



Thank you for all you are doing

A heartfelt thank you for all you are doing to support our collective preparations and response to the COVID-19 pandemic. While our specialist hospital level services are making the most of any opportunities to continue with additional staff training in primary care, general practices have adopted new ways of working with virtual consultations either over the phone or via video. Our Emergency Department (ED) has seen a drop off in numbers of people presenting with less serious conditions and in addition to those presenting at ED our Acute Medical Assessment Unit (AMAU), which is now also known as the Covid assessment unit, is caring for large numbers of people at the other end of the scale with serious acute respiratory conditions who have been referred directly by their General Practice team. All patients in AMAU are being treated by staff in full PPE as if they had COVID-19, although very few have tested positive. To date, there have been a total of five people with COVID-19 who have needed to be admitted to AMAU for specialist care, and all have been discharged to recover in self-isolation in the community.

It was a very un-traditional Easter for many of our staff who worked throughout the long weekend as part of our significant response to support aged residential care (ARC) and help with the management of two clusters in two different facilities in Canterbury. The Emergency Coordination Centre (ECC) ran at full-speed throughout the long weekend and I especially want to thank the individuals and teams involved who put in extraordinary hours to ensure ARC residents were able to receive quality care. Community & Public Health has a big job with case investigations and contact tracing, as well as our Infection



Prevention & Control team, Infectious Diseases. It's been a mammoth effort from our Older Persons' Health and Burwood teams supporting ARC facilities, setting up a ward to provide a safe environment for residents transferred from Rosewood Rest Home and Hospital and needing ongoing psychogeriatric dementia care.

Behind the scenes each role within our ECC has a team working in important support roles carrying out welfare calls. People & Capability have been working with a dedicated COVID-19 staffing team to source much-needed additional staff to work in ARC facilities and in the temporary ward set up at Burwood. A large number of Planning & Funding staff have worked with ARC providers and keeping families of ARC residents up to date and discussing and agreeing plans for the ongoing care of their loved one. Our communications team has also been working to keep staff, families and the public updated.

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Wellfood, our stores department and the team involved with PPE distribution have also been working around the clock to ensure people have what they need.

Our Older Persons' Health team has been working closely with all 96 of our ARC providers for weeks since we first heard about COVID-19 and we are now re-doubling our efforts to ensure that not only do they have the PPE they need, but we are also looking to ensure they know when they need it and have the resources to train staff in the safe use of PPE, along with physical distancing, and the all-important hand hygiene.

Finally, I want to acknowledge the six former residents of Rosewood's psychogeriatric dementia unit who have sadly passed away over the past week. They were all part of the original group of 20 who were being cared for at Burwood and all had tested positive to COVID-19. I especially want to thank those staff who were with these people when they died and provided exemplary end of life care, and kept families updated in the most challenging of circumstances. All had a caring staff member with them to ensure they were comfortable, supported and not alone when their families couldn't be physically present. Thanks to technology, many families could communicate with their loved ones through phone calls, videos, Skype and FaceTime calls, and we have had extremely positive feedback from families about the care and support each of these residents received at the end of their life.



This amazing care is also continuing for the remaining Rosewood residents and I am incredibly proud of the care and compassion being shown by teams – thank you.

Our thoughts remain with their families who are coming to terms with loss of their loved one during Alert Level 4 which means no family funeral at this time.

These are extraordinary times, where we see examples of people across our health system going to great lengths to make it better for the people we care for.

PPE is an acronym now familiar to most New Zealanders

The Ministry of Health has reiterated there is a good supply of personal protective equipment (PPE) in New Zealand and they continue to confirm orders and receive shipments of more equipment. In the past week 520,000 masks arrived from a New Zealand supplier as well as 150,000 from an international supplier. They also received over 100,000 face shields and 50,000 pairs of goggles.

This week, the Ministry is expecting a further 350,000 masks from a local supplier, 1 million masks from an international supplier, a combined total of 660,000 face shields and goggles and 50,000 gowns. From tomorrow they will be distributing a further 1.2 million masks for DHBs to send onto their community-based health and disability providers, and a further 600,000 masks for DHB use.

