



From left: Blair McIntyre (Orderly supervisor), Christie Underwood, Emma Cronin, Glenda Waugh, Stu Hale (Senior orderly supervisor)

## Orderly team completes one million tasks on electronic system

Dunedin and Southland Hospital orderlies have celebrated the completion of their one millionth task on the CARPS electronic logging system. The task was escorting a patient to the main hospital foyer drop off point for their trip home from the hospital.

CARPS, a new interface was introduced three years ago to improve the management and logging of tasks.

"With up to 1000 tasks flooding in each day, the orderly team were glad to see the back of the old paper-based system," says senior orderly supervisor Stuart Hale.

Since the implementation of CARPS, the entire orderly team is able to see

new and existing tasks live on their phone, allowing them to pick up tasks instantly.

"Despite higher patient turnover, we're able to attend to tasks more quickly, with improved organisation."

### What does the orderly team do?

Whether it's moving medical equipment, furniture, or pharmacy medicine, the orderly team covers it all. One of the key services the orderly team provides is the safe transport of patients across different services. This ranges from transporting patients that arrive by helicopter, through to helping patients pack up for their discharge from hospital.

## Hui improve teamwork and patient care

Invercargill Medical Centre is adding te reo Māori to a key feature of the Health Care Home programme.

The general practice, which began the HCH programme in July, has started brief morning meetings to help get all staff together to plan and prioritise for the day.

Elsewhere called 'huddles' or 'standups', the IMC team's five to seven minute daily hui underscore inclusivity and their collaborative approach to patient care.

Staff and clinicians meet in two groups – *Mahi Tahi*, meaning 'work together', and *Noho Tahi*, meaning 'stay together' – and begin each meeting with a karakia.

"The hui are quick and efficient, so teams get on the same page," says clinical nurse director Toni Day.

A regular agenda item for the hui is improving patient portal uptake among their 13,000 enrolled patients. These secure, online records let patients see lab results, order repeat scripts, make appointments and more.

"Portals help patients be more involved in their own care. If staff understand the benefits, they can help patients who want to be signed up," Toni says.

Health Care Home is an initiative supported by Southern DHB and WellSouth primary health network that aims to increase capacity and capability in primary care.



Backrow; Dr David Sar Shalom, Ari Duthie, Andrea Burnett. Middle row; Lacey Easson, Carrie Takitimu, Carla Johnson. Front row; Toni Day, Joan Browning

## Queen Mary maternity extending care to the community

A new Queen Mary community service for pregnant women is reaching women who are unable to find a Lead Maternity Carer (LMC) for their care during pregnancy, birth and postnatally.

"A reduction in the LMC workforce in Dunedin has meant that some women have been unable to find a midwife and this service fills the gap," says Fiona Thompson, Charge Midwife Manager Queen Mary Maternity.

"Two Queen Mary midwives provide the care, and presently we have between 80 and 90 women accessing this community outreach service."

The service is available between 8am and 4.30pm seven days a week and provides antenatal and postnatal care, including home visits.

Labour and birth care is still provided through core Queen Mary midwives.

"Through this outreach service we're able to improve continuity of care, we can do home visits and we've improved our ability to meet complex needs.

"We're hoping the LMC workforce will increase, but in the interim we're pleased to be able to provide maternity care to local women who can't find a LMC through this service," says Fiona.

Women needing a midwife should access the find your midwife website: [www.findyourmidwife.co.nz](http://www.findyourmidwife.co.nz) as the first place to look for an available midwife.

## What's happening with the health system?

Please join the Southern DHB Commissioner team and CEO for an update on recent developments and next steps for health in the Southern district, and your community.

### Monday 11 November

- **Oamaru:** Inkbox theatre, Oamaru Opera House, 94 Thames Street, 10 - 11.30am
- **Alexandra:** Cellar Door, 143 Centennial Avenue, 3.30 - 5pm
- **Wanaka:** Conference Room, Wanaka Presbyterian Church, 91 Tenby Street, 6.30 - 8pm

### Tuesday 12 November

- **Queenstown:** Crowne Plaza Hotel, 93 Beach Street, 1 - 2.30pm

### Wednesday 13 November

- **Southland:** Lecture Theatre, Community Services Building, Southland Hospital 11.30 - 1pm
- **Gore:** James Cumming lounge, 29 Bowler Ave, 4 - 5.30pm



# New Dunedin Hospital project updates

A lot has been happening behind the scenes for the New Dunedin Hospital project recently, and this is a great opportunity to reflect and share some of the progress.

