



FEELING UNWELL? CALL YOUR GENERAL PRACTICE TEAM 24/7 #carearoundtheclock

This week we're kicking off a campaign to raise awareness of the fact that you can call your usual general practice number 24/7 and when they're closed, a team of nurses is available to answer your call.

The nurses provide free health advice, and if you need to be seen urgently by a doctor, they can tell you what to do and where to go.

When pre-testing the messages and materials for this campaign it became evident that even people who work in health don't know this service is available to everyone enrolled with a general practice in Canterbury.

If you save your general practice phone number to your mobile phone, that's the only number you need to access health advice 24/7.

There are real benefits for anyone who is enrolled with a general practice in terms of continuity of care, paying less for health care and being part of a system that will remind you of various tests and screening available at different ages and stages of life. Having a family doctor means all your care can be coordinated from a central point. The only exception is in a life-threatening emergency when you should always call 111.

We're after your support to help spread the word - our goal is for every Cantabrian to know they can phone their own General Practice team for care around the clock. The three things to remember are:

- » Make your GP team your first call 24/7
- » After-hours (when the practice is closed) a team of nurses is available to give free health advice. If you need to be seen urgently, they can tell you what to do and where to go.
- » It's easy – phone your usual General Practice number 24/7

Our hospitals have been busy lately seeing people with winter illnesses, and primary care has also continued to get busier. General practice teams are managing acute care for more people with a much greater level of need. More minor surgery now happens in the community, and some practices offer X-Rays and provide care for people with broken limbs. At the 24 Hour Surgery there are observation beds where patients can stay overnight – all of these things were previously only provided in a hospital setting.

The after-hours nurse triage service in Canterbury is provided by Homecare Medical through their out of hours programme (previously known as HML). They have a team of nurses providing health advice.

Our health system relies heavily on a strong and capable primary care system – with 120 General Practices including the 24 Hour Surgery in Bealey Avenue along with two extended hours practices - Riccarton Clinic and Moorhouse Medical, everyone is working hard to ensure people access the right care in the right place at the right time, provided by the right person. Sometimes that person will be a nurse, sometimes it will be an allied health professional and sometimes it will be a doctor.

I want to acknowledge the teams of health professionals who are working particularly hard at the moment to support people in their own homes.

Providing care in the community is vital to ensure our hospitals are kept free for those who need tertiary level care. Programmes such as our Acute Demand and CREST (Community Rehabilitation Enablement Support Teams) rely on the skills of multi-disciplinary teams also working 24/7.

In this issue

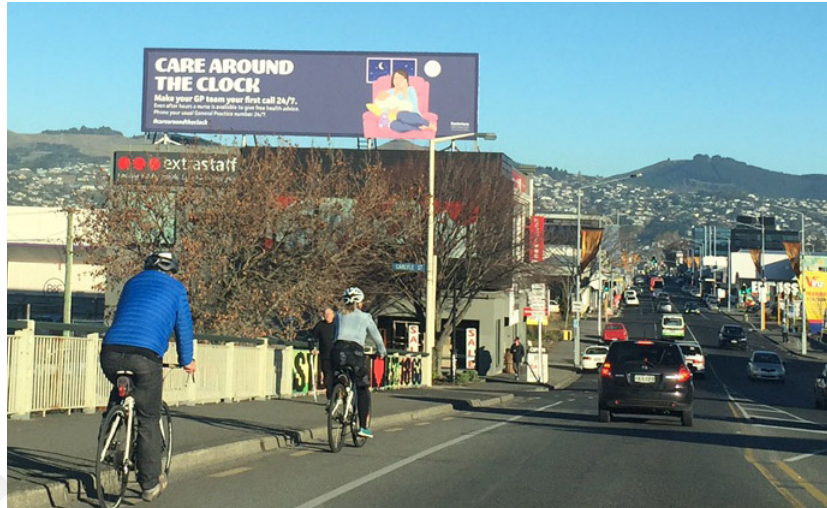
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It's a busy time for you all as winter illnesses affect many people, and those who are frail and have co-morbidities need extra care.

Thanks for everything you're doing.



David Meates
CEO Canterbury District Health Board



We need your help to let friends, family and neighbours know they can access Care around the clock

If every staff member tells three people about the free nurse triage service available in Canterbury after-hours, 30,000 more people would instantly know how to access health advice when they need it after-hours. You can help spread the word by adding the campaign email banner to your email signature. Here's how:

How to add a Care around the Clock image to your email signature:

- » Go into your email signature (while in your inbox, click to start a new email, then across the top of the email, click on 'signature', then at the bottom of the drop down box, choose Signatures)
- » Opt to create a new Signature
- » Put in your email Signature text, such as your name, position, hours of work and contact details
- » To add the image: Copy the banner image below (ctrl C) or right click and select **copy**
- » Place your cursor below your Signature text then paste the image (ctrl V) or right click and select **paste**
- » You can then name your new email signature 'Care around the clock' save it and make it your default signature

If all has gone according to plan you should now have a new Care around the clock email signature!

Make it extra fancy - for advanced users, you can hyperlink your new email signature to the web page which provides details about how to find a general practice if you don't already have one.

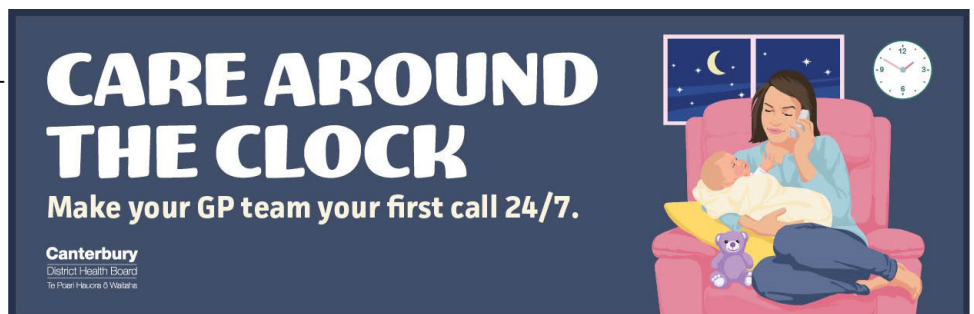
Put your cursor on the image and left click.

