



Simon Everitt - Acting CE

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



31 October 2018

Speaking up Safely

The Leadership Intervention Workshops, hosted by the Cognitive Institute concluded last week. During October we held six full day sessions across both sites and over 170 of our line managers and key leadership influencers attended.

The workshops were designed to inform and help leaders understand more about the Speaking Up Safely programme. This included the process surrounding the escalation tool and informal feedback conversations to address behaviour that does not support a culture of safety for our staff, patients, families and whanau.

I attended one of these Leadership Intervention Workshops and found it a really thought-provoking and positive experience. This is a continuation of the great work which has been going on around Creating Our Culture. It's another tool in the toolkit, in addition to using Build and ABC. It's another way of ensuring we all enjoy a positive work environment.

Providing people with safe and appropriate feedback, checking in respectfully with people, and speaking up for patient safety, is our collective responsibility. It comes back to what we're all here for, doing the best for our patients.

High patient numbers

I would like to acknowledge the workload pressure the whole healthcare system has been experiencing of late, and how hard all staff have been working to care for our communities as a result.

From a hospital and community perspective, all areas have experienced high demand and our staff have reacted tremendously to this ongoing pressure. Your professionalism and hard work is appreciated.

5210 – A Healthy Way to Go

I've recently become aware of a great piece of work which the DHB is getting behind, and that's the 5210 messaging. It's a campaign aimed at helping tackle childhood obesity.



Te ara hauora tika
The healthy way to go

For those who don't know, 5210 is a set of resources and tools that encourage families to eat vegetables and fruit, limit screen time, be active, and drink water or milk instead of sugary drinks.

5210 stands for:

- 5 - eat 5 or more servings of vegetables and fruit a day
- 2 - cut down kids screen time to less than 2 hours a day
- 1 - be active for 1 hour or more each day, and
- 0 - have 0 sugary drinks.

Our public health team, Toi Te Ora Public Health, has helped develop a range of resources supporting the campaign and it's been very well received by our community.

Qualification recognises Whakatāne kitchen staff service and skill

I wanted to congratulate five of our Whakatāne kitchen staff who have recently gained qualifications recognising their service and skill.

Earlier this month the cooks and kitchen hands, who have nearly 70 years' accumulated experience of cooking and prepping food, received their Service IQ Level Three Catering Services certification. The five are: Mary Rio, Lorena McCauley, Dora Brown, Teresa Jackson and Neil McCarthy.

To facilitate the training, Whakatāne Hospital Support Services Coordinator Nikki Frost and Kitchen Cook and Weekend Supervisor Christine Isley became qualified workplace assessors, and Food Services Supervisor Sarah Sim was the onsite verifier.

The group said embarking on the study together had made it all the more worthwhile. Congratulations again on your achievement.



Left to right: Nikki Frost, Dora Brown, Lorena McCauley, Sarah Sim, Mary Rio, Teresa Jackson and Pete Chandler. Absent - Neil McCarthy.

“Be transparent. Let's build a community that allows hard questions and honest conversations so we can stir up transformation in one another.”

Germany Kent (born 1975) American journalist, author and businesswoman.