

# 2016 HUTT VALLEY DHB QUALITY AWARDS STRIVING FOR EXCELLENCE

Celebrating innovative quality improvements in healthcare across the Hutt Valley was the purpose of the 2016 Hutt Valley District Health Board Quality Awards. Judges were thrilled with the number and quality of the nominations from across the DHB and primary care in Hutt Valley. Congratulations to all winners and nominees.

Hutt Valley DHB Chief Executive, Dr Ashley Bloomfield, acknowledged the continued advancement of a positive quality and safety culture within the Hutt Valley Health System. He said the ceremony was a welcome chance to catch up with people from across the system and celebrate some of the great work people are doing. Winners received their awards from Ashley Bloomfield and Bridget Allan, Chief Executive of Te Awakairangi Health Network.

Guest speaker, David Galler, Intensive Care specialist from Middlemore Hospital, captivated the audience with his story of the quality improvement movement in New Zealand, and his own experiences with the Hutt Valley healthcare system when his mother became terminally ill. The following excerpts are taken from David's speech, where he commented on being a Wellington boy, playing tennis at Mitchell Park and caring for his mother in Chilton Grove:



Ashley Bloomfield and David Galler

*My mother Zosia was an impressive woman who in her tumultuous life had seen and experienced things no human being ever should. Despite the horrors of a childhood spent in Auschwitz, against all odds she became a wife, mother, grandmother and a loyal friend to many. Fiercely independent, politically savvy, generous and liberal minded, to those who knew her, she remains a symbol of resilience and strength.*

*When my mother deteriorated so dramatically and we needed help, YOU came through for us and during that time I know my mother was deeply grateful for the care she received and I want to thank you for that. I have thought a lot about why things worked so well and about the lessons there to improve care in other areas. What I saw was a set of principles and practice seldom seen, apart from in modern day Palliative Care and Geriatric Medicine. I see these specialities as unique examples of co-design and patient centred care. Sadly in most other branches of medicine we still seem to be more interested in what we do to people than we are in the people themselves. In my mind that position effectively changes us from doctors to technicians.*

*However having a genuine interest in people and what matters to them is just the first step – reliably delivering care in a timely manner, safely, efficiently and effectively is another challenge. In my mother's case, the people and the services that helped us, understood and respected her wishes - to stay at home; to be pain free and for her family to be with her. People from very different services listened and they cared. They were a good team – there were no obvious hierarchies – and they worked well together towards the same goal. They stayed in touch with us and each other and adjusted what they did on a daily basis to my mother's ever changing needs. They were impressive. In fact their care was an example of transformation in action.*

*We owe it to ourselves to raise our expectations, to apply the rigour of improvement more broadly because all of us deserve better. Not just here in the hospital but out there in our communities. You are the people who have the skills and the approach to make that happen. Let's do this.*

# Excellence in Clinical Care

This award is for teams and individuals in a clinical discipline who have improved clinical care, patient safety or health outcomes for the HVDHB population. These improvements can be large scale or localised improvements.

## NOMINATIONS FOR EXCELLENCE IN CLINICAL CARE

**Acute Pain Service nurses and the Regional Anaesthesia Group:** The Regional Anaesthesia group have made huge improvements in patient follow-up and safety as a result of joining an international database for regional anaesthesia (nerve blocks). Sue O'Connor and Sonya Dickens have undertaken a large amount of additional work with 100% follow-up of close to 300 nerve blocks.

**Aisha Wainwright, Registered Nurse, Children's Ward:** Aisha is nominated for being an amazing, enthusiastic nurse who provides great clinical care, and excellent support to new and current staff and students.

**Angela Corn, Clinical Nurse Specialist, Infection Prevention & Control:** Noting an increase in Staph aureus blood stream infections likely related to monitoring of peripheral IV lines, Angela has introduced an audit tool for assessment of care of peripheral intravenous cannula. This audit has led to an increase in compliance and safety for patient care.

**Betty Poot, Nurse Practitioner and the Respiratory Team:** Betty and the team have established a clinic for the improved management of patients with bronchiectasis. Addressing area of unmet need has led to better self management and reduced re-referrals.

**Han Truong, Anaesthetist, Department of Anaesthesia:** Han is leading a suite of ongoing improvements in improving the quality of Obstetric Anaesthesia: these have included protocols, developing excellent working relationships and improving care for twin caesarean sections.