- » Open the INSERT tab across the top of your screen and half-way across you'll see **Hyperlink** click on this, and paste the following link into the **Address** field that will be empty:

<http://www.cdhb.health.nz/carearoundtheclock>

Save the signature as your default, and every email you send helps remind people about Canterbury's 24/7 care around the clock available by phoning your own GP.

Note: If this is all too hard, get up from your computer and go talk to the most technically-savvy person in your team.



Facilities Fast Facts

Fast Facts – Burwood



Leighs Cockram JV have shared some great photos of the new buildings at Burwood Hospital, including the main atrium and café.

A reminder to staff to follow the correct process for reporting any defects in the new facilities, using the defect logs provided in each area. Please be as specific as possible – desk, room, time of day noted. Each room or space has a “space number” – on the top right hand side of the door frame as you enter a room. Giving these details will assist the facilities team to respond to any issues.

Fast Facts - Christchurch

A series of concrete pours for the floors of the Acute Services building is being scheduled for Tuesdays and Fridays over the coming weeks, generally beginning at 5 am. These pours are much smaller than the foundation pours and no effects on hospital access or services are envisaged.

Land remediation work continues near the Avon River. The photo looks across the site from the corner of the Riverside building, with the Avon generator building in the foreground.

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The white piling rig in the middle right of the photo is preparing to install 40 cement piles to support a new oxygen tank for the Acute Services building project. Each pile is 6 m deep. A total of 416 piles will be drilled to strengthen the land in this location.

The technique being used is called Continuous Flight Auger piling. The auger (drill) removes soil and concrete is simultaneously pumped in, leaving behind a concrete pile. The piles are overlapped to provide a continuous wall. The walls are being laid out in a grid pattern to provide additional strength.

The work requires diversion of the main hospital sewer and stormwater services, which is why the short-cut footpath to the Boatshed bridge has been closed temporarily.

A protected route for cyclists is being maintained through the site, to access the cycle parking near the mortuary. Most staff are now walking their bikes through the construction zone, which is most appreciated.



Blue car park demolition

The blue car park opposite the hospital is being slowly nibbled away by two large machines. The demolition site is hazardous – please follow all signs and directions of the site supervisors when walking or driving past the site. At this stage, the bus stop and pavements that have been closed temporarily are expected to be back in action by 1 August.

Outpatients news

This week, wooden hoardings are being erected around the St Andrews triangle site.

Reminder – Name the Cranes!



Christchurch Hospital's youngest patients (and children of staff members) have a chance to get involved in the Acute Services building project by choosing a name for each of the tower cranes on site. Look out for the posters with more details, ask your charge nurse manager for information, or download an entry form from cdhb.health.nz/itsallhappening

The closing date for entries is 28 July.

Staff Wellbeing Survey Update

Congratulations Meghan Heaphy!

By having her say last week Meghan Heaphy has won a FitBit Charge Heart Rate Wristband. We have three more to give away, plus a Hanmer Springs Pamper Pack. Do the staff wellbeing survey today to get in the draw!

Can't get to a computer to do the survey? We can help.

For staff who may have difficulty accessing a computer or require assistance to complete the survey:

- » iPads loaded with the survey have been set up at the Great Escape Cafe, Medici and Burwood's Nourish Café.
- » From today members of the People and Capability team will be visiting specific work areas with iPads for you to do the survey on. Please contact your manager to arrange a visit to your work area.

Need some help?

If any of these apply to you:

- » Unsure of the division you work in
- » Struggling to find the time to do the survey
- » Can't get to a computer

Or if there are other obstacles preventing you from doing the survey, please talk to your manager.

[Click here to do the survey and to have your say.](#)



HELP US PUT WELLBEING
AT THE HEART OF ALL WE DO



Canterbury
District Health Board
Te Pori Hauora o Waitaha

Did you know?

Because of our integrated health system in Canterbury we have one of the lowest utilisation rates of all Emergency Departments in NZ – at 180 presentations per 1000 people.

Even though fewer Canterbury people head to ED than in other areas of New Zealand, in the past year alone there were 94,466 presentations to our Emergency Department. The rate of presentations has increased by 14% since 2010/11.



And looking further back to 2001/02 there were a mere 64,175 presentations!



Bouquets

Eye clinic, Christchurch Hospital

I have had the pleasure of being a patient of the eye clinic for the past five months and would like to pass my compliments on for exceptional treatment by personnel of this department. From the reception staff who are great at welcoming and friendly first contact to nursing staff – Anita – Luke- Joy who are magnificent in dealing with me at a scary time with empathy and professionalism. Last but not least Dr Jo Ann Pon, excellent understates the care and attention she has put into my road to recovery. Thank you all.

Security, Christchurch Hospital

Thank you to all security staff. You guys wait for the staff coming out from 3pm – 11pm shift in the blistering cold outside to make sure the staff are safe walking from the hospital to the car park. I do not use the car park myself because I bike but I see you guys standing in the cold for us. Thank you.

Physiotherapy, Christchurch Hospital

We would like to say that we were very happy with the treatment we received at our appointment. All staff were very friendly, welcoming and at the same time professional. It made our appointment a very enjoyable experience. Thank you to all.

Oncology Outpatients, Christchurch Hospital

Thank you for the hot chocolate. Very appreciated.

Oncology/ Radiation, Christchurch Hospital

Wonderful friendly faces, took the time

to show my children the treatment, screens and help push the buttons in radiology. This is so helpful in making a difficult journey a little easier as they watch their Pop get treatment. Thank you.

Kaikoura Hospital (letter to the editor of the Kaikoura Star)

A lot of words have been written regarding the old and new Kaikoura Hospital, all of them very accurate and true but little is said about the people who actually run the place.

