

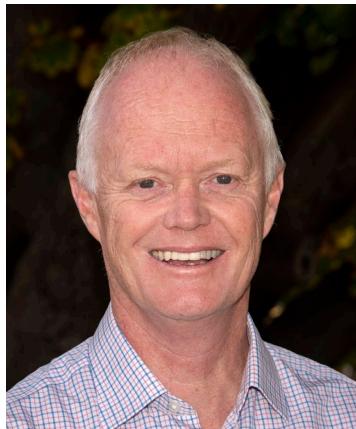
CEO UPDATE

28 March 2022 / 28 Poutū-te-rangi 2022

Canterbury

District Health Board

Te Poari Hauora ō Waitaha



Do you know one of the 105,000?

At last count there were 105,000 Cantabrians who are eligible, but are yet to have their booster dose. While there are people of all ages in this group, the majority are in the 20-34 year old age band, so please check with friends and whānau and encourage everyone to get boosted.

Whether you have had COVID-19 or not, the booster is vital for your future protection. Get your booster three months after your second vaccine. If you have had two vaccinations and contract COVID-19, you can also have your booster three months after you have recovered.

You can book here: <https://bookmyvaccine.covid19.health.nz/>

The Ministry of Health reports that the booster restores vaccine effectiveness for Omicron to 90 percent - after it declines following your second dose.

Our best protection both for ourselves, and for our whānau, is to be up-to-date with vaccinations – which includes a booster. Often those at the greatest risk of becoming sick with COVID-19 are older family members and those with co-morbidities such as asthma, diabetes, and other long-term conditions.

Here's a short video of [Dr Ashley Bloomfield talking about Boosters](#).

Having your booster can protect you from serious illness or hospitalisation – please encourage everyone you know to get theirs.

The Protection Framework changes announced last week

Last Wednesday, the Prime Minister Jacinda Ardern announced some changes to the COVID-19 Protection Framework and Traffic Light System. In short:

- › New Zealand has successfully navigated the first wave of COVID-19, the Delta outbreak and now with Omicron having peaked in Auckland, we can expect cases to peak and begin to decline across the rest of the country over the next couple of weeks.
- › Despite this, we must be aware that:
 - › COVID-19 will remain in our community and we could see cases spike over winter now our borders are open
 - › The Traffic Light System, and now that our borders are open, Protection Framework will remain until further notice to help us manage case spikes and new variants.
- › New Zealand remains at Traffic Light Setting RED (to be reviewed on 4 April) and mask guidelines remain unchanged.

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As of 11.59pm Friday 25 March:

- › Indoor gathering size limit increased to 200 (where My Vaccine Pass required)
- › No limit on outdoor gatherings (where My Vaccine Pass required)
- › Scanning in using the COVID-19 Tracer App is no longer required.

From 11.59 Monday 4 April:

- › My Vaccine Pass will no longer be necessary, however some businesses and events may still require them
- › Vaccine mandates will no longer apply for most sectors excluding health and disability, aged residential care, corrections, border workers and MIQ staff. This means no change for those of us in the health sector. The vaccine mandate for health still includes the requirement to have the booster dose.
- › All businesses, however, will retain the ability to voluntarily introduce workforce vaccination requirements following their own health and safety risk assessments.

You can see an overview on the [Unite Against COVID-19 website here](#).

Director General of Health, Dr Ashley Bloomfield, [in his latest newsletter](#) reminds us all that the current changes to the Covid Protection Framework don't signal the end of the Omicron outbreak.

We will continue to see hospitalisations and deaths of people with COVID-19 in the months and weeks ahead. After hospitalisations peak, the downward trend is likely to be a relatively slow one. Nationally, we can expect ongoing waves of COVID-19 with a 'base' level of several thousand cases a day. You can read more from Ashley Bloomfield [here](#).

If an army marches on its stomach, it seems a DHB runs on caffeine

A shoutout to the WellFood retail team – especially the baristas who, last week, made a staggering 10,000 cups of coffee. Each and every cup was very much appreciated by its recipients. And no matter how busy you were the same care and expertise was taken with every cup. High five team!! We'd be lost without you.

COVID-19 in Canterbury – by the numbers

The past two years have seen a massive response by so many across the health system. We can easily lose sight of the phenomenal mahi that teams have been doing. Here's a snapshot – and most importantly, thank you for your amazing work to support the COVID-19 response.

Every number below represents significant work by members of our team of 23,500 health staff throughout the Canterbury Health System. I have been so impressed by the way everyone has worked so collaboratively across our integrated system.

Check the modelling update on [page 5](#) – it appears that we are half way through this Omicron outbreak, so these numbers will be updated again at the end of what's predicted to be a very long tail.