**Hutt City Health Centre, clinical and administration teams:** Since Dec 2014, Hutt City Health Centre has run a nurse-led walk-in clinic between 9-11am and 3-5pm to provide better access for patients to acute care, and to reduce attendance at the Hutt Hospital Emergency Department.

**Deborah Gordon, Christine Kondov Caroline Jamieson and Ben Jansen – Intensive Clinical Service (Multi Systemic Therapists), Infant, Child and Family Services (ICAFS):** This team in ICAFS work throughout the region to provide care to families and young people with challenging behaviours. The team achieves targets and excellent outcomes above most others in New Zealand.

**Janette Monaghan-Smith, Upper Hutt Health Centre Long Term Conditions Team Leader, Diabetes Speciality Nurse and Palliative care link Nurse:** Janette is accredited as a Specialty Diabetes Nurse and is pursuing the Nurse Prescriber role. She is passionate about working with patients to improve their glycaemic control and overall health and wellbeing. Janette has a lean thinking approach resulting in significant improvements in the efficiency of the LTC programme at UHHC.

**Karen Stack & Remy Harris, Social Workers, OPRS inpatient team:** Karen and Remy are recognised for their amazing work effort on OPRS - going above and beyond to support patients and families holistically.

**Louise McHutchison, Speech Language Therapist:** Louise has commenced a study and developed an interprofessional guideline for decision making around swallowing impairment - an ethically complex and stressful area.

**OPRS Inpatient and Community Allied Health Team:** The OPRS inpatient and community allied health teams are piloting a way to provide a more seamless transition for stroke patients receiving rehabilitation transitioning from hospital to home.

**Rachel Cameron, Associate Clinical Nurse Manager, Children's Ward:** Rachel is recognised by many of her team for her leadership as an ACNM. She improves ways of working, supports staff and 'inspires excellence'.

**Rheumatology Unit:** With the objective of supporting colleagues in smaller centres, the Rheumatology unit has developed a regional mortality and morbidity meeting that is now attended by Nelson, Palmerston North, Whanganui and Whangarei.

**Sharon Smith, Healthcare Assistant, Coronary Care Unit:** Sharon has been a loyal, valued HCA for CCU for more than 15 years. She has recently upskilled in the areas of delirium, dementia and challenging incidents to address the needs of the ward.

**Sue O'Connor, Clinical Nurse Specialist, Pain Service, Perioperative Department:** Sue O'Connor works tirelessly for her team to ensure patients have the most appropriate pain care provided, this has included contributing to the HQSC Opiate Safety programme.

**Tawnee (Therapy dog), Infant, Child and Family Services (ICAFS):** Tawnee provides comfort and companionship for clients in ICAFS, helping young people to express themselves and reduce anxiety.

**Vera Sullivan & Elaine Burn, Nurse Specialists, Older Persons Mental Health & MAPU:** Elaine and Vera are leading a range of work to improve the care of patients with delirium and have seen an improvement in screening, management plans and diagnosis of delirium.

## Winners - Excellence in Clinical Care



### ANGELA CORN

#### Infection Prevention and Control, HVDHB

Noticing an increase in blood stream infections in 2015, Angela introduced an audit tool for the assessment of care of peripheral intravenous cannula. Using the quality tools of root cause analysis, there has been an improvement in audit, quality initiatives and re-audit compliance - an excellent example of the PDSA Cycle.



Angela Corn with Ashley Bloomfield and Bridget Allan



Vera Sullivan with Ashley Bloomfield and Bridget Allan

### VERA SULLIVAN AND ELAINE BURN

#### Older Persons Mental Health & MAPU

Vera and Elaine used a questionnaire and audit to understand the awareness, screening and management of the confused patient. They implemented improvement initiatives such as tools and e-learning which have seen a subsequent improvement in delirium management - an excellent example of the PDSA Cycle in action.

# Excellence in Community Health and Wellbeing

This award is for teams or individuals who have demonstrated innovative thinking and creative solutions that have improved the health outcomes and wellbeing of the HVDHB community. This could include; targeting hard to reach populations, overcoming social and cultural barriers and adopting unique solutions to healthcare issues.

## NOMINATIONS FOR EXCELLENCE IN COMMUNITY HEALTH AND WELLBEING

**Andrew Harrison, Rheumatologist, Rheumatology:** Andrew has developed a world-leading approach to identifying patient needs and wishes in Rheumatoid Arthritis; this work involves weekly surveys to determine what is important to patients, and has attracted international interest.

