

## From the Chairperson

As I was driving home from a relaxed weekend away on Sunday March 4 I had a call from our Chief Executive to say there was a fire at Tauranga Hospital.

Before I even had time to react he assured me that everything was under control, the fire was out, patients and staff had been evacuated and were safe, and no one was injured.

The fire broke out in the hospital basement and affected the Emergency Department and other areas of the ground floor. Quick work by the staff had everyone safely evacuated from the affected areas. We can be truly proud of the joint effort that afternoon, and I want to take this opportunity to thank everyone involved for their quick action to

ensure everyone was safe. Thanks to all our staff who rallied so quickly, thanks to the fire department for their rapid work and most importantly thanks to all the patients and families who were involved.

This month we have had the second quarter Health Target results released by the Minister of Health. It is great to see the very real improvement for Bay of Plenty. The greatest area of improvement has been for immunization; a year ago only 76 per cent of our children were fully immunized, this quarter 91 per cent of children across the Bay are fully immunized which is a huge improvement. In addition, we have increased performance against the help for smokers to quit target by more than six per cent, and are close to achieving the 95 per cent target. I

want to thank again all those providers who have been working so diligently to ensure these improvements continue. We really appreciate the time and effort it takes to ensure the Bay of Plenty continues to improve performance.

One of the issues that is very important for the Board is that people who use our services feel cared for and respected. During 2011 we reviewed the DHBs values to ensure we have values that will underpin behaviours and actions so people are treated with empathy and compassion, and are able to maintain their dignity while in our care. CARE was introduced as our values acronym, standing for:

- Compassion
- Responsiveness
- Attitude
- Excellence



*Sally Webb Chair Bay of Plenty District Health Board*

Health is about people: the people who we serve and the people who provide the service. We are committed to these new values ensuring everyone who uses our services feel cared for and respected; and that all our staff are fully supported to provide excellent service.

He aha te mea nui o te a o? He tangata, he tangata, he tangata  
What is the most important thing in the world? It is people, it is people, it is people.

## From the CEO

It is every DHB CEO's nightmare to receive a call telling you that there is a fire in the hospital. On Sunday March 4 I received that call advising me that Tauranga Hospital had had a fire in the electrical switchboard under the Emergency Department.



*Phil Cammish CEO Bay of Plenty District Health Board*

The fire protection system successfully doused the fire as it was designed to do. But the most amazing thing for me was the way staff managed to evacuate patients while continuing their care; how areas of the hospital were quickly reassigned to ensure that we could continue to provide care over night and how our Property Service staff had the power back on to the Emergency Department within 12 hours.

Full recovery and replacement of the switchboard will take a little longer but the people of Tauranga can be very confident in the ability of the staff in Tauranga Hospital to cope in an emergency situation.

The Ulysses Motorcycle Club annual Easter Egg and Toy Run is happening at Tauranga Hospital on Sunday March 25. This is the 22nd anniversary of the Club supporting our Children's Ward in this way. Also on the same day there will be an Open Day at the rescue helicopter pad on the hospital campus from 10am to 2pm. I'm sure your support of these events will be appreciated by the participants and the recipients of their goodwill and services.

With Easter so near I also urge everyone to take care when travelling, stay safe and remember the changes to the road rules.



## Working together for the community

The Bay of Plenty District Health Board (BoPDHB) is one of several agencies joining forces with Te Mana o Ngati Rangitahi Trust to provide greater support and outcomes for Ngati Rangitahi people and the wider community.

Ngati Rangitahi Trust Chief Executive Nick Alexander says the pre-settlement cooperation agreement is the first of its kind in New Zealand.

"A total of 12 key government and non-government agencies signed the cooperation agreement," says Nick. "The agreement illustrates, quite clearly, the mature leading role that iwi can play in facilitating a cooperative approach to community/iwi development."

In early February, Te Mana o Ngati Rangitahi Trust hosted around 40 representatives from agencies such

as the Ministry of Social Development, Waiariki Institute of Technology, and Department of Conservation. BoPDHB General Manager Maori Health Planning and Funding Janet McLean signed the cooperation agreement on behalf of the BoPDHB.