It's certainly not over, but I wanted to take a moment to reflect on our collective achievements and thank you all for everything you've done so far – and at pace. Our system and people have adapted quickly to so many changes over the past two years, and in particular over the past few months when changes have been made to the way we work on an almost daily basis.

As at Monday 28 March 2022

- › **476 patients with COVID-19** have been admitted to Canterbury DHB hospitals since 4 March.
- › **600,000 COVID-19 PCR tests were reported** by Canterbury Health Laboratories (*80,000 were done for other DHBs).
- › Canterbury Health Laboratories have been running PCR testing for COVID-19 for **more than 780 consecutive days**.
- › **870 Canterbury DHB staff** have had COVID-19
- › More than **3000 single PCR tests were done per day**, and when pooling samples 1:3 **more than 4,000 PCR tests** were being completed each day.
- › **7.2 million individual rapid antigen tests have been distributed** from Canterbury DHB's Supply department throughout the South Island.

- › **35,000 returnees welcomed home via seven MIQ facilities** in Christchurch (*this excludes air crew and maritime workers).
- › **41,262 Cantabrians have recovered** from COVID-19 since 15 November 2021.
- › **18,968 Cantabrians have COVID-19 today.**
- › **60,230 is the total number of cases of COVID-19** in Canterbury since 15 November 2021.
- › Vaccination Rates: Canterbury DHB is leading nationally with the following rates of COVID-19 vaccinations: **first dose (99.7 percent); second dose (98.7 percent); boosted (75.8 percent)**.
- › In actual numbers, here's how it stacks up:
 - › A total of 1.28 million vaccinations given, comprising:
 - › 1.25 million adult Pfizer
 - › 35,949 Paediatric Pfizer
 - › 1145 other vaccines including AstraZeneca and Novavax
 - › **10,000 cups of coffee in a week** – clocked up last week, each carefully crafted by our WellFood baristas
- › **Personal Protective Equipment** has been shipped out from our Stores team throughout Canterbury to help keep staff and patients safe.
- › In total the following items have been distributed since 1 December until 27 March 2022.
 - › 2.7 million **masks**
 - › 100,000 **gowns**
 - › 7.2 million pairs of **gloves**
 - › 19,000 sets of **goggles/visors**
- › **538 people with COVID-19** are currently having their care coordinated by the Care in the Community team at the Canterbury Hauora Coordination Hub.
- › Each week more than **20 pregnant people who have COVID-19 have safely delivered their babies** at Canterbury DHB operated maternity facilities.
- › The ECC Covid Staffing team has received a total of **136 requests** for staff support. Of these, only 6 of these requests were unable to be met.
- › **1,642 staff** have made themselves available for redeployment from a wide variety of roles including Nurses, Allied Health Professionals, Midwives, Dental, Science and Technical staff, Corporate, among others.
- › Of the 1,642 staff who put their hands up, **344 have been redeployed**. Additionally, we have deployed **34 Agency Staff** and **21 Nursing students**. On average, we have **redeployed 60 staff per day**. The last 7 days have seen our highest levels of deployment peaking at **98 staff deployed in a single day**, and an average 90 daily redeployments.
- › We have **provided support to 47 unique sites**, covering a range of services including aged residential care facilities, Community Based Testing Centres, External Partners, and our internal services. The bulk of deployments have been to ARC Facilities which make up 20 of the 47 sites.
- › Number of volunteers: **500** – who have been deployed to a range of roles throughout the system.
- › **155** is the average number of patients with COVID-19 being cared for per general practice
- › **35-36 patients (on average)** are being cared for by each general practice team in Canterbury.

Primary Care COVID-19 community testing

In the past five months our community testing centres have completed **63,000 PCR tests** and general practice **39,000 PCR tests**, and **95 percent of all general practices** in Canterbury have contributed with PCR testing.

The biggest week was the last week of February with **4,500 PCR tests across general practice and community testing centres**. Coincidentally this was the same week that we switched to RAT distribution

when in the first four days the community-based RAT distribution centres handed out more than **300,000 individual tests**. The longest queue for RAT kits was on 3 March, at **2.8km long** (Orchard Road Community Testing Centre) – RAT collection!

The largest single location/day for PCR testing was 28 October 2021 when **1130 tests were carried out at the Orchard Road Community Testing Centre**.

