

Waitematā District Health Board

Yearbook 2021



A word from the CEO and Chair

This will be the last-ever Waitematā DHB Yearbook as the health sector prepares to transition to a new single service in 2022.

That service, Hauora Aotearoa (Health NZ), will work alongside the new Māori Health Authority – as well as a newly formed Ministry for Disabled Persons – to meet the future health needs of New Zealanders.

Most of you will continue your great work under its auspices – ensuring our community keeps receiving the best-possible care through our hospitals and community-based services. Your skill, dedication and professionalism will keep Waitematā’s legacy alive and well – building further on the incredible milestones achieved since the nationwide establishment of DHBs in 2001.

This year, our DHB has also laid the groundwork for multiple ongoing projects that will meet the needs of our fast-growing population and future-proof the region for many years to come. These include:

- major ongoing earth and infrastructure works, paving the way for construction of Tōtara Haumarū – the new \$300 million state-of-the-art hospital building scheduled for completion on our North Shore campus in late 2023
- commencing work of the building programme for a new, \$65.1 million ICU and 30-bed inpatient ward – to be built at Waitakere Hospital from the end of 2022
- the continuation of work on a new, upgraded \$9 million Special Care Baby Unit at Waitakere Hospital increasing the number of beds available and allowing parents to stay with their babies.
- the building of E Tū Wairua Hinengaro, another multi-storey inpatient facility at Mason Clinic containing two 15-bed units – boosting the quality of regional forensic care in a contemporary and culturally informed way
- the allocation of \$1.87 million from the Government’s State Sector Decarbonisation Fund for the purchase of 72 electric

vehicles and associated charging infrastructure. We will invest a further \$1.87 million from our own budget into this project to help reduce carbon emissions by around 1251 tonnes over 10 years.

2021 has been another extraordinary year in which our DHB has contributed greatly to the national COVID-19 response and vaccination programme. The fast stand-up and staffing of multiple community-based vaccination options has been a highlight – as has our support of community-based testing centres.

We met the Government’s 90% “fully-vaccinated” target in quick time – being one of the first DHBs in the country to do it in early December. A huge thank you to all those who helped make it happen – especially to our community partners.

The swift transformation of our hospitals and services into COVID-19-ready environments has enabled the delivery of ‘business-as-usual’ healthcare as much as possible, with a view to keeping our staff, patients and visitors as safe as we can. None of this would have been possible without you – our staff. Some of you have worked from home and others have been based in our hospitals or out in the community. All of you, no matter where you are situated, have made a difference and we thank you.

In closing, we also thank the many thousands of people who have worked for Waitematā DHB and its various predecessors over time. All have been united in their drive to relieve suffering, promote wellness and prevent, cure and ameliorate ill-health – all have helped to make a difference in countless lives. Again, we offer our heartfelt thanks. Christmas greetings to you and your families – we wish you the very best for 2022 and into the future.

Dr Dale Bramley
Chief Executive Officer

Dr Judy McGregor
Board Chair



CEO Dr Dale Bramley



Board Chair Dr Judy McGregor

Front cover: vaccination was a key priority in the 2021 response to COVID-19. This photo was taken in the vaccination centre at Westgate.

21 years – "better, best, brilliant..."

Our DHB has come a long way since its inception in 2001 – building a world-class public health service to serve the largest DHB population in the country. Key developments from the last two decades include:

- 2003** – the opening of a Special Care Baby Unit at North Shore Hospital
- 2005** – the opening of an expanded and much-improved Waitakere Hospital, where ongoing development centred on additional medical wards and coronary care services
- 2007** – the opening of the \$14 million Waiatarau mental health inpatient facility on the Waitakere Hospital site
– construction of Ward 11, the first of multiple new medical wards at North Shore Hospital
- 2011** – the opening of the \$9.2 million North Shore Dialysis centre, adjacent to North Shore Hospital
– the opening of the new North Shore Hospital Lakeview building, including the Emergency Department, Assessment and Diagnostic Unit (ADU) and Coronary Care Unit
- 2012** – the opening of the new Rangatira paediatric ward extension at Waitakere Hospital
- 2013** – the opening of the Elective Surgery Centre at North Shore Hospital
– the opening of a new interventional radiology suite at North Shore Hospital
- 2014** – the establishment of a renal dialysis unit in Apollo Drive – the first off-site community-based venture of its kind at Waitematā
- 2015** – the opening of the Hine Ora ward for women at North Shore Hospital
– the opening of the Ahurewa Spiritual Centre at North Shore Hospital
– the opening of the \$25 million He Puna Waiora adult mental health inpatient facility next to North Shore Hospital
- 2016** – the opening of the new, expanded Emergency Department at Waitakere Hospital
– the opening of the Hart Department of Medicine at North Shore Hospital
– a Sky Bridge from the Elective Surgery Centre (ESC) to the main North Shore Hospital
- 2017** – the opening of Te Aka, a \$22 million, 15-bed mental health facility at the Mason Clinic Regional Forensic Psychiatry Service in Pt Chevalier
– The opening of the Whenua Pupuke Waitematā Clinical Skills Centre on the North Shore Hospital lakefront
- 2018** – the opening of a new, expanded Radiology Department at Waitakere Hospital
- 2019** – the formation and development of a diverse Consumer Council that, along with Waitakere Healthlink, ensures there is a consumer voice and participation in decision-making across the DHB
– the opening of the new multi-faith spiritual centre – Wairua Tapu, Chapel of the Holy Spirit at Waitakere Hospital
- 2020** – development commencing of a new, greatly expanded Special Care Baby Unit (SCBU) at Waitakere Hospital
– purchase of three acres of land for the future expansion of the Mason Clinic site
- 2021** – earthworks for the \$300 million Tōtara Haumarū Hospital Building on the DHB’s North Shore campus. The building is the biggest expansion project undertaken at Waitematā since construction of the main tower block in the early 1980s
– the opening of a 15-bed inpatient building, E Tū Tanekaha, by Prime Minister Rt Hon Jacinda Ardern at the Mason Clinic Regional Forensic Psychiatry Service in Pt Chevalier
– the Government announcement of \$65.1 million to build a new 30-bed inpatient ward block and Intensive Care Unit at Waitakere Hospital. Construction of the ward block is due to begin at the end of 2022. This will be the biggest development on the Waitakere campus since 2005.

KEY FACTS AND FIGURES – OVER THE PAST YEAR



We have one of the highest **five-year** cancer survival rates in New Zealand.

Life-expectancy for people in Waitematā has increased by **3.6** years since 2001.

Our laboratory staff processed up to **5040** COVID-19 swabs a day through 2021. Nearly **260,000** by early December.

Waitematā residents have the highest life-expectancy in New Zealand at **84.3** years.

In the last year, we birthed **6730** babies in our hospitals.

We vaccinated **90%** of our eligible population before Christmas 2021.

We achieved the lowest avoidable mortality rate in NZ at **64%** per 100,000 people.

We delivered **36,167** elective surgeries, achieving 99.7% of our national requirement.



We provide dental care to over **290,000** children across the Auckland region.

We employ **8735** people, who represent a diverse range of ethnicities.

We have more than **643,000** people in Waitematā district.

Life-expectancy for Māori in Waitematā has increased by **3.8** years over the past two decades and sits at 80 years.

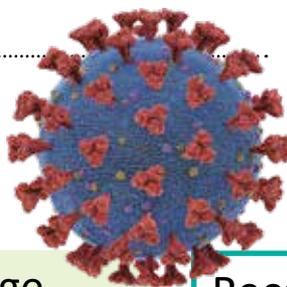


We cared for **286** COVID-19 patients in the first three months of the Delta outbreak.

Our smoking rate is one of the lowest in the country at **10%** and dropping.

We discharged more than **130,937** inpatients over the last year.

The number of Māori in our workforce has increased by **83%** in five years.



COVID-19

Overcoming the language barrier in the fight against COVID-19

Members of Waitematā DHB’s Asian Health Services team provided invaluable support for older Asian people who were getting vaccinated at the Albany COVID-19 vaccination centre this year. The team was assisted by Waitematā DHB volunteers and supported by various North Shore-based Chinese leadership networks, the Korean Women’s Association and Age Concern – co-ordinating group bookings for Asian people aged 65-and-over who faced various obstacles, including language difficulties.

Waitematā has a large and rapidly growing Asian community that makes up around 28 per cent of the district’s overall population. The concentration of people of Asian ethnicity is particularly high in some of the North Shore suburbs, including Albany.

Record effort by laboratory team

Members of the North Shore Hospital-based laboratory team achieved an impressive milestone in the midst of the Alert Level 3 lockdown when they processed and reported a record-number of 1967 community swabs over 24 hours. That number jumped to over 5000 by the end of the year.

Their mammoth effort started on the morning of Wednesday, 17 February while Auckland was still at Alert Level 3 and large numbers of people were being swabbed for COVID-19 at community testing centres across the region.

A portion of the swabs processed at Waitematā was from outside of the catchment – another example of the DHB’s contribution to the overall regional response. No backlog was experienced in the laboratory, despite the huge workload.

Swift response demonstrates high level-of-preparedness in return to lockdown

Three new positive cases of COVID-19 in Auckland resulted in a return to Alert Level 3 on 14 February. The Waitematā DHB response was immediate, with visiting restrictions and contingency plans swiftly actioned to maintain the safest-possible environment for staff and patients alike. The use of telehealth, where appropriate, provided safe and effective continuity-of-service for many outpatients – minimising the impact on planned care.

