

A message from Canterbury DHB Board Chair, Sir John Hansen

Kia ora koutou

2020 has been a difficult year, particularly for those working in our health system. Despite all the challenges you've faced, services have continued to be provided thanks to the commitment of our DHB team of 11,000 people alongside our 8,000 colleagues working in primary health care and the wider community.

I hope that those who are able to take a well-earned break over the festive season, and I especially want to thank everyone who is working through.

With the planned roll-out of COVID-19 vaccinations, including here in New Zealand next year, I do hope that the toll COVID-19 is taking overseas is stopped in its tracks and we, along with the rest of the world, can resume some of our pre-COVID-19 activities. In the meantime, we can be grateful to live in New Zealand and in Canterbury. Thankfully, if you do have time off, you don't have to travel far to find amazing destinations, scenery and activities to enjoy.

On behalf of the Board, I wish you all a safe and happy holiday with friends and whānau.

Ngā mihi nui

Sir John Hansen

Chair – Canterbury DHB



In this issue

- › Regulars – Kōrero ai... pg 5-6
- › It's beginning to look a lot like... pg 8-9
- › Integration of care for sleep apnoea patients... pg 10
- › Zero CLABSI rate celebrated by Neonatal Service... pg 11
- › Newborn hearing screening programme celebrates 10 years... pg 12
- › Christmas comes early for the Radiation Therapy Service... pg 13
- › VOICES survey of bereaved people released | Retirement of highly respected nurse... pg 14
- › Sharing is caring with shared care plans... pg 15
- › One minute with... pg 21
- › Notices – Pānui... pg 22-24



Thank you

As this is my final *CEO Update* for 2020 – one of the most extraordinary years for us all – I want to sincerely thank you for everything you've done, and continue to do, to support and care for the health and wellbeing of the 567,843 people in Canterbury and the Chatham Islands.

Wherever you work and whatever your role, everyone has played their part to keep providing quality care through a tumultuous year and I want to acknowledge your professionalism and care.

I know you had an extremely busy start to 2020, however, that all paled into insignificance when COVID-19 entered our world. To say things ramped up would be an understatement.

The entire country went into total lockdown at midnight on 25 March and our essential staff kept on doing the mahi and hundreds of our health system staff went above and beyond for weeks on end to protect our community.

I want to acknowledge the work and leadership of the Executive Management Team – including those who have left. I'd also like to commend everyone who has stepped up to leadership roles this year.

A bright spot on the 2020 calendar was the much-awaited move into Waipapa, our brand-new acute services building on the Christchurch Hospital campus – a massive undertaking involving hundreds of staff. It's been heartening to hear that feedback on the new facilities has been extremely positive from patients, staff and visitors.

While we're no longer in lockdown COVID-19 is very much still with us. Our Emergency Response teams have resurgence contingency plans in place, and we are ready to respond rapidly in the event of a community outbreak. We continue to identify and manage cases at the border, and our managed isolation and quarantine facilities are booked up and continuing to provide an excellent service to hundreds of guests each week.

Their fantastic work means we're free to travel throughout New Zealand and enjoy our holidays.

To make summer unstoppable, please remember to keep up with all the good hygiene habits, download and use the COVID-19 tracer app if you haven't already – and activate Bluetooth to ensure you'll receive alerts if you've been in close contact with a case of COVID-19. Stay home if you're sick and get health advice if you have any [symptoms of COVID-19](#).



This summer will be our first under COVID-19 conditions. Click on the image above to find out how to look after yourself and your whānau and friends over the festive season and summer holidays

If you are heading away during the holidays, remember to make a plan about how you would manage if you had to stay put wherever in New Zealand you may be. That might mean having a back-up plan for your home or pets or being prepared to return home early. If we all play our part and stick to the rules, we can all enjoy a well-earned break.

We are so lucky to be able to look forward to a typical Kiwi Christmas when many people are having to stay at home and an increasing number of health systems around the world are at breaking point due to COVID-19.

If you are working through the holidays, thank you.

Two new COVID-19 vaccines secured with enough for every New Zealander

Late last week the government announced that new purchase agreements had been reached with two additional pharmaceutical companies, meaning that there will be enough for every New Zealander to be immunised against COVID-19. In total, New Zealand has four pre-purchase agreements secured to date. All vaccines will need to be proven safe and effective by New Zealand's pharmaceutical regulator, Medsafe.

This will be New Zealand's biggest ever vaccination roll-out. At this stage the plan is for border workers and essential staff to be vaccinated first, in the second quarter of 2021, with vaccinations available to the public during the second half of the year.

We have a team working on how we will manage the logistics of the COVID-19 vaccine roll-out in our region. Further details are available in the [media release](#) announcing the two new vaccines being secured.

Accelerating our Future recap



ACCELERATING OUR FUTURE

Hapaitia te ara tika pūmau ai te rangatiratanga mo ngā uri whakatipu

I want to thank everyone for their support of and participation in Accelerating our Future, the work programme based on our draft 2020/21 annual plan to operate in a more financially sustainable way. The programme supports and boosts ongoing and new initiatives and I've been impressed at the range of innovation. Examples include:

- › Smarter procurement of medical devices and supplies using the validation tool, [ECRI](#), to make evidence-based decisions on what medical treatments and products we use.

