



Connecting the Geneva Health Community

August/September 2009

Welcome to our latest exciting newsletter that updates you on the happenings and changes within Geneva Health.

I can hand on heart say, that I can feel the murmurs of summer just around the corner and I for one cannot wait for daylight savings and long sunny days. There is quite a lot of energy and vigour within the teams across all regions, with new Clients and exciting opportunities for you all.

Please keep letting us know if any

part of your weekly availability changes as we are starting to fill your weeks up and want to be sure that you're not missing out on any work. I am here as always to answer any questions or address any concerns you may have, and of course if you want to let me know what a wonderful job your consultant is doing.

The next open day is September 24th in Manurewa, and I look forward to meeting as many of you as possible there.

Melinda McLaren, National Operations Manager

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Latest News: New Partnership with all three Auckland DHBs

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The team at Geneva Health are extremely delighted and excited to announce our new preferred provider partnership with the three DHBs of Auckland.

This contract means that from the 1st August Geneva get the first call for nursing and health care assistant shifts from the DHBs in the Auckland region.

What this means for you is first

choice of shifts at Auckland, Middlemore, North Shore and Waitakere Hospitals. Giving you more options and choice with your agency work through Geneva Health.

Currently we are seeking **Registered Nurses** to join our team, so if you have friends that would be interested in joining Geneva Health then have a chat to your Consultant about the great referral reward we are offering over the next two months.

In fact, we are offering all RNs a

no cancellation policy - we will pay you even if the hospital cancels the shift (some conditions apply - feel free to ask your Consultant about them).

Geneva Health would also like to take this opportunity to thank all our fantastic Geneva Agency Staff for all your hard work and enthusiasm. It is a testament to you that the quality and calibre of Geneva Temps has been an integral part of Geneva Health winning this appointment. Well done everyone!



Outstanding Employee Awards for July/August

This award recognises employees of Geneva Health across New Zealand who show outstanding commitment, reliability, professionalism and quality service in their work. Winners receive a \$40 The Warehouse Voucher.

Wairua S: A brilliant all-rounder, is versatile and is always willing to try something new.

Vivien Y: A Client Commented: "Vivien is very diligent, hard working and uses her initiative."

Lynn B: Her flexibility and reliability is wonderful.

Aniva E: Provides excellent care, one Client commented: "Aniva has a gift from God".

Paula G: Hard working, flexible & gets great feedback.

Emily K: Always very accommodating and has received fantastic feedback from Clients.

Babe T: Is always keen and bubbly! Clients love her and feedback is always really positive.

Josephine S: Is very reliable and always picks up last minute shifts. Josephine's fantastic.

Afua B: Consistently gets great feedback about the level of care she provides and her lovely manner.

A huge thanks from the General Manager



Jane Clements

Hi all, I am Jane Clements the General Manager at Geneva Health. I would have met some of you, know some of you by name and some not at all. I thought I would send you all a quick thank

you message—thank you for representing Geneva Health day in and day out, for being our face in the community and for sticking with us through a strange and difficult time. In general, Health is relatively recession free, but we have all noticed and been affected in different ways by this global change. The great thing for you all is that we are still

working hard behind the scenes securing more and more work - the DHB contract described earlier is just a brilliant example of that.

We ask that you please keep doing what you do so well, and keep us informed about what you hear and learn whilst out working in our community.

Jane Clements



NZ Regional Updates

Hawkes Bay / Manawatu

The Hawkes Bay and Gisborne Homecare Teams are doing really well, with feedback being constantly high. Our July orientation and Careerforce tutorial in Napier went well and it was great to catch up with those who attended. Louise and I have noticed a decline in the number of new ACC referrals coming through for Hawkes Bay and Gisborne but rest assured, we're doing all we can to build on our market presence.

July was exceedingly busy in Palmerston North and I'd like to take this opportunity to thank our Care Assistants for their hard work and professionalism. I'm setting up a Geneva Homecare Team in the Manawatu and hope to see referrals come through in the not too distant future. I'm also looking to establish a Registered Nurse Bureau in Palmy, so if you know any RNs looking to temp—send them my way! The August “No-Lift” training sessions went well, and there are a few Midcentral sessions planned for September. I'll be in touch with the details soon.

