

Welcome to our new Executive Team Members

This is an exciting week for me as two further members of the Executive Team arrive. A warm welcome to Tracey Maisey, our new Executive Director of Planning, Funding and Decision Support. Tracey, who is a Kiwi, has come to us from Scotland, via a two week stay in Managed Isolation. We're very excited to welcome her to the team and our organisation. And again, thanks to Ralph Le Salle, who's supported the Planning and Funding team and stepped into the acting role over the past nine months.

Also arriving this week is James Allison, our new Chief Digital Officer (CDO). James doesn't come from Scotland, he comes from the winterless north so please extend him a warm welcome too. It's exciting to see the new executive team coming together. James will be working closely with Jackie Dawson the current acting CDO, as part of his orientation and handover.

I would also like to welcome Helen Skinner as the Chief Medical Officer, who joined the team a couple of weeks ago. Helen will be known to many of you as she's been working at Burwood Hospital for some time.

While we're welcoming three new people, sadly, we're also saying goodbye to someone who's served this organisation phenomenally over the past 24 years: Evon Currie, the General Manager of Community and Public Health is heading into retirement. We certainly wish you a fantastic retirement Evon. You have done an amazing job of building and supporting the Public Health team. You and the team have played such integral roles in our community's response to COVID-19 over the past year and a bit – not to mention every other communicable disease outbreak that's occurred over the past 24 years. All the best Evon for this next phase of your life. Evon's last day in the office is next Wednesday, 24 June. You can check out the photos and bios of the team [here](#).

Neonatal Intensive Care Unit – amazing work in an extremely busy environment

Last week I visited the Neonatal Intensive Care Unit (NICU). I want to acknowledge how pressured that environment is and what an amazing job the team is doing - and has been doing for some time - in delivering exceptional care. When I visited they had 63 precious little ones that they were caring for along with their mums and whānau, but 63 little ones in a space designed for 44 cots. So, you can imagine how pressured that environment is. That's not sustainable

so we will be ensuring that the unit is better resourced. The team is doing an amazing job day in day out, as are so many of our people across the health system. A health system, which unfortunately, in many places is constrained due to increased demand in many areas. We remain committed to delivering good care for our community and are doing everything we can to support the team in the short, medium and longer term.

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COVID-19 Vaccinations – how are we doing?

In Canterbury the team is doing an amazing job of getting staff and our community vaccinated. There are now a multitude of places where we can provide vaccinations and designated clinics, utilising General Practice teams and pharmacies; we've got a mobile team; we've got a kaupapa Māori vaccination team that travels to marae and we have vaccinations being provided by a Pacific health provider.

We're building capability and extending our reach. We have carried out 72,000 vaccinations - 44,000 first doses 27,000 second doses. Step by step, we're advancing that into the community. At the moment, our focus is on Aged Residential Care residents and staff: already half, that's around 2800 Aged Residential Care residents have had their first dose.

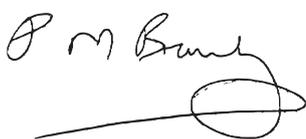
For progress reports and the latest updates on the Canterbury roll out check our website

www.vaccinatecanterburywestcoast.nz

Heartfelt thanks to everyone who helped with last week's NZNO strike

Finally, a huge shout out and a special thanks to everyone who supported the provision of safe care during the NZNO strike last week. Thanks to those who stepped up to provide life preserving services which enabled colleagues to take strike action. Also, a huge thank you to all of the staff and volunteers who stepped into various settings to provide care and support during the strike. Finally, thanks to our contingency planning team who worked tirelessly to ensure we had all bases covered in the weeks leading up to the strike.

Ngā mihi nui



Peter Bramley, CEO
Canterbury District Health Board

In Waitaha/Canterbury we're currently vaccinating people in Group 1, Group 2 and a small number of people in Group 3.

Group 1 includes border and MIQ workers and their household contacts.

Group 2 includes frontline health workers; people working and living in long-term residential care; Māori and Pacific people aged 70 and over, the people they live with and their carers.