- › Providing retinal screening close to home for Chatham Islanders rather than consumers travelling to Christchurch.
- › Reducing our recruitment advertising spend.
- › Identifying and reducing wastage in single use products such as the [disposable bed pads initiative at Burwood Hospital](#).

There remains much more work to do. We have made a start to our savings programme and things will ramp up in 2021 to accelerate progress.

I wish you all health and happiness and hope you find time to do things that make you happy, with people whose company you enjoy.

Remember those who might be alone this year, or missing loved ones. If you need some tips to survive the festive season, check out [AllRight's top tips to get through](#). The text or call 1737 counselling service is available throughout the holiday period 24/7 for free confidential counselling.

To those of you working throughout the holidays, a very special thanks. We hope that our 'front door' services such as Urgent Care in the community and the Emergency Department see some easing in demand, but at this time of year, there are no guarantees. Your skill and dedication is appreciated – as is the work of everyone turning up to work to provide treatment and care every minute of every day at all of our hospitals, health centres, pharmacies and in-home care.

If you or one of your whānau or visitors needs health advice over the holidays remember you can always call your own general practice team for free health advice 24/7.

Thank you again for making me feel so welcome, and for your continued professionalism.

Meri Kirihimete me ngā mihi o te tau hou



Andrew Brant, Acting 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](#).

Canterbury
District Health Board
Te Poari Hauora o Waitaha

**Thank you to our
Canterbury Health
System staff**
working over the festive period



Bouquets

Emergency Department (ED), Christchurch Hospital

I was a patient in ED under the wonderful care of Nurse Megan and Dr Stuart for a chronic condition that had flared up. The team provided care over and above anything I have experienced before, including Stuart going off to fetch a tablet for me himself because Megan was busy with other patients. That blew me away and made me appreciate how awesome a team you have in ED. Every member of the wider team was kind, polite and at every stage gave me choices for my care which really helped me to feel confident in my health. Thank you, thank you, thank you for your amazing care. If Megan and Stuart are a reflection of the wider team, then Christchurch is lucky to have such an amazing emergency care service.

ED, Acute Assessment Unit (AAU) and Ward 23, Christchurch Hospital

This was the first time in my 77 years that I'd suffered a medical emergency, and the first time I'd ever been admitted to a hospital, or even been a patient in an ambulance. So, as you can imagine, it was a whole new experience for me...I have to say that being admitted to Christchurch Hospital was one of the most encouraging experiences I've ever had. The staff, from the ED, to the Acute Assessment Ward, and finally to Ward 23, were absolutely wonderful, and a sheer delight to work with as they endeavoured not only to diagnose my condition but to treat it appropriately and to monitor my wellbeing. They all demonstrated compassion, dedication, efficiency and professionalism, and it left me with considerable confidence in our hospital system and a sense of pride in our hospital staff, regardless of their particular vocation. Would you be kind enough to convey my personal thanks to Dr Avinesh and her team, and to Dr Reshma and her

team for the way they meticulously went about their work on my behalf. And would you also convey my personal thanks to Nurses Taylor, Paula and Linda in the AAU and Nurses Viola, Beth and student Clare in Ward 23 for the special care and attention they all gave me during my stay. I will always remember them. I am genuinely grateful for the care and compassion I received from all of those who looked after me and consider myself richly blessed for having had this experience. May I take this opportunity of wishing you, and indeed the entire staff of Christchurch Hospital a very Happy Christmas and a healthy prosperous New Year. Once again, thank you for taking good care of me.

Surgery, Christchurch Hospital

Had a quick and satisfactory appointment with the surgeon who had operated on my knee. All well and I am very happy with the result. Thank you.

ED, Christchurch Hospital

I visited the ED on Sunday evening and I was taken care of by the most amazing nurses and doctor. Thank you to a great team. You are all wonderful and do an amazing job. Keep up the great work.

Big Shout Out

Smokefree Team, Christchurch Hospital

From a staff member (registered nurse), who appreciates the peace and fresh air during lunch breaks, thank you for the new 'No Smoking/Vaping' signs at the Nurses' Memorial Chapel garden. Keep up the good work Smokefree Team.

#carestartshere

Big Shout Out

To: General Medical Consultant, Christchurch Hospital

To the kind, generous General Medicine consultant (you know who you are). Thank you for all the chocolates and goodies that you so often bring to so many of the staff around the hospital. It is much appreciated. You will be rewarded in heaven!

#carestartshere

Orthopaedic surgery, Burwood Hospital

I had my left knee operation in November. Staff were first class. I could have stayed longer. It was just like a hotel. Thank you once again.

Ward 27 and Nigel, WellFood, Christchurch Hospital

I would like to say thanks to all from Ward 27, but special thanks to Bri and Wendy, two wonderful nurses who looked after my dad when he came into hospital last week. Despite being ill he didn't lose his cheekiness and dry sense of humour, which they were well able to keep up with. I would also like to thank Nigel who delivered the food and cuppas to him. Thanks again.

ED, Dental team and Intensive Care Unit, Christchurch Hospital

I am sending Christmas wishes to the wonderful team at Christchurch Hospital who looked after me one year ago. First was the Dental Team at ED. Their kindness and speed at getting me help is something I will always appreciate. Afterwards in ICU I was cared for by kind nurses and checked on by kind doctors. Merry Christmas to all those beautiful people who held my hand and said it was going to be ok – it was! I hope they all have a beautiful Christmas with their families and friends and wishing them all health and happiness for what we all hope is a much better year.