Pop-up testing centres were stood-up at strategic points within the DHB catchment to complement static sites already in existence and staff did an incredible job managing large numbers of attendees – handing out refreshments and ensuring the process ran as smoothly as possible. We also opened a testing clinic for asymptomatic staff at Waitakere

Hospital where referrals were managed by the Occupational Health and Safety Team. Thanks to our amazing community providers Te Whānau o Waipareira and the Fono for their assistance.

The region dropped to Alert Level 2 after three days but returned to Alert Level 3 again towards the end of the month, following more community cases in South Auckland. A gradual return to Alert Level 1 was completed on 12 March. Staff went above-and-beyond in their efforts to assist throughout – volunteering to help with welfare checks and swabbing at testing centres across the greater Auckland region. Waitematā DHB also provided food packages to patients discharged from hospital care during lockdown when access to supermarkets was difficult for some.



▲ This pop-up testing site in Albany was among many established at strategic points through the DHB catchment.

COVID-19 Delta

Delta – a return to lockdown

The discovery of the COVID-19 Delta variant in the community plunged the entire country into an Alert Level 4 lockdown on 17 August.

Waitematā DHB responded immediately – working with other metropolitan Auckland DHBs to provide care for COVID-19-positive patients in a tightly managed regional framework.

Government strategy shifted from elimination to suppression through the remainder of the year – with a strong focus on community vaccination.

Waitematā DHB expanded capacity at North Shore Hospital to manage COVID-19-positive patients – upgrading various facilities to meet projected demand for the care of Delta patients and prepare for the transition from pandemic to endemic.

Developments included:

Elective Surgery Centre (ESC):

Conversion work was completed to create additional inpatient, HDU and ICU capacity for an anticipated rise in the number of COVID-19 Delta cases requiring hospitalisation.

Ward 11: Repurposed for the treatment of up to 21 COVID-19-positive patients.

He Puna Waiora: A wing of the inpatient mental health unit at North Shore Hospital was upgraded to manage COVID-19 patients requiring inpatient care.

ICU/HDU: Air handling units in ICU/HDU were upgraded to bring two additional rooms up to full AIIR (negative pressure room) compliance.

Birthing suite: Air-handling units in the birthing suite were improved to enable safe management of COVID-19-positive expectant mothers and their whānau.

Auckland came out of Alert Level 3 in early December when the country adopted the Government’s “traffic light” framework – a new system designed to manage COVID-19 according to the level of community vaccination.



▲ CEO Dr Dale Bramley, 2nd from left, pictured with Prime Minister Rt Hon Jacinda Ardern during a visit to the vaccination clinic run in conjunction with Pacific health provider The Fono at Westgate in November.



▲ One of the newly repurposed negative pressure rooms at North Shore Hospital’s Ward 11 – ready to receive a COVID-19 patient.



▲ New respirators ready for use in Ward 11 at North Shore Hospital.

COVID-19 – vaccination

Milestone moment



▲ *Emergency Department nurse Tegan Mayo*

Emergency Department nurse Tegan Mayo was among the first Waitematā DHB staff members to receive a dose of the Pfizer vaccine when new, on-site healthcare worker vaccination clinics were set-up at Waitakere and North Shore hospitals in March. The clinics remained open for several weeks and anyone who did not receive a vaccination during that time was offered the chance to get vaccinated in the community – without the need to make an appointment.

Protecting our community

Larger community-based clinics and centres were set up at five locations in the Waitematā DHB catchment to support the Government’s national COVID-19 vaccination rollout through the year. They were complemented by a number of pop-up clinics, strategically located to cater for populations outside of main centres.

The first big static clinic was opened in Henderson in partnership with Te Whānau o Waipareira. A Pasifika-led vaccination centre was also set up in conjunction with Pacific health provider The Fono at Westgate – able to vaccinate up to 300 people-a-day by appointment and through community outreach. A third clinic, catering for up to 1000 people each day, opened

at Birkenhead and operated in the Highbury Shopping Centre. An additional centre opened at Albany in late June – followed by another at Orewā. Waitematā DHB worked closely with primary care on additional vaccination options for its population as the campaign expanded.

A huge combined effort ensured we met Government's 90% "fully vaccinated" target in time for Christmas. We also achieved the highest staff vaccination rate in the country - before national mandatory vaccination rules took effect. This followed an initial drive to vaccinate staff in managed isolation and quarantine facilities – as well as those working at the border.



▲ *(Left to right) COVID-19 Executive Lead Tamzin Brott; Waitematā DHB Board Chair Dr Judy McGregor; Waitematā DHB CEO Dr Dale Bramley; Chief Advisor Tikanga, Dame Rangimārie Naida Glavish and Kaumātua Fraser Toi during the official blessing and opening of a vaccination clinic at Birkenhead in May.*

Vaccinating the thousands – and a word of thanks

The efforts of multiple staff involved in the staff vaccination programme were acknowledged with a special celebration at North Shore Hospital's Whenua Pupuke building when the clinics closed in mid-May. A number of vaccinators involved in the hospital-based campaign

were then deployed to community vaccination centres and clinics. On-site vaccination clinics for staff and their immediate household bubbles were set up during the second Alert Level 4 community transmission event that started in August.



▲ *Just some of the many people behind Waitematā DHB's staff and community-based vaccination programme gather for a 'thank you' function at Whenua Pupuke.*

Compassion and care at Waitematā DHB inspires generous act of gratitude

It was a free lunch that staff at three COVID-19 vaccination centres in West Auckland will never forget – curry chicken, pork chop suey, rice, crab meat salad, steam pudding and custard, all prepared and delivered with lashings of gratitude by a grateful, former Waitematā DHB patient and her husband.

Rita Fepulea’i from West Auckland spent a number of months at North Shore Hospital this year and says the “absolutely fantastic” care she received made everything all-the-more-bearable for her and husband Filitoga.

Inspired by their experience of Waitematā DHB staff, both decided to show their appreciation to the wider health sector by making 180 lunches for all those people working at three COVID-19 vaccination centres in Henderson and Ranui.

The lunches were dropped in one Friday as a ‘thank you’ to the health workers in our community “who selflessly put themselves out there to keep us safe.”

Waitematā DHB CEO Dr Dale Bramley says the act of gratitude was greatly appreciated.

“We’re so pleased to know that Rita is happy with the care she received from us and I know our staff – including those assisting at some of these vaccination centres – will be deeply touched by this incredibly kind gesture.”



▲ Rita Fepulea’i and her husband Filitoga Fepulea’i.



▲ Curry chicken, pork chop suey, rice, crab meat salad – cooked, packaged and delivered to health care workers as a sign of appreciation.

Great response to ‘Super Saturday’ vaccination event

There was a massive turnout across the Waitematā district for the ‘Super Saturday’ national day of vaccination on 16 October.

Around 14,377 doses of the COVID-19 vaccine were administered across the DHB catchment, contributing strongly to a metropolitan-Auckland tally of 40,653 doses and a national total of 130,002 doses.

There was a strong uptake among Waitematā Māori (1,489 doses) and Pacific (1,185) – helping to lift vaccination coverage within both critical populations.

Asian uptake was also strong (3,347) and another 7,968 European people in Waitematā took the opportunity to vaccinate.

Staff and volunteers worked long hours to make the day a success in DHB-run centres at Birkenhead (1,104 doses), Albany (902), Orewā (463) and Stanmore Bay on the Whangaparāoa Peninsula.

Waitematā staff also supported vaccination centres managed by Te Whānau o Waipareira at Henderson (1,494) and The Fono at Westgate (641). The DHB’s Pacific leadership worked closely with churches on the North Shore to run pop-up drive-through centres in Wairau Valley for the Tongan community and Beach Haven for the Samoan community.



▲ Waitematā DHB Director of Pacific Health, Dr Josephine Aumea Herman, and a volunteer unload goodies for distribution to members of the public at Westgate during the national day of vaccination in October.

Our people

RIP: Matua Pio Jacobs

The passing of Matua Pio Jacobs in November marked the end of an era for Waitematā DHB.

Matua Pio and his late wife Chrissie were well known advocates and teachers of tikanga and te reo Māori.

They worked closely with various health organisations – including Waitematā DHB – as cultural advisors for many years before their retirement in 2017.

Both were particularly well known as kaumatua at Waitakere Hospital after starting work for the DHB in 2002 – not far from their long-time home in Henderson.

There, they supported staff, patients and visitors – ensuring Māori protocol was understood and observed wherever appropriate as part of everyday hospital life.

They provided additional cultural support at multiple openings and special events and were special guests during the opening of Wairua Tapu, Chapel of the Holy Spirit, in 2019.

Matua Jacobs, who was of Te Aupōuri and Te Rarawa descent, was born in Pawarenga and moved to Auckland as a teenager.

The father-of-ten was 89.



▲ *Dr Dale Bramley with Pio and Chrissy Jacobs during the opening of Wairua Tapu, Chapel of the Holy Spirit, at Waitakere Hospital in 2019.*

Matua Fraser Toi – still supporting our DHB community at 80

A special tribute was paid to Matua Fraser Toi when he celebrated his 80th birthday in July.

