



2019 – our most challenging year yet

Like many of you I will be pleased to see out 2019, which has turned out to be one of the most challenging years our health system has experienced.

We've had an unprecedented number of strikes and industrial action, a measles outbreak and the mosque terror attacks on 15 March. This was closely followed by a significant flood in our new outpatient facility; more influenza cases than during the pandemic; and high numbers of patients visiting the emergency department and needing to be admitted to our hospitals in the peak of winter. The upshot of all this disruption and busyness meant we had to defer and reschedule tens of thousands of outpatient appointments and hundreds of surgeries throughout the year.

Then last week we were one of the receiving hospitals for critically injured people from the Whakaari – White Island volcanic eruption. Thank you to everyone involved in caring for the eight critically unwell patients admitted to Christchurch Hospital.

Most have been repatriated home to Australia, and as of today we are providing intensive ongoing care for two people. *The Press* interviewed one of our plastic surgeons, Terry Creagh, who talked about his experience. You can read his story [here](#).

While it has been an extremely challenging year it has also been an outstanding year in so many respects: I've seen skilled clinical and non-clinical health staff exhibiting the finest qualities of care and compassion when under sustained extreme pressure. I've seen a community come together and grow from adversity. I've witnessed remarkable kindness and generosity: from our local communities, from throughout New Zealand and from around the world.

At times of extreme pressure on our services, the benefits of a mature,

integrated health system came to the fore and have made such a difference to our ability to maintain flow through our system. If it wasn't for our strong and able primary care partners, including general practice teams, pharmacies, aged care providers and non-government organisations, we would not achieve such outstanding results.

I thank you for the part you play in keeping our system working. It takes a whole system to work for the whole system to work.

Last week Canterbury DHB presented at the Health Select Committee to review 2018/19 financial year. This provided an opportunity to outline the challenges that we have collectively faced but also to highlight the strength of the Canterbury Health System.

Some highlights from 2019

System performance

- › 13,813 subsidised procedures **delivered in primary care not hospitals**
- › 34,000 people received acute care in the community reducing demand on the hospital – people in Canterbury are 22 percent less likely than the average New Zealander to end up in the Emergency Department

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- › Lowest rate of acute medical admission; **27 percent lower than the national average** – meaning if our performance deteriorated to that of the other large DHBs, between 9,000 and 20,100 more people would be admitted to our hospitals
- › Canterbury's falls injury rate (people 65+) is **6.3 percent lower than national rates** – 981 fewer people with a fractured neck of femur (hip) – saving 66,881 bed-days every year
- › 2,700+ electronic advance care plans in place in Canterbury, 70 new plans published every month – resulting in a **drop of 6 percent in the number of people 75+ dying in our hospitals** (from 32 percent to 26 percent)
- › Amenable mortality rates are trending downwards – **equity gap narrowing**: 2.3 years difference for Māori in Canterbury compared to 6.4 years nationally
- › Immunisation – thanks to everyone involved in achieving high childhood immunisation rates across all ethnicities and ages. These high background rates are so important when there's an outbreak such as measles.
- › Despite unprecedented and innumerable challenges, people working in the Canterbury Health System continued to come to work each day to make a positive difference by caring, supporting and empowering others to live well, stay well and get well, whatever life stage they're at.

Delivering on priorities

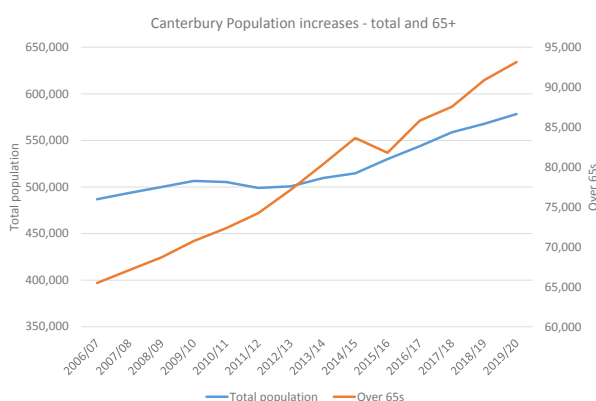
Next year we have some very positive things to look forward to. In Christchurch we will be moving in to the new Christchurch Hospital Hagley building. While later than planned, it is going to be a brilliant modern facility with a new emergency department, new theatres, a new intensive care unit, new wards with special areas for children and, at long last, a rooftop helipad.



Look how we've grown

The Canterbury population continues to grow really strongly. Our population has grown 10 percent faster than the national population, with our Māori population growing 55 percent faster than the national Māori population. It is also worth noting that Canterbury children are 50 percent more likely to have a community services card than Waitemata or Auckland children.

Canterbury's population is changing



From 2015/16 to 2019/20:
9.1% increase in total population (48,000)
13.9% increase in over 65s (11,270)
12.3% increase in Maori (5,850)

Canterbury's total population is growing **10%** faster than NZ population

Canterbury's Maori population is growing **55%** faster than NZ Maori population

Canterbury's **child** population is the fastest growing in New Zealand

Canterbury children **50% more likely to have a Community Services Card** than Waitemata or Auckland children

Something For You summer edition winners

The Something For You summer edition was all about the Canterbury business community showing their thanks to Canterbury DHB staff for all you do. Clearly there was something for everyone in the special giveaway, with 2275 entries received in the past two weeks. You can find the list of lucky winners on the [Something For You home page here](#).



Congratulations to the winner of the Black Cat Harbour Nature Cruise

Congratulations to Clinical Dietitian Robyn Spencer from our Nutrition & Dietetics team whose name was drawn to take home the coveted voucher for an Akaroa Harbour Nature Cruise. I'm sure you will enjoy that.

