

# QUALITY AWARDS WINNERS 2019

## two equal winners in each category

### Excellence in Clinical Care

This award recognises teams or individuals who have led improvements in clinical care, patient safety, wellbeing, or Maori Health or equity outcomes in the Hutt Valley setting.

#### Maree Southward with the Community Medication Chart Group.

Congratulations goes to Maree Southward, Associate Clinical Nurse Manager in Community Health, and the team that have worked to develop a medication chart that is tailored for use in the community. Maree identified the patient safety issues for district nurses administering medications, and found that nationally there were no solutions available. Maree worked with the Medicines Committee and the Health Quality and Safety Commission to develop a chart that meets requirements and also follows the principles of the national medication charts. The uptake of the chart in the Hutt has exceeded all expectations, is being piloted in Nelson/ Marlborough with the view that the HQSC will introduce the chart nationally. This is an example of Hutt Valley leading a national quality innovation.

#### Kirsty Morrison and Jess Gray from Upper Hutt Health Centre with their Sexual Health Guideline and checklist

Congratulations goes to both Kirsty and Jess who developed the sexual health guidelines and checklist. The judges were impressed with how Upper Hutt Health Centre recognised they were not meeting the needs of patients and that the follow-up care for patients with positive results was variable: it depended on the knowledge and experience of the doctor or nurse who saw the patient.

The practice has seen a range of positive outcomes since implementing the guideline and checklist, including the measureable outcome of 12 sexual health follow-up conversations in two months, compared to none in the same period in 2018.

In the words of the application “We wanted to promote a thorough and consistent approach when treating our patients with sexual health concerns, so created the clinical guideline and screening tool to enhance this service.” They have clearly achieved their goal.

# QUALITY AWARDS WINNERS 2019

## two equal winners in each category

### **Excellence in Community Health & Wellbeing**

This award recognises teams or individuals who have demonstrated innovative thinking and creative solutions that have improved the health outcomes and wellbeing of the Hutt Valley community. This could include Maori health and addressing inequities, meeting the needs of those with higher vulnerabilities, addressing access barriers.

### **Immunisation Flying Squad, Naenae Medical Centre & Pacific Health Services**

Partnering with their colleagues from Pacific Health Services, Naenae Medical Centre has demonstrated a 'thinking outside the square' approach in creating an "immunisation flying squad" of nurses, targeting 8-month olds from whanau with higher vulnerabilities. The ability to respond immediately to a positive phone-call, visiting baby & mum at home addressed many of the barriers faced by parents. The outcome was a 100% immunisation rate for this age group, a commitment to target 2 year olds in the same way, and an idea that could be replicated by other practices.

### **Ruth Cooke & Petone Medical Centre**

Ruth is an unsung hero working in the space of refugee resettlement in the Hutt Valley. She quietly uses her passion, influence and encouraging words not only for the Petone Medical Centre team members but with others across the Valley. She upskills others to provide more comprehensive care for former refugees and their families. Ruth's experience, insights and understanding when caring for refugees in New Zealand has grown through her work in refugee camps overseas, especially around the psychosocial, medical pre- and post-settlement challenges. Her empathy, skills and approach in this area are remarkable, and appreciated across the system.

# QUALITY AWARDS WINNERS 2019

## two equal winners in each category

### Excellence in the Workplace

This award recognises teams and individuals who have implemented sustainable practices to improve the skills and wellbeing of employees, improve a workplace culture, and improve overall job satisfaction including for Maori staff and those of other ethnicities. The judges commented that both winners have exceeded the organisation's expectations in their championing their respective projects.

### Belinda Davis

Belinda has amazing commitment, drive and energy. She has delivered the DHB's wellbeing programme and achieved Bronze Workwell accreditation, embedded Our Values, brought to life our Mauri Ora Action Plan, and re-invigorated orientation through the Kete of Knowledge. Belinda is a dynamic, determined individual who gets so much done for the benefit of DHB employees.

### Sustainability Steering Group

The Sustainability Steering Group is an amazing group of volunteers working to make our workplace more sustainable, and to encourage green behaviours both at work and at home. They have championed the work to rid the hospital of polystyrene, and reduce waste (including coffee cups, plastic pill cups, food waste and theatre waste), they encourage and role model active transport options, and have organised funding for carbon footprint auditing. The group of individuals from across the hospital fit their sustainability work around their day-jobs and aim to turn the hospital into a responsible citizen of the community.

