



DUNSTAN HEALTH MATTERS

your health your hospital your community

In this Issue:

- GM Xmas Message—The Year in Review
- From the Board of Dunstan Hospital
- Open Days
- CT Scanner
- Services during December / January
- Outpatients Services
- Wanaka Region Services to the Community
- Dunstan Hospital 150th Celebration
- Pub Charity Donation
- Outpatient Services
- Young Driver of the Year Competition
- Diabetes Nurse Specialist with Prescribing Rights

GENERAL MANAGER—XMAS MESSAGE “THE YEAR IN REVIEW”

2013 marked another year of great achievement for Dunstan, thanks to our dedicated staff and the incredible support of our community. Our two milestone events, 150 years of healthcare provision at the Dunstan site and the opening of the regional CT Scanner service, were publicly recognised and celebrated.

Marking 150 years of health services provision on the Dunstan site was an important milestone for our community, as well as for our staff and supporters. There has been a hospital here since 1863, only 22 years after New Zealand became an independent colony. Today Dunstan is recognised as being one of the pre-eminent rural hospital and health service providers in New Zealand, a tradition we will proudly carry forward.

The opening of the CT Service was a significant step forward in the delivery of healthcare services for this region. Access to diagnostics has long been recognised as one of the key barriers to the effective delivery of healthcare in rural areas. The introduction of high tech imaging at Dunstan will benefit our community both through equitable access to the technology, as well as preventing the tedious and disruptive requirements to travel to other centres. Increasing the number of services that we can safely and effectively provide close to home is a strategic objective that we will continue to pursue.

Central Otago Health Services completed our strategic plan for the next five years in early 2013.

This plan is COHSL's road map for the future.

The five strategic directions identified will provide us with a framework for deciding the best way to allocate resources to meet the health care needs of our community. Our strategic plan emphasises the importance of working with our primary care partners to explore opportunities to advance the delivery of quality healthcare, as well as highlighting the need to advance initiatives that will meet the strong population growth of our region.

90% of our patients continued to rate our services as good or excellent over the past year. This lets our staff know that what they do is of huge value and that their efforts do make a difference.

The patients and staff would like to thank the organisations and local community for the very generous fundraising efforts that have occurred this year. We are very fortunate to have such strong community support for Dunstan Hospital and the other healthcare services that we provide. If you are holding an event and wishing to donate funds, the Management Team would be happy to talk to you about what our current requirements are.

Dunstan Hospital staff would like to wish everyone a safe, relaxing and enjoyable Xmas and New Year.

Karyn Penno - General Manager

FROM THE BOARD OF DUNSTAN HOSPITAL

Following the excitement of the formal opening of the CT Scanner by Sir Eion Edgar as part of the Hospital's 150th Anniversary celebrations in August, the fund raising campaign for the scanner was closed, with COHSL allocating some \$26,500 from reserves to complete the fund raising. Once again our sincere thanks to all the individuals and organisations who contributed and enabled us to complete the project to an aggressive time schedule.

The CT Scanner is at present operating three days a week but has achieved our expectations for the number of scans provided in the first months of operation. It will move to operating five days per week from early January, with the possibility of emergency use outside of the normal hours of operation.

The initial level of operation of the Scanner has already resulted in the number of ambulance trips to Dunedin Hospital being almost halved. This is a real win-win situation meaning that the number of sick patients being transported to Dunedin has been reduced, ambulances in the district are more available for their primary role of attending local emergencies rather than being tied up in transport trips to Dunedin, our staff are not having to accompany as many trips to Dunedin at all hours of the day and night and the distances covered by the ambulances has been reduced with consequent financial savings and emission reductions.

After several years of little change to the makeup of our Board, we have experienced several changes over recent months. We farewelled Brenda Wills in June, and Dr Graeme Ballantyne has indicated his wish to retire in March 2014. To fill these vacancies, our shareholder COHInc has appointed Ted Rogers of Wanaka and Dr John Angus MNZM of Lowburn as Directors. Both are experienced directors and are coming to grips with the complexities of delivering health services in a rural environment. Ted has broad experience in the corporate world and has been on the governing council of Lincoln University for a number of years. John has a background in social services and policy and was the Children's Commissioner from 2009 to 2011. We were gratified that some 19 individuals were interested in the work of COHSL and applied through COHInc's public process, for appointment as new directors for the Company.