**Disease Control Team – Public Health Nurses, Regional Public Health:** The nurses have developed a multi-agency approach to integrating refugees new to the region into community and health care organisations including primary, dental and mental health services.

**Early Intervention and Prevention Team and Dental therapists – Bee Healthy Regional Dental Service:** Bee Healthy is working with over 60 high-needs early childhood education centres to provide them with oral health promotion policies, education and examinations on-site.

**Health Promotion Team, Te Awakairangi Health Network:** TeAHN's Health Promotion team provides a Warrant of Fitness check at the annual Te Ra o te Raukura festival in Waiwhetu, educating hundreds of people (80% Māori and Pacific) about their health, and identifying significant clinical risks. In 2016, 254 people received a WoF, with 132 requiring follow-up.

**Healthy Families Coach Service, Te Awakairangi Health Network:** TeAHN's Healthy Families Coach service works with hundreds of individuals and families every year to increase their physical activity and reduce their weight. The most significant example this year is a Māori client who achieved a life-changing 100kg weight loss over eight months.

**Pasifika Choice Team, Pacific Health Service Hutt Valley:** The Pacific Health Service has worked with church groups to reach more than 200 families, promoting healthy lifestyles. Churches have declared themselves *fiɁ* free, and families have reported many healthy lifestyle changes, with increased fruit and vegetable consumption and increased physical activity.

**Queen St Medical Centre:** Queen St Medical launched their Facebook page to reach people in their community and to build their connection with their patients. They cover what is happening in the practice (e.g. introducing late night clinics, flu vac clinics, smear clinics) and important health information from other sources.

**Rebecca Grainger, Rheumatologist, Rheumatology:** Rebecca has developed an app that allows patients to remotely inform clinicians of their symptoms and get clinical advice in a way that is integrated with the clinical record and provides quick responses to patient needs.

**Shirley Cressy, EARTHLiNK Lower Hutt:** Hutt City Health Centre has identified the huge contribution and commitment that Shirley Cressy from EARTHLiNK makes to the lives of their patients who have mental health issues.

**Whānau Care Team, HVDHB and community partners:** Since 2013 the team has worked with their community partners to ensure Māori patients attend their appointments. There has been a sustained reduction in 'did not attend' rates for Māori.



# Winners - Excellence in Community Health & Wellbeing

## BEE HEALTHY REGIONAL DENTAL SERVICE

### Bee Healthy Early Intervention and Prevention Team and Dental Therapists

Bee Healthy's Early Intervention Team has worked with high needs Early Childhood Centres to improve the oral health of pre-school children. The team has demonstrated innovation and proactive leadership, engaging with a wide range of partner agencies to extend their reach and improve engagement with their services, an excellent example of providing services for the community.



Kate Calvert for Bee Healthy with Ashley Bloomfield and Bridget Allan



Pasifika Choice Team represented by Nanai Muaau and Candice Apelu with Ashley Bloomfield and Bridget Allan

## PASIFIKA CHOICE TEAM, PACIFIC HEALTH SERVICE, HUTT VALLEY

### Obesity Prevention

This initiative works with church groups to focus on obesity prevention and improved lifestyle choices. Taking a whole of family approach, successes have included a touch tournament attracting over 3500 people, including a team of disabled people of all ages. The inclusive, family-focused approach is successful in reaching many in the wider community.

## Excellence in Integration

This award is for teams or individuals who are developing or have implemented an approach to care that demonstrates integration between the primary, secondary or community sectors.

### NOMINATIONS FOR EXCELLENCE IN INTEGRATION

**3DHealthPathways team:** Pathways allow clinicians to have a consistent approach to the assessment and management of complex health conditions. Since 2014 more than 200 pathways have been localised with many thousands of views each month.

**Bee Healthy Regional Dental Service and the Hutt Valley Governance Group:** That's Something to Smile About was a mass media campaign promoting child oral health services delivered by multi-disciplinary, government and non-government agencies throughout Hutt Valley.

**Helen Simmonds-Smith and Meenakshi Panda, Occupational Therapists, Child Development Service:** Child Development Service Occupational Therapists have developed and implemented a joint program with a group of local schools for children with fine motor coordination issues and therefore issues with handwriting.

