

Te Whetu Mārama

NOVA

WINTER 2021

IN THIS ISSUE:

- Cover story:
Interview with the
Co- Directors of
Mental Health and
Addiction
- Inside Taio Ora with
the mother of a
stroke patient
- Our extraordinary
volunteers
- Walk the hospital
art trail



TE TOKA TUMAI
Auckland DHB

Staying connected



Ailsa Claire,
Chief Executive OBE

At the end of May, we closed our Auckland City Hospital COVID-19 vaccination centre. I'd like to say a huge thank you, not only to those working in the vaccination centre, but to everyone who got the vaccine. In just 9 weeks, 23,699 doses of the vaccination were given and close to 90% of our workforce had at least one dose on-site. Read more about our vaccination clinic on page 6.

The work to get all New Zealanders vaccinated continues. As the lead Chief Executive for the Vaccine roll-out for the Northern Region, I am committed to making this a success. One of the inhibitors to getting widespread take up of the vaccine is vaccine hesitancy. If your friends or whānau are worried about getting the vaccination, point them in the direction of trusted information,

such as health.govt.nz or immunisation.northernregion.health.nz

We are well into winter now and our hospitals are incredibly busy. I know this is a challenging time for our teams and I want you to know we are doing all we can to ease the pressure. We've already opened and staffed additional beds in Adult Health. Our plan is to open a further 15 beds to help us meet predicted patient demand over the winter months.

We're making good progress with the Care Capacity Demand Management (CCDM) programme which matches our capacity with patient demand and ensures we have safe staffing levels.

From this work, we've approved 241 new full-time nurses and healthcare assistants and recruitment is underway. However, there are approximately 600 nursing vacancies across the Northern region at the moment. We're doing all we can to attract nurses from Aotearoa and overseas, as well as working with education providers to make sure we have lots of new nurses coming through. Read more about CCDM on page 11.

We have a busy few months ahead, so please look after yourselves and each other throughout the winter.

Ailsa

Ailsa Claire
Chief Executive | Te Toka Tumai

patients'
applause

Ward 91 – Labour and Birthing Suite



The midwives at Auckland City Hospital were very understanding and helped me a lot with my newborn baby. We had to run a few tests on the baby before we were discharged, and they looked after us both very well.

Anon



Paediatric Orthopaedics



The visit was for my daughter's minor surgery. Before performing the surgery, the team explained how it would be done, the complexity, the expertise of the surgeon and the risk factors, etc.

Every nurse and support staff member was kind and supportive, which made dealing with them a pleasure. This gave me the confidence that everything was under control and my daughter was in safe hands.

Wonderful job, stay blessed.

Anon



Ward 74



The way the nurses introduce themselves is wonderful. Hearing "I will be caring for you today" when a new nurse starts her shift and it being very true was hugely reassuring. They were compassionate, smart and patient.

Anon



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

L-R: Tracy Silva Garay and Hineroa Hakiha, Co-Directors of Mental Health and Addiction.

Kaumatua Patrick Taylor is re-retiring



In 2006, after retiring from his role in Telecom, our wonderful Kaumatua Patrick Taylor was asked to come and help out here for a few weeks...

15 years later he's trying to retire again!

Patrick is a familiar face to many and will be sorely missed by patients, whānau and our kaimahi.

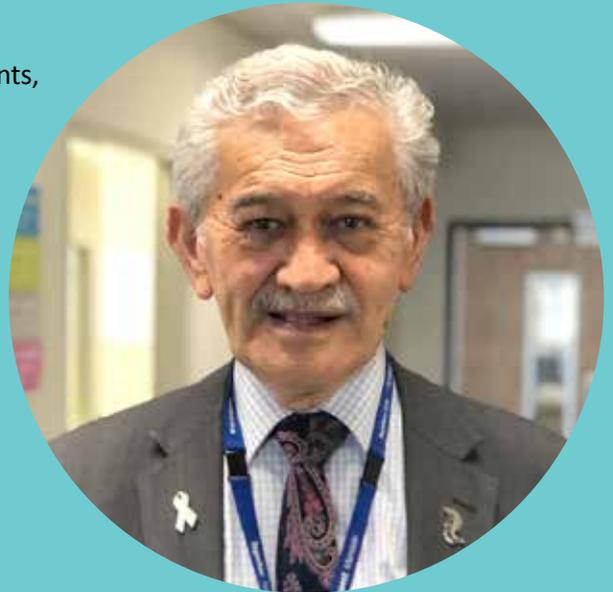
Anne-Marie Pickering, Nurse Director, Adult Medical Services remembers the many times she has called on Patrick's calming presence while working in the Emergency Department. "He is the most wonderful man who has such a kind and respectful way with all people," she says. "He has mana about him that not many people have. And always a story or two to tell."

Patrick talks with great fondness about his time here. "The clinical teams here are fabulous and I'll miss the rapport I've built up with them," he says. "I've been able to help many staff with difficult conversations and support many whānau with their grief and through the coronial process."

Patrick plans to spend more time with his whānau and mokopuna.

We'll miss you, Patrick. All the best in your (second) retirement.