With the CT Scanner project completed, the Board and Management are focussing on future developments for the Hospital. As a community owned facility our focus continues to be to bring as many health services as possible to the community in line with the Government's public health policy of "better, sooner, more convenient". 2014 should be another interesting and challenging year for Dunstan Hospital, its Staff, Management and Board.

With best wishes for the festive season and 2014

Russell McGeorge, Chairman

DUNSTAN HOSPITAL

Open Days

- ♦ Would you or your community group like a Tour of Dunstan Hospital?
- ♦ Our Administration and Facilities Manager would be happy to show you around our community owned facility.
- ♦ A gold coin donation per person would be appreciated.
- ♦ If you are interested in a Tour, please contact Maree: email maree.leitch@cohealth.co.nz
- ♦ Phone: 03 440 4328

Patients must be referred to Dunstan Hospital by a GP or St John Ambulance

Emergency services in the wider Central Otago area are provided on a collaborative basis between General Practitioners (GP's) and Dunstan Hospital.

In the first instance, anyone requiring medical attention should contact a local Medical Centre for an appointment or advice.

Details of Medical Centres are published in the front of the Otago telephone book and 'on-call' GP's in the local newspapers.

PLEASE NOTE:

With the exception of life threatening conditions, eg. chest pain, uncontrolled bleeding or severe difficulty in breathing, patients presenting to Dunstan Hospital without a referral will not be treated.

CT SCANNER: How can you access this service

The CT scanner at Dunstan Hospital has been operating since June 2013. This project has been generously supported by the Central Otago Community, as well as the Southern District Health Board, to provide access to high tech imaging close to home. The CT scan services offered at Dunstan Hospital include:

- Public Outpatient CT scans – requested by a Specialist and funded by the SDHB
- ACC approved and funded CT scans
- Private CT scan services – patient fees or health insurance
- Urgent or emergency CT scans

We have worked closely with the SDHB and Otago Radiology (the radiology service provider at Dunstan Hospital) to make sure that we can provide equitable access to CT services for the whole Southern DHB population. All public funded CT scan referrals will continue to be managed through exactly the same systems as before, starting with referral for a scan by a Specialist. Patients who live in Central Otago and Queenstown Lakes are then given priority for scans at Dunstan Hospital. Additional publicly funded outpatient scans will also be made available to patients from other nearby locations such as Queenstown, Maniototo, and Southland.

GP's can discuss patients who may require an urgent or emergency CT scan with one of the hospital doctors at either Dunstan Hospital or Lakes District Hospital.



SERVICES AT DUNSTAN HOSPITAL DURING DECEMBER/JANUARY HOLIDAY SEASON

Dunstan Hospital inpatient services will continue as usual throughout the holiday period. **Admissions to hospital must be made through General Practitioners or directly through St Johns Ambulance if an emergency occurs.** The GP will assess the patient and discuss the need for possible hospitalisation with Dunstan Hospital doctors.

District nursing services will continue to be provided each day, except Christmas Day when an on call service is available. District Nurses will not go to Camping Grounds to see patients. These patients will need to arrange to see the District Nurse at Dunstan Hospital, or the District Nursing premises in Wanaka.

Physiotherapy, Occupational Therapy, Child Development Services, Medical Social Workers and Speech Language Therapy will not be available during weekends or Public Holidays.

The Outpatients Department will close on 24 December and reopen on 13 January.



Hydration

With the warmer weather we would like to remind people of the importance of maintaining good hydration.

It is most important to ensure that you drink plenty of water at all times, especially on hot days.

OUTPATIENTS

Outpatients will be closed over the Christmas period for most clinics. The department will re-open on 13th January 2014.

