



Helen Mason

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



17 January 2017

Happy New Year!

I hope that this finds you all well, and that you had the opportunity to recharge and spend time with loved ones over the festive season?

I am really pleased to be back home, after attending the IHI conference on quality improvement and patient safety, and then spending Christmas with family.

The reports I have had about how well our services managed the Christmas and New Year period at both hospitals, confirm my belief that our organisation is full of dedicated people, competent, professional team members.

A heartfelt thank you to everyone who worked through the holiday period, to ensure that our patients and community continued to receive services. Very much appreciated.

It was a great start to 2017 to see that we achieved the Quarter 2 (October, November, December) 6-hour target, and that over 95 percent of our patients were admitted, discharged, or transferred from Tauranga and Whakatāne EDs within six hours.

With 96 percent of our patients seen and no longer in ED within six hours, this is our best ever result. The result is testament to great co-operation and co-ordination across our two hospitals, to meet the needs of our acute care patients.

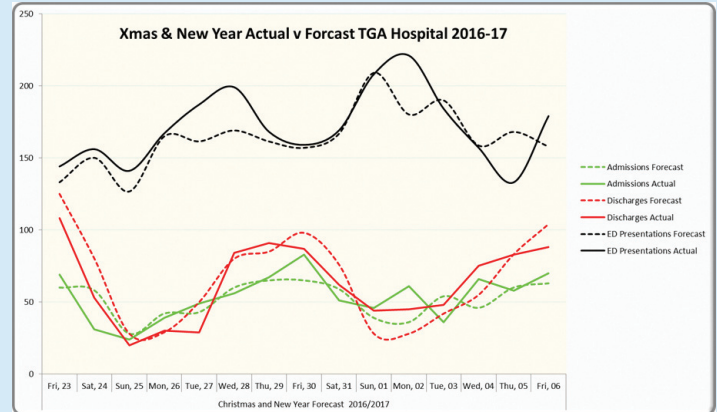
In addition, this result has been achieved during a time when acute care pressure was high with record numbers of people presenting. There were often more than 200 people presenting daily at our two EDs.

It's interesting to think that over the course of the last 10 years, there has been a 40 percent increase in the number of patients presenting to both EDs. In 2006, 4787 patients were seen, compared with 6683 this December.

Congratulations and thank you to all staff involved in achieving this great result for our patients.

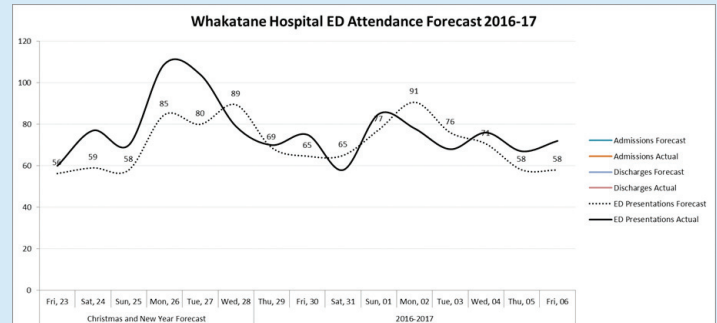
Tauranga Hospital

ED attendances were up 4.3% on last year for this 15 day period and the 221 attendances on 2nd January 2017 was 61 more than on the same date last year.



Whakatāne Hospital

ED attendances were 10.7% higher than last year for the same 15 day period with 2 big days on 26th and 27th.



“The achievements of an organization are the results of the combined effort of each individual.” *Vince Lombardi (1913 – 1970) American football player, coach, and executive in the National Football League (NFL).*