



Helen Mason

Healthy, thriving communities, *Kia Momoho Te Hāpori Ōranga.*



11 December 2018

Bay of Plenty Evolution

What's been keeping Pete busy?

As many of you will know, our COO Pete Chandler has been working in a different role recently, that of Executive Lead: BOP Health System Evolution. It's a 4-month special project placement, and we wanted to update you on what that entails.



We know that as a health system we need to make some significant changes in the way we work, a paradigm shift, to meet the demands of healthcare today and into the future. We're calling it BOP Health System Evolution and we've asked Pete to work on it on the DHB's behalf.

Pete has been meeting with a range of people across the local healthcare system over the last two months and been asking them three questions: 1) How are we doing? 2) What do we need to do next? 3) What's getting in the way of doing what we need to do next?

He's collating the responses and working through what that advice means for us as a DHB: what the future holds; and what we need to do to continue providing the best care for our communities.

Pete will be reporting his findings to the Strategic Health Committee in the New Year and I look forward to updating you as we progress this exciting piece of work.

I was particularly impressed with the passion shown by both of these groups, the way they work in such a collegial way and are so supportive of one another, and how much people give of themselves in going above and beyond.



The team at Alzheimers Eastern Bay of Plenty



The Home and Community Support Services Alliance

Meeting some of our excellent community providers

Over the last few weeks I've had the pleasure of meeting with Alzheimers Eastern Bay of Plenty and with the Home and Community Support Services Alliance.

It's great to have the opportunity to meet members of the Bay of Plenty health system who are delivering services in the community. Whilst I often talk about our 3300 DHB staff, the reality is that there are at least another 3000 people working out in the community doing a great job for people across the region. Often our community has more interaction, spending more time, with these providers than they do with the DHB's staff.

Care at its best

We recently received some wonderful feedback from one of our patients, Tony, and I wanted to pass this on. What he describes is care at its best and our staff clearly delivering on our CARE values of Compassion, All-one-team, Responsive and Excellence.

Tony wanted staff to know just how grateful he was for the care he received at Tauranga Hospital, all staff - orderlies, cleaning, nurses, everyone - had been outstanding.

Tony could not talk highly enough of everyone involved in his care. Examples he gave were when he first presented to ED and was given

continued over

"There's a huge advantage in not having so many secrets."

Bronwyn Foxx, HCCS Alliance

pain relief and sent home an hour later. Subsequently a doctor called to advise that the radiologist had seen something and wanted him to come in straight away for a CT scan. His prognosis was poor and the doctor who had to tell him was crying as she delivered that news. He was booked in for radiation the next day.

Another example was when he was an inpatient and had had an accident going to the toilet. He was unable to clean up but two staff put him in the shower and started cleaning up for him. He said when he looked out at them they were smiling and happy in their work and showed such dedication and commitment. He added that everyone was like that.

Tony had a bad night with delirium and he said the nurse was reassuring, keeping him grounded. He also had a sore back so she got some herbal cream and rubbed it for him. "They go beyond any caring duty I would expect," he said. "They give me cuddles and are on my journey with me." Another thing he appreciated was how the staff explained everything to him along the way.

Tony said he wanted his message to go out to all the staff thanking them as "they are all amazing". He added that other highlights for him were meeting the lift cat and having the care dogs visit and lick him.