Big Shout Out

Thank you to all who joined in and attended the Christmas Carol Service

A wonderful time was had by all at the Christmas Carol Service held last week in the garden of the Nurses' Memorial Chapel.

Many attended and enjoyed the atmosphere over their lunch breaks, while passers-by paused to enjoy the music drifting through the air. Meri Kirihimete!

From: Christchurch Hospital Chaplain Sheila Mark

#carestartshere

Big Shout Out

To: Registered nurses, Koko and Bev, Christchurch Hospital

In the spirit of bringing festiveness and joy and just a smile to people's faces at this time of year, we would like to send out a thank you to these two registered nurses (RNs) who make our days better even though our paths never actually cross in our respective jobs:

To Koko from Ward A4, thank you so much for the orders that you write to the Safe for your controlled and recorded drugs. They are always easy to read, and we cannot recall a time when you have not remembered to sign the order. When you made the big move to Waipapa you were using the correct ordering form straight away, (we really appreciated that) and when you come down to the pharmacy to drop off 'returns' to the Safe, the paperwork is always in order. The pharmacy assistants say that you

always sign for the blue bags when you meet them on the ward, and that is really appreciated too. So this is just a big thank you from the Safe pharmacy technicians and pharmacy assistants for every way that you make our jobs easier so that we can get you and your colleagues the medicine to make your job easier.

To Bev from Ward A3 PCU, thank you so much for the clear orders that you send to the Safe for controlled and recorded drugs. It shows forethought and planning. We always look forward to processing your orders and they bring a smile to our faces. Thanks for everything that you do.

From: Bron Baiteary and Anna Parker, Christchurch Pharmacy Safe "elves" (Pharmacy Technicians)

#carestartshere

Welcome to Waipapa

MIGRATING TO
CHRISTCHURCH
HOSPITAL HAGLEY

Defects and changes

Defects will continue to be reviewed and actioned as required over the holiday period so please continue to follow the set process for these. Any urgent defects that are likely to affect your ability to care for or accept patients should be reported to the Nurse Manager, Charge Nurse Manager or Line Manager immediately for an urgent Maintenance and Engineering make-good. Any non-urgent defects should be reported via the [Defect Reporting Process](#). It is essential this process is followed so defects can be logged and traced.

[Change requests](#) should still be logged as per the usual process but these will likely be reviewed in the new year. Any urgent change requests in the interim should be referred to Director of Nursing Lynne Johnson for immediate review.

Ward A8

While most of us will be tucking into Christmas fare and having some well-earned downtime over December, spare a thought for Charge Nurse Manager Cindy Gibb and her team as they prepare to move to Ward A8 in January 2021. This ward will be a combined vascular and acute stroke ward with inpatients coming from Ward 10 in Parkside and Ward 24 in Riverside. A8 is expected to open with 24 beds.

Staff will be setting up in the new ward from 11 January, and patient migration will occur on 20 January 2021. Further communication for staff and patients will be forthcoming in the new year.

And to all a good night

It has been quite the year, there's no arguing that point. And there's no arguing that while there have been a few downs, there have been plenty of ups – and through it all, we have had our colleagues and our co-workers alongside for the rollercoaster ride.

We'd like to take the opportunity to offer a heartfelt thanks to everyone involved in migrating to Waipapa this year, and those who have had input over the last 10 years. There are far too many to name, and work has come from every quarter and every corner of our health system.

And so to everyone who played a part in the design, development, construction, stocking, cleaning, orientation, fitting out, supplying and working toward Waipapa... thank you. We literally couldn't have done it without you, and you should be proud of yourself.

The fun isn't over, with plenty of work still continuing. But for a moment, stop, take a deep breath, pat yourself on the back, and know that what you've done matters.

Ka pai, and Meri Kirihimete from our whānau to yours.



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



Decorations from Home Dialysis Training Centre



Cate, Mena and Sui from the Diabetes and Endocrinology teams



People and Capability Christmas elves delivering festive treats



The Infection Prevention and Control team has gone all out to make their space festive



The Christchurch Campus Christmas Tree on the Quality and Patient Safety noticeboards features just some of the many words of thanks and appreciation services have received from patients and families during 2020. These heartfelt words speak for themselves.



Merry Christmas from the Christchurch Hospital Speech Language Therapy team



For patients in Ward B1 at Burwood Hospital who are unable to return home at Christmas time, Occupational Therapist Nikayla Bolch organised for them to create their own trees as part of rehab therapy!



Decorations from Home Dialysis Training Centre



Mailroom Supervisor Raji Shamy's festive mailroom looks like Santa's grotto



The Safety and Quality Women's and Children's team's Christmas grotto



Last week's Christmas Carol Service was a great hit with participants and passers-by!



Merry Christmas from the Physiotherapy Department at Christchurch Hospital



The Managed Isolation and Quarantine team working at the Distinction Hotel took a moment to share some festive cheer

Check out the results of a competition held by the Infection Prevention and Control Service

Their 'Decorate your Pod' Christmas competition inspired a great team effort, with Infection Prevention and Control Nursing Director Sarah Berger donating gifts for the top three prizes and Medical Officer of Health Ramon Pink acting as the VIP judge. The winners were:



1st Place: Personal Assistant Tracy Meekin



2nd Place: Clinical Nurse Specialist Julianne Munro



3rd Place: Clinical Nurse Specialist Sacha McMillan

Integration of care for sleep apnoea patients

People on long-term hospital-funded treatment for obstructive sleep apnoea are being supported in the community, saving valuable patient time and preventing unnecessary waits to see a sleep specialist at Christchurch Hospital.

