



Welcome to 2020

For those who have been able to take a break I hope you have returned refreshed after spending time with friends and whānau. To those who worked through the holiday break, thank you.

Health services right across the Canterbury Health System have been extremely busy. The Urgent Care primary care practices were busier than ever, as were our health centres and hospitals and, at times during the Christmas/New Year break, admissions to Christchurch Hospital were at levels normally associated with the middle of winter.

Those of you who have been with the Canterbury Health System for the past 12 years will recall our then futuristic Vision 2020 experience that commenced back in 2008 – it doesn't seem that long ago, but the future is here. Collectively the Canterbury Health System created a shared vision and set about bringing that vision to life. We transformed and created an integrated health system; we valued patient's time; we continued to work to make it better for patients and people accessing health and wellbeing services. We did this by ensuring the right person receives the right care in the right place, provided by the right person. Our service improvement journey continues, as the future is well and truly here.

Over time we built trust through alliancing and valuing the input of

everyone, from primary, secondary and tertiary care. We continue to develop new ways of working in order to deliver on the priorities outlined by the Minister of Health in his letter of expectations.

The success of this approach has enabled the Canterbury Health System to weather a decade of multiple shocks – from pandemics, earthquakes, fires, floods, more earthquakes, terrorist attacks and the unrelenting health pressures across primary/community/hospital and mental health.

The start of a new year is a time of reflection and anticipation. To think about where we've been and where we are heading. It was great to see out 2019 – a year again impacted by so many elements, which were beyond our control, that affected our ability to provide timely health services to everyone who would benefit from them. However, I couldn't have been prouder of the way teams kept stepping up to face each new challenge. I know it wasn't easy, but you proved time and time again that your professional skills, compassion and determination to do the best for patients and people in our care was always the focus.

2020 will again be a year of change with Christchurch Hospital Hagley coming on stream during the year, there will be moves within the existing Riverside and Parkside facilities to accommodate busy inpatient areas and to allow for repairs and refurbishment, ongoing progress with the new Christchurch Campus energy centre, progress with the new Mothers & Babies/Eating Disorders/ Child & Youth and High and complex needs facilities at Hillmorton along with completion of campus master planning for Hillmorton (adult and forensic services).

At the heart of all we do is providing timely, quality and compassionate care. This year will be challenging with increasing demand and constrained physical environments. Now, more than ever, for the whole system to work we need the whole system to work.

If the new year heralded the resolution to work on a 'new you,' check out the special offers available for staff from local health, fitness and wellbeing providers on the Something for You page of PRISM, and read the Looking After Yourself article on page 10 for some tips on setting yourself up for 2020.

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Farewell to one of our leaders

It was with mixed feelings that we said farewell to Toni Gutschlag General Manager, Mental Health last week.

Toni began her career with Canterbury DHB 25 years ago. Over this time, she worked in Specialist Mental Health Services, South Island Shared Services Agency, Planning and Funding, and for the past seven years as General Manager, Mental Health. Toni has shown incredible leadership within Specialist Mental Health Services and the wider mental health system and has ensured the development of the current model of care and ongoing journey to improving delivery of mental health services in Canterbury.

Listening to people from across the organisation reflect on the reasons they will miss Toni reveals a shared, deep respect for not only her skills and experience but for the qualities she has brought to her leadership role.

She is known for always putting people first, both consumers and staff, for leading by example, for being open, upfront and accountable and for her special ability to remain calm in often complex and challenging circumstances.

Her relationship management both within the DHB and wider health and social services sectors, government agencies and with other organisations has been key to improving our services, and also made a positive impact on the culture of mental health services in general.

Under her management, there have been unprecedented and sustained increases in demand for specialist mental health services, beyond anything that could have been predicted. This includes responding to our community's needs after a series of natural disasters (earthquakes, floods, Port Hills fires) and last year's mosque terror attacks.



One of the highlights for Toni Gutschlag while she was General Manager Mental Health was in February 2019 when the Prime Minister the Rt Hon Jacinda Ardern and Minister of Health the Hon David Clark announced \$79 million funding for two new facilities to be built on the Hillmorton site

Toni's new role with the Ministry of Health is Group Manager Specialist Mental Health Services in the Mental Health and Addiction Directorate. In spite of all of the reasons we are sorry to see her go, we are pleased that someone of Toni's calibre is now in a key role to lead the development of a stronger national mental health system.

Toni has made a tremendous contribution to the Canterbury Health System and I wish her every success in her new role. Read more about her farewell on page 11.

Nurses and midwives share the spotlight in 2020

The World Health Assembly has designated 2020 the International Year of the Nurse and the Midwife. This is an opportunity to shine a light on the vital role they play in providing health services.

The World Health Organization's website describes nurses and midwives as "the people who devote their lives to caring for mothers and children; giving lifesaving immunisations and health advice; looking after older people and generally meeting everyday essential health needs. They are often, the first and only point of care in their communities."

Nurses and midwives are often praised using nurturing language. While these skills are to be recognised and celebrated, it is also important to recognise that nurses and midwives are trained professionals whose education, technical skills and knowledge help protect the health of our community.