"We hope this partnership will result in better access to healthcare for Ngati Rangitahi people and the wider community. BoPDHB ensures Ngati Rangitahi Iwi have access to the services currently funded and delivered within the region; now we also have their iwi strategic plan as a reference and consideration for future planning."

Nick Alexander says these are exciting times for Ngati Rangitahi.

"We are thrilled and equally privileged to be able to strengthen our relationships with organisations that have a shared commitment to providing better service outcomes for our people."

## Bay of Plenty continues to improve against health targets

The Minister of Health's health targets for quarter two 2011/12 have been released.

The Health Targets were introduced as a way of improving the performance of health services and provide the health sector, both secondary and primary, with a clear focus for action.

The quarter two results report on the months of October, November, December 2011.

Bay of Plenty District Health Board CEO Phil Cammish says he is pleased to note the continued

improvements in the Increased immunisation and Better help for smokers to quit targets.

"These results reflect the tireless efforts of staff both within the DHB, and our primary health providers in these two target areas," he says. "It is pleasing to see the continuing gains in meeting these targets. When comparing our quarter two results between this current year (2011/12) and 2010/11, progress is once again significant in key areas.

"This is another good quarter for us and consequently for the people of the Bay of Plenty. We will continue to work closely with our PHO partners and other health providers in the region to provide better more convenient health care," says Phil.

### Bay of Plenty District Health Board health target results for 2011/12

Target Area	Quarter two 2010/11		Quarter two 2011/12	
	Ranking	%	Ranking	%
Shorter stays in Emergency Departments	9	93	13	91
Improved access to elective surgery	11	102	10	105
Shorter waits for cancer treatment	1	100	1	100
Increased immunisation	20	76	16	91
Better help for smokers to quit	15	65	8	93
Better diabetes and cardiovascular services	9	74	8	77

# Thanks to Bayfair shoppers

There will be no space left unfilled by the time the new adolescent lounge opens at Tauranga Hospital in June.

Through donations and support from Bayfair shoppers and retailers, the purchase of a substantial amount of new equipment for the lounge and the children's ward at Whakatane Hospital has been made possible.

"We would like to thank Bayfair shoppers for their wonderful generosity that has helped bring this room to fruition," says Tauranga Hospital play specialist Debbie McDougall. "The funds raised have been invaluable, providing a dedi-

cated area and equipment that we would ordinarily be unable to supply. We will now be able to accommodate this specific and often overlooked group by meeting their unique requirements and needs."

The funds raised through gift-wrapping donations and Scene to Believe photo packages have gone towards purchasing furniture including chairs, cushions, ottomans and a large activity table. Other items include 50 books, more than 35 art and craft items, a laptop, digital camera, stereo, personal DVD players and cooking appliances.

"The team at Bayfair is delighted with the flood of donations received and would like to thank shoppers for showing their

support," says Bayfair marketing manager Nina Rivett. "We would also like to thank Bayfair retailers Farmers, JB Hi-Fi and Whitcoulls for their generosity and assistance in helping to select the equipment for the adolescent lounge. The donations received were able to be spread a lot further thanks to the support of these retailers."

Ms McDougall said hospital treatments can be stressful for children and young people, and the new equipment will assist in reducing their anxiety and stress. "It will enhance their wellbeing, recovery and ability to cope positively with hospitalisation."



Tauranga Hospital Children's Ward Clinical Nurse Manager Lynnecce Dowle (left) and Play Specialist Debbie McDougall test out furniture in the new hospital adolescent lounge. Photo courtesy of Bayfair Shopping Centre.

# Breastfeeding friendly places

More than 20 cafes, restaurants, malls, early childhood centres, retailers and libraries can now offer Bay of Plenty mothers a safe and comfortable environment to breastfeed their babies and toddlers. Each of these places has achieved Breastfeeding Friendly accreditation from Toi Te Ora – Public Health Service.

A Breastfeeding Friendly place is a supportive environment where mothers can feel comfortable breastfeeding their babies and toddlers.

Exclusive breastfeeding is recommended until babies are around six



months old, with continued breastfeeding along with appropriate complementary foods until they are one year of age or beyond. It's important that breastfeeding mothers have support from their partners, family/whanau, health practitioners, and once breastfeeding has been established, their employers and the community.

Go to [www.toiteorapublichealth.govt.nz/breastfeeding](http://www.toiteorapublichealth.govt.nz/breastfeeding) to view a list of Breastfeeding Friendly places.

