



Helen Mason

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



24 July 2019

Thank you

The last edition of the CE Newsletter contained a request for all of our DHB staff to do what they could to ensure our precious resources were being used in the most efficient and appropriate way possible.

I asked staff to think about the role they could play and what they could do individually to make a difference to see where waste could be avoided, or resources used more appropriately. It's very important that we all ensure we're using our resources as prudently as possible.

I'm happy to say that I have received a number of emails in the last fortnight from staff members telling me what they are doing in their workplaces to help. Thank you very much to the people who have sent those details through. I feel very heartened that people are stepping forward and taking responsibility and accountability in this way. Every little helps.

Name badges



I've been equally heartened recently to see the number of people around our hospital campuses who are wearing their name badges.

The move to introduce name badges was taken as a result of patient feedback. At the centre of our team is the patient, their family and whānau. What we've heard from patients, families and whānau is that it's very important to them to have a lovely first welcome, and to know the name of the person they are speaking to and who is caring for them.

When our community receives our services, they're often coming into an unfamiliar and possibly frightening environment. They are usually at their most vulnerable. They've told us that one of the things that makes a difference is knowing who is helping them, their name and what they do. This is our community's perspective of coming into our world. Our teams have also told us that it's important for them to know the names of their colleagues.

Thank you for your support in responding to our community's request, and for all you do for the health and well-being of our Bay of Plenty community. Deeply appreciated.

Our Executive Team

We've had some feedback that people would like to know more about the members of the Exec team, who we are, what we do and a bit about our backgrounds. Below are our responses, which you'll also shortly find on OnePlace, and which I hope you find interesting. I feel very lucky to be part of this team, who have great skills and experience, and work hard each day to help make BOPDHB the best it can be. The team are listed in alphabetical order on first name basis.

Bronwyn Anstis - Acting Chief Operating Officer



"My purpose is to support our staff to be good stewards of the health dollar providing services that enable our communities to access appropriate healthcare."

I am responsible for collaboratively working with our staff to ensure that high quality, cost effective and integrated care is planned, developed and provided for our patients.

I am accountable for the operational oversight that ensures the balance between operational, financial, staff and administrative performance aligns with our strategic vision and values.

Being focused on continuous improvement, good communication, and our CARE values (Compassion; All-one-team; Responsiveness; Excellence) are key to my ability to be effective in the role.

A little about me ...

I have over 15 years' experience of senior health care management and have held various positions at the BOPDHB, including: Business Leader for Surgery, Anaesthesia and Radiology Services; Change Manager for the Tauranga Hospital Redevelopment Project; Operations Manager for Medicine and Surgery.

Prior to the BOPDHB, I worked as Production Manager for Nature Preserved South Pacific Limited (a business that preserved plants for large interior spaces). I have also worked as a Clinical Nurse Manager; a Practice Nurse and other nursing roles at Bay of Plenty, Waikato and Capital and Coast DHBs.

I have a Master's Degree in Business Administration and a Nursing Degree.

Nga manaakitanga

Bronwyn Anstis
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"Alone we can do so little; together we can do so much. "

Helen Keller (1880 – 1968) American author, political activist, and lecturer.

Debbie Brown - Senior Advisor Governance and Quality



"I provide support and advice to enable everyone to be safe."

He aha te mea nui o te ao

He tangata, he tangata, he tangata

I am passionate about ensuring that the BOPDHB is able to provide safe, quality care for patients. I am privileged to be able to work in this area through my role in leading the Governance and Quality team who facilitate internal audit, document management (corporate records and controlled documents).

From a compliance perspective, I contribute to the strategic advancement of the BOPDHB by attending to legal, governance and quality issues arising in the course of the BOPDHB's operations.

I also provide oversight, facilitate and co-ordinate DHB access to legal services and provide formal Board secretariat support to the DHB Board. I am also the DHB Privacy Officer.

A little about me ...

Born and bred in Tauranga, when I began looking for a career I wanted something that involved people and caring. However I didn't like blood so nursing was out, until I discovered psychiatric nursing. I have now just celebrated 40 years working in health.

Starting my career as a student nurse at Tokanui Hospital, once registered I held charge nurse positions at both Tokanui and Rotorua hospitals.

In 1991 I moved to Whakatāne Hospital taking up the role of charge nurse in the Acute Mental Health Unit. I moved back to Tauranga in 2002, and since then I have held various roles with the DHB, all with a focus on quality and patient safety.

I am a very proud mum and nana.

Nga manaakitanga

Debbie Brown

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Helen Mason - Chief Executive



"I'm helping Bay of Plenty flourish."