Community & Public Health – going strong since Day 1

- › For the first two years of the COVID response our Community & Public Health team **successfully contained all outbreaks in our region** including the different variants up until Omicron. This was an important achievement that bought us all the time to increase our vaccination rates so successfully
- › Another major achievement supported by Community & Public Health was that our MIQ facilities contained the many hundreds of cases that were in the seven local hotels, and there were **no cases of community transmission from these**. This is a major success so very well done to the many people involved in this.
- › In terms of contact tracing, **Community & Public Health have been fully occupied seven days a week for two years in outbreak containment through contact tracing** local cases as well as supporting other DHBs across the rest of the country
- › With the arrival of Omicron, Community & Public Health has been focused on Exposure Events – most of them in our region. In the three months so far this year we have been forwarded **2162 Exposure Events (1718 so far in March)**. Some of these are organisations with more than one exposure at the same place. Most of the Exposure Events have been in Aged Residential Care facilities, Places of Worship, temporary accommodation facilities and education settings.

Facilities

- › Canterbury DHB currently has **36** physical beds within the Intensive Care Unit (ICU) and Children's High Care areas in Christchurch Hospital which can be used in a pandemic response.
- › We recently opened the newly upgraded **33** bed Parkside Ground Medical space at the end of last year. This ward is designed to care for acutely unwell COVID positive patients who don't need intensive care.
- › In addition, the new Medical Progressive Care unit also provides **14** high acuity beds.
- › Construction is also underway on a new **12**-bed Intensive care facility with negative pressure airflow to support pandemic care. It is being constructed in a vacant space in the new Waipapa building adjacent to the current ICU and will be completed before winter.
- › See details of a recent visit to check on progress on [page 13](#).

Information Services Group (ISG)

- › ISG have been enabling more staff to work from home and supporting new and redeployed staff with the technology they need to do their job. Behind every job is a huge effort – and we are grateful to our vendors who have prioritised health to allow this to happen.
- › Since Omicron, there have been **1459 new remote access requests**, and **566 jobs logged** in relation to remote access issues.
- › ISG have provided a lot of new kit to support our response including: **125 laptops, 48 desktop systems, 94 iPads, 104 mobile phones and 53 monitors**.
- › They have also deployed new equipment and systems to the new COVID ward areas; introduced new clinical systems, including integrating CCCM, the COVID-19 management system, set up the COVID-19 Hub in addition to Business As Usual activities.

Unable to visit someone in hospital? We can help you stay connected with whānau connect

If you have someone special in hospital right now but due to COVID-19 or other circumstances you're unable to visit them? We can help. Email your message and/or pictures to patientlink@cdhb.health.nz and tell us:

- › Who the message is from
- › Who the message is for and
- › Which hospital and ward the person is in.

Our volunteers will make sure your message gets to them.

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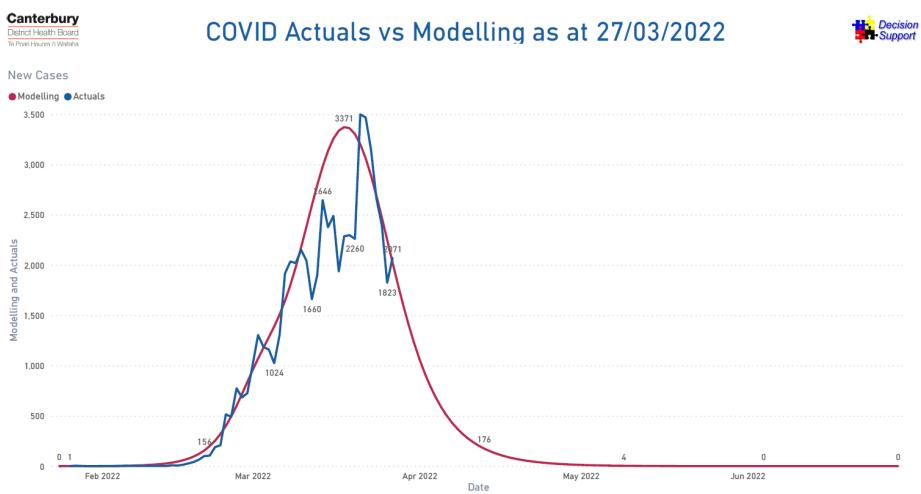
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How are we tracking against our modelling this week?

It appears that we may have peaked, but it's too soon to call it. As discussed in last week's CEO Update we expect hospitalisations to increase this week (seven to 10 days after our highest daily case numbers) and by this time next week, we'll have a bit more data to inform our decision-making regarding next steps.

And remember, reaching the peak doesn't mean it's over, it means we're half way there and having your booster is still the most important thing you can do to protect yourself and others against Omicron.

It's also worth remembering that on top of Omicron, our borders are opening and will likely bring in other respiratory viruses.



Bouquets – they remain a highlight of my week

Every week I am blown away by the wonderful feedback we receive from people who use our services. This week, I was particularly taken with this feedback from someone who was admitted with COVID-19 and was very happy for her comments to be shared in the hope they would encourage staff who are doing a marvellous job. Thank you for sharing and taking the time to acknowledge our staff.