My experience goes back to 2014 when my father George was admitted as a long term patient. I had reservations believing that I could be 'dumping' my father into a home. This belief was soon dispersed by the relationship built up between George, myself and the staff. It soon became evident that although George was a private person he became quite a 'cheeky' person.

The move into the fantastic new hospital was seamless and he was proud of his new room with private TV and ensuite. But even more so when questioned, he said 'this is my home'.

From the cleaning ladies, nurse aids, cooks, registered nurses, doctors and nurse manager they all gave George heaps of love on top of the superb care. Whenever I visited nothing was too much trouble.

Sadly, 'Gorgeous George', as the staff called him, has left us but the staff remembered him with a representative send words of comfort at his service.

May I say a very big thank you to everyone at Kaikoura Hospital from all of his extended family.

David Watson

Dietitian, Ashburton and Rural Health Services

I thought I could cope with my husband being diagnosed with Type 2 Diabetes, but Emma the dietitian who we discussed the problem with was amazing—nothing was a bother and I learned so much as my husband has suffered several problems such as depression, heart problems, arthritis and is already prescribed over 130 tablets a week. She contacted our doctor's rooms and discussed a tablet he was taking and decided it wasn't appropriate for him. She arranged a drink to take as he had lost 7kg in 2 weeks and was forcing down food—I can't state in words how grateful I am and just wanted to pass this information on because she was great.

Akaroa Hospital

The care and attention my father received while staying at Pompallier House for three months over the summer was in all respects outstanding. The care staff, the nursing staff and admin departments were all of an exemplary standard. We could not have wished for better care and attention than that given at Pompallier House.

Ward 6, Ashburton Hospital

What a fantastic team! I followed Faye around for some of the day but got to hang out and watch what you all get up to during your busy day.

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Fabulous teamwork—I really like the way you communicate and help each other out. Handwashing is outstanding. You all share out the 'other' work like answering phones, paperwork and sorting out relatives. Love the way you decided to use the DPH care plan!

Roxanne—Releasing Time to Care

Gastroenterology Day Ward, Christchurch Hospital

I recently had a gastroscopy and colonoscopy in the Day Ward. The booking/appointment process was smooth (and quick!) and the pre-procedure information provided was excellent. My care on the day was also excellent - timely, courteous, calm and professional staff; excellent facilities; very good post-procedure care and information. Thank you to all.

Emergency Department and Orthopaedic Trauma Unit, Christchurch Hospital

My 22 year old son fell off a cliff at Halswell Quarry. When I got to hospital around midnight I didn't recognise him and was hugely shocked and upset. The staff worked on him all night (he was a bloodied and broken mess) cleaning him, stitching him, stapling him, casting him and generally patching him up enough to go to the Trauma Unit, which he did around 6:30am Saturday morning. I am (and will be eternally) grateful to all of the staff, from surgeons and doctors to orderlies, who cared for my son (and me).

Everybody was kind, caring, efficient, compassionate and demonstrated great expertise and skill. It was a harrowing time for our family and your staff made

everything as easy as possible for us, nothing was too much trouble. Thank you, thank you, thank you!! He is doing very well, and, apart from his injuries and trauma, managed his hospital stay very well thanks to the wonderful staff! Again a BIG THANK YOU to the Emergency Department on the day and ALL the staff of the Orthopaedic Trauma Unit (in Ward 19). Keep up the good work.

Wards 20/ 21 (Plastic Surgery), Christchurch Hospital

I just wanted to write my appreciation for the care and skills of Dr Josephine Todd, plastic surgeon, and her breast care nurses. Dr Todd's ability to both communicate well and operate well with me has been very important for my recovery. She is a great role model for her colleagues, and a great asset to the CDHB surgical team. Thank you.

New name for Single Point of Entry (SPoE)

Older Persons Health and Rehabilitation Single Point of Entry will change its name to Adult Community Referral Centre (ACRC) from Monday 1 August.

The team's manager, Julie Denton, says the new name was chosen after extensive consultation by the Community Teams with the wider health sector.

"We feel our new name better reflects the recently extended scope of work which includes adult rehabilitation services, as well as long term community services. It more clearly describes our service for clients, families/whānau and primary care, and differentiates us from the Specialist Mental Health Single Point of Entry, which has been problematic in the past" says Julie.

Only the name of the service will change, there are no service provision changes.

The new email address is

CommunityReferralCentre@cdhb.health.nz

but the phone numbers and postal address/PO Box number remain the same as previously.

All you need to do is remember the new name - Adult Community Referral Centre (ACRC) and don't be confused when it begins to appear on forms and correspondence. Once you have access to forms and correspondence with the correct service name, please destroy old forms to avoid any possible future confusion.

For more information contact Vanessa Roberts, Quality Facilitator, OPH&R, Vanessa.Roberts@cdhb.health.nz, ph: (03) 383 6836 ext. 99646



Canterbury Grand Round

Friday 29 July 2016, 12.15pm to 1.15pm with lunch from 11.45am

Venue: Rolleston Lecture Theatre

Speaker one: Dr Erik Monasterio, Clinical Director, Regional Forensic Psychiatric Service

"Similarity and differences between Extreme Athletes and Psychological Offenders; Personality and Physiologic Stress Responses"

The presenter's personal experience of extreme sports and research data that mountaineers and BASE jumpers share similar temperamental traits to Psychopathic criminal offenders but differences in character traits. Physiologic stress responses and personality variables predict three groups of risk-taking BASE jumpers. BASE jumping is the most dangerous extreme sport.

Speaker two: Dr Nick Douglas, Registrar, Haematology

"Vivax malaria: an old world problem for the new world"

Plasmodium vivax malaria threatens over half the world's population and notwithstanding its benign reputation, causes massive global morbidity. It will be substantially more difficult to eradicate than falciparum malaria. Nick will talk about his

time spent researching this fascinating disease in Papua, Indonesia.