Time to refresh and recharge

With holidays for many people just around the corner, I hope you take the time to get away from your usual routines, connect with nature and refresh and recharge. Spare a thought for the vulnerable in our community, and those who live alone. Holidays are a great time to connect with others and take the time to have a cup of tea with your neighbour or invite them to share a meal. Small gestures can make a big difference to a person's wellbeing.

Special thanks to those working through the busy Christmas/New Year period, I hope you have some leave booked in for when your colleagues are back at work.

Free health advice after hours – when your own general practice is closed

A reminder that in Canterbury you can call your own general practice team (family doctor) 24/7. After-hours simply follow the instructions on the answerphone to be put through to a nurse who can provide free health advice and advise on what to do and where to go if you need to be seen urgently. For care around the clock, and to pay lower fees make sure you're enrolled with a general practice. More information on where to go for urgent care is available [here](#).

Thank you and take care

Thank you for all you have done to support the health and wellbeing of people in Canterbury and the Chatham Islands. Be safe if you're travelling, and I look forward to seeing what 2020 holds for our health system.

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

A handwritten signature in dark ink, appearing to read 'David Meates'.

David Meates
CEO Canterbury District Health Board

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](#).



Bouquets

Emergency Department (ED), Orthopaedics, Ward 20, Christchurch Hospital

I was admitted to Christchurch Hospital with an infected finger which required hospitalisation and an operation. The whole experience was quite amazing. The staff in ED were wonderfully helpful... Orthopaedic Hand Registrar, Phil, was really busy but very helpful... He was great and very professional. I would like to thank all the nurses on Ward 20 who looked after me. Especially Marcos, he was gentle and helpful. All the support staff, IV specialists and bandaging specialists were all so incredible in their friendly manner and helpful advice. I was so impressed how patient and kind all the staff were to the elderly patients on the ward. As I walked onto the ward one night I reflected how very fortunate we are to have an amazing health system. From something I thought would be dreadful, the whole experience turned out to be really positive and a real eye opener. Congratulations and well done.

Ward 25, Christchurch Hospital

I would like to complement the doctors, nurses, nurse aids and all staff on the ward. They are friendly, very obliging and caring. It makes your stay much better; thanks for their kindness.

Ward 22, Room 10, Christchurch Hospital

The registered nurse who helped us was wonderful and excellent.

Mark Kum and Tayla, Orthodontics, Community Dental Service, Tuam Street

I have been a patient of Dr Mark Kum for a few years now. I wanted to drop a line saying how grateful I am for his knowledge and professionalism. He has always taken great care and patience when dealing with his patients. He is very skilful, gentle and strives to cause the least discomfort possible when adjusting my braces. He also remains calm, clear and provides specific directions to the dental nurses. I especially appreciated having Dental Assistant Tayla on my last visit.

ED, Ward 20, Christchurch Hospital

I arrived at ED with the tip cut off my thumb... surgery was decided on... All the doctors and nursing staff, not forgetting all other hospital staff, were awesome. The staff were efficient, professional and kept me informed every step of the way, with instructions on what to do next. Thank you.

Reception Staff, Orthodontic Nurse Jess, Orthodontics, Community Dental Service, Tuam Street

I really appreciated the prompt assistance from the reception staff today and the Orthodontic Nurse Jess, when dealing with my walk-in emergency. I was very fortunate that Jess was available during her admin day.

Intensive Care Unit North (ICU), Christchurch Hospital

Thank you so much for looking after our friend and being there for her family. We appreciate it so much.

Dental Department, Christchurch Hospital

A wonderful efficient service. Warm, friendly and helpful. A pleasure to attend. Thanks guys. Happy Christmas.

Ward 14, Christchurch Hospital

I spent a very good time in Ward 14 in March. I had a pacemaker fitted. The food was very good and there were plenty of cups of tea. The nurses were very attentive and answered questions about my tests. Thank you all so much. Bless you all.

Medical Day Unit, Christchurch Hospital

The staff are excellent, great service, very friendly and caring, especially Gabby, Cara, Russell and Harriet. Merry Christmas. Love and best wishes to you all.

Ward 10, Christchurch Hospital

The nurses in Ward 10 were amazing, especially Gabby, who went the extra mile to help.

Outpatients Department, Christchurch Hospital

I visited Outpatients with a leg problem. The staff were helpful and friendly. I was seen reasonably promptly and after examination informed of the problem. Instructions were sent to my GP. Very happy with treatment received. Thank you.

Echocardiogram, Wards 12 and 10, Intensive Care Unit (ICU) surgical team, physiotherapists and Pharmacy staff, and Ian Crozier, Christchurch Hospital

I would like to thank Echocardiogram team staff member Gillian, also staff on Wards 12 and 10, ICU recovery staff, surgical team, physio and pharmacy staff. I would particularly like to thank Cardiologist Dr Ian Crozier. His skills over eight years and thinking outside the square to pick up my intermittent leaking mitral valve. I now have a new life of excitement and activities which I could never do. Merry Christmas and happy New Year.

Big Shout Out

To Subhra Bhatta (Christchurch Outpatients) Gastroenterology Outpatients Administrator

A Big Shout Out to Subhra for successfully reducing the 'Did Not Attend' rate for the Gastroenterology clinics. This was achieved through direct phone contact with patients to ensure they were going to attend their appointment. We are extremely impressed. Well done.