I would like to express my gratitude to the people who have looked after me so well during my time in the COVID-19 ward at Christchurch Hospital, and my admiration of the health system that surrounds them.

Here we are at the peak of a health crisis, and what I have experienced is a well-run, prepared system and an unfailingly compassionate team.

It has absolutely not been my finest hour and I've been reassured and cared for with dignity. Every time I've tried to thank someone, I've been told it is not my fault I've got Covid. I have felt the incredible willingness of all the team to be here, even when it places them at increased personal risk.

I am in awe particularly of all that the nurses are carrying. I have seen nothing but competence and team work, even when things weren't going right.

Special thanks to Max who settled me on admission, the cheerful orderlies, and to the absolute MVP Catering Assistant Bernard, the food delivery guy, who cheered me up over the first two difficult days.

I am very grateful, and hope this message brings some encouragement at this time.

It's great to see light at the end of the tunnel

While it's heartening to think we may have reached the peak and be starting to come down the other side, now is not the time to drop our guard – it's so important that we keep up with all the public health and Infection Prevention and Control measures that have kept us and our patients safe until now.

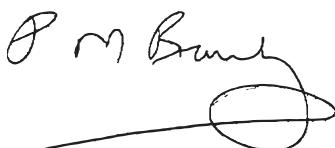
Thanks again for everything you're doing. There are some fabulous stories in this issue on the lengths our staff and volunteers are going to, to ensure safe care. I hope you enjoy reading about friends and colleagues.

A tribute to Gordon Davies, former CEO of Canterbury DHB

Gordon Davies was CEO of Canterbury DHB from 2005 to 2008. Sadly, he passed away last week, and his funeral was today.

While I didn't know Gordon, I wish I did – there's a fitting tribute to him, along with some photos on page eight. Condolences to those who worked with and loved Gordon. He is widely credited as being the person who sowed the seed of Canterbury's Vision 2020 Integration Journey.

Kia pai tō koutou rā



Peter Bramley, CEO
Canterbury District Health Board

Please email us at AskPeter@cdhb.health.nz you have any questions for Peter.

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

Oncology, Christchurch Women's Hospital

I have the utmost praise and admiration for the staff. They were so attentive and caring, always checking that I was okay with what they were doing. An explanation was always given. I felt valued. I know that the time I was in hospital was a stressful time with COVID-19 causing staff shortages but not once did I hear staff complaining. Suzy's team were amazing, as was Suzy herself. Congratulations on the professional ethics displayed by staff.

Ward B5, Respiratory Ward, and Social Worker Billy Hyde, Christchurch Hospital

This is to recognise staff in Ward B5 in Waipapa. It's a little delayed but it's important to me that I let you know the following people made a big difference. My mum recently passed away. She was a patient for 11 days in Ward B5 with an overnight visit to the Respiratory ward also. Pauline and Rannae were wonderful nurses who really took time and care with Mum. They were efficient with a warm and caring disposition. Mum felt very content when these ladies were taking care of her, which also made me happy as I could see a calm confidence in Mum when Pauline and Rannae were there. Pauline was especially great as she was with my Mum for several days. Rannae made a big impact in one day, my Mum's last day in the hospital. Please let them know that they made a beautiful, positive difference in the life of a woman as she was ultimately facing her last weeks with us, and please express the gratitude of a daughter who couldn't be there 24/7. I'd also like to recognise the absolutely amazing Billy Hyde - Social Worker. He was outstanding, full of empathy and compassion. He made an immediate impression on us with how he talked, listened and delicately suggested. What an asset he is to your team! He was reassuring and gentle, while still being clear and

concise with information and we felt a complete sense of trust and confidence in him. The difference he made was profound. Also, thanks to Viv, the Ward B5 Charge Nurse for taking time to speak with me over the phone regarding an issue we wanted to raise, I really appreciated her listening to me. Lovely nurses in the Respiratory ward too and Dr Mike was so wonderful. So, although we had some trying times and some life-changing news during my Mum's hospital stay, we were generally cared for by a great team of professional people with a few outstanding stars mixed in.

Francesca Hayes, Christchurch Opioid Recovery Service (CORS)

Thanks so much, I speak from a very long time in mental health services as both an inpatient and an outpatient from the age of 12 and a ridiculous amount of case managers. You're definitely one of the good ones. Thanks for being so proactive and helpful and not giving up, checking in even when I wanted to be left alone in my downward cycle to oblivion. It really did make a difference.

