



Excellence

CE Newsletter

Simon Everitt – Interim Chief Executive

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Clinician Appreciation Awards 2019



The clinician band Jordan Street entertain the audience.

I recently spent a great evening at the Clinician Appreciation Awards in Tauranga, organised by our BOPDHB GP Liaison Team. This followed a similarly successful event in the Eastern Bay a week earlier.

For me the evening represented a great opportunity to celebrate and recognise the achievements of our doctors working together across the Bay of Plenty health system. There was a great mix of over 50 doctors, both primary and secondary care, in attendance. This was an excellent forum to demonstrate how we can work alongside one another as a health system and to showcase some of the innovative solutions delivered by our medical colleagues.

Clinicians, GPs and senior doctors were asked to nominate their colleagues against five key recognition categories and for the purposes of the awards the DHB's CARE values were used, which was fantastic. The five categories were: Compassion - Patient Centred Care; All-One-Team - Responsive; Responsive – Amiability Star; Excellence – Top of the Class; Excellence – Quality Improvement/Innovator. Over 200 nominations were received in these categories which was a wonderful recognition of their efforts of many of our Clinicians.



Award winners (from left to right): Dr Grant Cavitt - Chadwick Healthcare; Dr Sarah Oberer - Dee Street; Dr Brooke Vosper - Te Puke Medical Centre; Dr Kerry Thomas - Fifth Avenue Family Practice. Absent was Dr Melanie Johns - BOPSASS (BOP Sexual Assault Support Services).

One award recipient was Dr Melanie Johns, who picked up the Excellence – Quality Improvement/Innovator. One of Melanie's nominators said: "She has worked hard to raise awareness of the importance of support for clinicians and to make this available to doctors working in the Bay of Plenty. She has spoken on compassion to doctors at DHB meetings and her talk was awesome. She's helping make our work more sustainable and enjoyable and combat burnout."

Another winner on the night was Dr Brooke Vosper, who took out the Excellence – Top of the Class category. A nominator said of Brooke: "The GP had a patient with facial asymmetry and twitching. She researched the condition and came up with Parry-Romberg syndrome. The specialist confessed up to that point he had not heard of it, and when he saw the patient and researched the condition he concluded that she was correct. She was very thorough and made a referral to Plastics who have since done surgery to improve the facial appearance."

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As well as this well-deserved recognition there was a lighter side to the evening in the form of some fantastic entertainment from the band Jordan Street (made up entirely of local clinicians) - which played at the intermission.

This type of event reflects the great work that we are doing together, working collectively as a health system. Thanks to everyone for all their hard work and commitment in looking after our communities.

Ōpōtiki Community Health Centre

– from BOPDHB Chief Operating Officer
Pete Chandler

Many of you will have seen recent media coverage on the issues we are currently experiencing at Ōpōtiki Community Health Centre. For clarity, I wanted to set out the situation as it stands below.

We have two issues that have developed over recent weeks:

- An issue with primary maternity capacity (LMC's) and backup midwifery which means it is very difficult to provide safe primary birthing at Ōpōtiki.
- Shortages in the OPINS (Ōpōtiki Independent Nursing Service) which provides 24/7 care at Ōpōtiki Community Health Centre.

Whilst we don't provide community LMCs, and the OPINS nursing is a contracted, external service, the challenge of workforce shortages is ours to address.

There are two key changes to be aware of as a result of the above:

- For the next 4 months, primary birthing at Ōpōtiki will need to be provided by the Maternity Service at Whakatāne hospital. Whilst the numbers are not large (about one birth a week on average) we recognise that the impact on whānau living along the coast is significant and will want to add any support that we can to birthing mums that are affected by this.
- Ōpōtiki Community Health Centre ceased providing overnight care (from 10pm) with effect from Sunday 1st December.

We had a recent planned hui with key agencies in Ōpōtiki to ensure we were working together to keep people safe. Information about this meeting was shared with the media and a sizeable number of people from Ōpōtiki turned up at the meeting. We took the decision to open the meeting to the public and include them in the briefing and discussion. This was a good thing to do, but did mean that we didn't have the opportunity to have the full discussion with the other agencies around planning that we had intended.

We'll be managing this combination of issues in real time over the next few weeks and are seeking to support the

local community in this as much as we can, as well as trying to mitigate any risks.

We acknowledge that this unplanned situation may place additional pressure on some of you at a time when we are extremely stretched in many areas. Thank you for your ongoing support.