"These folks are our well-established patients who are clinically well, have qualified for continuous positive airway pressure (CPAP) therapy, are using them well, and are good self-managers," says Nurse Practitioner Sally Powell, who implemented the initiative.

"Rather than have these people on an annual review list, waiting for an appointment and for reports, we have upgraded their equipment to access their data via the cloud and off they go, with support from their GP and the community CPAP program."

Many have commented they like not having to come into the hospital to see someone to tell them they are doing well, she says.

"They're taking responsibility for their health and as one GP commented, he likes that the patient has control in the way that they can monitor their own results and instigate a medical review in a timely manner," Sally says.

A CPAP device uses a hose and mask to deliver constant and steady positive air pressure, helping the wearer breathe more easily during sleep by increasing air pressure in the throat so that the airway doesn't collapse when they breathe in.

The group of sleep outpatients discharged into the community CPAP programme represents 80 per cent of this group, says Sleep Health Services Clinical Manager Paul Kelly.



The other 20 percent, who are considered medically complex, will continue to be reviewed annually by the Sleep Clinic.

"This important initiative highlights the contribution and value of having a nurse practitioner within the service. Sally and our admin team of Bridget and Linda are doing a stellar job and we are ahead of schedule in discharging patients into the community, with 402 people so far and another 70 to review."

All discharged patients have been briefed on the changes and provided with a comprehensive discharge package. These patients have a good record of adherence and treatment efficacy and are deemed good self-managers.

"They know that if they are having problems with their therapy to see their GP and we can welcome them back into the hospital service for a review," he says.

They have the community provider USL Medical to give them support, or if they have a clinical concern, their GP can review and refer as appropriate.

Zero CLABSI rate celebrated by Neonatal Service

The Neonatal Service is celebrating after achieving 365 days with no Central Line Associated Blood Stream Infections (CLABSI).

A CLABSI is a serious infection that occurs when bacteria or viruses enter the bloodstream through a central line placed in a large vein.

The Neonatal Service embarked on a journey to zero CLABSIs in 2014 by establishing a bundle of quality improvement practices, policies and procedures to prevent infection in our already immunocompromised population, says Neonatal Nurse Educator Edna Byron.

"These included focusing on the Five Moments of Hand Hygiene; sterile access and line change practice; documentation; education and procedure document review, to name a few."

All medical and nursing staff who cared for babies who required a variety of central lines, were educated to follow correct procedure and practices to prevent blood borne infections from occurring.

"There have been a few hiccups along the way, such as, our previous best was 246 days at zero rate. The average number of lines per year for the service is 170, but this year to date there have been 180 inserted and cared for.

"That's why we are particularly proud of our achievement and decided to celebrate. We hope to make this an annual event," Edna says.



From left, Neonatal Service Clinical Director Nicola Austin and Registered Nurse Carole Muir cutting the cake to celebrate



Newborn hearing screening programme celebrates 10 years

The Universal Newborn Hearing Screening and Early Intervention Programme (UNHSEIP) recently celebrated its 10 year anniversary.

The programme was announced by government in 2006, implementation began in 2007, and full national rollout was completed in August 2010. Around 95 percent of families now have newborn hearing screening testing for their babies.

Manager Antenatal and Newborn Screening Jasmine Plimmer says it's a milestone truly worth celebrating, as the programme has changed the lives of many children and their families and whānau.

An official event to commemorate 10 years of newborn hearing screening was postponed as a result of COVID-19, however, the National Screening Unit (NSU) is exploring opportunities to celebrate this achievement in 2021.

Canterbury DHB Newborn Hearing Screening Programme Coordinator Angela Deken says the programme has embedded to become a normal part of postnatal care with the goal of identifying babies with a hearing loss.

"In Canterbury, 195 babies have been diagnosed with a moderate to profound hearing loss over this time which means the age of diagnosis has significantly reduced and early intervention is possible.



Newborn baby having her hearing tested

"Thanks to the amazing team of hearing screeners as they work alongside every new family. Congratulations for this wonderful milestone."

Each year, it's estimated that between 135 and 170 babies are born in New Zealand with mild to profound permanent congenital hearing loss. Identifying hearing loss early means children can get the interventions they need as soon as possible, to help their language, learning and social development.

Data reported in the Deafness Notification Database indicates that, since the start of the programme,

there has been a significant shift in the age at which a hearing loss is identified, with more babies having their hearing loss identified before they are one year of age, Jasmine says.

"In 2010, the average age that hearing loss was identified was 14 months; compared with five months in 2018."

NSU Clinical Director Jane O'Hallahan says the fact that newborn hearing screeners are now the first group to suspect a hearing loss shows the success of a national organised screening programme in identifying hearing loss in babies.

Christmas comes early for the Radiation Therapy Service

Written by Clinical Manager Radiation Therapy Phil Daly

In the early hours of a Saturday morning in October three big trucks arrived at Christchurch Hospital carrying large boxes and crates.