Big Shout Out

To: Psychiatric Consult Liaison Nurse, Emergency Department (ED), Neil McNulty

There have been numerous times when Neil has psychiatrically reviewed a patient prior to being medically cleared. By doing this, Neil not only helps the ED team but also reduces the workload and pressure for the Crisis Resolution staff on the following shift. Thanks Neil for being proactive and supportive towards your colleagues and the patient.

From: Psychiatric Nurse Joe Bebbington

#carestartshere

Emily-Rose Wooff, CORS

I am writing to express the change (positive) in my life that I have managed with Emily Wooff as my counsellor/case manager. I look forward to engaging with Emily because I always learn new ways to self-manage. Emily is very helpful in making herself available and ensured that I am at 'the helm' and being personally responsible. Total personal responsibility and harm minimisation are what I have continued to learn while having Emily work alongside me. Each time/visit with Emily I leave with a 'spring in my step', feeling that much more self-empowered and competent. Emily's humour is a major plus too in her therapy style - she's so funny! Thank you for having Emily on staff.

William Egan, CORS

My case worker William Egan has always tried to help me and has never given up on me. Thankyou.

Nursing staff, West Inpatients, Hillmorton Hospital

I would like to say a huge thank you for all of the nurses' help. It has been lifesaving. With much respect and appreciation.

Emergency Department (ED) and Surgery, Christchurch Hospital

I took the top off my finger off in a farm accident. The care and attention shown to me was outstanding. It was apparent that the staff were under pressure, but their professionalism and care was a credit to Canterbury DHB. The following day, I needed surgery on my finger and again all staff concerned were friendly and professional.

Orthopaedics and Acute Care, Christchurch Hospital

I have to applaud the professionalism, kindness and care that I received from every single person who assisted me.

Ward 4A, Christchurch Hospital

I have nothing but praise and respect for the lovely staff. The meals were also really good. I know some people complain so I thought I would give all the staff the compliments they deserve and say, don't ever give up.

Theatre, Day of Surgery Admission, Post Anaesthetic Care Unit, Day Surgery Unit and Ward A5, Christchurch Hospital

Mary, Andy, Ben, Claire, Rachel Hart, Kaye Carr, Jordan, Shinae, Jess, Sai, Jack, Rebecca and Stephen. Everyone was very professional, good team work and they were very friendly. I would like to say thank you for taking good care of me during my surgery. Thank you, I appreciate your service.

Orthopaedics, Christchurch Hospital

The service I received has been fantastic. I have been treated well, everything works well, and the staff are super helpful and friendly. Thank you.

Big Shout Out**To: ISG Technician John Burrows**

John was extremely helpful with a challenging request to resolve login issues for some redeployed dental assistants. John rose to the challenge and found an easy solution combined with a calm approach that helped reduce the anxiety for these staff.

From: Burwood Department of Nursing - Nurse Educators

#carestartshere

Big Shout Out**To: Canterbury DHB Equity Team**

A big Shout Out to the Canterbury DHB Equity Team for supporting the Hauora Māori service during a time of resourcing challenges and the impact of COVID-19. It was a time, for both the Hauora Māori and Equity team to come together, to support each other and share in the important mahi and service our Hauora Māori team provides to both patients and whānau.

From: A big thank you from Director of Allied Health Helen Little, Team Leader Eru Waiti and the Hauora Māori team.

Reply from Workforce Development Partner Equity and Diversity Akira Le Fevre:

"We have had the privilege of supporting our Hauora Māori team in Christchurch Hospital while staffing numbers are down. It has been a real honour to see first-hand the important mahi and service that the Māori Health Workers provide to our Māori tūroro (patients) during their time at the hospital. The amazing manaaki and awhina that the Hauora Māori team provide our whānau tūroro is invaluable and is a true example of tikanga. We have personally been heartened by being able to connect tūroro with services, having a korero, hearing their stories or simply by being a friendly face for them as many are not able to have their own whānau in the hospital with them during these covid restrictions."

#carestartshere

Tribute to Gordon Davies

Former Canterbury DHB Chief Executive Gordon Davies, who has been described the father of the transformation of the Canterbury Health System and a man of huge integrity, has died.

He passed away in Christchurch on 22 March, aged 80.

Gordon worked in the health sector for over 40 years, spending a lifetime devoted to improving the way New Zealanders receive health care. He was the predecessor of David Meates and his role as CEO at Canterbury DHB was his last senior health leadership position before retiring.

Gordon had a dry sense of humour and a scholarly intellect and was known for sending emails containing Latin proverbs. Yet he was also known as a man who could talk to anyone.

Former Pegasus Health Chief Executive Vince Barry reported to Gordon in various guises as General Manager of Mental Health, Older Persons Health and Rehabilitation.

