



## Well done, Canterbury!

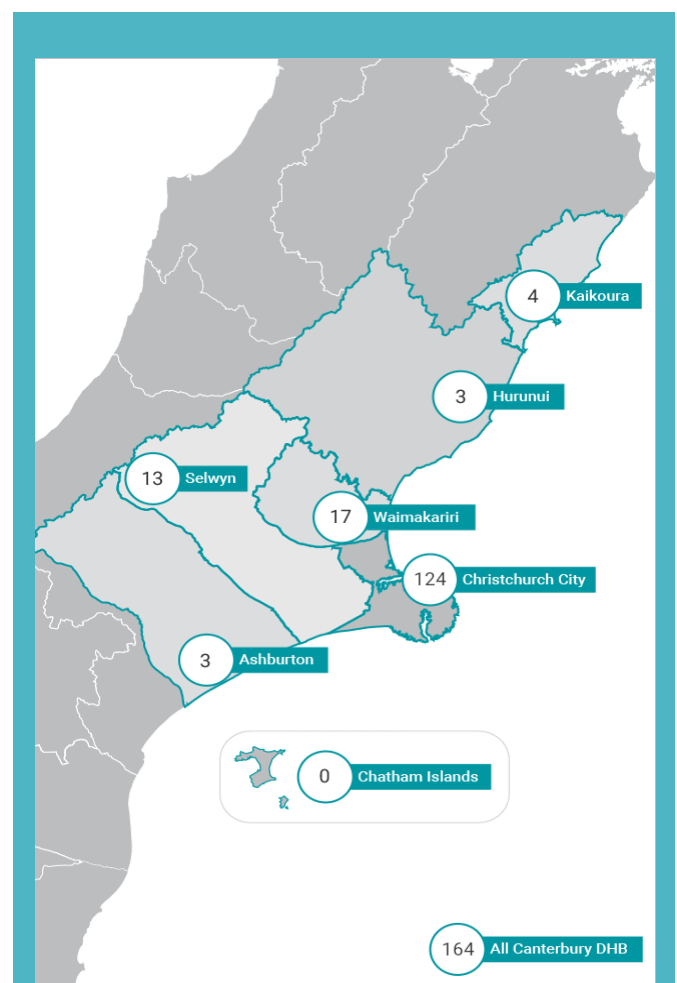
### No active cases of COVID-19

We've reached an important milestone in managing the COVID-19 outbreak – there are no longer any known active cases of COVID-19 in Canterbury.

It has been almost three months since the first case in Canterbury was declared on Tuesday 17 March, and during this time the health system has worked tirelessly to protect the community and contribute to the national effort to flatten the curve and avoid overwhelming the New Zealand health system.

As one of the regions hit hardest by COVID-19, a milestone such as this cannot be marked without also acknowledging the losses we and our community experienced with the deaths of 12 residents from Rosewood Rest Home and Hospital, who due to frailty and underlying health conditions were particularly vulnerable to this new virus.

Reaching this point where we have no known active cases has been an incredible effort on behalf of many teams: Community and Public Health managed case investigation, contact tracing and monitoring, and supported cases and contacts; Canterbury Health Laboratories processed thousands of tests from across the country (read more about the team's work on pages 7-9) with members of the Microbiology team playing key roles nationally and locally; our Infectious Diseases team provided expert advice and our Infection Prevention and Control team provided training and education; staff from across our hospitals continued to provide excellent care in a rapidly changing environment; and our colleagues in primary care and the private sector changed the way they provided advice and care to ensure the community was safe. All of these groups were ably supported by teams and individuals across the Canterbury Health System.



The regional breakdown of COVID-19 cases in Canterbury

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And, of course, this latest milestone would not have been reached without the support and willingness of people across Canterbury to stay in their bubbles, be kind, observe physical distancing and look after each other.

While it all may seem like a bit of a blur, here is a reminder of what happened in Canterbury.

### A snapshot of Canterbury DHB cases

- › The first case was notified to the Canterbury DHB Medical Officers of Health on 17 March 2020 and the last one on 17 May 2020.
- › Of the total of 164 cases, 42 cases were considered to have been infected while overseas, 17 cases were infected in a chain of transmission linked to someone who was known to be infected overseas, 99 cases were locally infected from a known source (epidemiologically linked), and six cases were locally infected with the source unable to be determined.
- › Nine cases required acute hospital care at some stage of their illness.
- › No one required treatment in the Intensive Care Unit.
- › 12 COVID-19 deaths were recorded in the Canterbury DHB region.
- › 368 people were assessed in our dedicated COVID-19 ward; 7 were positive and 361 negative.
- › All cases were managed and supported by the Canterbury DHB's Public Health Unit (Community and Public Health).
- › 106 cases (65 percent) were women, 58 (35 percent) were men.
- › The youngest was in the 0–4 age group and the oldest was over 90 years old. The median age was 40 years.
- › The regional breakdown for cases under territorial local authorities was:
  - › 3 cases in the Ashburton District
  - › 0 in the Chatham Islands
  - › 124 in Christchurch City
  - › 3 in the Hurunui District
  - › 4 in the Kaikōura District
  - › 13 In the Selwyn District
  - › 17 in the Waimakariri District.
- › There were 383 close household and other complex case contacts directly identified and managed by Community and Public Health and located in the Canterbury DHB region (the remainder are for people living in other DHBs). There have been a total of 9244 daily follow ups conducted by the Public Health team. Follow up calls to cases and contacts reached a daily maximum of 326 people on 11 April.
- › Approximately 470 people were looked after in isolation and quarantine hotels in Christchurch. Canterbury DHB worked alongside other agencies to meet the health and wellbeing needs of those staying in isolation facilities by providing health checks, COVID-19 tests where indicated, and a range of other health care, medication and access to hospital care when needed. The majority of guests were people returning to New Zealand on repatriation flights from India. Most stayed for a period of 14 days.



Staff from Community & Public Health, public health nurses and some former aircrew teamed up to greet incoming passengers arriving at Christchurch International Airport

## Stay the course and stay safe under Alert Level 2

We are still under Alert Level 2 and now is not the time to be complacent. We still need to keep up many of the good habits we have formed since the pandemic was declared. Please continue to wash your hands and dry them thoroughly, cover coughs and sneezes, keep your distance from people you don't know and stay home if you are sick.

As we enjoy more freedoms and return to some of our previous routines, it is important to keep track of where you go and who you see. If you haven't downloaded the Ministry of Health's COVID-19 tracer app, consider doing

this. The app is designed to help protect yourself, your friends, your whānau and your community by enabling faster contact tracing.

Āwhina is the name of another app released last week by the Ministry of Health specifically for health professionals – it also allows direct access to Community HealthPathways. You can read more about this on page 15.

If you develop cold or flu-like symptoms, call your General Practice team or Healthline on 0800 611 358 5453 for advice.

## Managing annual leave

If you haven't already planned how you are going to take your annual leave this year, now's a good time to make a plan.