Group 3 includes people aged 65 and over; people with some underlying health conditions; pregnant people; and people with disabilities and their carers, plus older Māori and Pacific people, the people they live with and their carers. There are more than 170,000 people in Group 3 in Canterbury. Because of this, we're inviting people to book their vaccination appointments in stages.

When it is your turn to book an appointment, we'll contact you directly with instructions about how to book. This will be by text, email, letter or phone call.

If you're in Group 3 and you haven't been contacted to book your vaccination, you don't need to do anything right now. We'll contact you when it's your turn. Thank you for your patience.

**This week
with Peter**

14 June 2021

Click [here](#) to watch the This week with Peter video

If you have a story idea or want to provide feedback on *CEO Update* we would love to hear from you! Please email us at communications@cdhb.health.nz. Please note the deadline for story submissions is midday Thursday.

If you're not a staff member and you want to subscribe to receive this newsletter every week please [subscribe here](#).

Communications leader celebrated by public relations peers

Canterbury and West Coast DHBs Executive Director, Communications Karalyn van Deursen has received the distinction of induction as a Fellow into the Public Relations Institute of New Zealand (PRINZ) Te Pūtahi Whakakakau Tūmatanui o Aotearoa at a recent awards ceremony in Auckland.

Karalyn joined the DHB as head of Communications, moving to Christchurch for the role, the same week as the February 2011 earthquakes. In the 10 years since, the role has honoured the maxim: "There's never a dull day in health".

Karalyn has overseen the Communications responses for the DHB to the Canterbury earthquakes and ensuing rebuilds, the Kaikoura earthquake, the redevelopment of Burwood Hospital and opening of Waipapa, the Port Hills fires, measles outbreak, the first suspected ebola case in New Zealand, the Christchurch mosque attacks and the COVID-19 pandemic - including working closely with families/whānau of the deceased Rosewood Rest Home residents and Ministry of Health. She also continued to provide steady support through the resignations of seven of the 11-strong executive management team in 2020 and transitioning leadership over the last year.

Through the crises, Karalyn has maintained the business-as-usual internal communications for organisations boasting over 12,500 staff and public communications serving around 600,000 people. In a typical month the team receives 130 media queries requiring her sign off.

Last year, she lead the team to an in-house communications team of the year award from PRINZ.



Karalyn van Deursen, Executive Director of Communications

PRINZ fellows are nominated by their peers based on their significant contribution to the enhancement of the public relations profession and demonstrate a high degree of competence in the practice of public relations.

Whatever the scenario and whatever the time of day (or night), Karalyn can be relied on for her professionalism, sense of humour, empathy and incredible stamina and this recognition honours her commitment to getting good comms out the door.

Please note: This piece has been written by the Communications Team after a high-degree of arm twisting of Karalyn, but we couldn't let this opportunity go-by without celebrating.

UNDER THE WEATHER?

Make your GP team your first call 24/7

Canterbury
District Health Board
Te Pōwhiri Hauora o Waitaha





Bouquets

Sarah Wild, Radiology Outpatients, Christchurch Hospital

I attended Radiology Services in the Outpatient department for an ultrasound procedure. I am paraplegic and find difficulty in transferring from my powerchair to the required bed. The radiologist who took care of me was Sarah Wild and I wish to formally record my appreciation for the absolutely first-class attention I received. Sarah was the only person attending me and encountered great difficulty when the seat belt on my chair became entangled in the rear wheel, preventing me from transferring back to the chair. She crawled around the floor and untangled the belt and I must say she accomplished this difficult task with ease and good humour. This was a task well above and beyond the normal scope of her work and I was very grateful for the professional manner in which Sarah dealt with me, both insofar as the ultrasound scan is concerned and in dealing calmly and competently with the extraneous problem.

Coronary Care and Ward 12, Christchurch Hospital

I was admitted to Christchurch Hospital recently after having a heart event while holidaying from Auckland. I want to thank you for the wonderful care I received in the Coronary Care department. The efficiency upon my admission and kindness shown to me was exemplary and I wanted to express thanks to the doctors in the clinic (Aniket Puri and Nathanael Hart), the nurses in the Coronary Intensive Care Unit and Ward 12. The way I was updated on what was going to happen and the procedure to be carried out helped me immensely to get my head around what was happening. I am very grateful - thank you all.