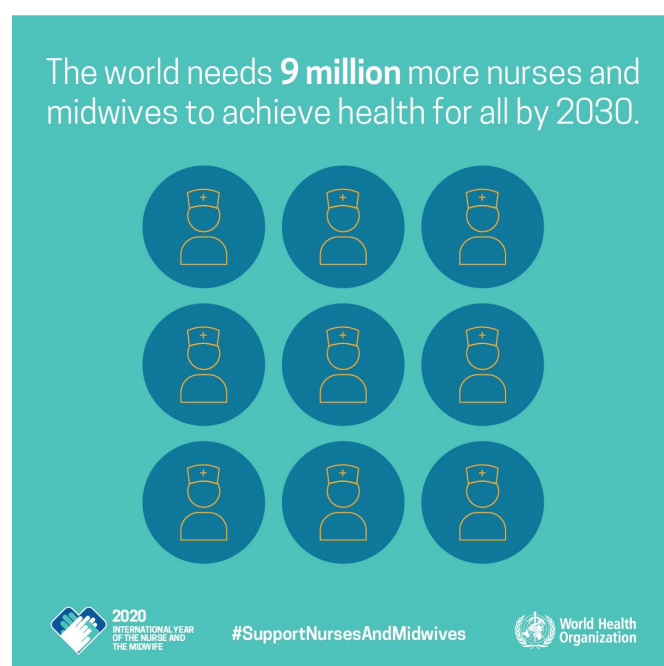
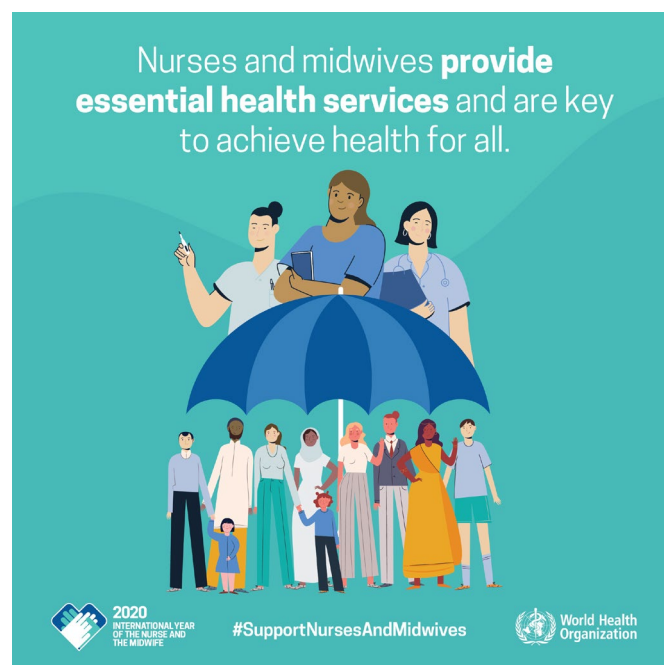
According to WHO, the world needs nine million more nurses and midwives if it is to achieve universal health coverage by 2030. We're working on developing our workforce here in Canterbury, so we can continue to meet the increasing needs of our community. Late last year we launched [this recruitment video for nurses](#) to showcase their work across the Canterbury Health System. The video is being used to promote nursing as a career to intermediate and secondary school children and the general public; to attract local, national and international nurses to work in Canterbury; and to encourage nurses who previously held registration to consider returning to nursing.

Stay tuned for more as we continue to celebrate and promote the International Year of the Nurse and Midwife throughout 2020.

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

Adult Community Outpatient Services North Sector, Hillmorton Hospital

I would like to say how impressed and satisfied I have been with the mental health service that I have been receiving... As we all know it is not an easy time in someone's life when mental illness comes crashing into your world, and the help and guidance you receive makes an incredible difference in the outcome of those who are struggling... I want to congratulate those who have worked so tirelessly hard in the background, and those who are at the forefront, for making and implementing incredible changes within this area of Canterbury DHB... I would like to thank you all for your hard work and commitment to ensure those with mental illness retain their autonomy, are respected and treated with care and kindness. Well done at achieving such incredible positive changes to this service. To conclude, my case manager, Social Worker Rebecca Chenery from North Sector, should get the biggest mention here... I would like to express my deepest thank you to her for all the energy, support and guidance she has put into my care; for her dedication and kindness, going over and beyond to ensure my safety and wellbeing; and her humour which has made me smile when I didn't feel like smiling. She

put me at ease, made me feel less anxious in her presence and I feel I have been able to express myself fully without feeling judged or stupid... Rebecca is a genuine, empathetic, sweet, kind, non-judgmental person who has shown a genuine concern for my wellness, guiding me very step of the way. Without her expertise, faith in me and her encouragement I would not have had the successes in finding my way out of the deep hole I felt I was in. She helped me to believe in myself again... I was incredibly lucky to have had Rebecca by my side in my journey to wellness. Thank you so very much to Rebecca and the rest of the team for all your help. It is very much appreciated.

Annalise, Child, Adolescent and Family Mental Health Service

Thank you so much for everything you have done for me over the past year. I am forever grateful and wouldn't be where I am now without you. You have inspired me so much.

Child Acute Assessment Unit, Christchurch Hospital

My daughter was taken to hospital with acute abdominal pain... She had the best care and the best follow-up for the few hours she spent there. Absolutely everyone was extremely professional and very, very caring!

Thank you to all the staff there and the nurses. Thank you Dr Andrew Hobson, Becca Dawson and Kate, the lovely nurse who kept checking on my daughter.

Ward 15 and 17 and Surgical Progressive Care Unit

I want to say thank you from the bottom of my heart to all the nurses, Pain Team, doctors and nurse aides who looked after me during my recent stay in Christchurch Hospital. I also want to thank those incredibly skilled and understanding blood techies who could get blood out of a rock! And the kitchen ladies who coped cheerfully with all the changes to my meals. You are all wonderful, kind, patient and skilful people! Mr Kelly, you have given me my life back after so many years of struggling and I am going to live it to the full. Theona, you gave me courage when I had none. Ka Pai Kaitiaki Hauora Māori. I will never forget you all.

Annalise, Child, Adolescent and Family Mental Health Service

I really want to thank you so much for your kindness, empathy and gentle guidance this year... You and the team have all been a major reason why [patient name] is now paddling in calm waters on her own. I, and my husband, will be forever grateful for

your support. [Patient name] is so much better in many ways. Please pass on my thanks again to Sara and the Stepping Stone Trust. Best wishes.

Anna, Ward 14, Christchurch Hospital

I am in Ward 14 and had the most wonderful nurse. Her name is Anna, she is a pool nurse. Her care was amazing.

Ward 24, Christchurch Hospital

I wish to say how thankful I am to all your wonderful staff for the treatment and the manner I received it. The meals were fine, and with the follow-up visits I am receiving this week, I could not have asked for more.

Plastics Outpatients

The wait wasn't too long... and the staff were lovely.

Emergency Department (ED), Ward 14, Christchurch Hospital, Ward C1, Burwood Hospital

A massive thank you for helping us with our mother. We have had Mum visit Christchurch Hospital through ED, Acute Assessment and Ward 14, followed by a visit to Burwood Hospital. Mum has been part of your care on two occasions during the last six months. The very special care given to Mum has been amazing. It is very obvious that our health system is in very good hands. We are so lucky to have you all.

