

The Westerly

"Te Hauauru"

The staff newsletter of the West Coast District Health Board

March 2010

DON'T LET THE FLU GET YOU **GET IMMUNISED**

Healthcare workers are at higher risk of catching influenza
Protect yourself and your patients – get immunised



NISG
National Influenza
Strategy Group

FOR MORE INFORMATION:
0800 466 863
TXT FLU TO 515
WWW.FIGHTFLU.CO.NZ



National SSHW steering and governance groups meet with WCDHB steering group.

Christin Watson NZNO Organiser; steering group, Ann Knipe RN; District Nursing NZNO delegate steering group, Geoff Annals CEO NZNO; national governance group, Jane Lawless; Director SSHW national unit, Janette Anderson; Allied Health rep steering group, Julie Lucas RN; site coordinator, Christine Andrew; Acting Chief Nurse, Denise McGurk; NZNO rep national governance group, Wayne Champion; chair steering group, Jane O'Malley RN; SSHW site coordinator, Bernie Morgan EN; NZNO delegate steering group, Barbara Smith RN; Site coordinator.

Absent: Vicki Robertson; Medical rep steering group, Lyn Hibbs; PSA rep steering group.

Safer Staffing and Healthy Workplaces

In August 2009 the West Coast District Health Board was chosen to become a Safe Staffing Healthy Workplace (SSHW) national demonstration site.

The aim of the national initiative is to assure patient safety and satisfaction, support staff health and well-being and maximise organisational efficiency. West Coast being the most rural and smallest of the four demonstration sites is being watched with interest. A key feature is a partnership approach between the two key stakeholders the DHB and the New Zealand Nurse Organisation (NZNO). A local steering group with NZNO, nursing, medical, allied health and PSA representatives oversees the progress of the work.

Each demonstration DHB is developing local solutions to progress the recommendations outlined in the 2006 Safe Staffing Healthy Workplaces Committee of Inquiry Report. The WCDHB SSHW initiative is also linked into other projects, already underway on the coast to improve patient services.

The initiative has provided 0.5FTE funding for site coordination by Director of Nursing and Midwifery Jane O'Malley, Emergency Department Clinical Nurse Manager Julie Lucas and Reefton Clinical

Services Manager Barbara Smith. The work is supported by the national SSHW Unit which exists to see that learning from the initiatives is shared and adopted where appropriate. A recent visit by the unit and the national governance group (picture) to assess our progress earned a positive report.

Three major projects are well underway:

Variance management: The aim of this is to get good processes in place for unexpected situations. Frontline staff from the many clinical areas (hospital, community and rural) have identified situations which create unsafe conditions and have worked together making action plans for the future. The work is designed to test and refine the plans and at the same time develop resourcefulness and teamwork, improve partnerships and identify systems issues that can be flagged for quality improvement.

Improved rostering and matching staff to patient requirements: A key aspect of patient and staff safety is making sure the right people are in the right place at the right time. We are now utilising an electronic rostering system at Grey Base, Buller and Reefton hospitals. We have

also been working to analyse past data about patient requirements for nursing and midwifery care so that we will better match predicted patient needs to staff availability.

Care capacity management: Care capacity is a measurement of the ability of a service to provide patients with care; not only at any one time but also across a whole year. Working over our capacity (a peak) or below capacity (a trough) creates risk or waste. We want to be able to smooth the peaks and troughs. This factor is critical in a small rural DHB where there are less staff available at any one time to manage extremes of demand for care.

We are connecting the things we can control more like arranged surgery with the things we can predict will happen like winter acute admissions, holidays and study leave etc, so we can co-ordinate all the work across the systems into an annual plan which has a process for ongoing review and refinement six weeks out, one week out and on the day.

To this end we have reviewed the way we do capacity planning and management and have developed a better picture of what needs to be improved to better predict and manage the work.

Telephone updates, tips and tricks

To access your voice mailbox from outside the DHB.

Dial 768-0499.

When the "Kia Ora" message starts, hit the # button.

You will then be asked to enter a mailbox number.

Enter your extension number.

You will then be asked for your pin number. Once you have entered that, you will be in your mailbox and can clear your messages, or change your profile to 'Out of Office' or 'On Sick Leave'.

To Forward all your Calls directly to Voicemail if you don't wish to be Disturbed

Pick up the receiver.