All needed to be unwrapped and placed inside the linear accelerator bunker in Radiation Oncology to be assembled over the next month by a special Engineer "elf" flown in from Australia, having completed his managed isolation in Auckland.

Several staff and contractors worked hard over the day and into the evening, unloading the trucks and unpacking so that nobody would ever know they had been there.

With some parts weighing several tonnes it was no easy feat to squeeze through the door openings, corridors and around the tight corners into the bunker in Radiation Oncology. The Maintenance and Engineering Chief "Elf" Project Manager Shane Thomas had his band of merry elves well trained and all fingers, walls and flooring escaped unharmed.

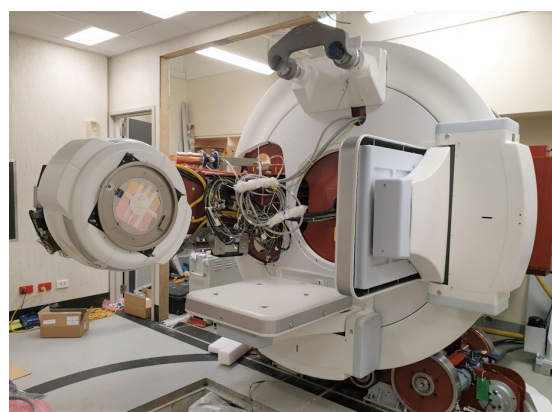
Now that the special delivery is complete, over the next eight weeks the Radiation Oncology medical physicists will be commissioning the new linear accelerator so that it will be ready for clinical use in February 2021.

The team will then do it all again to replace the fourth linear accelerator so that the total fleet of radiation treatment machines are all matched with the latest technology, enabling improved efficiencies in patient flow and scheduling by June 2021.

This \$7.6 million replacement project is being managed internally by Physics Team Leader Andrew Cousins and



The linear accelerator being installed



Clinical Manager Radiation Therapy Phil Daly,

Funding has largely come from the \$25 million pool of money announced by the government last year for replacement linacs around the country. With the procurement process beginning back in July 2019, this project has involved a wide range of teams across Oncology and Canterbury DHB, in particular the teams from Procurement and Maintenance and Engineering.

The installation and commissioning of two new replacement linear accelerators requires substantial planning and resource, while continuing business as usual. The added challenge has been working through the exemption process to get the installation engineer from Australia into the country.

A big thanks to the Infection Prevention and Control team who have consulted on this process. From September 2020 through until the end of June 2021 the team have committed



to shift work and extended the patient treatment hours out to 8.30pm to maintain the treatment capacity while operating only three linacs instead of four.

This ensures no patients have their treatment compromised or delayed by the ongoing construction and commissioning work. The highly professional team are working hard to continue providing a safe and excellent service.

VOICES survey of bereaved people released

The South Island Alliance Palliative Care Workstream (PCW) is pleased to release the results of its first South Island VOICES (Views of Informal Carers Evaluation of Services) pilot survey of bereaved people.

Over 500 people from around the South Island gave their views on the quality of care provided by health services in the last three months, and the last two days, of their partner, relative or friend's life.

This is the first time a regional survey of bereaved people has been undertaken in the South Island. The results give a snapshot of peoples' experiences and perceptions and will help a wide range of health services to review and plan care for people facing end-of-life illness.

The original VOICES survey was commissioned by the Department of Health in the United Kingdom as part of a commitment made in the End-of-life Care Strategy (2008) to survey bereaved partners, relatives or friends about their perception of care provided at the end-of-life.

The VOICES questionnaire collects detailed information about the circumstances of the last three months, and the last two days of life, focusing on the nature and perceived quality of health and social care services provided. It has been shown to be acceptable to bereaved people, without causing them undue distress or harm.

The results provide reassurance that most of the important tasks in caring for the dying are being provided appropriately by health services in the South Island of NZ.

Special thanks go to those who participated in the survey, and to University of Canterbury's Palliative Care Programme Coordinator Kate Reid and the University of Canterbury for undertaking this important survey.

Copies of the South Island VOICES Statistical Bulletin and the supporting dataset are now available for download from the [South Island Alliance website here](#).

Retirement of highly respected nurse

A lifetime of dedicated nursing has come to an end for Lorna Leonard who retired recently.

Lorna began nursing 36 years ago. After sitting her final nursing exams, she went straight into an operating theatre role. She took time off between 1975 and 1984 to have her three children before returning as staff nurse in theatre.

In 2001, Lorna became Charge Nurse Manager in Urology, then Clinical Nurse Specialist in 2008.

Clinical Director of Urology Giovanni Losco says Lorna was a dedicated and well-respected leader of the Urology Theatre team.



Lorna Leonard at work in Theatre



Lorna Leonard at her retirement farewell

"She had such a vast and extensive knowledge of all things urological and an innate sense of theatre nursing – something she lived and breathed. Her no-fuss, can-do attitude was truly valued by all members of our team."

Sharing is caring with shared care plans

As things ramp up for the silly season and many of us plan a well-deserved break, our colleagues working in urgent care are preparing ways to make the festive period simpler and safer for staff, patients and their whānau.

One tool they can leverage is the suite of electronic shared care plans – The Acute Plan and the Personalised Care Plan (PCP) – a place for clinicians from a number of health services to share important information that can improve patient care.