Zea Munro, Yi-Chieh Hung, ED, Eye Department, Christchurch Hospital

My sincere thanks to everyone at ED and the Eye Department for the excellent care I was given. In particular I would like to note how much I was impressed by Dr Zea Munro who saw me acutely and treated me with great professionalism, empathy and care. Also, I saw Dr Yi-Chieh Hung in the Eye Clinic and again I was treated very professionally, sympathetically and expertly. They were both very impressive young doctors.

Ward 19, Christchurch Hospital

I would like to thank all the staff from the top to the bottom for looking after me. I was in Ward 19 for about six nights. The nurses are the best. Kind, empathetic, caring and listened to all my needs. If I ever have to come back I would love to have the same team. Thank you for the long chats. May we all see each other again but in different circumstances. God bless and thank you.

Child, Adolescent and Family Mental Health Service

To Annalise and the whole team: Thank you more than you can possibly imagine for all you have done for [patient name] and our family. I cannot imagine how we would have survived all this without your support.

ED, Intensive Care Unit and Ward 11, Christchurch Hospital

Please pass my genuine thank you to the doctors and nurses, ED department staff, Ward 11 staff, the cooks who fed us, the lovely tea and coffee person who kept us hydrated, the blood readers, and the cleaners who kept everything spotless and fresh. I was scared and in a lot of pain. Every single staff member who spent time with me was a beautiful soul. I will be forever grateful for their genuine kindness. Everyone was so caring and held my hand when I needed support. I appreciated it. All the meals tasted good. I was on soft foods and I appreciated the cooks prepping the many hundreds of meals. I will always be so grateful for the genuine kindness and care that everyone gave me. You are beautiful angels and have huge hearts.

Ward 10 and Palliative Care team, Christchurch Hospital

I wanted to drop you a quick email to let you know about the wonderful care recently provided to my dad, and to us as his family, by the Ward 10 nursing and medical team at Christchurch Hospital... Dad was in Ward 10 for just over a week, and the care from the

nursing team during that entire time was exceptional. All the staff were kind, caring and compassionate and looked after Dad's every need. They also provided some much-needed humour and a hug for Dad's wife when required. The Charge Nurse Manager Katie made a point of introducing herself to us and kept all the family informed and updated. Once we made the hard decision to bring Dad home to have his last days in his home with us, the whole team were amazing in putting our wishes into action. The Palliative Nurse Specialist Sonia ensured everything went smoothly and liaised with the Timaru Palliative team to ensure everything was in place for us when we got home. Dad peacefully passed away at home with us... We as a family are extremely grateful to all the Ward 10 team for so quickly putting a plan in place for us, and for the loving care they provided us as a family.

Christchurch Hospital

The Oncology department sprung into action on my behalf with expertise and information and very quickly discussed a plan of action for my circumstances... Everyone was very patient, making sure that I had the chance to ask any questions. The treatment was much harder than I expected but the care that followed was fantastic and was mixed with empathy every step of the way. To tell you the truth I found it humbling – I was me and not part of a huge number. I want to acknowledge those with whom I had particular contact – doctors Ben and Mollie, nurses Natasha, Anji and Jen, the Radiation team, dietitians Frances and Rose, and Nikki from the Cancer Society. Each continued to be by my side as it were, giving me the benefit of their expertise and guidance. All of this I found to be a truly impressive service. You must be so proud of the staff, their professionalism at all times, tempered with the personal touch that all patients receive.

Big Shout Out

To: Brad McDonald from the Adult Inpatient Group (AIG)

The team at AIG would like to thank Brad McDonald for all his hard work and support to the service since taking up the position as Recruitment Specialist, Nursing/Mental Health and Medical Services. Brad is always helpful, he has a great amount of knowledge and is keen to support staff which has made recruitment more efficient and streamlined across AIG.

From former General Manager, Mental Health Toni Gutschlag

To: Craig Howie, Carpenter, The Princess Margaret Hospital (TPMH)

I would like to send a compliment to Craig in Maintenance at TPMH. I asked him for superglue so I could fix a beloved toy on our ward. Instead of leaving me to superglue it, he quickly and creatively fixed the toy properly, so it can now be enjoyed by many more children. It may have been a small job for him in the

scheme of things, but his gesture of kindness will go a long way with our patient group. And it moved me! Thanks very much Craig!

From Clinical Psychologist Jacqueline Harris

To: Craig Eaton, Carpenter, Christchurch Hospital Maintenance

On behalf of the Department of Nuclear Medicine and the Department of Medical Physics and Bioengineering I would like to thank Craig for the effort he has put in over the past six months to help our departments recover from the recent building works for the SPECT/CT installation. All the jobs he has done, from as large as improving shielding in our scanning room doors, to as small as a coat hook, have been very much appreciated. Not only is Craig a master of his trade, he has done work with friendliness, a sense of humour, and a remarkable amount of patience. Thanks.

From Medical Physicist Darin O'Keeffe

#carestartshere

IT'S
ALL RIGHT
TO REACH
OUT.

all
right?



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IT'S
ALL RIGHT
TO KEEP
TICKING
ALONG.

all
right?



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Hīkina to Hagley

MIGRATING TO CHRISTCHURCH HOSPITAL HAGLEY

Welcome to the new year, and to a new look for the migration plan for Christchurch Hospital Hagley. As many of you have probably also done, we're starting with a clean slate for the new decade, and so we're delighted to introduce you to Hīkina to Hagley.

Hīkina translates as the act of migrating and represents the process we'll be going through as we make preparations to migrate and move into the new Hagley building.

While a large number of staff – around 3,000 – are expected to move to the new building, there are many who won't be moving. However, the planning and the move will affect everyone in some way. To make sure information is getting to you, whether you're migrating or not, we've established three teams, or kapa.

Each team is identified by its function in relation to the building, so you might find yourself on the same team with services you wouldn't normally associate with. The teams will also be identified by colour, which will be used in communications to staff.



KAPA TIRIA

Tiria means to 'set down new roots' and represents staff members who are moving to the new building as part of their service or department, and leaving the existing spaces behind. People on Kapa Tiria will need a lot of information about planning for the move, what to take, how to clean up the vacated space and what to leave behind, detailed information on what's in Hagley, and where to find things. Most of the information about Hagley will be directed at this group, but is likely to be useful to everyone.

