

HUTT VALLEY DISTRICT HEALTH BOARD QUALITY AWARDS 2017

Congratulations to all nominees and winners of the Hutt Valley District Health Board Quality Awards 2017. The Quality Awards acknowledge and celebrate the people who consistently strive to improve healthcare services across the Hutt Valley. Held annually, the awards recognise clinical and non-clinical work within the District Health Board and primary care providers.

More than 150 people gathered at Boulcott's Farm Heritage Golf Club on a wet Friday night in November to acknowledge all the nominees and hear who had won a 2017 Quality Award. There were more than 100 nominations over six categories. The judges conveyed their pleasure at hearing of the many positive projects undertaken across the organisation, and said it was a privilege to be able to publicly identify some of the people making significant contributions to healthcare in Hutt Valley. A sub-theme for the 2017 Quality Awards was co-design and consumer engagement. Co-design involves healthcare professionals working alongside consumers to improve services. This type of work encourages providers to focus on what's really important for people using our services.

Awards were presented by Dr Ashley Bloomfield, Chief Executive of Hutt Valley DHB, and Bridget Allan, Chief Executive of Te Awakairangi Health Network. Ashley thanked everyone present for sharing in the pride and joy in the great work being done by Hutt Valley healthcare professionals.

MC and Hutt Valley DHB Board member, Ken Laban,

kept proceedings running smoothly; he congratulated all nominees and made special mention of the people who took the time to nominate a colleague. He also thanked the 17 judges who deliberated and considered, and chose the winners. Ken introduced the two guest speakers: poet Trish Harris, and Graeme Norton, establishment chair for Health Consumer Councils of New Zealand.

Trish enchanted and entertained the audience with her poignant and funny poems about hospital life from a patient's perspective. Quoting GP and fellow poet Glenn Colquhoun, Trish told the audience that poetry is medicine itself, and imagination is crucial to being well. She said, for her, imagination helps build empathy. The audience heard how intense it was for Trish to be in hospital for long periods of time where she felt she lost her independence and privacy, and had to adjust to non-existent personal boundaries.

Trish's poems in *My Wide White Bed* were written following an eight week stay in Hutt Hospital's Orthopaedic ward. She has also published a memoir, *The Walking Stick Tree*, about growing up and living with the effects of rheumatoid arthritis. She reminded the audience that patients are affected by every person who enters their room. Trish encouraged all healthcare workers to remember that patients are a person first, rather than a problem to be fixed, or an item on a list to be ticked off. Two of Trish's poems, written during her time in Hutt Hospital, are printed below (reprinted with kind permission of the poet and publisher Landing Press).

★ The hospital sails
like a tall ship
down the crease of the valley.
I am stabilised
mid-mast
laid out on a wide white bed
head facing east.

★ Imagine if the hospital
employed a Marvin.
A monotone, pill-toting machine
who in less than 15 seconds
fires medication directly
into your mouth, offers you
a consoling phrase
(from a store of 1,005)
and pats your head with
plastic hands.
Imagine if the hospital
employed a Marvin
instead of the nurse
with her soft-timbred voice
who reaches across
the fear and says
We want to help you
get on top of your pain.

by Trish Harris



L to R: Ashley Bloomfield, Chief Executive of Hutt Valley District Health Board, guest speakers Graeme Norton and Trish Harris, Bridget Allan, Chief Executive of Te Awakairangi Health Network, and MC, Ken Laban.

Graeme Norton spoke about the role of consumer councils in the New Zealand healthcare setting. A passionate advocate for patient-centred care, Graeme was the inaugural independent chair of the Hawke's Bay Health Consumer Council, and is now chairing the newly formed Health Consumer Councils of New Zealand.

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 – Excellence in Clinical Care

● Barbara Moore, Te Awakairangi Health Network	As a part-time member of Queen Street Medical (QSM) general practice team, Barbara was instrumental in the development of a number of prescribing- and medication-related policies that assisted QSM achieve Cornerstone accreditation. She wrote a Medicines Reconciliation policy, which the Royal NZ College of General Practitioners (RNZCGP) has endorsed as best practice, and which has now been shared with general practices nationally.
● Care Plan Project Team, led by Gabrielle Redmond	Gabrielle has led the Care Planning project group which has developed a patient Care Plan document for implementation across HVDHB inpatient areas. Benefits of Care Planning include: improved patient safety, better patient outcomes, improved patient/whānau engagement, communication and satisfaction and achievement of certification requirements.
● Clinical Pharmacist team, Te Awakairangi Health Network	As a result of the pharmacist conducting audits in three general practices, a systems issue regarding monitoring high risk medicines, specifically methotrexate, in primary care was highlighted. Through collaboration with the Clinical Director, HVDHB Community Health Services Group, HVDHB Rheumatology is now including a reminder on clinic letters to primary care prescribers to ensure monitoring is up-to-date, which enhances patient safety.
● Coronary Care Unit, Hutt Valley DHB	The quality patient care delivered by coronary care staff (both inpatient and outpatient settings) has been appreciated and recognised by patient and families. The teamwork within the unit is so appreciated by staff especially during busy days.
● Hayley Horne, Te Awakairangi Health Network	Hayley Horne has consistently supported a client to improve his health and help him achieve his weight loss goals. This gave him the ability to continue his work, benefiting the wider community. This nomination is submitted with client permission.
● Jessie Gwynne and Nic Allan, Infant, Child, Adolescent and Family Service (ICAFS)	Jessie and Nic have pioneered the application of a form of psychotherapy (group based Acceptance and Commitment Therapy) to a very young age group. This has involved reviewing the evidence for this approach, developing the program, and then implementing it, with great results.
● Jo Rodwell, Amir Haq, Sisira Jayathissa, Richard Stein and Travis Westcott, Hutt Valley DHB	This group perform a systematic review of the case notes of all patients who die at Hutt Hospital for the purposes of improving future patient care. In the first 12 months, the group has identified aspects of clinical care to both commend and improve.
● Kathy Fuge, with Aileen Logie and Laura Ichim, Bee Healthy Regional Dental Service	Kathy has led the accreditation for Stainless Steel Crowns and Pulpotomy training by the NZ Dental Council – this means she is the only person in NZ who can offer post-graduate training in this technique for both our own DHB and other child oral health service providers in NZ.
● Kirsteen Haynes, Emergency Department	Kirsteen has implemented standing orders in the emergency department; a key part of this has been a drug chart for the emergency department. This process has been driven by a desire to improve patient safety and experience, allowing staff to initiate medications such as pain relief earlier and freeing up clinical time.
● Kylie Bolland, Audiology Department	Kylie Bolland demonstrates excellence in her day to day care of patients, her leadership and her ongoing initiatives to improve the integrated care and clinical outcomes for our patients. She consistently demonstrates the DHB values in work including streamlining processes between departments, building partnerships with the community, providing excellent clinical leadership at a local and national level.

