

# PreScribe

NORTHLAND DISTRICT HEALTH BOARD STAFF MAGAZINE



Poly Cocoa Shell-Now creates Elf Fever

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# From the Chief Executive



It's been a hell of a year - I know most of you are "over" it too, and probably some of you are even more "over" reading letters from me. I wrote a lot over lockdown, so rather than reflecting on the year that's gone which I usually do at this time, I thought it would be better to look forward to 2021.

So, what have we got to look forward to? Actually, and possibly surprisingly, heaps!

I'll try and do a bit of crystal ball gazing and try and do them in the right chronological order too, although one thing this year has taught all of us, only Donald Trump can predict the future.

Firstly, most of you will get a holiday over the Xmas period, and most of you won't be going overseas. If you don't get a break, I hope you'll be able to take one soon. One of the many things we've noticed this year is that you haven't been taking as much holiday as other years - something about a lack of places to go overseas perhaps. Having said that, hasn't it been awesome to see your own country!

We will have a new (albeit not really new, and relatively small) Assessment Unit to ensure our acutely ill patients can be cared for, but just as importantly we will improve the health and safety of all of you who are involved in their care. I know how disruptive this has been for many of you and want to acknowledge how many of you have been impacted by the domino effect of the various moves.

Our Northland Health Strategy 20/40 will be completed early next year after 18 months of development and really widespread engagement. It won't be a step by step plan, and it will have a five-year focus. It will provide guidance for our health system with an explicit goal of achieving equitable health outcomes by 2040 for Māori born in the next year.

We will be welcoming more staff to Northland DHB with a number of new service developments. Most of these are simply catching up on what many other regions already have as we utilise some of the additional funding we receive for our growing population. This is having an impact across all our hospitals, but as you'll know, Whangarei Hospital is at capacity, so nearly 300 staff will be moving off-site - community health and public health services will be moving to Commerce St where we have leased a large building. Mental Health & Addiction services will gradually move off the hospital site as we gradually fit-out and occupy a building we purchased called Manaia House in Rathbone St. Shifting services into the community, closer to home has been a feature of every health strategy for at least the last 12 years, but it also means our Whangarei Hospital infrastructure (especially car-parking) will be given an albeit temporary break.

The Health and Disability Review Transition team will make wide-ranging recommendations to Cabinet about the shape of the Health System in about March. I'm certainly not going to try and crystal ball gaze about that, but we will be putting in a submission to the Transition team about some of the opportunities and possibilities for Northland. For many of

you, it will probably be business as usual - patients get sick and need care. However, Tier 1 services (all non-hospital services) will be getting a makeover, Public Health will also see changes, as will Disability Support Services and Māori Health Services. A number of new national entities will be formed, and there will be fewer DHBs and Primary Health Organisations that will either have new functions or be optional. As my son's favourite character on his favourite TV Programme, How to Train a Dragon, would say: This changes Everything!!!

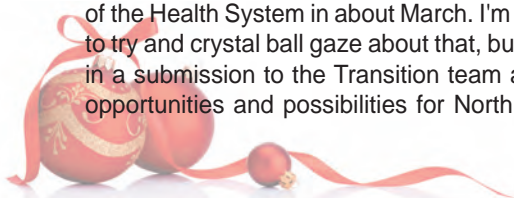
In Whangarei, we will be opening a new Cardiac Catheter Laboratory and two new Operating Theatres. The design will continue and eventually building will start on the second and third floors of Te Kotuku with Paediatrics, Special Care Baby Unit and the Laboratory moving there when it is completed in a couple of years or so. Just to scotch all the rumours, we have planned a lift well and always knew that would be necessary when we occupied the two next floors of the building. We will also be developing Stage 2 of Bay of Islands Hospital - Primary Care, Community Services, Outpatients, Renal and some cancer services will be included in this development.

We will also continue to progress the detailed design for a new Whangarei Hospital while the Government finds the money (over half a \$Billion). We have support from the Capital Investment Committee and the Ministry of Health, so we aren't slowing down, but it'd be nice if 2021 comes with an announcement that the funding has been found. Many of you are going to be involved in its design which is pretty exciting considering it needs to last for the next 50 years.

Many of you will also be receiving an increase in pay with a number of pay equity claims settling or nearing a settlement. There will also be a payment for most of you because of the Holidays Act changes. Northland DHB is leading NZ on this project, and we are on track for a payout early next year.

Also, in the first half of the New Year, we will begin rolling out a COVID-19 vaccination programme with multiple vaccines with different cold chain requirements. As you probably know, the first vaccine will be the Pfizer vaccine which needs to be stored at -70degrees. Each vaccine will present its unique challenges as we work through our priority populations - our vulnerable and our frontline healthcare workers will be first. However, the biggest challenge is the logistics of a mass vaccination programme which will eventually be offered to everybody, finding enough vaccinators, and convincing our vaccine-hesitant or vaccine refusing Northland population that this is the only way for their lives to return to anything like normal.

Ok, after all that crystal ball gazing, I'll briefly reflect on 2020 after all, but just to say that considering what we as an organisation (and a health sector) have faced together, how proud I am of how all of you got through it. I'm reminded that every time we are faced with challenges which this year have included a fire, a drought and a plague, they have been met and fought with a positive spirit and collaboration between our teams and individuals staff - all of you working swiftly to deal with each obstacle. We've had plenty over the years, but 2020 will go down in history as health's greatest challenge.



For a good reason, most of us are feeling pretty exhausted and "over" 2020. Irrespective of whether we've had an Annus Horribilis, being a public servant and working in health is tough, and challenges are constant. Although we are trying to make conditions (staffing, resources, tools and equipment, facilities etc.) better, it probably won't cease, so it is vital that you know you have a supportive organisation that is always striving for effective methods to ensure your wellbeing and safety is a priority. The teams that you work in and your colleague's support have been shown to be one of the most important in maintaining your wellbeing. This year we launched the Wellbeing Index, and I encourage you to use it. If you don't find any of that helpful, then at the very least, make sure you take a decent holiday soon.

There are so many staff members that have stepped up throughout the year during holiday weekends, giving up their break to come in to help out, putting patients' needs first. Thank you, and I also wish to acknowledge those of

you who are rostered on over the Christmas holiday period, especially as we see an even greater influx of visitors to our beautiful region. They will undoubtedly add extra pressure on our facilities throughout the district.

