed containers are closed, sealed, labelled with the name of the procedure they are meant for and then placed in special sterilising machines. Here large stainless steel drums heat steam the containers to 134°C. Special tape, put on the containers in the packing area, changes colour during sterilisation to remove the smallest possibility of error.

At the other end, team members are waiting to move the sterilised containers into storage after they have cooled down. Row upon row of labelled containers greet you in the sterile store. Team members move about deftly loading shelves – there is a spring in their step. This is the final stage, but they cannot miss a beat. Quality checks continue. Any damage to the packaging, container or pack means the equipment is deemed unsterile and needs to go through the whole process again.

Roopa Reddy, Sterile Sciences Operations Team Leader at GCC, says it's hard work but satisfying mahi.

"Our people are knowledgeable and confident in our health and safety procedures. They know they have an important job to do.

"We know when we've finished our day; we've taken the first step to ensuring a surgery goes well. That's extremely satisfying."

*Ophthalmology scissors

** Forceps

Note: Since writing this article, Avi has moved to the CSSD team based at Auckland City Hospital. The CSSD team here are responsible for decontaminating, packing, sterilising and storing equipment for major surgeries from liver transplants to C-sections.



Avnil Deo

From the top: Carmel Flanagan, Michael Aliling and Avnil Deo hard at work in the Sterile Sciences Service.



Aro Arataki

Aro Arataki is our Greenlane Clinical Centre onsite childcare centre providing early childhood education and care for the children of our kaimahi and the local community.

Aro Arataki’s philosophy emphasises the importance of respectful and responsive relationships, recognises the bicultural heritage of Aotearoa, and celebrates its diversity.

“The families and staff team are culturally diverse and work together towards making parents and children a part of an inclusive learning community,” says Ellie Chung, Aro Arataki Centre Director.



“The curriculum is based on the National Early Childhood Curriculum, Te Whāriki.” Says Ellie. “Our teachers work with whānau to thoughtfully engage with children in meaningful learning experiences to extend the children’s knowledge and understandings of the world and their place in it.”

Surrounded by Cornwall Park, Aro Arataki takes advantage of outdoor learning opportunities. The children often visit the nearby animal residents taking walks through the park, making for great outdoor adventures and memories.

“We love that our children have opportunities for exploration and self-discovery at Aro Arataki,” says Warren (one of the fathers who use the centre). “We have been amazed as our son often shares his knowledge of nature and Maungakiekie (One Tree Hill) with much enthusiasm! He is especially fascinated by the monument and the statue of the Māori warrior, and often talks about it at home. We are very grateful to all the wonderful teachers.”

If your whānau is interested in enrolling your tamariki at Aro Arataki, visit aroarataki.co.nz



Becky Leach

Community Support Worker & cat rescuer

It's not news to us that our kaimahi do incredible things at work every day. But what happens after we've finished work? Meet Becky Leach, a community support worker whose day job inspired her to help furry friends in need.

I'm a Community Support Worker at the Assertive Community Outreach Service (ACOS) which is part of the Mental Health Service. I've been working here for about ten years.

As a support worker I help people with various aspects of their day to day lives including housing support, delivering medication, accessing budgeting, education, health services and anything else they need help with.

I love working with my team with its mixture of support workers, nurses, social workers, psychologists, psychiatrists. But you know, some days can be challenging.

In my day job I see a lot of sick, unwanted cats while working in the community. People know me as the 'cat lady' who has traps so they approach me for help. I have replied to posts on Facebook and Neighbourly for people asking for help too.

About 12 years ago, I saw an injured kitten, I contacted the rescue and we tried to catch it. That's when I first became involved.

I now volunteer for a place called Pet Whisperer. It has about 30-40 cats, some rabbits too. I clean out litter trays and feed the cats. Sometimes I give them medication – just the simple ones like eye and oral medication. It's about helping the animals as much as we can to make them comfortable, plus we get to play with them if there's time!

It's really rewarding when we see the cats happy and healthy and going to their forever home. Sometimes we get photos of them relaxing on their new couch or playing with the dog. It's just priceless.

If you want to be a volunteer, my advice is to research the organisation and find out what they do. See if their values match your own.