Colleagues gathered for a cake-cutting ceremony and Matua Fraser was presented with a special taonga to mark the milestone.

Matua Fraser is one of the DHB’s hard-working kaumatua – providing cultural support at multiple events, blessings and openings.

DHB kaumatua also provide a friendly ear and wise counsel to staff, patients and visitors as part of Māori Health Services – He Kāmaka Waiora.



▲ *Kaumātua Fraser Toi cuts his birthday cake with a helping hand from Chief Advisor Tikanga, Dame Rangimārie Naida Glavish.*

The ‘kia ora’ that sparked a revival

Dame Rangimārie Naida Glavish was working as a telephone operator for NZ Post in 1984 when she was threatened with dismissal for greeting callers in te reo with “kia ora.”

The resulting controversy reached the ears of then-prime minister Robert Muldoon who supported Dame Naida’s right to speak in her own language.

The milestone moment in the Māori language revival was commemorated this year during an exhibition at the Auckland War Memorial Museum.

Today, Dame Naida (Ngāti Whātua) is Waitematā DHB’s Chief Advisor, Tikanga.

This year, she was also appointed to the newly established Oranga Tamariki Ministerial Advisory Board. The Board provides independent advice and assurance to the Minister for Children across three key areas of Oranga Tamariki – relationships with families, whānau and Māori; professional social work practices; and organisational culture.

Dame Naida has dedicated many years of service to the health sector – addressing inequities and barriers for Māori and working closely with a range of iwi, government and community organisations.



▲ *Dame Rangimārie Naida Glavish relives a significant moment in her working career during an exhibition at the Auckland War Memorial Museum.*

High-profile physician takes on top advocacy role for Pacific people

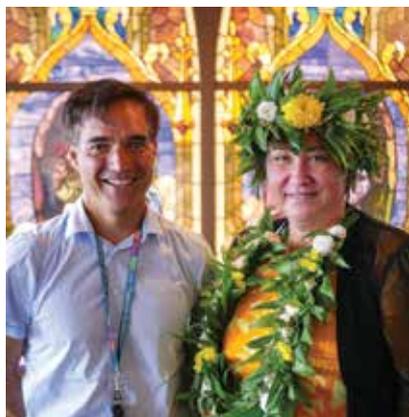
Dr Josephine Aumea Herman, former Secretary for Te Mārae Ora Cook Islands Ministry of Health, was appointed Director of Pacific Health at Waitematā DHB in March.

The public health physician and general practitioner holds a PhD in epidemiology from the University of Auckland.

She is a past recipient of the Pasifika Medical Association Service Award for her contribution to Pacific Health and was a Medical Officer of Health with Auckland Regional Public Health Service from 2017 to 2018 – assisting with the response to the wider region’s mumps outbreak.

Dr Herman helped lead the national emergency health response to COVID-19 in the Cook Islands – one of a select-few countries that has not reported a single case of the virus. She has also worked closely with Waitematā and the rest of the metropolitan Auckland area on regional COVID-19 vaccination initiatives.

Dr Herman says everyone in the health sector has a responsibility to help achieve better health outcomes for Pacific people. “We have 8500 employees at Waitematā and we need to involve each of them – so we all understand that improving health services for Pacific peoples, Māori and other populations is everyone’s job.”



▲ *Dr Josephine Aumea Herman with CEO Dr Dale Bramley during a pōwhiri welcoming her to Waitematā DHB.*

New head of Specialist Mental Health & Addiction Services

Dr Murray Patton was appointed to the role of Waitematā DHB Director Specialist Mental Health & Addiction Services in February.

Dr Patton graduated from the University of Otago with a Bachelor of Medicine and a Bachelor of Surgery (MB ChB) in 1981 – gaining Fellowship of The Royal Australian & New Zealand College of Psychiatrists (RANZCAP) in 1989. He has held a number of senior roles in services in New Zealand and Australia and has practised predominantly in the public sector as an adult psychiatrist.

Dr Patton replaced Derek Wright, who retired after an association with Waitematā DHB that dated back to 1992.



▲ *Dr Murray Patton*

Farewell to a friend



▲ *The late Barbara Wickenden*

Friends and colleagues gathered to commemorate the life of former Waitematā DHB librarian Barbara Wickenden during her funeral at Albany on 4 June.

Barbara retired from the DHB in 2015 after 23 years of service. She worked in a wide variety of libraries (public, law and education) before coming to Waitematā in 1992 and played a key role in the opening of a new library on the Lower Ground Floor of North Shore Hospital in 2006.

Barbara was on the Health Special Interest Group (HealthSIG) committee for the Library and Information Association of New Zealand Aotearoa (LIANZA). She contributed to HealthSIG in many ways and was well-known for her intellect and ability to think through the issues. Barbara was 77 and is survived by two children and four grandchildren.

Scholarship programme boost Māori and Pacific workforce numbers

Congratulations to the 25 students accepted into the 2021 intake of the Waitematā DHB Health Scholarship Programme.

The initiative is designed to help Māori and Pacific people in the Waitematā catchment complete undergraduate healthcare-specific studies with accredited New Zealand education providers. Participants receive financial support to achieve their goals and can access practical placement opportunities through the course of their studies. All are required to enter a two-year employment agreement with Waitematā DHB after graduation.

The programme is among a raft of initiatives designed to boost Māori and Pacific workforce numbers and reduce health inequities wherever they exist.

This year’s scholarship recipients represent a range of fields, including physiotherapy, nursing, midwifery, dietetics, occupational therapy, midwifery, medicine and oral health therapy. They are studying with six different providers and are of Māori, Niuean, Samoan, Fijian, Tongan and Cook Island ethnicity.

New Year’s Honours recognition for Dr Joe Singh

Dr Joe (Gagrath) Singh was named in the 2021 New Year’s Honours List as a Member of the New Zealand Order of Merit (MNZM) for his services to health.

Dr Singh has worked with Waitematā DHB since 1987 as a consultant geriatrician – advocating for the health of older adults. He is also Chair of the DHB’s Senior Medical and Advisory Committee (SMAC), contributing to the planning of DHB services, staffing and capacity. The well-deserved honour also recognises his service as the Chair of the Pharmacy and Therapeutics Committee; his work as an examiner and supervisor with the Royal Australasian College of Physicians and his role as an honorary clinical lecturer with the University of Auckland.

A number of other health professionals with links to Waitematā also featured in the New Year’s Honours List. They included: Max Robbins, who was awarded a Queen Service Medal (QSM); Dr Tim Molloy, who was made an Officer of the New Zealand Order of Merit (ONZM) and Dr Annabel Finucane, who was made a Companion of the New Zealand Order of Merit (CNZM).



▲ Dr Joe (Gagrath) Singh, MNZM

Te reo plan to help achieve better equity healthcare



▲ Some of the latest te reo course participants pictured during graduation in March this year include (left to right) Merissa Rajoo (clinical nurse specialist), Dr Charlotte Daker (gastroenterologist), Marilou Cloeman (phlebotomist), Teresita Suruez (patient care assistant), Priya Raylu (pharmacist), Sita Cherukuri (clinical coding) and Elizabeth Brookbanks (senior pharmacist).

Revamped and free te reo courses filled up quickly after being offered to Waitematā DHB staff this year.

The 20-week back-to-basics courses, available at Waitakere and North Shore hospitals, were designed to improve cultural awareness and assist in the DHB’s continuous drive to achieve better equity in the health sector.

Participants received an insight into some of the day-to-day language and tikanga that will assist in interactions with Māori patients and their whānau. The initiative follows on from the free te reo classes that were launched in 2019 and continued through 2020.

A graduate of the last programme, Infection Prevention & Control Clinical Nurse Specialist Merissa Rajoo, encourages colleagues to get involved. “My team and I snatched the opportunity to complete the te reo course,” she said. “We built a new whānau when we surrounded ourselves with people on the same journey wanting to achieve the same goal.

“We are going to embrace our knowledge – even if it’s for an hour a week – and make time to connect with like-minded te reo Māori soldiers in the battle for language revitalization.”

Retired physician recognised with Queen’s Honour

Former Waitematā DHB employee Professor David Richmond was made a Companion of the New Zealand Order of Merit in this year’s Queen’s Birthday Honours list. Professor Richmond, who is now retired, worked at North Shore Hospital for three years from January 1992 to December 1994 as Head of Department, Geriatric Medicine.

He was the inaugural director of Continuing Medical Education for the Royal Australasian College of Physicians (New Zealand), inaugural Chair of the Auckland Hospital Research Ethics Committee and a founding member of the Health Research Council’s National Ethics Committee. He founded the HOPE Foundation for Research in Ageing

in 1994 and chaired its Board for 20 years. Professor Richmond was an advisor to the World Health Organisation as well as the Department of External Affairs and Health. He was also a member of the Prime Ministerial Task Force on Ageing. He was recognised for services to health and education.

Milestone moment for first Māori female president of the New Zealand Society of Gastroenterology

Dr Zoe Raos is the first Māori female president of the New Zealand Society of Gastroenterology (NZSG). The North Shore Hospital-based gastroenterologist was appointed this year and says diversity plays a big role in the provision of best care to patients.

“I wanted to take on the role because, like lots of specialty areas in health, gastroenterology is male-dominated. Half of the people leaving medical school are women but as careers progress and get more specialised, fewer women are active in these roles,” she says.

