

WAIKATO HEALTH NEWS

AUTUMN 2017



Initiative to act!



Songs, poetry and kapa haka were a key part of launching the new Waikato-wide youth drug and alcohol service Youth INTact in March at Garden Place, Hamilton.

Rangatahi/young people from local high schools, university and Te Ahu Rei entertained the public, and speeches signalled the official opening of its new Hamilton premises.

Youth INTact delivers a new look and approach for how youth with alcohol and drug problems and their whānau/families receive the help they need.

The Waikato Youth AOD (Alcohol and Drugs) project started in 2014. The Ministry of Health provided 'one-off' funding to develop a fresh solution for young people in the Waikato experiencing drug and alcohol problems, including youth with co-existing mental health problems.

Youth INTact was developed with lots of feedback from communities, rangatahi/young people and family/whānau, as well as

clinicians. Young people were also involved in finding the name and logo – Youth INTact comes from youth initiative to act.

The message was loud and clear about what they want- quick and easy access to youth friendly and youth specific services that are professional, holistic and culturally responsive.

They also wanted the ability for early intervention and assertive follow up when there is a problem.

Funded by the Waikato District Health Board, Youth INTact is available across the Waikato through:

- Odyssey covering Youth INTact in wider Hamilton region
- CareNZ covering Tokoroa/Putaruru area
- Taumarunui Community Kokiri Trust covering Te Kuiti, Otorohanga and Taumarunui areas
- Te Korowai o Hauraki covering Hauraki, Thames/Coromandel.

More photos and contact information on page 3.

WELCOME

TO OUR AUTUMN ISSUE WHICH INCLUDES STORIES, HEALTH ADVICE AND INFORMATION FROM WAIKATO DISTRICT HEALTH BOARD FOR VISITORS, PATIENTS AND PUBLIC.

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From hours to just 10 minutes thanks to SmartHealth

Two kidney transplant recipients from Tauranga are among the hundreds of patients who are now using SmartHealth for consultations with their Waikato Hospital specialists – from the comfort of their own homes and without the hours of travelling it used to involve.

Andrew

Andrew White from Tauranga is Waikato DHB's first patient to use a Bluetooth-enabled blood pressure cuff from the comfort of his own home, thanks to SmartHealth.

Now using his iPhone and an iHealth blood pressure cuff, Andrew's readings are wirelessly sent to SmartHealth's interface during his online consultations with his Waikato Hospital based specialist.

How doctors obtain a patient's blood pressure measurement is a key component in post-operative transplant care says Dr Eddie Tan, Waikato DHB renal specialist.

"This is traditionally done with in-person consultations via an automated machine; now the Bluetooth device does the same thing ensuring we get accurate and un-fabricated readings each time.

"Andrew still needs to have in-person consultations but not as many thanks to SmartHealth and iHealth."

He has to rely on family members to drive him for his appointments and is thankful for SmartHealth stating: "It's an easy to use software application. You need to take some time to set it up and learn how to use it; but that's nothing in comparison to driving back and forward to Hamilton weekly."

"My only other alternative was taking the shuttle which would leave around 6am in the morning and I wouldn't get home until 6pm at night - all for a 10 minute consultation."

Waikato DHB's executive director of virtual health and information Darrin Hackett explains: "It's fantastic to see Andrew getting results so close to the start of the blood pressure trial with SmartHealth. If it can make healthcare faster and easier giving patients like Andrew more time to treasure life outside of the hospital after a lifesaving operation - it's a win, win all round."

Waikato DHB has introduced iHealth Software to complement SmartHealth.



Frankie

When you're sick, things can get pretty complicated, but Waikato DHB's SmartHealth is alleviating some of life's pressures for Frankie Egglestone, a 29 year old single mother from Tauranga who is recovering from a kidney transplant.

Frankie is keeping well with a new lease on life and more time to enjoy it with her daughter Lexi (7) thanks to using SmartHealth for online 10 minute consultations with Waikato DHB renal specialists once a week from the comfort of her home.

"It was a mission getting over to Hamilton each week, and the in-between trips to Tauranga Hospital can take a lot of time also.

