



Helen Mason

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



16 September 2016

I recently had the opportunity to visit Northland DHB in Whangarei.

I was keen to visit Northland DHB as it has many demographic similarities to the Bay of Plenty. Its population has higher than national proportions of: Māori, socio-economically deprived people and older people.

Improving Māori Health and achieving health equity is a strong focus for our Board and Exec Team. I wanted to visit Northland because I'd heard that they were working on some innovative programs, and achieving some success in improving the health of their Māori population.

With Māori making up 33% of their population I was particularly interested to learn about their Māori health initiatives. 2014 New Zealander of the Year Dr Lance Sullivan has been part of the Northland public health system and has led a number of exciting initiatives. One of them involved developing and establishing a school based health programme called MOKO-Manawa Ora Korokoro Ora, where staff visit 14 schools and 2000 children three times a week performing health checks for skin infections and sore throats.

Northland DHB is also in the process of establishing neighbourhood healthcare homes, with the intention of improving access to primary and community services, having them be truly patient and whānau centred, and having access to a wider range of health professionals.

I was also interested to learn of the 15-step challenge Northland CE Nick Chamberlain has issued to his staff. The 15-step challenge – what our patients and visitors want to see, is very much putting the patient at the centre of their care and is a core part of their patient safety and quality programme.

GM Planning and Funding Simon Everitt, and GM Maori Health Planning and Funding Janet McLean, joined me on the visit. We came away with a great insight into what another DHB with similar challenges is doing, and enthused about what we might be able to do in Bay of Plenty.



From left, BOPDHB CEO Helen Mason, Northland DHB CEO Nick Chamberlain, BOPDHB GM Planning and Funding Simon Everitt and BOPDHB GM Maori Health Planning and Funding Janet McLean.

Privacy rules are the responsibility of everyone

Privacy breaches have again hit the headlines, with the Bay of Plenty Times running an article on it recently. In that same week we became aware of a breach in another organisation where a student took patient information home to work on a case study. They left the information in a bag in their locked car. Unfortunately the car was broken into and the bag taken. The bag was discarded and later found by a person who contacted the person whose health information was in the bag.

This is a timely reminder that privacy rules apply to all staff including students and that no staff member should take patient information home.

Wherever we work in the DHB, we all need to be aware of the privacy rules (Privacy Act 1993). Staying within the Privacy Act is generally easy, and in-line with good business practice, common sense, and mutual respect between all parties.

It is difficult to provide general advice for all the different circumstances that arise in our work. Small changes in facts can make a major difference to what is appropriate and other laws may be relevant too - if in doubt ask.

You can call our Privacy Officer, Gail Bingham, GM Governance and Quality ext 8990 or talk to a member of the Quality and Patient Safety team. You can also complete the online eLearning training "let's talk privacy".

Please let's make privacy breaches a thing of the past.

Life is divided into three terms - that which was, which is, and which will be. Let us learn from the past to profit by the present, and from the present, to live better in the future.

William Wordsworth, 1770 -1850 English poet.

Biomed under new management

Ensuring the quality of our services, with a strong focus on patient safety, is a topic that's been on my mind a lot recently. I've been thinking about how we are all responsible for ensuring the quality of our services, and all play a part in ensuring we have a culture focused on achieving good quality services and patient safety. With that in mind, I'm pleased to see the change to the way Biomed (the BOPDHB Clinical Engineering Department) is operated. This department is responsible for the performance verification and maintenance of our biomedical equipment and is an essential service.

We've recently had four engineers from Chemtronics Australia working alongside our engineers as part of the transition from Spotless management, and believe we've gained a significant increase in the level of compliance of our biomedical equipment in both the Tauranga and Whakatāne Hospitals.

New processes and procedures have been put in place to ensure all our equipment remains up-to-date with industry standards, thus ensuring the safe and accurate operation of all our biomedical equipment.

To complete the transition we'll be rolling out a new software package, Chemtronics Service Manager. We'll let you know when the system is in place and training will be available. It will be accessible through OnePlace and can be used to raise biomedical servicing and repairs for all departments within.

There'll be a link for clinical staff to log jobs directly into the Service Manager software and you'll receive information on how to operate it. A link will be on the Biomedical Department's OnePlace page once staff training is completed.

You can post your DHB and Local Government voting papers in our hospital foyers

A first for us is to have election ballot boxes available for staff and patients in the foyer/reception areas of both Tauranga and Whakatane Hospitals. This will make it easier for patients and staff to vote.

Staff are able to assist patients by delivering their sealed voting papers to the ballot box.

Voting papers for the 2016 DHB and Local Government elections will be delivered to households from today Friday 16 September to 21 September, and voting closes at 12 noon on Saturday 8 October. The ballot boxes will remain in the foyer/reception areas until noon on Saturday 8 October, 2016.