

## Blessing and Opening of Bereavement Care Services



*The Bereavement Care Team: Back row (left to right) Kola Fue, David Aro (CEO), Ted Pomare, Adelaide Gleeson, Renee Arthur. Front Row: Chris Aro and Rebecca Passi*

A large group attended the Blessing and Opening of Bereavement Care Services, on the Ground Floor of Building 2, Middlemore Hospital.

It was a moving ceremony led by local Kaumatua and Hospital Chaplains.

“We are delighted to be in the new facility, which has been purpose built for the comfort of the family and respect of the deceased,” says David Aro, CEO, Bereavement Care Services.

“Our central location has enabled us to bring the whanau/viewing rooms and the mortuary together, resulting in a more accessible service for staff and visitors.

“It’s also brought us closer to Maternity Services, providing easy access for bereaved parents.

“Many thanks to everyone involved in making this happen and special thanks to the Kaumatua and Chaplains for guiding us through the process.”

### The goals of Bereavement Care Service are to:

- § Support families and ensure a positive start to their grieving process
- § Recognise and deliver a culturally sensitive service
- § Deliver a consistent high level of service 24 hours a day, 7 days a week
- § Support hospital staff, so time is concentrated on core clinical activities
- § Ensure compliance with Government and hospital legal requirements
- § Provide an effective risk management tool in a highly emotional environment
- § Facilitation of the patient’s and their families wishes while they are present in the hospital
- § Management of the deceased’s personal effects and valuables
- § Fielding of all Hospital death related enquiries

**For further information about Bereavement Care Services please contact the team on Extn: 8501.**

## A fresh start for Ward 5 Assessment Treatment and Rehabilitation (AT&R)



*Ron Dunham, COO, Bronwen Neil, Staff Nurse and Jenni Coles, GM Adult Rehabilitation and Health of Older People officially open Ward 5 AT&R*

It was a time to celebrate as Ward 22A (now known as Ward 5 AT&R) officially opened its refurbished Ward on Level 2, Adult Medical Centre (AMC).

Ward 5 AT&R has been an accumulation of 2 years planning by a multi-disciplinary team of allied health, nurses, doctors, managers, administration, facilities, architects and patients, and while staff are now settling into their new ward there were some mixed emotions in leaving their old area behind.

“Some of our long serving staff have been associated with the AT&R Unit and Ward 22A for many years and have worked in the Cornwall huts before the current AT&R Unit was built,” says Jenni Coles, GM, Adult Rehabilitation and Health of Older People. “Saying that there are exciting times ahead. Our new location will result in warm winters and cool summers and we now have

space for stores along with our own gym and OT assessment area. There are more single rooms to provide patients and families with privacy and more allied health spaces to improve communication and inter-disciplinary practice. Pyxis is also in place to improve medication safety. We are also very excited to be located closer to our acute care colleagues.”

Ron Dunham, COO, thanked everyone for coming and touched on the future direction for AT&R. “Due to our ageing population the demands for rehabilitation services will continue to grow,” says Ron Dunham. “We are planning some exciting developments, which includes establishing a Manukau Health Park on the current MSC (Manukau SuperClinic and Surgery Centre) site. A big focus of this will be on rehabilitation services and meeting the current and future needs of our ageing community.”

## The Assessment and Rehabilitation Unit 1962 - 1984

Back in the 1960's there was a tremendous pressure on our available beds because of long-stay elderly patients, many of whom had suffered strokes.

This led to four Cornwall Hospital wards being transferred to Middlemore Hospital. Three wards were for geriatric patients and one for children with tuberculosis. From this humble beginning the modern AT&R Unit developed. After 12 years in these old wards AT&R was housed in a brand new purpose-built complex behind the nurses home.



*A regular morning task for the nurse is showering the elderly. Roll up the sleeves, put on your plastic apron, don the gum boots and then bring down the patients. In this area the old Cornwall wards had severe deficiencies.*



*Three of the four Cornwall huts, wards 22, 23 and 24 housed the geriatric patients. In the calm spaces between the wards, patients and staff could enjoy the sunshine*



*A Physiotherapist is about to help an elderly patient to mobilise*



*Although made of temporary materials with a coat of paint these Cornwall wards were quite comfortable.*



*The Ward Sister discusses a patient's medication with Dr Elizabeth Bowie, a long standing and much loved Geriatrician in the AT&R Unit.*

## Construction Photos - Edmund Hillary Block (Stage 2)



*Basement: East Wing*



*Level 1: Insulation lines the walls of Haematology's new Department*



*Level 1: Main corridor Haematology*

### Construction is progressing:

**Basement:** Biomed Equipment store, Allied Health Equipment store, Orthotics workroom, staff changing area and showers/toilets

**Ground:** Allied Health and Staff Café

**Level 1:** Haematology

**Level 2:** Gastroenterology

**Level 5:** Plastics and Mental Health Services for Older People (MHSOP)



*Level 1: Chair space - Haematology*



*Level 2: Framing to North Wing*



*Level 5: Nurses Station MHSOP*



*Level 5: Core area MSHOP*

## Update: New AMC Links and Lifts

Work is progressing on the links (Ground and Level 1) of the AMC and Edmund Hillary Block and the new patient lift lobbies now reach 5 stories high.