The travel to hospital also created financial pressure. Frankie can't drive herself, so her father George would take a day off work each week to drive her to Hamilton. And while her out of town travel is reimbursed, she needed to find \$60-\$70 per week to pay up-front.

Frankie's Waikato DHB renal specialist Kannaiyan Rabindranath suggested that she sign up to SmartHealth and use the HealthTap app to connect with him from home. With her blood pressure and weight taken beforehand, Frankie's first virtual consult took about 10 minutes without any time and money spent on travel to a hospital appointment.

Frankie hopes to use SmartHealth virtual consults for the majority of her appointments where a physical examination isn't needed. She won't have to travel as much, creating more time and less financial pressure for her whole family. They can get back to living their lives, with the peace of mind that Frankie's health is well cared for.

About SmartHealth

SmartHealth offers a free online platform and mobile app that allows people to access a range of health services via smart phone, tablet device or computer including:

- Free after hours online access to doctors by video, voice or text chat (6pm – 11pm Monday to Friday, and 8am – 8pm on weekends and public holidays)
- The ability to ask a healthcare professional a question 24/7
- Online appointments with hospital specialists without leaving your home, if appropriate for your condition
- Helpful checklists and reminders
- Good quality, doctor-approved health information on topics, conditions, treatments and research.

Join SmartHealth for free at www.smarthealth.co.nz or at the sign up stand in Level 1, Meade Clinical Centre at Waikato Hospital, or the main reception at our other hospitals.

We learn from listening to patients

A new resource book for health professionals is based on insights from patients and families who experienced delirium while in hospital.

Delirium is a physiological condition that can be triggered by a medical condition or an acute illness.

Common symptoms are disorientation, hallucinations, agitation or apathy, rambling speech and disorganised behaviour.

It can sometimes be mistaken for dementia but it is quite a different condition. It is often preventable, manageable and short-term.

The "Delirium: experiences and lessons from our patients" resource book was launched in March and includes real life descriptive stories from patients and families, interspersed with discussion points and reminders for health professionals.

The book was written by Christine (Chris) Marra, the "delirium guru" and nurse educator with the Older Persons and Rehabilitation (OPR) team at Waikato DHB before her retirement in December last year.

Two years in the making, it contains real stories from the viewpoint of patients and families about their experiences with delirium in hospital,

and provides rich and practical learning for those who care for these patients daily.

Although the book is specifically for health professionals everyone can read it.

"One of the things you'll find in this book is that patients were often never told they had delirium and thought they were going crazy. When patients are

informed, they are given the words to describe their bewildering experiences to help them gain understanding," says Chris Marra.

Bel Macfie, nurse manager for OPR at Waikato DHB, says: "We

know from the recollections of patients themselves that experiencing delirium can be frightening and confusing, and we now have techniques to manage it better in both clinical and non-clinical ways."

The book is a companion to an earlier resource book for health professionals: "The prevention, detection, assessment and management of Delirium" which is now an e-learning package for health professionals.

If you are concerned about the confused behaviour of a friend or family member who is in hospital, please talk to any member of the care team and ask for information about delirium.

"Real stories from the viewpoint of patients and families."



From left: Bel Macfie, Chris Marra and Lindsay Duncan



Go to www.youthintact.org.nz for service and support information

Or phone 0800 468 228 Monday to Friday 8am to 5pm

Waikato DHB takes fresh look at maternity services in South Waikato and King Country

In March and April this year, Waikato DHB went out to communities and health professionals in these areas and asked for their ideas on proposals to improve maternal health services. Nine community consultation sessions were held in five rural community locations as well as an online survey. The result will help form a plan of action to provide more sustainable and better maternity services.

WHAT IS THE ISSUE?

The Waikato DHB is reviewing maternity services in Tokoroa, Te Kuiti and Taumarunui, to ensure that women and their whanau in the region can have a healthy birth and as healthy a baby as possible.

The 11 birthing facilities located across the Waikato manage just over 5000 births a year, nearly 3500 of these are in Waikato Hospital. Tokoroa, Taumarunui and Te Kuiti hospitals together saw just 161 mothers giving birth in 2015 – with only 28 of those giving birth in Te Kuiti.

Neither Tokoroa, Taumarunui nor Te Kuiti have easy access to antenatal education, ultrasounds or lactation consultants – which means many mothers in the area are missing out on important prenatal and postnatal care.