Chair: Sue Nightingale

Video Conference set up in:

- » Burwood Meeting Room 2.3b ~ Level 2 Administration area
- » Wakanui Room, Ashburton
- » Administration Building, Hillmorton
- » The Princess Margaret Hospital (Please note the level three F block VC is no longer available and the level 1 F block VC has moved to the Riley Lounge.)
- » Pegasus, 160 Bealey Ave, Room 3 (not available this week)

All staff and students welcome

Talks will be available within two weeks on the [intranet](#).

Next Grand Round is on Friday 5 August 2016 in the Rolleston Lecture Theatre.

Convenor: Dr R L Spearing, ruth.spearing@cdhb.health.nz

Submission on the Health of Older People Strategy

The Ministry of Health has released a discussion document on the Health of Older People Strategy. Full details can be found [here](#).

The draft Strategy is the result of a highly collaborative process, involving many people and organisations with an interest in how to maintain and improve the health of older people. The [discussion document](#) sets out the vision and objectives and includes a detailed action plan.

Given the number of CDHB divisions who are involved in the care of older people, your staff/team/department may have some comments to make. CDHB staff are free to put in their own personal submissions but it is important that only one single organisational submission is developed.

The Health in All Policies team at Community and Public Health will coordinate a submission with Planning and Funding on behalf of the Canterbury District Health Board. Consultation closes on 7 September. Please get it touch ASAP if your staff/team/department wish to provide comment by emailing submissions@cdhb.health.nz. All comments must be received by 4pm on Friday 19 August to allow time for our internal approval processes. Any comments received after this date cannot be included.

You can learn about the CDHB submissions procedure on the [staff intranet](#).

Burwood's Singing Birds

Three special carvings are bringing the semblance of sound to one of the three interior courtyards at the new facilities at Burwood Hospital.

Local Māori artists Riki Manuel and Fayne Robinson have created three spectacular bird-like carvings to grace the courtyard.

"They are Nga manu tioriori, the singing birds," says Riki. "Their beaks are open and reach to the sky. They fill the space with sound."

Riki is one of the country's leading carvers and established the Te toi Mana Māori Art Gallery in Christchurch nearly 30 years ago. He is also the inspiration behind the design for the glass frosting that appears on windows and doors around the facility.



While the frosting strip is a Health and Safety requirement, Canterbury DHB wanted to take the opportunity to reflect the strong Māori traditions that are part of the Burwood Hospital culture and environment. A frosting motif was also needed to create privacy for the meeting rooms on Level 2.

Riki says the motif that appears on the glass represents a merging of two cultures' medical traditions, the Māori kawakawa and the plane tree, under which legend has it that Hippocrates, the father of medicine, taught his first pupils. The design also includes a repeating heart motif that represents recovery and the healing of the heart.

He has also incorporated design elements from the frosting strips that appear on other windows around Burwood. These represent; Te oranga – participation in society, Toiora – health lifestyle, Waiora – physical environment and Mauriora – cultural identity.

The frosting strips can be seen on the doors and glass of the courtyard areas on the Ground Floor and the walls on the meeting rooms on Level 2.

Watch a short [video](#) of the carvings from their inception through to installation.



Welcome to new Clinical Director, Ophthalmology

Rebecca Stack has been appointed as Clinical Director, Ophthalmology, after Allan Simpson stepped down from the role which he held for six years.



Above: Rebecca Stack

Rebecca has been an Ophthalmology Senior Medical Officer at CDHB for 10 years. She has a sub-specialty interest in oculoplastic surgery and thyroid eye disease.

Having been involved in developing a private ophthalmic day surgical facility, she is looking forward to bringing that energy to the CDHB Eye Department. Allan says he is pleased to be able to hand over to a colleague who is well prepared for clinical leadership and committed to improving the delivery of eye services.

"I have every confidence in Rebecca and I believe the whole team does too."

Clinical Director, Medical Capability Development, Mark Jeffery, says it is obvious to anyone who speaks with Rebecca that she will bring considerable energy and enthusiasm to her new leadership role.

"With the full support of her team during the next few years I am confident she will lead the service to new levels of achievement."

Rebecca says she believes the greatest challenge during her time as clinical director will be planning for meeting the demands of an ageing population with increasing expectations of good sight, within a resource constrained system.

"The department will need to develop creative strategies to manage the increasing number of patients with chronic conditions such as diabetes, glaucoma and macular degeneration, in collaboration with our primary care colleagues.

We need to balance this with provision of surgical services for cataract and other eye conditions," she says.

This will need to be done in a time of great change within CDHB as we move to a new acute services building and as the eye department finally gets a new home away from the 'porta-cabins' which have been home for more than 15 years, Rebecca says.

The service is looking forward to occupying its purpose designed department in the new outpatients building. Rebecca is looking forward to developing her management and leadership skills and fostering relationships with colleagues outside the eye department.

"There is an opportunity to make significant changes to the processes in the Eye Department to improve patient outcomes and increase staff satisfaction, while developing a strong culture of excellence and collaboration in eye care", Rebecca says.

When Rebecca is not at work she enjoys spending time cycling and skiing with her young family or having a glass of wine with friends.

Information Technology Excellence Award



Senior Business Systems Analyst, Brent Logan, has won the award for 'Excellence in IT Service Management' at the New Zealand Excellence in IT Awards.

The Information Technology (IT) awards are sector-wide awards recognising individuals and/or teams who have excelled in the industry. The awards recognise the real people behind software and information technology who make IT 'work'.

With nominees throughout New Zealand from all IT sectors, the award was presented at a gala dinner in Wellington on July 12. Brent beat the other two finalists in the category, the Christchurch City Council Service Desk Team and the MYOB IT Services team, to take out the award.

Last year Brent also got second place in the world Cherwell Innovation Awards. Cherwell is the Information Services Group (ISG) Service Management tool.

Brent says he is honoured to have been considered worthy for the award, even more so as he was judged by his peers in the industry.