We are funded to provide a certain number of outpatient appointments, and often the number of referrals far exceeds the appointments that are available. Specialists prioritise all appointments and those with greatest priority are seen first. Some referrals are returned to the GP for ongoing management if we cannot fit them into clinics. We realise this is frustrating for people affected, and also for the GP. However, we are required to meet the Ministry of Health targets that state patients accepted for Specialist review will be seen within 5 months and if they meet the threshold for surgery, the surgery must be provided within 5 months.

When you attend an Outpatient appointment you may see a Specialist, a Registrar, a Dietitian, a Clinical Nurse Specialist or a Medical Officer with a particular expertise in the speciality. All people cannot see the Specialist, but Specialist oversight of the patient's assessment, treatment plans and progress will occur. Please do not insist on seeing the specialist as this cannot be accommodated. The specialist identifies the people that they need to see, and provides the supervision of others as outlined above.

A final plea – if you cannot attend your outpatient appointment please advise staff as soon as possible so the appointment can be offered to someone else. If you decline two appointments you may be returned to your GP for ongoing treatment, as we need to utilise our limited appointments efficiently.

Have a safe and happy festive season, from the Outpatients Team.

| Outpatient Services Clinic Schedule | | | | | | | |
|---|----------|---------|----------|----------------------|-----------------|----------|-------------|
| Clinic Schedule | December | January | February | Clinic | December | January | February |
| Cardiology | 9 | | 3 17 | Oncology – Radiation | | 17 | 21 |
| Continence + Stoma | 5 6 | | | Ophthalmology | 2 | | |
| Diabetes | | | | Orthopaedic | 6 9 13 19 | 17 23 31 | 13 21 27 28 |
| Dietitian | 13 | | | Pacemaker | | | 18 |
| Endocrine | | | 7 | Paediatric | 13 | | |
| Gastroenterology | 2 3 | 20 21 | | Retinal Photography | | 14 15 | 11 |
| Elderly Persons Health | 5 | 29 | | Respiratory | 12 | | |
| Gynaecology | 5 | 30 | 27 | Speech Therapy | Every Wednesday | | |
| Medical | 10 17 | | | Surgical | 3 | 28 29 | 12 25 |
| Neurology | | | | Surgical Bus | | 11 | |
| Oncology - Medical | | 28 | 11 25 | Urotherapy | | 30 31 | |
| Private Clinicians attending Dunstan Outpatients | | | | | | | |
| Clinic Schedule | December | January | February | March | April | May | June |
| Orthopaedic – John Dunbar | 12 | | | | | | |
| Rheumatology – D Ching | | 23 | | | | | |
| Cardiology – Mike Williams | | 28 | 11 | | | | |

PUB CHARITY - thank you

We are very grateful for the Pub Charity donation which has enabled us to purchase equipment that will assist in providing quality care to patients in our Hospital and community.

We have purchased:

- Two power wheelchairs frequently used by patients undergoing rehabilitation or in palliative care. These will greatly enhance mobility and independence for patients.
- A child manikin with computer software which is an essential piece of equipment used for clinical staff training of advanced cardiac life support.



WANAKA REGION - SERVICES TO THE COMMUNITY

Central Otago Health Services Ltd has a number of services that are provided in the Wanaka region. Our current base is at Tenby Street in Wanaka, where the District Nurses are located.

District Nurses

The District Nurses visit people in their homes, and also see people at the clinic room in Tenby Street.

District Nurses receive referrals from GP's, Dunstan Hospital and Dunedin Hospital primarily, although other hospitals and healthcare professionals also refer patients if required. District Nurses see patients with wounds – they are specialists in this area, also palliative patients, patients who are at end of life, patients requiring complex intravenous medications or management of their long-term venous access devices, patients following cardiac events and patients with some general nursing care needs. District Nurses provide a seven day a week service: 8.30am – 5pm Monday to Friday and 8.30am – 12.30pm at weekends.

Diabetes Nurse Specialist

Monthly clinics for people with Diabetes are provided at the Wanaka Lakes Health Centre. These are run by our Diabetes Clinical Nurse Specialist in conjunction with a Dietitian. We also provide education sessions for people with diabetes, providing useful lifestyle advice and information about how to manage their condition.