WHAT IS PROPOSED?

- Te Kuiti birthing centre be closed and that the small numbers of local women would give birth in other birthing units, including the new unit 40 minutes away in Te Awamutu.
- A maternity hub would be created in Te Kuiti to facilitate all maternity services other than birth and postnatal stay.
- A maternity service coordinator would be based at this hub to improve collaboration across services to support woman and their babies.
- More integration of the maternity service with other local services, so that mothers and babies have improved access to health screening, parenting education and ultimately better health outcomes.

“This is a really exciting time for the Southern Rural Health Services. Each of the three towns (Taumarunui, Te Kuiti and Tokoroa) will have a remodelled maternity system that will be strong and robust and will support the woman’s maternity experience in a holistic way. Each community is putting its own “flavour” into their local model.”

– Shirley Hopping, Charge Midwife Manager

The actual hospital birth and postnatal stay is just 48 hours in the total of 10 months of maternity care that women need.

“Maternity is not just about giving birth. We need to provide facilities in South Waikato and the King Country that are sustainable and give confidence to mothers that they can be cared for and can be supported to care for themselves and their babies in the longer term,” says executive director of Community and Clinical Support, Mark Spittal.

“It’s critical that women have good access to maternity services, not just birthing units but also advice around stopping smoking, safe sleeping and breastfeeding along with immunisation for damaging viruses like whooping cough and influenza. All these things start a baby out on a healthy journey in life.”

Spittal says Waikato DHB wants to invest in local antenatal and postnatal care and ensure that all local support

services like GPs, district nurses and midwives are working well together and with their local communities.

Statistics show the health of many pregnant women in South Waikato and King Country areas is not ideal. There is often a lack of early contact with people who can provide good advice about the health of the hapū mama and later her pēpē.

“Maternity is not just about giving birth.”

“Waikato’s mums are younger than the national average and over half live in the most deprived areas. Currently, over half of the mothers in these areas are overweight or obese during pregnancy and many smoke,” says Spittal. “Both conditions are risk factors for a problem birth or unhealthy baby. Services are very fragmented and difficult to access and we also have a very small number of midwives working locally.

“The number of registered births also far exceeds the numbers birthing in the facilities locally, which shows mothers are not using them.”



Shirley Hopping

Nurses shave for a cure

For over 10 years, nurse Hannah Shearman and nurse educator Gill Archer have used a combination of plaits, ponytails and buns to tie their silky long locks out of their way to treat cancer patients on Ward M5, the haematology and oncology ward at Waikato Hospital.

To help continue the search for a cure, both nurses had a full head shave and raised \$3000 for Shave for a cure.

"We've treated thousands of people who've lost their cancer battle. As a nurse, it is hard to witness because it touches so many peoples' lives, not just the patients, financially and emotionally.

"Being able to donate the funds raised to Leukaemia and Blood Cancer (LBC) New Zealand is the least we could do for what they provide our hospital ward and the wider Waikato cancer community."



Before and after.

Friendly, helpful and convenient

Waikato Hospital visitors and patients will soon see a new "hub" taking shape where the Enquiries desk is located now on Level 1 Meade Clinical Centre.

Enquiries will move closer to the entrance lifts.

The 'hub' will be a Māori and family-friendly space where anyone can get health and wellness information and advice – and even some on-the-spot services, without having to make an appointment.

What will it offer? Registration with a GP/PHOs, SmartHealth sign up and support, links to other services and referrals to

other agencies, health assessments and also self-assessment kiosks, reliable health information and advice, health screening and education including cervical screening, blood pressure, immunisations, smoking cessation support and referral for a mammogram.

And all in a relaxed, helpful and friendly way!

Public health and Māori health specialist Dr Nina Scott says "The hospital campus is like a small town, with thousands of people there every day. So the hub is an opportunity to engage with people about hauora and health in a convenient way."



Architect's drawings showing some design ideas for the hub at Waikato Hospital.



Have you considered making an Advance Care Plan?



An Advance Care Plan is a process of thinking about, talking about and writing down a plan for future health care and end of life care. It's about what matters to you, so that your needs and wishes are known, and your personal beliefs and values are respected in any future health care decisions.