"The whole process has been quite surreal. I also believe that I would not have been able to achieve this without the support of my fellow ISG team members, who are dedicated to service improvement."

Canterbury DHB's ISG was a finalist in another category.

Service Desk and Software Asset Management Team Leader, Julie McGing, says she was honoured to attend the awards dinner, listen to all the fabulous work that is happening in the industry, "and very proud that Brent was not only a finalist but a winner".



Above: Brent Logan with his award.



Above: Brent Logan receiving his award.

"Brent has been instrumental in assisting the Service Desk in automating many laborious time intensive tasks, allowing us to focus on the customer and improving the service we offer."

His skill and knowledge have also been welcomed and utilised in other departments in ISG, varied user communities and our fellow DHBs.

"I count us a very lucky DHB to have him 'on-tap'. It's fabulous to see Brent's tireless dedication rewarded," Julie says.

The IT excellence awards are a collaboration of the Institute of IT Professionals with nine other IT associations including CITRENTZ, NZRIse, the Project Management Institute of NZ, the New Zealand Software Association, InternetNZ, Health Informatics NZ, GOVIS, the IT Service Management Forum and the New Zealand Open Source Society.

The Princess Margaret Hospital Switchboard goes quiet

On Saturday 16 July 2016 at 2300, Andy Hills started the last ever telephonist shift at The Princess Margaret Hospital telephone office. The next morning at 7.00am the button was pressed to send the calls to Christchurch telephone office and the switchboard went quiet for the first time in 56 years.

As the system quietly went to sleep, the CDHB also said goodbye to a number of the team who have decided not to relocate to the Christchurch telephone office. Barbara Milner, Team Leader, has retired after more than 40 years within the health system. Sue O'Rourke and Jo Fletcher have decided to step down after many years of operating the switchboard and Thomas Roud has also moved on to other opportunities. Through fun times and difficult times the TPMH telephonists have kept the phones going 24/7, answering them with compassion, kindness and patience under the most trying circumstances. As the TPMH switchboard goes quiet, we acknowledge and thank all the team for the past 56 years.

The new centralised telephone office sits in the heart of the Christchurch Hospital campus, tucked away behind main reception and often surprises first time visitors who think the telephone office is "just the two out the front". The telephonists' role is extremely diverse with all kinds of weird and wonderful questions being thrown at them on a daily basis. Emergency procedures and monitoring a range of alarms play a big part in day to day work. It is often forgotten that whilst the rest of us evacuate buildings as a fire alarm sounds or the earth gives a good shake, the telephonists remain at their desks, directing emergency calls, reassuring families that all is well and ensuring we remain connected throughout. With a wider range of departments, each with their own idiosyncracies, life has become even more diverse for our hard-working Telephonists.



Above: Team members from the new centralised telephone office.

Telephone Office fast facts

- » 23 staff covering 24/7
- » Six positions
- » Two main receptionist positions where patient enquiries calls are answered
- » Answer incoming calls for five hospitals: Burwood, Christchurch, Christchurch Women's, Hillmorton and Princess Margaret
- » Answer 777 (emergency) calls
- » Answer internal operator calls
- » Page on-call staff
- » Maintain on-call roster lists covering approximately 65 different areas across the CDHB, which is updated daily
- » Monitor fire panel/pagers and monitor duress, aeroscout, BMS (building maintenance) and gas level alarms,
- » Issue new pagers and replace faulty ones

Update your contact details

After all the moves that have taken place in recent times, now is a good time to update your contact details on the CDHB Phone book (Internal directory) to help the telephonists find you.

Follow the link below and don't forget to change your location so that your mail reaches you quickly as well.

[Update your contact details.](#)

Recruitment

Assistant ACC Contracts Manager

Keen to make a difference within the Canterbury Health System?

This role is a part of our Planning and Funding division covering both Canterbury and West Coast DHBs. This role is strongly focused on the development of the ACC contract and relationship work across the Canterbury Health Sector.

The Canterbury DHB is regarded as one of the best and most progressive health systems in the world. You'll be joining a close knit team who are passionate about their roles and work as a unit to reach their shared goals. Not often does a role like this arise where you have the opportunity to shape process which will also benefit the wider community and potentially provide a benchmark for other District Health Boards to work towards.

As the Assistant ACC Contracts Manager you will be responsible for managing relationships between ACC and the Canterbury Health System, reviewing contracts, educating CDHB staff on ACC contract requirements, ensuring contracts are monitored and audited and identifying new opportunities that may be available.

Ideally you will have established relationships across the Canterbury sector and demonstrated ability to communicate, negotiate, build and maintain positive relationships. You'll be flexible, proactive and consultative in your approach and your time management skills will be excellent as will your ability to think critically.

If this role sounds like you apply online now or contact Kathryn Clark, Recruitment Ph 03 3377923 or email kathryn.clark@cdhb.health.nz

Administrator - People and Capability Services

Come work with us!

We are seeking dynamic and driven new personalities to join our People and Capability Services Team in a full-time Administration role, with a difference...

We are not necessarily looking for formal experience on this one- we really want to focus on finding that right person to join our lively team, so aside from having a great personality you will be a naturally proactive, goal orientated, and focused person with a strong eye for details. You know just how important it is to be a team player and bring with you the ability to provide exceptional customer service to your team and internal stakeholders.

Based at our *brand new* corporate office building on Oxford Terrace, your main focus will be providing quality administrative support to the P and C Services team as well as the wider P and C group and managers. The big difference here is that you will be part of our team at a time when anything is possible- the changes within P and C are opening up a great scope of potential for your professional development.

For a confidential conversation regarding this role contact Sarah Carnoutsos 027 47 27 113 or Apply Now on the CDHB Careers site.