Our focus locally is on increasing training and awareness to ensure PPE is being used safely and appropriately in all settings to ensure maximum protection. For example, I know that at times staff in AMAU have been changing their PPE every 15 minutes – as is appropriate when they are moving between patients.

Thank you for everything you are doing – I know I haven't recognised everyone, there are literally thousands of you working in all sorts of ways to help break the chain of transmission in our community and ensure those directly impacted by COVID-19 receive the treatment and care they need.

Incident Controller's Update

Sue Nightingale, who was Incident Controller over the weekend, shared the following update which provides some useful context for those not directly involved with the Emergency Coordination Centre or one of our 10 Emergency Coordination Centres:

You will have heard a range of people talking about the Emergency Coordination Centre (ECC). I thought you might find it helpful if we wrote and provided an update on some of the work and responsibilities of the ECC Teams.

We work according to the NZ Co-ordinated Incident Management Structure ([CIMS](#)) which is also used by other emergency services such as St John and Civil Defence. This means we all have a rough idea of how our counterparts in other agencies are working when we respond to an event.

Within Canterbury DHB we have 10 emergency operations centres (EOC) that co-ordinate operational response for specific groups of services. The role of the ECC is to pull all of that planning and activity together and ensure we have a coordinated view across the health system.

To keep the ECC running 7 days a week we have two teams in place and because of the nature of this response, we are formed into 2 bubbles and meet virtually, when needed.

You can find the [ECC structure](#) and information about the [CIMS](#) process and our roster through the [COVID 19](#) intranet portal.

You will notice on the structure there is provision for a technical advisory group. The TAG comprises representation from Infection Prevention & Control, Infectious Diseases, People & Capability, Community & Public Health, Primary Care, Civil Defence Emergency Management and St John. One of the aspects I have found particularly helpful in this process is the advice and debate within this forum, aided by our pre-existing linkages and working relationships.

Other functions reporting to the Controller are those of the Response Manager, described in the CIMS structure as Chief of Staff along with the Controller's Assistant. These two roles provide the Controller and the response team with advice and support.

Some of the teams here working over the Easter weekend have written an update for you around the work that they are doing and/or have done over recent times. [Here](#) is the link. I hope you enjoy reading it.

If you want to find more information on the DHB's planning, please use the link on the [COVID 19 ECC](#) page to view our [Action Plan](#).

*Note, the links will only work for staff who can view the operational detail.

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



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

Endocrine Department, Christchurch Hospital

I travel from Blenheim to Christchurch by bus to attend my annual check-up with the Endocrine Department. From my first annual check-up to the present, I can only say kind words to describe the staff – from those at the entrance of the building, to the desk clerk, to the nurse on duty, to the doctor who examines me. They treat you with courtesy and respect regardless of race and status. I look up to this kind of excellent governance. Many thanks to all of you!

Big Shout Out

To Canterbury DHB's mail service

These have been trying times for all of us, but the mail service has been asked to carry on when buildings are on restricted access, systems have changed, and staff are under pressure. Please let the team know they do a great job and we want them to know we acknowledge their work keeping us all connected with mail and deliveries.

**From Secretary/Hēkeretari
Trish Secrest, Pou Tiaki
Whānau Ki Te Raki/CAF North
Team, Hillmorton Hospital**

To the Biomedical Engineering team

For rapidly making an amazing tool that can be used by the Canterbury Health Laboratories Virology testing team to help open different COVID-19 testing tubes easily. This has made a huge difference to our team and enables them to open tubes quickly without getting any strain injuries.



To the many different groups within Canterbury Health Laboratories

Who are working tirelessly to help support with the COVID-19 response. Logistics, sorting, testing, test development, and data analysis. There is a lot of work happening behind the scenes by a wide group of dedicated staff who are all doing a great job.

From Kirsten Beynon and Anja Werno at Canterbury Health Laboratories.

Interest in digital health at an all-time high

Engagement and interest in all things digital is at an all-time high among staff in Older Persons' Health and Rehabilitation (OPH&R).

The division's technology group ran a local digital health week for staff in mid-March.