*Bay of Plenty Mums know that places displaying this sign offer a breastfeeding friendly environment.*

# Prescription for weight loss

Bay of Plenty resident Ada Peck has lost almost 40kgs in the last three and a half months thanks to a Green Prescription from her GP.

"I never want to go back to how I was," she says.

A Green Prescription is a written referral from a doctor or practice nurse recommending that a person be more physically active to improve their health. Sport Bay of Plenty runs the Green Prescription programme.

"We assess the patient and recommend an appropriate programme based on the GP referral and medical history," says Sport BOP Green Prescription Advisor Michelle Redmond.

Ada's original goal was to reduce her weight to less than 100kg in 12-18 months. She is well on track to accomplish this goal and achieve her first milestone within four months.

Ada has radically changed her lifestyle, including her nutrition habits, portion

sizes and physical activity levels. Ada is walking for at least 60 minutes every day and now regularly enjoys a low fat diet with well controlled serving sizes.

Michelle says there was some resistance to start with but the results have been truly worth it.



*Ada Peck (left) has lost almost 40kgs in three and a half months. Her son Norman (pictured with his baby, Anaru) has been a fantastic support to Ada helping her stick to a low fat diet and encouraging her to do lots of walking.*

"She is absolutely thrilled with the results," says Michelle. "Whanau and friends now come to Ada for advice and look to her as their inspiration and role model. This makes her efforts even more rewarding when she can help others in the community to change their lifestyles for the better. It's totally down to Ada's hard work and willingness to adopt a healthier lifestyle and really take control of her eating and physical activity."

Ada's GP, Dr Carl Jacobsen says Ada has done fantastically well under the guidance of Sport BOP.

"I am delighted how she has been able to turn her life around from really heading into terminal illness to now having a future in which she has regained quality of life, motivation and perhaps most importantly enjoyment and passion for life again. The turnaround in her health and attitude has really been quite remarkable."

If you think a Green Prescription could benefit you or someone you know, talk to your GP about a referral.

# Have your say

Bay of Plenty residents are invited to take part in a healthcare project designed to put the patient and their family at the centre of their care.

Bay of Plenty District Health Board Quality and Patient Safety Coordinator Averil Boon says the study aims to redefine relationships in healthcare.

"Patient and Family Centred Care places an emphasis on collaborating with patients and families of all ages, at all levels of care, and in all health care settings," she says. "It acknowledges that families, however they are defined, are essential to patients' health and well-being and are crucial allies for quality and safety within the healthcare system."

The Bay of Plenty District Health Board was successful with an application to the Health Quality & Safety Commission New Zealand for the Quality & Safety Challenge 2012 to undertake the Excellence through Patient and Family Centred Care Project.

"The project will enable the DHB to develop the resources, identify the needs and priorities of our health consumers and begin the journey of implementation across their services," says Averil.

For more information about the project or to become involved as the project progresses, please contact the BoPDHB Quality & Patient Safety Team via email: [qualityandpatientsafety@bopdhb.govt.nz](mailto:qualityandpatientsafety@bopdhb.govt.nz).

# Cigarettes out of sight

From Monday 23 July 2012 tobacco retailers will not be able to:

- Advertise the fact that they sell tobacco
- Use any reference to tobacco in their retail or trade name
- Have tobacco products visible.

Changes to the Smokefree Environments Act are about to come into force – make sure you're up to date. For more information contact a Smokefree Enforcement Officer at Toi Te Ora – Public Health Service on 0800 221 555.

# Staff go extra mile for patient care

Last year over 59,000 patients visited the Emergency Department (ED) at Tauranga and Whakatane hospitals and Bay of Plenty District Health Board (BoP DHB) Chief Operating Officer, Phillip Balmer says the numbers are increasing each year.

“We want to ensure all patients who need urgent emergency care get the help they need as soon as possible,” he says. “We have made huge improvements across the whole hospital with doctors, nurses and other DHB staff working together to ensure that patients arriving at our ED are admitted and discharged within six hours. We are close to achieving the national target set by the Ministry of Health and are continuing to work towards this goal.”