Working with our 3,400 staff, 204 contracted providers and intersectorial agencies, I'm helping our communities get well, stay well and live well."

My role is to provide overall leadership and direction, in conjunction with our Board, for the development and delivery of health and disability services for the communities of the Bay of Plenty.

This includes working in partnership with iwi, and collaborating with other regional DHBs and intersectorial agencies.

We have a strong focus on finding new and better ways of delivering health services, and then implementing them. Our aspiration is to achieve improved health outcomes and reduced inequalities for the Bay of Plenty's population, through service improvement and innovation.

Each and every one of our team plays an important part in achieving our vision of healthy, thriving communities. We want our patients and our communities to feel they've had a great experience when they receive our services. We also want this to be a great place to work. Our CARE values underpin the way we work for our community, and the way we work together.

A little about me ...

Starting my career as a Registered Nurse and Midwife, I hold an MBA, and was the Harkness Fellow for New Zealand and an Institute for Healthcare Improvement Fellow in the same year, 2014/2015. I've been CE of BOPDHB since February 2016, and have over 12 year's executive leadership experience in health, within New Zealand and internationally.

I've held various positions with the BOPDHB since 1998, including nurse, Nurse Manager, GM Planning and Funding and Chief Operating Officer. My professional interests include advance care planning, vulnerable populations and quality improvement.

I'm married to Max and have a son Mungo, who has finished his degree and is playing professional rugby. I like to hike, read, run, do yoga and explore new places.

Nga manaakitanga

Helen Mason

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Hugh Lees - Chief Medical Advisor/Medical Director



"I support clinicians to improve the care of patients and our colleagues."

In my Chief Medical Advisor role, I provide clinical governance expertise to the Executive Team.

In my capacity as Medical Director, I work closely with the COO, clinical staff, national and regional colleagues and external agencies, in providing clinical leadership and direction to help improve the health of individuals and the Bay of Plenty population.

I believe that improving patient care and the care we show our colleagues are equally important.

A little about me ...

I was born in South Auckland and grew up in Papakura, Auckland. I was part of the fourth intake at the Auckland Medical School, graduating in 1976, and came to the Bay of Plenty having attained a Second Year House Officer post at Tauranga Hospital in 1978.

My first run was undertaken in Paediatrics which forged my future direction, and my passion. After completing my training in Paediatrics in 1984 I took up the role of Paediatric Consultant in 1985, and remained so, until my appointment as BOPDHB's Chief Medical Advisor/Medical Director in July 2014.

On my professional journey I have also held the roles of Head of Paediatrics at Tauranga Hospital, from 2005, and Medical Leader of BOPDHB's Woman, Child & Family Service, from 2006.

Nga manaakitanga

Hugh Lees

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Jeff Hodson - General Manager, Facilities & Business Operations



"To manage the BOPDHB's facilities, delivery of projects and service contracts so that they meet both current and future healthcare delivery requirements."

I am ultimately responsible for providing strategic advice on facility and property options, and solutions to the Board and CE, and ensuring that facility and property capability and capacity align with clinical service plans.

I lead a team of Engineers, Project Managers, Business Operations staff, Security staff and Trade staff.

Together we:

- ensure that the DHB's facilities are compliant, safe and appropriate
- deliver timely planned and unplanned maintenance of all BOPDHB facilities, property and grounds
- plan and deliver capital works projects
- ensure the DHB's resources are managed effectively
- manage service contracts such as food and cleaning services
- provide site security
- develop and implement a sustainability action plan.

A little about me ...

I have been at the BOPDHB for 10 years. Before that I had a similar role at both Air NZ and ANZ Bank. For the last 25 years I have been delivering major projects and workplace accommodation solutions.

I have qualifications in Engineering, Business Administration, Property Management and a Masters in Corporate Real Estate.

My interests are travel, mountain biking and keeping my MGB classic car going.

Nga manaakitanga

Jeff Hodson

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Julie Robinson - Director of Nursing



"To lead and integrate the work of nurses and midwives with the wider health team so together we support the community to achieve health and well-being."

I am responsible for executive leadership of the nursing and midwifery professions.

I provide:

- professional advice and direction for nursing and support the Midwife Leader to provide the professional advice for midwifery
- oversight of clinical risk management
- oversight of workforce development.

I work in conjunction with the Midwifery and Nursing Leadership Team to ensure midwifery and nursing contributes to positive patient outcomes for the BOPDHB.

A little about me ...

I grew up in Rotorua as the eldest in a family of ten children. After training here at Tauranga Hospital I spent the following 10 years travelling, living and working overseas.

I have one adult son who lives with his partner in London. I have a partner John who is a very happily retired man.