Project Manager Rowena Woolgar says the group had been planning the event since December 2019 and was asked by OPH&R leadership to prioritise running it following the outbreak of COVID-19.

"The idea was to create a showcase for our staff and remind them what's available to them, what the key updates are, and to give another opportunity for them to connect with some of the people who are leading and designing the tools they get to use every day."

A stall was held at Burwood Hospital where staff could talk to members of the team and its digital champions (clinicians who volunteer to help colleagues in an ad-hoc manner).

"For those who worked remotely, we sent them an 'email of the day' on one of the themes that was being covered at the expo," she says.

"We had some laptops there, and a couple of computer monitors so if people asked a question about where resources were or they wanted to watch a video, we would quickly take them through how to find it and view that information.

"We also had some spare telehealth kits that we used, such as different webcams, microphones and speakers, so people could have the opportunity to sit down with one of our team and practice using them."

Since the COVID-19 outbreak, OPH&R's technology group has been

practically assisting on the wards, training small groups of staff at short notice to support telehealth setup and provision.

Rowena says general interest in technology has risen to an all-time high, with traffic to the group's resource site increasing significantly as staff recognise the need to be digitally-prepared.

"There's also been an increase in staff contacting their digital champions and making enquiries around telehealth use cases and facilities we have on site ready to support telehealth."

A number of people said they felt they needed to learn more about this because they thought they were going to need to use more of it soon.

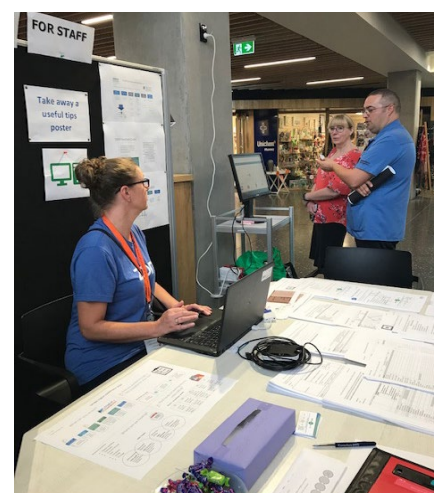
"They told me it was a great opportunity to connect with a wider group of staff to educate them about the technology tools and systems which are available to assist them in their workplace. One service manager said she got to practice teaching people and now feels more confident."

It was a valuable platform to gather feedback on the current systems and potentially widen the current depth of knowledge for troubleshooting technical issues experienced by staff.

"Staff were reminded of the range of upskilling checklists available for each discipline that act as a starting place for managers and staff on what they need to do to ensure they are keeping their knowledge and skills up-to-date."

If a staff member does not feel confident in a particular area, they are directed to contact their line manager about getting training or support, she says.

Story first published in eHealthNews.nz.



Canterbury DHB staff visit the digital health week stall at Burwood Hospital
From left, Quality Facilitator/Registered Nurse, Quality Team OPH&R, Trui Smith, Personal Assistant to General Managers Office, OPH&R, Dee Chapman, and Nurse Educator/CNS, Older Persons' Health, Dinesh Lal



From left, Kaitautoko Kaumatua, Ranga Houora, Te Pora Ehau, Māori Health Worker, Raanga Houora, Sophie Ray-Paku, Awhina, Ranga Houora, Olivia Paku, and Quality Office Coordinator, Quality Team OPH&R Ngahua Murray

Big donation of Easter eggs

Staff and patients in Christchurch Hospitals over Easter received welcome chocolate treats after a generous donation of Easter eggs.

A massive 200kg of chocolate was given by Mars and their distribution agent, Maxwell Contract Warehousing, says Commercial Portfolio Manager Rachel Cadle.

"General managers arranged for this to be delivered to all the hospitals for staff and patients. The chocolate was much enjoyed. It was nice to see the great big smiles. Thank you very much for this amazing donation."

Everyone was very appreciative, she says.

Phil Donnithorne, of Maxwell Contract Warehousing, says Mars asked him if he could make contact with Canterbury DHB to donate a large quantity of Easter eggs to staff and patients.