Equity is also vital.

“It can never just be up to an individual to overcome bias. The systems within which we work are also responsible – as are all of the people who work in those systems.

“This is why I put an equity focus on all of my work. Diversifying and empowering our workforce is a big part of how we look after people the best we can. I genuinely believe that everybody benefits from this – we need the workforce to reflect the communities we’re serving. No one loses out with diversification.”



▲ *Dr Zoe Raos is an advocate for diversity and equity in the workplace.*

New HQSC role for DJ Adams

Congratulations to DJ Adams who resigned from his role as Chair of the Waitematā DHB Consumer Council in October to take up a new position with the New Zealand Health Quality & Safety Commission.

DJ (Ngāti Maniapoto, Ngāti Kahungunu) was appointed to the inaugural council in July 2019 and initially served as deputy chair.

He took on the role of chair after his predecessor, David Lui, was appointed to the Waitematā DHB Board earlier this year. The Consumer Council works closely with Waitakere Health Link to ensure a collective consumer voice sits at the forefront of DHB planning and service-delivery.

DJ is a graduate of the Te Whare Tapa Whā (Māori model of health) and Powhiri Poutama (Māori framework for counselling, social work, mental health and social services) programmes

and a strong advocate for culturally appropriate and accessible public health and community services.

DJ is the HQSC’s new consumer engagement advisor for Māori and his input and hard mahi at Waitematā DHB will be greatly missed.



▲ *DJ Adams is the new consumer engagement advisor for Māori on the New Zealand Health Quality & Safety Commission.*

Funding grant welcomed by advocate for aspiring Māori surgeons

Waitematā DHB surgical registrar Dr Jamie-Lee Rahiri is working to establish an independent Māori surgical research and training institute, Te Piringa Kotuku.

Dr Rahiri (Ngāti Porou, Ngāti Whātua, Te Atihaunui-a-Pāpārangī) secured a \$30,000 Health Research Council Health Delivery Research Grant in July to help carry out the scoping tasks required to make her vision a reality.

She will work alongside Māori clinical leaders Professor Jonathan Koea (Waitematā DHB surgical consultant), Dr Maxine Ronald and Associate Professor Matire Harwood (former Waitematā DHB Board member) to build strong relationships with iwi, hapū, health organisations and other clinical stakeholders.

All have a long-term vision to collaboratively encourage and support more Māori into the surgical field.

Dr Rahiri says less than 1% of surgeons in the New Zealand medical workforce are Māori.

“We know that Māori health workforce development is essential to eliminating long-standing Māori health inequities” she says.

“More work is required to ensure that our profession is culturally safe and that aspiring Māori surgeons are well-supported to fill future leadership positions and conduct transformational research that advances Māori health.”



▲ *Dr Jamie-Lee Rahiri*

Major facilities developments

More than \$500 million of capital work is underway across the Waitematā catchment – the highest-ever investment in capital development in the history of the DHB. Major projects underway include:

Major milestone in \$300 million Tōtara Haumarū project

A sod-turning ceremony in March marked the next big milestone in the construction of Waitematā DHB’s new hospital building, Tōtara Haumarū, on the North Shore Hospital campus. Minister of Health Hon Andrew Little, Waitematā DHB Board Chair Dr Judy McGregor and CEO Dr Dale Bramley took part in the event – paving the way for major earth and infrastructural works associated with the \$300 million project.

The new four-storey hospital building will feature more than 12,000 square metres of floor space and will include:

- four new wards, including an estimated 120 additional beds
- four additional operating theatres

- new endoscopy suites, reducing waiting times for colonoscopy and gastroscopy procedures
- patient and whānau-centred design to support modern models of care and in-built features that enhance the experience of patients and visitors
- an extended Sky Bridge link connecting the surgical hospital to the main hospital tower block, enabling the flexibility to transfer patients as required
- additional space for further expansion in the future.

Tōtara Haumarū will occupy the site of the original maternity hospital which was built in 1958 and later used for administration purposes before a

period of disuse and demolition. The new facility is due for completion in 2023.



▲ Minister of Health Hon Andrew Little, Waitematā DHB Board Chair Dr Judy McGregor and CEO Dr Dale Bramley take part in the official Tōtara Haumarū sod-turning ceremony.

Special Care Baby Unit expansion and redevelopment project

Work is well-advanced on the new-and-improved \$9.5 million Waitakere Hospital Special Care Baby Unit (SCBU), which is scheduled to open in 2022.

The new unit will have capacity for 18 cots in separate bays – with overnight sleeping options available for mothers and their primary support people.

The existing SCBU has operated out of the Rangitira Ward throughout the year – leaving its old space free for construction to proceed.

\$65.1 million to fund new ward and ICU at Waitakere Hospital

A massive \$65.1 million Government funding package will finance construction of a new 30-bed inpatient ward block and Intensive Care Unit at Waitakere Hospital.

Construction of the ward block is due to begin at the end of 2022 and is aligned with the Northern Region Long

Term Investment Plan, which forecasts that 320 additional inpatient beds will be needed at Waitakere Hospital by 2037. The new ICU will be on the ground floor. This will be the biggest development on the Waitakere campus since 2005, when the expanded hospital block was opened.

Auckland’s population of 273,000 is projected to reach nearly 353,000 by 2043. Overall master site-planning for Waitakere Hospital is well-advanced and designed to meet the anticipated growth with a series of new and refurbished buildings, new wards and an expansion of services available to the local community.



▲ (Left to right) Waitematā DHB Deputy Chief Executive Dr Andrew Brant, Chief Medical Officer Dr Jonathan Christiansen, Board Chair Dr Judy McGregor, Chief Advisor Tikanga Dame Rangimārie Naida Glavish, Minister of Health Hon Andrew Little, Waitematā DHB Chief Executive Dr Dale Bramley, Ministry of Health Deputy Director-General Infrastructure Karen Mitchell, during the funding announcement at Waitakere Hospital.

Prime Minister opens new \$22.5 million unit at Mason Clinic

E Tū Tanekaha, a \$22.5 million state-of-the art 15-bed medium secure unit at Mason Clinic, was opened in April by Prime Minister Rt Hon Jacinda Ardern and Minister of Health Hon Andrew Little.

Waitematā DHB has one of the fastest-growing populations of any DHB in New Zealand and provides specialist forensic mental health services for the entire Northern Region, serving a population of nearly two million people. The new unit is part of an extensive programme of facility upgrades and expansion for the regional forensic service.

E Tū Tanekaha (which means stand strong Tanekaha), replaces a smaller 10-bed unit that was demolished in 2019. The new unit has been designed to flexibly accommodate different patient populations requiring secure care in a clinically and culturally appropriate environment.

Design work on another building containing two new 15-bed inpatient units is now finished and construction is planned for completion in late 2023. The building will form half of the planned new E Tū Wairua Hinengaro facility that will be used to re-house service-users who currently

reside in Mason Clinic units dating back to the early 1990s. The old units will then be demolished – providing further space for expansion, consistent with the Northern Region Long Term Investment Plan as well as national and regional mental health services strategies.



▲ (Left to right) Waitematā DHB CEO Dr Dale Bramley, Prime Minister Rt Hon Jacinda Ardern, Waitematā DHB Board Chair Dr Judy McGregor and Chief Advisor Tikanga Dame Rangimārie Naida Glavish at the opening of E Tū Tanekaha.

Our services

Waitematā delivers a broad and growing range of community and hospital-based services to the largest DHB population in the country: Key developments over the last year include:

\$3.96 million diagnostic breast service boosts the battle against breast cancer

The opening of a newly developed \$3.96 million Kia Ū Ora – Waitematā Breast Service in February brought multiple procedures and clinics together under one roof at North Shore Hospital – improving access and health outcomes for patients.

The service provides a world-class level of assessment, diagnosis and multidisciplinary treatment for people with breast cancer and breast disorders. Breast cancer is the leading cause of cancer deaths for women in the Waitematā DHB catchment, which has the largest population of any DHB in the country.

Patients previously attended various appointments at a number of different locations across the DHB during the course of their diagnosis, treatment and post-operative care. “This co-located approach is hugely convenient for our patients and means, in certain cases, that various needs can be met on one day and in one place,” Waitematā DHB CEO Dr Dale Bramley said. “Most importantly, it contributes to improved diagnosis and treatment times – helping us make a dramatic difference in the lives of our patients, their families and whānau.” The modern new unit occupies a vast ground floor space and includes additional ultrasound and mammogram capability – as well as extra consultation rooms in a reconfigured and refurbished easy-to-access premises.

Breast Cancer Foundation NZ contributed \$1 million towards the project, which was also supported by other donors and the DHB’s charitable fundraising arm, Well Foundation.



▲ (Left to right) Breast Cancer Foundation New Zealand Board Chair Justine Smyth, Dr Susan Gerred, Waitematā DHB Board Chair Professor Judy McGregor and Waitematā DHB CEO Dr Dale Bramley.

\$12.6 million upgrade for Central Sterile Services Department

A \$12.6 million upgrade of the Central Sterile Services Department (CSSD) at North Shore Hospital was announced in June. Waitematā DHB Chief Executive Dr Dale Bramley said the upgrade would enable the service to meet future demand as the local population grows. “North Shore Hospital’s CSSD sterilises more than two million medical devices each year for re-use in operations and other procedures across the DHB,” said Dr Bramley.