I enjoy being outdoors in my leisure time, either walking up Mauao most weekends, or working in my garden. I am a huge supporter of the work gym, doing spin, circuit and yoga classes as a great stress release. I love coffee, wine and movies, in no particular order.

Nga manaakitanga

Julie Robinson

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Owen Wallace - General Manager, Corporate Services



"I want to make a difference and positively impact people's healthcare and lives."

As General Manager, Corporate Services, I am responsible for the DHB's Finance & Procurement, People & Capability, Information Management and Communications functions.

In my role I work closely with the leaders and staff of those functions, executive colleagues, and service managers to provide leadership and direction for improving many of the "behind the scenes" services of the DHB, which are essential to the smooth running of our business.

A little about me ...

With roots in Northland, as a child I lived in a variety of communities around the North Island, due to my father's career in banking, and later as a result of my own career and family life.

While I have an accounting background, I've worked in a variety of management roles across the health sector over the last 30 years – the majority in Tauranga where I have lived and worked since the early 1990's.

As a member of the Bay of Plenty community I want the BOPDHB to be the best it can be at ensuring excellent healthcare for our people. I have come to appreciate how important this excellence is, when family and friends have needed care.

Nga manaakitanga

Owen Wallace

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Pete Chandler - Executive Lead, Health System Evolution



"Connecting people and ideas to transform how we work and how we provide healthcare in a changing world."

The intent of this temporary role is to provide some executive level capacity to consider where we are at as a health system in the Bay of Plenty, and how we chart a course to our next level.

We cannot afford to keep being reactive to pressures of growth and change . . . we want to become proactive, with a clear plan that we connect and empower people to be part of.

We have lots of amazing people in our DHB and across the wider health system; and I truly believe that here in the Bay, by working together across organisations and with communities, we can create an amazing model of healthcare that makes a real and lasting difference to the wellbeing of our people.

A little about me ...

I've had a career of 33 years in the healthcare systems of the UK and NZ, initially as an Operating Department Practitioner before moving into management and leadership positions covering most aspects of hospital service functions. My NHS experience gave me a wide range of opportunities in an extremely high pressure environment; most notable were the opportunities to create a super smart theatre IT system and design and implement a regional commercial sterile services centre.

Before I left the UK, I became the national operations director for a private sector organisation specialising in medical device decontamination, and acted as decontamination lead for several NHS Trusts in London. I moved to New Zealand in 2011, initially working with

Hutt Valley and Wairarapa DHBs, before moving to the delightful Bay of Plenty in 2014.

Nga manaakitanga

Pete Chandler

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Professor Peter Gilling - Head of Clinical School



"To lead the development of education and research at BOPDHB and excel in my clinical and research role in urology."

As an Executive Team member I lead the Clinical School, which leads both education and research activities at this DHB.

These ultimately impact upon the workforce, both present and future, by improving patient care and outcomes. As a practising Urologist in both the public and private sectors I have diverse work roles.

My role encompasses three main areas with the Clinical School:

- **Research** – this includes ensuring internal DHB research is sound and ethical. I head the Clinical Trials Unit which mainly deals with the conduct of pharmaceutical and device trials.
- **Student placements** – as Assistant Dean of the Faculty of Medical and Health Sciences at the University of Auckland I lead the education and placement of students in the region. We maintain high standards and consistently demonstrate that we are a leading teaching institution, which helps ensure the development of our future workforce.
- **Education** – development, support and recognition for our health workforce through high quality education and development opportunities.

A little about me ...

My family and I have been living and working in Tauranga since 1992. My wife Judy and I have three sons who are all now starting careers following university. When I have spare time, you may find me cycling, gyming or skiing. I also enjoy new technology and listening to podcasts.

I do travel a lot, mainly as a speaker at international conferences, but do get time for holidays in some of these places as well.

I studied Medicine at the University of Otago and have completed both surgical training (FRACS) and a higher Doctorate in research (MD (Otago)).

Nga manaakitanga

Professor Peter Gilling

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Sarah Mitchell - Executive Director Allied Health Scientific and Technical



"I'm helping people within the Bay of Plenty to live well and age well."

I have specific responsibility for leading the evolution of Allied Health (AH) Services into integrated, interdisciplinary wellbeing focused models to support the strategic direction of the organisation. The breadth and depth of Allied Health skills and our reach across people's lives, communities and organisations makes us ideally placed to lead and support services towards a greater focus on prevention and early intervention. We also contribute to

supporting people to live independently in their local communities and consequently reduce dependence on our health services.

Therefore a key function of my role is to ensure that the potential of the Allied Health Scientific and Technical workforce is fully realised and we meet the local health and wellbeing needs of the population.