# QUALITY AWARDS WINNERS 2019

## two equal winners in each category

### **Excellence in Process & Systems Improvement**

This award recognises clinical and non-clinical teams and individuals who have identified a problem, implemented a quality improvement initiative and are working towards a measurable outcome. These improvements can be large scale or localised, and may include Maori health and equity outcomes.

#### **Jessica White & Health Care Home Team**

This project has demonstrated a range of benefits for people who live in the Hutt Valley, and General Practices. While Health Care Home is an established model, its success in the Hutt Valley appears to have been due to the dedicated governance and operational leadership from Jess, the team at Te Awakairangi and individual practices.

The judges noted that the problem was well articulated, the model uses established quality improvement methods. The results so far are great, with nine practices underway with their Health Care Home journey.

#### **Red2Green Project Team**

Red2Green is a tool used to help health care teams plan each patient's care every day. The judges selected this winner because of its well defined problem that rings true with all of us: valuing our patient's time.

Red2Green was implemented initially on the busy medical ward with clinicians working alongside project managers, ICT and the Health Intelligence and Decision Support team. Small tests of change were used to refine the daily board round, so that we know, and are working on, the types of tasks that are leading to the longest delays.

Importantly, the team spent time at the end of the project capturing all the lessons they learnt through the rollout. This has simplified the approach now being taken as the project rolls out in the OPRS wards.

# QUALITY AWARDS WINNERS 2019

## two equal winners in each category

### Excellence in Integration

This award recognises teams or individuals who are developing or have implemented an approach to care that demonstrates integration between the primary, secondary or community sectors using innovative thinking or new approaches, and may include Maori health and equity outcomes.

### Frequent Fliers Working Group

The judges were impressed with how this project team used the power of good data analysis and involved multiple departments and professions: including hospital ICT and Project Managers, as well as primary care to develop a whole-of-system solution.

They discovered that patients with several admissions over a short period can benefit from integration-focused activities such as an SMO to GP phone call, a chronic disease management plan or Advanced Care Plan, or referral to the PHO or community team.

The judges noticed that the e-Whiteboard enhancement and the innovative “boarding passes” have been implemented only a few weeks ago, and they are looking forward to data about the impact of these changes on outcomes for our Frequent Flyers.

### Tū Kōtahi Māori Asthma and Research Trust

The judges in this category want to specifically acknowledge Tu Kotahi’s success in building relationships and leveraging the motivation of skilled professionals from primary and secondary care to achieve better health for our Maori population.

The judges were particularly impressed by the innovative resources that were developed as part of the Tamariki Manawa Ngawiri (Children Breathing Easy) service, with their strong emphasis on consumer co-design. In addition, the monthly marae-based specialist clinics are great examples of how the trust and connections of the marae with their community can be utilised to engage people in healthcare.

# QUALITY AWARDS WINNERS 2019

## two equal winners in each category

### **Outstanding Leadership**

This Award is for a staff member who demonstrates outstanding leadership, a person who consistently inspires and motivates others to be the best they can be, is building a great team or is leading or driving Maori health or equity. They do not have to be in a formal leadership position, and can be clinical or non-clinical.

### **Melinda McGinty**

The judges would like to commend Melinda for extending nursing roles across the DHB and primary care through developing and leading the nurse prescribing support group. This speaks strongly to our values of 'mahi rangatira - being our best' and 'mahi pai - can do'. The initiative has been sustained over several years and has now rolled out further than the Hutt Valley to neighbouring DHBs and beyond.

### **Hans Snoek**

This award is to acknowledge Hans' long service as a leader within the health environment. He has consistently sought innovation and his contribution to governance over the Hutt Valley has been outstanding. He has held many roles, including Clinical Director for Te Awakairangi Health Network, co-chair of the Clinical Council and a part of Hutt Inc, all while still practicing as a GP.

# QUALITY AWARDS WINNERS 2019

## two equal winners in each category

### Living Our Values

Recognises a team or staff member who truly lives and breathes our values:

- Te atawhai tonu / Always caring;
- Mahi pai / Can do;
- Mahi tahi / In partnership;
- Mahi rangatira / Being our best.

The winners have consistently demonstrated our values in action.

