

# The Westerly

*"Te Hauauru"*

The staff newsletter of the West Coast District Health Board

May 2009

## Emergency How prepared are you?

The speed with which passengers spread about the country certainly showed how vulnerable New Zealand is to the spreading of such a disease as the swine flu (influenza A N1H1). Fortunately at this time it appears that this influenza is a relatively mild strain and we have had little disruption to our lives.

The degree of media over-reaction has the risk of making the public complacent to the potential arrival of a similar illness in the future.

Society has moved on since the global pandemic of the 1918 Spanish influenza. Health facilities are more sophisticated and modern antibiotics and antiviral drugs are available and there is much more knowledge about the way diseases are spread. However one of the trappings of modern society is our mobility. People routinely travel all over the world so the potential of a highly infectious and virulent illness infecting vast areas of the globe in a short time is far more likely.

Behaviours that will lessen the risk of contracting influenza continue to be important. They work with seasonal flu and might very well be vital if you are to lessen the risk of catching some illness in the future.

**C** Cover your cough and sneeze - use tissues, dispose of them properly and then wash your hands

**H** Have healthy hands - wash your hands often and well

**I** Isolate yourself - maintain personal space of 1-2 metres to minimise exposure to influenza virus from those who may be ill; stay at home if you become ill

**R** Reduce germs in your home and workplace - regularly disinfect common surfaces such as phones, remote controls, door knobs, light switches, toys, etc

**P** Prepare yourself and your family - create an emergency plan and kit for yourself and your family

Another feature of modern Western consumer society is a greater reliance upon services to provide all that we require, when we require it. Do you have an emergency kit with sufficient food and supplies to last you for at least three days?

### Emergency Items

- Torch (Recommendation: have several on hand and keep one close to your bed)
- Radio
- First aid kit and essential medicines
- Blankets or sleeping bags
- Pet supplies
- Emergency Contacts List
- Spare Batteries (for radio and torch). Check all batteries every 3 months
- Copies of important documents such as birth certificates, passports etc...

### Food

- 7 days worth of non perishable food (canned or dried) for all members of your immediate household
- A primus or gas barbeque to cook on
- Can opener
- Bottled water (3 litres of water per person per day for drinking).

### Medical Supplies

- Supplies of paracetamol or ibuprofen for all the family to help relieve aches, pains and high temperatures
- Tissues and plastic bags to dispose of the tissues
- Soap for basic hygiene needs and bleach to disinfect surfaces

In the event of a major civil defence emergency such as an earthquake it is likely that you and your family would need to survive independently for several days. Water sewage and electricity that we take for granted are likely to be seriously disrupted. Have you thought about how you might cope? It will be no good wishing then that you had filled the LPG cylinder.

It is also likely that there will be a need for your skills at the local hospital or clinic. Could you get to work, could your family cope in your absence?

Now is the time to put some thought into planning what you might do. Prepare an emergency kit and make sure your family knows what it contains and where it is. Make sure that your first aid knowledge is up-to-date.

More details can be found inside the yellow pages cover of the phone book.

# IT Helpdesk

Marcus Pedersen is now sharing the roll of our IT Helpdesk Operator with Anton two days a week, on Monday and Tuesday. Marcus comes from a customer service background, and has completed an ICT level 5 qualification in computing.

To help Marcus, have a look at these tips on logging IT issues.

## Look for any outage notifications in your inbox

If you are currently having an issue with your computer, there is a chance that it doesn't only affect you, and IT is already aware of the issue. Please look for any outage notifications in your email Inbox. If none of the current issues matches your issue, you should log your problem with the IT Help Desk.

## Before you report your issue via email...

- Consider using the **'Use our Work Order Self Service Page'** option (see point 1 below).
- Please don't send any new issues emails directly to any of our technicians.
- Emails to IT Help Desk must be placed in the **To...** field before submitting your request.
- Please don't send any emails using the **CC...**

## Currently there are a number of ways you can get help:

1. **(Most Preferred)** Use our **Work Order Self Service Page** by clicking on the applications menu on the intranet, then on **"IT Faults and Requests"** To log a new issue simply click on a link labelled: 'Add Work Order' and fill in the details of your issue. You can even submit attachments. Don't forget to click the submit button once all details have been entered.