Christmas lunches

A brief reminder about the dates of our upcoming Christmas lunches; first up is Tauranga on Wednesday 11 December, followed by Whakatāne on Wednesday 18 December. More details are shown here:



Tauranga Staff Christmas Lunch

Wednesday 11 December
on the Rooftop Garden
from 11:30am - 1:30pm.

If raining, it will be held on Thursday 12 December.
Staff members are required to present their swipe ID card. No ID card, no entry.

Staff Christmas Lunch Menu

Hot Selection Ham on the Bone Soya Glazed Oven Baked Chicken Tenders Roast Joint of Beef	Salads Selection Tossed Green Salad Asian Noodle Salad
Vegetable Selection Minted Gourmet Potatoes Orange Glazed Baby Carrots Minted Green Peas	Seafood Selection Shrimp, Mussels & Marinated Fish Salad
Vegetarian Selection Vegan Thai Curried Vegetables & Steamed Rice Mini Vegetarian Quiche	Desserts Fresh Fruit Salad Christmas Mince Tarts Pavlova
	Drinks Chilled Orange Juice Iced Tea, Iced Water



Whakatāne Staff Christmas Lunch

Wednesday 18 December
in the staff cafeteria and adjacent
outside area as per previous years.
It will be from 11.30am-1.30pm.

If raining, it will be held on Thursday 19 December.
Staff members are required to present their swipe ID card. No ID card, no entry.

Staff Christmas Lunch Menu

Hot Selection Ham on the Bone Chicken Pieces Hot pork Roast	Salads Selection Tossed Green Salad Asian Noodle Salad
Vegetable Selection Minted Gourmet Potatoes Orange Glaze Baby Carrots Minted Pea	Seafood Selection Shrimp & Surimi, Marinated mussels, Marinated Fish
Vegetarian Selection Thai Curried Vegetables & Steamed Rice Mini Vegetarian Quiche	Desserts Christmas Mince Pies Kiwi Fruit Pavlova Fresh Fruit Salad
	Drinks Chilled Orange Juice



Board changes/handover

I've had a couple of enquiries recently from staff members concerned about what happens during the Board handover period, and asking whether decisions will still be made in the normal manner?

I just wanted to take this opportunity to reassure everyone that it's business as usual as far as the DHB's management processes are concerned, there is no interruption to our day to day work. We've still got Board and Committee meetings occurring and the Executive Team remains fully engaged in the current work programmes and priorities.

A Board induction process, for the new Board members, will be ongoing over the next couple of months. We also now know the name of our new Chair Sir Michael Cullen and the three appointed Board members Sharon Shea (Deputy Chair), Leonie Simson and Arihia Tuoro.

Ministry officials visit

We have also recently had a visit from two senior Ministry of Health officials Deputy Director-General DHB Performance, Support and Infrastructure Michelle Arrowsmith and Deputy Director-General Corporate Services Sue Gordon.

We had a really positive and engaging visit, with a lot of good feedback about our facilities and the great engagement with staff. I'd like to recognise the staff that were on duty in the Transit Lounge on the day and were so accommodating, and to Kaupapa Ward Nurse Manager Anamaria Watene for her hospitality as well.

We were able to give the Ministry a good overview of our current challenges and opportunities and we also discussed some of our service pressures as well as our capital projects needs over the next few years.

Choosing Wisely

At Grand Round recently we hosted Dr Derek Sherwood, Council of Medical Colleges Clinical Lead for the Choosing Wisely campaign here in New Zealand.

Choosing Wisely is a global initiative aimed at reducing unnecessary tests, treatments and procedures. Through evidence-informed recommendations developed and supported by Colleges and national organisations such as Cochrane NZ, Council of Medical Colleges, College of Midwives and Pharmaceutical Society; Choosing Wisely aims to promote a culture where inappropriate clinical interventions are avoided and patients and health professionals have well-informed conversations around their treatment options, leading to better decisions and outcomes.

Dr Sherwood provided an overview of the initiative and shared with BOPDHB examples of unnecessary medical care, their adverse consequences and examples of quality improvement initiatives around New Zealand and abroad.

The Grand Round was an important reminder of how the Choosing Wisely principles are paramount in any development or work.

When delivering clinical care, a useful aide memoir developed by the NZ Medical Students' Association was:

To view the Grand Round presentation go to:
<https://vimeo.com/375560207/06fd2c4d1a>



“Any job very well done that has been carried out by a person who is fully dedicated is always a source of inspiration.”

Businessman Carlos Ghosn (former CEO of Michelin, Chairman and CEO of Renault and Nissan, and Chairman of Mitsubishi Motors)