KAPA TAHAWHENUA

Tahawhenua loosely translates to 'wanderers' and represents colleagues who will be working in Hagley and elsewhere, such as Senior Medical Officers (SMOs), Resident Medical Officers (RMOs), physiotherapists, orderlies and volunteers. This team needs clear information on how to get into the new building, where they can find the tools they need for their work, and how the services that are moving will interact with each other and them. While this team will need a lot of the same information as Kapa Tiria, they won't need as much detail. There will be times when they need information specifically for their roles in the new building.

KAPA TŪWAEWAE

Tūwae wae means 'visitor' and covers staff who won't be moving permanently to the new building and will retain the workspace they are currently in – they will be welcome visitors to the new building. While this team won't need detailed information on what to do to move, they'll still need to know what's happening, and when and how it will affect them. There'll be plenty of information specifically for this team, and lots of aroha for their patience and help!

So, information specifically for the team moving will feature Kapa Tiria's indigo colour. Details that need to be noted by those who will work between buildings will have Kapa Tahawhenua's orange. And information for those who are not moving but will be affected will have Kapa Tūwae wae's yellow.

Where will you find information?

There are plenty of places to get information about the migration, the building and your teams.

Intranet – [the Hīkina to Hagley intranet page](#) has all the up-to-date newsletters, videos, announcements, documents and resources. It sits under the Facilities Development Project page and is divided into areas for each team, so if you're looking for something specific to your team, look for your colour and team name and click on that. Information that everyone needs to know will be on the front page and will be in Hīkina's teal colour.

Closed Facebook group – featuring behind-the-scenes photos and regular updates, [this Facebook page](#) is a good place to ask questions, check in with your teammates and colleagues, and share your own photos and insights into the move and the building. Here you can have conversations, ask questions, meet your Hagley Operational Transition team representatives and the Facilities Development Projects team, and get the latest information on what's happening. To join, search for the Hīkina to Hagley group and click 'join group.' Your request will be confirmed as soon as possible. If you're already part of the Let's Get Ready to Move Facebook group, simply follow the link in the latest post.

Instagram profile – follow [hīkina to hagley on Insta](#) for daily photos of what's happening.

Public website – www.cdhb.health.nz/hagley is where we'll be keeping our patients and the public up to date.

TV screens – fresh content will be added to screens in the Great Escape and Medici cafés and in the main reception of Christchurch Hospital. This will introduce and familiarise people with the new building, promote social videos and provide summaries of the latest information.

It's going to be a big year with lots happening, so plug in, stay tuned and get in touch if there's anything you need to know.

- > hagley@cdhb.health.nz
- > Facebook group: [hīkina to hagley](#)
- > Instagram: [hīkina to hagley](#)

Protect your patients from superbugs

New risk assessment flowcharts and guidelines for multidrug-resistant organisms (MDRO) are to be used from 1 February.



See page 12 for more information or contact the Infection Prevention & Control team on ext 86966

On Behalf of the Committee

Asset Management Steering Group

This week we introduce you to the Asset Management Steering Group (AMSG).

It takes a lot to run our hospitals and the overall health system: from our clinical staff who carry out specialist or general medical care, receptionists who greet patients, our kitchen staff who prepare our patients' meals, our volunteers who help people find their way around our hospitals to those planning our services – it takes a variety of skills. To enable our staff to provide these services, we need to have the right equipment, facilities and systems in place with the right capacity and capability.

Canterbury DHB is categorised by the New Zealand Treasury as a Tier 1 investment-intensive agency, in recognition of the size of its asset portfolio and investment intentions. In fact, its asset book value as at June 2019 was around \$890 million.

To settle on an asset management (AM) approach that's aligned with international and industry best practice, there was a need for a strategic group to oversee our progressive improvement. So, in September 2019, AMSG was formed to address this with Stella Ward appointed as Chair.

"This group provides direction on our AM practice and the assurance of AM maturity improvement across the organisation," Stella says.

Objectives of AMSG include:

- › Ensuring policies, strategies, processes, tools and resources are in place to support the direction of travel for AM improvement.
- › Providing assurance by monitoring improvement initiatives.
- › Ensuring appropriate asset performance measures are established and measured – both at organisational wide



Members, from left, and their area of responsibility:
 Standing: Beng-Cheng Chan (Corporate), Smit Bharati (AMSG support), Stella Ward (Chair), Tony Hampton (Clinical Equipment), Cheree Hunt (AMSG support)
 Sitting: Savita Devi (ICT), Terry Walker (Facilities and Plant), David Brandts-Giesen (Clinical Service), Sally Nicholas (member on behalf of Vicki Prattley (Campus Finance))

level and asset type portfolio level – for monitoring and planning.

- › Making decisions or recommendations on AM maturity improvement activities.

AMSG meets at least on a quarterly basis. During the meetings, the group monitors the status of the tasks listed in its improvement plan, and discuss and/or make recommendations on any AM or AM-related issues or challenges raised.

Corporate Support Manager Beng-Cheng Chan says what she likes about being part of this committee is that she is able to contribute to improving the way assets are looked after.

"This group will help to drive improvements and ensure we are focusing our investments and efforts in the right areas to deliver the services required."

If you have any questions, you can approach any of the group's members, or email corporatesupport@cdhb.health.nz.

Are you on a committee you'd like featured in the *CEO Update*? Let us know at communications@cdhb.health.nz.

Looking after yourself

Getting back to work

Whether you've had leave or been working through, we've all been a little bit in holiday mode. Now we're back at work and getting stuck in to the new year. It's so important to set out your intentions for self-care at this time of year and make some sustainable goals to keep yourself happy and healthy. We've listed a few ideas based on the Five Ways to Wellbeing below to help you with looking after yourself in 2020.

Give, tukua – This can be your time, or your presence. Kindness is infectious; you can spread kindness by sharing a smile each day. Think about your daily interactions – could you help make someone's day? Give it a go!



Connect, me whakawhanaunga – Spend time catching up with those you didn't see over the holiday period, and check in on those who worked through, or who were alone. Connect over a walk in nature for your lunch break, or a cup of tea. Connecting with others feels great.

Be active, me kori tonu – This is so important following the festive period if you ate and drank more than usual! Get outside, go to the gym or a yoga class, do whatever you know works for you. Getting into a routine of 30 minutes of vigorous exercise every day will provide so many health benefits. Consider signing up for the [Love to Ride Aotearoa bike challenge](#) in February – if you already bike to work, you could win some great prizes for something you already do. You can also sign up to Be Active Canterbury's term one programme for only \$3 per session. See more info [here](#).