**Maternity Clinical Governance Group, Hutt Maternity:** A Maternity Network expo held for the first time in 2015 and repeated in 2016 demonstrating sector engagement and integration between primary, secondary and community sectors.

**Queen Street Medical Centre and Queen Street Pharmacy:** Queen Street Pharmacy and Queen Street Medical demonstrate what can be achieved through working together to provide a streamlined service for their community. Their integration work has shown great benefits for acute patients, with the GPs giving acute appointments to patients referred directly by the pharmacists.

**Queen Street Medical/Queen Street Pharmacy:** Queen St Medical Centre has worked closely with Queen St Pharmacy and MoH to implement NZePS for prescriptions. This provides a safer and more effective service, reducing duplicate prescriptions, giving better tracking for possible misuse of controlled drugs, and saving time and money for both the pharmacy and the general practice.

**Speech and Language Therapy Team and Age Concern:** SLTs from HVDHB have established a partnership with Age Concern to train volunteers to provide companionship and longer term support for patients with communication impairments after stroke.

**Stephanie Fridd, Service Development Manager, SIDU:** For the development of whānau patient journeys and stories as part of the Hutt Valley respiratory review. These stories have been integral in forming recommendations for improving respiratory services.

## Winners - Excellence in Integration



3D Health Pathways represented by Antoinette Ehmke with Ashley Bloomfield and Bridget Allan

### 3D HEALTH PATHWAYS

The 3D Health Pathways Team is a highly successful 3DHB collaborative initiative. It includes members from all three DHBs and from primary care. The team has been highly productive in a short space of time, the pathways are being increasingly used, and the work has great potential to improve patient journeys and outcomes.

### BEE HEALTHY REGIONAL DENTAL SERVICE AND HUTT VALLEY GOVERNANCE GROUP

The Bee Healthy Regional Dental Service worked closely with a range of groups involved in the Hutt Valley Governance Group to implement 'Something to Smile about.' This saw local councils, CYF, Corrections, Justice, Education and health sector organisations promoting the 'Free Dental Care to Under 18s' message through billboards, posters, websites and verbally by non-health staff. The initiative has contributed to an increase in the enrolment of pre-schoolers in the oral health services, helping to address a key health issue in the Hutt Valley.



Hutt Valley Governance Group

# Excellence in Research

This category is for individuals and teams who have published original research in high quality peer review journals since 1 September 2014. Applications should include a copy of the research paper.

## NOMINATIONS FOR EXCELLENCE IN RESEARCH

**Andrew Harrison, Rheumatologist, Rheumatology:** Andrew has been actively involved in research throughout his career and has published eight peer reviewed articles since September 2014. Andrew's most recent work is in clarifying the genetics of gout in Māori and extending the genetic profile of gout.

**Cheryl Davies, Tu Kotahi Asthma Trust & Kokiri Marae:** Cheryl and the Tu Kotahi team are working with innovation and passion to improve services for Māori, Pacific and low income whānau in the Hutt Valley. They contribute to a range of research with Otago University and are leading the way in research for Māori and respiratory health.

**Rebecca Grainger, Rheumatologist, Rheumatology:** Rebecca has published 13 peer reviewed articles since September 2014. These include the areas of post-graduate education, gout and IT approaches to healthcare.

**William Taylor, Rheumatologist, Rheumatology:** Will is considered a world leader in several clinical areas. Since September 2014 he has published 31 peer reviewed papers, including two seminal papers which have set the international classification criteria for gout and psoriatic arthritis.

## Winner - Excellence in Research



### WILLIAM TAYLOR

Dr Taylor has constantly shown his ability to perform high-quality research with national and international collaboration. He is widely acknowledged internationally for his expertise in rheumatological research. Dr Taylor is a clear leader in his field.



*Will Taylor with Amber O'Callaghan, GM of Quality, Service Improvement and Innovation*

# Excellence in Process and Systems Improvement

This award is aimed at clinical and non-clinical teams and individuals who have identified sustainable quality improvements that demonstrate measurable outcomes and efficient ways of working in healthcare. These improvements can be large scale or localised.

## NOMINATIONS FOR EXCELLENCE IN PROCESS AND SYSTEMS IMPROVEMENT

**Angela Vanderpoel, Professional Advisor and Elizabeth Rombel, Occupational Therapists, Community Health:** Angela and Elizabeth have increased the efficiency of the community OT service through a number of initiatives; the service now has improved client responsiveness and reduced waiting times.