That's the case for Keziah Jones, a nurse coordinator in the Emergency Department (ED), who spends a day a week focusing on creating shared care plans for regular attendees to ED.

"When a patient comes in, the doctor will look to see if there is an Acute Plan in place and will look at it in preparation for treating that patient," says Keziah.

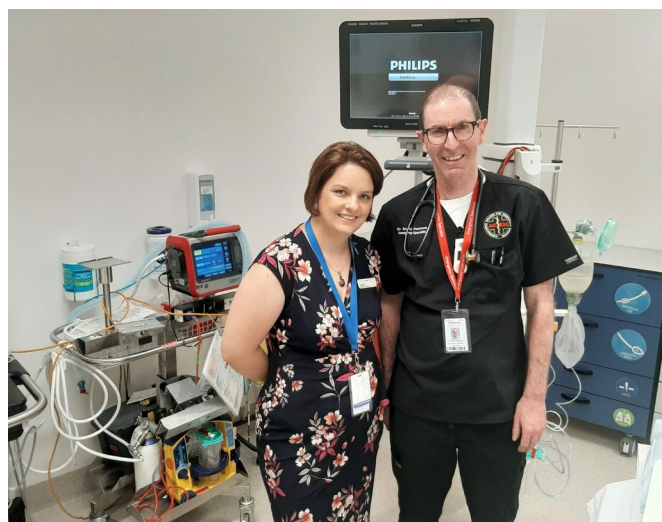
"Often, we don't have a holistic view of the patient, so the general practice team input is great, as it gives us background from a different perspective, so we can tailor our approach.

"With medical presentations, we can make them nice and streamlined. There might be medications that aren't that effective, or investigations that have already been carried out, so we can skip those and try other things."

The plans, accessed via Health Connect South, empower patients to work with care teams to coordinate care around their needs and priorities.

The [Acute Plan](#) provides information which is intended to support decision making regarding the need for admission, investigation and appropriate setting for acute care. The [Personalised Care Plan](#) aims to support patients to work with care teams to coordinate care around their needs and priorities, and to make the goals and activities visible to other clinical teams. This plan is for patients who have moderate to high complexity health needs.

For patients who regularly attend ED, Keziah can document information that's useful for clinicians to aid decision making around future treatment in the Acute Plan.



Emergency Department (ED) Nurse Coordinator Keziah Jones and Consultant Emergency Physician Scott Pearson

"I think patients genuinely have a positive outcome from using these plans. It speeds up the process, so they get cared for quickly and if they're likely to get admitted, that process is faster.

"It's also really helpful in a busy emergency department to have guidelines for treating patients with more complex conditions. When everyone owns the document, clinicians are empowered to make updates and changes in real time – the collaborative nature of the plans means that no information is outdated," adds Keziah.

Currently 5,388 patients in Canterbury have an Acute Plan and this number continues to rise as more health professionals get involved in proactively planning the care of vulnerable patients and making this information available to clinicians across the system.

For more information about the plans download the [patient leaflet](#); visit the Shared Care Planning [page](#) on the CCN website or read more on [HealthPathways](#).

Over four decades of service recognised

After 45 years of service, Specialist Mental Health Services wished Stu Bigwood farewell.

Stu started in 1975 as a trainee at Sunnyside Hospital. Since then he has filled many nursing roles in mental health and was instrumental in setting up the forerunners of community teams and the movement of mental health consumers to lead their lives in the community.

Stu's leadership role was recognised when he was appointed as the Director of Nursing from 2007 to 2018. He took on a number of challenges and always stood firm for what is right, embedding a strong value set within Canterbury Mental Health Services.

Professional support, collegiality and friendship were hallmarks of Stu's time with us.

The 'lifetime' of service in mental health was recognised in November by many of his colleagues both from Canterbury and nationally. Three directors of nursing and the Ministry of Health's Acting Deputy Director General, Mental Health and Addiction, Toni Gutschlag attended Stu's poroporoaki, along with his family.

Stu's knowledge and skills are not being lost to Health as he is working with Ministry of Health on key projects.



Stu Bigwood at his farewell, with his favourite food

Milestone reached for the new Selwyn Health Hub

Progress on the Selwyn Health Hub in Rolleston continues, and the building is now watertight, allowing for the next stage of its development to proceed.

The new integrated health and social services hub is on Norman Kirk Drive in Rolleston and will include a birthing unit, community dental service, radiology and other community health and social services.

The Selwyn Health Hub forms part of the Rolleston Town Centre Master Plan and is consistent with the strategic direction for the provision of health services for the district which aims to provide services close to home.

The hub will enable an appropriate range of district wide high quality, sustainable services to be delivered at the heart of Selwyn's densest population base, from a purpose-built facility in a highly accessible location, next door to the local St John Ambulance centre and close to the new Christchurch Southern Motorway.



Work on the development of Selwyn Health Hub continues, with the building now watertight

Rolleston is in the most densely populated and fastest growing settlement in the Selwyn District and with a demographic that makes it the best location for community-based birthing and other health facilities.

The Site Redevelopment Unit is expecting to have the Selwyn Health Hub completed in the third quarter of next year.

Generous donation for children in hospital

The legacy of Christchurch girl Brydie Lauder continues to live on in yet another generous donation from the trust formed in her name.