Specialist Mental Health Services Manager Tony Lockington with Psychiatrist Lauren Cross and Crisis Resolution Registered Nurse Susan Ayson



Tony Lockington with West Community staff at Hillmorton Hospital Kate Gower, Mark O'Neill, Krista Wills, Rebekah Rissman and Shona Urquhart-Bevan

Sparklers resource to support parents teaching children at home

A free wellbeing toolkit originally designed for classroom use has been adapted so parents can use it at home.

Sparklers is an online toolkit full of fun activities that support the mental health and wellbeing of primary and intermediate students.

Sparklers content creator Anna Mowat says Sparklers at Home has been designed to support parents in what will be a new and very different-looking school term.

"Term 2 starts this week and we know that many of us parents are feeling a bit overwhelmed at the thought of supporting home learning. To make it a bit easier we've created Sparklers at Home, a website full of wellbeing activities that parents can do with their children in their living room or on their lawn.

"There are currently 23 activities on the site which we've adjusted so they're easy to do at home. Over time we'll be adding more activities, and a range of other child wellbeing information just for parents."

Each activity is fun and easy to do, and backed by the latest wellbeing science and psychology, she says.

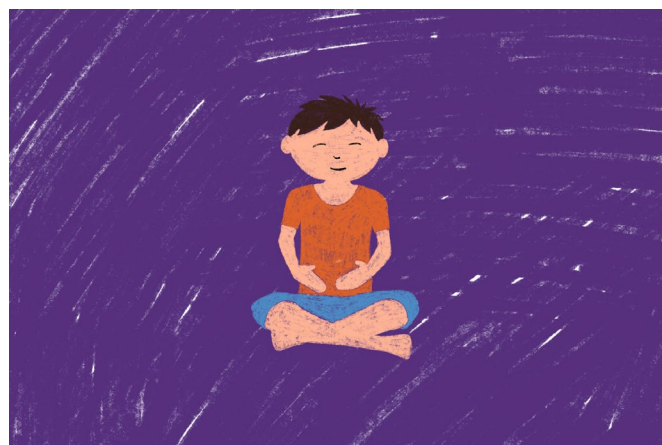
"Teachers love Sparklers, with an independent evaluation showing it helps tamariki learn skills that help them stay calm and reduce their anxiety.

"And perhaps even more importantly, we know tamariki love the activities, as they're fun, support them to manage worries, and help them discover the things that make them amazing."

Co-director of the New Zealand Institute of Wellbeing and Resilience Lucy Hone says Sparklers helps young people develop their own wellbeing toolkit.

"While being in lockdown can be tough for children, I've seen schools use Sparklers to make a big difference to how tamariki feel in their classrooms. The great thing is they can be used just as effectively at home."

The more children learn about their emotions – such as what makes them feel good and calms them in anxious moments – the better equipped they are to navigate life's challenges, she says.



Tummy breathing – on the Sparklers website

Anna says parents need to go easy on themselves during home learning time.

"It's important to remember that most of us don't teach for a living, so we don't need to hold ourselves to the 'gold teacher' standard. Our kids are learning all the time from us, and that's going to continue throughout this time.

"But for many parents, having a plan or routine makes things easier, and incorporating a few wellbeing activities each week can make a big difference to how children (and parents) are feeling."

Sparklers started out as a resource for schools in post-quake Canterbury and is now used by teachers all over New Zealand. Sparklers is part of the All Right? wellbeing campaign.

Sparklers at Home has been funded by the Ministry of Health as part of the *Getting Through Together – Whāia E Tātou Te Pae Tawhiti* mental health and wellbeing package.

For more information visit <https://sparklers.org.nz/parenting>.

Donation of safety goggles

A big thank you to Ashburton business owner Jeff Marshall for his generous donation of 70 safety goggles to Ashburton Hospital.

Jeff donated the 70 Stihl safety goggles from his Stihl Shop franchise for Ashburton Hospital staff to use with COVID-19 patients. The goggles have been approved for use by Infection Prevention and Control and have been distributed across the service.

"I am proud to make the donation to the staff who are all working so hard for us all. Thank you all for looking after the people of Ashburton," he says.