In the next few days concrete will be poured for the floors and external cladding will be installed to the outside of the lift lobbies.

Many thanks to the Staff on the AMC Wards for their patience during this time.



*The links and lift lobbies take shape*

### **New Assessment Observation Unit (AOU)**

Now that Bereavement Care and Radiology Offices have moved work has begun on refurbishing the existing Adult Short Stay to form a new 15 bed Assessment Observation Unit (AOU).

As the name suggests, this is a unit that will be designed for the efficient assessment, observation and management of large numbers of patients referred to the inpatient services.

The AOU will primarily see medical patients who have been referred by a GP or Accident and Medical Clinic. Once treated patients will be transferred to an inpatient ward. Patients requiring urgent treatment will continue to be seen in Emergency Care.

“We are very excited that building works are underway says Mary McManaway, Nurse Manager Emergency Care.”

“It will make a huge difference to our patients and will enable them to get the care they require before being transferred to other clinical areas.

“It will also enable us to us to continue to meet the 6 hour initiative, which means our patients are being seen in the right place.”

The new AOU will be completed in April 2010.

For any queries regarding the construction works please notify Tami McKay on 021813269.

## Building works underway for BreastScreen at the Manukau SuperClinic

Building works are underway that will result in the entire BreastScreen Counties Manukau (BSCM) team being located at the Manukau SuperClinic in 2010.

Currently the service is operating across two sites. While women are screened at the Manukau SuperClinic and on the mobile unit, support staff are located at Lambie Drive.

The refurbishment of the old conference room next to the current BreastScreen Service and Hand Therapy's old department will provide office space for staff transferring from Lambie Drive, a larger waiting area for women, an additional mammography screening room, a mammography viewing area and a larger area for the MRT workstations.

The additional mammography room will allow for the service to screen over 4,000 additional women each year and reduce waiting times for stereotactic biopsies. BreastScreen plans to purchase an additional digital mammography machine that will be installed in this new room in the new year.

This will mean that BSCM will have access to two digital machines. The first digital mammography machine at MSC was installed in September and was kindly funded by The Lion Foundation and the NZ Breast Cancer Foundation. This machine is shared by BreastScreen and the South Auckland Breast Clinic.

"Having the entire team on one site will allow for more effective use of administration staff and more efficient workflows," says Kathy Pritchard, Programme Manager, BreastScreen. "It will also reduce staff travel and courier costs for films and files which are transported between sites. A separate reading room and digitising area will also be welcomed as equipment is currently temporarily located in the assessment room and the resultant "multipurpose" use of this room limits access to essential equipment."



*BreastScreen Counties Manukau*

BSCM is one of 8 providers of the BreastScreen Aotearoa programme that offers free breast screening to women aged 45-69 years. "1 in 10 women get breast cancer at some time in their lives, and early detection through mammography followed by appropriate treatment is the best way of reducing the chances of dying from breast cancer," says Kathy. "In the 2008/09 financial year 17,230 women were screened by the service, 7,900 of these at Manukau SuperClinic and the remainder on our mobile unit and at subcontracted sites in Papatoetoe, Howick and Pukekohe."

While the breast screening service has increased screening volumes significantly during 2009, additional capacity is required to meet the national target of 70%. This coverage level reduces mortality from breast cancer by 30%. Current coverage in CMDHB is 50%.

The BreastScreen service is looking forward to its move in 2010 as the refurbished facility will greatly improve its capacity to provide services to the women in CMDHB. 6

## New ambulance bay for Pukekohe Maternity



The long awaited Ambulance Bay is officially blessed and opened. Mums and their babies, some of which were new arrivals, joined staff at Pukekohe Maternity in opening their long awaited ambulance Bay.

“We have been looking forward to this day for a while and are thrilled with the end result,” says Debra Fenton, Service Manager, Primary Maternity.

“In the past, women in labour needing to transfer to Middlemore Hospital for further care, would have to make their way down the long corridor to the awaiting ambulance. There’s not a lot of privacy along the way and as you can imagine women in labour can be quite vocal. This can be quite unsettling for the other mums in the Unit.