A number of staff have large leave and time in lieu balances which must be reduced over the coming months. Now's a good time to take leave before the busyness of winter hits and – for those in Christchurch – our move to Hagley later in the year.

I've asked all general managers to prioritise leave management, and over the coming weeks I'll be meeting with as many of our 600 line managers via webinar as I can to set out my expectation that aged leave balances are proactively managed.

Haere ora, haere pai  
Go with wellness, go with care



**David Meates**  
CEO Canterbury District Health Board

## Queens' Birthday Honours recipients

Congratulations to the Canterbury recipients below, who have worked to support and improve the health of Cantabrians.

### **Dame Companion of the New Zealand Order of Merit**

Mrs Aroha Reriti-Crofts, JP, of Redwood, Christchurch, for services to Māori and the community.

### **Officers of the NZ Order of Merit (ONZM)**

Dr Daryle Elizabeth Anne Deering, Ilam, Christchurch, for services to nursing, particularly mental health and addiction nursing.

Dr Jan Elizabeth Gregor, Harewood, Christchurch, for services to water safety and public health.

### **Members of the NZ Order of Merit (MNZM)**

Carol Bartle, Richmond, Christchurch, for services to health, particularly breastfeeding education.

Dr Alison Margaret Keeling, Merivale, Christchurch, for services to gerontology.

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](mailto: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](#).





## Bouquets

### Ward GG, Burwood Hospital

Burwood Hospital nursing staff are an absolute credit to their profession, sacrificing their own health and safety to care for COVID-19 patients, people they did not really know. We witnessed unconditional love, care and compassion from nurses to our mother; irrespective of the risks, they performed their duties beyond our expectations especially in the final moments of our mother's life. We thank and honour them for showing love, compassion and respect to our mother, normally only expressed by grieving family members. Anna and your amazing team of nurses: Stephanie, Hannah, Mariah, Alice, Helen and Caroline (I'm sure there are more), our city is blessed to have people with your compassion, commitment and dedication to the fantastic work you all do. We hope you can make it to Mum's memorial event – we will invite you all.

### Ward 28, Christchurch Hospital

Thank you to lovely staff on Ward 28. Not somewhere I planned to return to so soon, but as previously, the care was first class and always delivered with a smile on their face.

### Maternity, Christchurch Women's Hospital

All the staff involved in my care in the Maternity unit after my caesarean were amazing. Louise, Deb and Anaesthetist Registrar Amy Tran were particularly kind, empathetic and helpful. The lovely woman with glasses who does the food in the Maternity ward is also so lovely. Thank you!

### Hand Physiotherapy Outpatient Clinic

I wish to relay my gratitude to the Hand Physiotherapy Outpatient Clinic at Christchurch Hospital. They are a professional team who are dedicated to improving patient outcomes. I would like to mention Shaan Bone, who has been my physiotherapist over the past nine months. She has been accommodating and extremely patient over this time. She demonstrates a passion for her role and is an asset to your organisation with her knowledge, expertise, empathy, communication skills, positive attitude and calmness. Thank you, Shaan, for your management of my case and ensuring a positive outcome.

### Ward 12, Christchurch Hospital

My mother was in Ward 12. The majority of staff there were amazing and provided the greatest care with love and compassion. In particular

I'd like to acknowledge a few people who stood out. There are two blonde-haired ladies who brought the meals. While Mum wasn't feeling like eating, they went out of their way to find things to tempt her. They went beyond what would we expect, and it made all the difference. Mum had fabulous nurses, Casey, dark-haired Sharon and Karen, and the lovely Filipino nurse who talked to Mum about where they might travel, to name a few. These people approached Mum with positivity and brightness. It seemed to someone on the outside that nursing is more than just a job to these people. There is one nurse who needs particular mention, Tony McDonald. Tony is the perfect person in that role. He is calm, measured and cares for the whole person, not just the body. While everyone else was focused on making sure we understood the gravity of Mum's situation, Tony understood the need to enable Mum to be peaceful. While not providing false hope, he gave me the encouragement, support and belief that I needed to fight for my mother. He is my hero and I thank him for his compassion and support. We are truly blessed to have such amazing people who selflessly serve others. Thank you!

### Community Dental Service, Burwood Hospital

My six-year-old daughter had a dentist appointment. We met Dentist Lynda Taylor who greeted us with a friendly smile and lowered herself to my daughter's level and introduced herself with a calm voice. The first thing she said to my daughter was "Don't worry, I'm going to look after you today." As soon as she said this, I felt at ease. Once my daughter was set up in the chair, Lynda explained the procedure step-by-step using a calm, gentle tone of voice in a child-friendly language. I made it clear to the dentist and her assistant that my child has a fear of injections and she is very anxious and fearful. The dentist listened and immediately took that on board. Next Lynda spoke with my daughter and started telling her a children's story to keep her distracted and engaged. They applied gel to my daughter's gum. I was sitting there praying that she wouldn't feel any pain but the whole time the needle was being injected in her mouth, she did not make a sound, as she

barely even noticed. Lynda was not rushed, she took her time, she was fully focused on my child. Seeing how calm she was, it was reassuring for me that my daughter was in good hands and this reduced my anxiety significantly. I am very impressed with the level of professionalism, understanding and care that your wonderful team provided during this service. Lynda has restored my faith in dental practitioners. Passion, patience, persistent and perseverance is what it takes to achieve an amazing outcome and create great experiences for children and your team came through with flying colours. Thank you for making this experience one to remember. My baby girl still doubts that she even got an injection done that day; she even enjoyed her experience at the dentist.

### Day Surgery, Christchurch Hospital

Had an amazing day. The staff, nurses, doctors, everyone was great. My son was in good hands with his surgery. I am one happy mum. Thanks and lots of love.

### Keith Fraser, Sexual Health Clinic

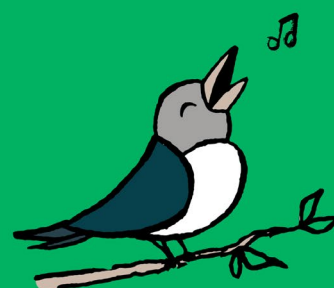
I would like to thank and acknowledge the most excellent care and service provided to me by the Sexual Health Team. In particular, Clinical Nurse Specialist Keith Fraser. I have worked in healthcare for 20 years and Keith is one of the very best. Keith provided kind, caring, empathetic and supportive care. He has kept providing his particular brand of care, love and support all the way through. I truly feel that Keith is a shining example of best practice and nursing care, all wrapped up and delivered with his obvious passion and skill. Keith, I thank you for being there for me, you are an amazing nurse and a wonderful human. I am so grateful for you.

### Keith Fraser, Sexual Health Clinic

Thank you so much Keith I was so impressed with the service from yourself and the doctor I saw. Thanks so much for taking time in your busy schedule, to sit and chat with me, you actually really helped me that day. I'm pleased I got the opportunity to meet such lovely people.

all  
right?

IT'S  
ALL RIGHT  
TO TAKE A  
BREATH.