Allied Health Services:

Occupational Therapy

Occupational Therapy services are provided in Wanaka. OT services mainly consists of home visits to clients needing assessment, rehabilitation and the delivery and installation of equipment needed to assist with the client's ability to function safely in their own homes after an illness or surgery. Presently our Wanaka OT is Kim McAtamney who spends Wednesdays visiting Wanaka clients. Equipment is likely to be delivered the following day by Sandra Booth our Therapy Assistant.

Medical Social Work and Needs Assessments

Medical Social Worker services also involve home visits to clients in the Wanaka area who need social work support and assistance relating to a health condition. This team also complete the Clinical Needs Assessments in the Wanaka area. Assessments are necessary prior to any long term home supports being put in place or entry into a Long Term Care Facility. We do not have a designated Wanaka social worker however all referrals are triaged and visits to Wanaka occur regularly .

Physiotherapy

We are fortunate to have Wanaka Physiotherapy Services delivering physiotherapy services to our Wanaka residents. Ginny and her team have been our local provider of this service for many years.

Child Development Service

Wanaka children with long term disabilities are assessed and treated by our Child Development Service therapists. Physiotherapy, occupational therapy and speech language therapy are provided to these children and their families.



DUNSTAN HOSPITAL - 150th CELEBRATIONS

Amid much chatter and reminiscing old friendships were renewed memories and experiences shared. Over 100 former and present staff celebrated 150 years of continuous health service at Dunstan Hospital during the weekend of 9th to 11th August 2013. At the Conversazione on the Friday night former Matron Beryl Smith and former Vincent Hospital Board Secretary George Gordon cut the cake following the official opening of the 150th Celebrations by the Mayor of Central Otago Tony Lepper.

Central Lakes Trust chairman Sir Eion Edgar officially opened the C T Scanner at a function held on Saturday afternoon at which members of the public were also in attendance. During the dinner held at The Cellar Door, Southern District Health Board member, Richard Thomson gave an inspired speech. Presentations from Central Otago Health Services Limited were made to Bev Clark of Wanaka and Dr Garry Nixon of Dunstan Hospital in recognition of all the work and effort they gave during the redevelopment of the hospital.



Beryl Smith and George Gordon cutting the Centennial Cake



Photo courtesy of Donald Lamont

On Sunday morning at the Service of Reflection led by Ainsley Webb, Chairman of Central Otago Health Inc, medical practices and pioneering times were contrasted with the technologies of today. A Ginkgo biloba tree, native to China, was planted in the hospital grounds to mark the 150th Jubilee of Dunstan Hospital. It was chosen because of its medicinal properties and because of the close association the Chinese miners had within the area. Everyone attending enjoyed the weekend.

YOUNG DRIVER OF THE YEAR COMPETITION



Lizzie Diehl, our Ward Assistant was fortunate to be one of the chosen few to take part in the Central Otago District Council's Young Driver of the Year Competition held earlier this year. Lizzie particularly enjoyed Dr Rob Visser's talk on the consequences of speeding and the scary statistics!

Lizzie reports "it was fun to be able to test new technology such as ABS braking and recovering from skidding on gravel with the assistance of electronic stability control. Changing a tyre and putting on snow chains seemed to be more challenging for her but was definitely a worth while experience. Being some of the first to drive at the new motor sport park was a pretty awesome feeling!"

Dunstan Hospital would strongly encourage employers to register their staff for this worthwhile event and would like to thank the organisers and sponsors involved.

DIABETES NURSE SPECIALIST - with Prescribing Rights

Sharon Sandilands is employed by Central Otago Health Services Ltd who funds the provision of specialist diabetes nursing services to General Practice, and hospital outpatient and inpatient services. Sharon's practice base is Dunstan Hospital in Clyde. Diabetes Nurse Specialist outpatient clinics are held at Dunstan Hospital and Sharon also visits general practices in the region on a regular basis. Patients therefore have the option of seeing her at the hospital or at their own GP's rooms. She runs diabetes clinics in health centres around the region including Queenstown, Wanaka, Cromwell, Ranfurly and Alexandra. This not only brings diabetes care closer to people's homes but also enables mentoring of General Practice teams to support capability in primary care. There is a Practice Nurse (PN) in each general practice with a special interest in diabetes and they set up a clinic for her when she visits.