“This upgrade will support a more modern facility that will help strengthen health services in the rapidly growing Waitematā area.” The upgrade is due to start in January 2022.

Ground-breaking lung cancer screening programme

Waitematā DHB is playing a key role in the first-ever lung cancer screening trial in New Zealand.

The two-year initiative is focusing on Māori, whose mortality rates from the disease are up to four-times-higher than other ethnic groups.

It is a collaborative effort between Waitematā DHB, Otago University and Auckland DHB – boosted by a \$1.96 million grant from the Global Alliance for Chronic Diseases (GACD) – via the Health Research Council, in May.

Up to 500 people at high-risk of lung cancer are being screened using low dose computerised tomography (LDCT) – a computerised x-ray that uses very small amounts of radiation to produce exceptionally clear

three-dimensional images to detect potentially cancerous nodules.

Results will help determine what method of invitation is most-effective at getting people to a CT scan; either through a general practice clinic or a nurse-led central hub.

The trial will include a study of chronic obstructive pulmonary disease (COPD) among Māori – potentially leading to earlier diagnosis and better outcomes for patients.

The COPD component was announced in June after a second grant of nearly \$1.2 million was awarded through the Health Research Council’s Rangahau Hauora Māori investment stream.

\$1.8 million breast service removes travel barriers

How to get to North Shore Hospital from west Auckland? An easy question to answer if you own a car and have the means to pay for petrol or alternative transport.

But not so simple if you don’t.

That’s why the official opening of the \$1.8 million Kia Ū Ora BreastScreen NorthWest Clinic at Westgate by Waitematā DHB Deputy Chair Kylie Clegg in July was welcome news to women who previously travelled to the North Shore for a follow-up assessment after their initial mammogram results.

The new, easy-to-access facility brings both services under one roof – removing the cost and burden of a journey that, for some, might be a significant barrier to a potentially life-saving early diagnosis.

The clinic replaces a screening-only facility that previously ran at full capacity on the grounds of Waitakere Hospital. It is bigger than its predecessor, specifically designed to meet the needs of a fast-growing population and more centrally located to cater for those living in the DHB’s north-western reaches.

New electronic whiteboard contributes to better outcomes

Both Waitematā DHB emergency departments (EDs) are using a new electronic whiteboard, developed in-house by the Institute for Innovation and Improvement (i3), to improve operational efficiency and contribute to better health outcomes for patients.

The whiteboard lists all of the patients in ED and allows clinicians to view, at a glance, the status of laboratory or radiology requests as well as newly prescribed medications.

It also allows them to link in to almost every other clinical system.

Users can configure the list according to their clinical needs and expand the basic view to see latest patient observations and early warning scores. The whiteboard enables communication around what a patient needs by allowing users to add notes and was developed with input from clinicians.



▲ Waitematā DHB Information Systems Clinical Change Manager David Ryan (left) and Dr Willem Landman with an electronic whiteboard at North Shore Hospital.

Supporting point-of-care testing in the Hauraki Gulf

Point-of-care testing (POCT) is a joint programme between Waitematā and Auckland DHBs. It enables 20 general practice clinics to take and analyse specific specimens in-house, leading to earlier diagnosis and treatment.

The POCT programme allows our patients to be managed in their community by the clinicians they know and reduces travel time, costs and anxiety.

Our rural POCT team looks after clinics on Waiheke and Great Barrier Island where they provide maintenance for the equipment and ongoing training and education for staff.

During the last week of May, POCT Coordinator Stephanie Williams took Laboratories Clinical Director Dr Matt Rogers and biochemistry pathologist Dr Samarina Musaad to Great Barrier Island to see how the rural POCT programme works in a real-life setting.

Great Barrier has two primary care clinics which cover around 1,100 permanent residents, plus a large number of boaties. This was a great opportunity for the team to build relationships with local general practitioners (GPs) and look at other potential tests that might be useful for them.



▲ *Dr Matt Rogers and Dr Samarina Musaad, on arrival at Great Barrier Island.*

Robot surgical milestone for Waitematā

Waitematā became the first DHB in New Zealand to offer robot-assisted prostate cancer surgery in the public sector when it launched a two-year pilot of the da Vinci robotic surgical system at North Shore Hospital in November. The less-invasive high-tech option is available at a small number of private practices, though high costs can make it unviable for patients without health insurance.

Nearly 4000 men are diagnosed with prostate cancer every year and about 650 of them die from it. Prostate cancer is the third-highest cause of death after lung and bowel cancers. Robot-assisted surgery contributes greatly to better outcomes for patients through reduced blood loss, fewer complications, shorter hospital stays and a faster return to normal activities.

The da Vinci system at North Shore Hospital is initially being used in urology – combining 3D camera technology with computer-controlled instruments to complete high-precision, minimally-invasive procedures. The treatment of prostate cancer will be a particular focus – however, other procedures involving urogynaecology (i.e. surgical mesh removal), head and neck surgery and general surgery may also be explored. The robot, named Toa prior to being blessed by DHB kaumatua, is being trialled for two years.

Waitematā DHB also made history in 2017 when one of its surgical teams performed the country’s first robot-assisted partial-knee surgery, with separate technology used in similar orthopaedic procedures overseas.



▲ *Toa, the new da Vinci surgical robot, pictured with staff shortly after installation at North Shore Hospital in October.*

One-stop-shop for Hepatitis C at CADS

Waitematā DHB’s Community Alcohol & Drugs Services (CADS) is delivering a free one-stop-shop approach to diagnosing and treating Hepatitis C in what is believed to be a first for New Zealand. The new service is being delivered at monthly clinics across the region and is open to CADS clients over the age of 18. An estimated 50,000 New Zealanders are thought to have chronic Hepatitis C and many are undiagnosed. The disease once had a high mortality rate but modern, vastly-improved treatment means a cure is now 97% likely after 12 weeks of treatment. A finger-prick test is the first step towards diagnosis followed by a second blood test and a scan to determine the level of liver scarring. The process usually involves multiple trips to different sites – which can be off-putting for people who are already hesitant to seek help because of the stigma that often surrounds this condition. The CADS option makes all of these steps available from start-to-finish over the course of one day in an environment that is already familiar to clients.

Celebrating 100 days of life in a special care baby unit

It's generally a significant moment when an infant in a special care baby unit (SCBU) turns 100 days old.

For many, it means it's time to go home.

Four babies in North Shore Hospital's SCBU all achieved the same milestone in the same fortnight this year.

One of them was Bjorn Jan Boulter whose mum, Jana Boulter, was full of praise for the care her son received during his time in SCBU.

The SCBU team likes to make the 100th day extra-special whenever possible and it's not uncommon for one of the nurses to bake a cake and bring it in for all to enjoy.

"The families become part of our own and although we're so happy when they get to go home, we miss them terribly when they leave," North Shore Hospital SCBU Charge Nurse Sarah Timmis says. "It's also beautiful to see friendships formed between parents in the ward - friendships that last beyond their time with us."



▲ A celebratory morning tea with (left to right) pharmacist Susan Lambers, registered nurse Leaine Nelson, registered nurse Joanne Appleton, new mother Jana Boulter, baby Bjorn and North Shore Hospital SCBU Charge Nurse Sarah Timmis.

Paramedic pilot at Waitakere Hospital

A first-of-its-kind plan to use paramedics more extensively in a hospital environment has become 'business as usual' at Waitematā DHB. The initiative was introduced following a successful trial period and involves paramedics employed to help transfer patients between hospitals and support medical staff in providing optimal care.

The paramedics are based in the transit team and work across different departments at Waitakere Hospital. They provide extra support for nurses and doctors who previously had to accompany patients in ambulances between sites – freeing them up to spend more time on direct patient care in the hospitals. The paramedics are also available to assist in the Emergency Department (ED) and elsewhere when available.

"Moving patients between our hospitals requires a skilled medical staff member to ensure the transfer runs smoothly," says Director of Allied Health, Scientific and Technical Professionals, Tamzin Brott.

"Paramedics are expert healthcare professionals whose skills and experience are a great fit for our patient transit team. This is a win for everyone. Waitakere Hospital patients will continue to get high-quality care and a new employment pathway is opened up for paramedics."

One-night baby boom at Waitematā DHB

Staff in our maternity unit at North Shore Hospital had an especially long evening in mid-March when 13 babies were born during the course of one night shift.

All of the babies arrived safely and some of the proud parents were thrilled to share their news (as well as photos of their newborns) with our Facebook followers – a popular post that put smiles on the faces of over 11,000 people.

Around 6634 babies were delivered in Waitematā DHB hospitals during the 2020/2021 year.



▲ Tia Lewis and baby Marleigh – one of 13 babies born during one shift at North Shore Hospital.



▲ Tamasyn Clare and her son Balthazar Le Boeuf.

Telehealth training opportunities for staff

Multiple training sessions were held through the year to support clinicians offering telehealth services to their patients.

Outpatient clinic rooms at North Shore and Waitakere hospitals are equipped with digital technology - allowing clinicians to connect with patients and hold confidential non-urgent consultations. A sound-proof pod is also available to use for the same purpose in the main outpatients' area in the main North Shore Hospital building.