2 June 2020

# iSupport

Our service portal is moving to isupport

Making work, work better

## Introducing iSupport: One source for all your ISG needs

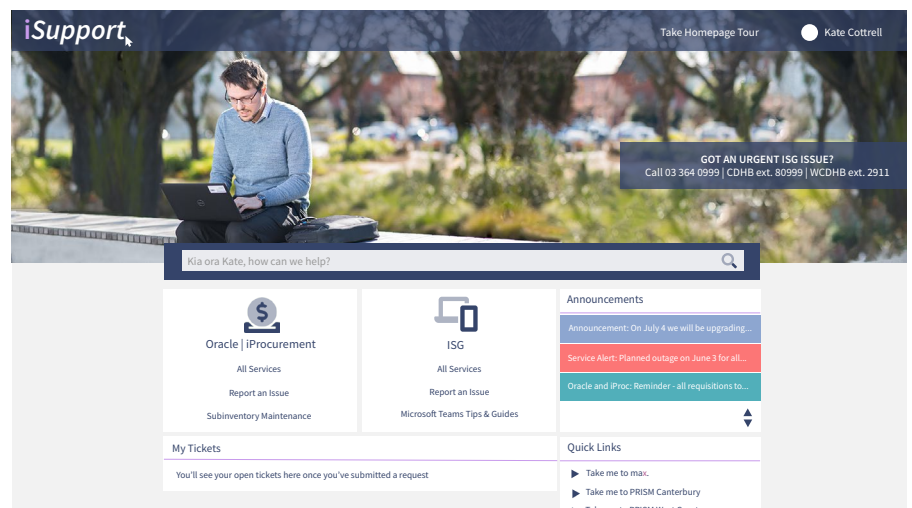
Next Thursday 11 June we're introducing iSupport: a new way of contacting ISG. iSupport looks and works the same as max. but is specifically for ISG requests. If you've ever used max., this will make it easy for you to navigate. You'll be able to log service desk requests directly through iSupport so you can see where your job is at and keep track of it.

Other features of iSupport include:

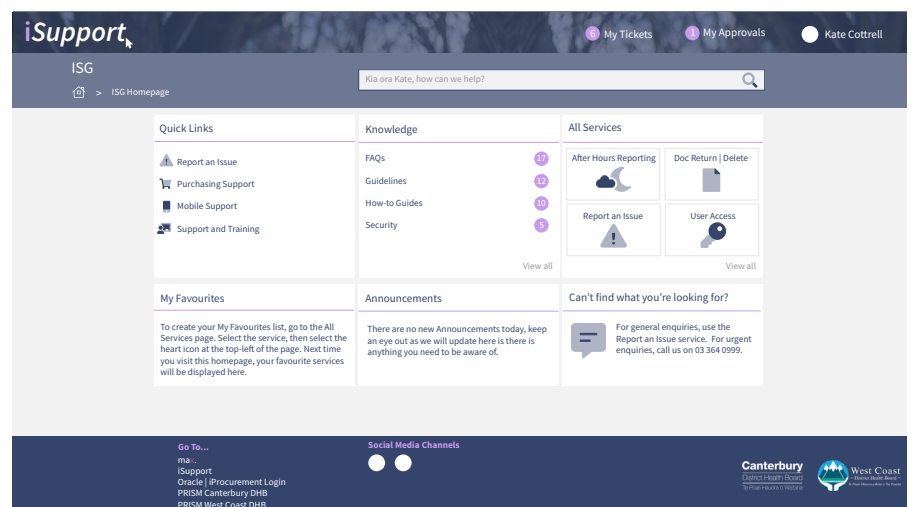
- › Setting up a new user (if you're a manager).
- › Logging an incident or service request.
- › Requesting a clinical document from Soprano, SAP and Health Connect South is deleted or returned for further editing.
- › Viewing knowledge articles covering topics such as how to set up your email on your phone, register for two-factor authentication or learn how to add a shared mailbox.

This is just the beginning and we'll be bringing lots of other useful services onto iSupport in the coming weeks. We'll keep you updated as new features come on board.

For Oracle users, we're reintroducing iSupport as the place where Oracle and ISG meet. There will be no change to the way Oracle functions or what features are available – only the look and feel will change.



iSupport home screen



ISG homepage

We'll need you to be patient as ISG gets up to speed with using iSupport – the new system will save all of us more time as we improve and build the functionality.



# How Canterbury Health Laboratories responded to the challenges of the COVID-19 pandemic

Canterbury Health Laboratories (CHL) is one of the largest medical laboratories in New Zealand and is one of 12 laboratories currently testing for SARS-CoV-2, the virus that causes coronavirus disease 2019 (COVID-19). The Virology/Serology section of CHL reported their first COVID-19 test result on 31 January 2020 and was one of the first laboratories in the country to have the COVID-19 test up and running.

On CHL's busiest day during the COVID-19 pandemic, there were 1549 tests reported. Currently, CHL has the capacity to process up to 2500 COVID-19 tests per day.

In addition to Canterbury and West Coast DHB patients, CHL has conducted COVID-19 testing for Nelson Marlborough, South Canterbury, Mid Central, Hawkes Bay, Taranaki, Tairāwhiti, and Whanganui DHBs. CHL has also supported other DHB laboratories when they have had a backlog of COVID-19 samples.

## The numbers

- › Busiest day: 1549 COVID-19 tests
- › Total COVID-19 tests (31 January - 28 May): 46,500 tests
- › Total positive COVID-19 tests (31 January - 28 May): 244 tests

There is a tremendous amount of planning, research and innovation behind the reporting of the first COVID-19 test result and CHL has been critical in both Canterbury DHB's and New Zealand's wider response to COVID-19. In addition to COVID-19 testing, the CHL team has contributed Microbiologist and Virology expertise to support Infection Prevention and Control planning, setting up community based testing centres (CBACs) and the associated logistics, national planning and led collaboration between laboratories nationally.

## How CHL prepared for COVID-19

CHL rapidly set up a local Emergency Operation Centre (EOC) tasked with predicting and managing the resources required for COVID-19 testing in addition to maintaining the usual critical laboratory service and looking after staff welfare. The swift planning and action of this team ensured that CHL secured additional analysers for performing a



Medical Laboratory Scientist Angela Roud getting COVID-19 patient specimens ready for testing

high volume of COVID-19 tests and a steady supply of consumables. Medical laboratory scientists and medical laboratory technicians were redeployed from other CHL departments to build capacity within the Virology/Serology and Registration teams and additional medical laboratory scientists and medical laboratory technicians were also employed.

Meanwhile, the Scientific Officers and Clinical Microbiologists from the Virology/Serology team were rapidly assessing and developing an in-house assay (test) for COVID-19 (based on research papers published by a German laboratory in January 2020). Designing an in-house assay ensured that the COVID-19 service was not dependent on commercial assays, which were brand new to the market, in short supply and with limited performance data. The team realised that developing a range of in-house assays in combination with commercial kits was essential in providing a robust testing service that was adaptable and did not solely rely on consumables that were in high global demand. To date eight different COVID-19 tests have been fully validated.