**Cathy Whiteside, Clinical Nurse Manager, Jane McKee, MAPU Fellow, and MAPU team:** MAPU staff now visit ED three times per day to 'pull' patients to the unit and help achieve shorter ED stays.



**Debbie Jennings, Manager Domestic Support Services, and Claire Underwood, Clinical Nurse Specialist Infection**

**Prevention & Control:** Debbie and Claire have worked tirelessly to successfully introduce steam and microfibre cleaning to Hutt Valley DHB with multiple staffing, cost and environmental benefits.

**Han Truong, Anaesthetist, Department of Anaesthesia:** Han has created a new clinic for testing patients with suspected allergy to various anaesthetic drugs to be performed at Hutt Valley, rather than waiting for a CCDHB service.

**Harsh Vardhan, Occupational Therapist Child Development Service:** Harsh came third in the new idea category of the HiNZ Clinicians Challenge with a technology solution to the problem of parents engaging with the health and education sectors desire to not repeat the same information multiple times.

**Julie Adams, Registered Nurse Emergency Department:** Julie has established an important change to systems which allows ED patients who are keen and interested in quitting smoking to be automatically referred to Quitline, giving access to support to quit beyond their hospital encounter.

**Magbh McIntyre, Occupational Therapist Team Lead and Acute Inpatient team:** Due to staff shortages within the acute OT team, Magbh facilitated improvement with a prioritisation tool for referrals. This has allowed effective care to continue with fewer staff.

**Margaret Daniela, Clinical Nurse Specialist Mental Health:** Margaret has worked hard to improve the documentation necessary to reduce restraint and seclusion in Te Whare Ahuru.

**Paul Williams, RIS PACS Administrator Radiology:** Paul has developed skills and leadership in production planning for Radiology. His information has led to service improvement and meeting Ministry targets.

**Programme and Practice Development Team Te Awakairangi Health Network:** TeAHN used multiple data sources to identify practice variation, explore the local drivers contributing to variation, and support quality improvement. The work in diabetes has resulted in: improved self management groups for Pacific people, new approaches to improve opportunistic heart checks, specialist nurses targeting their work with particular practices, and specific patients being offered a pharmacist medication review.

**Recycling Team and Sabine Pecher HVDHB:** Sabine and the team introduced the important initiative of recycling PVC waste from theatre. This has grown over time to now more than 200kg of recycling per month with financial and environmental benefits.

**Sally Nicholl & Linda Metuariki, and the team at Hutt Union and Community Health Services (HUCHS):** HUCHS took a whole of team approach to managing acute demand for the 4,500 patients at their Pomare site (92% being high-need) by designing and implementing an Acute Walk-In Clinic. This has been very well received by patients, has resulted in a 5% increase in capacity (with more consultations done) and has given staff more time for planned care.

**Sarah Pinfold, Registered Nurse, Coronary Care Unit:** Sarah has led important changes to discharge planning in Coronary Care including daily rapid rounding, a resource folder and a screening tool. Length of stay has subsequently reduced.

**Sharon Ritchie, Emergency Planning Manager:** Sharon is a professional, passionate emergency management leader with knowledge of key issues and attention to detail.

**Sue Clentworth, Kopata Medical Centre:** Practice Nurse Sue Clentworth spent 'out of hours' time to ensure Kopata Medical Centre successfully achieved their Foundation Standards (RNZCGP) accreditation.

**The Long Term Condition Programme – 11 general practices and Te Awakairangi Health Network:** The Programme is moving all 21 general practices in its network from the existing 'one size fits all' model of care for LTC patients to a more proactive, planned model of care. 11 practices have transitioned to the new programme to date, and are already reporting benefits from being able to offer greater flexibility in patient care.

**William Robinson, Clinical Physiologist, Cardiology:** Will has introduced a range of initiatives to improve access to high quality cardiology tests and greater staff satisfaction. These improvements have included paediatric echo and Holter support for patients from across the sub-region.

# Winners - Excellence in Process & Systems Improvement

## HUTT UNION & COMMUNITY HEALTH SERVICES

Sally Nicholl and Linda Metuariki on behalf of the team at HUCHS

Hutt Union & Community Health Services embarked on a process to re-design its model of care to address growing demand for acute care. Using a whole of team, consumer-focused approach, a sustainable solution has been achieved allowing a five percent increase in acute appointments available.