So, not surprisingly, we've got another action/ change packed, busy and challenging year to look forward to. Once again, no matter what your role, thank you all for your work and the stunning care you've provided this year, and I hope you all manage to get some special time with your family and friends.

Meri Kirihimete me te Hape Nū Ia – Merry Christmas and a happy New Year.

Kind Regards,

## Hauora Kotahitanga Te Tai Tokerau Wellbeing Directory



Northland DHB plan to launch a Te Tai Tokerau ki Muriwhenua focused wellbeing website in time to support our community through the Christmas period and beyond.

As the COVID-19 pandemic evolved, it became clear that the need to support Te Tai Tokerau communities required a unique and long-term regional response and approach. It was also noted that despite a plethora of resources available to support wellbeing online, there was nothing specific to Te Tai Tokerau.

Our DHB saw the need to create a platform to host local information to support individuals, whānau and communities at risk of experiencing adverse health, social or economic outcomes as a result of COVID-19 and associated restrictions (priority communities) for their immediate and continued wellbeing. The website directory supports the work of the Psychosocial Support Plan developed as part of the COVID-19 Recovery plan. It was originally intended to host mental health & addiction information and resources in a directory. An opportunity presented itself to include services and resources that encompassed the Social Wellbeing Governance Group partners - joining up to add value for whānau and working in partnership for the greater good of our community.

While the website project was underway, an interim landing page with links to 24/7 support lines and online resources was created and hosted on the Northland DHB website. The page has been widely promoted through the Northland DHB Facebook page and has proven to be a useful resource.

A Northland DHB working group made up of staff from our Mental Health & Addictions Service, Social Work and Communications team have been designing and developing the Northland based directory since August. The group consulted widely with other government agencies, iwi, mental health consumers, taiohi and services to ensure the website would resonate and be accessible to the entire Northland community, offering information they need to help enhance their wellbeing. When consumers fed back there was a gap in accessing local information on financial support, food banks and housing services, the scope of the website grew to include all areas of wellbeing.

To encourage engagement from the community, Northland DHB launched a Facebook competition to name and create a logo for the site that fit with the kaupapa of the website. Entrants had to consider that the site would host local information and contact details for organisations working in the following areas:

- Whānau services
- Iwi providers
- Health Care providers
- Mental Health & Addiction Services
- Youth Services
- Disability services
- Financial Advice & Support.



# Hauora Kotahitanga Continued

The name needed to reflect what these services offer, and incorporate the health and wellbeing model, Te Whare Tapa Whā, designed by leading Māori health advocate Sir Mason Durie.

The judging panel awarded Northland DHB occupational therapist, Kelly Art, with the winning design and name and a \$500 Air New Zealand voucher for her submission, 'Hauora Kotahitanga'. They felt her design captured the purpose of the website directory.

Kelly said she used the word Hauora because it represented health and wellbeing and was built on the four pillars of Te Whare Tapa Whā. The name included Kotahitanga to show the inclusion of all people that the website would serve because it represents togetherness, unity and solidarity.

"For the design aspects, I liked the multiple meanings behind the Koru. It symbolises growth which is what people might be seeking through the site, and it conveys the idea of perpetual movement through the curling - the journey people will be going on. The inner part represents a return to the point of origin, and new life as baby ferns grow from within."

Kelly explained that users of the site might also be seeking help to start afresh or find their origins through the website. "It also represents harmony in life as there is a point of equilibrium, and it is found on Marae - again tying in with Te Whare Tapa Whā model."

The merged hands represent guidance and symbolise offering a hand to help, which is essentially the purpose of the site.

The NGEN Room was commissioned to design the website graphics. NGEN is an organisation designed by a group of creative and tech entrepreneurs, whose purpose is to create awareness and opportunities of digital technology in Whangarei and the wider Northland area. NGEN works with students from the age of 16—24 with a passion for I.T. and prepare them for further education or work in the technology sector. NGEN is funded by the Provincial Growth Fund.

Northland DHB aims to grow and develop the site over time and hopes that the community will learn to use it as a tool for support, similar to the national 1737 support number that offers free access to trained counsellors 24 hours a day, seven days a week. It is accessible via our home page – [www.northlanddhb.org.nz](http://www.northlanddhb.org.nz)



## Elf Fever

This year's infamous Tohorā House Elf week saw elves going well beyond expectation to set the festive spirit alive.

We are not sure whether it was the fact that this extraordinary year is ending, and everyone was celebrating, or the elves were influenced by the new Elf coordinator, Tina Vink aka Poly Cocoa Shell-Now who was outstanding.

Escapades included desks entirely covered in wrapping paper, genuine Christmas sweaters being worn (despite near-tropical temperatures outdoors) and M & M shots given out to every staff member on arrival at work.

It was all very much needed and appreciated by everyone involved.



# Go To The Gym, Save A Life



Lallu Francis

The stars aligned in mid-October for a man in his sixties who collapsed at Kensington Fitness where two nurses, a fireman and gym members and staff came together to save his life.

Northland DHB nurse Lallu Francis had just finished his workout at 10.30 am when the man in front of him fell off the Stair Climber from quite a height, on to the floor.

Lallu could tell the man was breathing, but because his hands were clenched, he thought he might have been having a seizure. Fellow nurse, Sarah Godman was on the bike and immediately came over to help assess his condition. The pair knew it was more serious when the man's breathing changed. Sarah said by looking at his fixed pupils, they were dealing with a probable heart attack, and the man was in a critical state.

"We proceeded to get him on his back, check his output and ascertain he was in respiratory and cardiac arrest. I asked if anyone had called an ambulance, and by then, the staff brought over the automated external defibrillator (AED) machine."

Lallu sprang into action to deliver Cardiopulmonary Resuscitation (CPR), and Sarah delivered shocks via the defibrillator for the next eight minutes, until the ambulance arrived. However, when the gym employee initially rang the ambulance, they thought the man had just fainted, so they had to call for backup because of the heightened situation. They administered medication to the man, and when the paramedic arrived, they were able to put in a tube to assist with his airways, and eventually got a rhythm back.

Lallu said because of everyone's fast actions, they were able to save the man's life.