Chief of Pathology and Laboratories Anja Werno says she is extremely proud of the CHL team: "The laboratory staff have worked tirelessly to ensure that results are produced in a rapid turnaround time to allow public health and clinicians in primary and secondary care to act on them with speed, to contact trace when required and apply isolation requirements in a timely manner. Their dedication to the task has been outstanding."

"We are extremely fortunate to have such a wealth of experience, knowledge and expertise in virology, specifically respiratory viruses and molecular testing within our organisation and even more so during the response to a global pandemic, when testing and the subsequent results determine governmental decisions on how our citizens can go about their daily lives," says General Manager of Canterbury Health Laboratories Kirsten Beynon.

During the peak of the COVID-19 response in New Zealand, the daily volumes of COVID-19 testing at CHL exceeded 1500 tests. This meant that the Virology/Serology team doubled in size and the usual 8am to 5pm working day changed to 6am to 9.30pm. The Virology/Serology team worked in pods across three different shifts. The workload was immense and the effort from the Virology/Serology team has been outstanding. Medical laboratory technicians and medical laboratory scientists were also transferred from other laboratory departments to provide support in areas that needed more hands, and heads, on deck.

A wealth of intelligence came together from Virology, Molecular Pathology and the CHL EOC team and found workable ideas to improve the quality of systems and processes – including considerations for workflow, innovative testing algorithms on existing and new analyser platforms, designing automated data collection and reporting. CHL scientific officers also collaborated with University of Otago colleagues to expedite method development. The CHL EOC and Virology/Serology teams continually responded and adapted workflow to meet the many requirements and directives from the Ministry of Health. Good teamwork was key to making all of this happen.

"I moved to Christchurch before the lockdown for a role in Bacteriology but was seconded to Virology to help. The team has been great to work with, and the morning teas too," says Medical Laboratory Scientist Jasmeene Cabrales.

"The morale has been great. There's never been any 'us and them' – those of us who were new to Virology have been very much welcomed. Our busiest day was non-stop with no down time. We've all had to adapt and be flexible and get on with whatever needed to be done," says Medical Laboratory Scientist Caitlin Symons.

The entire process was mapped from end-to-end from sample collection, couriering, registration, sample preparation, sample testing and reporting. There was a big focus on process flow in the pre-analytical/specimen preparation stage of testing protocol. The Logistics, Registration and Virology/Serology teams worked together to manage a smooth flow of samples to ensure timely results for patients.



Some of the Virology team all gowned up in the COVID-19 sample preparation room called Siberia. From left, Medical Laboratory Scientists Jaz Cabrales, Matthew Prince, Mairin Borlase, Angela Roud, Julie Ann Ira

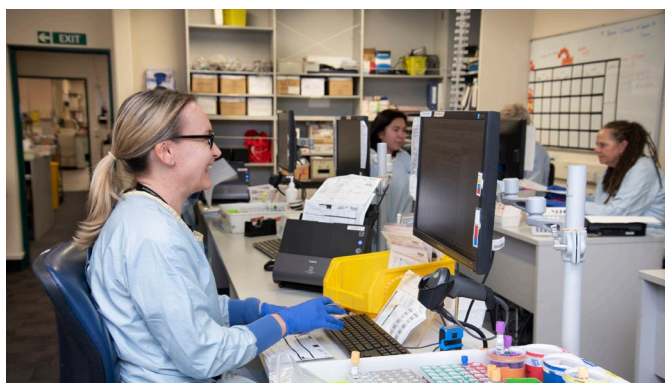


Scientific Officer Trevor Anderson preparing samples for testing



Scientific Officers Miek Dilcher and Trevor Anderson in their shared office space in the Virology lab, a hive of activity of researching and planning for COVID-19 assay development occurred





Some of the Registration team, Anna Denham, Belle Dayirt and Julie Bond, busy receipting and carefully checking patient information and registering test requests before sending the sample to the testing laboratory

Medical Laboratory Scientist, Virology Andrew Strathdee works in a senior role and was involved in training new staff and developing assays. "I've enjoyed managing the fact we got so much done. A lot of other places have had issues with insufficient capacity, but we've managed to keep up with testing everything coming in, and being able to do that has been really satisfying. The team has also been great – everyone has been under stress but we have all worked well together.

"We also had a very proactive management team who were able to quickly organise new equipment and supplies which made our jobs possible," Andrew says.

Several other teams within CHL have also played a critical role in CHL's COVID-19 response. The Registration team extended their shifts and managed a highly variable and pressurised work flow. Phlebotomists continued providing an excellent blood collection service in the challenging circumstances of Alert Level 4 lockdown. And the Finance and wider logistics and support teams tackled a wide and varied range of tasks including analysing and collating performance data, helping with rostering, organising and distributing COVID-19 collection kits and managing consumable deliveries and ordering. The logistics of supplying General Practice teams, collection centres and aged residential care facilities with swab collection kits and supporting the coordination of surveillance testing turned into a full-time job for the Client and Patient Services team.

"In February, we sent out 235 test collection kits, in March that went up to 4257, and in April it went to 15,658. It was unprecedented to have that level of escalation so quickly, and the team has pulled together and done a phenomenal job working together to ensure our community have access to they need. The relationships that have developed with the community providers have been key to this success," Patient and Client Services Manager, Canterbury Health Laboratories Vanessa Buchan says.

Canterbury Health Laboratories would like to acknowledge all those who supported their response to COVID-19 both



Client Service Liaison, Patient and Client Services team Richard Latham surrounded by boxes of collection kits ready for couriers to distribute to GP teams, aged residential care facilities and community based testing centres

at national and local levels and of note their pathology and laboratory colleagues from around New Zealand for their collaboration and team work and the amazing work they have all undertaken in their regions. It is a testament to the usually very invisible but very critical role pathology and laboratories has in the diagnosis, treatment and prognosis of the health and wellbeing of our population every day.

### What's involved in a COVID-19 test?

The best type of sample for a COVID-19 test is a nasopharyngeal swab, which involves swabbing at the very back of the patient's nose where the virus is known to replicate. The swab is placed into special transport medium in a tube and sent to CHL. When the sample is received by the Registration team, the patient information and sample details are checked and registered on the CHL Laboratory Information System (LIS). Each sample is assigned a unique laboratory identification number and this number is used to track the specimen through its testing journey through CHL.

The Virology lab receives the sample minutes after they have been registered. A molecular virology method called [RT-PCR – Real Time Polymerase Chain Reaction](#) is used to detect COVID-19 in patient samples. Most of the testing is performed on automated analysers. The extraction stage collects RNA (genetic material from the virus) from the patient sample the amplification stage specifically identifies the COVID-19 RNA if it is present in the sample. The reporting of results is automated between the analysers and the LIS system. A report is generated from the analyser indicating whether each sample gave a negative, positive, or invalid result. Scientists then check the quality control parameters to ensure these are met before releasing any results. Clinical microbiologists ensure positive results are consistent with the referral reason and patient symptoms and confirm that results can be released.