*From: Service Manager General Surgery and Christchurch Outpatients
Kathy Davenport*

To all who attended the carol singing

On behalf of our Chaplaincy Team I would like to thank you for joining us at our carol singing in the chapel. To our bible readers and our choir, and all of you who came, thank you. Your participation and your presence was very much appreciated and I would like to wish you and your whānau all the best for Christmas and the New Year. Thank you again.

From: Christchurch Hospital Chaplain Moe Lasei

To Buddle Finlay staff

Law firm Buddle Findlay are amazing, every year they donate to our Activity Room for Child Health. We are so grateful for these donations, as we use them for therapeutic use, but also for our toy library for children in the wards. It makes such a difference to children and we really appreciate their ongoing support.

*From: Hospital Play Specialist
Service Team Leader Melinda White*



The Buddle Finlay team with the toys they donated

#carestartshere



Let's get ready to move

Christchurch Hospital Hagley

The move to Christchurch Hospital Hagley will bring with it many new ways of working. Over the coming weeks, we'll be looking at some of the main changes. Many of these are included in the [healthLearn](#) module, which all staff are expected to complete before migration begins.

Planning for a 2020 migration

It's been a busy year for Christchurch Hospital Hagley and everyone involved in the project. Stocking, cleaning and preparation began, and regular planning meetings continued for the orientation and migration next year. In the last couple of months, nearly 900 staff have been in and had a look around their new workspaces, and almost 2000 have completed the online healthLearn module.

All that busy-ness has come to a stop for the summer festive period and the

teams from Facilities Development Project (FDP) and those involved in migration and orientation will be taking a well-earned break. The building will be considered closed for our purposes. Contractors will use the time to continue with their work while familiarisation sessions, tours, cleaning and stocking are on hold. New dates for orientation and familiarisation will be announced in the new year. Please note that all requests for access to the building at any time must be made through the



FDP team so a request and booking can be made on your behalf. If you have any queries, please contact the FDP team on itsallhappening@cdhb.health.nz.

What 2020 looks like

While we may not have dates for what will happen next year, the process won't change too much. From the time

the building is handed over, it will take at least 12 weeks to get the building and the teams ready for the move.

Building handover

- › Code of Compliance issued
- › Ministry of Health takes ownership of building
- › Dates for migration decided

Orientation and preparation

- › It is likely Ministry of Health will formally request Canterbury DHB to manage Hagley
- › Allowance of at least 12 weeks to get building ready and staff orientated
- › Comprehensive public education campaign begins

Migration

- › Sterile Services moves in first
- › Radiology Apps training begins
- › 8–10 days to move all wards, services, patients and staff
- › Vacated wards and service areas shut down or repurposed

Refresh, relax, reboot

The upcoming festive season is giving us all time to catch our breath, so we're also taking the opportunity to rethink and reboot our communications around the move. There will be some changes in how information is presented, and we'll be increasing our use of the various digital channels we have available.

Hīkina to Hagley (which translates to 'migration to Hagley') will have a new Facebook group where you'll be able to

access resources, ask questions and get answers, and be the first to check out the many photos and videos that are coming through from the site.

We'll also be refreshing the intranet page. More than ever it will be your home of all the resources you'll need to be familiar with when you get into Hagley, as well as updates, discussion documents and important contact information.

Looking after yourself

Surviving the silly season

Whether you're working through, or taking a break with whānau, it's important to take some time to stop, review and reset as the year comes to an end. Consider how the Five Ways to Wellbeing can be applied to the silly season.

Give, tukua

Giving is huge at Christmas time but it's also expensive. Why not focus on giving kindness, your time, or your presence – it's a present in itself!

Connect, me whakawhanaunga

Spend time really connecting with your friends and whānau each day. If you haven't seen them in a while, stop and ask them how their year has been, how they've handled things, and so on.

Be active, me kori tonu

Get your friends and whānau out and play some games at the beach or on the lawn, go for a run or take the dog for a walk. It's important to keep active while indulging in so much delicious food!

Take notice, me aro tonu

Pay attention to the special moments throughout your break or nice interactions at work. Practise mindfulness and savour the good moments.

Keep learning, me ako tonu

Seek out new experiences and try something new this festive season, as learning is good for the brain! Learn something from your friends and whānau or make a new year's resolution to learn a new language!



Tips on coping with some of the season's most common challenges

Our Canterbury DHB people share some of the ways they tackle common challenges around this time of year:

Unhealthy food at shared morning teas – Suggest a healthy spin on the event or try to bring your own healthy plate and just eat that. You can also eat before you go.

Expensive time of year – You could make your gifts or suggest doing a Secret Santa with a limit – this way everyone gets just one present, and you save some dollars!

Christmas can be a lonely time of year – If you've recently lost a loved one, or you can't be with your whānau, why not set up a Christmas Day event for those around you who are in the same position – send out an invitation and you'll be surprised who will want to come!

Christmas traffic is hectic and stressful – try online shopping – you'll be surprised what you can buy online and have delivered to your door! It's also a good time to consider taking your bike, the bus or walking. If you have to drive, leave yourself extra time for the journey so you're not stressed.





Ministry of Health staff visit ISG to learn more about cloud storage



Canterbury DHB is continuing to embark on a multi-year Cloud Transformation Programme that involves moving data and applications to a cloud computing environment (Microsoft's cloud platform Azure, and Amazon Web Services).

One of the major reasons for the cloud move is that it will result in significantly-improved disaster recovery: because data is stored off site in different geographical regions, the likelihood of a total outage is reduced.

Recently, several staff from the Ministry of Health (the Ministry) visited ISG to meet with Chief Digital Officer Stella Ward and key Cloud Transformation staff.