<ul style="list-style-type: none"> ● Liz Sellers, Medical Ward 	Liz consistently provides excellent support to our complex medical patients. She is a highly valued member of MDT; coordinating care and liaising with external agencies to ensure safe discharge for people with complex needs.
<ul style="list-style-type: none"> ● Lyn McPherson, Diabetes Service 	Lyn has been involved in multiple projects and policy reviews in the last year, one project is point of care ketone monitoring allowing timely treatment of early ketosis in inpatients.
<ul style="list-style-type: none"> ● Maraea Nathan, Whai Oranga O te Iwi Medical Centre 	Maraea Nathan goes over and above to reach medical needs of high needs, hard to reach patients at Whai Oranga. The patient is always Maraea's focus.
<ul style="list-style-type: none"> ● Matthew Kelly and Emma Henderson, Infectious Diseases 	Emma and Matt have demonstrated great leadership in antimicrobial stewardship through a range of initiatives, and resulting in a reduction in the antibiotic spend by at least \$70,000.
<ul style="list-style-type: none"> ● Outpatient Physiotherapists, and Thomas Keef 	The outpatient team with Thomas as co-ordinator have developed services, cut down the wait list considerably, and improved patient care. Tom leads several projects, as well supporting staff to improve, with a great 'can do' attitude.
<ul style="list-style-type: none"> ● Sarah Thomas, Infection Prevention and Control 	Sarah has developed the central line associated bacteremia (CLAB) programme (initially running in ICU) to be extended hospital wide. The programme monitors the care of central lines through a maintenance bundle, encourages champions, and has education and promotional material – successfully reducing the rate of infections.
<ul style="list-style-type: none"> ● Stephanie Beddis, Emergency Department 	Stephanie has developed a range of initiatives for the Tree Hutt environment to make hospital a more acceptable place for children. Steph has also demonstrated a real commitment to find funding for the specialised paediatric equipment e.g. oxygen sats probes, airvo machines.

WINNERS – Excellence in Clinical Care



Sarah Thomas with Ashley Bloomfield and Bridget Allan

Sarah Thomas – for the development of a hospital wide CLAB bundle

Sarah has demonstrated strong leadership through the implementation of a hospital wide Central Line Associated Bloodstream bundle to monitor the care of central lines. She developed a CLAB champion role in each department to encourage front line ownership and regularly meets with these champions to promote education and share ideas, using promotional educational material she has developed. This project has demonstrated significant outcomes to patients by significantly decreasing the rate of central line bacteremia across the hospital over the last 12 months.



Kylie Bolland, Excellence in Clinical Care

Kylie Bolland – Audiology leadership and initiatives to improve integration and clinical outcomes

Kylie has demonstrated strong leadership within the audiology team, driving a number of projects to improve integration and clinical outcomes for patients. Examples includes improving the patient journey for children with otitis media, cleft babies and youth and adults with hearing impairments which has resulted in improved access to services, reduced waiting times and reduced number of appointments for patients. She also continues to work on delivering excellence of care through the Newborn hearing screening program both within our DHB and nationally.

Excellence in Community Health & 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 – Excellence in Community Health & Wellbeing