# A well-timed boost for local health services in Rolleston and Rangiora

## Rolleston Health Hub

In late February, just three days before New Zealand reported its first COVID-19 case, the Canterbury DHB Board Chair signed the lease for a new integrated health and social services hub in Rolleston. This is great news, however, the pandemic got in the way of our celebrating it more widely – and telling you about it, until now.

The signing of the lease enabled site preparation on land opposite Selwyn District Council to begin, but understandably work didn't progress very far before the Alert Level 4 lockdown kicked in and all work had to cease.

For all that, the news that both Selwyn District Council and Canterbury DHB had committed to building and fitting out an integrated health and social services hub in Rolleston is great news for the district and for Canterbury people.

Work was able to start again under Alert Level 3 conditions to prepare the site, and is now pushing ahead with the foundations work started as soon as we switched to Alert Level 2.

This is just the boost the community and the local economy needs. It will provide certainty for future access to health services, including primary birthing and dental, and provide jobs – and people will be able to see this exciting development grow rapidly over the coming months.

The Health Hub was initially proposed by the Council in 2017 as a way to improve access to health services for Selwyn's rapidly-growing population, with the DHB welcoming the proposal as a perfect opportunity to locate health services in the heart of Selwyn District.

The new hub will be built on land directly opposite the Council offices in Rolleston, next to the St John's ambulance base, and will comprise a primary birthing unit and DHB community dental services alongside a general practice, radiology and other community health and social services.



Ooooh – a bigger digger



Rolleston Health Hub foundations work



Rolleston Health Hub, lift well



Rolleston Health Hub foundations work



The facility will be built along the same co-design principles as the Rangiora Health Hub and we are pleased to be partnering with Selwyn on this strategic investment that ensures a dynamic and rapidly-growing community can continue to grow and prosper, and will have the right mix of community-based health services in the best possible place.

Rolleston will soon have the added benefit of a faster connection with Christchurch. The Southern Motorway links are very close to being completed and when they are, it could be as little as 20 minutes to Christchurch Women's Hospital if an emergency transfer was necessary. The new motorway will also reduce journey times for Christchurch-based midwives, providing greater choice for pregnant women in Selwyn.

## Rangiora Health Hub

There is more good news: working in partnership with leading primary health provider South Link Health Services, a new Integrated Family Health Centre will be built as part of the Rangiora Health Hub, adjacent to existing facilities and on the same site.

This proposal was the result of an RFP (request for proposal) Canterbury DHB made last year. After a robust assessment process South Link Health Services was selected to build and operate the new facility on the Rangiora Health Hub site. Only the cost of the site preparation works including demolition of unused buildings will be met by Canterbury DHB.

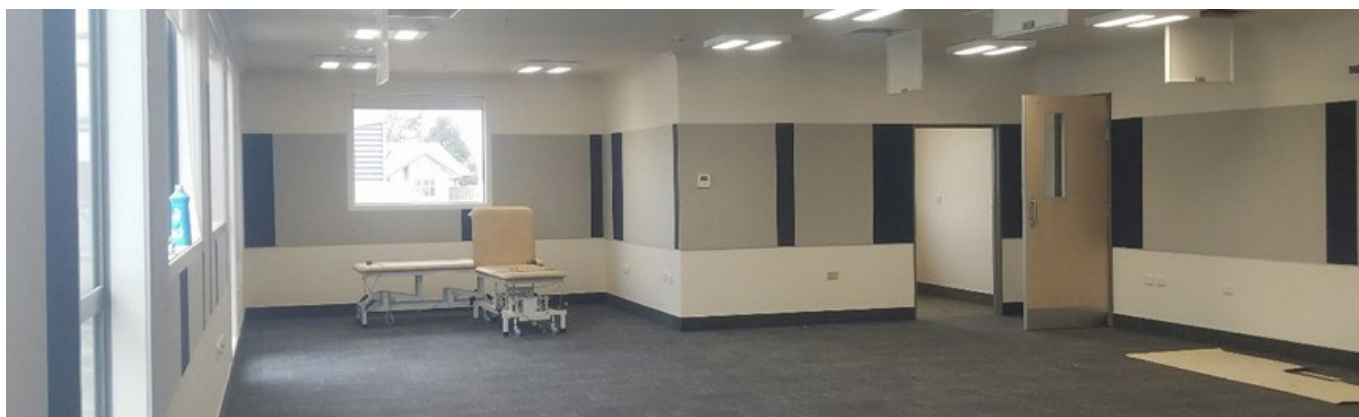
Having an Integrated Family Health Centre in Rangiora is consistent with the Canterbury Health System's strategic direction, which aims to provide more health services closer to home.

This new component of Rangiora Health Hub will provide general practice services in a central, purpose-built facility

– initially for around 10,000 enrolled people, as well as urgent medical and nursing services seven days a week from 8am to 10pm. This will be hugely welcomed by the community because it means fewer people having to travel to Christchurch for their urgent care needs.

The Rangiora site is already an established go-to place for health care in North Canterbury and is owned by the DHB, so from a cost and accessibility perspective, it is the ideal location for this development.

The Rangiora Health Hub is home to an increasing range of services, with a busy primary maternity unit, dental treatment for school-age children and some inpatient beds. Early in 2019 a large section of the former Hagley Outpatients building was relocated to the site and repurposed as an extension to the existing health hub – it's now home to a range of Community Health Services. Follow the link to see a [timelapse of the building being deconstructed](#).



Inside part of the former Hagley Outpatients building which has been reinstated in Rangiora as part of the new outpatient extension



To build the new Integrated Family Health Centre and make it fully accessible, including appropriate parking, more space is needed so the old Rangiora Hospital will need to be demolished.

The old Rangiora Hospital served its community well over the years and understandably there will be people who will be sad to see it go. As part of the blessing and commissioning of the new primary maternity unit, we recognised a number of families where three generations had been born there, so understand its significance to some local families.

However, the old Rangiora Hospital is barely used now, is deteriorating rapidly, and is no longer fit for the purposes of delivering contemporary health care services.

Over the coming months Canterbury DHB will be working with South Link on plans, and informing and updating the community – especially the near neighbours as they will experience the greatest changes soonest. Overall though we are confident this news will be well received by a community that has been very active in advocating for the health facilities it needs, and this should tick a great many boxes for us all.



Hagley Outpatients being cut into pieces



Rangiora Health Hub – looking back towards the old hospital

**KEEPING  
IT LOCAL**



# Equity in Focus

*The following article is the first in a series from Canterbury Clinical Network, which is dedicated to sharing the mahi taking place across the health system to achieve equitable health outcomes and demonstrate our commitment to Te Tiriti o Waitangi.*

According to the Ministry of Health, in Aotearoa New Zealand, people have differences in health that are not only avoidable but unfair and unjust. [Equity](#) recognises different people with different levels of advantage require different approaches and resources to get equitable health outcomes.