"Gordon's wisdom and thinking outside the box led us to prepare the ground for a transformation of a health system that gained worldwide attention. Exploiting the skills of some of the future architects of the system in Canterbury Gordon led a 'revolution' not experienced before."

Gaining the confidence of clinical leaders, looking outside the square by exposing the system to thinking from other sectors. Gordon became the 'father' of the reform.

"It's the latter issue that captured most of our attention as workers in the system. Calling on the experience of the grocery industry and how they managed supply and logistics, Christchurch Airport on managing a process end to end and the hotel industry on customer experience, we were all exposed to new and

innovative ways of tackling problems that had previously been major obstacles", Vince says.

Educated at Christchurch Boys' High School and Canterbury, Otago and Massey universities Gordon gained qualifications in management, accountancy and health management. He held many fellowships in these areas and trained as a New Zealand and Australian surveyor for the accreditation of health standards.

Gordon began his career at the North Canterbury Hospital Board's accounting division as a junior clerk in the pay office. He worked in every department in the administration office and got to see much of the work that occurred in the organisation's facilities.

He credited this as a valuable learning experience that helped him understand the business and get a comprehensive view of the hospital board's activities and services. Gordon went on to work in the accounting, investigation, payroll and statistic departments for the Canterbury and Otago Hospital Boards. He was appointed Chief Executive of the Waikato Hospital Board in 1982.

Gordon became Deputy Director, Division of Hospitals, Department of Health from 1985. During this time, he was appointed by the Gibbs Committee to manage and input to the Hospital and Related Services Taskforce which produced the report 'Unshackling the Hospitals'.

Shortly after, the then new National Government set up the group that would produce the Green & White Paper which was synonymous with the health reforms. Gordon was a member of that group.

In 1990 Gordon became Manager, Corporate Services for the Canterbury Area Health Board and in 1993 was appointed General Manager



Former CEO Gordon Davies



of IHC Southern Region. This was followed by his role with the Ministry of Health where he was Deputy Director General, DHB Funding and Performance.

Gordon was appointed CEO of Canterbury DHB in November 2005 where he became highly regarded for his dedication, approachability and for fostering a co-operative spirit between administration, medical and other treatment staff.

Former Executive Director of Nursing Mary Gordon says she enjoyed working with Gordon and appreciated his in-depth knowledge, experience and understanding of the health system.

"He cared deeply about people and under his leadership he gave staff permission to 'make it better' for patients and their families.

He made a difference throughout his career to many people, to the organisations he worked for and to the New Zealand Health System.

"In particular, here in Canterbury, he is fondly remembered by many of us, who held him in high esteem and were privileged to work as part of his team during his time as chief executive.

He will be remembered for his compassion, leadership, intelligence and his quick dry wit, Mary says.

Executive Director Māori and Pacific Health Hector Matthews says Gordon regarded himself as a servant of the people.

"He passionately believed in well-being and oranga for people whether that be locally or nationally. And his life work created a fine tapestry of service to Aotearoa that sought to improve the wellbeing of all its citizens."

Gordon had a masterful intellect and an understanding of the complex which he combined beautifully with humility, kindness and a healthy dose of common sense.

"Canterbury's health system is currently in the midst of a pandemic and I observe incredible system integration that has frequently drawn international praise. The seeds of this integration were sown by Gordon, as CEO of the Canterbury DHB, when he led the Vision 2020 process back in 2007."

Nigel Millar, who was Chief Medical Officer at Canterbury DHB from 2003 to 2016, says working with Gordon was always a pleasure, a privilege, but also fun.

"Gordon was a master of seeing the positive in challenging situations and challenging people. I cannot recall Gordon ever having a bad word about a person. The people of



Portrait of Gordon painted by cartoonist Murray Webb and parting farewell wishes framed and presented to him when he stepped down as CEO of Canterbury DHB



Canterbury are so much the better for his gentle but firm hand guiding the ship of health so wisely as he did."

During his tenure as CEO Gordon always said he shared responsibility for the outcomes of all the patients in the system regardless of whether he was personally involved in their care. He retired from the role in November 2008.

In his farewell speech Gordon said much of his life had been sustained by his faith, "anything good you see in me relates to the calling I feel I had to respond to."

Gordon continued after this as Chair of Canterbury Clinical Network's Integrated Diabetes Service Development Group (IDSDG) and was a volunteer for the Cotter Medical History Trust.

Living our Values – sharing our redeployment success stories

This is the first in a series of stories that will applaud just some of those who truly live our values, knowing they represent us all. Through recognising one, we appreciate the many and our own quiet achievements through these challenging times.

This was not Napat's idea, but instead came from our nursing leadership team as an example of flexibility, a great attitude and living the first of our values: "Care and respect for others - Manaaki me te kotua I ētahi"

Napat Sirihongthong is a Registered Nurse (RN) and Nurse Educator for the Burwood site and when doing her 'day job' works with a number of multi-disciplinary teams. She has been in this role for five months.