The visit was centred on finding out more about how Canterbury DHB is moving apps into the cloud so that the Ministry can apply these learnings as it continues on its own cloud transformation.

There were three main things that the day covered:

- › Canterbury DHB setting the scene around our current IT situation, the decision to go cloud, the partnerships that have been formed to move to cloud, and the technical solution.
- › Explaining the purpose of the Cloud Business Office (CBO), which is a group made up of staff from different departments to provide governance and people/culture leadership.
- › A discussion around the Ministry's Information Systems Strategic Plan and to walk ISG through the upcoming release of this document.

There was a lot of sharing of challenges and successes. The IT issues faced by the Ministry and Canterbury DHB are largely the same, such as working with older computer systems, moving to more modern IT business practices,

and transforming to new cloud technologies. These all bring a number of technical and people/skillset/change

management opportunities. The Ministry staff were especially complimentary towards the CBO and its inclusiveness of areas outside of ISG such as Communications, Finance, People and Capability, and Procurement.

"Cloud is a key component of our Digital Strategy going forward. These types of conversations are important to us as we get to share our plans and seek support for opportunities to grow our people and technology. It was great to learn from the team at the Ministry about their digital workplan and we plan to connect regularly to share lessons and ideas," Stella says.

If you would like to find out more about the Cloud Transformation, including answers to commonly asked questions, view the [project page](#).

Windows 10 tip: resize the Start menu

If you feel like the default Start menu view in Windows 10 is too tall and narrow, just use your mouse pointer to drag from any edge of the Start menu, and it will be resized in real time.

It's beginning to look a lot like...



The Oncology admin team enjoying their Christmas breakfast



WellFood Cook Tracey Olsen serving up a plate of deliciousness at the Hillmorton Hospital staff Christmas lunch



Christmas lights at ISG



Mana Ake elves singing carols



Radiology team with their Christmas trolley



The telephone office is looking very festive this year! The team's also getting presents ready to put upstairs in the Medici café for the City Mission



Happy Christmas from 32 Oxford Terrace



Recruitment team at the People and Capability forum



Patients in Ward 25 help decorate the tree



Clinical Director Alfred Dell'ario, SMHS Director Allied Health Sandy Clemett and Acting Director Quality & Operations Barbara Wilson at the Hillmorton Hospital staff Christmas lunch



Some of Ward 15/ SPCU staff celebrating at work, while their very jolly co-workers are out painting the town red at the Ward Christmas Party. No one misses the festivities around here!

It's beginning to look a lot like...



Thanks to the Bone Marrow Transplant Unit social committee the team had a fabulous afternoon playing bowls at the Papanui bowling club over the weekend



Colourful Christmas tree in Burwood Hospital Outpatients



Some of the decorations in orthopaedic outpatients at Burwood Hospital



Community Dental Service Christmas tree



The NZ Army Band launched Operation Christmas Cheer at Hillmorton Hospital on 10 December, playing Christmas tunes for staff and tangata whaiora/consumers under the trees by the Avon Café



Meri Kirihimete from all at the new Maternity Assessment Unit at Christchurch Women's Hospital



Decorate your door competition in Clinical Pharmacology



ISG User Support and Training team get into the Christmas spirit



Purapura Whetu Trust hosted its eleventh annual Christmas party for members of its whaiora (mental health) community earlier this month. PlaceMakers Hornby, the Salvation Army and local All Black, Anton Lienert-Brown helped create an extra special Christmas for up to 100 people and their families with kai, gifts and fun activities

Christmas market helps spread cheer to those in need



Last month Canterbury Health Laboratories held a Christmas market in the Rolleston Foyer at the School of Medicine, with delicious goodies handmade jewellery, truffles, candles, pet accessories and apparel on offer.

People bought Christmas gifts to put under their tree, in Santa sacks or just to enjoy on the day.

Medical Laboratory Scientist Lorraine Van Rensburg says the event was a great success.

"As planned, we have donated a percentage to charities. We were thrilled to hand over \$1230 to Bellyful and City Mission, along with a few smaller donations to other charities, to help them help others."

Donations sent to Samoa in time for Christmas

Staff from Older Persons Health and Rehabilitation Services (OPH&RS) Community Service Teams showed their Christmas spirit by generously contributing to a local Canterbury collection of essential items being shipped to Samoa with the help and support of the Measles Samoa Fund Appeal, the ASA Foundation Trust and in partnership with MainFreight.

Under the Samoan government's state of emergency, all donated items earmarked for villages affected by measles will be coordinated and distributed to local village hospitals by staff from the National Emergency Operation Centre (NEOC) in Samoa.

OPH&RS Clinical Assessor Lisa Dwyer-Tuiloma invited colleagues to donate items such as nappies, baby wipes, pillows, linen, disposable gloves as well colouring books and coloured pencils for young children whose families had been affected by the measles epidemic. On Friday, Lisa and her seven-year-old daughter

Gracie collected the items donated by Canterbury DHB staff and delivered them to the MainFreight drop off point in Christchurch. Outpatients Booking Coordinator Sui Pauaraisa and Pacific Diabetes Nurse Specialist Lupe Laulala Tuulua also organised collections from colleagues in their departments. All items donated are expected to reach Samoa and be distributed before Christmas.