"Sarah supported me by checking his pulse and guiding me to help make the right decisions. And luckily, another gym member helped me give CPR, along with a fireman who also happened to be there because I was tired after my gym workout and could've only lasted a few minutes. It was a team effort. Fortunately, the gym instructors had only just completed defibrillator training the week prior, so it was fresh in their minds."

Lallu graduated as a nurse in 2007 in India where he worked in the Intensive Care Unit before moving to New Zealand in 2011. He worked in aged care for nine years before starting at the Post Anaesthetic Care Unit at Whangarei Hospital just three months ago. He said he had done CPR in the past, but unfortunately, wasn't successful and he was glad to have been able to do something for the man and have such a positive outcome.

"This was a real learning curve. Everyone happened to be there at the right time. I've had a lot of training and education, even last week I had some. But when it happens unexpectedly like that out of work, it's just a different situation. All these things happen in the news and social media – but you never know when it might happen to you - I feel it was just like destiny."

Sarah said Lallu was outstanding, and without him, she wasn't sure the patient would have survived. "This experience highlights the importance of having basic first aid and CPR knowledge. One never knows when they are required to dig deep. Not having yearly refresher courses meant I was really drawing down. Thank god for Lallu!"

The man was transferred to Auckland Hospital and is now recovering in Whangarei Hospital.



# Northland Anaesthetic Technician's Conference Success



NZATS Conference powhiri at Waitangi

Northland DHB anaesthetic technician's (ATs) proved their talents are endless after successfully pulling off what their colleagues around the country have called one of the best New Zealand Anaesthetic Technician Society (NZATS) conferences ever, at Waitangi.

The NZATS Conference is usually held in larger centres. However, the new location saw ATs flock to the Bay of Islands for the event. Unfortunately, because of COVID-19, ATs from Australia and the Pacific Islands were unable to attend. However, Northland DHB charge anaesthetic technician, Matthew Lawrence, said they had roughly 75 delegates on any given day, from 37 institutions, encompassing both public and private institutions.

Matthew said the conference's theme, 'Balance is Life', was well supported and helped them form the programme

plan to include plenty of time for activities to make the most of the beautiful location which they are all proud of and were happy to share.

"I quoted myself in the prelude to this conference by saying, 'We need to remember our past, our present and our future. We need to know ourselves, cherish what is around us every day. Stay the course of living. We will be afraid. We will experience loss. We will rise and have joy and love again. Just remember you are not alone.' Following what has been a tough year, we need to remember that these words."

During the four days, they managed to cleverly pack in high-level meetings, nine workshops and a range of speakers that included ATs sharing insights and talks from Northland DHB chief executive Dr Nick Chamberlain and former New Zealand rugby league representative, Richie Barnett. The weather complemented the well-attended social occasions each evening which included a BBQ at the Duke of Marlborough Hotel in Russell and black-tie dinner on the final night which Matthew said was very special. Northland DHB ATs, Terry Leftley and Greg Mann won second place in the best speaker awards for their presentation on Reflection, and Vanessa Lawrence won the Medtronic Excellence award for her historical essay, 'Where were you in 1975? A look at our profession through the years'.

"It's been a tough year. We had many companies supporting us through this process, so a big thank you to them and Nick Chamberlain for giving us his time. Finally, to the techs of Northland, thanks for putting this conference on - it was nice to get it up and running and now completed," said Matthew.

## Staff Pull Together To Raise Funds

Northland DHB midwife Brigitte Kampire-Otway came to New Zealand 24 years ago as a refugee, and in all that time she had never had anyone from home contact her to ask for help.

In March this year, the head of the ambulance service in Rwanda, who is a friend of Brigitte's, reached out for help. He said because their people never received any support from their Government during the COVID-19 pandemic and without tourists coming to the country, people couldn't afford to buy food, let alone masks, and many were starving to death. Brigitte and her husband sent \$1,000 of their savings to assist as soon as they could, then found out that their money was used to save the lives of 120 people, most of whom were orphans and widows from the genocide.

A few months later, she received another call from her friend asking for more assistance. After explaining the situation to her colleagues in Te Kōtuku, they offered to help fundraise and put together a gift basket to raffle off to staff.

She and her colleagues baked cakes and savouries to sell along with avocados, free-range eggs and tickets for the gift basket (valued at over \$200), which together raised \$5,197.90.

Brigitte will be forever thankful to everyone who encouraged her and donated in all shapes or forms. The funds have gone towards purchasing food which has been distributed.



Food being distributed to mothers in Rwanda from the funds raised at Northland DHB

# What's New In The World Of Viral Hepatitis



**By Sandra Meyst, clinical nurse specialist, Hepatitis**

It's exciting times for New Zealanders living with Hepatitis C, as we have the Pharmac funded direct acting antiviral Maviret for people diagnosed with this chronic condition.

This medication is usually well tolerated with few side effects, taken as a course of tablets for eight weeks, with a high cure rate. Most people treated and cured of Hepatitis C, so far in Northland have been treated in Primary Care. Chronic Hepatitis C doesn't always have specific symptoms, sometimes tiredness and/or depression can be the only ones and sometimes people have no symptoms at all, so unfortunately many people remain undiagnosed.

Our next challenge is to identify those people living with chronic viral hepatitis without their knowledge. People at risk of Hepatitis C include those with a history of injecting drug use (often brief and in their teenage years), old tattoos or piercing, blood transfusion prior to 1992 (when NZ began to screen for Hepatitis C), or with family members diagnosed with Hepatitis C. A blood test for Hep C antibody detects the virus, followed up with the viral load to determine if infection is present.

The possible outreach plan for 2021 is to engage pharmacies in Northland to test and treat people for Hepatitis C, and possibly mobile clinics offering a free testing service.

We have another type of viral hepatitis in Northland which can cause problems for people infected, Hepatitis B. It is common in Northland and often runs in families. It can be transmitted blood to blood, and via sexual transmission. The majority of adults diagnosed with Hepatitis B were infected in childhood, prior to the nationwide vaccination programme. This so far incurable virus also has the potential to cause liver damage, unknown to the host, and can lead to liver cancer. The good news is that with diagnosis and free six-monthly blood tests, often managed by the Hepatitis Foundation of New Zealand, the effect of the virus on the liver can be monitored, and there is effective antiviral treatment for the small number of people infected who require it. So, if you haven't been vaccinated for Hepatitis B, a blood test is all that's required to check for chronic infection, which again often doesn't have any symptoms.