Take notice, me aro tonu – The skill of mindfulness and being aware of your thoughts and feelings will provide huge benefits to your work life and overall wellbeing in 2020. Download a mindfulness app, check in with yourself

each day and figure out what you need to be happy and well. Remember what Pauline Clark does for this? Read about it in this previous issue of the [CEO Update](#).

Keep learning, me ako tonu – Why not make 2020 the year for trying new things? Learning something new is great, so why not sign up to a free online course, pick up an old hobby like playing an instrument or gardening, or learn to make something for yourself or a friend. You might want to learn something new that helps with your success and development at work. Read the max. article about this on the [intranet](#).

The Five Ways to Wellbeing can be used to encourage self-care and healthy habits in your daily work life. Take a look at the [Mental Health Foundation](#) and [All Right?](#) and decide what you can do to reap the benefits of wellbeing at work in 2020.

Celebrating the contribution of a colleague and mentor

The aroha in the room was evident last week as the Specialist Mental Health Services (SMHS) team gathered at Hillmorton campus to pay tribute to General Manager Toni Gutschlag, who has accepted a new role with the Ministry of Health.

Acting General Manager SMHS Barbara Wilson says saying farewell to Toni, "her best ever manager", was undertaken with considerable sadness.

"Toni has always shown unwavering commitment to improve the lives of people who are affected by mental illness with her vision for how things can be better, her integrity, and principled lobbying. We will miss her leadership, her courage and determination, and her fortitude and perseverance," says Barbara.

Toni shared that when she was asked recently what she remembers from her first day on the job, her response was, "I can remember the same feeling I had shortly after the birth of my second child, when I was juggling a newborn and an energetic toddler. I remember thinking to myself: I don't know if I really thought this through!"

Fast forward 25 years and she says her time at Canterbury DHB has been both rewarding and challenging, and she feels proud and privileged to have been a part of the organisation.

"Much has changed in the time I have been here but the core values of providing the best treatment, being compassionate and encouraging social inclusion remain.

"Canterbury DHB has a capable specialist mental health workforce, capable leaders, a shared vision and an agreed direction of travel. We are also making progress in some of the key areas that have been challenging for our SMHS team such as building new facilities, improving recruitment and our reputation as a great place to work, and looking after the safety of our staff and patients."

Chief of Psychiatry Peri Renison says she admires Toni's ability to truly listen – and respond – to staff, divisional



Acting General Manager Mental Health Barbara Wilson talking about Toni's career at Canterbury DHB and her many achievements. Seated front, from left, Director of Nursing Joan Taylor, Director of Allied Health Sandy Clemett, Chief of Psychiatry Peri Renison, Toni Gutschlag, Pou Whirinaki Ruru Hona

leadership team and consumers.

"Toni's unique skills will be missed. It has been a privilege having her lead the organisation."

The morning tea was a chance to reflect on Toni's contribution and for her colleagues to convey their thanks and well wishes, and it was clear the team agreed with Barbara's closing comments:

"The people of New Zealand are so very lucky to have Toni's considerable talent, which will now be harnessed for national benefit, along with her passionate drive to ensure social justice for those who live every day with mental health related illness.

"Thank you, Toni, for everything you have done for the Specialist Mental Health Services. You have made a huge difference."



Director of Allied Health Sandy Clemett presents Toni with a gift

New risk assessment and guidelines for tackling the threat of 'superbugs'

Both here at Canterbury DHB and globally there's an ongoing battle being waged against a rising number of multidrug-resistant organisms (MDRO), often called 'superbugs'

The rise of superbugs means common infections may in some cases become untreatable with antibiotics, and lifesaving medical procedures, such as surgery or transplants, may in some cases become extremely difficult or risky.

The risk of MDRO infection, particularly in critically ill and immune compromised patients, is very real and increasing every year, says Microbiology Clinical Director and Chair of the Canterbury DHB Infection and Prevention Control Executive Committee Joshua Freeman.



Chair of the Canterbury DHB Infection and Prevention Control Executive Committee and Microbiology Clinical Director Joshua Freeman

"And just as the epidemiology of these bacteria has changed over time, so must our response. That's why we're making changes to the way we monitor and manage MDRO risk."

To ensure Canterbury DHB continues to respond effectively to the antibiotic resistance threat of MDRO, the Infection Prevention and Control (IPC) team has made some policy updates which will come into effect on 1 February 2020:

- > [MDRO Admission Assessment Flowcharts \(December 2019\)](#)
- > [Multidrug Resistant Organisms Infection Prevention & Control Guidelines \(January 2020\)](#).

Staff education sessions are being held about the new flowcharts, but staff must also familiarise themselves with the updated flowchart and risk assessment for patient placement and use the new version to assess all patients presenting, being admitted or transferred to/from Canterbury DHB hospitals from 1 February.

These changes are also in line with the Ministry of Health's [New Zealand Antimicrobial Resistance Action Plan](#), which aims to achieve a nationally consistent approach towards reducing antimicrobial resistance and the harm and cost of health care associated infections.

If you have any questions or need more information, please contact the IPC team on extension 86966 or email IPCNursing@cdhb.health.nz.

For more information about antimicrobial resistance and MDROs, read the World Health Organization's report [No time to wait: Securing the future from drug-resistant infections](#).

MDRO watchlist

MDRO currently of concern are:

- > Carbapenemase producing Enterobacteriaceae (CPE)
- > Carbapenem resistant Acinetobacter baumannii (CRAB)
- > Extended Spectrum Beta lactamase producing bacteria (ESBL)
- > Methicillin resistant Staphylococcus aureus (MRSA)
- > Vancomycin Resistant Enterococci (VRE)

Transgender HealthPathways

“huge leap forward”

A set of transgender care pathways has gone live on Canterbury Community HealthPathways, making available vital information on the medical and mental health and surgical care of transgender people.

Canterbury Community HealthPathways offers clinicians locally agreed information to make the right decisions, together with patients, at the point of care. It is designed and written for use during a consultation.