Looking for a new furry friend for your whānau? Visit rescue.petwhisperer.co.nz



Supporting each other to get through the Omicron



The spirit of Tūhono runs deep among our team. As we've navigated the challenges of Omicron, we've seen people step up and step out of their comfort zones to provide support to areas of the hospital that need it the most. We'd like to thank everyone who has been redeployed to other areas or have become a Ward and Service Supporter.

Here are some of the experiences of our kaimahi.

Michelle Howard

My normal role is Programme Coordinator for Building for the Future in Patient Management Services and I was deployed as a Ward Supporter on Marino Ward and Ward 71.



I was nervous putting my hand up to volunteer, however on both wards I was made to feel like I was already a part of the team when I arrived. The staff were extremely friendly and were grateful I was there to help.

I thoroughly enjoyed meeting new people – staff, patients and their families and found it rewarding being able to make patients and their whānau a hot drink or having a chat with them while I made their bed. I also liked learning different systems, like the ChiPs Whiteboard and the Orderly booking system.

I would put my hand up in a heartbeat to help out again.

Monalisa Banger

My usual role is Executive Assistant to the Chief Digital Officer Shayne Tong and Project Coordinator. I supported the Emergency Department and wards 71, 83 and 65



I most enjoyed working with the heroes, our cleaners, nurses, orderlies, St John Team and our admin staff. The work was so different from my usual desk job and I found being a Ward and Service Supporter very humbling and I have even more respect for health care workers.

I had a range of tasks and learnt new things all the time, like how to make hospital beds, how to answer patient

to nurse calls, how to manoeuvre patients beds as well as how to keep smiling and supportive when you see someone physically struggling.

Would I do it again? Absolutely! Being able to do things like make patient beds and freeing up someone else to do the other much needed work was so rewarding.

Bronwen Davies

I'm a Human Resources Manager and became a Ward and Service Supporter for Ward 83.



I've really enjoyed meeting the team and helping patients and their whānau out as much as I am able. I help deal with the distractions of the phone and entry to the ward. Hopefully this has made the team's lives easier.

It's been awesome to learn new things and I recently learned how to book an orderly. Luckily, I had read the deskfile between phone calls!

I would absolutely be a Ward and Service Supporter again; I've enjoyed helping the clinical team out.

Sandy Grant and Carol De'Ath

I've been redeployed from my usual role as Low Vision Coordinator at Greenlane Clinical Centre's Eye Department.