Aroha nui.



Tīrama, tīrama, Matariki e*



When Matariki and her whānau, Waitī, Waitā, Waipuna-ā-rangi, Tupuānuku, Tupuārangi, Ururangi, Pōhutukawa and Hiwa-i-te-rangi, appear in mid-winter, they bring the old maramataka (the lunar year) to a close and mark the beginning of a new year. It's a time of celebration and remembrance as we reflect on the cycle of life, our connection to the natural world and how we mark the passing of time.

This year, Māori Television supported our Matariki celebrations with beautiful images adapted from the knowledge of Dr Rangī Matamua and Rereata Makiha who are experts in the knowledge of maramataka and the stars of Matariki.

* Shine, shine, Matariki



AUCKLAND
DISTRICT HEALTH BOARD
Te Toka Tumai

Design provided by
MĀORI
TELEVISION

Enough mahi for everyone

This month, we sat down with Hineroa Hakiha and Tracy Silva Garay, the first ever Co-Directors at any New Zealand DHB.

Directorates are the different services within a DHB, offering health services such as surgery, children's health or women's health.

When Hineroa and Tracy both applied to be the Director of Mental Health and Addiction last year, neither was appointed. Instead, in an experiment designed to bring our Treaty of Waitangi partnership to life, they became Co-Directors.

It's been nearly a year – is it working?



Te Whetu Mārama: When you found out you'd be taking part in this 'experiment' – the first joint directorship – what went through your mind?

Hineroa: First, I thought about the bravery of the Board and the interview panel, because they took a big leap to consider this. Then I thought, oh my gosh, will I be alright with that? I told myself of course I would. Then I thought will Tracy be okay? I don't know, I thought, I can't answer that.

Tracy: It was really hard to adjust to the idea and I think it's really important for me to say that. But this is about other people. Once I reconciled that in myself, and got really comfortable with this, then I was fine. Because this is about the difference I want to make to people's lives.

Te Whetu Mārama: Tell me a bit about where you've come from, and what led you to this role.

Tracy: Where I come from, no-one went to University. There was no aspiration. My father was a miner, and we were profoundly affected by the miners' strike when I was about ten. During that, my Dad didn't work, and we lived off food parcels. The fallout on the community was huge, and that was my introduction to mental health, seeing the despair, the depression, suicide. I always come back to that when I'm thinking about why I do this.

Hineroa: My journey into mental health has been a short one – only about 23 years. To me that's short, considering the people that I've worked around. Those are the grandmasters who paved the way for Māori mental health services. This is their dream, so I need to be doing something about it. It's not often these opportunities come around – to be part of a journey to make changes that are a long time coming. It isn't just for Māori but for all of us.

Te Whetu Mārama: On the face of it, you're very different. How do you blend into this role? Has it been difficult?

Tracy: We've got such different world views and different perspectives, and that's a good thing! I did worry at first that our own visions would be compromised. But they are not. There's always enough work for everyone. That means that if there's something we're passionate about, we can do it.

Hineroa: When things weren't easy, my mates gave me good advice – to dig deep.

"Dig deeper and find it," they said. That helped me think about how I needed to change, and the difference I could make to the relationship. I just needed to dig deeper and allow things to take their course.

Te Whetu Mārama: It sounds like this 'experiment' is working out okay. What advice would you give to anyone taking on a Co-Director role in the future?

Tracy: Be clear about what you want to do and why you want to do it. Because once you're clear on that, then you know yourself. It's constant self-reflection. What have I done today? What have I done for someone else?

Hineroa: For the next people to come, this is the message I would give them: I've done my bit bro! Now it's your turn. There's still a lot more mahi to be done. In the famous words of Tā James Henare, "Kua tawhiti ke tō haerenga mai, kia kore haere tonu. He tino nui rawa ou mahi kia kore e mahi nui tonu." (You have come too far, not to go further. You have done too much not to do more).

What did we observe when we interviewed these two beautiful wāhine? They are different in all the ways that you can see and hear. But they have similarities that run deep. During the interview, neither would speak for the other, constantly reminding us that they can only speak for themselves. They are strikingly different and unique people. And yet, when you listen to them, they're actually saying the same thing: by working together, we can do better for those with mental health issues.

– Ed

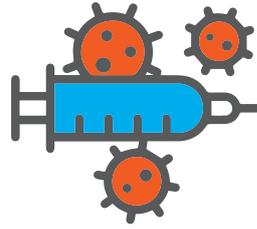


Our COVID-19 Vaccination Centre

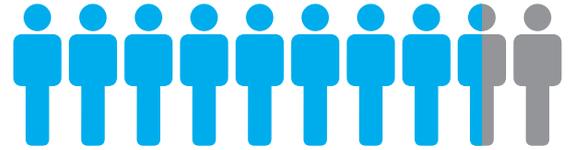
Number of dose **ONE** given: **12746**

Number of dose **TWO** given: **10953**

TOTAL doses given: **23699**



84% of workers are
FULLY VACCINATED



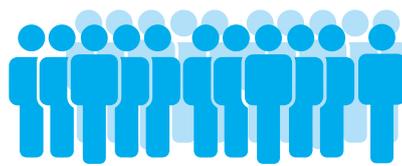
Highest number of doses given in **ONE DAY: 702** on 8 April 2021

The clinic was open **76 hours per week**

684 collective hours
vaccinating over
NINE WEEKS



138 staff members
involved in the set up
and running of the clinic



Thanks

to everyone who rolled up their sleeve for a vaccination and became a COVID-19 hero, and to everyone involved in running our successful staff COVID-19 vaccine clinic!