It helps guide doctors and other health professionals in their decisions about treatment if you become too sick to speak for yourself or are incapable of making decisions for yourself.

START THE CONVERSATION Help us to help you

TALK TO A FAMILY MEMBER, FRIENDS OR YOUR FAMILY DOCTOR

For more information www.advancecareplanning.org.nz



Thames Hospital rock solid after seismic strengthening

The Christchurch earthquake prompted a review of the strength of many of New Zealand's public buildings, and Thames Hospital was no exception.

Now, after months of disruption, drilling, dust, noise and relocations, the work is completed and visitors, patients and staff can all breathe a sigh of relief – and have comfort in knowing the hospital is rock solid.

Bruce Harper, Thames Hospital's Property and Infrastructure manager, gives credit to the patience and resilience of everyone impacted by the seismic strengthening process.

"The noise was excessive at times. We are really thankful for everyone's perseverance and tolerance."

Hundreds of holes were drilled into the concrete structure and then huge bolts were chemset into those holes and through installed steel reinforcing beams and plates. "We drilled through halls, stairways, office walls, anywhere we could," Harper says.

The project was done in two phases – the external work and then the internal work.

The disruption included relocating some key areas – main reception, and parts of the Emergency Department had to move to the clinical centre in Mary Street while work on the main front and central area was completed. The operating theatre was closed for some weeks, which meant rescheduling patients.

"Everyone worked together to make sure the impact on patients and visitors was as low as possible. Hygiene and health and safety concerns were at the top of our minds. It was real teamwork."

Hospital manager Jacquie Mitchell says the \$1.4m job started in June last year and the project was overseen by Xigo project managers and done by Fletcher Construction, with the hospital's Property and Infrastructure team working on the infrastructure and services such as phones, power and relocation tasks.

The project is the second time Thames Hospital has "battened down the hatches" in planned preparation for possible natural events in the future. Eight years ago a large bund wall was built to prevent debris and boulders damaging the grounds and buildings if there was a major flooding or landslide in the river valley nearby. The wall has become an attractive feature of the hospital grounds, with murals painted by retired surgeon Paul Sylvester (pictured above).



Jacquie Mitchell and Bruce Harper with one of the external steel plates with bolts that help anchor the hospital in case of an earthquake.

Makeover gets the thumbs up

Problem

Patients using community shuttles from other towns to Waikato Hospital appointments often have a wait after their appointment and before the community shuttle bus or van returns to take them home.

The community transport drop off and pick up point is outside the hospital's Hague Road entrance near the carpark building. Although there are some seats outside and in the foyer area, that isn't ideal for people who may need to fill in an hour or so, especially in colder weather.

An inside waiting area was created but that raised another issue – there was no window to help them keep an eye out for the arrival of their bus or van, and the area was dark and unattractive.

Solution

A total refit of the inside area, allowing more light in and including two large TV screens – one with a CCTV link showing the transport area outside, and the other playing a mainstream TV channel for entertainment.

The lime and purple décor brightens the whole area, there are healthier drink and nibbles vending machines, and copies of the DHB's Waikato Health News magazine for something extra to read.



Bernice Watkins from Huntly is one of many "happy campers" enjoying the Community Transport Waiting Area at level B5 of the Hague Road Entrance Building, Waikato Hospital. Bernice had her lunch with her, but bought a coffee at the nearby café in Meade Clinical Centre.

Kawhia GP knows need for change first hand



For Kawhia GP Dr John Burton, being always on call means he's been involved in most of the medical emergencies that people have had in this small Waikato coastal town over the last 25 years.

"It means I've got a special relationship with my patients and it's one of the most rewarding parts of being a rural GP," he explained.

But not all doctors share his love of a lifestyle which can feel quite isolated from other health professionals. Many of Dr Burton's GP colleagues in other rural towns have really struggled to find doctors to replace them when they retire, or even to find cover for them to go on leave.

Kawhia, like many rural Waikato communities faces massive health problems now and into the future. John recognises there are challenges to engaging with his community about their health issues – his training equipped him to deal with diseases rather than helping address lifestyle choices that lead to poor health.