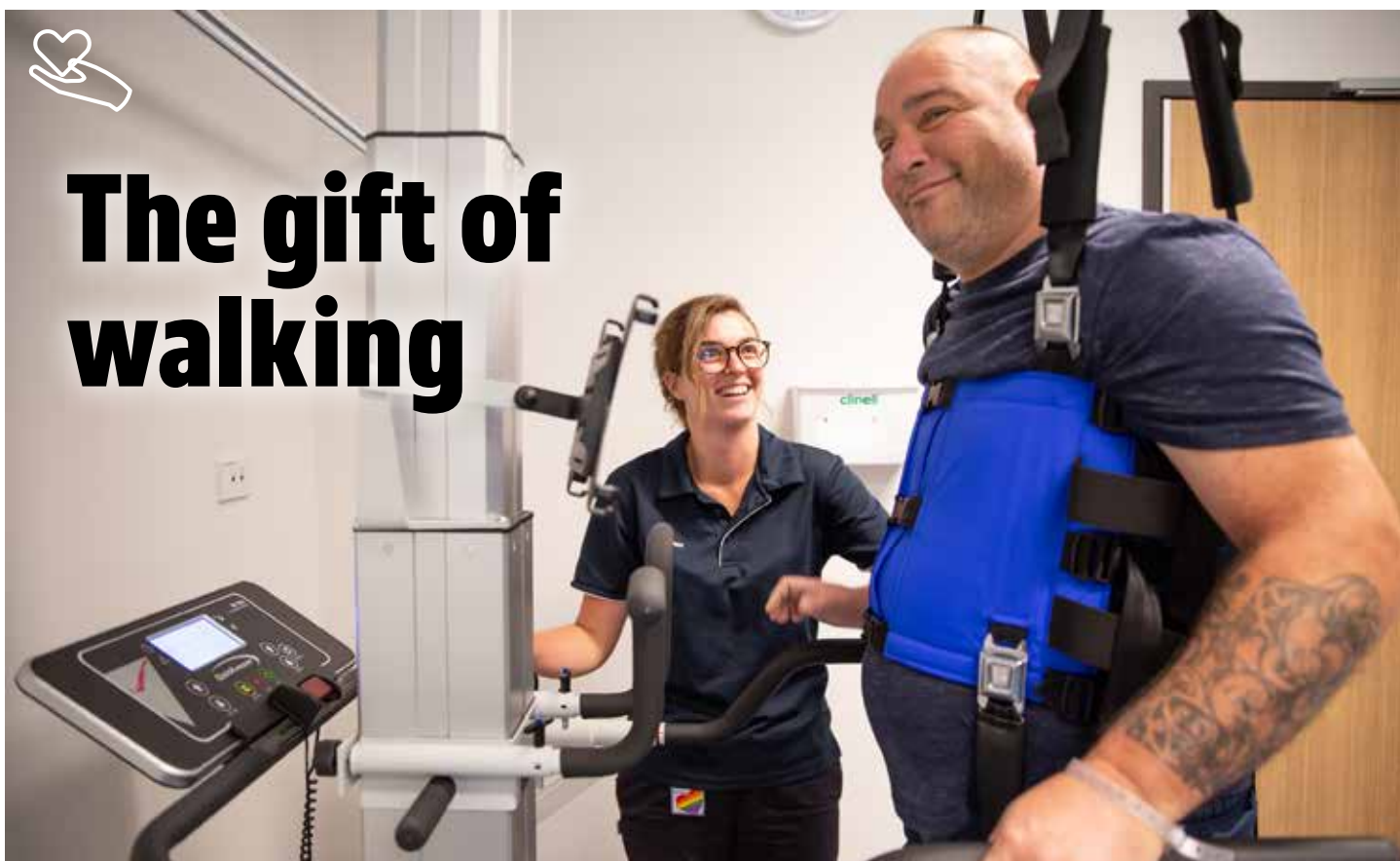


In my first week, my colleague Carol De'Ath, Ophthalmic Technician, and I went to the Remuera and Marino Wards. Carol did an awesome job keeping an eye on an elderly patient in Remuera Ward (noted in our staff Shout Outs and by our Chief Executive).

I was between the two wards, making cups of tea, talking to patients and supporting one of our deaf and low vision patients. The Charge Nurse and her team made us feel most welcome.

In the next few weeks, we were in Women's Health wards 96 and 98 making beds, measuring out formula, taking patients for RAT tests and to NICU etc.

The whole experience of redeployment highlighted to me that we are one big team who appreciate each other.



The gift of walking

Stroke patients like John Baker are gaining confidence while relearning how to walk, thanks to the donation of a specialist LiteGait Therapy Treadmill.

LiteGait helps patients with a wide range of impairments to support coordinated leg movement and control their weight bearing, posture and balance over a treadmill.

LiteGait was gifted to Taiao Ora | Ward 51 (The Auckland City Hospital stroke centre) by the Marion Davis Memorial Trust, administered by Perpetual Guardian.

Using LiteGait for the first time, four weeks after suffering a stroke, John is loving being back on his feet. "You never think you'll have to learn how to walk again," he says. "The day I had the stroke was just a normal day, before it all flipped upside down.

"You take life for granted when you can do everything,

especially something as simple as walking. Every day, the team here is trying to get me back into it. This machine will help a lot of people."

Physiotherapist Brittany Olsen-Verner says LiteGait is useful for patients starting to walk following a stroke as it takes away the fear of falling.

The donation came through the Auckland Health Foundation which fundraises for our adult hospitals to help fund innovations that save lives and improve patient outcomes, above and beyond the scope of government funding.

Auckland Health Foundation is currently fundraising for a new interventional radiology suite dedicated to performing the endovascular clot retrieval, a game-changer in stroke treatment which significantly reduces permanent disability following a stroke.