Emergency Department (ED), Christchurch Hospital

Our family would like to send our thanks to ED staff who have supported us each visit with care and compassion. It's a fast-moving area that is very busy and it's amazing how quickly they work but also ensure they are polite and calm. We are very thankful for the support workers, they are a valuable resource. They provide the comfort you need to keep calm through tough times and the hand on the shoulder to let us know we weren't alone. We were very grateful for them.

ED, Christchurch Hospital

I was treated in ED. I had a doctor called Heidi and a nurse called Joe. They were both really lovely and looked after me really well. Orthopaedic Registrar Dean and a few other staff members also helped out and I really appreciate all they did for me. It was a really busy night, but I still felt well cared for and although I never want to repeat the experience, I was very impressed. Thank you all.

Urology Department, Christchurch Hospital

Thank you for the information and explanation concerning the problem. Everyone involved, nurses, doctors and the receptionists were more than helpful.

Cardiology, Christchurch Hospital

I was a patient three years ago. The care and atmosphere were outstanding. Would recommend Christchurch Hospital to those recovering from a medical event or just convalescing.

Ward 11, Christchurch Hospital

I had a nurse who went above and beyond in caring for me. I believe her name was Claire. I have difficulty remembering the time in hospital, but I distinctly remember how empathetic and kind she was, at a time when I was extremely vulnerable and in emotional distress. It left a very strong impression, so I wanted to express my appreciation. During the same admission I also recall a doctor named Mo who also took the time to sit and talk with me and offer emotional support beyond what would normally be expected of a doctor. I don't remember the details, but this left an impression too, so I wanted to express my appreciation of him also.

Operating Theatre, Surgical Admissions, and Recovery, Christchurch Hospital

I had surgery and want to say how lovely everyone was. My nurse Wendy was very caring and made everything so much less stressful and was very good at alleviating my mother's stress as well. Both Wendy and the other staff who cared for me were fantastic and I can't thank them enough, everything went so smoothly thanks to the hard work of all the theatre staff. Thank you so much!

Peaberry and Willow Lane cafes, Waipapa

I would like to say the two new cafes, Peaberry and Willow Lane, are amazing. I am gluten-free so it's great to have these options. Jenna and Tatum, were so hard-working and kept up with their staff. The coffee cups in the mornings on both benches were epic! Not to mention my nightly runs to Willow to get brownie bits. Tatum would see me and start making my hot chocolate, as it was a daily routine. I wish I had a Peaberry/Willow Lane down the road. The staff need a shout out! Good work girls and guys.

Gastroscopy, Christchurch Hospital

Thank you to Endoscopy nurses Maureen and Jen, and to Dr Malcolm Arnold. I'm grateful for your comfort, care, humour and brilliant professional teamwork during my recent visit. As a fellow Canterbury DHB health professional, it made me proud to know you are there providing such great care to our patients. You're all stars. Thank you!

Russell Scott, Mary Chey, Kyran Ball, Steph Emms and Maddi Brown, and other Medical Assessment Unit and Ward 23 staff, Christchurch Hospital

I must acknowledge my nurse who cared for me when I was admitted to the Medical Assessment Unit. She endeared herself to me with the simple sentence "Can I get you a cup of tea?" That gesture and her gentle nature was sufficient to calm the anguish of any person entering into the unknown. I pay tribute to Dr Russell and his team for their professional approach to my problem and for their patience. This heart attack has given me the gift of meeting new people with whom I placed my trust in my time of need. To Dr Russell and his team, I wish you all the best. I have learned a lot from our short meeting - your calming nature, the message from your words, reassuring me. Thank you all.

Cardiology Day Unit, Christchurch Hospital

Very pleased with all the staff and the doctor who dealt with me.

Big Shout Out

To: Security Guard, Lolina Avia

A big 'thumbs up' to Lolina from the hospital security team. Lolina has a great attitude in her job, where nothing is a problem and she takes ownership if I need her help in any way within my working day.

Thanks Lolina, you're a great team player.