The amazing team involved in setting up and running the COVID-19 vaccination clinic.



Our local heroes



Congratulations to our 2021 local heroes!

February Janene Waye

Nurse Specialist Emergency Department

We've never had an experience quite like we did with Janene. She was professional, kind and spot on about everything. Janene's caring nature made us feel instantly at ease.

From the bottom of our hearts, thank you Janene. We've never walked away from the hospital feeling at peace like we did after the way you cared for our whānau.



You are the perfect example of how doctors and nurses should be with every patient here in Aotearoa.

*Ka pai to everyone
nominated as a
local hero*

Alexis Cameron
Bonnie Rapson
Catherine Lamont
Claire Grey
Clare Roberts
Connie Porter
Deepa Jacob
Ian D'Young
Lesley Voss
Margery Bertulfo
Molina Sitinjak
Nina Baker
Parishma Kumar
Poonam Kumari
Prerna Seghal
Ria Caballes
Sheenal Singh
Shweta Chand
Sirawitt Prapakornsakul
Stephanie Moore

March Emma Adamson

Team Administrator Perioperative Services

Emma lives and breathes our values each and every day. She is welcoming, respectful, team focussed, always aims high and is dedicated to doing her best job. She is so kind and engages respectfully with every person she meets.

Emma has been instrumental in incorporating Te Reo Māori into Āhua Tohu Pōkangia | Perioperative Services and encourages and supports the everyday use of Te Reo Māori. She has created many resources such as bilingual signage and karakia, which are currently visible and accessible within all our operating room suites and non-clinical spaces.



Emma consistently performs her job to a highly efficient standard. She is always willing to awahi (embrace) and tautoko (support) other members of the team to highlight and whakamana (uplift) our collective mahi.

He whetu tiaho ia (She is a shining star).

CEO Award

Max Langlands

Operations Manager, Border Team, Auckland International Airport

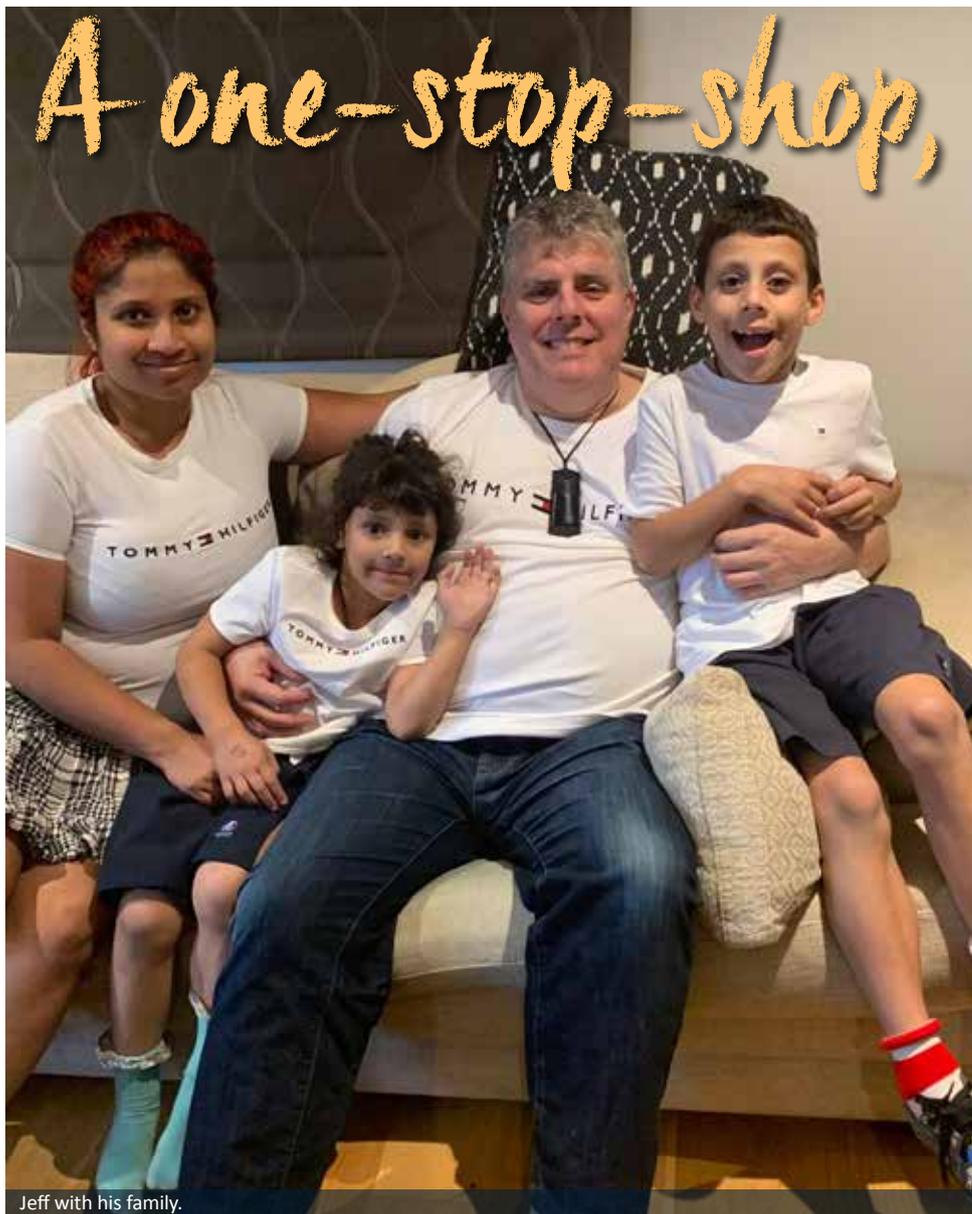
Max has worked tirelessly over the past year representing us as the Operations Manager in the Border Team at Auckland International Airport.