<ul style="list-style-type: none"> ● Chelsea Jacobs, Healthy Communities, Regional Public Health 	Through her connections and understanding of Kohanga reo (TKR) Chelsea has increased uptake of health services by the children and families that attend TKR in the Wellington Region, and over 80% of the 32 TKR in this region have attended two or more of the following professional development; first aid training, emergency management, nutrition, physical activity, illness management and understanding the Food Act requirements.
<ul style="list-style-type: none"> ● Claire Simpson, Ropata Medical Centre, Cosine PHO 	This Winter Pack project improved the clinical care for a high risk population of patients; it shows an exceptional example of working in partnership with the patient for improved compliance and health outcomes with reduced presentations to after-hours services.
<ul style="list-style-type: none"> ● Cody Hartley-Warbrick, Māori Health 	Cody created an opportunity for Māori staff to do the First Aid Level 2 Training.
<ul style="list-style-type: none"> ● Community Health Worker team and Lisa Gully, Community Health Te Awakairangi Health Network 	Achieving community health and wellbeing, is this team's everyday, shown by all the work they do.
<ul style="list-style-type: none"> ● District Nursing Team, Hutt Valley DHB 	By providing seamless transition of care from hospital to home for high risk patients with a high level of complexity and health care need the district nursing team have improved the health outcomes and wellbeing of the Hutt Valley community. Excellence in the level of health care provided by the district nursing team has contributed to reduced length of stay for patients in hospital, reduced (re)admissions and provided consumers with an improved discharge experience and highly effective health care in their own environment.
<ul style="list-style-type: none"> ● Faith-Led Wellness Programme – Pacific Health Service Hutt Valley & Te Awakairangi Health Network Health Promotion Team 	Te AHN Health Promotion Team and PHSV worked together with six churches in Wainuiomata to improve physical activity and nutrition. They undertook a Moving March campaign and exercised three times a week, and ran four nutrition sessions culminating in a Masterchef competition. Church groups are getting rid of fatty and sugar dense food in their weekly get-togethers.
<ul style="list-style-type: none"> ● Hutt Valley Midwifery Team, Waiwhetu Medical Centre and Hutt Valley DHB 	In August a new midwifery drop-in service was launched at Tamariki Ora/ Waiwhetu Medical Centre. In the short time that the service has been operating it has provided wrap around care for pregnant women – many of whom are vulnerable – in association with other relevant health and social services to ensure the best outcomes for the mother and baby.
<ul style="list-style-type: none"> ● Kathie McCarten and Janine Nash, Healthy Communities Team, Regional Public Health 	Janine and Kathie are re-orientating their service from a focus on illness to a focus on wellbeing. This is demonstrated through a popular Nurturing Mind and Body Wellbeing seminar for Early Childhood staff.
<ul style="list-style-type: none"> ● Kathy Fuge, Colleen Heald, Brandon Dental Hub Team and Early Intervention Prevention Team, Bee Healthy Regional Dental Service 	This team has instigated focused holiday programs for high need children to have dental examinations in conjunction with Ora Toa PHO and Porirua City Council during school holidays.
<ul style="list-style-type: none"> ● Linda Metuariki, Hutt Union and Community Health Services – Pomare 	Linda works diligently to improve health outcomes and promote attendance of appointments to Pomare Union Health. Her work improves reduces DNA's thereby optimising clinic time and patient outcomes.

<ul style="list-style-type: none"> ● Richard Key, Speech Language Therapist 	Richard has developed a communication practice group (Gavel Club) for patients in the community living with language impairments after stroke.
<ul style="list-style-type: none"> ● Ropata Team, Ropata Medical Centre – Cosine PHO 	Ropata Medical Centre offered on-site Flu vaccination to a hard to reach population by vaccinating in a number of workplaces. This is an example of overcoming social and cultural barriers by adopting unique health care solutions.
<ul style="list-style-type: none"> ● Rukhsana (Rocky) Ali, School Health and Immunisation Group, Regional Public Health 	Rocky has taken the initiative and lead an important piece of work on Water Only in Schools policy. The Water Only in Schools toolkit development and promotion is a multi-agency collaboration with the potential to improve oral health, reduce childhood obesity and embed healthy lifestyle choices.
<ul style="list-style-type: none"> ● Ruth Cooke, Petone Medical Centre 	Ruth Cooke has used her clinical and personal skills to improve the access to care and the quality of care for the Hutt Valley's increasing refugee population, by encouraging and supporting her own practice and several others to provide high quality care for refugee families. She has used the knowledge she has gained from working in refugee camps in several countries to develop an effective model of care, and to guide advocacy for refugee healthcare.
<ul style="list-style-type: none"> ● Shirley Pierce, on behalf of Well Homes – Healthy Housing Initiative, Regional Public Health and Department of Corrections 	Shirley recognised there was a gap in intervention supply (bedding and soft furnishing) for the Well Homes programme and identified the Department of Corrections as a potential supply partner. Department of Corrections saw the synergies and are now providing interventions for families in need.
<ul style="list-style-type: none"> ● Upper Hutt HPV Initiative, Queen Street Medical Centre, Gain Health Centre, Silverstream Medical Centre and Upper Hutt Health Centre 	Four General Practices have worked collaboratively to offer HPV vaccinations at the four Colleges in Upper Hutt; an example of initiative and excellent collaboration. The initiative removed barriers and reached a large number of boys efficiently.

WINNERS – Excellence in Community Health & Wellbeing



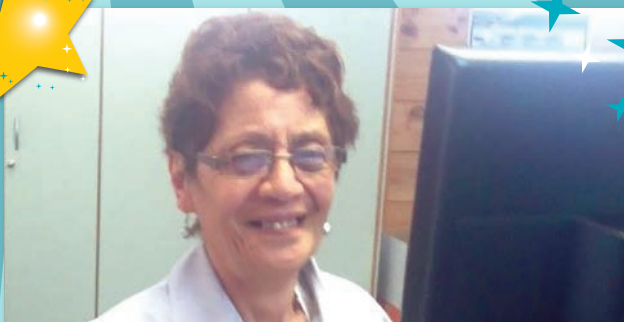
Award collected by Hayley Horne from the Health Promotion team at Te Awakairangi Health Network. Other team members included Candice Apelu, Perise Iupeli, and Apikaila Iosua.