At the Liver Service, Medical Outpatients, Whangarei Hospital, our team includes Hepatologist (Dr Rachael Harry), Physicians (Dr Kaye Logan and Dr Mark Kennedy) and Nurse Specialist (Sandra Meyst). We hold liver clinics for Northland people diagnosed with liver disease. We also offer Nurse Specialist liver clinics at Kawakawa Hospital. Patients with all types of liver disease including those living with liver transplants, viral hepatitis, cirrhosis, autoimmune hepatitis, haemochromatosis, primary biliary cholangitis, hepatocellular carcinoma, fatty liver disease, and alcohol related liver disease are all welcome at these clinics. Referrals can be made by medical practitioners via the Northland DHB electronic referral system, and guidelines on these are available on the DHB website Health Pathways. Phone 08004LIVER or 094304101 extension 7724 to reach our Liver Service.

## Theatre Evacuation Exercise

In late November, emergency and corporate risk manager, Sarah Hoyle led a fire evacuation exercise with our Theatre team to test their plans and evacuation equipment.

Members and the Fire Service and St John were also invited to observe the exercise, which started with a smoke machine filling three operating theatres, Pre-op and the Surgical Admission Unit (SAU) with smoke and the alarms being activated.

Staff from all these areas quickly worked together to evacuate the patients (some of whom were undergoing mock surgery) outside the building. The acute theatres were isolated so they could remain operating for the duration of the evacuation.

The exercise enabled teams to test a different evacuation exit and gauge what size beds and equipment could be moved through the tight space, and all learnings will be used for future development.



Theatre evacuation exercise underway



# A Vital Cog In The Wheel



Megan Kilpatrick

After a send-off that included poetry, heartfelt speeches and gift-giving, Mauri Ora Breast Clinic's grade medical radiation technologist (MRT) for Mammography, Megan Kilpatrick is set for retirement after 30 years' service to the Northland DHB.

Clinic operations manager, Barbara Miller, said Megan had prepared for retirement with perfection, giving them plenty of lead-in time and a great hand over to Sue Cresswell who has taken over her role.

Barbara said when the clinic first opened in 2006, they were one of the first in Australasia to have a fully integrated PAX and digital mammography machines installed, which was a considerable leap in pioneering technology.

"Every process and QA procedure had to be rewritten, All while under the very watchful eyes of the Ministry of Health and the National Screening Unit. It was a huge

challenge, but Megan, with her expertise, sincerity and sense of humour ensured women had the best possible experience and left in a better place than before they had the mammogram."

Barbara said that Megan embodied the meaning of manaaki and that women trusted her with the care of their bodies and noted her unique ability to lighten the mood for patients in challenging, complex or awkward situations.

Kaunihera member, Whaea Aggie Christianson also thanked Megan for looking after all the women, including Māori, who came into the clinic as they were often petrified, and Megan had been wonderful with them.

Megan grew up in Hawkes Bay, then moved to Wellington to study where she recalls Radiology being far less sophisticated than now.

After venturing overseas and having three children, her family headed north to live in Whangarei, and she joined Northland DHB. She spent the first 14 years in the Radiology Department, where she said over the years the rooms and equipment shifted with monotonous regularity, radiologists and radiographers were scarce, and long hours were worked.

Megan thanked Barbara for pushing for full digital technology when they relocated to the Mauri Ora Breast Clinic, which meant they no longer had to deal with film or smelly chemicals.

Aside from the friendships she made, Megan's highlights have been the South African radiology staff arriving like a breath of fresh air to work in the Radiology Department, and the camaraderie their team shared during the COVID-19 pandemic.

Megan feels she has always been respectful to everyone, no matter who or what they are and that has worked. "I've not set the world on fire. I've just been a worker bee and a small cog in the wheel, but all cogs have a place."

She said her vision is that the DHB's team of 3000' strive for better communication – 'Why have an ok workplace when it could be fabulous'.

With her daughter, Northland DHB physiotherapist, Claire Reid living locally and her son and his family moving back home from the Mount at Christmas time, Megan says she has no hesitation about retirement. She has plans to resume playing tennis and golf, which she will add to her bike riding and paddle boarding.





# Northland DHB Awarded For Reducing Greenhouse Gases



Dr Mike Roberts, Margriet Geesink and Rhys Manukau and the award

Northland District Health Board is among five health institutions across New Zealand and Australia awarded for their leadership in climate action in the global Health Care Climate Challenge.

The Health Care Climate Challenge (HCCC) is run by international NGO Health Care Without Harm and aims to mobilise health care institutions around the world to protect public health from climate change. Institutions taking part in the HCCC have so far made commitments to reduce their carbon emissions by more than 37 million tonnes, the equivalent of a year of carbon emissions from nine coal-fired power plants. Health institutions can nominate to be recognised for their work on climate change across three broad categories each year: leadership, resilience and mitigation.

Northland DHB has received a Gold Emissions Reductions award for reducing greenhouse gas emissions, by 23 percent on its baseline year.

Sustainability development manager Margriet Geesink said the DHB acknowledges its responsibility as kaitiaki of the environment to keep the climate healthy and have set an ambitious target to reduce their greenhouse gas emissions by 50 percent in 2030 compared with 2016.

“We have been able to reduce our emissions by 23 percent while growing over 30 percent since our benchmark year. It is great to have received recognition for all the efforts and success of our institution and staff.

“As a participant in the HCCC, we are committed to reducing health care’s carbon footprint, preparing for the impacts of extreme weather and the shifting burden of disease and educating staff and the public

while promoting policies to protect public health from climate change. We are honoured to be a part of a global community of health care institutions on every continent leading the transformation to climate-smart health care.”

Margriet said it is rewarding to progress and lead work on climate change with the support of so many staff dedicated to making a positive change. She acknowledged the work Facilities manager Brett Attwood has done to reduce on-site energy emissions and specialist anaesthetist, Dr Jenny Henry and the anaesthetic team for significantly reducing medical gas emissions.

“With so much more to be done, we look forward to the work that lays ahead as we strive to protect the future health of our community, environment and planet.