Recently the DHB achieved its lowest ever Average Length of Stay (ALOS), a hospital measure set by the Ministry of Health to ensure patients receive treatment as soon as possible and minimise their time in hospital.

A new staff improvement programme called GO-TEAM encourages staff to put forward their suggestions and ideas for improvement in how patients are cared for.

“Ideas for improvement are best identified by those involved in patient care on a daily basis,” says Phillip. “Through the GO-TEAM we encourage and support new ideas and initiatives to ensure our patients get the best possible treatment. Many projects introduced by staff are already making a difference.”

“Patient feedback is also essential to help us confirm what’s working well and where improvements can be made. To recognise those who demonstrate the DHB values of Compassion, Attitude, Responsiveness and Excellence (CARE), we have established the GO-TEAM Gold Awards for our staff. Any patient or visitor can nominate DHB staff for a Gold Award and all feedback is given directly to the individual or service and across the organisation,” says Phillip.

If you would like to provide feedback about the service you have received or would like to nominate staff for a Gold Award, please call the hospital switchboard on 579 8000 and ask to speak to the Quality and Patient Safety Team.



**I'm not well,  
where  
should I go?**

**1**

**YOUR FAMILY DOCTOR**

For non urgent, less serious health concerns, if unavailable ring Healthline 0800 611 116



**2**

**AFTER HOURS**

For non urgent, less serious health concerns when your doctor is unavailable:

- Accident and Healthcare, 19 2nd Avenue, 07 577 0010
- CentralMed Health, 434 Devonport Road, 07 928 8000
- Bayfair Doctors, 42 Girven Road, 07 572 6800

**3**

**EMERGENCY DEPARTMENT**

Only for serious accidents or urgent medical attention

**Keep our emergency department for  
real emergencies**



*The '1, 2, 3 where should I go?' campaign helps people work out the right place to go when they require medical treatment, so ED can be kept free for serious and urgent care.*

**PLEASE RETURN**

any loaned hospital equipment to  
Tauranga Hospital's main  
reception.

*Thank you.*



## Facts about the flu

**FACT:** Influenza is not the same as a bad cold. It can kill.

**FACT:** Being generally fit and healthy won't stop you from getting influenza.

**FACT:** You can carry and pass on the virus without showing any symptoms.

**FACT:** The influenza vaccine cannot give you influenza.

**FACT:** You need the flu vaccination every year because the immunity offered by current influenza vaccines lessens over time.

**FACT:** Good hand hygiene is our first line of defence against spreading infections.

**FACT:** The influenza vaccine provides your best protection against influenza.

# Don't let the flu get you

Flu season is approaching fast and Bay of Plenty residents are encouraged to start thinking about getting their influenza vaccination.

Bay of Plenty Medical Officer of Health Dr Neil de Wet is advising people to make sure their families and themselves are protected against influenza.

"One of the best ways to protect yourself against influenza is the influenza immunisation," he says. "It's free for anyone who is 65-years or older and for people under 65-years-old who have medical conditions like heart disease or respiratory conditions. It's also free for pregnant women as this group has an increased risk of complications from influenza."

"In 2009, the pandemic strain of influenza saw many people affected as the new strain took hold in New Zealand. In 2010 and 2011, the pan-

demid strain continued to circulate as a seasonal influenza strain and contributed to influenza numbers in the normal winter season."

The 2009 pandemic strain is covered again by this year's influenza vaccine. Whilst no new strains of influenza are likely to be circulating this year, Dr de Wet says people should still get the vaccination each year as the immunity offered by current influenza vaccines lessens over time.

Dr de Wet says it's important to recognise influenza as one of those conditions which can cause more serious medical conditions such as pneumonia, or make previous conditions worse, especially for older people or those with pre-existing medical conditions

For more information on the seasonal influenza vaccine, or general information about influenza, visit [www.fightflu.co.nz](http://www.fightflu.co.nz) or call 0800 IMMUNE (468663), or talk to your GP.