OPH&RS staff, from left, North/East Community Service team Clinical Manager Kaylene Scott and Clinical Assessor Lisa Dwyer-Tuiloma with daughter Gracie and Community Gerontology Nurse Helen Lloyd



Gracie presents Kaylene with an ula to say "thank you" for helping to coordinate collection efforts from Canterbury DHB staff from the OPH&RS community service teams



OPH&RS Clinical Assessor, Lisa with daughter Gracie and husband Gafa and all items donated by Canterbury DHB staff at the drop off location on Friday

Christchurch longitudinal study wins prestigious award for clinically-relevant medical research

A group of Christchurch researchers have won a prestigious New Zealand Medical Journal (NZMJ) award for their study identifying the childhood factors most likely to predict obesity later in life.

The award was presented by Canterbury DHB surgeon and NZMJ Editor-in-Chief Frank Frizelle.

The University of Otago's Christchurch Health and Development Study (CHDS) has been following the lives of more than 1000 Cantabrians since their birth in the late 1970s. This world-class longitudinal study is an invaluable resource for understanding how childhood situations, particularly adversity, affects people's later lives.

The CHDS published an article in the NZMJ last year called 'Childhood predictors of adult adiposity'. The publication showed at ages 30 and 35, approximately one-third of CHDS cohort members were overweight and one-fifth were obese. The factors most likely to predict which children would be overweight or obese adults were: male gender; being born into a single parent family; having parents with a larger body size; higher early infant growth; limited or no breastfeeding; lower levels of cognitive ability; and exposure to severe sexual abuse. The study identified high early infant growth and limited or no breastfeeding as factors that could be impacted through public health promotion.

The publication won the group the New Zealand Medical Association (NZMA)'s Robinson Award. This is given annually for excellence in medical writing and a clinically relevant manuscript published in the NZMJ, at the discretion of its Editor-in-Chief.

Frank says the study represented leading research on a topical issue.



Canterbury DHB surgeon and NZMJ Editor-in-Chief Professor Frank Frizelle presents an award to one of the authors of the study, Geraldine Mcleod

"This manuscript highlights a growing issue not just for New Zealand but countries worldwide and is already having an impact on morbidity and long-term conditions such as diabetes."

One of the authors of the publication was the late David Fergusson, who led the CHDS for more than 30 years.

His long-time colleague, and now director of the research group Joe Boden, says the team was delighted to win the award.

"However, we accept it with some sadness as our colleague David is no longer with us, but I know he would be proud of what we have achieved as a team and that we are raising awareness of such an important health issue. We are also grateful to Frank, the NZMJ, NZMA and the Medical Assurance Society for making this award possible."

Learning to be less wasteful

As with all good ideas, the Medsalv principle is a simple one – one, small Canterbury-based company has developed processes for getting multiple uses (on average, more than five) from ‘single-use’ devices – and at the end of their life cycle, breaking them down into recyclable components – most of which are various forms of ‘plastic.’

It’s not a new concept, it’s been done successfully in the United States for 30 years, saving hundreds of millions of health dollars and diverting thousands of tonnes of waste from landfill. But, until recently, no-one had tried it in New Zealand – everyone wrote it off as non-viable with such a small population base.

Well, not quite everyone.

In late 2017 Medsalv’s founder, University of Canterbury Mechanical Engineering graduate Oliver Hunt, approached Canterbury DHB’s Innovation Hub with a proposal to investigate reprocessing single-use, non-invasive medical devices for Burwood Hospital.

Canterbury DHB Innovation Lead Stella Ward says, “We were keen to pilot and validate Medsalv’s waste reduction initiative here at Canterbury DHB. From the start it looked like a triple-winner – saving money, getting more value for what we do spend, and reducing waste.

“It had to be a collaborative effort to make it work, but no one does collaboration quite like Canterbury,” she says.

Medsalv worked with clinical staff at Burwood Hospital to identify and collect devices which were considered ‘low-hanging fruit’ – expensive, potentially re-processable, and that created a large volume of waste to landfill.

The first device chosen was a ‘single-use’ deep vein thrombosis prevention device that fits like a sleeve over the foot or lower leg. They are used on patients after surgery to prevent blood clots in the deep veins of the legs inflating the device stimulates the circulation.

Oliver Hunt says the reprocessing procedures were validated against international best practice – with support from the Microbiology team at the Southern Community Health Laboratories, Infection Prevention and Control and others in the Via Innovations team. By September 2018 Medsalv had begun reprocessing these devices.



Medsalv Founder Oliver Hunt and Chris Gillan at the NZI Sustainable Business Network Awards



Hospital Aides Susanne Jennings and Sue Hobbs at Burwood ensure these ‘Hospital single-use’ devices no longer go to landfill

“After collection, devices are uniquely barcoded, reprocessed (cleaned, sterilised and repackaged), and then returned to the hospital for safe clinical re-use. Each step of the process is individually tracked and allows for intensive monitoring of processes.”

Damaged devices and those at the end of their useful life are broken into component parts for recycling, so that very little goes to landfill.

“We are really thrilled that Canterbury DHB is leading sustainable healthcare in New Zealand and is now reaping the benefits,” he says.

But success is in the eyes of the beholder and the true measure of success is what others think – and it isn’t just Medsalv and Canterbury DHB that think this is great idea.

Medsalv has received funding to expand its reprocessing capability from the Ministry for the Environment through the Waste Minimisation Fund, The Canterbury Joint Waste Committee (all Canterbury councils), the Sustainable Initiatives fund, and Auckland Council’s Waste Minimisation Fund.

There has also been a considerable haul of ‘silverware.’ Medsalv recently won the Going Circular Award at the 2019 National Sustainable Business Network Awards and won the Champion Canterbury Business for Good Award earlier this year.

Medsalv has developed, and is developing, further reprocessing procedures with the support of the University of Canterbury and Canterbury DHB and aims to roll them out to a number of New Zealand hospitals in 2020.