Sharon is the only Diabetes Nurse Specialist in our region and she is consequently responsible for diabetes care across the lifespan. Her caseload of about 300 individuals includes: paediatric type 1; obstetrics type 1 and type 2 and gestational diabetes mellitus (GDM); and adult type 1 and 2 with complications.

Having successfully completed a Masters degree along with the requirements for nurse prescribing, Sharon is now certified to prescribe.

General Practitioners (GPs) in the region refer patients firstly to their own diabetes Practice Nurse and then, if too complex for the Practice Nurse to manage, to Sharon. As well as patient consultations of 30-40 minutes duration, Sharon's role encompasses running carbohydrate counting classes with a dietitian for people with type 1 diabetes, insulin pump starts and continuous blood glucose monitoring. A large component of her role both prior to and after gaining prescribing privileges has been the education and support of Practice Nurses to increase their skills in diabetes knowledge and care. The Diabetes Practice Nurse at each practice will generally sit in on Sharon's consultations.

The fact that Sharon can now prescribe for people with diabetes is a real advantage to the patient, as they can be assessed, given education and also a prescription at the one consultation, which is more efficient for them.

Prior to prescribing

A consultation prior to prescribing involves education and assessment of the patient. A typical example might be a person with type 1 or type 2 diabetes, Sharon would look at the glycaemic control, look at what's happening during the day and their profile. The patient would then have to go back to the GP for a script if required. Sometimes Sharon would knock on the GP's door and get a prescription on the spot but that wasn't easy to do in a busy clinic setting. If Sharon couldn't see the GP she would have to leave a message to get a script or send the patient back to the GP to get their prescription.

Following prescribing

The process is now more streamlined in that Sharon can write a prescription to give the patient during the consultation, dictate a letter to inform the GP and then complete follow-up herself. This means her practice has changed in that previously it was focused on glycaemic control but she is now looking more holistically at hypertension and cardiovascular issues as well.

Sharon is happy she can deal with the problem, see it through to the end and ensure the patient has everything they need at the time of consultation. If Sharon has concerns she can discuss these with the Endocrinologist or the patient's GP.

Being able to prescribe is far more satisfactory for Sharon as a nurse, as her aim is to help the patient to a better outcome at the end of the consult.

“Be Food Safe” this barbecue season

People get sick from meals made at outdoor family functions, like barbecues and picnics, more often than you think. Unfortunately, when the outdoor temperature rises, so too does the incidence of food-borne illness. Follow the 4 simple steps of clean, separate, cook and chill to minimize the risk of food-borne illness when serving food at your next barbecue.



Clean: wash hands and surfaces often; wash fruits and vegetables thoroughly

Bacteria can easily spread throughout food preparation areas. Frequent and proper cleaning can prevent this from happening.

- Wash your hands with soap and warm water for 15 - 20 seconds before and after handling food
- Wash cutting boards, dishes, utensils and countertops with hot, soapy water after preparing each food item and before you go on to the next food
- Wash all towels used in food preparation in the hot cycle of your washing machine
- Wash fresh fruits and vegetables thoroughly under cool running water, including those with skins and rinds that are not eaten. If you use a vegetable brush, make sure that it is clean



Separate : don't cross-contaminate

Cross-contamination is how harmful bacteria spread. Keep raw meat, poultry, seafood and their juices separate from food that is cooked or ready-to-eat during purchase, transport and storage.

- Separate raw meat, poultry and seafood from other food in your shopping cart and grocery bags
- Store raw meat, poultry and seafood on the lowest shelves in your refrigerator to prevent their juices from dripping onto other food
- Wash cutting boards, dishes, utensils and countertops with hot, soapy water after preparing each food item and before you go on to the next food
- Never use marinade that has been used to marinate raw meat to baste cooked food
- Place cooked food on a clean plate. Never reuse the same plate or cutting board that previously held raw food