Those eligible for the free seasonal influenza vaccine include:

- Pregnant women
- Anyone aged 65 years or over
- Those aged under 65 years of age (including children) with any of the medical conditions outlined below:

◆ Cardiovascular disease (ischaemic heart disease, congestive heart failure, rheumatic heart disease, congenital heart disease, cerebrovascular disease)

◆ Chronic respiratory disease (asthma if on regular preventive therapy; other chronic respiratory disease with impaired lung function)

◆ Diabetes

◆ Chronic renal disease

◆ Cancer (patient currently has cancer), excluding basal and squamous skin cancers if not invasive

◆ Other conditions - autoimmune disease, immune suppression, human immunodeficiency virus [HIV], transplant recipients, neuromuscular and central nervous system diseases, haemoglobinopathies, children on



long-term aspirin

◆ The following conditions are excluded from funding: asthma not requiring regular preventive therapy; hypertension and/or dyslipidaemia without evidence of end-organ disease.

## Want to quit smoking? Help is out there

People give up smoking for all sorts of reasons. For some people it's their health, others may quit for whanau, appearance, fitness, or because they feel it's socially unacceptable.

Bay of Plenty District Health Board Smokefree Coordinator Sue Freeman says more recently tax increases are motivating a lot of people to quit.

"Since April 2010 cigarettes have increased in price by 30 per cent," she says. "In that time tobacco sales have gone down by 20 per cent but last year alone 3000 million

cigarettes were sold in New Zealand and 5000 people died as a direct result of smoking tobacco – that's the population of Otumoetai."

The good news is there is help to stop smoking. Quitline has improved and extended its services to include online support ([www.quit.org.nz](http://www.quit.org.nz)) and TxT2Quit, or people can free phone 0800 778 778 six days a week. Nga Kakano Foundation provides free nicotine replacement therapy and Aukati Kai Paipa provides counselling (phone 07 573 4846). GP and Practice Nurses provide advice and support to quit. The Western Bay of Plenty PHO runs regular Stop Smoking Groups - for more information, phone Lewis on 07 577 3190.

The support continues for patients in hospital. Since the 1950's Tauranga Hospital staff have been asking patients about smoking and Sue says health professionals are trained to offer advice to quit and ongoing support. This might include nicotine dependent medications and/or a referral to a stop smoking provider.

"We want to help our patients move towards quitting and the feedback from patients is they want our help," she says. "In a recent research study undertaken at Tauranga Hospital, 66 per cent of patients liked that staff took the time to talk to them about smoking; 70 per cent agreed that staff talked to them about quitting because they cared about their health and 72 per cent said the information provided about smoking cessation was helpful."



*Financial Independence Ltd and Eastern HiFi have donated a TV to the Tauranga Hospital Day Stay Unit following their support of a recent smokefree study. Patients were advised that insurance premiums may reduce by up to 60 per cent for those who are smokefree for one year of their life. From left: Financial Independence Ltd's Managing Director Phil Holland, Smokefree Hospital Coordinator Sue Freeman, Eastern HiFi's Owner Graham Whitaker, Medical Day Stay Unit Registered Nurse Robyn Wells and Clinical Nurse Manager Megan Buckley.*



## Clean hands save lives

Good hand hygiene is the most simple and effective way of avoiding infections such as influenza, according to the World Health Organisation (WHO). These simple steps can protect not only yourself but others in the wider community.

### Wash and dry your hand frequently

- Wash your hands for at least 20 seconds and dry them for 20 seconds, or use an alcohol-based hand rub.
- Wash your hands before preparing food and eating or smoking; after coughing, sneezing, wiping children's noses, visiting the toilet or changing nappies.

### Cover your coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze and put your used tissue in a bin (if you don't have a tissue, cough or sneeze into your upper sleeve – not your hands).
- Remember to wash your hands afterwards.
- Avoid touching your nose, mouth or eyes as germs spread that way.

### Stay away from other people if you or they are sick

- If you become unwell, stay away from other people.
- Try to stay a metre away from sick people to reduce the spread of germs.
- Reduce time spent in crowded settings.

### Contamination and cleaning

- Regularly clean flat surfaces such as bathroom sinks, bedside cabinets, desks and table tops where germs can live for up to 48 hours. Wipe them down with a household disinfectant.

### If you've got flu symptoms

- Stay at home until essentially well, that is not sneezing and coughing, as this is how the virus spreads. This is usually around three to four days after symptoms start, but coughing may last up to two or three weeks.

### If your condition worsens

- Seek medical advice by phoning Healthline 0800 611 116 or your healthcare provider first to avoid potentially infecting others.