This has involved numerous seemingly impossible tasks – building a swabbing clinic and team, processes and policies from scratch in such a challenging, high stress and unpredictable environment.

He consistently goes above and beyond, working long hours to ensure his team have what they need and that the clinic runs smoothly. Max embodies every single one of our core values. He is respectful, caring, a great team player and delivers excellent high quality service.

Well done, Max. Thank you for all of your hard work and dedication in keeping our border and this country safe.





Taiao Ora, Ward 51

(Adapted from an article by Kinsa Hays in Seasons magazine April 2021 Greater Auckland edition).

When disaster strikes in the form of a stroke, as it has in my family, there is only one place to be: the newly-integrated stroke and rehabilitation ward of Auckland City Hospital.

Taiao Ora means wellness environment. It enables care for stroke patients to be delivered in a single, specially-designed facility, from hyper-acute (including clot retrieval) and acute care to rehabilitation.

When my 53-year-old son was discovered at home retching and barely able to move on the bathroom floor on Waitangi weekend, the ambulance team knew that it was more than vertigo.

At the hospital we were told Jeff had had a stroke affecting his left side, but not his cognitive abilities. He was unable to walk, swallow or speak aloud.

For five days we hovered around the Acute Suite of Ward 51, crying and comforting each other. The Acute Suite is not an easy place to be in, with the noises of beeping

machines and sick patients, the interruptions of doctors, nurses taking observations and patients being taken away for diagnostic scans, but it's where they save lives.

Two weeks into Jeff's 8-week stay, half our family was in hospital at the same time – I'd been admitted to Emergency with heart fibrillations brought on by stress; Jeff was in Ward 51; and on the non-patient side, Caitlin Hoffman-Herbert, Jeff's elder daughter who is a nurse, was working in the Gynaecology ward.

After surviving the Acute Suite, Jeff was moved to the rehabilitation suite of rooms to face a new set of challenges. We watched as he learned to manage self-care tasks and how to walk again.

Taiao Ora is designed to reflect a sense of well-being and healing. Forest colours and textures of soft browns and greens enhance flooring, walls and seating. Lighting and ceiling decorations utilise elements of harakeke and kawakawa. Murals of native birds cover walls throughout the ward.

Space is available for whānau and family to socialise, with a screened section for personal conversations, tables for breakfast and lunch groups, and a separate whānau room. Intense rehabilitation encourages people to overcome disabilities the stroke has imposed so that they can safely return to a new life.

The important small-scale gym on the ward has everything a stroke sufferer needs to encourage brain and limbs to develop a new neural pathway to function again. My son first learned to balance, and then stand, between parallel bars. It is exhausting, frustrating, and between the ups and downs of his health and dizziness, progress was slow. Then he could shuffle from bed to toilet with someone steadying him. We helped, walking backwards matching his steps. The first time Jeff did it he described it as a marathon.

Physio became a daily event set out on a weekly calendar above the beds. Each patient had goals they needed to achieve before they could go home safely. Jeff attended a twice-weekly upper limb class at a table with others. He smoothed out a tissue with his left hand, the side most affected. Then using his fingers, he drew it up, scrunched it up, repeatedly. For those further ahead, there is a DIY class. Once given their exercise programme, they follow it by themselves.

Rajani Fazly, Clinical Charge Nurse of Ward 51 has worked in stroke wards for over six years. What she enjoys most, is seeing patients progress from being extremely unwell to being able to walk out the door on their way home.

A Community Health team works with the hospital-based team to continue longer-term rehabilitation work. They visit at home or organise out-patient clinics for physical needs, ear, nose and throat problems, and also provide other assistance.

In response to a trial home visit, Jeff whispered, "As soon as the railings are up at the door entrances at home and I can walk up stairs better, I'm not coming back."