Enter *49 2222 (you will hear a shrill beep).

Hang Up.

To Cancel 'Forward all Calls to Voicemail' when you are ready to take calls again

Pick up the receiver.



Enter #49 (you will hear a shrill beep).

Hang Up.

To skip past someone's voicemail message

When you regularly call a number that has a long voicemail greeting, you can skip straight to the beep to leave a message by entering * at any time during the message. (This was # on the old system).

Outside location Speed dial numbers i. e Christchurch Hospital etc

These can all be found on the intranet by entering the word "Speed" in the 'Find a Phone Number' box.

Updating of extension numbers

on the Intranet and updating the name on the caller display on the System phone

Please log a job with ITHelp.

Maximum number of messages that you can have in your Mailbox

There is a limit of 25 messages that you can have in your mailbox at any one time. This number includes messages which have been read but haven't been saved or deleted. It is important that you DELETE any calls that you do not wish to save to avoid callers receiving a message saying that your mailbox is full.

We have re-introduced the shrill beeping to let you know that your phone is off the hook.

There are instances where receivers are being left off deliberately (i.e. if you do not wish to be disturbed). We would prefer you to 'Forward all your calls directly to voicemail' as per the above helpful hint.



Retirement

After 50 years and three months with the West Coast District Health Board,

painter Barry Sweetman will finally hang up his brushes in mid April.

We wish Barry a long and happy retirement.

Heart Week

Cardiac nurses Wendy McNeish and Lisa Smith spent time in the staff cafe during Heart Week taking the blood pressure of staff members.

In two hours, 71 staff were checked and as a result four people were referred to their General Practitioner with elevated blood pressure.



CACTUS Youth Programme



Thanks to the HEHA Community Grants Fund, personal flotation devices (PFD's) have been purchased for the CACTI (participants) of the CACTUS Youth Programme in Westland.

CACTUS works in conjunction with the NZ Police to assist at risk youth (as well as volunteers) to develop self-discipline and character through physical training and activities.

The PFD's contribute to the varied activities that CACTUS can involve the participants in.

John Winsley (CACTUS coordinator) states,

“Participants respond to the challenge that we can throw at them so incorporating water activities

such as river crossings, tube rafting, kayaking, rafting, etc. into the programme helps captivate and maintain their interest in the programme, while we challenge them on a fitness, strength and health level during the activities”.

When asked to describe and explain any significant impacts in attitude towards healthy eating and healthy action, Winsley replies:

“Other than making them hungrier from being in the water, the PFDs as part of the CACTUS Programme, contribute to a healthier lifestyle which includes greater activity and physical wellbeing and healthier eating. We maintain this is essential for their benefit and to maximize their outcomes for the term”.

cards/templates, etc. please use the new address.

From 1 April, we will be updating all email addresses to use the default email format when emails are sent out. This means recipients may notice your email address has changed.

The old email addresses will continue to work for a long time

Liver and Onions on Toast

Liver is high in iron and low in fat. But do note that woman considering pregnancy or in the early stages of pregnancy should avoid liver.

This recipe is a great spread as a starter on toasted triangles, low fat crackers and cut vegetables.

8 eggs

1 - 2 tablespoons vegetable oil

1 large onion, chopped

450g chicken livers

Salt and freshly ground pepper

Toasted triangles, low fat crackers, or bite sized vegetables such as carrot, broccoli, mushrooms or cauliflower.

Serves 4

Start by hard-boiling the eggs (in a pan of boiling water for 5 minutes). Cool, peel and set aside.

Heat the oil in a pan, then add the onion. Cook for around 4 min until slightly caramelised.

Add the chicken livers and cook for around another 4 minutes, ensuring that they remain tender on the inside and are not overcooked.

Put the mixture in a food processor, together with the eggs, and season with the salt and pepper. Blend but do not puree – keep it a little chunky.

Serve with toast, crackers or cut vegetables

Email Addresses

West Coast DHB has a new email domain. This means you have a new email address, e.g.

donald.duck@westcoastdhb.health.nz

The DHB external website address will also change to www.westcoastdhb.health.nz

When updating your business

yet, so other organisations will still be able to use them.

Mailing lists, that users subscribe to, are more likely to be affected.

If you send an email to a mailing list, coming from a new email address format, it may not be accepted. A notice may be sent back, explaining what needs to be done to fix the issue.