Members of the Faith-Led Wellness Programme with Wainuiomata church leaders, their wives and members of the community.

Faith-Led Wellness Programme, Pacific Health Service Hutt Valley & Te Awakairangi Health Network Health Promotion Team

This community-based initiative demonstrated a collaboration between the Pacific churches, PHO and Pacific Health services, focused on one community to make significant and sustained difference. This innovation has potential to be shared and repeated in other communities.



Linda Metuariki from Pomare Union Health

Linda demonstrates an absolute commitment to her community by being innovative and creative, looking for ways to ensure people's health needs are met. She demonstrates a dedication and values led approach that is exceptional. Her heart and passion for the wellbeing of the people she works with were impressive.

Excellence in Process & 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 – Excellence in Process and Systems Improvement

● Adrian Lumsden and Annie Vekony, ICT and Violence Intervention Programme	For developing an efficient sustainable electronic referral system (for Reports of Concern and National Child Protection Alerts) to Oranga Tamariki/CYF for HVDHB. The system has been recognised nationally as having benefits across the system.
● Adrian Tucker, Ropata Medical Centre	Designed in collaboration with Victoria University and Primary IT, Adrian has developed a way for patients to check themselves in for appointments using a touch screen computer, improving patient flow and reducing the number of times a patient has to queue.
● Alastair Proud, Department of Anaesthesia	Alastair has collaborated with the IT service to develop a Concerto based electronic insertion record for labour epidurals (Hutt Obstetric Pathway for Epidurals – HOPE). This ensures the correct information is documented and immediately available for clinical use and quality improvement.
● Angeline Upchurch, Surgical Women's and Children's Directorate	Angeline was seconded to provide clinical advice on how we could increase our ACC revenue and ensure patients got the benefit of ACC cover. Angeline's focus on plastics resulted in surpassing our ACC revenue target for the year by \$290,000.
● BreastScreen, Hutt Valley DHB	A system improvement implemented allowing clients to check their details on a pre-populated form rather than manual completion.
● Bridget Fraser, Community Health	Bridget took it upon herself to improve the information we provide patients coming to OPRS outpatients after finding patients looking lost and frustrated. She has worked with Kathy Lys, the Communications team and patients she met to update the map, with indications of parking, and how far the walk was.
● Close Care Project Team, Hutt Valley DHB	The Close Care Project Team led an initiative to pilot a Close Care Bay on the Acute Medical Ward to provide better care to patients with delirium or dementia. This has not only reduced the demand for one to one care, but improved care, and both patient and staff satisfaction.
● Dawn Livesey, Stephanie Donk, Patient Administration	Ubook was launched in 2012. An improvement to the Ubook system in 2016/2017 has enabled the DHB to promote a fully integrated, on- line booking system for patients making it more efficient and convenient.
● Diabetes Quality Improvement Project Leadership Team: Muriel Tunoho, Sally Nicholl, Mere Te Paki; Leanne Long , Iunita Vaofusi, Kim Baker, Rowena Sosich and Sandy Bhawan, Hutt Union Community & Health Service and Te Awakairangi Health Network	The nominees have initiated a practice-wide project for their diabetes care and services. They have used the model for improvement methodology and utilised a number of quality improvement tools to identify where and how they can make improvements in the care of their patients with diabetes – following PDSA cycles, their measures are now showing 'special cause' variation.

● Eileen Winter, Medical Ward	Eileen has gone beyond her role as a ward clerk to support her fellow ward clerks in the DHB by making herself available to improve documentation. She has re-written the collation document for inpatient notes, made sample packs, and provides support for others.
● Faster Cancer Treatment team, Hutt Valley DHB	The quarter 2 16/17 health target result for faster cancer treatment for Hutt Valley was 68% which meant that a lot of patients were potentially waiting unnecessarily. The team turned this result around so that within 6 months timeliness had improved to 80% of patients being treated within target time and then within 9 months, 87%.
● Gail Ratana, Regional Public Health	Gail is a senior vision hearing technician and is the remaining member of a working group charged with creating a competency assessment tool to measure the technician's knowledge and skills every two years.
● Hutt Valley, Kapi-mana and Wellington clinical teams, Bee Healthy Regional Dental Service	Over the last 3 years these teams have increased the number of children seen each year by 5,000 – they display a can-do attitude to increasing efficiency whilst maintaining the quality of care.
● Jane Wyllie and Tup Tapurau, Regional Public Health and Food Service	Jane has worked closely with Tup to update and develop our cafeteria menus to comply with the food and beverage guidelines; these have been met while remaining in budget. The new healthy menus have the aim of better health for all staff, visitors and patients, while providing tasty nutritious meals.
● Jessica Matthews, Physiotherapy Outpatients	Jessica shows dedication to improvement of service while managing a clinical caseload – she has a brilliant ability in creating cost neutral, simple, but effective ways in improving service delivery and shares her wealth of knowledge generously.
● Lauren Wulff, Physiotherapy, Orthopaedics Ward	Lauren has been pivotal in initiating and implementing the ERAS (early recovery after surgery) protocol at the DHB.
● Paul Williams, Radiology Department	Paul has gone beyond the call of duty to assist numerous departments, as well as radiology in developing IT related service improvement tools and workflows.
● Plastic Surgery Outpatients Department Team	“See & treat” clinics for patients requiring lesion removal allow a consultation then treatment within the same visit. Starting in August this year, these clinics reduce the number of visits, remove lesions when smaller, and meet faster cancer treatment timeframes.
● Shuer Zeng, Clinical Coding	Shuer is the first Clinical Coding Auditor Educator employed by HVDHB. Shuer has developed a successful audit and education program for our Clinical Coders to ensure consistent and accurate clinical coding for the DHB.
● Stephanie Donk, Patient Administration	In December 2016 we introduced a pilot digital automation solution; the aim was to help our two main systems webPAS and Concerto talk to each other. The solution has reduced the amount of copy and paste of information by Administrators to keep the systems up to date.
● Stephen Vega and group implementing the Electronic Referral system, Regional Public Health & ICT	Stephen has developed an innovative system to send patient information, via a secure link, to the Regional Stop Smoking Service Takiri Mai Te Ata. There has been an increased the number of referrals meaning more people have access to professional assistance to quit smoking.
● Tesha Misipeka, Naenae Medical Centre	Tesha has used Lean and Kaizen strategies and updated and streamlined all the front desk/reception systems and processes at Naenae Medical Centre. This has resulted in more efficiency and productivity, and fewer mistakes and complaints.
● Well Homes, Regional Public Health	Well Homes has worked through a number of challenges to move from a system that relied on busy ward staff to identify housing needs and make a referral, to a process that better uses available data and contacts families at a less stressful time. This process has increased referrals and is being shared nationally.