From: Belinda Burborough, Telephonist, Christchurch Hospital

#carestartshere

COVID-19 vaccinations in Aged Residential Care facilities

Vaccinations for some of our most vulnerable community members are being well received with mobile vaccine clinics rolling out to Aged Residential Care (ARC) facilities around the region.

Around 2800 residents have already received their first dose, with over half of the region's ARC facilities offered vaccinations. The mobile teams will vaccinate almost 5300 aged residential care residents in Canterbury in the coming months.

The mobile staff have been commended for both the smooth running of the clinics and their interactions with residents.

"I appreciated how kind and gentle your team were with my residents and staff," said Sarah Skinner, Nurse Manager at Merivale Retirement Village. "Thank you for how smoothly it all ran."

More than 90 residents at Park Lane Retirement Village received their vaccines on Thursday 10 June, much to the relief of Manager, Jackie Bould.

"For me, it's the first time I'll get a proper night's sleep – it's like being a new mum, worrying about our residents. We don't know what the future will bring, particularly when our borders open, so it's just such a relief knowing they have this defence on board."

Jackie said the combination of residential care residents and serviced apartments residents intermingling made it important that everyone received their vaccinations at the same time.

Studies show that about 95 percent of people who have received both doses of the vaccine are protected against getting COVID-19 symptoms. This means that once someone is fully vaccinated, they are far less likely to fall seriously ill.



Enid Bancroft asks questions before her vaccination



What needle? Enid Bancroft takes the vaccination in her stride.



Enid and Malcolm Bancroft received their vaccinations together at Park Lane Retirement Village



Leonie Cowlshaw received her vaccination at Park Lane Retirement Village

Canterbury DHB set to retire the use of faxes by December 2021

The Ministry of Health (MoH) [has directed all DHBs](#) to retire faxing as a means of communicating documents internally and externally.

MoH guidance is that secure digital communications within the New Zealand health and disability sector must comply with the [Health Information Security Framework](#).

Canterbury DHB has launched a project to give effect to this directive with a goal of retiring faxing across the organisation by December 2021.

The team at Information Services Group (ISG) is leading this project and has [created a website](#) which is full of information and tools to assist departments to determine the best strategy for them to adopt.

As the project moves forward, we are going to need your help to learn more about who you are sending faxes to and receiving faxes from, says ISG Business Analyst Wayne Riggall.

The website contains easy-to-complete forms to assist in recording these details.

“Canterbury DHB currently has many technologies which can be utilised to replace faxing. Did you know that our Ricoh Multi-functional Device printers (MFDs) can be made capable of scanning a document and transmitting it via email? They can also receive emails directly and print them out – just like a fax does currently!”

MFDs can also be configured to scan documents directly into network folders. This is a very useful strategy if using Outlook to create and send/receive emails, he says.

The ISG project team is currently working with service managers across Canterbury DHB to conduct audits of fax machines – confirming usage and verifying the telephone extensions that are in use.

CDHB Fax Retirement Project

DECEMBER 2021

The team at Information Systems Group are currently preparing to assist the CDHB to retire the use of faxing for external and interdepartmental document communications. The goal is to retire CDHB's use of faxing by **21st December, 2021**. Use the resources below to learn how you and your team can prepare to replace faxing with technologies currently available within your workplace.

Forms to assist departments prepare for retiring their fax machines

Complying with MoH directive

Easy to implement solutions using Outlook

Detailed Ricoh Resources

Detailed Outlook Resources

Getting email set up on a departmental Ricoh MFD

Downloadable resources for working with a Ricoh MFD

Detailed Outlook Resources

How to get an email address setup on a Ricoh MFD and addresses loaded into a directory

The Fax Retirement Project has its own website. It contains information and tools to assist departments to develop their Fax Retirement strategy

“When decommissioning occurs, it is the fax line extension that is disabled.”

The team is looking forward to meeting with you in your workplace to discuss your available options.

“We can assist you to determine a fax retirement strategy that works best for you, your team and our patients,” Wayne says.

Details on how to contact the project team are available via the Fax Retirement project website cdhbhealth.sharepoint.com/sites/nofax.