Stroke is the third largest killer in New Zealand. Every year around 9,000 people suffer a stroke, with about 2,500 dying. Stroke is also a leading cause of long-term disability. Research shows that the integration of acute and rehabilitation services provides stroke patients with the best chance of recovery.

While suffering a stroke and many weeks in rehab is unpleasant for anyone, the people in Taiao Ora's rehabilitation ward were a wonderful support to Jeff and our family.

www.seasonsmag.co.nz



Above: Back home, Jeff enjoys spending time with his grandson.

Below: Jeff learning shower techniques and how to walk again with Occupational Therapist Su-Fong Lin.



Queen's Birthday Honours



Congratulations to our colleagues, Dr Simon Rowley and Fiona Riddell who received Queen's Birthday Honours this year.



Dr Simon Rowley CNZM

Dr Simon Rowley has been named as a Companion in the New Zealand Order of Merit for services to paediatric and neonatal care.

Simon has played a significant role in the development of paediatric and neonatal care in New Zealand as a Specialist Neonatal Paediatrician in Auckland since 1984.



Fiona Riddell ONZM

Fiona Riddell has been named as an Officer of the New Zealand Order of Merit for services to cardiac physiology.

Fiona has been the Charge Cardiac Physiologist at Auckland City Hospital since 1986, and has made a major contribution to pacemaker and implantable defibrillator research in New Zealand.

He tino pai tō mahi, Simon and Fiona.

And a special mention to **Gwen Tepania-Palmer** ONZM, former Auckland DHB Board member and **Sameer Handa** MNZM, Auckland Health Foundation Trustee for receiving honours.



Gwen Tepania-Palmer



Sameer Handa

Top award for Auckland Hospital Digital Twin



Congratulations to the Facilities Infrastructure Remediation Team (FIRP) on winning Outstanding Smart City Project for Smart Buildings/ Smart Tech Parks for their development of Auckland City Hospital's Digital Twin.

The digital twin was made by surveying the entire hospital with cameras, drones and 3D laser scanners. This provides a 3D model of spaces within the hospital, including wards, plant rooms and tunnels.

The project aims to reduce costs, increase operational efficiency, and allow stakeholders to troubleshoot with ease and track assets spatially.

Maintenance workers can remotely view plant rooms, drone images can be used for site planning, and the dashboard can provide live insights from IoT sensors. We can even take a virtual 3D walkthrough of our sites.

"We are delighted to receive this award," says Shayne Tong, Chief Digital Officer. "This digital platform enables healthcare providers to develop operational and management efficiencies like never before."

250 nominations were received for the IDC Smart City Asia Pacific Awards with a total of 142,321 public votes.



L-R: Congratulations to Alan Lucic, Engineering Manager and Technical Director Facilities & Development; Shayne Tong Chief Digital Officer; Allan Johns, Director Facilities & Development; and Matt Meredith, Digital Design & Delivery Manager.

Safe staffing

— healthy teams



Care Capacity Demand Management (CCDM) is a national safe staffing programme which matches capacity to care with patient demand; meaning there's the correct level of staffing for every shift across our sites.

The focus so far has been on nursing.

"Having the right staffing levels on the wards has meant nurses can provide better quality care to our patients and support our own wellbeing," says Yuwan Chang, Charge Nurse Ward 63. "We can spend more quality time with patients as we don't feel rushed, and then we get to go home on time to our families."

"Making sure we had the right staffing levels through calculating full-time equivalent (FTE) is one of the first things we needed to do," says Megan Connolly, Associate Nurse Director for CCDM. "It [took] a bit of time but now it's starting to pay off."

General Medicine is one of the services reaping the rewards of CCDM. "Thanks to the new rosters, we're not stretched on weekends and we're able to discharge patients in a timely manner," says Merlin Punnoose, Staff Nurse, General Medicine.

Another key part of CCDM is the VIS responder team – a team of nurses and health care assistants who respond quickly when things change on the ward.

So far 36 out of our 52 wards have completed FTE calculations. From this work, recruitment of more than 240 new full-time nurses and healthcare assistants is approved and underway.

Nurses from General Medicine wards. Back row (left to right): Miriam De Vere Beavis, Cynthia Teng, Leanne Rhodes, Theresa Lavakula, AimeeGrace Brown. Front row (left to right): Merlin Punnoose, Yuwan Chang, Fusi Feiloakitau



Our extraordinary volunteers

Did you know our volunteers collectively give a huge 20,000 hours of their time every year? Our volunteers have a big impact on how our patients, whānau and community experience our hospitals.



There are many types of volunteers at our sites, including Blue Coat Ambassadors who provide a smiling welcome and helping hand at the entrances of our hospitals, and companion and grandparent volunteers who give caring support and friendship to our patients. Of course, a highlight of everyone's day in our hospitals is when the pet therapy volunteers bring in their furry friends.

Our volunteers come from all around the globe and have different backgrounds and life experiences which reflect Tāmaki Makaurau's diverse population. Volunteering takes an exceptional kind of person and our volunteers really are some of the best.

Ailsa Claire, Chief Executive says, "Our volunteers bring something special to our organisation and really make a difference to the experience of our patients. Some of our volunteers are employees who have retired but still want to be part of our hospital and I find that so humbling.