Charge Nurse Manager of Ward 1 at Ashburton Hospital Lisa Campbell says the donation is really appreciated as it will go a long way to relieving pressure with constantly having to sterilise goggles when implementing COVID-19 infection prevention precautions.



From left, Ashburton Hospital nurses Abbey Marshall, Sharon Greenslade, Annette Cox, Nisa Francis and Lisa Campbell

Latest COVID-19 information

Check out PRISM for the most up-to-date information about novel coronavirus COVID-19, including the latest news, resources and advice.

Creative Corner

A photo sent by an eight-year-old Dunedin boy prompted this week's sharing of creative endeavours.

Austin, a grandson of Administrator for Nutrition and Dietetics Maree Everest, emailed her a photo of a special teddy bear she made 25 years ago.

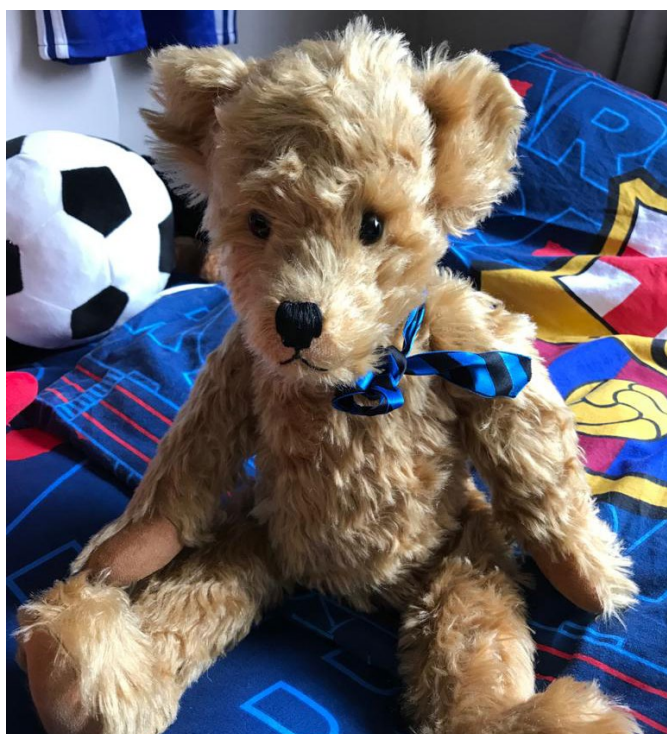
"He sent the photo to me to show me his 'Bear Hunt' teddy. His name is Heathcliff. He is pure mohair and very precious as the children know he is to be handed down to the next generation.

"Austin has been sleeping with him every night since he brought him out! He's getting comfort hugs in the lockdown."

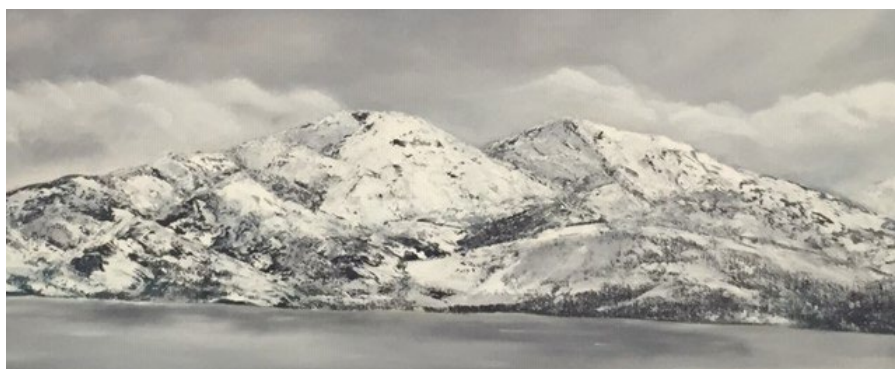
Maree says she made dozens of bears at classes while living in Dunedin 21 years ago and has given them away as gifts over the years to family and friend's children.

"My granddaughters have another big heirloom teddy in Arrowtown but most of the rest were small bears which believe me are very fiddly to make!"