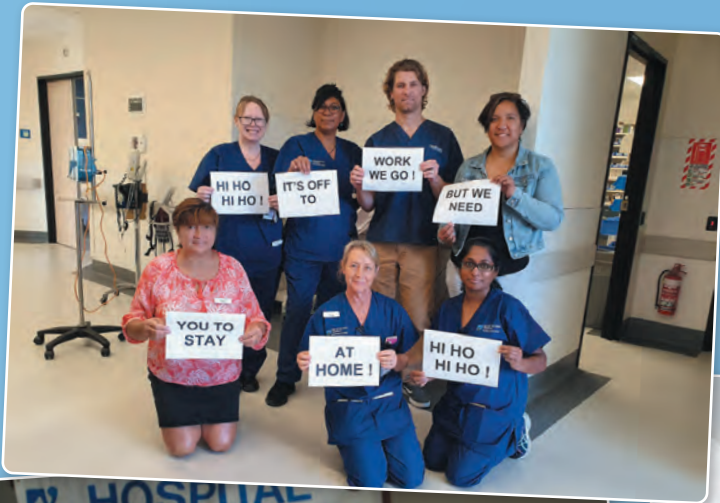
Northland DHB chief executive Dr Nick Chamberlain was proud to hear that HCCC had recognised the DHB for their achievements, which he said had been primarily driven by staff dedicated to reducing the environmental footprint of the DHBs healthcare services.

“We are all at risk to the health threats of climate change. However, our vulnerable population is most at risk and less resilient. Our focus is on improving health equity in the region and this includes preparing for and responding to climate change to make sure we achieve positive, equitable health outcomes in our community. With so much more to be done, we are committed to the work that lays ahead to reach zero emissions as we strive to protect the future health of our community, environment and planet.”



# Out & About





# Always Absolutely Fabulous



The one and only, Mary-Anne Barlow

For the past 33 years, larger than life administrator, Mary-Anne Barlow has been brightening up the atmosphere of all the workspaces where she has worked.

Mary-Anne started as a typist in the Social Work department when the DHB first introduced computers. Then went to work for Jeanette Wedding in Maunu House with the public health nurses and district nurses as a receptionist which, according to Mary-Anne, were the DHB's glory days.

When asked if she would like to share some of the tales from those days, she remained tight-lipped and said she was keeping them up her sleeve for farewell. However, she did recall sitting out the back of Maunu House on the concrete steps smoking with the other staff and going to a party on the roof – which she said would never happen today.

Mary-Anne feels fortunate to have always been surrounded by great people who she gets on with and says quite often

when she gets up in the morning and walks the dog, she thinks, she can't be bothered going to work, but when she gets there, it's such fun. "If you can do your job and have a sense of humour about it – you're pretty much grounded."

Mary-Anne blames social media for changing how people communicate with each other and finds it sad that what you want to express can't always be put in an email, so people get easily offended.

Her raucous laughter and sense of humour is not the only thing she is known for. As a true style icon, Mary-Anne is an inspiration to those around her to be a bit more to be fabulous, just like her.

When she talks about fashion, her eyes light up. She says if she likes something, she wears it, whether it goes together or not - which reflects her vibrant and energetic personality.

One of her favourite ensembles during her time working at Maunu House still gets mentioned by colleagues. "It was fabulous. I had high shoes that sparkled, long black and white striped socks, black shorts and a black and white striped top and a knitted black and white hat with tassels. It was such good fun. Good fun is a good thing to do."

Her farewell was unlike any other - there was a throne, a red carpet, presents and a feast fit for the wonderful woman she is. The stories flowed, tears of laughter ran wild, and Mary-Anne entertained with her quick wit until the very last minute. Northland DHB will truly miss her.

Next stop for her is Methven, where she is looking forward to living in a completely new environment, after 65 years in the North. She will live near her daughter and grandchildren who live on an organic farm.

## Kaitaia Hospital



Kaitaia Hospital operations manager, Neta Smith

What can I say? What a year!!! On a professional and personal note. Big thank you to all the staff that work at Kaitaia Hospital and Mental Health and Addiction Mid and Far North teams. Each, and every one of you have been

so amazing and very helpful through trying times. I am sure there are a lot of us that can't wait to see the back end of 2020. However, it has made us more resilient and there for each other when we have needed it most.

As the festive session gets closer and we get even more busy it can be challenging for the staff that are working on the front line. Please remember them and be kind should you need to use any services. Thank you all for working through this Christmas and New Year. To those of you that will have a break. Enjoy being with whanau and friends. Rest up as 2021 will be just as challenging but more enjoyable.

Be Kind, be patient, be respectful and smile, and look after each other.

Look forward to working with you all in 2021.

Nga mihi

**Neta Smith**

Operations manager, Kaitaia Hospital

# A Fond Farewell



Kim Clarkson and Ian McKenzie

A retirement high tea was held for Kim Clarkson in late October to thank and respectfully acknowledge her contribution to the organisation before she left to enjoy some well-earned rest and travel adventures in her campervan.

Kim is a Chartered Accountant who worked for Northland DHB since 2001, initially working for the Funder, then as a Business Manager in various clinical services, before moving to the business management role in Mental Health and Addiction Services. She was a senior business manager for some years with huge mana among the finance team along with respect among GM's and executive leadership. Her support in the development of staff is evident by her mentorship to business analysts and managers as they've come into the DHB or taken on new roles.

Kim will be missed very much by her colleagues in business and data roles, the finance team, as well as in the Mental Health and Addiction Service.

Kim remarked how her resolve to enjoy life had been affirmed by the passing of several staff this year. She also spoke of her motivation not to be past her effective date at work – and something about people not having to worry about any moths flying out of her ears.

She will be remembered for her financial acumen, but equally for her analysis, wisdom and innovation. During the farewell, her hard work, loyalty, integrity, kindness and her supportive nature were spoken about as memorable characteristics. Kim was described as someone who always had the benefit for healthcare users in mind.

## Bay Of Islands & Dargaville Hospitals

I would like to take this opportunity to thank the staff at Bay of Islands and Dargaville Hospital for the amazing commitment to quality care that they have provided the patients/clients. I am sure 2020 is a year that is memorable for us for a whole lot of reasons (good and bad). I was not surprised during COVID-19 to see amazing team spirit and genuine care for one another.