"Thank you to our volunteers, and also everyone who takes time to volunteer across Aotearoa."

If you are interested in becoming a volunteer with us, please check out the latest volunteer vacancies on our website.



Mike, Oscar, Anne and Karina

L-R: Mike Shepherd, Director Provider Services; Anne Shepherd, St John Pet Therapy Volunteer (holding Oscar the Dog); Karina Ledwos, Companion Volunteer Coordinator.

"It was fabulous to spend time with some of our pet therapy volunteers. I could see the positive effect they have on patients and staff. Patients were smiling, actively engaged and you could see they were feeling a bit closer to their normal lives.

I can see huge opportunity to expand the volunteer programme.

A MASSIVE thank you to all our volunteers who generously donate their time, in particular Karina, Anne and Oscar who allowed me to spend time with them.

Keep up the great work."

- Mike Shepherd



Eshian

Eshian Teo, Companion Volunteer.

"Not every patient who comes to the hospital has loved ones who they can rely on. So to have us just being there means a lot to the patient.

I find my role as a volunteer highly rewarding. I sit and talk with the patients, keeping them company. I love hearing the amazing stories that patients share with me. There are of course some very sad ones too, and I feel very honoured to lend them my ear and time.

I love volunteering at Auckland DHB because there are so many people that are passionate about working together."

- Eshian Teo



Duncan and Jai

L-R: Duncan Bliss, Associate Director Surgical and Perioperative with Jai P Bhardwaj, Bluecoat Volunteer.

It was an absolute pleasure to spend a brief moment working alongside Geraldine and Jai, two of our blue coat ambassadors. For me it was a reminder of the incredible work our volunteers undertake and the impact it has on visitors to our hospital. I saw the positive impact a smiling face, welcoming greeting and helpful advice have on our patients and whānau. Our volunteers answer wide ranging questions from way finding and locating loved ones to recommendations for vegan meals! We are so fortunate to have such committed and knowledgeable individuals at Te Toka Tumai.

- Duncan Bliss



Aroha and Maria

L-R: Aroha, a patient on Ward 75 with Maria Mariotti, Companion Volunteer Coordinator.

“My stay in hospital was long with many ups and many downs. I had great family support so I didn’t think I needed the services of the volunteers until I started talking with them. They were people I could let my concerns and worries out to; share my goals and achievements, my laughter and tears. There was no judgement. I realised the power of just talking with others in my recovery. It has been huge. I never felt rushed, I felt listened to. I felt relaxed and nothing was ever a problem. Thank you to the volunteers in the green jackets. My time in hospital has been made more bearable because of your generosity of time and caring.”

- Aroha, a patient on Ward 75

Some of our volunteers with the TVNZ Breakfast team for National Volunteers Week. L-R: Aldo Wells, Pet Therapy Volunteer; Indira Stewart, TVNZ; Laura Wells, Pet Therapy Volunteer; Mika, Pet Therapy Dog; Lindy Lely, Volunteering Manager; Matt McLean, TVNZ; Luca Bre, St John Volunteer; Sarah McGarvey, Hospital Grandparent; and John Campbell, TVNZ.





L-R: Orderlies Lourdu Banda, Urska Muhic, Richard Watkinson, Arieta Katalele

A uniform success

Many of you will have seen our orderlies wearing their new uniforms. Our orderlies take pride in the mahi they do for our patients and whānau, and the new uniform reflects that sense of pride.

We set out to find a contemporary, functional uniform that reflects the professionalism of the workforce, at the same time making orderlies easily recognisable to patients and other staff.

Orderlies were consulted and able to vote on their preferred design. "It was great to see that our feedback was taken on board and incorporated in the new design," says Lisa Middleton, Orderly.

The new uniforms are made with fabric that is easily washable and long lasting. To reduce our carbon footprint, we refurbish returned uniforms through our supplier, Fashion Uniforms.



We get noticed and complimented for our new uniforms.

Lisa Middleton, Orderly



Kōrero Mai, Kōrero Atu, Mauri Tū, Mauri Ora Speak Up, Stand Together, Stop Bullying!

We want to be a positive and inclusive workplace where everyone can feel safe, valued and respected. Huge thanks to our kaimahi for getting behind Pink Shirt Day 2021. We think you are awesome!

Clockwise from top left: Starship Hospital Operating Rooms team, Pharmacy team, Pacific Health team, Auckland Regional Public Health team.



Better for everyone

Jane Drumm is mother to two adult children with cystic fibrosis and current Co-Chair of the Auckland branch of Cystic Fibrosis NZ. You'd think that would be enough on her plate, but since 2018, she has also co-chaired our Consumer Experiences Council alongside Mark Edwards, Chief Quality, Safety and Risk Officer.

Jane says this is exactly the kind of thing she has time for. "Since my daughter was born, we've been in and out of the Starship, Auckland City and Greenlane hospitals. She's now 25," she says. "We have a big patient and whānau story to tell."