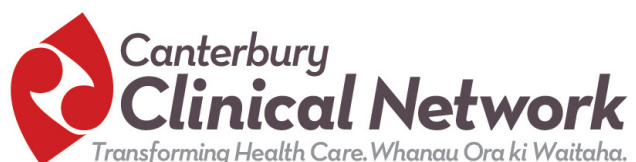
Apply Now >

Key Messages from CCN - July

Read [this month's key messages](#) from the Canterbury Clinical Network [Alliance Leadership Team](#), including:

- » Progress of Canterbury's Rural Sustainability Project
- » Endorsed principles of health service integration in Canterbury
- » Congratulations to IFHS and Travis Medical Centre as IPANZ awards finalist

[View past key messages.](#)



Staff Wellbeing - Get active this Spring



Staff at Christchurch Hospital who want to get healthier in 2016 will find the perfect opportunity this Spring – right on their doorstep.

The Christchurch 'Be Active' programme will be offered at the city YMCA, starting this August.

Be Active is designed for anyone new to or returning to physical activity. In the eight-week programme, participants enjoy the opportunity to try out all kinds of exercise. It also offers an opportunity to discuss topics that support a healthy lifestyle, such as managing stress. In addition, Sport Canterbury's Green Prescription team offers a free one-on-one consultation with a team of wellbeing specialists.

Health experts often talk about wellbeing, which isn't a word

many other people use. It is easy to explain though, as it's basically made up of two key things:

- » feeling good
- » functioning well

Both are vital if we want to make the most of life. There's no point functioning well if we're feeling lousy, and vice versa!

So what makes us feel good?!

"We prepare activity plans that are both individualised and realistic," Sport Canterbury physical activity manager Jess Wood said.

Want to get involved?

[Click here](#)

Sport Canterbury's Green Prescription team will connect with you to talk about your current activity level, help you to set an activity plan and realistic goals suited to your individual needs, health and lifestyle.

'Be Active' works side by side with Green Prescription and offers eight week programmes for people wanting to increase their level of activity and have fun and meet new people along the way.

- » Try out a range of activities, e.g. low impact exercise, spin, yoga or Pilates, gym, sports, and dance.
- » Discuss topics that support a healthy lifestyle, e.g. motivation, types of exercise, healthy eating, managing stress.
- » Enjoy the support of the other participants and Sport Canterbury's Green Prescription staff.

Five ways to wellbeing



The NZNO 10th National Gerontology Section Conference will be held for the first time in Christchurch this year!

The theme for this conference reflects on the past, the present and future ... Recognising achievements, overcoming challenges and implementing innovative new ideas to promote gerontology nursing successfully into the future with skill and compassion. The ageing population faces increasing clinical complexities and the conference programme contains a great mix of presentations inspiring delegates to meet the challenges with confidence.

Keynote speakers include:

- » Dr Michal Boyd – Gerontology Nurse Practitioner and a Senior Lecturer with the School of Nursing and the Department of Geriatric Medicine at the University of Auckland
- » Catherine Cook – Senior Lecturer in the School of Nursing at Massey University
- » Trina Cox – Social Worker – Age Concern Canterbury

[Further information and registration](#) or email joanne@conferenceteam.co.nz.

NZNO 10TH NATIONAL GERONTOLOGY SECTION CONFERENCE
Rydgas Latimer, Christchurch 31 Oct & 01 Nov 2016



ECCT strong on Education

The Emergency Care Co-ordination Team (ECCT) is a clinical network group that works across all pre-hospital and in-hospital emergency services to help resolve the challenges faced by the day to day provisioning of emergency services. ECCT came about as a result of the "Roadside to Bedside" publication, released by the Ministry of Health (MoH) in 1999, which outlined a number of key strategies to ensure the best outcomes for people involved in trauma, medical or surgical emergencies, or complicated births. The objective of the document was to ensure 'people get the right care, at the right time, in the right place, from the right person'.

Canterbury West Coast ECCT recognise that having the right people with the right knowledge and skills at the scene of an emergency can make all the difference in the outcome for the patient. Since its inception, ECCT have supported nurses from the upper South Island to attend training and conferences. In the last 12 months nearly 30 nurses have received support in the form of funding of registration, travel, and/or accommodation costs to attend courses or conferences. This would certainly not have been possible without the help of ECCT funding. By supporting these nurses there is a flow on effect to others working in the organisation; allowing them more funding for education.

Ensuring nursing staff receive the essential skills/ training they need is a core tenet of Canterbury West Coast ECCT, with the aim of assisting DHBs with their provision of these skills to nursing staff. The NZ Triage Course, Trauma Nursing Core Course (TNCC), and Emergency Nursing Paediatric Course (ENPC)/Advanced Paediatric Life Support (APLS) are all internationally recognised courses which have become mandatory at Grey Base Emergency Department. This is due to the level of support in the rural setting and the diversity of presentations. These courses provide staff with essential skills and knowledge, enabling them to deliver to patients a high level of quality care.

In the rural setting the nurse is often the first response person to patients arriving. By achieving these (TNCC, ENPC, NZ Triage) qualifications the nurse is competent and efficient when carrying out assessments. ECCT's sponsorship assists in enabling us to have nurses qualified with these essential skills

in a timely fashion. We are extremely grateful to ECCT for their ongoing support. Lynley McInroe (Clinical Nurse Manager – Grey Base Hospital)

Annually ECCT have committed to supporting 18-20 nurses (minimum) to attend either TNCC or ENPC. By committing a certain number of nurses to attend, ECCT make it possible to have some of these courses in held Christchurch, making them much more accessible and affordable for others who may not otherwise be able to attend. Another regularly supported course is the NZ Triage Course, which is an essential requirement for all emergency nurses working in departments throughout New Zealand. ECCT aim to support an equal number of both urban and rural nurses.

The West Coast has a large geographical area that is remote. Many tourists driving in the area are not familiar with our roads, as a result there are many accidents and it can take many hours until they can present to the Emergency Department. We are required to stabilize these patients. Courses like the TNCC, Triage and the Burns course allow me to do this, and to provide optimal nursing care to the patient. Julia Thurlow (RN – West Coast)

Attending both TNCC and Triage provided a good framework to use when assessing patients. In a rural area there are often a wide range of presentations that only present occasionally. These courses provide tools which can be used to assess all presentations safely, even if unfamiliar with the presenting complaint. Jennie Bell (RN – West Coast).