At this festive time of the year I want to say an extra special thank you to each one of you. Thank you to those of you working over the festive season and for those of you fortunate to have a well-deserved break, enjoy time with your family/whānau. May you have a lovely festive season and I hope 2021 is good to us all.

Kind regards

**Jen Thomas**

Operations manager,  
Bay of Islands Hospital and Dargaville Hospital



Bay of Islands Hospital and Dargaville Hospital operations manager, Jen Thomas



# Frog Fever



The pond full of frogs

Who would have thought that the building code requirement of installing ponds to capture stormwater from new buildings would add a little sparkle to the beginning of everyone's day? You will understand what that is if you park anywhere near the bottom staff carpark in front of Tohorā House or walk past the Equipment centre, because certain times of the day there is a chorus of frog song.

Frogs and their serenading used to be a common in New Zealand. However, because they are sensitive to disease, pollution, chemical poisons and environmental changes, because they absorb many things through their sensitive skin, they have been declining around the world.

Having frogs in the environment is a benefit as they eat mosquitos, flies, crickets, moths and cockroaches and tadpoles eat their larvae.

No matter how hard we tried, we couldn't see a frog in the pond. What we do know is that the frogs in our ponds aren't native because they don't make any noise. They are more likely to be green, and gold bell frogs who hail from Australia and are only found in the North of the North Island.

Next time you pass by, see if you can spot a frog or at least enjoy their serenading.

## Site Visit Wins Network Over

The Northland arm of the Women's Infrastructure Network (WIN) included a site visit to our construction sites for the Cardiac Catheter Laboratory and the extension to the Theatre block as part of their final event for the year.

Director of Infrastructure and Commercial Services, Jacqueline Bell and Capital Works manager, Jeremy Evans, along with consultants Klein and Contractor, Argon, led the WIN members including Whangarei Mayor Sheryl Mai and executive assistant to Dr Nick Chamberlain, chief executive and Harry Burkhardt, Board chair, Julie Shepherd through areas not available to the public to experience construction in a live hospital environment.

Sheryl Mai said it was a treat to see the intricacy and complexity of a build in this specialist area, "It was an experience I will never forget. The opportunity to talk with the architects, contractors, project managers and the staff was invaluable."

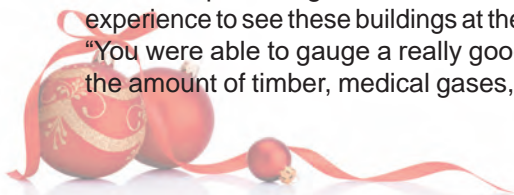
Julie Shepherd agreed that it was a fascinating experience to see these buildings at the pre-lining stage. "You were able to gauge a really good appreciation of the amount of timber, medical gases, electrical wiring,

firewalls etc. that are essential for building our hospital buildings but are hidden behind the walls and ceilings.

"The whole site was neat and tidy, and it was great to see new facilities being built for our staff and patients. I think all the visitors were impressed from the Kaumātua blessing before entering the unfinished buildings, the thorough health and safety talk through to all the interesting items of information which Jacqueline and Jeremy were able to share with them. It was a great evening."



Northland members of WIN at Whangarei Hospital



# Paddling To Wellbeing



Teina Piripi with the waka

Pioneering waka ama club, Ngā Hoe Horo O Pawarenga, has partnered with Northland DHB to launch a new recovery programme, Waka Oranga with indigenous pathways to healing and hauora for mental health and addiction clients in the North.

Kaitaia Hospital operations manager and community mental health service manager, Neta Smith is right behind the programme as she says it is time to start doing things differently.

"Waka ama certainly has turned lives around. It's the fastest growing sport in New Zealand and covers all age groups from children through to Kaumātua with a very high proportion of Māori uptake. It's not just about the paddling; it's the whole kaupapa that sits alongside it.

"The sense of belonging, culture, identity, physical wellbeing and recovery are only a few of the benefits. It's a vehicle to enable recovery from a different perspective for our Mental Health and Addiction clients, and we will be able to utilise it with our Adult, Child and Youth Services."

Northland DHB has purchased a waka and trailer, of which Ngā Hoe Horo will be Kaitiaki. Their members will offer paddling expertise and support to the Community Mental Health and Addiction staff when using the waka as a therapeutic means of recovery.

Alcohol and drug counsellor, Teina Piripi said the club develop, support, teach and train over 100 tamariki annually to engage in productive, healthy and connective experiences through waka ama. They have a strong history of supporting their community and were instrumental in establishing the Women's Refuge

in Kaitaia, Whare Timatatanga Hou Ora, and what we now know as, Waka Ama Aotearoa New Zealand.

"Waka Ama is a naturally occurring grassroots movement. What we're doing is collaborating and partnering with Ngā Hoe Horo in this initiative as an example of treaty relationships in action. Northland DHB is privileged to play a small part in what I think is an example of the treaty relationships that we're trying to engage in.

"This is a real movement towards He Korowai Oranga, meeting our obligations under Te Tiriti, that is necessary if we are to realise the overall aim of Pae Ora (Healthy Futures for Māori Manatu Hauora)."

"The skills you learn in the waka ama, are skills for life – problem-solving, health, fitness, nutrition, conflict resolution and whanaungatanga – in terms of roles, responsibilities and obligations to one and another in the waka, on and off the water."

Teina said a common issue for whānau in recovery is their lack of connection, and the programme's kaupapa Māori approach will help support them to re-establish vital links with their people, stories, experiences and homes.

"All lessons will be tied to Te Ao Māori and learning Te Reo Māori me ona Tikanga will be encouraged and normalised in the approach, as it is within waka ama, always to acknowledge Atua with karakia before every instruction."

"Kai Hoe will learn waiata and mihi, so when we go on Marae, they will be skilled to play the roles that they need to participate on Marae and in Te Ao Māori."

"Once they start paddling to a different rhythm in life, recovery can begin. In Te Ao Māori, timing is everything. Each person has their own way, feeling and systems – they might be a little out of sync to start with. However, we will all tune in together – hoe tahi tatou."

Not all programme attendees are expected to take part in the paddling if they are anxious about being on the water. Nevertheless, each one will have a role to contribute, whether it is taking photos, looking after equipment or leading haka.