New aid in teaching care of respiratory conditions in spinal patients

DB is the name given to the new Nasogastric (NG) Tube and Tracheostomy Care Simulator that will be used in the Spinal Unit to teach the Interdisciplinary (ID) Team about NG and tracheostomy care.

It was named after Intensive Care Unit (ICU) Intensivist David Bowie who retired recently.

The ID team includes enrolled nurses who recently presented their experiences of being ventilator trained at the New Zealand Nurses Organisation Enrolled Nurse Section Conference.

Since 2001, David has been very supportive of transitioning ventilator dependent spinal injured patients from ICU to the Spinal Unit, says Spinal Unit Clinical Nurse Specialist (CNS) Karen Marshall.

"David has regularly spoken on the ventilator study days to give staff an insight into what happens to breathing after spinal cord injury, he was flattered to have the mannequin named after him."

Medtronic Territory Manager - South Island, Gastrointestinal and Hepatology/Respiratory and Monitoring Solutions Karen Butler, assisted Karen with more than \$2,500 worth of sponsorship to purchase the mannequin.



The Torso task trainer, named DB

The Torso task trainer is designed for instruction in the care of patients with respiratory conditions and the practice of gastrointestinal care procedures via nasal and oral access.

The head features anatomical landmarks, trachea, oesophagus, simulated lungs, and stomach.

The lungs and stomach may be filled with fluid for realistic practice of many procedures, such as:

- › Tracheostomy care
- › Tracheal suctioning
- › NG tube insertion and removal

- › NG tube irrigation, instillation, and monitoring
- › Feeding tube insertion and removal.

There is scope for other wards at Burwood Hospital to learn from DB under the direction of a CNS or NE, Karen says.

Quit coaches ready to help you go smokefree in 2020

Every year, millions of people make New Year's resolutions, hoping to spark positive change in their lives.

If the health benefits of a smokefree lifestyle aren't enough to motivate you, then perhaps the benefits to your bank balance will be, with the price of cigarettes increasing 10 percent on 1 January 2020, as part of the government's schedule of tobacco tax increases.

One of the most common resolutions people undertake is to quit smoking, and Cantabrians are fortunate to have access to a dedicated team of quit coaches who can support them with their goal to give up.

These quit coaches, known as Stop Smoking Practitioners, provide the Te Hā – Waitaha (Stop Smoking Canterbury) service in Christchurch, and are also based in Māori, Pasifika and rural community organisations across Canterbury.

Canterbury DHB Smokefree Manager Vivien Daley says Te Hā – Waitaha offers free stop smoking support to anyone in Canterbury.

"We run group clinics in various locations and also provide individual support.

"Stop Smoking Practitioners work with you and your whānau to find ways that can make quitting easier. Specific support is available to you if you are Māori, Pacific or pregnant," says Vivien.

There are 60,000 people who smoke in Canterbury, and the service welcomes all those who wish to quit to help them go smokefree.



"Once you register for support, a Stop Smoking Practitioner will contact you to discuss how they can best help.

"They will work with you to set a quit date and provide ongoing support, so you can stay smokefree," Vivien says.

Te Hā – Waitaha can also tailor a stop smoking programme that works for you after an initial face-to-face conversation. This programme includes more face-to-face sessions or follow-up by phone or both.

You'll also be able to access free nicotine replacement therapy – patches, gum and lozenges – as well as customised support.

If you or someone you know would like help to go smokefree in 2020, phone Te Hā – Waitaha on 0800 425 700 or visit the [Te Hā – Waitaha website](#) for more information and resources.

NEED TO TALK?



free call or text any time

Being food safe this Christmas

Sharing a delicious festive feast with family and friends is a much-anticipated part of Christmas, but the warm weather does bring some risks to our meals over this time.

While food safety is more or less common sense, it can be easy to forget the basics over the "silly season". With a little bit of planning you can reduce the chances of getting sick from what you eat.

Here are a few reminders:

Planning food storage when fridge space is at a premium during the festive season can be a challenge. Alternatives to fridge space can include:

- › Relegating the drinks to the chilly bin or a bath filled with ice.
- › Putting all vegetables and fruit that don't need to be stored in the fridge in a cool dry place.

Here are some helpful tips for Christmas dinner, whether it is traditional hot meal or a Kiwi barbecue.

Firstly, always wash and dry your hands thoroughly before handling any food and after preparing raw meats.

Ham

- › Store ham in the fridge covered with a damp tea towel that is changed daily and eat within two weeks of opening.
- › Freeze some of your ham in clean freezer bags if you don't think you can consume it all within the given time periods.
- › Eat sliced ham within three to five days and always handle the ham with clean hands and utensils.

Turkey

- › Take the turkey out of the freezer four days before Christmas day. Defrost in the bottom of the fridge (below all ready to eat foods).
- › Cook turkey thoroughly as per instructions on packaging. Juices should run clear when checked with a skewer and flesh should not be pink.
- › Chopping boards used for preparing the turkey need to be scrubbed with hot soapy water before being used for other foods.



Salads

- › Salads with creamy dressings will need to be stored in the fridge, or
- › Wait until serving before putting the dressing on

Desserts

- › Pavlova does not need to be refrigerated until it has cream on it so do this just prior to serving
- › Prepare any desserts that can be frozen and store them in the freezer
- › Purchase cream and milk the day before Christmas day

Leftovers

- › Cover and refrigerate leftovers.
- › Reheat leftovers until steaming hot. Do not reheat more than once.
- › Use leftovers within two to three days.
- › Get visitors to take some leftovers home with them.