The Brydie Lauder Charitable Trust has donated \$1000 to purchase items to make hospital visits less scary for children.

"We plan to buy sterilisable distraction toys, colouring-in packs, play dough and bubbles, some will go in the treatment room in ED and some kept in a box in ED to give to children to play with while they're waiting," says ED Nurse Practitioner Morag Lawson.

"In an attempt to take the sterility out of the ED treatment room and therefore make it less scary and intimidating for children, we also have put some pictures and fairy lights up."

Brydie passed away from epilepsy and her registered charitable trust supports Paediatric Neurology and families and children who live with a neurological disorder.

Her mother Anna Evans says Brydie had to have hundreds of tests and procedures over her four years.

"I really understand how important it is to have items to entertain and distract children while these are being done."

The staff in ED do an amazing job and the trust is proud to be able to finance children-orientated diversions to make the visit to ED less scary for children and their parents.

"Brydie was an amazing young girl and everyone involved in her care made her hospital journey almost a second home and not frightening, so it is very fitting that in her name Brydie will be supporting lots of other children to feel the same," Anna says.

ED Nurse Practitioner Morag Lawson says a working group will be formed to help come up with the most appropriate toys.

"This donation is incredibly generous. The trust does a lot of amazing work for children living with neurological conditions and they are now helping us provide a fun, safe space for children. I am incredibly grateful to Anna, her family and the trust, as I am sure the staff in ED and the child patients who attend will be as well."



From left, Brydie's Aunt, and Registered Nurse in ED Lisa Geddes, ED Nurse Practitioner Morag Lawson and Brydie's mother, Anna Evans



Brydie Lawson

A television and DVD and framed artworks that had previously been donated to the children's ward in memory of Brydie will also go into the treatment room.

Large donation of Christmas presents for at-risk children

Children from at-risk families will be excitedly opening Christmas gifts thanks to the generosity of Christchurch Campus staff.

Last year the Vascular Department, located on the first floor of Christchurch Outpatients, started an initiative to collect donations of gifts for the children at Cholmondeley Children's Centre.

"It was very well supported by the other departments on our floor, and the many gifts collected were gratefully received and taken to the Cholmondeley children in time for Christmas", says Medical Secretary Vascular Medical / Surgical Noelene Mudgway.

The effort was repeated this year, with the help of Endocrinology, and front-of-house staff on the first floor of Outpatients.

"This time we supported the Family Help Trust which supports at risk families in stopping the cycle of dysfunction and abuse. In view of last year's great response, we extended the invitation to participate to all staff in the Outpatients building.

"We had a great response considering the short notice given and we would like to thank all of those who gave, including the Dialysis Service, who found out about it but aren't located in Outpatients, for their wonderful generosity. The trust was delighted," she says.



Family Help Trust Manager Bill Pringle with a few of the donated Christmas presents



Some of the presents donated by staff

Reflections on history of Ward 24

Many areas at Christchurch Hospital have embraced change recently and Ward 24 is no exception.

Early in January 2021 the ward team will divide, with stroke patients and associated staff moving to Ward A8 in Waipapa and the General Medicine patients remaining in Ward 24 in the Riverside building, says Ward 24 Charge Nurse Manager Margaret Griffiths.

"From humble beginnings, stroke patient management was set up in Ward 31, previously known as the 'winter ward'. It was called that because every winter General Medicine patient numbers were noted to be high, so a ward (Ward 31) was opened up temporarily to accommodate patient flow."

"Ward 31 transferred to The Princess Margaret Hospital following the February earthquakes before being dis-established and then merged with General Medicine back at Christchurch Hospital campus where it is now acknowledged as a leading light in stroke patient cares within New Zealand."

The current Ward 24 was formed when Ward 31 was dis-established, and the stroke component merged.

"Coming together with uniquely talented individuals has built a strong team with excellent patient care at the heart of all we do," she says.

With the completion of Waipapa there has been an opportunity for a new ward known as A8 to be created, this will merge the Stroke and Vascular inpatient services. Ward 24 will remain as a General Medicine ward in its current location in the Riverside building.



Merry Christmas from Ward 24 staff

The calibre of the multi-disciplinary teams within these services will ensure a smooth transition for all areas involved.

"In Ward 24 we have always been very proud of what we have achieved, and now look to the future, rebuilding our teams, embracing the new challenges and flourishing in new settings. Merry Christmas to you all," Margaret says.

TURN ON BLUETOOTH TRACING

MAKE SUMMER
UNSTOPPABLE

NZ COVID
TRACER APP

Unite
against
COVID-19

New Zealand Government

One Mother to Another donation

There were so many boxes, it took a cot to transport them from the carpark into the new Children's Acute Assessment Unit (CAAU) this week ready to bless stressed and sleep deprived parents this Christmas.

The boxes contained more than 200 giftbags, made by Christchurch-based charity, One Mother to Another for the parents and caregivers of children who find themselves unexpectedly in hospital this festive season.

The charity provides 170 gift bags a month for mums and carers in Christchurch Hospital's CAAU, and Neonatal Intensive Care Unit (NICU), as well as the neonatal units in Invercargill and Nelson. The charity recognises the extra strain being in hospital with a sick child can place on parents and caregivers at Christmas time.