PRIDE MONTH – The importance of pronouns

Youth Advisory Council Member Jem Stevens

Internationally, June is officially recognised as Pride Month. In New Zealand we typically celebrate Pride in February, but any time is a good time to educate yourself and others on ways to make your queer friends, whānau and co-workers feel accepted and valued.

One way to demonstrate acceptance is by using their correct pronouns. Everyone uses personal pronouns and they can come in a range of combinations including she/her, he/they and ze/zir to name a few. These little words are so important, especially to trans and gender diverse folk, because correct use means that people around them are seeing them for who they truly are. This means a lot to young LGBTQI+ people as they might not have the opportunity to safely express themselves on the outside in the way that they actually feel on the inside.

If you are ever in doubt about pronouns, please just ask. Most people are more than happy to tell you and if you're concerned about making it awkward or offending someone, you can always introduce

yourself with your own pronouns to make the space feel accepting. Even if you are comfortable asking someone for theirs, it's great to still introduce yourself by stating your pronouns as it normalises the conversation around them and tells the person indirectly that you understand how important this is and you respect them.

There are many ways someone can express their pronouns in creative ways. This can be shown in the form of pronoun badges or pins on jackets or bags. Another way is using the pride flags they most identify with on items like phone cases and shirts.

Once you are aware of someone's personal pronouns, make sure you keep using those when you are talking to and about that person. Occasionally people will use two pronouns such as she/they or he/they and it is important that you acknowledge the 'they' aspect of them by using it in conversation too.

It can be tricky to get your head around but if you are ever in doubt about someone's pronouns, it is okay to just ask them. By asking and



Pride celebrates our LGBTQI+ community

showing a genuine interest in getting it right, you are ensuring that the space you and the person are in is a welcoming one and that the person feels seen and heard.

This article was originally published in the May/June edition of the Hot Tips Newsletter produced by the Matatiki Child & Youth Health nurse educators. It is edited and reprinted here with the permission of the author.

What is Pride Month?

Every year during the month of June the global LGBTQI+ community celebrates their achievements and contributions and raises the profile of social, health and political issues affecting them and society as a whole.

The concept of gay and lesbian 'Pride' emerged as a social and political force in the wake of the 1969 Stonewall riots in New York. In the decades since, Pride has grown to encompass more groups and has transformed the perception, rights and protections of the community. Pride Month also draws attention to the challenges and issues that LGBTQI+ people still face across the world.

New Zealand celebrates Pride in February.

High Tea to mark retirement from over four decades of service

Booking Clerk Janice Henderson celebrated her retirement with a fabulous high tea organised by her colleagues in the Maternity Outpatients department last week.

She has retired after 43 years of dedicated service.

Janice started her career at Christchurch Women's Hospital in April 1978 as an enrolled nurse working on Ward 5 until she had her two children. While the children were growing up she spent 11 years working night shifts nursing on Ward 5 and 6 and then went on to become a ward clerk.

In 2007 Janice began working in the Maternity Outpatients department and became the "queen" of processing maternity booking forms.

She has continued in this role since then and is now retiring to spend more time with her husband. Janice's work colleagues describe her as an easygoing, bubbly, reliable



From left, Janice Henderson and colleagues and visitors at her farewell morning tea

and caring person who is also a big fan of Prince Charles and New Zealand's best-known television drama *Shortland Street*.

Janice turns 70 later this year and wants to start learning floral art in her retirement. Best wishes Janice for a lovely retirement.

Queen's Birthday morning tea with a side of "miaow"

The Burwood Hospital Occupational Therapy department social club celebrated Queen's Birthday with a posh morning tea that included scones with jam and cream and silver service.

Harry the Burwood Hospital cat also joined in and was rewarded with some cream. A great way to celebrate!

[Follow Harry the Burwood Hospital cat on Facebook.](#)



Harry appropriately marked the Queen's birthday with his best tiara.



The scones look delicious

One minute with... Michaela Shea, Payroll Officer

What does your job involve?

Helping get all our worker bees paid!

Why did you choose to work in this field?