WINNERS – Excellence in Process and Systems Improvement



Members of the Diabetes Quality Improvement Team:

Liz Collins, Sandy Bhawan, Leanne Long, Sally Nicholl, Hine Chase, with Ashley Bloomfield and Bridget Allan

Absent: Muriel Tunoho, Mere Te Pahi, Iunita Vaofusi, Kim Baker, Rowena Sosich, Tria Tamaka, Tai Pairama, Veronica Timinis, Kamal Chandra

Diabetes Quality Improvement Team from Hutt Union Community & Health Service and Te Awakairangi Health Network

The Diabetes Quality Improvement Team from Hutt Union Community and Health Service and Te Awakairangi Health Network project showed clear use of improvement science methodology in action, initial data was used to drive the improvement project. This project displayed a collaborative team approach for improving health care and outcomes that are measurable for patients with diabetes. The follow on work in establishing a patient advisory group, Te Kete Hauora, to utilise a co-design approach for developing care plans and patient information is a truly positive step forward.



Members of the Close Care Project Team:

Kathy Lys, Carolyn Peckston, Vera Sullivan, Chris Whitefield, and Andrew Wordsworth with Ashley Bloomfield and Bridget Allan

Absent: Claire Jennings, Joycelyn Go and Tricia Caughley

Close Care Project Team for the establishment of a Close Care Bay on the Acute Medical Ward at Hutt Hospital

This patient-centred project for working with a high risk and frail group has had positive impacts on reducing adverse events, falls and use of minders. This is an innovative initiative on an acute care ward. The programme normalises the day and routines for patients and focuses on research, where the best intervention for reducing delirium is prevention. It's great to see that families/whānau were engaged in the project too.

Excellence in Research

This category is for individuals and teams who have published original research in high-quality peer review journals in 2016 or 2017.

NOMINATIONS – Excellence in Research

<ul style="list-style-type: none"> ● Kate Naysmith, Dental Department 	<p>Kate has recently had an article accepted for publication in the New Zealand Dental Journal on Molar Incisor Hypomineralisation, A condition experienced by around 15% of our population in the first permanent molars. The article is important because it discusses the impact of this condition on quality of life at a population and individual level.</p>
<ul style="list-style-type: none"> ● Louise McHutchinson, Speech Language Therapist 	<p>Louise has led a project in collaboration with University of Auckland as part of her MSc to develop Risk Feeding Guidelines following research into complex feeding decisions. This work has been published in Gerontology & Geriatric medicine.</p>
<ul style="list-style-type: none"> ● Rebecca Grainger, Rheumatology Department 	<p>Rebecca has been an author on 16 peer reviewed journals since 2016, with 4 first author publications amongst them. Rebecca has developed an app for people with rheumatoid arthritis (RA) to communicate with their rheumatologist. As part of this larger project she led and published a review that determined no suitable apps were available, and has gone on to co-design with people with RA an app which is likely to be implemented at Hutt Valley DHB in 2018.</p>

WINNER – Excellence in Research



Dr Rebecca Grainger, Excellence in Research

Dr Rebecca Grainger

Rebecca has contributed significantly to rheumatology research over the years. She has published several papers in 2016 and in four of them as a lead author. She has developed an app for monitoring rheumatology patients in Wellington sub region which may be available for use in 2018. The paper submitted for award was a review of apps available for best practice and quality. Knowledge from this analysis was used to develop a high quality app.