Our Consumer Experiences Council works to ensure that feedback from patients and whānau is used to improve the quality and safety of our hospitals' services and programmes. To do this, they partner strategically with initiatives and programmes across Te Toka Tumai.

For instance, the Council has a great relationship with the Hospital Advisory Committee (HAC). "We talk to them about what great consumer experience looks like," said Jane. "With their support, we are now applying Te Tiriti o Waitangi reflective lens framework we developed across all services.

"By attending the Emergency Department's Manaaki Mana hui,* we partner to bring a consumer focus to emergency medical care. Simple things like pronouncing a patient's name right and respecting tikanga make a big difference."

Jane's passion for the work is evident. Her vision is that people know what the Council can do so they can be included in making the patient experience better for everyone.

*Manaaki Mana hui: A joint initiative between our workforce, the community, research, education and patients to improve outcomes and equity for Māori kaimahi and patients in our Emergency Department.



L-R: Co-Chairs of the Council, Jane Drumm and Mark Edwards.

Half the Council comprises senior kaimahi who can lead decisions and implement changes. The other half is drawn from the community.

Vanessa Duthie, Consumer Experience Team Manager says they look for people with patient, whānau or community stories to tell. They need people who can give different perspectives on their own experiences within the health system.

Recently, the team reached out to Ngati Whatua, the homeless community and the Rangiora Network to recruit patients keen to share their healthcare experiences with the Council.

The Council also provides governance for the Health Quality and Safety Commission (HQSC)'s new consumer quality safety markers reporting and works with staff champions of the Māori Patient and Whānau experience

To find out more, email Vanessa Duthie, Consumer Experience Team Manager: vanessad5@adhb.govt.nz



The Consumer Experiences Council works closely with staff Champions of the Māori Patient and Whānau Experience.



Works underway for new Central Plant and Tunnel

Did you know the Central Plant Building will be one of the most seismically resilient buildings in Auckland?

Our new Central Plant (and connecting tunnel) at Auckland City Hospital will house services like chillers and cooling towers, emergency generators, and massive water and diesel storage tanks. Duplicate backup systems ensure critical clinical services will be uninterrupted day in, day out – even during a city-wide emergency.

The Central Plant and tunnel will take approximately two years to complete. We are now preparing the site so construction can begin.

Over the next few months, utilities such as power cables and water pipes, will be relocated underground to make way for the plant. This means there will be some changes to how we travel around the site.

To help keep people safe, please use the pedestrian crossings when crossing roads and slow down when driving around the site.



Utilities such as power cables and water pipes are being relocated to make way for the new Central Plant Building and Service Tunnel.

We have lift off

Did you know our lifts travel more than 165,000 km in a year? That's like going around the planet four times!

18 out of 50 lifts at Auckland City Hospital, Starship and Greenlane Clinical Centre have now been upgraded or replaced as part of the Facilities Infrastructure Remediation Programme (FIRP).

The new lifts are modern, faster, energy efficient and more reliable.

Thank you for your patience as we work through our lift upgrade.



Te Whetu Tawera kaimahi give the new lift a thumbs up.

Gotta keep moving...

The wife of a patient who spent 77 days in our Intensive Care Unit (ICU) has chosen to honour her late husband's memory by donating a state-of-the-art bike to the ICU.

This is the first time ICU patients in New Zealand have had access to this incredible technology. The supine* bike allows patients to exercise in bed, through muscle stimulation, while paralysed or sedated, which can help them get mobile sooner.

Nurse Unit Manager Ana Gluyas says the bike helps prevent muscle wastage for bed-bound patients and may help their rehabilitation.

"Keeping muscles moving makes all the difference for patients who aren't well enough to move around by themselves, and some patients are in intensive care for several weeks or even months," says Ana. "After lying down for so long, even sitting on the side of the bed is a challenge, so passive or active muscle movement and exercise is really important."

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.

Donors' funds are used to bring better facilities and technology to our hospitals, and to help accelerate research and staff training opportunities and other work that wouldn't otherwise happen.

Auckland Health Foundation Director Candy Schroder says the supine bike donation is one of many instances where a patient or family member has felt moved to support our hospitals following their personal experience. "Donors can support one of our priority projects, or support a specific hospital service that's special to them, as this generous donor chose to do."

*Supine – lying on the back with the face and torso facing up.



L-R: Nurses Ana Gluyas and Claire McLaughlin-Nepia unwrap New Zealand's first ICU supine bike.



If you are interested in supporting our adult hospitals, or want to find out more visit aucklandhealthfoundation.org.nz

The \$15m fundraising goal for Starship's PICU

In September 2020, 10 year old Mackenzie had a heart attack and was rushed by helicopter to Starship to receive life saving care. As surgeons worked to remove two clots and insert stents, Mackenzie's heart stopped twice.

Although this was not how her procedure was meant to go, the skill and expertise of her surgical team at Starship and a fortnight being cared for in the Paediatric Intensive Care Unit (PICU), meant Mackenzie pulled through.

Now 11, Mackenzie and many others are sharing their stories in the hope they will inspire people to donate to the Starship Foundation's \$15 million fundraising target to expand PICU. This \$15 million, in addition to the \$25 million provided by the Government, will enable Starship to add 10 additional PICU beds, whānau and staff support spaces and meet the growing demand for care.