ECCT also supports nurse attendance at conferences. Some of the conferences attended recently with the help of ECCT funding include: College of Emergency Nurses New Zealand Conference, People in Disasters Conference, New Zealand Emergency Conference.

Canterbury West Coast ECCT are committed to supporting our nurses, especially those in rural areas who often work in isolation, so that they have the skills and confidence to carry out their jobs as best they can. The benefit of the support provided by ECCT is DHB wide, and it is those requiring emergency care that benefit most.



Great learning opportunities coming up

Interpersonal Dynamics for Leaders – Wed 3 – Fri 5 August

Ian Brooks' ever popular 3 day course on Interpersonal Dynamics for Leaders – understand your own personality and how this influences your communication; learn more about how you come across to others; improve your ability to have 'courageous conversations'; become a more effective leader. Click here to enrol: [Interpersonal Dynamics for Leaders](#)

Broadly Speaking – Weds 10 & 24 August

How might you influence those factors both within and beyond the health sector that impact day to day on the health of populations? Broadly Speaking will encourage you to explore how you can make a difference to the health of those in our communities when you focus on preventing disease and not just its treatment. Discover how to integrate population health outcomes into your daily work through developing an understanding of the broader determinants of health. For more information click here: [Broadly Speaking](#)

Courageous Workplace Conversations – Wed 17 August

We all find it difficult to have conversations with people whose behaviour or attitudes we find challenging. Have you heard these words, "I wish someone would say something", then have a think - as you are someone and you can say something. Courageous Workplace Conversations will help you gain the skills and knowledge to feel comfortable and confident having a courageous conversations with the people you work with. Click here to enrol: [Courageous Workplace Conversations](#)

Effective Performance Appraisals – Fri 19 August

Understand the various stages of the performance cycle and learn conversation skills required for a successful performance appraisal. This course provides a safe environment to practice having these conversations in a respectful, effective and confident way. For more information click here: [Effective Performance Appraisals](#)

Practical Project Management – Tues 23 & Wed 24 August

Our two day Practical Project Management workshop covers all you need to know about practical, appropriately applied project management. You'll learn about CDHB processes, tools and techniques most applicable to the projects you are currently working on and receive templates to guide your own project activities. Click to enrol: [Practical Project Management](#)

Elev8 – Fri 23 September

This one day programme introduces you to principles of the CDHB Process for Improvement. This is an applied science that emphasizes rapid cycle improvement through small scale testing in order to generate knowledge about what changes in what context produce improvements. Elev8 aims to start focussed improvement efforts on a small scale and leveraging

the generated learning to plan for spread and scale up. The day covers a combination of expert subject knowledge with improvement methods, the Model for Improvement, drawing on clinical science, systems theory, the human side of change, and measurement. Click to enrol: [Elev8](#)

Collabor8 – Tues 30 August or Thurs 1 September

An introduction to the principles of Lean Thinking, influencing change culture, & leadership, patient safety, personality styles & effective communication.

Click to enrol: [Collabor8](#)

The Art of Minute Taking – Fri 14 October

Taking effective minutes means listening attentively, recording relevant points and presenting them in a systematic, concise and useful format. This sounds so simple yet writing clear and accurate minutes can be challenging especially when discussions and issues get complex and complicated. This one day course will equip you with helpful tips to take effective minutes making it a simpler and more enjoyable task. Click to enrol: [The Art of Minute Taking](#)

Courses already full for this and the following month:

[Stepping up to Leadership](#), [Understanding the Treaty of Waitangi](#)

Enrol now so you don't miss out on courses coming up in the future.

Take a look at all our courses on our [Learning and Development Intranet site](#).

or alternatively if you are outside of the CDHB, visit www.healthleadership.org.nz

For enquires please contact the Learning and Development team on:

Phone: 03 337 7807

Email: learninganddevelopment@cdhb.health.nz



One minute with...Sandy Woods, Medical Laboratory Scientist, Specialist Chemistry Laboratory

What does your job involve?

As a Medical Laboratory Scientist in the Specialist Chemistry laboratory, my job sounds very much like an episode from the television programme CSI. I have a wide and varied repertoire of tests but most of the assays I perform are manual, old-school chemistry techniques, typically screening for rare diseases. I am very fortunate to be able to follow a testing process from when a sample is received to when a possible diagnosis is made. Some of the patients have chronic illness of unknown origin and to find that missing piece of the puzzle that aids a clinical diagnosis is so rewarding.

Why did you choose to work in this field?

I didn't really – it chose me. At the age of 18 I decided I wanted to be a secondary school English teacher, possibly motivated by a crush on my English teacher. After failing my first year of university (which coincidentally was the most fun year of my life) I decided to take a gap year, got a job in the laboratory and 27 years later I'm still here!

What do you like about it?

My favourite part of my job is getting out and meeting the patients in outpatient clinics. I perform sweat collections, screening for cystic fibrosis, on babies as young as four weeks old to adults of all ages. The evolving spectrum of atypical cystic fibrosis results, which we are finding in the adult population, is particularly interesting to me.

What are the challenging bits?

Every day is different in this job and you don't know what you are going to get. The challenge is dealing with the unexpected and rising to the challenge.

Who do you admire in a professional capacity at work and why?

Associate Professor Chris Florkowski, an internationally renowned Clinical Biochemist, who has been with Canterbury Health Laboratories since 1999. Chris is a brilliant academic and enthusiastically promotes the profession in any way he can. He is a great communicator, presenter, teacher, examiner, attracting numerous research grants and is pivotal to the recruitment and training of pathology registrars. I am fortunate to work closely with Chris in discussions about the clinical application of my test results.

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 am very people focused and feel fortunate that I get to meet the people I am testing. This patient interaction re-iterates to me that there is a person behind each and every specimen that we receive and that person expects and deserves a timely and

accurate result.