Lisa Swann



Wellington

The second half of the year has seen Geneva having been successfully selected as one of the preferred agencies to work with CCDHB. Recruitment is ongoing and Candidates will soon be health screened and profiled to work in the public hospital sector. We are also the preferred providers for all the Ryman and BUPA eldercare facilities.

I have a number of Registered Nurses working short term contracts at various facilities in the region with excellent feedback from Clients and Candidates.

As we gain numbers in Candidates and the weather gets warmer, I will look to organise a Candidate function so we can all meet up. I look forward to seeing you all again. *Dee Smith*



Christchurch

You can definitely feel Spring in the air in Christchurch, the blossoms are starting to appear and the daffodils are out! For those of you that weren't aware, Suzie Power left Geneva Health in August. Suzie will certainly be missed she has been a great asset for Geneva since setting up the Christchurch business in January 2008, we all wish her well.

It has been an exciting time for our RNs in Christchurch with Geneva being the only Agency to provide staff for the Pandemic Call Centre and Community Clinics. Well done to the team that worked there, the feedback from the CDHB has been fantastic you all did amazing work and your professionalism has gone along way in increasing the profile of Geneva Health within the community and CDHB. For those of you that I haven't caught up with yet I look forward to speaking with you over the next few weeks. :-)
Tracy Brown



Bay of Plenty / Waikato

I can't believe we are in August already, time really does fly... bring on Spring! My main focus for the upcoming months will be generating regular shift requests with our existing Clients. Dee Tobin is doing a fabulous job of marketing our Geneva Staff to various facilities throughout the region. Please ensure you provide Dee with your updated availability on a weekly basis so she's aware of when you're available for work.

We're working with two new Clients; Kimihia Resthome & Hospital in Huntly and also Tokoroa Hospital who both request RN shifts regularly. We received great feedback about our staff from both facilities - so a big thank you to those of you involved with these shifts. We look forward to building a great working relationship with our Clients to ensure more work in the future. I hope everyone is keeping well and look forward to catching up with you all soon. *Kristy Friend*





Market Watch

Temp

We are delighted to say that along with our major success of the ARDHB contract, we have also been successful in re-signing our preferred supplier contracts with Caughey Preston for HCAs, Te Hopai and Aroha Care in Wellington, Northbridge rest home for HCAs, BUPA (formally Guardian Healthcare) nationally, and a few others that are in the pipeline. So as you can see we have been very busy in securing our existing clients meaning more shifts for you all.

What we don't want to happen though and are starting to see, is not being able to provide you all with adequate work. Being a temp agency, a lot of shifts come in at last minute, and possibly for shorter shifts, for example 4 or 5 hours. The feedback from your Consultants is that we are having to say no, or give these shifts to other agencies to fill as we are not able to supply, regardless of how many staff we have available. To help us better manage the work for both our Clients and you, please try your best to update us if your plans change for the day or week, even if you think nothing more will come through for you, this is not always the case.

Melinda McLaren, National Operations Manager

Homecare

The Homecare Team have had some fantastic contract wins over the last few months, in large due to the sensational job all our support workers do. Geneva Health is now the first port of call for Presbyterian Support Northern (Co-active) and Royal District Nursing Service (RDNS) when they need additional support. Geneva Health has managed to secure a partnership agreement with RDNS and Presbyterian Support Northern (Co-active) which is putting us in great stead to further develop our Client base and business.

It is an extremely exciting time at Geneva as we are diversifying, which allows us to offer you new types of work and more of it. The team here at Geneva are working on securing additional contracts to further develop our business.

I would just like to thank you all for the sensational job you do to increase and maintain the reputation of Geneva. I look forward to updating you further as we secure new areas of business.

Mark Radich, Homecare Client Services Manager



Payroll Update

We are now nearly half way through the financial year. This doesn't bring any more tax cuts unfortunately ☹ but at least spring is nearly here. On a more Payroll note, please

fell free to call us in Payroll anytime if you have any questions about your pay or timesheets. We are here 5 days a week and are never too busy to help.