2. **Email IT Help:**  
[ithelp@westcoastdhb.org.nz](mailto:ithelp@westcoastdhb.org.nz),

3. **Phone IT Help:** Ext. 2911

## Adding new details to an existing issue

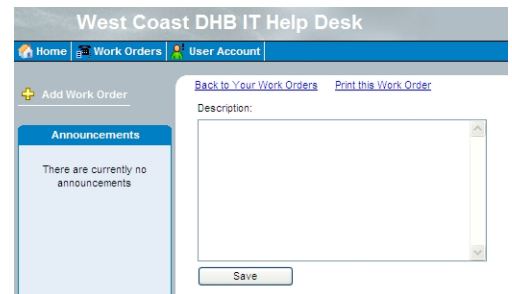
### Method 1: Issue Self Help:

If you are the original requestor of the issue you can edit the issue yourself. Simply do the following:

1. Click on **"Applications"** menu, then **"IT Faults and Requests"** to take you to the Work Order Self Help page.
2. Find the open issue to which you want to add new details
3. Click on the underlined Work Order Number of the issue to which you want to add details (left column). Click on the 'Add to Work Order Description' link.



4. This should open



5. Enter the new details and click on 'Save'.

## Method 2: Email the IT Help Desk

1. Take note of the workorder number of the issue to which these new details should be added.
2. Open a new email addressed to [ithelp@westcoastdhb.org.nz](mailto:ithelp@westcoastdhb.org.nz)
3. Mention the workorder number of the issue in the Subject Header and at the top of the email's main section

Add the new information to this issue.

## Method 3: Phone the IT Help Desk

Leave a message with the Help Desk clearly stating your name, your phone number, the workorder number of the issue to which these details should be added.

Clearly describe what details should be added to this issue.

More information can be found by clicking on the **"IT Services"** option on the intranet menu.

# Respect

A very important feature of any organisation is having and demonstrating respect.

This does not mean that you need to agree with everything that individuals or the organisation does all the time and cannot express your opinions, but simply you treat them with consideration, in a way that you would like to be treated yourself.

There have been several occasions recently where West Coast District Health Board emails have been "leaked" to the media. The emails are circulated as a

courtesy to keep staff informed regarding a situation. The District Health Board endeavours to keep staff informed directly to avoid staff having to gain the information via the media.

The individual or individuals involved in sending the emails to the media did the organisation and its staff no favours. These actions showed little respect for the organisation and the people who work for it. It is unfortunate that a number of staff had to hear about a situation through the media.

Unfortunately this action has some staff wondering who they can trust. We do not need this negativity in the DHB. We are here to provide the best health-care services for the people of the West Coast by performing our jobs as well as possible.

To retain our staff and encourage others to move here we need to foster a welcoming and trusting atmosphere. Showing the District Health Board and all who work here the appropriate respect would be a good way of building this.

# Procurement

## Saving Money by Smart Purchasing

The West Coast District Health Board has the challenge of living within its budget and so close scrutiny is paid to our spending. One way that we can work towards getting best value for our money is through a smarter approach to the purchasing of supplies used within the District Health Board.

Since the employment of Hanelie Lategan as procurement manager a number of changes have been instigated to yield cost savings. By negotiating with suppliers as a larger corporate body and also by working with other District Health Boards we have much more purchasing power and therefore can often purchase goods at a reduced cost.

A new series of policies and procedures on procurement will soon be available on the intranet.

In order for the procurement process to work to its best, purchases need to be ordered through the stores and procurement department in sufficient time to enable the best price to be determined from a variety of potential suppliers. This is particularly important when purchasing different equipment or supplies for the first time.

To make best use of bulk buying power the DHB is also working alongside other District Health Boards in the procurement and purchase of various items. A degree of standardisation of various items will also enhance the bulk buying opportunities.

Important for the functioning of the whole procurement process is the use of Requisition forms, correctly filled in and presented to Central Stores. This applies for all goods required, whether supplied through the Central Store or not.

If you have any queries regarding the purchase of any items please call Hanelie Lategan on ex 2448.

## World Smokefree Day



May 31 is when smokers should focus on giving up smoking for the benefit of themselves, their family and friends.

Our smoking cessation staff Mike Dyne and Jeanette Thomas can help smokers wanting to quit.

## Welcome

The West Coast DHB has welcomed a number of new staff recently. Apologies to any who haven't been mentioned, we value all our staff.