As a result, they've made extra gift bags for the CAAU which will be given to every parent whose child is in the unit over the Christmas/New Year holiday season. They've also made 50 special gifts for the mums whose babies are in NICU on Christmas morning.

"I know from personal experience how vulnerable you feel as a parent being with your child in these units. I can't imagine how much more difficult it would be at Christmas," says One Mother to Another Head Joy Reid.

"We don't want any mother, father or caregiver to feel alone or isolated during this time, and we hope our gift bag provides encouragement and support."

The CAAU gift bags contains special treats including skincare products, coffee, tea, a voucher, a hand-made Christmas decoration and a hand-written note of encouragement.

The NICU presents include a cookbook and a teddybear, as well as a Christmas decoration and a hand-written note of encouragement. The products have been generously donated by local businesses including Linden Leaves, Xtend-life Natural Products, Nescafe, Dilmah, Westfield Riccarton and Whitcoulls.

The notes and crocheted angels were made and written by volunteers.

The charity has also made 250 special 'thank you' treats for the nursing teams in both CAAU and NICU to acknowledge the wonderful job they do throughout the year, Joy says.



From left, CAAU Charge Nurse Manager Warren Nairn and Joy Reid's in-laws Rob and Fiona Reid help unload the gift boxes



One minute with... Mitchell Jordan, Smokefree Health Promoter

What does your job involve?

Establishing supportive smokefree environments that result in action and facilitating access to stop smoking support throughout Canterbury. This two-pronged approach means people work live and play in environments that are supportive to their health and encourage a smokefree lifestyle promoting smokefree as the social norm. This could include supporting an organisation to extend or implement a smokefree policy, supporting/encouraging the Christchurch City Council to extend their smokefree environments policy, and making submissions to parliament (smokefree cars, vaping). Also, the provision of support where appropriate and possible for people struggling with a smoking addiction i.e. a workplace with a smokefree policy having pathways in place to access free stop smoking support. I also am trained as a Stop Smoking Practitioner and see clients.

I am also currently working on the COVID-19 response team. I have found it fascinating, for lack of better description, learning all about the COVID-19 virus and the systems and processes involved in New Zealand's response. As a case investigator, I contact and interview people with COVID-19 to find out where it may have come from and who they could give it to.

Why did you choose to work in this field?

My studies in physical activity and health promotion sparked a keen interest in looking at health from a population or community level and what things can be done at a higher level to encourage better health outcomes.

What do you like about it?

Working as a collective supporting the Smokefree 2025 kaupapa means meeting and working with a lot of different expertise and learning a lot along the way. This role also highlights the various actions that contribute to a declining smoking population and what it takes to address complex public health issues.

What are the challenging bits?

Slow change and differing views within the tobacco control sector.



Who inspires you?

The people I work with, they are the ones who help excite me to do the work.

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?

Being kind to those I work with, and for, commitment to our goal of Smokefree 2025 and rising to challenges.

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

I don't have LinkedIn.

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

New Zealand!

What do you do on a typical Sunday?

Take my horse Max out on an adventure.

What's your favourite food?

Nachos.

And your favourite music?

All of it, old and new.

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

Something *For You*

Your Employee Benefits

***Thank you to the many
businesses that have partnered
with us this year***



MIDNIGHT
SHANGHAI

Aú Natural
Skinfood®



Cruise
Milford
Milford Sound NZ



macpac



Miles Toyota

PORTERS
ALPINE RESORT

**PROTECT
CANTERBURY
AGAINST MEASLES**

**Are you aged
15–30 years?**

Get your FREE measles
immunisation now from GPs
and participating pharmacies

**For more info, visit
cdhb.health.nz/MMR**

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 2020 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.

This month's featured resource is:

> Collecting memories (MNH0259) – A4 card

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

CHIC office hours over the festive season

Please note the CHIC office is now closed and will reopen on Monday 18 January 2021. Any orders for print resources will be processed in the new year, however, you can continue to download online resources as usual.



News from the Canterbury Clinical Network



The final edition for 2020 of the Canterbury Clinical Network (CCN) news is available now.

Read about the Phillipstown Better Breathing Coffee Group who gather at the local community hub on Monday mornings for laughter, kōrero, and exercise; how kai, kōrero and companionship is proving a winning combination for kaumātua (elders) through the Kahukura Kaumātua Programme, and much more [here](#).

The key messages from the most recent Canterbury Clinical Network (CCN) Alliance Leadership Team meeting are also out now.

The meeting covered the following topics:

- > Canterbury DHB Pacific Health Strategy
- > Diabetes review
- > CCN 2020/21 quarter one report.

Read more [here](#).

To view previous key messages, check out the [resources page](#) of the CCN website.

CANTERBURY DHB 2021

Māori & Pasifika Scholarship

Māori and Pasifika Scholarships is a small contribution to Christchurch-based tertiary institution students who are studying a health-related NZQA accredited course and have whakapapa with Māori communities and/or cultural links with Pasifika communities, and is also planning to work in the Canterbury district.

- Applications close Friday 26 March 2021, 5pm
- Online applications to be forwarded to:
manawhenuakiwaitaha.kaiawhina@gmail.com

For more information please visit:

www.cdhb.health.nz/about-us/health-system-alliances/manawhenua-ki-waitaha/

If you wish to talk to someone please contact Ruth on 027 443 4532

Canterbury
District Health Board
Te Poari Hauora ō Waitaha

