Kia Ora

Introducing George Ngatai, Board member and Chair of the Maaori Health Advisory Committee (MHAC)

Tena koutou kaatoa,

Counties Manukau is culturally diverse and home to the largest Maaori and Pacific communities in Aotearoa. While we strive to provide the best healthcare for all, as a population group, Maaori and Pacific have on average the poorest heath status of any ethnic group in New Zealand.

This clearly needs to change, and as Chair of the Maaori Health Advisory Committee (MHAC), I’m delighted to be working alongside the Board to improve health outcomes for the communities who need us the most.

One of the ways we can do this is to raise the profile of Maaori health among all our staff - not just Maaori.

In fact Maaori Health is everyone’s business and we have a lot to learn by taking a more Whanau Ora approach, where we ask our whaanau and patients what matters to them from a well-being perspective.

We also need to work more closely with our Maaori communities - in particular Mana Whenua and Maata Waka as we strive to deliver better and more effective health services to Maaori people.

By encouraging individuals and whaanau to become active participants in their care - whaanau can live longer, enjoy a better quality of life, with less trips to hospital.

As an organisation we can all contribute to this.

George Ngatai
Ngati Awa, Ngati Maniapoto

Patient/whaanau feedback

You’re such awesome people who are not only tops in the work you do, but have the warmth and smiles to make us all happy. You won’t believe it but mum also enjoyed the hospital food. THANK YOU EVERYONE. GOD BLESS YOU ALL. HAPPY STAFF, HAPPY PATIENTS, SPEEDY RECOVERY!!

Family member of a Ward 11 patient

From the moment I arrived at MMH the nurses and Drs were marvellous. Everything was explained to me fully, which took away any fears I had. My nurse Jossy in Ward 9 was very calming and made me feel safe and secure. A very kind and caring nurse made such a difference for me (who was feeling pretty nervous) Thank you.

Ward 9 - Patient

No one likes being in hospital. But Ward 8 made the whole experience so much easier and stress free. The nurses I had were professional but also friendly and treated me with respect at all times...Ward 8’s EXCELLENT level of care has far exceeded all other care I have ever received. For this reason I feel they deserve recognition.

Ward 8 Patient

Countsies Manukau Health produces Connect+ three times a year. If you have something to share, or would like to receive a copy of this publication, please contact the Communications Team via email, communications@middlemore.co.nz
The Project SWIFT (System Wide Integration For Transformation) team has spent the past two months asking CM Health staff and our partners in primary care about what could help them to do their jobs well, deliver quality care and meet the needs of our community.

“Many people have given their valuable time to share their experiences and, in many cases, frustrations,” says Project SWIFT clinical lead Stuart Barnard. “We are very grateful for their contributions.”

The team then held workshops looking at what changes need to be made and how much the changes will cost. The key initiatives that will be tackled are acute care, primary care and the community, outpatients and electives and how we use and share information.

“Over the next few weeks we will be sharing our findings and asking people: Does this make sense to you? Is it something you could get behind and support?” says Stuart. “If the general feedback is that we are on the right track then we will prepare more detailed proposals including the investment required and the projected benefits.”

For more information visit the website www.countiesmanukau.health.nz/AchievingBalance/Project-SWIFT

Diversity Ball 2014

On Saturday 9 August CM Health celebrated the most anticipated event of the year, the first ever Diversity Ball. Over seven hundred staff and guests – all dressed to the nines, indulged in an evening of riveting performances, feasted on culinary delights of the pacific and danced the evening away in the Langham Ballroom.

It was a night to remember.

An event this size couldn’t happen without the planning of a dedicated team. Thanks to the Diversity Committee lead by Anne Fitiseamanu, for driving this event and truly ‘celebrating all of who we are’.

View the centre page spread on pages 6 and 7. All photos are available to view at www.whitedoor.co.nz/.

Stoptober 2014

The biggest stop-smoking challenge ever!

This October, Stoptober is coming to Counties Manukau - a 31 day national challenge designed to help people kick the smoking habit for good and it begins October 1st. Along with the health and financial benefits, clinical evidence shows that those who manage to stop smoking for a month are five times more likely to quit, and people who use support to stop smoking are much more likely to stay Smokefree.

To help support those wanting to quit, the local community is getting behind Stoptober by running a series of events and activities, and weekly group based treatment sessions, starting in September. These sessions are being offered in Otara, Manukau, Wiri, Mangere and Pukekohe. To find out more and to register call: 0800 569 568 or text: NOW to 226.