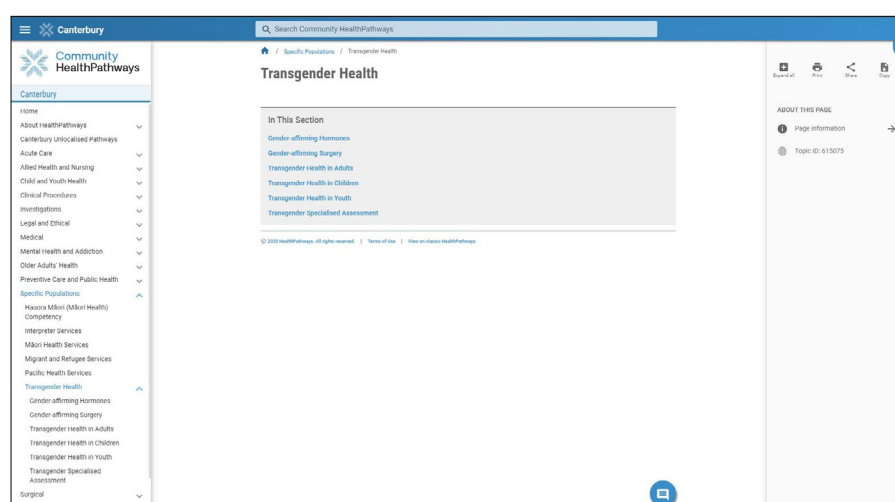
The section on Transgender Health contains information on gender affirming hormones, gender affirming surgery, transgender health in adults, children and youth, and transgender specialised assessment.

The transgender pathway has involved a massive effort from everyone concerned and represents a huge leap forward in equity of health delivery for the transgender community in Canterbury, says Senior Clinical Editor, Canterbury Community HealthPathways, Caroline Ansley.

General Practitioner and Canterbury Initiative Clinical Lead Rebecca Nicholls has shown amazing leadership to bring together and keep together all the key players, says Canterbury DHB Team Leader Canterbury Initiative Erin Wilmshurst.

Rebecca says it was a huge team effort from all the hospital departments involved, and from a group of general practitioners dedicated to improving healthcare for transgender patients and a fantastic group of colleagues and transgender community members who formed a community/clinical group to guide the work.

“It would not have been possible without community input. It’s important to understand that the pathways don’t just represent a guide for clinicians. There are procedures, assessments and care, not previously available in Canterbury, now available for the first time.



“I will continue to work with a community/clinical group for the next couple of years to help the system settle in and to continue to hear feedback from clinicians and the community to continue to improve things.”

You can contact the team on transgender.health@cdhb.health.nz.

For more information see [Community HealthPathways](#).

Via Innovations: Helping turn health innovation ideas into reality

Are you a Canterbury DHB staff member with an innovative process, product or service idea to improve the health outcomes of our community?

Or a staff member wanting to learn more about how health innovations can be commercialised using best practice?

If the answer is yes, then Via Innovations – a small business unit that reports to Chief Digital Officer Stella Ward – is the first point of contact for innovations developed at Canterbury DHB; for innovation support; and for local industry access to clinical trials or assessments in a Canterbury DHB facility.



Director of Via Innovations Anya Hornsey

Anya Hornsey has recently started in the role of Director of Via Innovations to oversee and coordinate Via's activities, and to ensure the unit meets its objectives and budgets.

"My role also involves establishing and maintaining industry best practice systems to evaluate how and whether innovations we assess can be commercialised and translated into clinical and health management practices," she says.

Anya brings a lot of experience to the role, having spent 15 years in the technology start-up sector, many of those as an investment manager for a company that commercialised inventions from New Zealand universities. She has also been the CEO of an earthquake engineering start-up.

"These experiences have given me a solid understanding of all the challenges involved in commercialising breakthrough technologies.

"The things I like about this role are the people I get to engage with, the variety of projects, the culture of innovation, and the increased opportunities that will flow from the Ministry of Health's Digital Health and Health Research Strategy," Anya says.

Via Innovations helps people with innovations that have wider commercial potential to access commercialisation expertise and investment funds through the New Zealand Health Innovation Hub (NZHIH), which is owned and managed by Canterbury DHB, and supported by the Ministry of Business, Innovation and Employment.

"NZHIH is the entity that deals with commercial innovation contracts and funding support, and Via Innovations assists clinicians and industry to access funding through the NZHIH," she says.

Via Innovations also runs workshops for staff with an interest in innovation and commercialisation to continue to build the strong culture of innovation that Canterbury DHB has become known for internationally.

The next round of workshops is happening in March, so keep an eye out in the CEO Update for more information.

For more information visit the websites for [Via Innovations](#) and [NZHIH](#).

Activity Room passes audit with flying colours

The Activity Room at Christchurch Hospital has received a glowing report in its latest Education Review Office (ERO) audit.

As a licenced early childhood hospital-based centre the Activity Room is audited by the ERO.

The ERO audit, undertaken late last year, evaluated the Activity Room as very well placed at being able to contribute to children's learning and promote their wellbeing – the highest rating that can be given, says Team Leader Melinda White.

"It is fantastic getting such a great report from the ERO as it validates what we already know – the importance of our role and the impact it has on children and their families."

The review findings state that children and their families are very well supported by the Hospital Play Specialists (HPS) who are highly effective in helping maintain their wellbeing while in hospital.

"The service's mission and core values are enacted and evident in daily practices. The HPS are highly skilled at developing trusting relationships with children and their families and take a holistic approach to supporting them."

This helps to reduce the impact of anxiety related to being in hospital. HPS engage in highly responsive interactions

with children. Their role is complex and requires them to respond quickly to children's changing medical circumstances, the report says.

"They work closely with individual children and their family to prepare them for clinical procedures. This supports the child's sense of wellbeing."

Children benefit from the way HPS consistently and effectively meet their individual needs and interests. Collaborative and authentic individualised planning for children builds on their prior knowledge and learning dispositions. This contributes to positive health and learning outcomes.

The audit says HPS are strong advocates for children and their families who effectively explain clinical procedures to the child and their family to help them understand and be involved in decisions that affect them. Children are encouraged to build self-efficacy and, over time, take an active role in their health care.

HPS work in close collaboration with health professionals and family members.

"Leadership is highly effective. Leaders base relationships on respect, trust and reciprocity. They work collaboratively with Canterbury DHB, HPS, wider medical teams, parents and whānau to promote positive outcomes for children."