*Rural Nurse Specialist* Nicky Collins (Reefton)

*Registered Nurses* Katrina Palmer (Morice), Miriam Krispa (Parfitt), Vidah Phiri (Morice) Heidi Le Cordier (Barclay)

*Transport* Grant Fisher (Manager), John Torrance (Driver)

*Pharmacy* Ruth Lucumana (pharmacist), Louisa Sowerby (community pharmacist)

*Medical Staff* Dr Bill Vanderknapp (Emergency Dept), Dr Abi Rayner (Emergency Dept), Dr Denis Benichou (Obstetric and Gynaecology), Dr Ruth Reeves (locum General Practitioner Greymouth Medical Centre)

*Medical Technology* Waitangi Waitai

*Social Work* Wendy Kemp (fieldworker)

*Information Technology* Gary Solomon (Desktop Support), Marcus Pederson (IT Helpdesk)

*Reception* Vikki Boyte (casual telephonist), Christine Keown (casual telephonist)

*Management* Joel George (Chief Executive)

## Organ Donation

The West Coast District Health Board were privileged to be involved in the circumstances that resulted in a patient's organs being able to be donated to improve the health outcomes for their recipients.

Organ Donation New Zealand was contacted and the steps required to ensure that the organs would be able to be used were followed. Rural doctor and nurse, ambulance officers, laboratory, theatre and intensive care staff and a retrieval team all worked together to ensure that the organs donated were suitable for transplantation. The staff were supported by a social worker and the kitchen staff made sure all were sustained through the procedure.

The high quality of the care provided ensured that four people were able to benefit from the donated kidneys, heart and liver.

## Cleaning your Computer

Tip from IT for Cleaning your Screen and Keyboard.

We recommend using the 3M Screen and Keyboard Cleaner from the Officemax catalogue. Product code 1305085

**Directions:** Spray liquid on to the cleaning cloth provided then wipe cloth across the screen, in horizontal then vertical motions.

Rotate the cleaning cloth after each clean.

## HEHA Update



### Get 5 + a day with new Fruit loyalty cards

Next time you visit the café at Greymouth Hospital pick up a HEHA fruit loyalty card from the café counter. For every 4 pieces of fresh fruit you buy at the cafe, the 5<sup>th</sup> will be free - grab one today.

### Want to make some healthy lifestyle changes?



### appetite for life

This is a 6 week healthy lifestyle programme for women that will help you to achieve and maintain healthier patterns of eating & exercise, set goals and develop a healthy relationship with food. Learn more about nutrition and enjoy regular tastings to sample new foods.

To find out more, or register your interest for the next course please contact Community Dietician Stephanie Thurlow on 03 768 1160 ext 720 or email [stephanie.thurlow@cdhb.govt.nz](mailto:stephanie.thurlow@cdhb.govt.nz)

### Keep moving through winter with an online personal trainer

Did you know that you can visit [www.activesmart.co.nz](http://www.activesmart.co.nz) to receive a training plan designed specifically for your needs, by two of NZ's top fitness trainers?



Receive a tailored plan for walking, running or cycling, perfect for beginners or anyone needing a little extra motivation and expertise. Email reminders about your training plan even include a local weather report – check it out today!



### WANTED: Recession-buster recipe ideas!

Do you have a great recipe for a healthy meal on a shoestring? Email your recipe to

[heha@westcoastdhb.org.nz](mailto:heha@westcoastdhb.org.nz) and win

a copy of the Healthy Food Guide.

## SPAM

The IT department receives a number of complaints about SPAM. The ironic thing is a large portion of the SPAM people complain about is actually generated internally by staff members. The biggest issue is actually the use of the **All WCDHB Staff** email group.

The intention of this group is to use it for announcements which all staff need to be aware of, and which do not compromise the WCDHB Email Use Policy. Currently any person may use this group to send, however IT does have the capability to restrict the use of this group to individuals.

## Farewell

In May the West Coast District Health Board farewellled George Murphy. George had worked for the DHB in a variety of administrative roles for more than 12 years, most recently as RMO and RIMP coordinator as well as undertaking a variety of temporary roles.

George will be missed around Grey Base Hospital however she would love to catch up with everyone in the new role as assistant manager of the new Greymouth Aquatic Centre.



Thursday 6 August will mark the launching of this year's Fresh Future Appeal, championed by the Progressive Enterprises family of supermarkets. The appeal will take place in August and September.

National fundraising last year saw McBreaty and Parfitt Wards benefit to the tune of \$65,000 worth of equipment.



Patsy Sara from McBreaty ward and Sam Struthers from Parfitt ward display some of the new equipment purchased with the money raised during the 2008 appeal

