

Friday Positivity

Our stories from our Lakes' people



22 November 2024 | Local information and stories from Health New Zealand Te Whatu Ora

Shorter Stay in ED (SSED) Health Target – How are we doing? Group Director Operations, Alan Wilson

87% and rising

Ensuring 95 of patients stay less than six hours in ED is one of five national health targets of top priority for Health NZ.

For the last five years many staff across Lakes' hospitals have been working to make system and process changes that improve how we manage patients who present to hospital via ED.

Between September to November, Lakes' hospitals have increased our SSED performance from 74% to 87% against achieving a national target of 95% by June 2025.

This is a great achievement as despite staffing shortages in several services, we continue to make on going incremental changes, ensure compliance with the agreed models

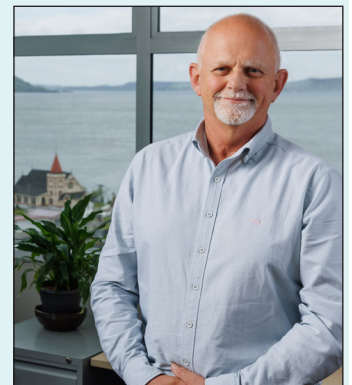
of care, and create an increased sense of urgency within both our EDs and all wards.

These acute patients are the majority of our patients, and the systems and processes we use to care for these patients is known as 'Acute Flow'.

My presentation on what we are doing at Lakes to manage Acute Flow will be on the intranet.

The best way to measure how well we manage 'Acute Flow' is through measuring the length of time presenting acute patients spend in our Lakes' EDs before being admitted or discharged.

There are very good reasons why achieving this health target is important.



1. International evidence shows that long ED stays are associated with adverse clinical outcomes for patients i.e. it is good for patients!
2. If all patients spend less time in ED, additional ED capacity is created. This means we can get patients from the waiting room into our ED treatment areas quicker. Unlike many hospitals we have no 'ramping' of ambulances in the carpark, and no corridor beds.
3. Effectively managing our inpatient processes and ward discharges, frees up inpatient beds. This means ED remains able to transfer patients into wards, and then bring new patients into the

treatment area. Having inpatient beds, means we are not cancelling elective surgery patients who need operations.

4. Providing robust services in the community which support early discharge (like our new START programme), transitional care beds, and rest home access, we can avoid wards becoming full of patients whose care would be better provided in the community.

Performance against the SSED target delivered through the Acute Flow programme, involves almost everyone in Lakes Hospitals.

We should all be proud of the work we are doing to deliver all the benefits above.

Lexi providing comfort at Taupō Hospital

Between the two of them Lesley Cotterill and her therapy dog Lexi provide all manner of comfort to patients and staff at Taupō Hospital.

Lexi, a black Labrador, provides the comfort only a dog can. Retired nurse Lesley is a volunteer chaplain so offers spiritual support and a listening ear.

Lesley has been registered with Canine Friends Pet Therapy New Zealand for the past 12 years, with Lexi her third therapy dog.

"As soon as a I heard about therapy

dogs I knew it was something I wanted to do," she said.

"Lexi is a great ice breaker. I don't know I would be as confident without her. She gives me the confidence to smile and say hello.

"She brings an opportunity to take your mind somewhere else for a few minutes."



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Dr Ruth Swarbrick awarded RANZCOG Women's Health Award

Lakes Obstetrics and Gynaecology Consultant Dr Ruth Swarbrick has been awarded the Royal Australia and New Zealand College of Obstetricians and Gynaecologists (RANZCOG) Excellence in Women's Health Award in recognition of her significant contributions to Women's Health.

The citation for the award said, "Her representation of the College in the numerous guideline development and ministerial advisory groups has significantly influenced the landscape of women's health care in Aotearoa, New Zealand.

The Board particularly notes her advocacy for equitable access to health care and contraceptive services, es-



pecially for marginalised populations.

Her tireless efforts in these complex advocacy spaces and her dedication to improving contraception access and training at a national level making her a deserving recipient of this award."

Celebrating 36 years of marriage



Congratulations to Greg Vandergoot and Annie Morley who celebrated 36 years of marriage recently. The Service Manager for Surgical Services and Clinical Nurse Manager for ICU met at Rotorua Hospital when they were training here and have contributed many years of service to Lakes. They married in 1988 at Skyline Sky Rides.

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Acknowledging 42 years of service at Taupō

Taupō Hospital has farewelled facilities supervisor Kaahui Henry after 42 years' service.

Kaahui started work as a cleaner and progressed into the kitchen.