From left, Activity Room Team Leader Melinda White, Hospital Play Specialist Intern Nicole O'Donnell and Toby

There is a collaborative approach to strategic planning. The report finished by saying that the service has a robust appraisal system with significant professional learning and development opportunities to build staff capability. Canterbury DHB supports the service with a strong policy framework, the report says.

Community service rewarding in so many ways

Pup's nomination for a Kiwibank Local Hero Award 2020 was the idea of Volunteering Mid Canterbury and this piece wasn't his idea either – it was suggested by his colleagues at Community and Public Health.

Having done a fair bit of public speaking over the years, where he had persuaded others of the importance of recognising and celebrating success, Pup kind of had to say 'yes.'

'Pup' has been his nickname since he was just three years old. And it has stuck. Most Ashburton locals would have to think twice if you asked if they knew Paul Chamberlain (his real name).

Pup moved to Mid Canterbury in 1986 and in 1992 became the first local Police Education Officer. That's almost long enough to make him a local, and certainly long enough for him to feel very much part of a community which, like many small New Zealand communities, knows the value of experience 'on the ground' and the importance of looking after your own.

It was this experience in working with youth and in the community that ultimately led to Pup joining the ranks of the Canterbury Community and Public Health team where he has worked for almost four years now, mainly in health promotion in schools – nutrition, water and, of course, mental health and wellbeing.

"There are not a lot of mainstream agencies that provide services to somewhere like Ashburton, and measures like suicide prevention are often the least well-resourced centrally, perhaps because there are no instant results. That's why community-led initiatives are so important."

When asked whether there was something in particular he has received this award for, he was typically modest.

"As well as my public speaking, I've become known as someone people can talk to – and another advantage of living in a small community, I'm now coming across people I first met as children who are now parents themselves."

As if to prove that local connection, the other member of the Ashburton Community and Public Health team, Carly McDowell, is the daughter of a close former Police colleague, Chris.



From left, Pup Chamberlain's mother Cath, Pup wearing his award, and his brother Nev

"I love working in the Ashburton community, partly because it's such a great community, but I do have a more selfish motivation – it's good to give and to feel you are doing some good. My hope in agreeing to this story, is that stories about helping people will bring others out of the woodwork who have something of their own to contribute."

Pup was quick to acknowledge that his award and the recognition that comes with it is really for a team effort – and as you can see from the photo, the backing and values instilled through a close family probably had a lot to do with that.

He also wants to acknowledge and thank in particular his Community and Public Health colleagues Tim Weir, Kerry Marshall and Lucy Daeth and his former Police partner-in-crime of 24 years, Chris Wilshire, for their support and flexibility.

Laboratory team member retires after 42 years of service

After 42 years at Canterbury Health Laboratories (CHL), Sheryl Young has decided it is time to retire.

Sheryl started at the laboratory in February 1968 as a 16-year-old on a five-year training programme. In 1972, Sheryl qualified as a Medical Laboratory Scientist, with a specialist level in microbiology.

After only eight months she was the charge scientist in serology. Sheryl left in 1978 to have a family but couldn't stay away and returned as a part-time scientist in 1987, becoming a full-time scientist again in serology from 1996. She took over the role of section head of serology in 2003 until the amalgamation of serology and virology in 2010, becoming the new section head for the combined service and successfully steering the service through the merger.

Since July 2018 Sheryl has been the project facilitator in the Laboratory Support Team, working on a range of training and service improvement initiatives supporting section heads across CHL.

Sheryl says she has enjoyed being part of a quality laboratory service to Christchurch Hospital and the wider New Zealand community. She has seen many changes over the years, including the response to the H1N1 flu pandemic in 2009 and presenting the Annual Leave Management Project at the Canterbury DHB Quality Improvement and Innovation Awards in 2012.

She was central to CHL being awarded the Ministry of Health contract to be the World Health Organization accredited National Measles and Rubella Laboratory in 2005.

One of Sheryl's favourite analogies about leading a high-performing team compares them to an orchestra: the leader identifies each individual's strengths and harmoniously guides those talents to achieve a shared goal.

Sheryl has continually put this analogy into practice and championed team development while achieving key strategic and operational priorities for CHL. In her last role as project facilitator, she has continued to be an influential leader and introduced a successful training and development programme for CHL's section heads.

Sheryl has improved processes and increased efficiency, and has always been passionate about focusing on what is best for the patient and caring for her team.

She has looked after the staff in serology and virology professionally and personally with a touch of maternal responsibility. The CHL team will miss her scientific expertise and leadership, determination to get the job done and her incredible baking!

She has a great sense of fun and has taken part in many dress-up occasions over the years, always accompanied by her husband, Stewart.

In her retirement, Sheryl plans to spend more time with family, and to travel.

NEED TO TALK?



**free call or text
any time**

One minute with...

Lewis Lam, Ophthalmologist and Vitreoretinal Surgeon

What does your job involve?

Diagnosing and treating diseases that affect the retina, the seeing tissue which lines the inside of our eyeballs. Surgically, I fix retinal detachments, macular holes, bleeds in eyes, complicated cataracts, trauma (perforated eyes), and help people see again.

Why did you choose to work in this field?

I wanted to be a plastic surgeon in my days as a junior doctor. I did a placement in Plastic Surgery and asked a senior doctor whether he would do plastic surgery again if he could wind back the clock. He said, "I'd probably do ophthalmology". That piqued my interest, and that question changed my life.

What do you like about it?

You get to literally 'see' the pathology in patients' eyes, and if you can't, there are lots of imaging modalities that can help you put bits of the puzzle together. Diseases range from benign to life-threatening, and you see people aged zero to 100. I love the patient interaction, given most of our patients are well enough to talk to, and my ultimate joy is in seeing my patients happy when we fix their problem and allow them to see again.

What are the challenging bits?