The last book I read was...

I don't really read books anymore and would rather watch movies and TV series, preferring audio visual stimulation. Currently I am watching the Vikings series.

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

The Amazon rain forest. A bucket-list thing - to visit the most beautiful place on earth.

My ultimate Sunday would involve...

Breakfast in the spa while watching a DVD, walking in the rain in the afternoon and playing music or drumming into the evening.

One food I really dislike is...

Eggs. Strangely, despite having four free-ranging chooks, I detest eggs, even the smell of them.

My favourite music is...

Heavy metal! Love it with a passion.



Above: Sandy Woods

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

Time to get your head around the signs of head and neck cancers before it's too late



Christchurch Hospital Cancer specialists, together with the Cancer Society Canterbury-West Coast Division, are raising awareness about early signs of head and neck cancers ahead of this year's World Head and Neck Cancer Day (27 July).

Wendy Mann, Christchurch Hospital Head and Neck Clinical Nurse Specialist, says head and neck cancers often go undetected because many people don't recognise the early warning signs and symptoms.

She says the goal for World Head and Neck Cancer Day is to highlight head and neck cancers to the general public and support health professionals to increase their knowledge of early diagnosis and the treatment available.

"We're supporting World Head and Neck Cancer Day in the hope it helps raise awareness around the disease and the signs to look out for because treatment is more likely to be successful and less invasive if symptoms are recognised at an early stage," Wendy says.

Dr Robert Allison, Head and Neck Surgeon in Christchurch and President of the New Zealand Society of Otolaryngology Head and Neck Surgery, adds that head and neck cancer can be in the mouth, throat, neck, and salivary glands and all are relatively common.

"In Christchurch we see between four and six new head and neck cancer patients per week and some types are becoming more common, particularly cancer of the throat (oropharynx) and the thyroid gland."

Dr Allison says treatment is complex and can involve major surgery, radiotherapy and chemotherapy.

"Many patients we treat have advanced cancer, which means treatment is more complex with a lower success rate. Even if the cancer is treated successfully, it can still have a major effect on a patient's quality of life," he says.

Common symptoms of head and neck cancer are a painless lump in the neck, persistent mouth ulceration, persistent hoarseness or a one-sided sore throat. Anyone with these symptoms for more than three weeks should see their General Practice (GP) team.

"If patients and GP teams were more aware of the early signs and symptoms of head and neck cancer, then we would see patients with less advanced disease and they would have better outcomes from treatment."

Pene Clifford, who runs a head and neck cancer support group for Cantabrians at the Cancer Society, says it's a six weekly support group for people affected by a head and neck cancer diagnosis and their support people.

"The support group offers information, through health professional presentations, and the support of others to help you through the side effects of treatment and beyond."

A head and neck cancer information display will be taking place at Christchurch Hospital on July 27 2016 and a series of new leaflets have been developed to help people understand more about head and neck cancers. The leaflets are available to download from the Cancer Society [website](#) or you can request copies by calling the Cancer Information Helpline on 0800 226 237.

Canterbury Collaborative Simulation Interest Group (CCSIG)

Date: 24 August. 2016

Time: 1300-1700hrs

Venue: Clinical Skills Unit, 5th Floor, Riverside, Christchurch Hospital

Registration fee: No charge

Draft Programme: This will be an interactive afternoon, please dress comfortably.

- » "Around the world in 4 International sim challenges" - Brendan Wood, Senior Lecturer/Military Programme Leader Paramedicine. Auckland University of Technology
- » The Hartwell Simulator – Dan Hartwell, Simulation Lead, Anaesthetics, Christchurch Hospital
- » Virtual Simulation – James Hayes, Senior Medical Imaging Lecturer. Ara institute of Canterbury

To register contact email [Professional Development Unit](#).

South Island Stroke Study Day 2016: Enhancing day-to-day practice

Stroke services providers and stroke teams from across the continuum of care are invited for a study day, focused on how we can improve the quality of care we provide stroke patients. Dr Julia Slark, senior lecturer at Auckland University, will be presenting, along with many other experts.

Presentation topics include:

- » Therapeutic role – make each interaction meaningful for recovery
- » Application of ICF model in stroke care – common terminology
- » Non-pharmaceutical strategies to manage depression and anger
- » Pathway for stroke survivors – minimising complications
- » Best practice care of the shoulder and upper limb
- » Dysphagia—advances and management
- » Smooth transition from hospital to home
- » Acute stroke rehabilitation
- » A case study, and more.

Who should attend:

All disciplines involved with stroke services, including acute, rehabilitation, community, primary care, age residential care, home-based support service, nurses, GPs, physiotherapists, occupational therapists, social workers, speech language therapists, dieticians, psychologists, practice nurses.

Date / time: Thursday 27 October 2016, 9am-3.15pm

Venue: Rolleston Lecture Theatre, Christchurch

Cost: \$120 (early bird registration \$40, before 30 September)

Limited to 190 participants.

[Register here.](#)



Department of Psychological Medicine, University of Otago, Christchurch & Specialist Mental Health Service Canterbury DHB Clinical Meeting

Tuesday 26 July 2016

12:30 pm – 1:30 pm

Venue: Beaven Lecture Theatre,

7th Floor, School of Medicine Building

Title: Treating Cognitive Impairment in Mood Disorders

Presenter: Professor Richard Porter

Special notes:

These meetings are held on a weekly basis (except during school holidays).

A light lunch will be served at the School of Medicine venue from 12 noon.

- » Psychiatrists can claim CME for attending these meetings.
- » The sessions will be broadcast to the following sites:
 - » For TPMH attendees the venue is the Child, Adolescent & Family Inpatient Unit, Ground Floor. Access is from the main reception at TPMH.
 - » For Hillmorton attendees the venue is the Lincoln Lounge, Admin Building, Hillmorton Hospital
 - » The dial in address is: Psych Med Grand Round.
 - » If you have difficulties dialling in please call 0800 835 363 to be connected.