A little about me ...

I qualified as a physiotherapist in 1988 from Queens College Glasgow, completed a Masters in Sports Science in 1994, and a PhD in 2002, from Glasgow University. My PhD focused on rehabilitation post proximal femoral fracture.

I was appointed as Executive Director Allied Health Scientific and Technical in March 2019 and prior to that was the Professional Lead for Physiotherapy. My professional interests include prevention, early intervention and rehabilitation to promote wellbeing. I have led and have interest in complex system change.

I value staying active to maintain my work life balance so when I am not at work I like to cycle, play tennis and enjoy everything Aotearoa has to offer in the great outdoors.

Nga manaakitanga

Sarah Mitchell

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Simon Everitt - General Manager, Planning and Funding and Population Health



"I help people living in the Bay of Plenty improve their health and wellbeing."

In my role I am responsible for overseeing the planning for, and the distribution of, health resources and funding to a wide range of service providers across the Bay of Plenty.

This includes for example, funding for Hospital and Community Services, General Practice, Community Pharmacy, Aged Residential Care and services provided by NGOs such as Mental Health and Addiction Services. I am part of a team that is also responsible for helping to improve the health and healthcare outcomes of the Bay of Plenty population, with a specific emphasis on reducing health inequalities. Building positive and enduring relationships with a wide range of stakeholders is key to the success of my role.

A little about me ...

I started off my career in health in 1990 as an Occupational Therapist where I spent 10 years in New Zealand and America working in a wide range of healthcare settings. From 2000 I spent four years in the Ministry of Health and then moved to the Wairarapa DHB where I had a number of roles including General Manager Planning and Funding from 2008-2012. I then took up a role as the Deputy Director of the Service Integration and Development Unit (SIDU) across the Wairarapa, Hutt Valley and Capital and Coast DHBs.

In May 2014, I was appointed to the General Manager Planning and Funding and Population Health role with the BOPDHB. In my role of General Manager I hold a number of national and regional roles.

I am passionate about how I can improve our population's health and healthcare services so people living in the Bay of Plenty can stay well but, when needed, have access to high quality care.

I live in Tauranga with my wife Kathy and have two teenage boys.

Nga manaakitanga

Simon Everitt

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**Tricia Keelan -
General Manager, Māori Health Gains & Development**



Iwi Ngāti Porou, Te Aupouri, Ngāti Kahungunu,
Rongomaiwahine

"I lead the transformation of our DHB towards
Toi Ora, our collective iwi vision for flourishing
descendants of Toi."

As the Executive Lead of Toi Ora, everything I do is geared towards moving our system and people closer to Toi Ora.

I believe in constantly challenging a status quo that disadvantages tangata whenua and contributes to pervasive illness and inequity. A status quo which is correspondingly ill equipped to support mauri ora, whānau ora, hapū ora, iwi ora and wai ora for the people and the taiao.

The way to challenge the status quo is by visioning and creating better solutions, demonstrating benefits of doing things differently, and working in mahitahi to design and implement Toi Ora pathways that empower whānau to take control of and lead their own wellness.

At an executive level, we have driven the development of Te Toi Ahorangi, our Toi Ora Strategy alongside Te Rūnanga Hauora Māori o Te Moana ā Toi. This brave new Toi Ora Strategy provides the strategic impetus to effect transformation towards Toi Ora across our whole of DHB system. In June 2019 the Strategy was fully endorsed and adopted by the DHB and it will be launched in September 2019. For the remainder of 2019 myself and the team will continue to focus on setting up our Toi Ora change waka: leaders, crew, work programme, partnerships, structure, processes, tools and resources, and progressing our first set of projects toward Toi Ora.

The future is exciting here in Te Moana a Toi.

A little about me ...

My whānau is everything to me. I am grateful for the support of my husband Upokotea and I'm inspired by my children, Keelan, Maia and Mikena.

I know first-hand the importance of whānau legacies. I was raised by my great grandparents as a baby, and grew up in a loving whānau with my parents Wikepa Keelan and Patricia Keelan, and brothers Col Bill Keelan and Taina Keelan. My parents, great grandparents and wider whānau have very much influenced who I am and my vision for the future of Aotearoa.

I am inspired by indigenous self-determination and innovation. I am passionate about te reo me ōna tikanga and I strongly believe that authentic Tiriti o Waitangi partnership is the core enabler of Aotearoa becoming a leader for action on climate change and the best place in the world for all children to be raised.

Being part of creating a world in which all mokopuna will be naturally nurtured within mana atua, mana tupuna, mana moana, mana whenua and mana tangata is why I love what I do.

Nga manaakitanga

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