Her first 'redeployment experience' was in providing support for older persons displaced from the West Coast during the latest flood event in Buller - entirely unrelated to COVID-19, but absolutely about meeting patient needs and providing first class care. Napat was shoulder-tapped for this task, having previously been a Clinical Nurse Manager in Aged Residential Care (ARC).

"It was great to have my knowledge and experience recognised in this way. Being open to redeployment teaches you to be adaptable and learn new ways to support patients and colleagues," Napat says.

"It was challenging initially, as it always is when you work in a new space with new systems and new people, but I was inspired by the caregivers I met in both facilities, who went out of their way to reassure some very stressed people and provide them with the best care possible."

Napat's latest deployment is to the newly-opened Remdesivir clinic at Burwood, where people particularly vulnerable to the effects of COVID-19 (who meet the criteria) can be referred by primary care. There, they receive an infusion of a broad-spectrum, anti-viral drug that can improve their likely health outcomes.

Speaking of health outcomes, Napat feels that self-care is vital and sometimes wishes she was better at it.

"Getting to know your limits is the first step, learning when to say 'no' and strategies for coping with stress come a close second," she says.

The nursing leadership team wanted to share with you our appreciation for Napat and the many others living our organisational values and doing all you can to support each other and our community at this time.



Registered Nurse and Nurse Educator Napat Sirihongthong

Message from the CEO: We will share other stories of people's positive redeployment experiences over the coming weeks. In the meantime, please keep that first organisational value front of mind and be kind and appreciative of one another.

Those who are prepared to take the bold step out of their comfort zone and agree to be redeployed have earned our respect. Please, support them to support you in providing the best possible care as we navigate this Omicron outbreak together.

Volunteers 'can-do' attitude to the fore during the pandemic

An army of volunteers has stepped up to support the Canterbury Health System by helping meet vital needs during the pandemic.

At Christchurch Hospital, volunteers are packing RATs; doing tea and coffee rounds; screening on the door at Outpatients; acting as 'runners' delivering parcels that have been dropped off for patients on the wards; as well as supporting the orderlies and the Wellfood cafes.

Regular Burwood Hospital volunteers are providing a wonderful service delivering gifts and messages from whānau who haven't been able to visit their loved ones.

Helpers from Volunteering Canterbury, Age Concern and the Cancer Society are working out of various sites in Christchurch assisting with:

- › Transporting rapid antigen tests (RATs) and other supply items for Canterbury DHB's Supply team
- › Making up homecare packs for people recovering from COVID-19 at home
- › Driving to deliver signage to the RAT distribution sites around Canterbury
- › Collecting food parcels from the City Mission to deliver to the Community Hub for community distribution.

Volunteer Julie Archie, who has been making up Home Care Packs, says she is happy to help and be doing something useful in these "tricky COVID-19 times".

"The work is mundane but supportive, so ideal for volunteers, as it releases paid staff to do their busy jobs."

Volunteering Canterbury Outreach Manager Glenda Martin says volunteering is about connecting as well as giving time.

"An unexpected event, like a pandemic, is an occasion when we are humbled by the generosity of Cantabrians. Planning for volunteers to help out in a community outbreak during a pandemic has been slightly different."

Volunteering Canterbury contacted people who have come through its usual recruitment platform in the past 18 months asking for those who were interested in specifically supporting Canterbury DHB.

"We were delighted with the result."

Some requests for assistance were "a little complicated" – such as picking up over 40 signs and their bases from one location and distributing to five other sites. This was completed smoothly by a volunteer who has a 'can-do' attitude and had experience with similar roles in the past.

"Other roles we have been approached for help with are preparing packs. All the roles that come through are at short notice," Glenda says.

Christchurch Hospital Volunteer Coordinator Louise Hoban-Watson says the volunteers are amazing people who are going above and beyond at this extraordinary time.

"Their selflessness, generosity of spirit and positive attitude is such a wonderful thing as we progress through this pandemic."

Organisational Development Specialist Jacqui Benter-Lynch who is currently seconded to the Emergency Co-ordination Centre (ECC) Volunteer Staffing, says volunteers have been supporting our health system wonderfully for years.

"My role within ECC has been to simply connect all the wonderful voluntary agencies and, in essence, not get in their way!"