I have always been in 'admin' focused roles; however I enjoy more analytics/numbers-based work and this fits in perfectly with that.

What do you like about it?

There is always something to do. Some problem solving or some challenges to work around that keep your brain working. I also work with some amazing people who make the day very entertaining.

What are the challenging bits?

Sometimes the workflow goes through multiple places before it can get to where it needs to go (by which point it is understandably on fire when it gets to us). Communicating that can be difficult as we can appreciate how frustrating that must be from an outside perspective, but we do our best to get the work done as soon as we can!

Who inspires you and why?

A little bit cheesy but my past self inspires me a lot – to always be improving, challenging yourself to do new things and be a better version of yourself than you were yesterday.

Also, Diana, Princess of Wales – her caring nature inspires me to do the best for those around me at all times and try to be as selfless as possible.

What do Canterbury DHB's values (Care and respect for others, Integrity in all we do and Responsibility for outcomes) mean to you in your role?

At the end of the day we are all human beings just doing the best we can and sometimes it doesn't always go to plan – for me in my role, that means going above and beyond to ensure people get paid what they are entitled to. I care about ensuring the best service is provided and getting it correct first time round.



Something you won't find on my LinkedIn profile is...

A lot of things! I don't have one but have been meaning to set one up for a long time!

If you could be anywhere in the world right now it would be...

The world is a scary place right now! Ideally anywhere in Europe would be amazing.

What do you do on a typical Sunday?

Mountain biking or the beach during summer, snow sports during winter. If I am having a 'lazier' weekend I like to paint.

What's your favourite food?

Anything Italian gets a swiftly cleaned plate from me.

And your favourite music?

Anything with a good beat.

If you would like to take part in the column or would like to nominate someone please contact Naomi.Gilling@cdhb.health.nz.

Something For You

Something For You is the Canterbury DHB employee benefits programme. The deals offered are from the Canterbury business community to say thank you for all that you do.



Blossom Beauty Therapy

4 Studfold Row, Westmorland

Get 10 percent off all beauty treatments - show your CDHB ID to redeem.



Anderson Lloyd Law Firm

70 Gloucester Street, Christchurch Central

Pay 10 percent less off various legal services - quote CDHB when enquiring.



Miles Toyota

221 Montreal Street, Christchurch Central

Receive a free deluxe car wash and the option of a \$30 WOF with any service - show your CDHB ID to redeem.



Midnight Shanghai

96 Oxford Terrace, Riverside Market, Christchurch Central

Get 20 percent off your food order - show your CDHB ID to redeem

We also have plenty of other great deals from local businesses, check them out [here!](#)

Be a cyber hero.

Shut down or re-start your computer weekly.



TOGETHER WE CAN STOP CYBER-ATTACKS



South Island Alliance update



The latest issue of the South Island Alliance update is out now.

It includes articles about a new toolkit that has been developed to support a more dementia-friendly community, Whare Manaaki – a Kaupapa Māori community space for Mawhera (Greymouth) locals, St John paramedics across the South Island now having direct access to key patient information via HealthOne's Shared Care Record View, and much more.

The South Island Alliance is a collaboration of the five South Island district health boards (DHBs). This bimonthly update from the South Island Alliance Programme Office aims to educate, inform and celebrate our achievements as we work towards improving health outcomes for all South Islanders.

You can read more on the [South Island Alliance website](#).

Scan. Scan. Scan.

Everywhere you go, everywhere you can.

All staff should scan in daily using the **COVID-19 Tracer App**.

Unite
against
COVID-19





Canterbury Collaborative Simulation Interest Group (CCSIG)

Date: 30th June 2021

Time: 1300-1600hrs

Venue: room 315. Level 3. Manawa 276, Antigua Street, Christchurch

Christchurch Registration fee: No charge

Draft Programme:

- **Ashburton Simulation –Dr Steve Withington**
- **Blue Mirror Artificial Intelligence Chris Beasley – Simulation Coordinator**
- **Simulation “Before, Now and the Future” – Dr MaryLeigh Moore**
- **Simulation Updates – Open Forum**

TO REGISTER PLEASE CONTACT: christine.beasley@cdhb.health.nz