With only 22 PICU beds for the 1.25 million children under 16 in Aotearoa who may need complex intensive care, it's clear that more beds are needed to keep up with population growth, changes in care for our critically sick and injured children, and growing complexity of cases.

In April, the Starship Foundation went to the New Zealand public with their biggest fundraising campaign yet. Centred on stories like Mackenzie's and the staff that saved so many lives, they showcase why the expansion of PICU is essential.

The Starship Foundation Chief Executive Aisha Daji calls the expanding of Starship's PICU the biggest and most vital fundraising challenge in our history. She says, "We urgently need the help of generous New Zealanders to make this happen."

The campaign has seen early success with ZURU and Rascal + Friends matching donations up to \$500,000. This incredible pledge has quickly been realised and more is coming in every day to support us to build a world-class intensive care unit our children need.

For more information, or to see how the team are tracking to their target, visit starshipicu.org.nz.



Above and below: Members of Starship's PICU team with their little patients.



Taking the hospital to the island



It's a long way trip from Aotea | Great Barrier Island to Starship Hospital, especially for children who have experienced trauma and have complex needs.

So in March the Gateway Assessment team* at Te Puaruruhau (Child Protection) had an opportunity to do things a little differently.

Instead of six children and their families making a stressful trip to Auckland, this time the Nurse Specialist Gateway Coordinator, Paediatrician and Psychologist from our Te Puaruruhau team, along with an Oranga Tamariki social worker, visited the island instead.

Allie Fyfe, Nurse Specialist Gateway Coordinator knows this approach is far less disruptive for the children. Some of the children have sensory difficulties and would have found the bumpy plane ride, a visit to the city, and an appointment in our clinic challenging.

"Five of the children had their health and development checks at their primary school. We did classroom observations in this familiar environment and gathered teacher insights," Allie said. "We then talked to the whānau while the children remained in class, great for ensuring the children weren't bored while the adults talked!"

Right (L-R): Te Puaruruhau team Allie Fyfe, Nurse Specialist- Gateway Co-ordinator; Debbie Watkin, Psychologist; Silvana Campanella, Paediatrician; and Oranga Tamariki social worker Grace Cox.



The sixth child was a pre-schooler, but the team were unable to reach the family's property without a four-wheel drive. So the child had a fun assessment on a grass berm that bordered the beach's sandy shore.

While on the island, the team learnt of another child who had not yet been referred, so they connected with the child's Oranga Tamariki social worker who arranged consent and a referral.

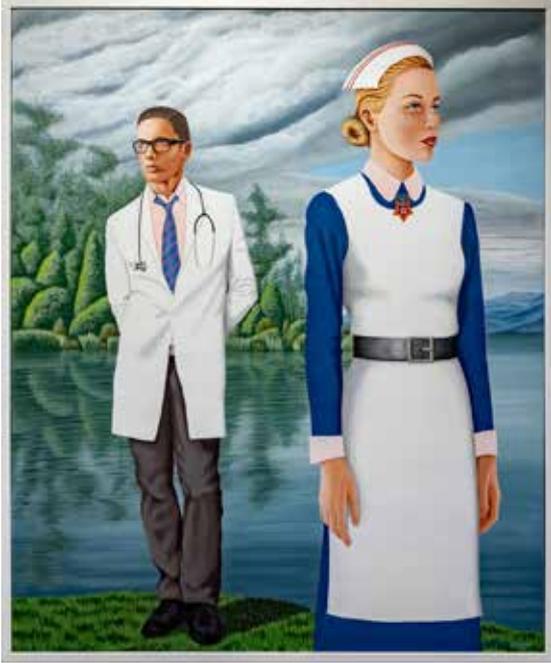
"We visited the child's home up a steep bush track and were able to learn of the difficulties of raising an active toddler in this cliff-top / bush context," said Allie. "We can now advocate for home modifications to be funded by Oranga Tamariki to ensure the child's current and future physical safety."

In two days the team gained valuable insights into the remoteness of the island, the lack of services and difficulties of everyday living. This understanding of the environment helped them complete the health checks, make diagnoses and give practical and helpful recommendations to the children and their whānau.

*Gateway assessments (health and developmental assessments) are referred by an Oranga Tamariki social worker for children who have experienced trauma and have complex needs.

An art trail around Auckland DHB

Take a walk to enjoy the extraordinary art, many of them donations, that grace our walls.



Clockwise from top left: Andrew Barnes-Graham, Auckland City Hospital (ACH), Level 5, Clinical Education Centre (CEC) near the Henley Room; Ra Gossage, ACH, Level 5, opposite the CEC; Harold Coop, Greenlane Clinical Centre (GCC), ground floor, Building 8 corridor; James Lawrence, ACH, Level 7 Support Building corridor; Harold Coop, ACH, CEC main lobby; ACH, Ward 83, Level 8 corridor bridge; Harold Coop, GCC, ground floor, Building 8, corridor; ACH Level 5 Cafe.