As Teina says, "Everyone engaged in waka ama has a responsibility to make a real commitment to the team, which is part of that connection because you can't run a waka without everyone playing their part – He Waka Eke Noa."

Teina hopes to give the graduates a hoe (paddle) and contribute towards subscriptions to waka ama clubs so that they can have a healthy new start living in a community where they can make a valued contribution.



# Tū Tira 2020, Homegrown



Tū Tira Working Group & champions with Kaikorero Dr Elana Curtis & MC Pio Terei

"My culture is fine. How is yours?" This was one of the resonating statements from keynote speaker Dr Elana Taipapaki Curtis at Tū Tira, the second annual Kaupapa Māori Health Symposium, at Semenoff Stadium in Whangarei on Friday, 27 November.

Tū Tira (meaning Stand Together) is a professional development opportunity where Kaimahi Māori can come together to share aspirations, achievements, successes and build on current capabilities. The annual Symposium planned and delivered by Tū Tira (formerly known as the Kaimahi Māori Core Network) was supported and sponsored by Te Poutokomanawa, Māori Health Directorate.

This year's programme of presenters and breakout sessions aimed to build on the success of last year's inaugural event. Tū Tira's focus on building the capability of our Māori workforce was reinforced by this year's theme "Home Grown" and reflected in the programme which celebrated and shared the skills, knowledge and achievements of some of Northland DHB's Kaimahi Māori in the four breakout sessions. The Symposium showcased the work of community and patient facing Kaimahi to those in management and governance roles on the day.

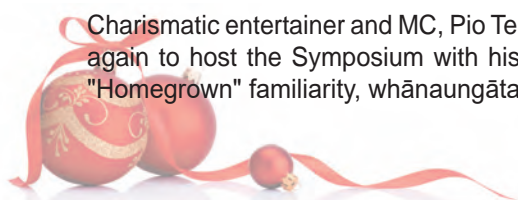
Charismatic entertainer and MC, Pio Terei, returned once again to host the Symposium with his unique brand of "Homegrown" familiarity, whānaungātanga and humour.

Northland DHB, chief executive, Dr Nick Chamberlain, began the day by acknowledging the sad passing of our former General Manager Māori Health, Harold Wereta. He highlighted equity and Te Tiriti as a primary focus for our organisation and discussed the challenges and changes within the health system. Dr Chamberlain's goal is to ensure the DHB's Māori workforce increases at all levels.

The impressive line-up of Kaikorero (keynote speakers) included Dr Curtis, who is a public health physician currently working as the Associate Professor at Te Kupenga Hauora Māori at the Faculty of Medical and Health Sciences at Auckland University. Along with Māori health and physical education consultant Dr Ihirangi Heke and Ngāpuhi midwife Nicole Pihema, the first Māori President of The New Zealand College of Midwives.

Event co-leaders Tracey Cornell & Viv Beazley say the kaupapa Māori event is important as it recognises the organisation's commitment to Te Tiriti. It builds on the organisation's cultural capacity and acknowledges Kaimahi Māori are essential to improving health outcomes within our rohe.

For the first time, the Symposium was available via webinar, both in real-time and recorded. The webinar option through zoom meant the Symposium was accessible to and inclusive of, all Northland DHB staff. Kaimahi Māori who participated in person or via webinar will be credited towards their professional development.





# A Much-Needed Celebration

After an extraordinary year where most Northland DHB hospital volunteers had to withdraw from service during the lockdown, having the opportunity to reconnect and reflect at their annual Christmas luncheon was welcomed by all.

GM Planning and Integration People and Performance John Wansbone welcomed the volunteers and thanked them for the tremendous effort they had all put in over the year and thanked hospital volunteer coordinator Rose Armstrong and Customer Services team leader Fiona Grieg for organising the luncheon at the new venue, Sherwood Golf Club.

John welcomed the new hospital chaplain Kathleen Card along with the new volunteers that have joined in various roles from shuttle drivers to helping in the playroom. Then he bid farewell to former chaplain Reverend Sue White who will be leaving on a mission to Guatemala with her family, to care for the many children in need. Three other retiring volunteers who have served a combined half a century were also farewelled and thanked for their long service and commitment to the organisation.

Chief executive Dr Nick Chamberlain then reflected on the “horrible” year that was and discussed how grateful he was to the volunteers and the public for ‘playing ball’ during the pandemic to help eliminate the virus.

“All of our teams worked extremely hard to plan and rebuild the Hospital in preparation for the worst. Most of you (volunteers) and around 200 of our staff had to stay home, which was a real commitment to service. I want to acknowledge all of you have returned because we couldn’t run all of our services without you.”

Dr Chamberlain said the impact on the Hospital would have been incredible without everyone getting on board. He noted how many Northlanders felt very isolated during the pandemic, particularly in the rural areas, which have a high Māori population and said that the DHB is looking into how we can support them further. He praised the Māori Health providers who served those communities well and then he talked about how the sense of community in general returned for a time – with people greeting each other while out walking and putting bears in their windows.

He discussed in depth the many projects that the DHB have underway and planned. Dr Chamberlain gave out service medals to volunteers then the three-piece band KDB entertained with some thought-provoking music before the sumptuous Christmas lunch was served.

Hospital volunteers undertake a range of roles at all four Northland Hospitals from meeting and greeting, chaplaincy support, assisting in the playroom to safely delivering people to and from their cars in the Shuttle Bug. Volunteers at Kaitaia Hospital not only help in the Hospital, but they also assist patients travelling to Whangarei for appointments on the daily shuttle services. In Dargaville and Bay of Islands Hospitals, the Chaplaincy service is supported by their volunteers.

Northland DHB welcomes new volunteers. If selected, a trial period of one month and a minimum commitment of six months are expected. Once signed up, they will be provided with training and ongoing support to enable confidence and fulfilment from the roles that they undertake. Whilst on duty, our volunteers, are responsible to Rose Armstrong, or a designated staff member.



The Northland DHB Volunteers luncheon



# Workforce Development and Wellbeing

2020 has been a year like no other. With a significant amount of time dedicated to COVID-19 related initiatives, the year has been both challenging and exciting for Workforce Development and Wellbeing (WDW). With face to face workshops having to be cancelled during COVID, the team had the opportunity to review their current offerings and modes of delivery. Here is a snapshot of some of the initiatives that they have implemented this year.