In Canterbury, Māori are four times more likely to be diagnosed with cervical cancer, three times more likely to be hospitalised with chronic respiratory diseases and Māori tamariki are three times more likely to have decayed, missing or filled teeth than non-Māori.\*

This is an unacceptable situation, so achieving equity is a key focus across our health system and is the guiding foundation for the Canterbury Clinical Network's (CCN) [strategic focus](#), which includes creating productive partnerships, meaningful engagement and prioritising equity.

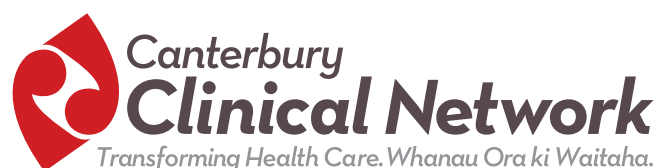
Chair of the Population Health and Access Service Level Alliance Lynley Cook, says "this means the underpinning principle to addressing inequity is genuine partnership with the communities and populations most impacted by poor health outcomes and by honouring Te Tiriti o Waitangi. This means that we must involve Māori and impacted communities in the design of health services right from the very first steps in the journey."

## Te Tiriti and Equity group

In 2019 CCN created a Te Tiriti and Equity group with Māori leaders from across the system, including members from Te Kāhui O Papaki Kā Tai, the CCN Māori Caucus and Canterbury DHB alongside members from the Population Health and Access Service Level Alliance and the CCN Programme Office. The group meets bi-monthly to progress specific equity-focused actions. One of the actions that has been prioritised is enhancing the health system's approach to co-design.

## Kaupapa Māori-led/Whānau-led co-design

Since CCN was established, it has regularly applied a co-design approach to improve health services by bringing together consumers, service providers from across the health system and other government and community organisations. This approach has evolved over time.



In 2019 a comprehensive review of CCN's application of co-design was started, with the aim of developing an approach that ensured the voices of Māori, Pacific, Culturally and Linguistically Diverse (CALD) communities and other minority groups were heard and influenced the changes needed in accessing health care.

"We learnt a lot from the Maternity Co-Design that reinforced the importance of changing how we approach our co-design process to better reflect partnership at all stages and ensure the voices of those that are missing out are heard," says CCN Programme Manager Linda Wensley.

The Te Tiriti and Equity group is leading this piece of work to develop a kaupapa Māori co-design approach. This will improve the way we gather and use information to reduce inequities in the way health services are designed, accessed and delivered.

In April, a draft proposal on how to progress the redesign of the co-design was discussed with the group determining:

- › a set of guiding kaupapa Māori principles is vital to underpin our co-design
- › the approach needs to be flexible and responsive
- › the approach needs to result in authentic partnerships, which allow us to keep learning how to improve our co-design methodology.

This feedback from the group is now being used to draft a model that will guide people across the system in undertaking a kaupapa Māori co-design approach. This will be tabled with the Te Tiriti and Equity group when they next meet on 26 June, ahead of wider distribution for comment.

"It is positive to be working together on a Canterbury kaupapa Māori co-design that will guide how we come together around matters that are important for the people and whānau that are missing out, and ensure we arrive at health service changes that will support people to flourish and lead healthy lives," says Linda.

\*Statistics taken from [Māori Health Action Plan 2017/18](#).

# Low-key NetP graduation enjoyed by all

The Perioperative Service have held a happy, low-key celebration of their May 2020 NetP nurse graduates to replace the usual ceremony cancelled due to the COVID-19 response.

Nurse Manager Marie Lory and Acting Director of Nursing Lynne Johnson presented the six graduating NetPs with their certificates and Christchurch Hospital nursing pins. Nurse Educator for the NetP Programme Stephanie Cooke also attended to support the graduates.

NetP is the Nursing Entry to Practice Programme which supports nursing graduates as they begin their careers in clinical practice. The Perioperative Service oversees and supports the delivery of a wide range of surgical and procedural services.

There is usually a formal ceremony at Manawa for all the graduating group, hospital and community wide, attended by senior staff, preceptors, and the Workforce Development team. This includes private hospitals, and primary care providers, and family and friends of the graduates can attend.

Although this year the occasion was marked in a much more low-key way, the NetP graduates said it was nice to have an acknowledgment of their completion of the NetP programme and they appreciated the staff turnout to support them, says Nurse Educator Traci Mendiola.

"The senior Perioperative team attended and decided to make the occasion a 'badge day' across the service, with all its nurses invited to wear their nursing pins to show solidarity for the graduates."

As well as the senior team, clinical nurse specialists from the graduates' assigned operating theatres and some of the preceptors and clinical liaison nurses who support the NetPs throughout the year attended.

"The NetP grads enjoyed themselves and we all had fun dusting off our old medals and badges," Traci says.



From left, Registered Nurse, Perioperative Service and NetP graduate Charlotte Sutherland and Acting Director of Nursing Lynne Johnson



From left, registered nurses and NetP graduates Kemintra Phongkaso, Charlotte Sutherland, Thea Donnelly, Megan Bolt, Laura Graham, and Annabel Girvan



# New app puts tailored COVID-19 information and Canterbury Community HealthPathways in the hands of health workers

A new mobile app, Āwhina, released by the Ministry of Health, will help health workers access the information they need about COVID-19.

Release of the Āwhina app for health workers follows the launch of the NZ COVID Tracer app, which is designed for all New Zealanders.

"For many of us, COVID-19 has changed the way we live and work. For those working in the health and disability sector, this is especially true," says Deputy Director-General Data and Digital Shayne Hunter.

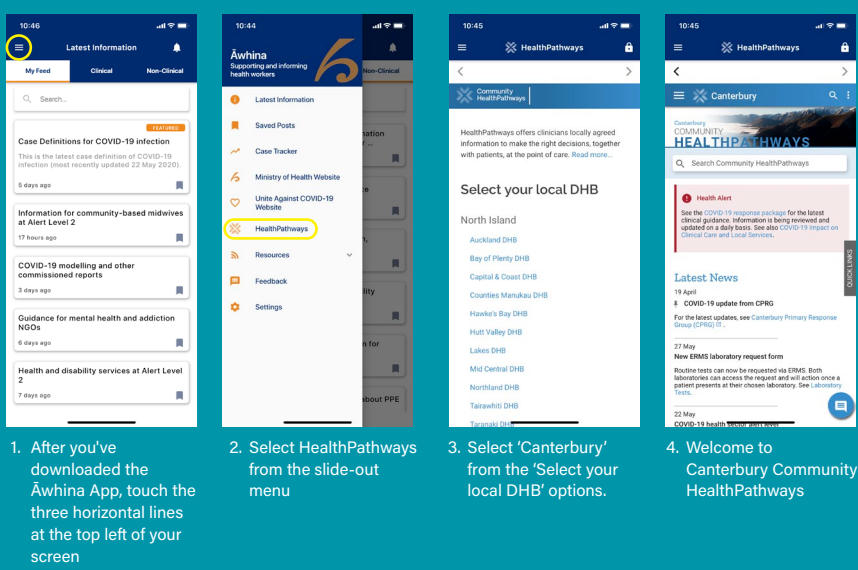
There is a lot of information health workers need quick access to, like the latest case definitions, clinical care pathways or Personal Protective Equipment guidance. Āwhina gives them access to this information from their mobile device anywhere, anytime.