Members of the Hutt Union & Community Health Services team with Ashley Bloomfield and Bridget Allan



Debbie Jennings and Claire Underwood with Ashley Bloomfield and Bridget Allan

## DEBBIE JENNINGS AND CLAIRE UNDERWOOD

### HVDHB Steam Cleaning Team

Debbie and Claire have worked tirelessly to successfully transition HVDHB to steam and microfibre cleaning – an innovative approach with positive impacts including reduced chemical use, slips from wet floors, and cleaning times. HVDHB has become a 'bright spot': a leader in moving towards chemical-free cleaning that others are seeking to follow.

## Excellence in the Workplace

This award is for teams and individuals who have implemented sustainable practices to improve the skills and wellbeing of employees, improve the workplace, and improve overall job satisfaction. For example, this could be the development of workplace training, recruitment, encouraging workplace diversity or staff wellbeing.

### NOMINATIONS FOR EXCELLENCE IN THE WORKPLACE

**Andrew Wordsworth, Clinical Nurse Manager, Medical Ward:** Andrew has shown excellent leadership in team building and morale boosting. He has implemented a ward patient feedback system 'Tu Meke' to celebrate great work done by the team and improved the staffroom to make it lighter, brighter and more spacious.

**Andrew Wordsworth, Clinical Nurse Manager, Medical Ward:** Andrew has implemented a team model of care for nursing staff (PAUSE) which has improved patient care, patient satisfaction and staff job satisfaction.

**Ben Ross, Nurse Educator, Emergency Department:** Ben has been the driving force behind the implementation of simulated patient care in the ED. This has improved patient safety and teamwork in both the ED and the wider hospital.

**Jaki Sifflett, Ward Clerk, Burns and Plastics:** Jaki is always friendly, cheerful. She never says no to helping to find out information needed by staff.

**Jenny Keene, Clinical Nurse Manager, Outpatients and Fracture Clinic:** Jenny has worked tirelessly to improve staff morale and career opportunities for staff. She has been instrumental in implementing the Ophthalmology services at the DHB for the benefit of patients in the Hutt.



**Jo Neilson, Lower Hutt After Hours Medical Centre:** Jo has improved systems to streamline the patient triage and treatment process and provide treatment guidelines, ensuring safety for patients and nurses.

**Julie Pope, Maria Turahui, Peter Barnes, Phillip Waihi, Domestic Services:** These four have shown exceptional dedication and commitment in becoming assessors and then encouraging their colleagues to obtain Level 2 & 3 NZQA qualifications. This has led to 100% of the cleaning and orderly staff obtaining NZQA qualifications.

**Julie Pope, Cleaner, Te Whare Ahuru:** Julie is always cheerful and gets on really well with both staff and clients. She is a fantastic cleaner despite a huge workload.

**Lija Kakkanattil, Registered Nurse, ICU:** Lija provides excellent care to patients and families and is an excellent team worker.

**Lis Browne, Associate Clinical Nurse Manager Patient Flow, Perioperative Department:** Lis is very focused on promoting perioperative safety and has been an integral part of the 5 Steps to safer surgery programme. She is adept at building a positive work environment for staff.

**Lucy Reynolds, Manager, Infant, Child and Family Services (ICAFS):** Lucy is always cheerful and caring, and is a great advocate and support for her staff. She shows unfailing dedication to her job.

**Mark O'Connor, General Manager Lower Hutt After Hours Medical Centre:** Mark O'Connor, General Manager at Lower Hutt After Hours Medical Centre, has redesigned rostering practices and recruited more doctors to manage the significantly increased workload at the After Hours service.

**Jaco Van Der Walt, Clinical Head of Department, Radiology:** Jaco has implemented a range of initiatives to improve staff morale, celebrate and share positive change and promote improvements to the patient's journey in the radiology department.

**Occupational Health & Safety Service:** The team has ensured the completion of over 80 hazard registers with effective controls are in place. This has resulted in a notable decrease in event reporting and is a starting point for development of an electronic hazard register.

**Pacific Health Unit and Bee Healthy Regional Dental Service:** The Pacific Team and Bee Healthy are committed to improved oral health outcomes through workforce diversity and have gained funding from MoH for three scholarships for Pacific Dental therapy students.