Ask Jodi...

Q Why do we not always get all the information we need about our Homecare Clients?

A There is a chain of communication with Homecare Clients...

...that is not always perfect. As a general rule, the clinical provider (GP etc.) will refer the Client to ACC who then refers the Client on to Geneva Health, who then refers them to you.

Each person provides to the next only that information which a) they know and b) is considered relevant to the care to be delivered. What is considered relevant can differ from one ACC Case Manager to the next (their interpretation of the Privacy Act can also affect this). As many a wise person has said - "we don't know what we don't know".

If you discover new information on arrival at a Homecare Client that you feel you should have been told, chances are we didn't know ourselves. Please do let us know as soon as possible.

If you would like to discuss any of the above further, or if you have any further questions, please speak up - chances are someone else has the very same question! Thanks again for your input.

Jodi Leese, Quality Manager

Thanks so much for those of you who have taken the time to email or phone with your questions. If you have a question for Jodi, you can email her at jodil@genevahealth.com, or phone (09) 355 4107 or fax your question with your timesheet. Make sure you mark it "ASK JODI".

Meet the Team at Geneva Health

Introducing the After-Hours Team

The afterhours team at Geneva Health play an important part to our business and no doubt you have spoken with some of them before. Half of the team are shown below, and the remaining team will be featured in October's newsletter.



Jo Maunder
Team Leader



Anna O'Connell



Aniela Pojar



Nicky McMillan



Erin Hunter



Bernadette
McPhatter

The Homecare Team



Hayley Dempsey
Senior Consultant



Mark Radich
Client Services Manager



Ros Eusoff
Homecare Consultant



Erica Kissane
Homecare Consultant



Louise Godding
Regional Homecare Consultant



Julie Arona
Regional Homecare Consultant



Yan Fei Ru
Homecare Support Consultant



Nicki McMillan
Homecare Support Consultant

The Temp Team



Sarah Tasker
Candidate Services Manager



Sarah Mah
Client Services Manager



Karamea Grant
Temp Consultant



Helen Young
Temp Consultant



Dee Tobin
Regional Temp Consultant



Warren Mah
Temp Consultant

? What's happening at Geneva Health...

The Next Geneva Staff Open Day

Thursday 24th September - 12.30pm to 2.30pm
Silveroaks Inn Manukau, 477 Great South Rd Manukau City

Please do come along! Over 30 people came to the last Open Day in Mt Albert which was a great success. Our open days are a great opportunity to meet up with other Geneva Staff, get to know our Consultants and have a free lunch! The session will run from 12.30-2.30 with the following items:

- 1.00pm - Open Polytechnic presentation** (they offer 25% off all course fees for Geneva staff and family).
- 1.15pm - Health & Disability Commission presentation.** We are aware that in your daily roles you sometimes come across situations that pose ethical concerns for you - we hope this will help you to clarify your role and what you can do to help.
- 1.45pm - Quick Fire Quiz with prizes followed by an open question and answer session.**

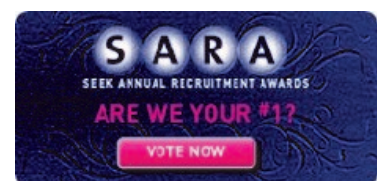
Supplies of uniforms, timesheet books etc. Buffet lunch, tea and coffee.

Please phone Linda Rogers on [09 355 4120](tel:093554120) or email lindar@genevahealth.com to let us know if you are coming. (Or let your Consultant know - we would hate to run out of food!!!)

? SEEK Annual Recruitment Awards

Most of you know by now that Geneva Health has entered the SEEK Annual Recruitment Awards this year. Thanks to all of you who voted last year—we won first place as NZ's 'Favourite Large

Specialist Recruiter' and would love to win again this year. If you haven't voted already, please go online to the following website and tell SEEK who your favourite health recruiter is.



To vote online visit:
www.seek.co.nz/sara/voting