Clinicians can book the pod for non-urgent telehealth appointments via their booking clerk. Telehealth came to the fore during the first COVID-19 lockdown in 2020 and resulted in 2,414 video appointments over 12 months – an 800% increase on 2019.



▲ Chief Medical Officer Dr Jonathan Christiansen in the telehealth pod at North Shore Hospital.

New HPV self-testing research programme

An 18-month human papillomavirus (HPV) self-testing research programme was launched this year in metropolitan Auckland and is being led by Waitematā DHB.

The research programme is targeting Māori and Pacific women and will be used to guide the Ministry of Health when it rolls out national HPV self-testing in 2023.

HPV self-testing is being offered through select Local Doctors clinics as part of the research initiative and women who are due for a smear test are being offered the option for completion at home or in the clinic. The preference and uptake of in-clinic and home-based HPV self-testing is being analysed.

Previous DHB research shows that Māori women are 10-times more likely to take a self-test at home than seek a standard cervical smear at a clinic. Pacific women are six times more likely. “We’ve already proven that HPV self-tests are empowering and less-invasive for women,” Waitematā DHB Director of Health Outcomes Dr Karen Bartholomew said. “This programme will investigate how this research translates into a real-world, clinical setting.”

Waitematā DHB – lends its support to broader breast screening initiatives

A new Breastscreen Auckland clinic located in Greenlane is being run by Waitematā DHB – making breast screening more accessible for 67,000 women in the area who are aged between 45 and 69.

The new facility opened in April with a specific focus on Māori and Pacific women. The opening was attended by Associate Minister of Health Hon Dr Ayesha Verrall who applauded the DHB’s efforts to achieve equity of health outcomes.

The new service, also named Kia Ū Ora, runs in conjunction with a mobile breast screening unit that was officially launched three months later. The mobile service is staffed by Waitematā DHB employees and is designed to screen around 200 people per week.



▲ Associate Minister of Health Hon Dr Ayesha Verrall with Waitematā DHB staff during the opening of the Breastscreen Auckland clinic in Greenlane.

Changing the lives of Pacific youth

The Community Alcohol and Drug Service (CADS) is leading the way with a specialised programme for Pacific youth who experience alcohol and/or drug issues.

Niu Tupu is run in collaboration with schools and targets young people aged 13 years and up.

The programme was expanded this year to offer group workshops and one-on-one counselling for more at-risk youth.

It is the only programme of its kind in the Northern Region – offering workshop sessions tailored to suit participating schools and adapted to audience needs. “Alcohol and drug-use affects all parts of a young person’s life – family, spirituality, education, work and relationships – so we take an holistic approach,” said Niu Tupu counsellor, Michael Tapu.

The programme has a Pacific lens and provides practical tools that participants can apply to their daily lives. “It’s about early intervention,” said Niu Tupu team leader Dwaine Faletanoai. “We don’t come to inform but to transform.”

Our community

A job well done – thanks volunteers

Recognition lunches were held in June to thank our volunteers for the wonderful work they do at both of our main hospitals. The two events coincided with National Volunteer Week celebrations. Volunteers are used in our hospital for a range of tasks, including front-of-house meet-and-greet work, directional and patient support in our outpatient clinics. The DHB also has volunteers assisting in the gift shop at Waitakere Hospital.



▲ (Top) Janet Beech, Liz Cox and Shirley Giddy were among those who enjoyed a recognition lunch in June. (Bottom) Waitakere Hospital volunteers include (left to right) Lynn Butler, Barbara Coates, Lillian Lim and Sandra Collett.

Convenient Justice of the Peace service

A new Justice of the Peace (JP) service was launched at North Shore Hospital in July. The service is designed for the convenience of patients, staff and visitors. Participating JPs are situated in the main hospital foyer every Tuesday from 2pm to 4pm – assisting with the witnessing of documents, the taking of declarations and the swearing of affidavits.



▲ Justice of the Peace Phil Eustace is among those making his services available at North Shore Hospital.

Refurbishment of Waitakere Hospital staff café garden by Rotary and Well Foundation

Henderson Rotary Club volunteers worked over two weekends in July with the DHB’s charitable fundraising arm, Well Foundation, on a tidy-up and refresh of the Waitakere Hospital staff café garden.

Volunteers removed and replaced old furniture, planted fruit trees and created some additional gardens – providing visitors with a more-welcoming and inviting space to enjoy

during meal breaks and down time.

Well Foundation periodically joins forces with a range of businesses, trusts, foundations, community groups, schools, families and individuals on a variety of projects to support staff and patients.

Rotary was also a major supporter of the Waitakere Hospital stormwater pond rejuvenation project in 2020.



▲ Members of the Henderson Rotary Club at work in the garden outside Waitakere Hospital’s staff café.

Meaningful messages for North Shore Hospital long-stay patients

Ward 14 and 15 patients at North Shore Hospital received a bunch of beautiful hand-written cards and letters in July – all from total strangers. Northern Region St John cadet Emily Light started ‘Meaningful Messages’ as a way to give back to the community. Participating cadets write messages of hope, healing and aroha to long-stay patients at North Shore Hospital, with the aim of improving patient comfort, wellbeing and healing.

Emily first trialled the initiative in December 2020 – delivering more than 100 meaningful messages to patients at North Shore Hospital before heading off to university in the New Year. The trial proved popular and this year, back in Auckland on a winter break, Emily and other St John cadets delivered another round of messages.

“One of the most-rewarding experiences I’ve had was meeting a really kind, blind woman who had been alone in hospital for a long time,” Emily said. “We got to describe the letter to her, tell her about the youth who wanted to help her feel better, learn a bit about her journey and make her laugh. These letters really do become the highlight of a patient’s day.”



▲ Meaningful messages written by St John cadets.



Accolades

Te Kauae Raro Māori Nursing and Midwifery Award

Angela Perawiti is the winner of this year's Waitematā DHB Te Kauae Raro Māori Nursing and Midwifery Award. Angela is a Māori gerontology nurse specialist whose work with kaumātua includes a strong focus on physical, cognitive and whānau assessments. She also builds and maintains relationships between hospital and community health providers.

"It's easy in the health sector to start working in silos and become unaware of the services your patients might qualify for," she said. "I like to connect those dots and think of things more collectively." Angela was presented with a korowai (traditional Māori feather cloak) that is passed between winners from year-to-year. Waitematā DHB introduced the awards in 2018 as one of multiple initiatives designed to highlight the fantastic work being done by Māori within its nursing ranks.



▲ Angela Perawiti – pictured wearing the korowai that recognises her nursing achievements.

Recognising digital data talent

Congratulations to Stuart Bloomfield (Waitematā DHB Chief Information Officer) and Dr Robyn Whittaker (Clinical Director Innovation, Institute for Innovation and Improvement) who were announced as founding members of the Fellow of Health Informatics NZ (FHiNZ) programme in March. Both joined other founding fellows and members of the Health Informatics NZ (HiNZ) Board to consider the first round of fellowship applications in August.

Sixteen new FHiNZ members were appointed as a result – including Waitematā DHB employees Delwyn Armstrong (Head of Analytics, Institute for Innovation and Improvement) and Tamzin Brott (COVID-19 Executive Lead, Chief Allied Health, Scientific and Technical Professions Officer).

The programme recognises health informatics leaders who demonstrate "significant digital and data achievement and contributions, leadership and service for the health and disability sector of Aotearoa New Zealand". HiNZ board member Karen Blake said the calibre of applicants for fellowship was exceptional. "This demonstrates the breadth of amazing people we have working across digital health in New Zealand and the contributions that people make to use data and technology to improve health outcomes."

Accreditation ceremony for nurses at Whenua Pupuke

A huge congratulations to the 27 nurses who achieved Expert Registered Nurse (Level 4 accredited) in 2021.

An afternoon celebration was held at North Shore Hospital and included family members and colleagues.

The nurses are: Marina Bermudez, Stephanie Palmer, Rachael Chapple, Kim Parsons, Kelly Clarke, Minu Patel, Cherie Dobson, JoAnne Pettyjohn, Seena Eappen, Cat Railey, Suja George, Matt Rice, Trudy George, Cely Santos, Gurpreet Ghuman, Twinkle Sebastian, Karla Gonda, Shalini Sharma, Laura Hartley, Melvin Tiu, Jay Hensen, Simon Williams, Manisha Martins, Victoria Yanez, Arlene Morales-Valero, Emily Zhou and Kate Neil.



▲ New Level 4 accredited nurses pictured during a presentation ceremony at North Shore Hospital's Whenua Pupuke auditorium.



▲ Stuart Bloomfield



▲ Dr Robyn Whittaker



▲ Delwyn Armstrong



▲ Tamzin Brott

Fulbright award for pharmacist

North Shore Hospital-based pharmacist Jo Hikaka is the winner of a 2021 Fulbright New Zealand Science and Innovation Graduate Award. The Fulbright programme operates in 165 countries and offers a range of awards based on the academic excellence and ambassadorial qualities of applicants.

Jo (Ngāruahine) will use the opportunity to travel with her family to Brown University in Providence, Rhode Island, USA, early next year. There, she plans to research the development of pro-equity healthcare interventions for older adults.

