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Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



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Māori Language Week

Ngā mihi nui ki a koutou katoa. Greetings to you all.

It was te wiki o te reo Māori last week (10 to 16 September) and Kia Kaha te reo Māori was the theme for this year's event. 'Kia Kaha' is a well-known phrase in New Zealand, meaning 'be strong'. We often talk about language, health, strength, and revitalisation. So when we say 'Kia Kaha te Reo Māori' we're saying - 'Let's make the Māori language strong'.

I attended the Grand Round featuring Jo'el Komene, a taonga puroro (traditional Māori instruments) artist, musician, carver and educator. It was fascinating to hear him talk on healing with music and wonderful to hear the history of the instruments, what they are made of, and hear them demonstrated. It was a really great session. I hope you all found your own way of celebrating te wiki o te reo Māori.

International recognition for Tauranga Hospital healthcare initiative

Within the last week a Tauranga Hospital healthcare initiative has been recognised for its excellence at an international conference held in Australia and I wanted to extend my congratulations to the team involved.



Dr Kate Grimwade (third from left) receives the winner's award on behalf of the BOPDHB team at the International Forum on Quality and Safety in Healthcare, in Melbourne.

Our DHB team travelled to the International Forum on Quality and Safety in Healthcare, in Melbourne, to present on its Assessment Planning Unit (APU)/Acute Flow work. The work focusses on moving patients through or out of the hospital system as quickly as possible particularly the elderly, to prevent them from deconditioning.

More than 400 posters and videos of healthcare quality improvement projects from countries such as Australia, New Zealand, Singapore, Hong Kong and many more were on show and the Tauranga team emerged triumphant. From the posters and videos entered three were shortlisted to appear before a three-judge panel modelled on TV shows like Dragons' Den and Shark Tank.

Dr Kate Grimwade represented our DHB against a nurse from Japan, who had developed a safety checklist for ICU nurses, and a paediatrician from Victoria, who had introduced a telehealth system into rural Gippsland. Our DHB's work was chosen as the winner. It was not the only highlight as the team's video also featured in the conference's opening ceremony. So it was seen by around 1600 delegates. It's wonderful when the work of so many people gets showcased like that.

The innovative work centred on the speed and quality of care for older patients. And a similar project is being undertaken at Whakatāne Hospital.

Older people can decondition very quickly when they're in hospital so we do as much as we can to prevent that. We replaced some beds in APU with 'red chairs' so that patients are not being put into bed needlessly; we keep people in their own clothes as much as possible which is all to do with the psychology of being a 'patient'; we take people referred from GPs straight to APU so they don't have to wait in ED; and we have an inter-disciplinary team which actively seek out frailer patients so a close eye is kept on them.

Congratulations once more on such well-deserved recognition.

Speak Up Safely

We've recently had the launch of our Speak up Safely campaign, which builds on the great work we're doing across the organisation on Creating our Culture. It's really important to us that as a health service, our DHB is a great place to work.

Many of you will be aware of evidence showing that when healthcare staff are more engaged in their work, patients' experience, safety and quality of care also improves. Many of you have also been involved in Creating our Culture and I encourage you to continue, as we all have a role to play in making our health service a great place to work.

Speak up Safely is about tackling those inappropriate behaviours that undermine our culture. We want to be a place where staff feel valued and safe, and where we provide a safe and quality health service to people in our communities. We are all part of Creating our Culture. Thank you for your support and contribution to the Bay of Plenty DHB being a great place to work, which will make it a great place to be cared for.

"We should treat personal electronic data with the same care and respect as weapons-grade plutonium - it is dangerous, long-lasting and once it has leaked there's no getting it back."

Cory Doctorow (born 1971) Canadian-British blogger and journalist who writes on digital rights management, file sharing, and post-scarcity economics.

Cyber Security – it's all our business

Did you know that 44% of kiwis use less than three passwords across all their platforms? If you're feeling slightly guilty after reading that sentence then clearly you're far from alone.

This was just one of the many thought-provoking facts I heard at a recent talk on cyber security by Certified Information Systems Security Professional (CISSP) Stephan van Lieshout.

New Zealand is a major target of cyber criminals. It has the eighth highest proportion of phishing scams globally, suffers \$250M - \$400M of cyber-crime per year, with 58,000 companies being hit by cyber criminals. That's 550 companies per week.

Ransomware is a growing threat and healthcare organisations across the UK had systems knocked offline by a ransomware attack, forcing patient appointments to be cancelled and hospitals telling people to avoid visiting Accident and Emergency departments unless it was entirely necessary. Cyber safety is not about us, it's about our patients.

The good news is that we can all do something to protect ourselves. Indeed Stephan said it was as easy as ABC.

- **A**ll your devices – protect yourself across all your devices, update apps when given the choice (they frequently have fixes giving extra security) so there are no weak links
- **B**ackup your data (photos, financials and documents - two physical locations, don't leave it with your device)
- **C**areful with your passwords

For more information on cyber security go to: <https://security.berkeley.edu/resources/best-practices-how-to-articles/top-10-secure-computing-tips>