### Jude Pickthorne with the End of Life Care Interest Group

The work completed by the End of Life Care Interest Group truly embodies our values. They have shown through mahi tahi (in partnership), that together we can change the culture here at Hutt Valley DHB so that end of life care is everyone's business.

The group and the work they do exemplifies te atawhai tonu (always caring) and 'can do' – they show compassion, encouragement, understanding and real care for our patients, their whānau and also for the staff working with them. Some highlights are that they championed the introduction of Te Ara Whakapiri principles and guidance for the last days of life, and have improved the experience of the patient and whānau, and staff. The group are always looking for new and better ways to do things, they are a team of high performing individuals from a variety of backgrounds who have a passion for delivering a high standard of care. A fantastic demonstration of our values in action.

### Project Management Office Team

The Project Management Office team are the 'glue' that brings pieces of work to life and truly exemplify our values. Their passion, expertise and influence has been demonstrated working in partnership to successfully deliver projects such as Digital Dental, Theatre Optimisation and Whānau as Partners in Care.

With a positive can-do attitude, they often go above and beyond their scope to ensure they support the needs of others. They are professional in their approach and strive to look for better ways to do things.

In their goal of being their best, they have proactively set about understanding their role in eliminating inequities particularly with Māori and in particular focusing on their own bias and how they can influence equity in projects. They are an outstanding group of individuals who together as a team demonstrate and truly live our values.

# QUALITY AWARDS WINNERS 2019

## two equal winners in each category

### **Te Awakairangi Health Network Chief Executive's Award**

At these awards, I am always hugely impressed by the breadth and depth of the work that so many people are doing, to improve the quality of our Hutt Valley health services. This year is no exception, with many fine examples of dedicated people and teams “going the extra mile” to provide excellent care and to improve the quality and responsiveness of the services provided. It is wonderful to see the recognition of mana, wairua and whanau ora in the work of so many of the nominees.

As CEO of Te Awakairangi Health Network I am delighted to give my Quality Award to someone who could have been nominated in most, if not all of the categories. This person has given years of dedicated work for our Hutt Valley communities:

- \* promoting excellence in community health and wellbeing;
- \* encouraging many people and organisations to connect and integrate so that patients receive more responsive and seamless care;
- \* supporting teams to provide excellent clinical care;
- \* working from a strong values base; and
- \* providing outstanding leadership with a clear focus on equity and Maori health.

This is a person who will always find a way to make the right things happen; a person with a huge heart for people, generous with her knowledge, her time and her hugs.

Of course, I am talking about Lynda Ryan, who worked for many years at Kokiri marae and over the past two years at Te Awakairangi Health Network (as the Programmes Team Leader). She is now returning to Kokiri to establish another innovative programme, following her to improve housing and reduce homelessness across the Hutt Valley.

Lynda, kia kaha, kia maia, kia manawanui

### **Hutt Valley District Health Board Chief Executive's Award**

It gives me great pleasure to present this award tonight. As you will be aware, since April this year New Zealand has been experiencing a significant outbreak of measles, a highly contagious and potentially life threatening disease. There has been a group of people within Regional Public Health who have been working tirelessly for 29 weeks to contain and eliminate measles for the population of the greater Wellington region; and I would like to recognise this team with my Chief Executive Award tonight.

Under the expert clinical oversight of Dr Annette Nesdale, Medical Officer of Health and under the guidance of a truly outstanding professional Team Leader in Gail O'Leary, the



## QUALITY AWARDS WINNERS 2019

### two equal winners in each category

Communicable Disease Nursing Team at Regional Public Health has responded to 34 confirmed cases of measles during this period; which has involved screening 1,070 contacts – this has included workmates, family members, social contacts and even taxi and Uber drivers and their passengers.

At the same time as mounting this significant response, the team have continued to deliver daily 'business as usual,' and at all times deliver the highest level of patient care. The team could not have sustained this level of response without the support of other staff from within RPH, particularly the wider nursing workforce who have been asked to help at peak times, the Technical Officers, Health Protection Officers, wider Medical Team and Communications Advisor.

In the nomination, the partnership approach with the wider health sector as well as many other sectors was mentioned specifically; even the media for their assistance in getting the messages out.

It is a great privilege to announce that the Chief Executive's Quality Award for 2019 goes to the **Measles Response Team from Regional Public Health.**