Information for health workers is frequently updated based on latest research, advice, and changes to alert levels. Āwhina will notify health workers when new or updated content is available to them.

"The emergence of COVID-19 and the response required by people working in the health and disability sector highlighted the need for a tool to provide easy access to the up-to-date information relevant to their area of work," he says.

Digital technology can help ensure a coordinated, national approach and help us achieve better outcomes for

## How to access Community HealthPathways on Āwhina



everyone. At the moment Āwhina will be used to support the COVID-19 response but it can be used to get information to health workers to support any public health response.

Health workers can quickly filter content so they can find what is relevant to them and can also save content in the app to give them quick access to it again later.

The Ministry developed the app with feedback from people working in the health sector, and by learning from approaches taken in other countries to get information about COVID-19 to health workers.

"Initially the app will be used for communicating information about COVID-19 to health workers but as we return to our new normal, we can

use the app to share other information to help us act in a more cohesive, collective, and collaborative style.

"We hope New Zealanders working in the health and disability sector will find this app useful," Shayne says.

Āwhina is free to download from the Google and Apple app stores. For more information about the Āwhina, visit [www.health.govt.nz/awhina](http://www.health.govt.nz/awhina).

The Ministry continues to encourage as many people as possible to download the NZ COVID Tracer app as it will help identify, trace, test and isolate any cases of COVID-19.

NZ COVID Tracer is available from the [Google Play Store](https://play.google.com/store/apps/details?id=govt.nz.covid.tracer) and the [Apple App Store](https://apps.apple.com/nz/app/nz-covid-tracer/id1534444444). Further information about the app can be found at [www.health.govt.nz/NZ-COVID-Tracer](http://www.health.govt.nz/NZ-COVID-Tracer).

# Farewell and thank you, Shona Mackintosh

Shona Mackintosh has handed in her nursing cap after 53 years of service with Canterbury DHB.

Shona began her career as a trainee nurse at The Princess Margaret Hospital in 1967 and went on to become Charge Nurse in the Intensive Care Unit at Christchurch Hospital.

In 1983, she retrained as a mental health nurse at Sunnyside Hospital and worked across a range of services including Psychiatric Services for the Elderly, the Psychiatric Emergency Service, the Forensic Service and the Alcohol and Drug Service.

Since joining Te Whare Manaaki (TWM) at its opening in 1992, Shona cemented herself as a highly valued member of the team, says Nurse Consultant Te Whare Manaaki Paul Kelly.

"Her attention to detail is legendary and her support for students and new staff has been without peer."

Shona is also well known and respected across the Mental Health Division for her role in clinical supervision and as a founding member of the Specialist Mental Health Services debriefing team (the Critical Incident Stress Management team).

"Shona's dedication and commitment to supporting staff to work through often very challenging and difficult clinical situations has been invaluable and the debriefing team would like to acknowledge and thank Shona for her work and contribution."

We wish Shona all the best for her retirement and a farewell will be organised at a later date, Paul says.

If you would like to attend Shona's farewell, please email Charge Nurse Manager [Kate Robson](#) at TWM who will advise the details when confirmed.



Shona Mackintosh



**GETTING  
THROUGH  
TOGETHER**  
WHĀIA E TĀTOU TE PĀE TAWHITI



# Treats destined for the skies don't last long on the ground



Ashburton Wellfood staff about to eat the cookies while observing safe physical distancing rules

With most of Air New Zealand's flights cancelled, boxes of its inflight snacks needed a new home.

To make sure the tasty treats were enjoyed and not wasted, the airline offered them to essential workers and charities across the country.

Canterbury DHB happily accepted thousands of the Cookie Time Golden Chewy Oat variety and distributed them to staff earlier this month.

Service Manager of Food and Beverages Nicky Moore arranged for 9000 cookies to be distributed to Meals on Wheels recipients, patients and staff across Canterbury and West Coast DHBs.

Nicky and Hillmorton Food Service Manager Karen Watson dropped them off at each hospital, as well as Canterbury Linen Services, Information Services Group, Supply, and Community and Public Health. Canterbury Linen Services delivered boxes to Ashburton Hospital and the West Coast.



The Princess Margaret Hospital Food Service Manager Leigh Neville prepares to distribute the sweet treats

"The donation was a thank you for all that our teams do for our communities, and were provided in the hopes the sweet treat would help brighten our days. Based on the smiles from staff, I can guarantee they really appreciated the thought.



Boxes of cookies waiting to be distributed

It really gave everyone a bit of a lift during Alert Level 3."

Thank you, Air New Zealand, for sharing the love with essential workers!



# Generous gesture of knitting

Allied Health Administration Team Leader PJ Michel was “absolutely overwhelmed” when her elderly neighbour walked up her driveway carrying three bags of knitted items she made for babies in hospital.

“Diane said to me, ‘I’ve got a bit of a collection here, I think it should be given away now.’ I just couldn’t believe it, it was so sweet. I wanted to give her a hug, but we had to stand a metre apart,” PJ says.

In the three bags were around 60 items, including hats, jumpers, vests, matinee jackets, booties, hooded jackets, cardigans and blankets. All were knitted by Diane Nordstrom, who is in her 70s and first took up knitting as a child.

“Diane has done knitting for Christchurch Women’s Hospital before, as she knew me and my sister do a lot, but this large amount was just so touching.”

The items were handed to the Department of Social Work and the team donated them to babies in Maternity, the Neonatal Intensive Care



Some of the items knitted and donated by Diane Nordstrom

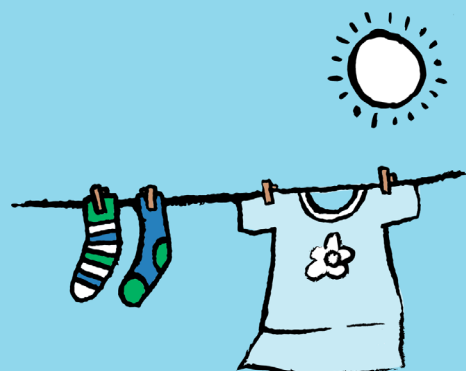
Unit and Paediatric wards, with some larger items that would fit toddlers going to Women’s Refuge.

The social workers are collecting stories about the babies and toddlers the items went to and these are being passed on to Diane with thanks.

PJ says parents and families have received the items “with awe.”

all  
right?

IT'S  
ALL RIGHT  
TO KEEP  
TICKING  
ALONG.



# Ronald McDonald House South Island has reopened

The House has been sanitised, food has been delivered, and team members are waiting with open arms (from a two-metre distance!) to welcome families back into Ronald McDonald House South Island's Christchurch House.

Ronald McDonald House South Island has been given the go-ahead from their global head office to reinstate their programmes, which include the Christchurch House and Family Room located in the Children's Haematology Oncology Centre in Christchurch Hospital.