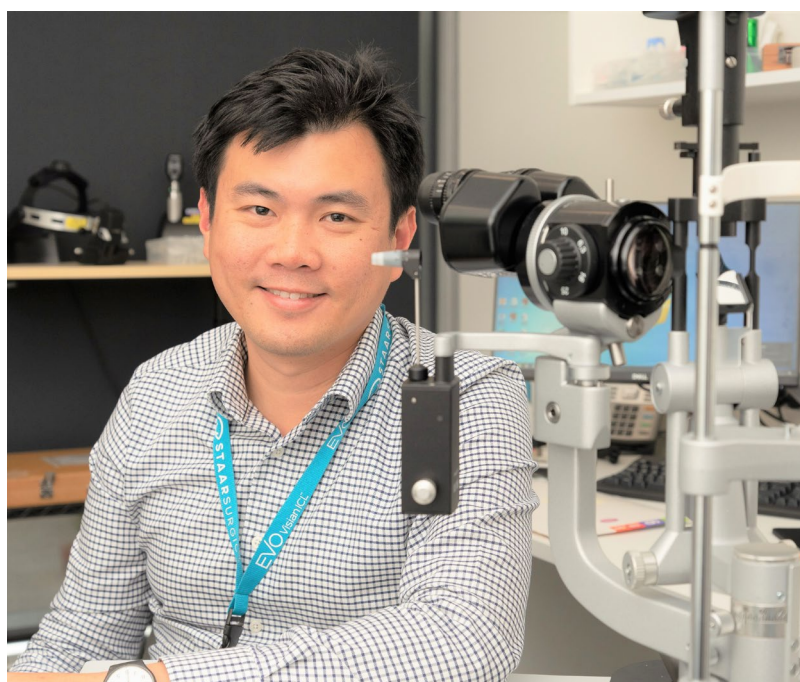
When things don't go as planned and the retina doesn't sit where you want it to despite your best efforts. The retina is essentially part of our central nervous system, and this tissue is very delicate. I suppose it is this challenge that makes work so stimulating and drives me to bring my best to work each day.

Who inspires you?

Dad – practical wisdom and optimism when times are tough.

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?

Be nice to people, and treat patients like you would want to be treated yourself.



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

Don't use it!

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

In the vitreous (a substance in the eye).

What do you do on a typical Sunday?

Laze around with a book, good food... catch up with family and friends, wondering when I'm going to get called about the next retinal emergency!

What's your favourite food?

Seared scallops, Japanese style.

And your favourite music?

Most recently, 'You are the sunshine of my life' by Stevie Wonder.

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

Something For You

Something For You is the Canterbury DHB employee benefits programme. The deals offered are from the Canterbury business community to say thank you for all that you do. You can access all your deals right [here](#). Remember, you'll need your Canterbury DHB ID badge to claim these deals, so be sure to take it along with you.

This week's featured deals are all new businesses to Something For You:



ENCORE BEAUTY & MEDI SPA – 248a Papanui Road, Strowan

Receive 20 percent off your first treatment and then an ongoing 10 percent off treatments when you return.



GARDEN BOX – 57 Lunns Road, Middleton

Head into Garden Box and get 5 percent off bark, mulch and decorative stones or contact ask@gardenbox.co.nz for trade rates if you are building a house or have a large renovation project.



WAIMAK AQUATIC FACILITIES – Kaiapoi, Oxford, Rangiora

Get swimming with 30 percent off all standard swim concession cards and memberships.



KORA KITCHENS – 327 Stanmore Road, Richmond

If you need a new kitchen, receive 10 percent off the retail price of kitchens and quartz benchtops from Kora Kitchens.

Check out [Something For You](#) on the intranet, for more information on these deals and many more!

New National Ethics Advisory Committee standards

The new National Ethics Advisory Committee (NEAC) standards on Health and Disability Research and Quality Improvement merge and replace the *Ethical Guidelines for Intervention Studies* and the *Ethical Guidelines for Observational Studies* and apply whether or not research or quality improvement activities require review by an ethics committee.

The new standards are now available on the [National Ethics Advisory Committee website](#).

If you have questions or queries around the ethical aspects of projects, please feel email the Research Office on cdhb.researchoffice@otago.ac.nz.

You can find other resources relating to ethics and locality authorisation application processes within Canterbury DHB on the [Canterbury DHB Research Office website](#).



Health Delivery Research Investment Round funding available now

The Health Delivery Research investment stream is being replaced by the Health Delivery Research investment round.

The Health Research Centre is allocating 20 percent of its annual funding round budget (approx. \$17 million a year) and will now run this funding separately to the HRC's main annual funding round.

In response to feedback from the sector, the redesigned funding opportunities targets research from activation to translation and from entry level researchers to research leaders and champions.

All requests for research funding must be logged with the Canterbury DHB Research Office to be fully costed and authorised by the organisation.

For more information, please contact the Canterbury DHB Research Office on cdhb.researchoffice@otago.ac.nz or phone 364 1513 (ext. 81513).

About the funding

The two pipelines available aim to enable research and researchers, and are divided into project and people focused opportunities:

Phase one

Project focused

- › [Health Delivery Research Activation Grant](#): (max \$30,000 per 12-month grant)
Provides support to enable established or prospective researchers and/or research providers to establish health delivery research evidence needs or research opportunities before applying for further health delivery funding.
Registrations close 8 April 2020
Full applications due 22 April 2020
- › [Health Delivery Research Project Grant](#): (max \$1.4 million for a maximum of 5 years)
The Health Delivery Research Project Grant provides support for health delivery research of varying values and durations.
Registrations close 27 February 2020
Full applications due 26 March 2020



People focused

- › [Health Delivery Research Career Development Award](#): (max 12 months; value based on qualification of applicant)
The Health Delivery Research Career Development Award is a career development opportunity with a funded placement in a health delivery research team or health sector setting. It is designed as an alternative pathway into health delivery research aimed at attracting more people with relevant skills into this discipline.
Registrations close 8 April 2020
Full applications due 22 April 2020

Phase Two: Further announcements expected in August 2020

Project focused

- › Health Delivery Translation Grant.
- › Health Delivery Research Training Fellowship.
- › Health delivery Research Advanced Training Fellowship.

People focused:

- › Health Delivery Research Leader.

For more information, check out the [Health Delivery Research Investment Round: Questions and Answers](#).

20 January 2020



Annee, recipient



NEXT BLOOD DRIVE



Chch Hospital – Annex Room
by the Great Escape Café



Wednesday 5 February
10:00am – 3:00pm

Please book your appointment to be a Lifesaver.

Remember to **eat & drink plenty before donating** & bring your donor card or photo ID.
Eligibility criteria applies – please read the **Blood Donor ELIGIBILITY Checklist** or do the Am I eligible? quiz on our website. Also, check the online Travel information.

0800 448 325
www.nzblood.co.nz

To donate, contact us today to book your appointment.

Download our app now