The national campaign launch is being held at the Mangere Arts Centre on 30 September. If you’d like more information on Stoptober in Counties Manukau and to find out how you can get involved please contact Grant Hocking at grant@inspiring.org.nz or 525 5996.

People who are ready to stop smoking should sign up at www.stoptobernz.co.nz
Superheroes of Improvement

On 1st July 2014 teams, patients and families gathered to celebrate the amazing achievements from the 20,000 Days and Beyond 20,000 Days Campaign.

It’s been over 2 years since the first campaign (20,000 Days) began, initiated in response to increasing demands on health resources across the system. It’s been a remarkable journey and while the 20,000 Days Campaign was successful in giving back 23,060 healthy and well bed days to our community, Beyond 20,000 Days has continued to build on this success, with 16 collaborative teams working across the system to anticipate and prevent acute health problems, respond quickly and effectively in the community and provide timely and safe care to people admitted to hospital.

As a result patients are staying well - out of hospital, making healthy lifestyle choices and returning to work.

Patients like Elizabeth, who following a stroke is now doing her rehabilitation at home, thanks to the ‘Supporting Life After Stroke - Early Supported Discharge Programme’.

“I like doing my rehabilitation at home - I can walk around, help my sister in the garden and do the cooking,” says Elizabeth. “Home is where I want to be.”

Over the next few months CM Health and Ko Awatea will be supporting 10 Beyond 20,000 Days Collaborative teams implement, embed and spread the changes permanently into practice. These ‘superheroes’ of improvement now have the skills, knowledge, confidence and a proven methodology to enable them to spread their work further and help transform our health system … one step at a time.

To find out more about the Beyond 20,000 Days Campaign visit the website: http://koawatea.co.nz/campaigns/beyond-20000-days/

Catching wellness

CM Health has been promoting wellness this winter with the aim of generating positive conversations in our communities.

The messages are:

✓ Prepare and protect yourself and your family each winter by having a flu vaccination. They are free for many.
✓ Practice good hand hygiene by washing and drying your hands frequently. Not only does this help protect you from catching bugs, it also helps you from spreading bugs to others.
✓ Sore throats, especially in children, may lead to rheumatic fever and should be checked by a school nurse, doctor or at a sore throat clinic.
✓ If you are sneezing or coughing cover your nose and mouth with a tissue or the upper part of your sleeve - not your hands.
✓ An insulated home is a warm home. Warm-Up Counties enables many Counties families to have their homes insulated for free.
✓ If you or someone in your family is unwell visit your local doctor. They know you and your medical history and can prescribe the medicines you will need. If required your doctor will send you to hospital or talk with a hospital specialist for extra advice.
✓ If you have any health concerns phone your local doctor or Healthline on 0800 611 116 for free 24/7. They will help you access the right care at the right time.

The days are getting longer but winter illnesses are still around. Share our messages and help spread wellness.

For more information visit www.countiesmanukau.health.nz

An insulated home is a warm home
Hon. Tony Ryall commends our Volunteers

The Volunteers at the Manukau SuperClinic and Surgery Centre were awarded ‘runners up’ in the category ‘Health Care Provider Service’ in the 2014 Minister of Health Volunteers Awards.

Pharmacy team score a hatrick at NZ Pharmacy Awards

The Pharmacy team won the Supreme Winner award, the Pharmaceutical Society Clinical Pharmacy Service of the Year award and the OneLink Hospital Performer of the Year award, for the following two initiatives, The Surgical Preadmission Review Clinic (SPARC) and The Weekend Clinical Pharmacy Service.

Everyday HEROES

Congratulations Kathie Smith

Kathie Smith, Service Manager was awarded an Officer New Zealand Order of Merit, as part of this year’s Queen’s Birthday honours for her services to people with arthritis.

Alan Henwood, President of Arthritis NZ says “This award recognises Kathie’s commitment to people with arthritis, both within the health system and in the community”.

Kathie says “This is personally very special - to be publically recognised is somewhat overwhelming but at the same time very satisfying and humbling. Such an award is not achieved by an individual alone - it needs the support and contribution of many.”

Nominate a group or individual for Everyday Heroes.
Email: communications@middlemore.co.nz

keep up the good work!

well done!

awesome!

excellent!
Diversity Ball
Discharged in comfort

Patients heading home from Middlemore Hospital are now relaxing in a specialised Discharge Lounge on the final day of their stay, improving their hospital experience and freeing up beds earlier in the day.

Since May the new Discharge Lounge, (located close to Ward 31 of the Edmund Hillary Building), has been the last stop for more than 2,000 well patients on their day of discharge and those patients awaiting an ambulance transfer. From all accounts the lounge has been well received. One of the first patients to use it was Vaughan Bell, photographed here with fellow patient Frances Howe.