Jo was the first pharmacist to be awarded a Health Research Council Clinical Training Fellowship and was named Pharmacist of the Year by the Pharmaceutical Society of New Zealand in 2019. She was also a winner in the Professional Development Award for Māori Health category of this year's Waitematā DHB Health Excellence Awards. The award recognises her work around equitable access to health for older Māori.



▲ Jo Hikaka, pictured during this year's Waitematā DHB Health Excellence Awards, also won a Fulbright Award this year.

Waitematā DHB top in health & safety

Waitematā scored 80% in the national Safe365 health and safety benchmarking report this year. All DHBs in New Zealand went through an external online benchmarking exercise that looked at 10 areas of health and safety. The average score across all DHBs was 49%, with Waitematā scoring 80% – the highest of any DHB in New Zealand.

Rotary-Young Person Leadership Awards

The week-long Rotary Young-Person Leadership Awards (RYLA) development programme is an experiential, live-in initiative designed to help people fulfil their potential as future leaders. Congratulations to the following five allied health staff who were selected to complete this year's

programme:

Jenneatte Salim – medical scientist

Sabrina Fleming – radiographer

Elease Brandt – physiotherapist

Samantha Ansell – dietician

Vicky Zhu – oral health therapist.



▲ from left: Waitematā DHB Laboratory IT Lead and RYLA advocate Lieutenant Colonel Jon Atkinson with Chief Allied Health Scientific and Technical Professions Officer and COVID-19 Executive Lead Tamzin Brott, Samantha Ansell, Jeannette Salim, Elease Brandt, Sabrina Fleming and Vicky Zhu.

National recognition for volunteers

Members of the Waitematā DHB Hospital Auxiliary service received much-deserved praise after winning the Volunteers in a Health Care Provider Service category of this year's Minister of Health Volunteer Awards. The service has been operational for more than 40 years and is made up of 26 volunteers at North Shore and Waitakere hospitals. It provides wards and social workers with various items – such

as emergency clothing, layettes for new babies, toiletries, twiddle mitts, adult fleece caps, comfort pillows and breast pillows.

Our weekend volunteers from Westlake Boys' High School and Westlake Girls' High School also did well – earning outstanding achievement recognition in the Youth Health Volunteer Individual Awards category.



▲ From left: Waitematā DHB Volunteer Coordinator Genevieve Kabuya – pictured with auxiliary members Gloria Holt, Noelene Coppell and Linda Smalley as they receive the Volunteers in a Health Care Provider Service Award from Minister of Health Hon Andrew Little.

Toitu Carbon Reduce Certification

Waitematā District Health Board achieved Toitū Carbon Reduce certification (formerly the CEMARS certification) in 2021.

Certification recognises the DHB's commitment to managing and reducing operational emissions at its North Shore and Waitakere hospital campuses.

Celebrating excellence at Waitematā DHB – a night to remember

The 2021 Waitematā DHB Health Excellence Awards were announced during an evening of celebration in June – acknowledging the incredible efforts of the individuals and teams whose work has helped improve health outcomes and create a better experience for the DHB’s patients, staff and wider community. Congratulations to:

Excellence in Health Outcomes:

Natalie Desmond, Ruth Bijl, Tim Jelleyman, Georgina Tucker, Karen Upton, May Thoo, Aliote Moala, Nancy Wendt-Faapoi and Melba Campinote – Knowing Every Child – Uri Ririki – Child Health Connection Centre.

Excellence in Patient Experience:

Jo Grounsell, Ravina Patel, Sharon Russell, Delia McKenna, Teresa Stanbrook and Martin Lauder – Patient Food Parcels.

Excellence in Innovation:

Georgina Tucker, Rachel Lorimer, Emma Farmer, Ruth Bijl, Natalie Desmond, Margaret Dotchin, Lisa Mackey, Jean McQueen, Jesse Solomon, Barbara Stevens, Megan Tahere and Catherine Jackson – Normalising antenatal immunisation with a SMILE! A new mid-pregnancy resource suite with positive messages for a healthy pregnancy.

Excellence in Leadership:

Lee-Ann Weiss – Laboratory Response to COVID-19.

Excellence in Equity:

Karen Bartholomew, Jenny Richards, Mihi Andrews, Scott McWilliams, Erin Chambers, Lorraine Symons, Tiffany Soloai, Jesse Solomon, Kathy Pritchard, Lucy Xie, Gabrielle Lord and Michael Walsh – 500 Māori Women Campaign.

Excellence in Primary and Community Care:

David Todd, David Codyre, Helen Wood and Sarah Travaglia – Tū Whakaruruhau – Auckland Wellbeing Collaborative.

Professional Development Award for Māori Health:

Joanna Hikaka – Equitable access to health for older Māori; Allanah Winiata-Kelly, Cheree Taylor and the Whānau SCBU Focus Group – SCBU Whānau Connection Design Work; John Cullen – Development of the mārae at Whenua Pupuke and the rongoā garden; Sue Crengle, Karen Bartholomew and the Health Outcomes team – Te Oranga Pūkahu – Māori-led Lung Cancer Screening Programme.

Young Employee of the Year:

George Shand.

CEO Outstanding Contribution Award:

COVID-19 response – Waitematā DHB, Community Groups and Northern Region Health Coordination Centre.

Excellence in Research:

Emerging Researcher: Joanna Hikaka – Development of a pharmacist-facilitated medicines review intervention for community-dwelling Māori older adults in Aotearoa New Zealand. Senior Researcher: Karen Bartholomew – Māori perspectives on a potential lung cancer screening programme.



▲ Staff and community members leading the DHB’s response to the COVID-19 pandemic received special recognition during the CEO Outstanding Contribution category of this year’s Waitematā DHB Health Excellence Awards: among those acknowledged were (left to right) Stuart Bloomfield, Debbie Holdsworth, Karen Bartholomew, Penny Andrew, Tamzin Brott, Tevita Funaki (CEO The Fono), Lee-Ann Weiss, Kate Allan and Matt Hannant (Northern Region Health Coordination Centre).



▲ Accepting the award for Excellence in Health Outcomes were (left to right) May Ken Thoo, Melba Campinoti, Nancy Wendt-Faapoi, Natalie Desmond, Georgina Tucker, Aliote Moala and Robyn Whittaker.



▲ (Left to right) David Price, Martin Lauder, Ravina Patel, Sharon Russell and Jo Grounsell were among those accepting the award for Excellence in Patient Experience.

Top national award for DHB fracture service

Waitematā DHB received the inaugural New Zealand ‘Golden Hip’ Award from the Health Quality & Safety Commission as the top performing DHB fracture service in New Zealand. The award was judged on performance against national quality indicators and announced during a virtual ceremony via Zoom on 22 September. Congratulations to Dr Min Yee-Seow and the Ward 9 team at North Shore Hospital for this achievement.



▲ *Dr Min Yee-Seow and colleagues from Ward 9 – pictured while receiving the ‘Golden Hip’ award during a special ceremony via Zoom.*

Great clinical spaces for patients

The new Kia Ū Ora Waitematā DHB Diagnostic Breast Service at North Shore Hospital featured in the 2021 NZ Building Industry Awards.

The remodelled service at North Shore Hospital won top honours in the under \$3 million award category

The win was indicative of the great work by Waitematā DHB staff who are heavily involved in the design and construction processes of all new-build projects.

Fracture Liaison Service joins elite international Gold Standard ranks

Waitematā DHB’s efforts to curb one of the most-damaging and costly causes of injury for older Kiwis have earned it top recognition with the International Osteoporosis Foundation this year. A fracture liaison service (FLS) identifies patients who are at-risk of further serious fractures by analysing information, including initial fracture presentations at hospitals and ACC alerts for fractures occurring in the community. The service contacts patients who may be at-risk and conducts a bone evaluation – developing a personalised plan to improve and maintain bone health to prevent future fractures or harm. The DHB’s FLS received international Gold Standard recognition from the Foundation for its work among people aged 65 and older. Waitematā DHB was the first in the country to establish a FLS in 2012 and IOF Capture the Fracture Steering Group Member Adjunct Associate Professor Paul Mitchell says it has been a guiding light ever since. “Waitematā is a beacon of best-practice across the country. On a global level, it’s been an innovator that’s ahead of the curve.”



▲ *from left, Waitematā DHB Fracture Liaison Service Clinical Nurse Specialist Julia Spinley, Dr David Kim and Clinical Nurse Specialist Michelle Cowley.*

CEO Lecture Series strikes a chord with audience

This year’s CEO Lecture Series was interrupted by COVID-19 – but not before two popular presentations enjoyed full attendance by staff at the North Shore Hospital-based Whenua Pupuke auditorium. Speakers were Director General of Health Dr Ashley Bloomfield and Health and

Disability Commissioner Morag McDowell. The CEO Lecture Series is designed to stimulate discussion about the future of healthcare delivery, with a range of respected leaders from across the country and overseas. Thanks to the sponsors of this year’s events, Johnson & Johnson and Janssen.



▲ *Board chair Dr Judy McGregor and CEO Dr Dale Bramley with guest CEO Lecture speaker Dr Ashley Bloomfield.*



▲ *Health and Disability Commissioner Morag McDowell.*

Waitematā DHB Health Heroes



▲ *Trudie Field pictured with CEO Dr Dale Bramley*

Trudie Field – clinical nurse specialist

Nominated by Mhairi Duff

“I am reminded in many interactions with Trudie – and comments from others about her, of the breadth and depth of her compassion. Most recently, I became aware that she has spent her off-duty time making re-useable face masks for people in the community – distributing more than 150 free masks to the elderly. She is a health hero as her dedication clearly does not stop at the hospital doors.”