But John is keen to learn from others. A former student has offered to cover for him so he can head off on a secondment to the Northern Ontario Medical School in Canada where they've had a lot of success engaging with remote rural communities with a high indigenous population.

The Northern Ontario Medical School is one model being studied by the University of Waikato and Waikato District Health Board as part of their proposal for a third medical school in New Zealand, based in the Waikato.

The Waikato Medical School would help address the region's workforce shortages and community health needs by producing doctors who will be

- more representative of the communities they serve,
- focused on the healthcare of high needs communities
- and able to use the latest advances in technology.

An alternative to Auckland and Otago's medical schools, it will complement what they offer. Being a graduate entry programme, and offering four years of training rather than five, it opens the doors wider for more people to train as doctors with a higher proportion of their clinical placements in community settings outside the main centres – helping them get a real understanding of the community and a desire to work there.

The proposal is currently being considered by the government and, if accepted, could start taking students in 2020.

YUMMY AND HEALTHY

Kiwifruit



Autumn is the time for gold and green kiwifruit – they taste great, are easy to use and are packed with good things to help get you ready for winter.

Kiwifruit are rich in vitamin C, have a good amount of vitamin E, and are high in fibre. While gold kiwifruit are a good source of folate, green kiwifruit are higher in fibre.

Kiwifruit also have substantial amounts of lutein and zeaxanthin – phytonutrients shown to help protect against age-related macular degeneration of the eye.

Did you know that kiwifruit originated in China? They were brought to New Zealand in 1904 and became known as Chinese gooseberries, but the name was changed in 1959 to kiwifruit.

KIWIFRUIT SALSA

Enjoy a refreshing kiwifruit salsa with any meat or fish. Salsa is a spicy or tangy sauce which often includes tomatoes and onions, but you can be as inventive as you want.

Method

1. Dice 4 kiwifruit, 1 cucumber, 1 red capsicum and 1 red onion.
2. Add 1 tablespoon of olive oil and 2 tablespoons of lime juice.
3. Combine. Add to meat or fish on your plate.
4. Eat and enjoy!

GOLD AND GREEN KIWIFRUIT SALAD

Serves: 6

Preparation: 10 minutes

Cooking: none

Ingredients

- 4 green kiwifruit, peeled and chopped into chunks
- 4 gold kiwifruit, peeled and chopped into chunks
- 4 mandarins, peeled and segmented
- 2 apples, cored and cut into chunks
- Juice of ¼ lemon
- 1 tablespoon white balsamic vinegar
- 2 tablespoons honey
- 1 sprig fresh mint leaves, chopped



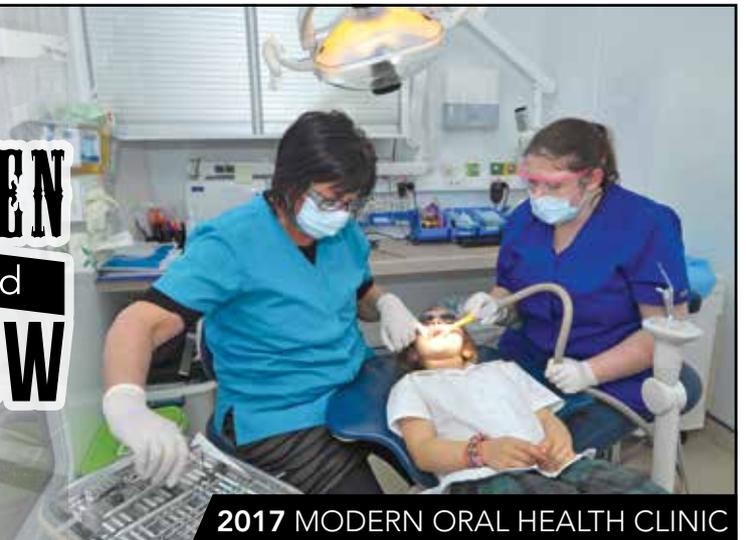
Method

1. Combine kiwifruit, mandarins, apples and lemon juice in a large serving bowl
2. Whisk together white balsamic vinegar and honey and then pour over the fruit mixture and mix through mint. Serve with Greek yoghurt.

1965 DENTAL CLINIC



THEN
and
NOW



2017 MODERN ORAL HEALTH CLINIC