“It’s better than being sat in a bed and more relaxing before you leave,” says Vaughan. “It gets you in a good mindset, having a chat with another patient, having a coffee. It’s nice.”

And feedback from staff has also been positive.

“About 100 patients are discharged from Middlemore Hospital each day so by moving these well patients into the lounge, beds in the rest of the hospital are freed up earlier,” says Helen Bretherton, Charge Nurse Manager.

“Not only does this mean well patients can relax in comfortable surroundings, it also means that people who are seriously unwell can be moved to a hospital bed earlier, thus reducing the amount of time they spend in ED. “The flow on effects of this one initiative are far-reaching,” she adds.

PACIFIC STYLE ALL YEAR ROUND

Record entries were received for the Dress your Ward /Clinic competition as part of this year’s second annual Pasifika Week, with the festival’s creator suggesting the decorations are something that could be in place all year round.

“The buzz and vibe the dressed up wards created during Pasifika Week was amazing,” says Anne Fitiseamanu, Senior Advisor Special Projects in the Pacific Health Development team.

The judges declared Maternity Administration as this year’s supreme winner saying walking through the double doors in their area was like stepping into warm sunshine on a sandy beach.

Dress your Ward was only one aspect of a jam-packed Pasifika Week schedule, which also included a TED-style talk from celebrity chef, Robert Oliver.

“Robert advocates cultural food, slow food, whole food and food made with love,” says Anne. “Definitely food for thought!”
The Middlemore Foundation for Health Innovation’s Jammies in June campaign has seen more than 5000 pairs of pyjamas distributed through the hospital and community outreach programmes.

Companies again made a great effort to support the programme, which works on the simple premise that warmer children are less likely to become ill and be admitted to hospital.

The campaign got off to a fantastic start, courtesy of Mick Willis at Countdown, who had been collecting cash throughout the year and used it to source 1500 pairs of pyjamas. More than $10,000 in donations also came in.

“The really neat pyjamas are the ones you get from children that come with a little picture they have drawn, or perhaps a message for the child that is going to get them. They can be very touching,” Foundation public relations officer David Kemeys said.

Thanks to the organisations, companies, staff and the Vodafone Warriors for their support.

Redesigned Healthpoint website connects people with local health services

Healthpoint are delighted to announce not only are they receiving over 200,000 visitors per month but the launch of a redeveloped version of Healthpoint that is people focused, with the aim of helping people, family and whaanau find health services that are geographically close, accessible and relevant to their needs.

Healthpoint lets you look up General Practitioners (GPs) in your local area along with public hospital services, midwives, community mental health and addiction services and other health services. Alternatively, by entering your address into the ‘Near Me’ function on the home page, Healthpoint will map out all the health services that are close to your location.

They have simplified the health professional only area and upgraded the search functionality. The DHB information can still be accessed via the DHB clinical directories or using the search box. The enhanced search now searches the entire site offering more comprehensive results with options to refine results. Consumer content is now shown on the same page.

“The website has been created in response to consumers asking for easy access to local information to enable them to make more informed decisions about their health care,” says Lisa Gestro, General Manager Primary Care, Counties Manukau Health.
Quit Bus picks up 2,400 passengers

During its first 9 months the *Quit Bus* has seen over 2,400 people. This includes 44% of people under 29 years old and 79% identified as Maaori or Pacific.

People wanting to quit smoking, now have somewhere locally to go for support and the Quit bus, with its attractive new look is becoming a familiar sight within the communities it visits. The Smokefree Team and the Quit Bus are now looking ahead to promote ‘Stoptober’ - the next big smokefree event. *(read more on page 3)*

Like the Quit Bus on Facebook - Smokefree Counties Manukau 2025 on Twitter [@SmokefreeCM2025](https://twitter.com/SmokefreeCM2025) and encourage your friends and whaanau to do the same.

*The Quit Bus provides free one-on-one advice, information and nicotine replacement therapy (patches, gums and lozenges).*

Matariki ‘Dress your Ward’ winners

Matariki is a celebration of the Maori New Year and this year it was celebrated in style with wards getting into the spirit via the ‘Dress your Ward’ competition.

Congratulations to joint winners Maternity Administration and Kidz First.

Moe Terekainuku from Maternity Admin says that by entering the competition, the team has come to understand a bit more of what Matariki represents and why it is celebrated.