“The new ambulance bay means these women can come through the back entrance, which is right next to the Birthing Rooms. It’s also under cover, which protects them from the rain. Many thanks to everyone involved in making this a reality and special thanks to the Kaumatua for carrying out the Blessing.”

*The Maternity Unit facilities include:*

- CMDHB’s primary Maternity Resource Centre, where information and resources are available to maternity consumers and health professionals
- two spacious delivery rooms that have large pools used for relaxation during labour and/or giving birth
- eight single rooms (two with a shared ensuite) and 1 double room are available for postnatal inpatient care
- approximately 400 births per year
- another 350-450 women return to the Unit postnatally for inpatient care after birth
- baby friendly Hospital accreditation achieved in 2004 and 2007 and the Unit prides itself in supporting women who choose to breastfeed, with a high exclusive breastfeeding rate on discharge
- obstetric consultant clinic every Thursday
- community midwife clinics 3 days per week
- breastfeeding support group on Mondays between 10am to 12 pm, for all mums in the community.

## Towards 20/20 Milestones: 2009

### December 2009



- Opening of Bereavement Care Services – Ground Floor, Building 2, Middlemore Hospital
- Opening of Pukekohe Maternity Ambulance Bay
- Construction of Assessment Observation Unit underway at Middlemore Hospital

### November 2009



- Blessing of Hand Therapy and Clinical Photography Manukau SuperClinic (MSC)
- Ward 22A moves to Ward 5 AT&R, Middlemore Hospital

### October 2009



- Opening of Aroha ki te Tangata (compassion towards others) at Kerrs Road, Manukau. This building includes Maaori Mental Health and Perinatal Mental Health

### September 2009



- The Galbraith Entrance at Middlemore Hospital gets a make-over
- Blessing of Modules 7 and 7A (Medical) MSC
- Official opening Ophthalmology MSC
- Minor refurbishment to BreastScreen Diagnostics, MSC
- Department of Obstetrics and Gynaecology move into new offices on C Floor, Building 2, Middlemore Hospital
- Maternity Administration move to B Floor, Building 2, Middlemore Hospital

## Towards 20/20 Milestones: 2009

### August 2009



- Mainzeal Construction appointed for the 2<sup>nd</sup> stage Edmund Hillary Bldg, Middlemore Hospital.
- Blessing of Basement, Ground, Levels 2 and 5 Edmund Hillary Bldg, Middlemore Hospital.
- 2<sup>nd</sup> Stage Edmund Hillary Bldg underway, Middlemore Hospital.

### July 2009



- Ward 33, North Wing, opens on Level 3, Edmund Hillary Bldg, Middlemore Hospital
- Ward 34, East Wing opens on Level 4, Edmund Hillary Bldg, Middlemore Hospital
- Completion of upgrade Wards 23 and 24, AT&R, Middlemore Hospital
- 1<sup>st</sup> stage AMC Lifts, Links and Ward 5 Refurbishment gets underway, Middlemore Hospital
- Flexi Ward moves to A Floor, Building 2, Middlemore Hospital

### June 2009



- Howick Home Care Centre opens (in old Spectrum House)
- The following services open their new Modules at MSC: Referral & Appointment Centre, Women's Health and Urology, Ophthalmology, Staff Cafeteria, Mail Room and Conference Centre
- Ward 33, East Wing opens on Level 3, Edmund Hillary Bldg, Middlemore Hospital
- Ward 34, North Wing opens on Level 4, Edmund Hillary Bldg, Middlemore Hospital

### May 2009



- Blessing and Opening of TADU (Theatre Assessment and Discharge Unit) and Biomedical Engineering, Level 1, Galbraith Bldg, Middlemore Hospital
- Blessing of Buildings A, B and C at MSC

## Towards 20/20 Milestones

### April 2009



- Blessing and Opening of the refurbished Tui Ward – Tiaho Mai, Middlemore Hospital

### March 2009



- Blessing and Opening of the new High Dependency Unit, Level 1, Acute Hub, Middlemore Hospital
- The Edmund Hillary Building and the AMC join together, Middlemore Hospital

### February 2009



- Blessing and Opening of new Renal (Rito) Unit at the Manukau Surgery Centre by the Hon. Tony Ryall, Minister of Health

### January 2009



- The Buckland Road Dental Clinic officially opens its doors



MERRY XMAS FROM THE  
TOWARDS 20/20 TEAM



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The Towards 20/20 Team would like to thank you for all of your support and patience this year.

It's been a busy year with many milestones achieved along the way.

There are still some exciting developments to come and we look forward to working with you in 2010.

Have a great Xmas and New Year.