## Manaaki Suite

We recognise how vital wellbeing is in the workplace and have developed a suite of online wellbeing modules to provide staff with tips and strategies to manage their resilience during challenging times. These short modules are available on LEARN and can be accessed 24/7. Additional modules will be added in due course.



### Managing Uncertainty and Weathering the Storm



### Tips for Talking About Wellbeing During Times of Change



### Understanding Moral Injury

## Wellbeing Index

The Wellbeing Index was formally launched to employees in June this year. It helps individuals measure and track different dimensions of distress and wellbeing over time and provides them with access to use customised resources that can enhance their wellbeing. From an organisational viewpoint, it allows the DHB to identify teams that are 'at-risk' so appropriate interventions can be employed to improve wellness.

The Wellbeing Index is entirely anonymous and only takes a few minutes to register. We highly recommend you sign up so you can take control of your wellbeing. Look for the Wellbeing Index icon on Staff Central's home page.

## CULTURAL WORKSHOP UPDATES

Earlier this year, our cultural workshops underwent several revisions and revamps:

- Treaty of Waitangi has been renamed Honouring Te Tiriti and has been reduced from a full day workshop to a half day one. Susan de Silva, our external facilitator, introduces you to He Whaka Putanga, clarifies what happened with the Treaty and talks you through colonisation and its impact on Māori.
- Engaging with Māori, which was initially run by an external facilitator, is now being delivered in-house by several passionate individuals. This three-hour workshop focuses on cultural safety and institutional racism.

Both workshops have been back, up and running since September and run back to back on the same day to allow for easy attendance. Catherine Parker, (WDW

Manager) says she would love to hear from any staff member who is interested in becoming a facilitator. If you, or someone you know, is interested, please get in touch with [learn@northlanddhb.org.nz](mailto:learn@northlanddhb.org.nz).

## Journey into Te Reo

School Based & Community Clinical Services, Kaitiaki, Mereana Pou, used her skills as a qualified teacher to deliver evening te reo Māori classes to 30 staff for three hours a week over a 12-week period during the year. The course started in February but had to be postponed several times during COVID-19, and finally finished on a high in November with a day spent learning waka ama at Kowharewa Bay at Tutukaka. Mereana captivated participants with her stories and passion for the language and helped them improve their te reo Māori pronunciation and understanding of tikanga and manaakitanga. If you are keen to improve your te reo Māori, and honour the nation's history, keep an eye out on Snapshot for upcoming classes in 2021.

*"I was completely engrossed by the many stories Mereana shared. She completely brought the language to life."*

Julie Urbhan

## Achieving Equity

The organisational focus on equity promoted the recent development of:

- An online module that all staff can access explaining why equity is so important

- A four-hour face-to-face workshop for managers to help them identify how they can support workforce equity in relation to Te Tiriti on a day to day basis delivered by an external facilitator, Barbara Jaques.

*"It has been great to work directly with the facilitator to develop content that is specific to the needs of Te Tai Tokerau. I encourage everyone to complete the online 15-20-minute module and all managers to book out three hours to attend a workshop in 2021. Let's all play our part in achieving equity at Northland DHB."*

*Dr Joy Panoho, Workforce equity manager*

## PROFESSIONAL DEVELOPMENT

### Getting Started at Northland DHB

Because we were unable to run any face to face orientation sessions for most of this year, we created an engaging online module called Getting Started at Northland DHB to help new hires transition seamlessly into their new role. The module introduces them to who the DHB is and what they need to know to settle in quickly. If you haven't already checked it out, you can find it on LEARN. Uptake to date has been high, and feedback from new hires complimentary.

### Supervision

Professional Supervision is a reflective process where the supervisor guides the supervisee through a critical thinking approach on a topic of the supervisee's choice.

Since June of this year, the WDW team have been working with Maureen Frayling, an external facilitator, to support Supervision training and to lead a Community of Practice. This new initiative will help support and grow the pool of supervisors across all disciplines. While the initial focus is on nursing supervisors, we will extend this to other disciplines next year. The Community of Practice have access to a forum and useful supervision resources and are encouraged to meet regularly to connect and support one another. If you are interested in:

- Finding a supervisor, check out the WDW's intranet page for an up-to-date list of current supervisors at

the DHB (go to Services/Departments – Workforce Development and Wellbeing - Business Partnering – Coaching, Mentoring and Supervision).

- Becoming a supervisor, check out our online module on LEARN (An Introduction to Supervision, Coaching and Mentoring.) to see if this move is right for you and if yes, sign up for an upcoming workshop in 2021.

### Write 4 Success

Although Write 4 Success is an existing workshop, this year we held it in the mid-North (at Moerewa Conference Centre) for the first time to accommodate our Bay of Island, Kerikeri and Kaitaia employees by external facilitator Nick Read. It is aimed at staff who write submissions and/or business papers on a regular basis. The session had a great turn out and received fantastic feedback.

*"Excellent course. Would highly recommend to anyone even if you have been writing business cases for years. Nick is a great facilitator."*

*Jen Thomas, Operations Manager*

If this workshop might be of benefit to you, sign up for a session in 2021. You won't be disappointed.

### Leadership Programme

The Northland DHB leadership programme has been around for a couple of years for staff who wish to develop their leadership capabilities, whether in a management role or not. A 2020 cohort came together in November to be 'topped up' with a focus on Wellbeing, Equity and Values. WDW will continue to support the existing cohort over the year and are looking to establish a new cohort from July onwards.

All our face to face workshops are available in 2021 and can be booked via YourSelf. If you want to know more about any of the courses, check out the WDW site on Staff Central and/or email [learn@northlanddhb.org.nz](mailto:learn@northlanddhb.org.nz).

The Workforce Development & Wellbeing team are optimistically looking forward to 2021 and look forward to working closely with you over the next year.



Journey into Te Reo participants learning waka ama



# Do The Right Thing! Make Summer Unstoppable Scan **EVERYWHERE** you go these holidays



Stay home  
if you  
feel **unwell**



Wear a face  
covering  
if you are **unwell**



**Get  
TESTED**

Don't risk our summer, help keep  
Northland **COVID-19 FREE.**