“Our display embraced the theme of mokopuna and the journey that each take into the world,” says Moe. “We included photos of our colleagues’ mokopuna as well as photos of students who joined our team while studying and went on to graduate with Honours and excel in their chosen fields.”

While it was a last minute decision to enter the competition, Moe and her colleagues are happy they did. This year Kidz First stepped up their decorations to include Maori artefacts and weaving demonstrations.

Elsie Rawiri-Rowe says the large stars are usually the main attraction for the children in Kidz First, but this year they had something for the parents too. “We normally hang seven gigantic stars in the play room to celebrate Maori New Year, and the kids just love them,” says Elsie. “This year, we took it further and decorated the foyer so when visitors stepped out of the lift they were greeted with Maori carving and weaving.”

Joint winners of the ‘Dress your ward’ competition – Maternity Administration
Congratulations to our Science Fest 2014 winners

Science Fest 2014 celebrated the quality, innovation and research taking place within our organisation and beyond. Thanks to all of the people who took part this year. The judges had a hard time deciding the winners. Presenting the awards was CM Health Chair Dr Lee Mathias.

The winners are:

**Category 1: Clinical Excellence**
- **Oral Presentation** winner is Amanda Shapleski for her presentation on “Early Support Discharge for Stroke”
- **Poster Presentation** winner is Elizabeth Nevill for her presentation titled “Effect of Delayed Cord Clamping on Breathing and Transition at Birth in Very Preterm Infants”

**Category 2: Education Excellence**
- **Oral Presentation** winners are Bobby Milne and Lynne Ferguson for their presentation on “A Randomised Parallel-Group Study of Group Education vs Standard Care in Subjects with Type 2 Diabetes”
- **Poster Presentation** winner is Eunicia Tan and team, for their presentation titled “Flipped Classroom Approach to In-house Teaching in the Emergency Department”

**Category 3: Process and Systems Excellence**
- **Oral Presentation** winner is Andrew Brainard for his presentation on “The MMH ED Airway Registry: An Innovative Quality Improvement Project”
- **Poster Presentation** winner is Andy McLachlan and team for their presentation titled “The Development and Implementation of a Cardiac Rehabilitation Tracking System”

**Category 4: Research Excellence**
- **Oral Presentation** winner is Mike Meyer for his presentation on “Use of Heated, Humidified Gas for Stabilisation of Preterm Infants: A Randomised Controlled Trial”
- **Poster Presentation** winner is Russell Smart and team for their presentation titled “THESOS: The Stress of a Smokefree Environment”

**Category 5: Supporting Excellence in Patient and Whaanau Experience**
- **Oral Presentation** winners are Leona Didsbury, Pamela Low, Merle Samuels and Gary Sutcliffe for their presentation on “Kia Kaha”
- **Poster Presentation** winner is Shelley Kennedy and team for their presentation titled “Sensory Modulation in Mental Health”
CM Health meets latest Health Targets

The latest National Health Target results show more people in Counties Manukau are getting help to quit smoking and getting checked to see if they are at risk of developing diabetes or heart disease.

In the past 12 months, over 400,000 patients were offered help to quit smoking during a visit to their GP Clinic. “This is an outstanding achievement and I would like to thank general practice teams for their hard work,” says Tony Ryall Minister of Health.

The latest results for Counties Manukau also show improvements across four other targets:

- An all-time record high number of hip, knee and other elective operations were performed this quarter - 12 per cent more than planned
- Every patient ready for cancer treatment received it within the world gold standard of four weeks
- 92% of eight-month olds were fully immunised protecting children from illnesses such as whooping cough
- And 91% of the eligible population getting heart and diabetes checks.

“We set ourselves a goal of not only achieving the targets for our population as a whole, but also to achieve improvement for our most vulnerable communities,” says Geraint Martin, CEO, CM Health. “I salute all of the people who have made such a huge inroad into these improvement targets, which will be reflected in great gains in the health of our community.”

A copy of the latest Health Target results is available at [www.countiesmanukau.health.nz](http://www.countiesmanukau.health.nz)

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<td><strong>Shorter stays in Emergency departments</strong></td>
<td>96%</td>
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<td><strong>Improved access to elective surgery</strong></td>
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<td><strong>All patients, ready-for-treatment, will wait less than four weeks for radiotherapy or chemotherapy</strong></td>
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<td><strong>90% of eight-month-olds will have their primary course of immunisation (six weeks, three months and five months immunisation events) on time by July 2014</strong></td>
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<td><strong>90% of the eligible population will have had their cardiovascular risk assessed in the last five years</strong></td>
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Please email communications@middlemore.co.nz if you have any enquiries regarding this publication or contributions for the next issue.