Find out about the fundraising campaign, and how to get involved at aucklandhealthfoundation.org.nz.

Te Pūriri O Te Ora | Regional Cancer and Blood service



One thing you should know about the pūriri tree is that it's stubborn. So stubborn that there are pūriri alive today that were already ancient when people first set foot on Aotearoa.

Pūriri will still produce new shoots despite being uprooted, chopped down and discarded. And it provides safety, shelter, nourishment to the manu (birds) that settle on its branches.

We think it's appropriate that the strength of this tree is linked to our Regional Cancer and Blood service.

Dame Naida Glavish gifted the name Te Pūriri o te Ōra to the service, saying that the pūriri is an important source of food for manu and is often used in restoration planting.

"Plants have intelligence for their environment, offering shelter, sustenance and respite," says Dame Naida. "In that respect, the pūriri and Te Pūriri o te Ōra have much in common."

Te Pūriri o te Ōra stands for strength, resilience and hope. It's a space where patients can receive the treatment they need in an environment designed for healing and hope.



Equal Opportunities for everyone

We recently caught up with David Bell, Waste Orderly, to see how he's enjoying his job. "I really like it here, but at the beginning I was very nervous," he says. "I liked being an essential worker during the level 4 lockdowns and I'm proud of being a Waste Orderly."

As a Waste Orderly, David's job involves relocating all types of waste from general, to medical and recycling, to and from specific areas of the hospital. It's active and physical work.

In late 2020, David had just completed New Zealand Life and Work Skills course at Unitec and joined in the team on a five-week work experience placement, which then turned into a full-time job.

David has dyslexia which means he struggles to read or write. But this is no barrier to his employment. Providing David with a working environment where he can be himself has been very rewarding," says Bob Ndungu, Waste Orderly Supervisor. "He has become such a valuable team member."

Accessibility Tick

Did you know that one in five working age people in NZ have some form of disability and most have few to no barriers to work in paid employment given the right support?

We are a founding member of the Accessibility Tick programme which helps organisations become more accessible and inclusive of people with disabilities. We value diversity and inclusion and we want this to be a great place to work, so we offer a supportive employment process to candidates with accessibility needs and support hiring managers with recruitment and on-boarding.

We also know that having a diverse workforce which reflects our community is important to our patients. It shows patients and whānau that they can be themselves and that we will treat them with dignity and respect. Find out more at accessibilitytick.nz



Our local heroes



Congratulations to our local heroes!

October

Bronwyn Jupp
Community Mental
Health Nurse
Manaaki House



"Bronwyn has been the most amazing "keep the team connected" facilitator. While the whole team has been separated by isolation, separate offices and working from home, Bronwyn has kept us all together.

She has provided the team with a daily activities, quizzes, funny hat days, tee shirt days, competitions, and a large number of other things.

During our twice daily check ins via Zoom she has brought humour, competitiveness, and connection in a time when it would be easy to feel very disconnected. Thank you, Bronwyn, for being simply awesome."



November

Megan Christie
Registered Nurse
Gynaecology Outpatients



"Megan was seconded rapidly from Ward 97 to help fill the late minute vacancies for Gynaecology outpatient clinics.

Her organisational abilities are outstanding, and she has been a great problem solver, working with schedulers and helping urologists by being the "SOS" phone nurse.

The initiatives she has taken on have all been above and beyond the expanded learning that Megan has had to do in leading clinics for women that have specialist gynaecology needs. Our team has been very fortunate Megan has taken to this clinic like a duck to water. Thank you, Megan, for being a star."

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INNOVATION
WOMAN
TECHNOLOGY
CHILDCARE
HERO
CANCER
WAITANGI
WELLBEING
PRIDE
CORONAVIRUS
RESCUE
VACCINATE
COMMUNITY
PATIENT
RAINBOW
EMPOWERMENT
MANAGEMENT
CULTURE
NURSE
KITTEN

Don't let
THE FLU
get you!

PROTECT THE HERD!



The more people who are immunised the fewer people will catch the flu.

Don't delay, get your FREE flu jab early.

Head to the flu vaccination page on Hippo or www.health.govt.nz to find out where you can get yours.