Right now, 13 of their 26 rooms are open and ready for new families, and they expect to be able to increase that number in the coming weeks and reopen the full House. This means families who travel to Christchurch for their child's medical treatment at any hospital, may receive free accommodation and support at Ronald McDonald House South Island (RMHSI).

Chief Executive of RMHSI Mandy Kennedy says the health and safety of the families who stay with them, volunteers, and all those working to support RMHSI is paramount and they will continue to work hard to prevent the possible spread of the virus within RMHSI facilities.

"This means things will look slightly different as we work towards fully reopening, and processes have changed in light of COVID-19. We have a number of health and safety protocols in place including temperature screening, and visitor restrictions among others and our communal areas remain closed until further notice.

"As time progresses, and based upon information from the Ministry of Health, Canterbury DHB, and Ronald McDonald House Charities Global, we will open more rooms and services within the House.

"Our volunteer Family Dinner Programme has been paused, but we have hired a chef to make dinner for families, so they get a hearty meal to come home to after a long day at the hospital."

For bookings please contact [admin@rmhsi.org.nz](mailto:admin@rmhsi.org.nz) or phone 377 3311.



RMH team shown in celebration mode 'pre lockdown' (when we didn't have to think about physical distancing)



## Host a Roast

Enjoying a good meal with friends and family is one of life's simple pleasures.

Each month, more than 100 families need a 'home away from home' at Ronald McDonald House South Island to sleep, eat, and be together while their child is receiving hospital treatment.

This July, host a roast, brunch or lunch, inviting your whānau, friends or colleagues to attend for a \$20 donation which supports the work of Ronald McDonald House South Island.

To register head to [www.hostaroast.kiwi](http://www.hostaroast.kiwi).

# One minute with...

## Melissa James, Radiation Oncologist

### What does your job involve?

I work as part of the cancer team and am specifically responsible for the radiation therapy part of a patient's cancer treatment.

### Why did you choose to work in this field?

My second run as an intern was in Radiation Oncology. The team impressed me with their care for patients, which extended throughout their whole cancer journey. I saw that radiation could really make a difference in curing cancer or helping with symptoms. I was asked back to do a year's run in Radiation Oncology the following year and I never left!

### What do you like about it?

Getting to know the patient and their whānau. I have been amazed to see the resilience of the human spirit. Cancer can be a life-changing diagnosis, but people rally and often tell me that although the diagnosis was unwelcome, the lessons learned through the process are invaluable. I also like the technical aspects of designing radiation treatment. With modern technology, the field has progressed at lightning speed and we can deliver treatments I could have only dreamed of when I started my training. We are a true multidisciplinary team in Oncology, working together for the patient's good and that makes a great environment to work in.

### What are the challenging bits?

Seeing patients go through difficult things is never easy. I also find the many different and not always compatible software programmes we use a bit of a challenge (I think it is my age!).

### Who inspires you?

My colleagues in Oncology across all the disciplines. I admire the patience, wisdom, knowledge, humour, skill and care they bring to their jobs every day.

### 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?

I think these values are vitally important in Oncology. Responsibility for outcomes and improving for the future is something I think about frequently. As a department, we regularly audit our work to ensure it is at an international standard and to see if there are lessons to learn and improvements we can make.

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

I love to bake and experiment with baking, especially cakes. That also means I have become an expert in salvaging baking attempts that haven't exactly gone to plan!

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

I am torn between saying right here in Christchurch with my immediate family and over in Sydney with extended family. We moved from Australia about 20 years ago and I do love living in Christchurch, it is such a beautiful city. My children are proud Kiwis and a little embarrassed about their Aussie roots! At the same time, I do miss my parents and sisters and the coastline of beautiful golden beaches!



### What do you do on a typical Sunday?

As a family, we attend church in the morning where I help with the music, kid's programmes and the morning teas (baking practice!). In the afternoon, we usually have my children's friends over, so the house is full of happy noise and busy-ness. I do enjoy a good coffee with my husband, so we try to get out and visit one of the cafés nearby.

### What's your favourite food?

It's hard to pick a favourite, there isn't much I don't enjoy. I love a good Thai curry as a favourite takeaway and tropical fruits in summer.

### And your favourite music?

We went as a family to the U2 concert last year and that was brilliant! Once again there isn't much music I don't like – and my teenage children are continuing to extend my education in things musical!

If you would like to take part in the column or would like to nominate someone please contact [Naomi.Gilling@cdhb.health.nz](mailto:Naomi.Gilling@cdhb.health.nz).



## Something For You



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

Check out [Something For You](#) on the intranet for more information on these deals and many more! Remember, you'll need your Canterbury DHB ID badge to claim these deals, so be sure to take it along with you.



### Evo Cycles

Various discounts off e-bikes, standard bikes and mountain bikes. See more information under the Home Life and Maintenance section.



### ATL Electrical

Any Canterbury DHB employee who has a heat pump installed will receive it at cost +10 percent or receive 10 percent off all electrical and security installation work.



### Saga 2 Wellness

\$10 off reflexology and Indian head massages – show your Canterbury DHB ID or mention Canterbury DHB when you book online or by phone.



### Envirowaste

Special rates off Envirowaste skip hire – call up and quote the promo code on the Something For You page to redeem.

## South Island Alliance update



The latest bi-monthly update from the South Island Alliance Programme is out now.

Read South Island Alliance General Manager Mark Leggett's views on the pandemic response, about the growth of telehealth in the South Island, the new-look South Island Alliance Board and much more [here](#).

## e-CALD news

CALD refers to culturally and linguistically diverse groups who are migrants and refugees from Asian, Middle Eastern, Latin American and African (MELAA) backgrounds.

The latest edition includes:

New CALD courses launched between April and May 2020.

Refugee quota update – Alert Level 2.

Read the full newsletter [here](#).



## Canterbury Clinical Network: Alliance Leadership Team key messages

At the meeting on Monday 18 May 2020, the CCN Alliance Leadership Team discussed:

- › COVID-19 lessons and CCN's focus going forward
- › Final version of the System Level Measures submitted to the Ministry of Health
- › Membership changes to CCN Alliance Groups.

For a more detailed overview of the meeting's key messages, visit the [CCN website here](#).

You can also view previous key messages on the [resources page here](#).



**Newsletter**  
*May 2020*

*Whiria te tāngata.  
Weaving the people together.*

#### **Celebrating Canterbury - Te Papa Hauora Newsletters**

We at Te Papa Hauora have always known what an incredible health, research and education sector we have in Canterbury. The COVID-19 crisis has demonstrated this. It has added complexity and pressure to every part of our systems, and everyone has risen to the challenge working for the good of our community and its wellbeing.

We have dedicated our next two newsletters to celebrating Canterbury. They contain some great examples of collaborative responses to COVID-19, showcasing Canterbury's ability to collaborate and innovate, whilst demonstrating our unique values of compassion, resilience and a willingness to help.

We hope you enjoy these stories and share our newsletters with others. Enjoy the read at [Te Papa Hauora Health Precinct](#).