Maree also paints. She has shared three of her favourite paintings.



Heathcliff (left)
Paintings by Maree Everest: Roses are red (above); Glenorchy to the Remarkables (right); Snow (below). Maree sold this painting and it is hanging in an office in Taiwan



If you would like to share a photo of your creative work please email it to Naomi.Gilling@cdhb.health.nz.

One minute with...

Euna Sahng, Microbiology Registrar

What does your job involve?

My usual day-to-day job involves the review of clinically-significant microbiology results in the lab (including serology) and assisting clinicians with their interpretation and management. This includes antimicrobial advice, interpretation of serology results, and making decisions on the depth of work up done for specimens in the lab that's both clinically useful and efficient.

The current COVID-19 pandemic has brought significant changes to this and I am now heavily involved in Canterbury DHB's pandemic response planning. As a part of this process, I have written a number of clinical guidelines and flowcharts, helped set up the Community Based Assessment Centres, provided clinical advice, as well as helped develop communication processes from the laboratory, to Community and Public Health and clinicians.

Why did you choose to work in this field?

I am an advanced trainee in General Medicine and Infectious Diseases, and my current role in Microbiology is part of my training curriculum. I chose these specialties because they can be applied in every aspect of medicine.

What do you like about it?

I think one of the best aspects is the collegial aspects of the job. It allows me to work with different staff and departments within Canterbury DHB.

What are the challenging bits?

There are always challenges spanning from individual complex patients to global issues like pandemics and antimicrobial resistance. However, the challenges often provide the most reward and learning on the job.

Who inspires you?

An old colleague from my senior house officer days on the West Coast is one person I often find myself quoting, and probably not someone people would expect. It was one of our hospital night cleaners. She always took her job seriously and with great pride. Her attitude was that of, "This is my job and I will do it properly," and I think it is one that everyone should take on board regardless of their occupation.

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?

It is probably something I try and practise in my day-to-day life regardless of my role.

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

I might be a doctor by day, but I'm also a landscape photographer by night (only when I get my leave). I was chuffed to have been a finalist in the New Zealand Geographic Photographer of the Year competition last year.



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

Yosemite National Park with a camera in one hand.

What do you do on a typical Sunday?

It is mostly spent cooking and doing house chores sadly. Occasionally, I will edit some of my landscapes.

What's your favourite food?

Depends on my mood, but I could really do with a big bowl of Vietnamese pho right now.

And your favourite music?

I listen to a lot of Korean music despite not having been back to my home country in over 20 years.



Health Quality & Safety Commission e-digest

The latest issue of the Health Quality & Safety Commission New Zealand's e-digest is out now. Stories include: introducing HQSC's new section of its website, talkingCOVID, which is aimed at clinicians; guidance for preventing and controlling COVID-19 outbreaks in aged residential care facilities; and an update on some of the other COVID-19 resources that HQSC is preparing. To read these stories and others, click [here](#).

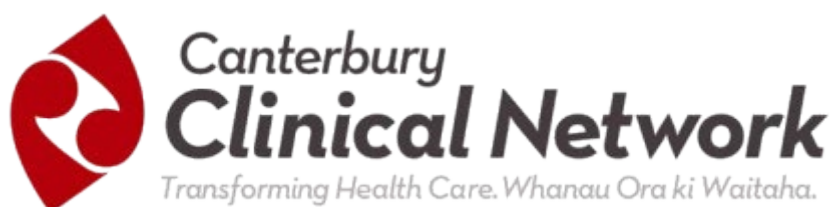
e-CALD news

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

The latest edition includes:

- › Remote face-to-face CALD courses to maintain physical distancing in our COVID-19 environment.
- › Guidelines and training for "Working with remote interpreters" for health practitioners.

Read the full newsletter [here](#).



Alliance Leadership Team key messages

Please use [this link](#) to read the key messages from the Alliance Leadership Team (ALT) meeting held Monday 16 March 2020.

You can view previous key messages via the [resources page](#) of the CCN website.

If you'd like to unsubscribe from the ALT key messages mailing list, please [click here](#).