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 – Excellence in the Workplace

● Anna Santos, Sagni Prasad and the PJs team, Hutt Valley DHB	Anna and Sagni led the PJ for Hutt Kids initiative. This lifted morale and provided hundreds of children admitted to the Children's ward with pyjamas and winter wellness messages.
● Beau Markland, Whai Oranga O Te Iwi Medical Centre	In light of the gross GP shortage, Beau has been working tirelessly to lift the team morale through team building and team activities.
● Ben Ross, Emergency Department	Ben is a key driver to the implementation and ongoing development of simulation based education in the emergency department.
● Colleen Dunne, Physiotherapy Outpatients	Colleen has only been at Hutt Hospital for two months and has hit the ground running with countless ideas (including organising a free bike pump for staff) and an incredible amount of energy. She has a positive attitude that rubs off on colleagues and patients and is willing to put in extra effort to make difference.
● Dianne Watson, Bee Healthy Regional Dental Service	Dianne holds the portfolio for CPD and Infection Control and has been absolutely vital in providing innovative and well thought out training opportunities across the Regional Child Oral Health Service.
● Janette McKeivitt, Child Development Service	Janette has excellent professional skills and is a great team player. She brings a very positive energy in the team and has been pivotal in CDS having a history of innovation in improving health outcomes and facilitating leadership development in her team.
● Jennifer Rutherford, Clinical Support and 24 Hour Operations	Jenny has been tirelessly and actively involved in developing new and quite innovative RMO rosters, which not only comply with the RMO MECA agreement, but which have introduced new ways of roster working to allow for greater wellbeing and supervision of our RMOs and help to grow the interest in working conditions at HVDHB and secure a new pipeline of future SMOs for the hospital.
● Lee Wilmot, Helen Kenny, Loren Divers, Theatre Team	They have moved from traditional nurse educators in theatre team to a theatre educator team model who can be from allied health or nursing backgrounds resulting in a multidisciplinary education programme.
● Liz McCloat, Jenny Griffin, Margaret Donovan, Medical Ward and Duty Nurse Managers	Liz's idea was to make the final journey any patient makes from the ward one with more dignity and respect. She collaborated with Jenny and Margaret, using their skills and aroha to craft a quilt for the trolley that is used to transfer patients to the mortuary.
● Liz McCloat, Robyn Armour and Jo Klitscher, Medical Ward, Disability Initiatives Co-ordinator and Volunteer	Liz and Robyn are working collaboratively with Jo (a volunteer and parent); to improve the experience of patients with complex needs through work on health passports, disability support and alerts.
● Michael Johnson, Charlotte Gibson and Annette Wilkinson, Emergency Department and St Johns	A combined effort from this team has introduced FEDs (friends of ED) into the Emergency Department – St Johns volunteers have been recruited, orientated and now provide eyes and ears in the department, giving time, reassurance and support to patients and families in the unfamiliar environment of the ED.
● Nicky Smith, Bee Healthy Regional Dental Service	In just over six months of being in her role, Nicky has developed a deep understanding of her service and staff, and identified and supported key strategies necessary to achieve the service vision.

<ul style="list-style-type: none"> ● Phil Waihi, Orderlies 	Phil (retiring early next year) often goes over and above not only for his team but the wider hospital – he is passionate and caring to staff and patients and is our go to guy for de-escalations. He has ensured the orderlies are respected, NZQA qualified, and a professional reliable service of the DHB – an excellent example of living by our values.
<ul style="list-style-type: none"> ● Sarah Shellard, Te Omanga Hospice 	Sarah has completed a palliative nurse champion (PNC) pilot on the medical ward, aimed at improving practice and decision making. Her goal is a more timely assessment of patient palliative needs and more focussed and valuable input from the palliative service through a better understanding of palliative care, and the palliative care service.
<ul style="list-style-type: none"> ● The Orderlies, Hutt Valley DHB 	The hard working orderlies have kindly made sure that the mortuary cover is used and well taken care of, as well as saying a prayer in between use.
<ul style="list-style-type: none"> ● Thomas Keef, Physiotherapy Outpatients 	Tom is an excellent leader who has developed a range of initiatives to improve patient outcomes (e.g. physio in fracture clinics) and support his team's development.
<ul style="list-style-type: none"> ● Trish Chivers, Social Work 	Trish has excellent skills in managing, supporting and valuing the diverse Social Work team at Hutt Hospital. Trish demonstrates a "can-do" attitude and has worked hard to get projects up and running e.g. Allied Health Database, I-pads for community social workers.

WINNERS – Excellence in the Workplace



Janette McKeivitt with Ashley Bloomfield and Bridget Allan

Janette McKeivitt from the DHB Child Development Service

Janette was chosen for excellent professional skills and inspirational leadership and the many personal strengths that she brings to the Child Development Service. Her positive energy along with coaching and mentoring of colleagues, innovation attributes have inspired other team members to achieve and be their best. Her team members describe her as being pivotal in their team to developing new strategies in dealing with the challenging times as well growing the team. Janette is a model for the DHB values in action.



Nicky Smith with Ashley Bloomfield and Bridget Allan

Nicky Smith, Bee Healthy Regional Dental Service

Nicky Smith has embraced her role as leader and service manager of the Bee Healthy Regional Dental Service. Along with the team she has developed a vision with a clear strategy to develop a high quality and effective service for the children and families. Nicky has readily engaged with all staff and developed the staff to work at the top of their scopes of practice, developed innovative initiatives to ensure that the teams ensure that all children have the opportunity to be seen. She is shaping the service to be future facing undertaking, adopting best practice and using technology to maximise the expertise of the team.