Lastly, remember the 4Cs of food hygiene – Clean, Cook, Cover, and Chill.

Keep cool in the heat

As we head into the warmer summer months, we need to ensure we care for ourselves and others in the heat.

Working in hot temperatures can make us irritable and distracted, but it can also lead to serious health conditions like heat exhaustion or, in extreme cases, heat stroke.

It's important to stay cool and hydrated at work (and outside of work), and to look out for your colleagues, too.

Symptoms of heat-related illness can include:

- › Confusion
- › A throbbing headache
- › Dizziness
- › Nausea, vomiting or diarrhoea
- › Slow responses or fatigue
- › Not sweating, despite heat
- › Muscle cramps or weakness
- › Loss of consciousness.

If you think you or someone else might be suffering from heat stress or strain, you could:

- › Increase fluids (consider electrolytes)
- › Tell your manager
- › Take a break in a cool spot
- › Use a cold compress
- › Remove excessive clothing
- › Don't leave the person alone
- › Run cold water over wrists to cool down blood stream
- › Seek immediate medical attention.

The best way to know if you're hydrated is to check your urine. Use the urine colour scale below to decide whether you need to up your fluids.

If you have concerns that your work environment is too hot, speak with your manager and your Health and Safety Representative.

Thirsty? You're already dehydrated!

To prevent dehydration:



Drink small amounts often, especially in hot environments



Try to schedule strenuous work to cooler times of day



Avoid energy drinks, they can increase dehydration

Urine colour can be a useful hydration indicator



Pegasus Health welcomes new Director of Hauora Māori and Oritetanga

Pegasus Health's commitment to equity and access will be further strengthened with the appointment of Irihāpeti Mahuika as its Director of Hauora (Health and Wellbeing) Māori and Ōritetanga (Equity and Equality).

This newly-created role supports Pegasus Health's commitment to reduce inequities, increase access to services and improve hauora outcomes for Māori in Canterbury.

"Irihāpeti will bring focused leadership to Pegasus Health's role in improving health outcomes for Māori. We have robust strategies and governance structures in place to help us achieve equitable health outcomes for Māori and these frameworks will now be supported by Irihāpeti's knowledge, mana and leadership."

"I'm honoured to be handing this korowai (cloak) to Irihāpeti. She will support us, the sector and the community to help Māori whānau flourish," says Pegasus Health CEO Vince Barry.

Irihāpeti comes to Pegasus from Haeata Community Campus, where she was Director of Learning. She has a great passion for Kaupapa Māori and believes that strong, mana-enhancing relationships and communities centred around whānau are key to empowering Māori people to take charge of their lives.

"We were drawn to Irihāpeti because her values sit so beautifully with ours. She is a strong, thoughtful, confident wāhine, who leads with integrity and courage. She is able to genuinely connect with people and she cares deeply about her community."



Director of Hauora (Health and Wellbeing) Māori and Ōritetanga (Equity and Equality) Irihāpeti Mahuika

Irihāpeti is of Kāi Tahu descent and is committed to strengthening partnerships with mana whenua.

Nau mai, haere mai, Irihāpeti!

Totara House puts some paradise in their parking lot

Staff at Totara House have beautified their car park as a way to enhance wellbeing and community connection.

A working bee with staff, tangata whaiora/consumers and whānau on Thursday 5 December helped with planting and erecting bamboo screens.

Clinical Manager Richard Grist says they really enjoyed creating the outdoor space for Totara House.

"It became a great team building exercise for staff and our tangata whaiora who were involved. Now complete, it is a great relaxing space. We had our staff Christmas lunch there last Friday and we often use it as a space for outpatient appointments."



The newly created outdoor space at Totara House

Most of the materials were donated and recycled and planted vegetables will be used for the Totara House cooking group.

Chaplaincy role “to return the privilege”

Volunteer Chaplaincy Assistant Wendy Paris retired last week after 28 years with the Chaplaincy team.

She has served as a locum chaplain and volunteer chaplaincy assistant at Christchurch Women's, Christchurch, The Princess Margaret and Burwood hospitals. A former secondary school teacher, Wendy says moving from “facts to feelings” in the chaplaincy role was initially quite challenging, but the role has been rewarding.

“I chose to do this work because people have listened to me and my life stories and I wanted to return the privilege.”

The hospital chaplaincy team offers pastoral support to patients, their families and staff of any religious affiliation or none, in the often stressful setting surrounding illness, injury and end of life.

“It's a ministry, not of evangelism, but of presence, and the ability to listen is paramount. Chaplains don't judge or direct but offer encouragement for decision making when requested and prayer,” Wendy says.

She joined the first Volunteer Chaplaincy Assistants Training Course led by the late Rev. Don Prince at The Princess Margaret Hospital in 1991. Further Clinical Pastoral Education and Pastoral Theology study enabled her to undertake Locum Chaplain work in Christchurch hospitals.

“I like the hospital atmosphere, people helping people. Out on the street people generally ignore each other, they're preoccupied. In a hospital ward, unless someone is very unwell, give them half a day and they are starting to say hello to their neighbours. It's wonderful. I enjoy seeing that.”

A “magical moment” for her was one wintry night around midnight when she was called in to bless a theatre following a death.

“Out came three staff, donning winter coats and pulling a small trolley. They were bound for Auckland Hospital bearing a vital organ for someone waiting there.”

One of the saddest things she encounters is when she asks patients if any visitors are coming to see them.



Wendy Paris

“And I get a reply like, ‘No, I had a row with my brother 20 years ago.’ That's so sad.”

Her most challenging moments have been offering adequate emotional support for families facing a sudden, unexpected death, particularly of their children.