- A significant development is that Concept Design is near finalised for the outpatients building, which will be built on the Wilson Parking site. The Concept Design is an important phase of the design process that looks closely at the flows of people and logistics within the building. It helps us develop a very clear picture of where certain departments should be, and how patients, staff, and equipment will move through buildings. This process also gives us a better understanding of what our services need in a new facility.
- If you've travelled down Castle St recently you may have seen some serious digging happening in the carpark opposite the Cadbury site. Concrete slabs have been removed, and levelling of the site is underway to prepare this area as an interim vehicle, loading and storage zone for contractors. This is timely, as the demolition process is expected to begin in the early stages of next year.
- A lot of work in this stage of the project is also done around the structure, engineering, and foundations for the buildings. Geotechnical investigations on the new hospital site continue to give us a clearer picture of what it will take to support the new structures.

While ground conditions are challenging, engineers are confident that solutions can be put in place to minimise the impact on cost.

- We were pleased to announce recently that part of the former Cadbury site, the historic dairy building, will be retained as part of the New Dunedin Hospital. The high level of heritage interest in the dairy building was noted, and we will continue to look at options for its future use throughout the design process.



Artist's impression taken from Site Master Plan

## Watch out for bacteria this spring

Spring is upon us bringing blooms, lambs and a time for planting vegetable gardens. Spring farming and gardening can bring us into contact with harmful bacteria.

Bacteria can contaminate soil, food or water or surfaces such as toys, bathroom taps or doors and benches. You get infected when you swallow bacteria, for example, by touching infected animals or soil and then touching your mouth.

Bacterial infections can cause diarrhoea. Some people, especially children and older people can get very sick.

### Keep clear of bugs this spring:

- Practice high levels of hand hygiene for you and your children: wash hands with hot soapy water (for at least 20 seconds) and drying (for at least 20 seconds) particularly after going to the toilet, after having contact with manure or soil and after contact with lambs or other animals.
- Keep up to date with general household cleaning and practice high levels of food safety. If you're exploring the outdoors, ensure your food is kept cool and you carry hand-sanitiser or wipes to help avoid cross-contamination. Check your water source to avoid drinking contaminated water.
- Another bacteria known as Legionella can be inhaled or transmitted from compost, soil and potting mix. Wearing a face mask and gloves, hand washing and careful handling of compost, soil and potting mix are the best ways to avoid coming into contact with this bug which can cause serious pneumonia.



## Measles

Measles is a highly infectious, airborne disease that can be prevented by having two MMR immunisations. It can affect both children and adults, and cause serious complications. Babies and immune compromised people are especially susceptible to the effects of measles.

Just being in the same room with someone who has measles can result in infection. The time between catching the virus and developing symptoms is usually around 10-12 days, but it can take up to 18 days. A person with measles is infectious from 5 days before to 5 days after the appearance of the rash.

The initial symptoms include fever, runny nose, cough and sore red eyes. After 2-4 days the rash appears, starting on the face and spreading down the body over the next few days.

Anyone who thinks they might have measles should be isolated immediately and should call their GP or Healthline for advice, rather than visiting in person.

**For more information please call Healthline on 0800 611 116 or visit <http://www.health.govt.nz>**

## Commissioner's Update

Kathy Grant



The work we are doing to re-shape the Southern health system – so care is more accessible, coordinated and equitable – is certainly not all about bricks and mortar. More important by far are our people, and their systems and processes for delivering care.

All the same, this month we do have some milestones to celebrate that are very much about our physical structures.

The growing teams responsible for the New Dunedin Hospital have moved from a small room in the Children's Pavilion into a new office on Castle St. Planning and design work is intensifying, and the process is beginning for the enormous task of preparing the site for redevelopment.

The activity in the office is both exciting, and a reminder of the significance of the task the teams from the DHB and Ministry of Health have ahead of them.

This month we are also looking forward to celebrating the official opening of the upgrade of Lakes District hospital, with a new Emergency Department, CT scanner and refurbished spaces. Thank you to all our patients and staff who managed around the disruption to their spaces – we hope now you can enjoy the result. Photos to come in the next issue of Better Health!

We are looking forward to sharing more about these developments and others as the Commissioner team travels around the district in the coming weeks – see the dates and locations in this issue of Better Health.

We'll be providing an update on the progress we're making, the key strategies going forward and the work that's underway to truly join the dots in the health care system to create a district wide network of care. These meetings will be final forums in our roles as a Commissioner team for Southern DHB, please join us.

The New Dunedin Hospital team will also be holding a public meeting in Dunedin, and again we hope to see you there. The exact time and place is yet to be confirmed, but please keep an eye out for further information.