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 – Excellence in Integration

<ul style="list-style-type: none"> ● Betty Poot, Respiratory Service 	<p>Betty has worked hard to provide a more accessible service for our Maori and Pacific Island patients, by running clinics closer to home, in a non-hospital environment – Pacific Health Services, Naenae and Kokiri Marae, including education and support for nurses at these clinics.</p>
<ul style="list-style-type: none"> ● Chris Jay and Keith Fraser, Hutt Valley DHB 	<p>Working collaboratively with Ministry of Social Development, Hutt Valley DHB wanted to see if they could remove the cost of collecting medications, improve medication adherence and the need for hospital level care. Participants had fewer ED presentations and admissions, and patients felt less embarrassed, and community pharmacies found improved engagement with patients.</p>
<ul style="list-style-type: none"> ● Health Promotion team, Te Awakairangi Health Network 	<p>The Health Promotion team led an integration project with the B4School Checks nurses, TeAHN general practices, Sports Wellington and other health professionals to implement the new Raising Healthy Kids health target, established to reduce childhood obesity. They aim to empower families to provide conditions for children to grow well.</p>
<ul style="list-style-type: none"> ● Hutt Valley Community Radiology / HealthPathways integration team: Dr Hans Snoek, Dr Chris Masters, Dr Jaco Van Der Walt, Dr James Entwisle, Paul Abernethy, Diane Taylor, Antoinette Ehmke, Keith Fraser, Hutt Valley DHB, TeAHN & Ropata Medical Centre 	<p>Demonstrating the essence of system integration this team used a combination of formalised Community Radiology Clinical Criteria (CRAC), electronic referral, information on HealthPathways and regular peer review/clinical audit to achieve \$300K worth of savings. This has enabled fully funded community radiology to be expanded to all Q4 and Q5 residents.</p>
<ul style="list-style-type: none"> ● Jane Clarke, Cardiology Outpatients 	<p>Jane performed an audit of heart failure (HF) hospital readmissions, finding that end stage HF is inevitable, and clinicians have avoided discussions around end of life care. Jane has instigated a new initiative of a combined Cardiology and Palliative Care clinic for end stage cardiac patients to improve quality of care.</p>
<ul style="list-style-type: none"> ● Mary Daly, Elaine Burn, Vera Sullivan, Older Persons Rehabilitation Service 	<p>Mary, Elaine & Vera continue to lead and inspire registered nurses and care workers in 10 local Aged Residential Care facilities, through implementation of a case review/mentorship model. Their relationship with the teams has led to a greater understanding of the challenges across different health environments, providing a trusted and safe space to explore client care leading to a greater understanding of the management of clients with complex long term conditions with confidence.</p>
<ul style="list-style-type: none"> ● Palliative Care Patient Journey Team including Janette Monaghan-Smith, Maire Mackle, Dr Simon Robinson, Dr Shelley Stansfield, Heather Spence, Linda Marino, Eleanor Barrett, Ian Gwynne-Robson, Alex Collis, Jazz Heer, Upper Hutt Health Centre, Te Omanga Hospice, NASC and the DHB 	<p>This collaboration has led to the setting up of interdisciplinary meetings with partners across the palliative care system to review and coordinate care provision to patients with palliative care needs, including providing 24/7 cover to a broader range of palliative patients.</p>

- **Respiratory Patient Journey group – including Stephanie Fridd, Kirsten Lassey, Dr Phil Shirley, TJ Ranga, Dr Philip Leadbitter, Theresa Fowler, Fuaao Stowers, Sandy Bhawan, Sue Walker, Dr Natasha McKay, Melania Wright-Leleimalefaga, Natalie Richardson, Jodie Ann Webster**

The group demonstrates great leadership and commitment to improving the journey for patients with respiratory illness. Their work has included guidelines and pathways, winter planning and specialist support for primary care, and has involved consumers in developing the model.

- **Ross Kelly, Hutt Hospital**

Ross achieved a very good discharge for one of our hospital patients by working well with community teams to ensure appropriate assessments occurred which enabled appropriate discharge planning.

- **Te Awakairangi Pharmacy Team, Te Awakairangi Health Network**

This was an innovative project with a passionate team of pharmacists who listened to practices and patients and became a valued part of their teams. Clinicians stressed the value of the pharmacist role both in their planned activities and their willingness to work side by side in making sure our patients got the best care possible.

WINNERS – Excellence in Integration



Dr Simon Robinson, GP Upper Hutt Health Centre; Janette Monaghan-Smith, Long Term Conditions Team leader Upper Hutt Health Centre; Dr Shelley Stansfield, GP Upper Hutt Health Centre; Heather Spence, Nurse Practitioner Palliative Care, Te Omanga Hospice; Eleanor Barratt, Occupational Therapist Te Omanga Hospice; Ida Yassein, Palliative Care Specialist Nurse, Te Omanga Hospice; Jazz Heer, Service Development Manager: Strategy, Planning and Outcomes, HVDHB
Absent: Lynda Marino, Community Liaison – Psychosocial, Te Omanga Hospice; Alix Colliss, Team Leader/Quality Facilitator, HVSCC; Lise Bragger, Palliative Care Specialist Nurse, Te Omanga Hospice; Maire Mackle, Upper Hutt Health Centre; Ian Gwynne-Robson, Te Omanga Hospice. The team have also been supported by the Palliative Care Patient Journey Steering group, project team and initial vanguard sites across the Hutt Valley Health System.

Palliative Care Patient Journey Team

The award is for implementing a new model of care for palliative patients in the community. Following on from the palliative care strategy developed last year, Te Omanga hospice has been working with a number of pilot primary care sites to develop and implement a new model of care supporting primary care to better manage their palliative care patients. The NASC team has also been a cornerstone of the new approach.