As facilities supervisor she was line manager for the hospital's cleaners, kitchen assistants, attendants and security.

Staff, past and present, joined the Thursday waiata group, and members of Kaahui's whānau for the farewell yesterday.

"It's not always been an easy 42 years for Kaahui, with staff coming and going, falling over and falling out leaving her to balance the roster, cook, mop, etc," said Health NZ Lakes Facilities Manager Dave Gower-Rudman, who attended the farewell with Julie Mossman, Support Services Manager.

"Kaahui has remained calm, got on

with it, and remained professional.

"We have been very lucky that Kaahui took her job and service to Taupō seriously and with such dedication.

"When we needed her to take extra food qualifications, she did.

"We needed her to do a security course and get a security licence, she did. We sent all types of auditors to see her. We always passed.

"We thank you for all that."



One minute with Rose Donovan

Rose Donovan is a Clinical Safety and Clinical Quality Improvement Practitioner.

She works with clinical teams to ensure that the services we provide are safe for staff and patients.

How did you get into this line of work?

I was a nurse in Rotorua Hospital's Older Persons' and Rehabilitation Unit. The tool we had for falls risk assessment was quite outdated and didn't

assess the patients to the degree we felt we needed.

After working with other staff, including the physiotherapists and occupational therapists we created a new tool and I became the Clinical Nurse Educator in the unit. I did that for around five years.

A role in Quality and Risk became available and I was asked to apply for it. I've been in this role for 17 years, I like knowing that I'm making a difference behind the scenes.

One minute with Rose Donovan

What does a Clinical Safety and Clinical Quality Improvement Practitioner do?

I'm primarily involved in all activity that relates to patient safety. Complaints, risks to a patient's safety and any incident is entered into the Datix database.

These are reviewed by a practitioner, such as myself, and the teams we work with. If there has been a serious adverse patient event then that is also reported to the clinical Quality Governance Executive team and reports are sent to agencies such as the Health and Disability Commission, Health Quality and Safety Commission and to the Coroner's office.

I work with the clinical teams to explore recommendations and implement changes that make a difference for patients, staff and the community.

We learn from past events to keep patients safe and prevent repeat incidents.

What does a typical day in your work life look like?

There's no typical day, and that's what keeps this role interesting. I go through emails at the start of the day and that will determine how my day might flow. If there's been an adverse event or near miss that takes priority.

We do a lot of working with people, some patients but mostly the front-facing staff. We're assigned portfolios so I support the Emergency Departments and Medical Units at



Rotorua and Taupō hospitals. I work with management teams and support them to make the services we provide safer for everybody, that includes staff as well as patients.

What's the best part of your job?

Working with the teams. The people I work with are what makes the job. People who want to be here for the community and deliver the best care. That's pretty inspiring.

What do you do outside mahi?

I've a big garden, both vegetables and flowers and I love being there.

I competitively ride dressage, so I do a lot of training and shows.

Plus I love spending time with my family. I've a 22 month-old grand-daughter, who I'm besotted with.

Christmas Festivities



**Christmas
events @ Lakes**

Staff Christmas craft market
Atrium, Thurs 28 Nov 11am-1pm

Staff Xmas BBQ
Rotorua Wed 4 December 11.30-1.30
Taupō Thurs 12 December 11.30-1.30

Ward Decorating Competition
Rotorua Tues 10 December
Taupō Monday 9 December 2pm

Christmas Carols
Rotorua Wed 18 December 5pm

Bouquets

Exceptional care

I recently spent nine nights in the Surgical Ward.

My sincere gratitude goes out to everyone involved in my care, which was exceptional in every regard. The staff were fantastic, and brightened an otherwise dreary time.

So thank you for all your efforts, and for putting up with me for so long. Warmest regards,

Kindness at Taupō Hospital

To all doctors, nurses and staff in the Taupō Inpatient Unit, thank you so much for being so kind and caring and looking after my husband so well until his passing. You were also so kind to me and our sons.

To all my very caring doctors and nurses in Taupō Hospital, even though

I'm only one year away from 100 years old I couldn't have had better attention from you all. I will do all I can to get back onto my feet and get myself walking again soon.

Wonderful Birthing Unit team

I would just like to send a thank you to the wonderful team at the Rotorua birthing unit. From the midwives, nurses and obstetricians everyone was great. It was not initially in my plan to be at Rotorua and I was a bit cautious about having to go there, but my experience was really good, I felt respected for choices I made and knew that there was a really good team there to look after me. So please pass on my thanks to the team and that I am glad I was there to have my little girl.