Ward 15 nursing staff

Nominated by Sara Olley

“Ward 15 staff provided care to a complex long-stay patient with a tracheostomy. Bearing in mind that they are not a tracheostomy-designated ward, they took on this care with 100% effort to ensure that the patient received the best care and was safe at all times. The complex discharge planning involved was meticulously organised, even when there were many barriers to overcome.”



▲ *Ward 15 nursing staff pictured with CEO Dr Dale Bramley*



▲ *Tim Castro receives the Health Hero award on behalf of the Centralised Telehealth Team*

Auckland Regional Dental Service (ARDS) – Centralised Telehealth Team

Nominated by Francis Cullinane

“The team developed a process to conduct oral health promotion assessments for children aged 6-15 months-old, via the phone. The team adapted the process quickly in Alert Level 3 when we had over 40 therapists conducting telehealth for ARDS across our 12 teams. The team is the epitome of the value, ‘better, best, brilliant’.”

Haemodialysis Team – North Shore Hospital

Nominated by Tamzin Brott

“This small group of people kept the unit open and running under incredibly trying circumstances at one point during our COVID-19 response. They are all amazing.”



▲ *Members of the Haemodialysis Team, pictured with their Health Hero trophy*

Social media

Waitematā DHB's social media accounts continued to be our quickest and most-direct communication channel to the public as the pandemic evolved during 2021. Facebook continues to be a key platform in our COVID-19 response to communicate directly to our district with important information, visitor policy updates, community testing and vaccination sites and changes to our services. In our efforts to vaccinate our communities, we used Facebook's geo-targeting tools to inform people living within a specific area of a vaccination centre, pop-up or drive-through testing centre in their neighborhood. During a one-week drive for vaccinations in our region, our Facebook page reached 150,000 people, and gained 500 additional followers, targeting people living in Waitematā with vaccination locations and events. During the year, our Facebook page had a 31% increase in followers, taking us from 12,024 followers in December 2020 to 15,831 in December 2021. Another successful addition to our social media channels this year has been our Instagram page featuring our staff and their stories. The page offers a glimpse into the lives of the people working in health in our district and connects the community to our workforce in a personal and meaningful way. Here are some of the greatest hits of 2021:

Waitematā District Health Board

It was a very busy night in our maternity unit at North Shore Hospital, with 13 babies born overnight! 🥰👶👶👶

A massive shout out to our maternity staff and LMC midwives for all their hard work in helping bring these adorable new little ones into the world. We caught up with four of the new families, and we wish them all the best. ... See more



10,803	2467
People reached	Engagements

We celebrated the maternity unit at North Shore Hospital, delivering 13 babies in one night!

Waitematā District Health Board

Many of our staff and visitors don't know that our wards at Waitakere Hospital are named after West Auckland beaches. One of the intentions of the installations is to help our community connect to our local environments.

DHB staff member David Prentice hiked, climbed and planned ventures at various times of day to perfectly capture the environments at their most beautiful.... See more



13,937	3,498
People reached	Engagements

A video to showcase Waitakere Hospital's seven new large scale murals for patients and staff to enjoy!

Waitematā District Health Board

Kia ora whānau,

As announced today, Auckland will enter Alert Level 4 at 11:59 tonight. As always, protecting patients, whānau and our people is our priority. So from tonight, a new temporary visitor policy has come into effect.... See more



28,720	2,053
People reached	Engagements

As the country swiftly moved back into Alert Level 4 in August, we were prepared and ready to share the news and guidelines to keep our patients, staff and communities safe.

Waitematā District Health Board

- She left all she knew behind to give her children a better life - She's leaving us today after 29 years, and we're very lucky to be sharing her inspiring story on Instagram ... See more



8,455	1,692
People reached	Engagements

Our Instagram staff profiles were often a weekly favourite for our readers. Poobie's post had a big reach as she shared her experiences of starting her career 30 years ago as the only woman of colour among her colleagues.

Well Foundation

This year, Well Foundation celebrated reaching a total of \$12.5 million donated to health projects since being founded in 2014. These projects have ranged from enhancing community services and volunteer projects, to large capital projects on our hospital sites. To follow is just a snapshot of what was achieved this year by our amazing family of donors, with 100% of their donations going directly to support projects that benefit our community across North and West Auckland. Thank you all for your generous support.

We have seen great progress on the two capital projects Well Foundation has been fundraising for in recent campaigns, the upgrade and expansion of the Special Care Baby Unit (SCBU) at Waitakere Hospital and Kia Ū Ora, the Waitematā Breast Service at North Shore Hospital.

In February, Well Foundation was proud to celebrate the opening of Kia Ū Ora with the DHB Board and Executive, Kia Ū Ora staff and our generous project donors, including principal supporter, Breast Cancer Foundation NZ. Over 100 patients are referred to this service each week from across North Shore, Waitakere and Rodney – and having all breast diagnostic services under one roof aims to reduce the stress and anxiety that can be experienced by them. There was an immediate positive impact on the service and we are grateful to the many donors who helped us reach our \$2 million fundraising target to make this project a reality.

Construction started on Waitakere Hospital Special Care Baby Unit (SCBU) in March and although there have been constraints on-site due to COVID-19 Alert Level restrictions, the much-needed expanded unit is anticipated to be completed by June 2022. This upgraded space will significantly increase cot numbers, provide more space for babies and their families, benefit from a new state-of-the-art monitoring system and provide overnight beds for mums and partners or support people so they can stay closer to their babies while they are cared for. Well Foundation supporters donated an incredible \$5 million to this project, with The Trusts (\$2m) and The Douglas Charitable Trust (\$1m) contributing a combined \$3 million. We look forward to the opening of the Unit next year and the difference it will make to the West Auckland community.

As well as larger capital projects, Well Foundation supports a number of smaller-scale initiatives and this year donors have made it possible to purchase 62 overnight

chairs for both Waitakere and North Shore maternity wards so that when appropriate, partners, parents and support people can stay overnight on our maternity wards with new mums to provide additional support. We’ve also provided initial funds for sensory modulation equipment for Adult Mental Health Service Community Sites across the region and supported the establishment of Niho Kura, a community-based child oral health initiative in West Auckland.

Community organisations and volunteers have worked closely with us this year to find creative ways to support our hospitals. The incredible team from The Rotary Club of Henderson put in hundreds of hours and rallied the community to beautifully rejuvenate the landscaped areas around the pond at Waitakere Hospital. The space is now enjoyed by staff, patients and visitors. Rotary followed this up later in the year with an upgrade of the outdoor staff area and is already looking for its next project to support the local community!

We were delighted to open the new Whenua Pupuke garden at North Shore Hospital, made possible by many local businesses who donated funds, time and products to create a beautiful lakeside green space. A special ‘thank you’ to Recreational Services for leading the charge on this project.

And no roundup of 2021 would be complete without a mention of COVID-19 and the way the community has come together to support each other. Well Foundation has continued to work with both the Staff Wellness and Patient Experience teams to provide donated goods and funds to support COVID-19 response work. In one of our final projects for the year, we have been supporting the vaccination effort through a collaboration with the Northern Region Health Coordination Centre and generous corporate donors – including Z Energy, Vodafone, The Warehouse Group, and Countdown.

As we head into 2022, Well Foundation looks forward to working closely with Waitakere Hospital on progressing plans for a new Primary Birthing Unit for West Auckland, and getting behind exciting projects within Tōtora Haumarū – the new state-of-the-art hospital building scheduled for completion on the North Shore Hospital campus in 2024.

Stay up to date on all our work by signing up to receive our monthly newsletters at wellfoundation.org.nz



▲ Niho Kura Community Engagement Coordinator, Teresa Thomas, works in the community to deliver our child oral health programme in West Auckland.



▲ A new family benefitting from the first reclining chair to be delivered to Maternity Services at North Shore Hospital.



▲ The Rotary Club of Henderson upgraded the outdoor staff area at Waitakere Hospital.



▲ The Whenua Pupuke garden at North Shore Hospital.



Christmas cheer

Waitematā DHB staff got into the spirit of Christmas by decorating their wards and offices. Here are some of the highlights.



“best care for everyone

This is our promise to the Waitematā community and the standard for how we work together.

Regardless of whether we work directly with patients/clients, or support the work of the organisation in other ways, each of us makes an essential contribution to ensuring Waitematā DHB delivers the best care for every single patient/client using our services.

“ everyone matters

Every single person matters, whether a patient/client, family member or staff member.

“ connected

We need to be connected with our community. We need to be connected within our organisation – across disciplines and teams. This is to ensure care is seamless and integrated to achieve the best possible health outcomes for our patients/clients and their families.

“ with compassion

We see our work in health as a vocation and more than a job. We are aware of the suffering of those entrusted to our care. We are driven by a desire to relieve that suffering. This philosophy drives our caring approach and means we will strive to do everything we can to relieve suffering and promote wellness.

“ better, best, brilliant...

We seek continuous improvement in everything we do. We will become the national leader in health care delivery.



Waitematā
District Health Board

Best Care for Everyone