The hospice works alongside the practice team in a multi-disciplinary approach using nursing, social work and OT input, and agrees the plan of care with the primary care team, including providing 24/7 care to a broader range of palliative care patients. This innovation is supporting primary care to manage palliative care patients with confidence and good back up, and is an excellent example of an integrated model of care that has required significant change from all the providers in how the services respond and provide care to palliative patients. UHHC is leading the implementation of this model along with other general practice and ARC vanguard sites.

WINNERS – Excellence in Integration



Sandy Bhawan, Kirsten Lassey, Theresa Fowler, with Ashley Bloomfield and Bridget Allan



Peter Murray, TJ Ranga, Theresa Fowler, Alan Shaw, Michelle Van Der Raaij, Kirsten Lassey, Gabriel Molina

Respiratory Patient Journey Group, including Stephanie Fridd, Kirsten Lassey, Dr Phil Shirley, TJ Ranga, Dr Philip Leadbitter, Theresa Fowler, Fuao Stowers, Sandy Bhawan, Sue Walker, Dr Natasha McKay, Melania Wright-Leleimalefaga, Natalie Richardson, Jodie Ann Webster

From its inception, the respiratory patient journey has had a strong focus on understanding patient and community needs, involving them in co-designing a new way of responding to respiratory care. The result has been the establishment of some excellent pilots which have become the models of care that can be applied to a number of other medical areas.

A full set of primary care respiratory guidelines are in place, respiratory guidelines are now completed for consistent secondary care management, proactive winter planning in primary care is underway for respiratory patients, a COPD acute pathway pilot has been developed, and pilots with a number of general practices to provide consult liaison and support for complex respiratory patients is also underway.



At the Quality Awards Ceremony at Boulcotts Farm Golf Course, November 2017

CE's Awards

Te Awakairangi Health Network's Chief Executive's Award presented by Bridget Allan

WINNER – Upper Hutt HPV Vaccination Initiative

(Queen Street Medical Centre, Gain Health Centre, Silverstream Medical Centre, Upper Hutt Health Centre)



Louise Haddock, Upper Hutt Health Centre; Krishma Latchman, Silverstream Medical Centre; Kathy Taylor, Gain Health; Karis Harland, Queen St Medical; Maria Dunn, Queen St Medical/TeAHN; Trisha Ryan, Gain Health; Gina Weaver, Gain Health; with Bridget Allan and Ashley Bloomfield. Absent: Liz Grinlinton

This initiative is the collaborative effort by four general practices in Upper Hutt to provide HPV (human papilloma virus) vaccinations in the Upper Hutt colleges, rather than expecting all the students to make separate appointments to attend their general practice. The initiative resulted in 888 students being vaccinated, reaching some girls who had not been vaccinated earlier, and (very impressively) reaching the boys who were newly eligible for the programme. It resulted in much greater public awareness of the vaccine, resulting in more vaccinations being delivered in primary care (in addition to those in the schools).

This initiative ticked all the boxes:

- improved population health by significantly raising the HPV vaccination coverage rate;
- provided a better patient experience, as the vaccinations were fitted into the school day so students did not have to leave school for appointments;
- was an effective use of public resources, getting much better coverage for the same amount of funding;
- strengthened the health system, by having four practices, Te Awakairangi Health Network and Hutt Valley DHB all working together as one team.

Ropata Medical Partners' Award presented by Adrian Tucker, Practice Manager Ropata Medical Centre

WINNER – Helen Heaney



Helen Heaney, winner of the Ropata Medical Partners' Award with Practice Manager, Adrian Tucker

The recipient of this award is Helen Heaney who has particular responsibility for enrolments and ACC along with involvement in a multitude of other critical areas of our business.

Helen is in possession of knowledge, experience and skill; she uses these talents to always deliver the best outcomes for our patients while giving of her time freely to assist doctors, nurses and other administrators when they have queries, she is involved in most projects we take on in some capacity or other.

She showed exceptional dedication to duty when we embarked on our community vaccination project, taking on extra work to organise the smooth running of the visits and even attending site to give administrative support on sites that needed visits at 7:00am. This made flu vaccinations more accessible to those who find attending their doctor's surgery scary or difficult.

Hutt Valley District Health Board Chief Executive's Award presented by Ashley Bloomfield

WINNER – Care Plan Project Team led by Gabrielle Redmond



CE Ashley Bloomfield with Gabrielle Redmond, Cathryn Whiteside, Theresa Fowler, Angeline Upchurch, Carolyn Peckston, Jan Whale
Absent: Angela Gillman, Shelley Williams, Cherie Golding, Susan Wayman, Robyn Kitchen, Gabriel Molina, Anju Cherian, Claire Jennings

The need to improve our Care Planning was identified as a high priority action during the hospital's external audit in May 2016. A comprehensive project was set up and Gabrielle Redmond seconded to project manage the work. The work of the Care Planning Team, supported superbly by Gabrielle, has been of a very high standard throughout, with exemplary engagement of and communication with nurses and other professional groups, culminating in the hospital-wide launch of the new Care Plan in late October. The focus has been on patients and their family/whānau throughout, with consumers providing feedback on the Care Plan as it was developed. This work will improve the quality and safety of care we provide to patients, and will enhance our responsiveness to their needs and improve their journey through the system. This team exemplifies what is meant by co-design and teamwork.



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