**Peter Barnes and the Orderlies team:** Bamsey and the orderlies team go to a lot of effort to produce their Grand Round. This brings a huge range of staff together to enjoy being a part of HVDHB.

**Queen St Medical – ALL THE STAFF! Queen St Medical – Upper Hutt:** Two general practices with unsustainable futures decided to merge to form a new practice, Queen St Medical Centre, and after intense planning with whole-of-team workshops, they opened in January 2016. Staff well-being has been a focus through the change process, and a recent staff survey confirmed that staff feel respected and strongly supported.

**Merie Claridge, Elizabeth Davis, Heather Fagg, Lorraine McAdam - Rheumatology Nursing team:** The Rheumatology nursing team are highly skilled. They have instigated a no cost succession plan to ensure there is development of future specialist nurses.

**Rosalie Amner, Occupational Therapist, Child Development Service:** Rosalie has enabled us to get one of our therapy rooms redecorated free by a local company after years of staff feeling very disillusioned at having to take parents and children into an unwelcoming room.

**The Infection Prevention and Control Team HVDHB:** The IPC team has been actively engaging staff in activities that promote IPC messages across the organisation; they engage staff in fun activities to foster a good workplace environment and some healthy team competition.

# Winners - Excellence in the Workplace



Andrew Wordsworth with Ashley Bloomfield and Bridget Allan

## ANDREW WORDSWORTH

HVDHB, Medical Ward

As Clinical Nurse Manager of the Medical Ward Andrew has shown clear leadership with several improvements to improve the staff satisfaction and patient care. These have included the implementation of team nursing, an improved staff room and working environments, and the 'Tu Meke' patient feedback process.

## INFECTION PREVENTION & CONTROL (IPC) TEAM

HVDHB

The IPC Team has been actively engaging all staff in IPC-related activities that not only get the messages across the organisation but create situations where staff can engage in fun activities. They help foster a great workplace environment and some healthy and enjoyable team competition. The team at right, Matt Kelly, Claire Underwood, Sarah Thomas and Angela Corn.



The IPC Team with Ashley Bloomfield and Bridget Allan

## Some snaps from awards night...



Healthcare workers from across the Hutt Valley, and representatives from the Health, Quality and Safety Commission, came together on the evening of 18 November for the HVDHB Quality Awards ceremony. Broadcaster and HV District Health Board member Ken Laban (pictured, far left of top left photo) took on the role of Master of Ceremonies. Ken congratulated all nominees, and made special mention of the judges who he said had their work cut out for them given the calibre of nominations across all seven categories.

# Chief Executive's Awards

## Winners - Chief Executive's Awards

### HUTT VALLEY DISTRICT HEALTH BOARD

#### Hutt Hospital Emergency Department

The HVDHB Emergency Department, where the staff deal with a wide range of people and health problems on a daily basis, is a challenging environment, especially if it is busy and there are many sick people at once. The nature of the environment means it is often the target of complaints – but over the last year the number of compliments have started to outweigh the complaints. A year ago our results on the ED waiting time



Representatives of the Hutt Hospital Emergency Department target was 86%, the lowest in the country. A year later, we are achieving 94% and are now one of the better performers. This reflects work by a range of people across the organisation and wider sector – but especially staff in ED who have developed and implemented a range of initiatives designed to improve flow through the department and, ultimately, the care provided to people using the service.



Tu Kotahi Māori Asthma Trust with Ashley Bloomfield and Bridget Allan

### TE AWAKAIRANGI HEALTH NETWORK

#### Tu Kotahi Māori Asthma Trust

Tu Kotahi Asthma Trust, Kokiri Marae (led by Cheryl Davies)

Tu Kotahi Māori Asthma Trust works with people with asthma and respiratory conditions and their whānau (primarily Māori, Pacific Island and low income whānau), using the values and principles of a Whānau Ora model of care. They have found many people with moderate to severe chronic respiratory conditions who were not being treated, because they and their whānau were thinking it was “just the norm”

to not be able to breathe well all the time. They work to improve the quality of life of those with asthma and COPD through improved understanding of respiratory illnesses, management, education and support. Tu Kotahi were recognised for their innovation; their tireless efforts with the patients and whānau they work with; their collaborative work across the health sector; their wider connections with schools, marae and communities; their participation in research, and their passionate commitment to improved health for whānau with respiratory conditions.