Wendy says a slight downside to working in a hospital is that she feels faint and nauseous receiving and watching injections.

Canterbury DHB Lead Chaplain Stephen Necklen says Wendy has been such a faithful servant of hospital chaplaincy in Christchurch.

“Wendy approaches any task she takes on with diligence and with a people-centred focus, and we are grateful for her service.”

One minute with...

Debbie O'Donoghue, Neonatal Nurse Manager

What does your job involve?

The management and leadership of the neonatal nursing and support team. Working alongside the clinical director and multi-disciplinary team to facilitate, support and promote excellence in neonatal care.

Why did you choose to work in this field?

I initially pursued a career as a veterinary nurse, but after a couple of years my dad asked why I hadn't considered nursing people, and I have never looked back. Neonatal nursing has been my passion for the past 30 years having also worked as a midwife and paediatric nurse. Neonates is where my heart lies.

What do you like about it?

As a neonatal nurse it is humbling to be a part of this very personal journey for families, I love the saying "Babies are such a nice way to start people". I am privileged to be in a position where I can support staff within their day to day work and career. I am proud of their achievements and share them at every opportunity.

What are the challenging bits?

It can be tiring advocating for what is needed when faced with the health dollar constraints, however I continue to advocate for, and think outside the square to the best of my ability, for the service and staff.

Who inspires you?

From a neonatal perspective, Dr Heidelise Als, who has been a pioneer in advancing neonatal care since the 1960s, in how we touch a baby, work with a baby and the voice we use to ensure we as staff, and the parents,

support and nurture vulnerable babies surrounded by technology, to maximise their health outcomes. From a nursing leadership perspective two of my previous nurse managers: Sue Hayward, and in the United Kingdom Francis Derbyshire, who I gained some wise words and experiences in "Caring for the Carers".

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 like to treat everyone as I would wish to be treated myself. Whatever the staff member's role it is of equal importance for the success and quality care the service provides. For me, caring for others includes the little things, like saying 'hello' and 'thank you', and ensuring I make the time to listen to staff, as well as at a higher level, advocating for staff wellbeing.

The supportive culture within the neonatal team is something I am very proud of.

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

I have a passion for organising events however large or small, all mixed up with fancy dress, theming and some homemade poems.

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

So many places... but right now, going to spend time in London with my eldest son.



Neonatal Nurse Manager Debbie O'Donoghue and pop star Kylie Minogue wish everyone a Merry Christmas. Neonatal Christmas festivities and other events throughout the year always include dressing up the Neonatal service's cardboard cut-out of Kylie, which sits outside Debbie's office. Debbie was kindly gifted it by Specsavers, Shirley branch, which the service has worked with on fundraising events

What do you do on a typical Sunday?

Taking Bertie, the Doberman for a long walk in the winter, diverting to Pomeroy's and in the summer Civil and Naval in Lyttleton.

What's your favourite food?

Paella and a little Aperol Spritz.

And your favourite music?

Being from Essex, it has to be Disco. Many a time spent around handbags on the dance floor to Earth Wind and Fire.

If you would like to take part in this 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. You can access all your deals right [here](#).



Bike Barn

Head into one of the Bike Barn stores before Tuesday 24 December and receive 20 percent off the white ticket price (original RRP) of any bike and 15 percent off the white ticket price of any e-bike, plus 25 percent off any accessory items purchased with the bikes. In addition, for any product that is on a clearance price, you will receive an additional 10 percent off the clearance price. See more T&Cs on the Something For You homepage. Make sure you take your Canterbury DHB ID card with you.



Noel Leeming

Noel Leeming have introduced a new offer for Canterbury DHB employees – find the flyer with the barcode on the Something For You Homepage and present that alongside your Canterbury DHB ID card to receive preferential pricing instore nationwide at Noel Leeming.

Check out [Something For You](#) for more special offers.

Latest Community Health Information Centre newsletter out now

The Community Health Information Centre (CHIC) provides free health resources to any person or organisation in Canterbury, South Canterbury, West Coast and Chatham Islands.

The resources are developed by Community and Public Health staff, and other health agencies.

The [December edition of CHIC's newsletter](#) is out now and highlights new and revised free resources available from your local CHIC office, as well as recently deleted resources.

For more information about CHIC and to order resources online visit the [Community and Public Health website](#).

e-CALD news

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

The latest edition includes:

- › The announcement of a special event on developments in psychopharmacology
- › Quota Refugee Health Services Model from July 2020
- › Translated information about ADHD in Children in Burmese language
- › HPV (Human Papillomavirus) immunisation resources in multiple languages
- › Gua Sha (Scraping) information sheet in English and Simplified Chinese
- › Upcoming events

Read the full newsletter [here](#).



Register now for Public Health Summer School programme – early-bird discount ends 19 December 2019

Register by this Thursday to receive a 25 percent early-bird discount.

Public Health Summer School

Where: University of Otago, Newtown, Wellington

When: 10–28 February 2020

What: 32 short courses (mostly one day)

As well as offering a number of skill-based courses, there are opportunities to get an **update on critical issues**. For example:

- › [Youth mental health from a population perspective](#)
- › [Introduction to Pacific Health: Approaches for Action](#)
- › [Hauora Māori foundations](#)
- › [Disaster management and public health](#)
- › [Preventing Cancer Symposium](#)
- › [Responding to a mystery epidemic in the Pacific](#)
- › [Māori suicide prevention research, policy & practice](#)
- › [Modifying tobacco products to realise the Smokefree2025 goal?](#)

For more information and to register please visit the [Public Health Summer School website](#).