Volunteers Allison and Wendy at Christchurch Hospital making up single RATs for staff to use with patients who are being discharged to aged residential care or hospices



Tea and coffee rounds for patients on the wards at Christchurch Hospital. From left, Volunteers June, and Heather, WellFood Catering Assistant Ann-Maire Adams and Volunteer Halina. Ann-Maire is training a lot of the volunteers coming in to help with this service



Volunteer Lesley on the door at Outpatients, replacing a paid staff member, asking if people coming in are well, if they have household contacts and if they know where they are going



Volunteers Lois Barclay, Julie Archie and Carmen Dereckamp putting together Home Care Packs containing pulse oximeters, thermometers, gowns, gloves, hand wipes, hand sanitiser, masks and an information booklet

Dedicated doctors going the extra mile

Virtual ward rounds are keeping senior doctors in touch with their patients during a time of staff shortages due to COVID-19.

A few senior doctors who have the virus, but are well, are doing ward rounds virtually, via an iPad – just one example of the extra lengths and different ways of working being employed during the pandemic.

Thankfully we haven't needed to use this much, but the groundwork has been done to move to this as we get more staff sickness, says Clinical Director General Medicine Anthony Spencer (Swiss).

Anthony has conducted a couple of ward rounds in this way to prepare in case he develops COVID-19 himself. His registrar has taken an iPad with Microsoft Teams on it around the wards while Anthony sat in the comfort of his office.

"This has enabled me to see and listen to the patient and do an interview/assessment remotely. I've been able to ask the patient questions remotely and direct the registrar to examine any specifics that have needed extra attention.

"While I am remote, I can still access the patient notes/radiology/blood results/ECGs and any relevant letters etc to help with assessment.

"The benefit of doing a virtual ward round is that if the senior doctor is unable to be there in person due to being COVID-19 positive, but well enough to lead the ward round remotely, we can continue to run the service/care for patients despite significant staff absence," he says.

Oliver, a patient in Christchurch Hospital who had a virtual consultation with Anthony, says it was a positive experience and he got all the information he needed.

'It was all good and easy enough. Considering what's going on at the moment, if it helps them, it's fine with me."

Wayne, who was also a patient at Christchurch Hospital recently, says he found it not much different from an actual meeting.

"I got all the information that I normally get. In these days with the technology if it helps I am all for it!"



Clinical Director General Medicine Anthony Spencer (Swiss) (on screen) conducting a virtual ward round with a patient. From left, House Officer Hayley Nehoff, Trainee Intern Christine Weineck, and Registrar Amy Samson with the patient



Clinical Director General Medicine Anthony Spencer (Swiss) on a virtual ward round from his office

Need to pick up some RATs? [Click here to find out where.](#)

Dancing nurse bringing smiles

She is developing a reputation as the dancing queen at the Canterbury Health System Staff COVID-19 Testing Centre who is putting a smile on the faces of her colleagues.

Registered Nurse Katarina Teepa likes to throw out some dance moves in between testing staff for the virus. She says it makes her happy and keeps her active, all important things, and especially when you're a Zumba instructor outside of work hours.

Staff at Christchurch Outpatients, which is just across the road from the testing centre, say they are thoroughly enjoying watching her, it's entertaining and nice to see someone enjoying themselves while doing such an important task.

Thanks for spreading the joy Katarina!



Registered Nurse Katarina Teepa dancing outside the staff testing centre

Long-serving dental therapist retires

Dental Therapist Judy Blake who retires on Thursday will be greatly missed by her colleagues, says Community Dental Service Clinical Team Leader Kim Heslop.

"Judy has been an integral part of Community Dental Service for 37 continuous years. Her contributions will always be valued and remembered, especially by the many new graduates that she has mentored."

She worked in and around various schools and locations throughout the Christchurch region and became an integral member of the Hornby cluster.

Judy's hard work, commitment and dedication are worthy of admiration. She is a valued member of staff and will be greatly missed, by staff and patients alike.

"On behalf of everybody at the Community Dental Service we would like to wish Judy a long and fun-filled retirement," Kim says.

Judy says she has always enjoyed the clinical challenge that has come with working in a high-needs area, along with the camaraderie and team work of her colleagues.



Dental Therapist Judy Blake

New intensive care unit build progressing well

CEO Peter Bramley and the Intensive Care Unit (ICU) clinical team visited the new ICU 12-bed facility which has negative pressure airflow to support pandemic care.

The project is being delivered in half the time of a conventional fit-out, as a result of accelerated approvals, and close collaboration between parties.

(Canterbury DHB, Ministry of Health, clinicians, contractors, and Christchurch City Council etc).

Practical completion of the build is expected by end of April followed by commissioning and migration in readiness for patient occupation.

If is expected that winter will be a busy time with the resurgence of influenza and COVID-19 becoming more endemic. This new unit will allow the clinicians to better manage care of our sickest patients.



Project Team, from left, Project Director Bryan Spinks, ICU Physiologist Team Leader Kate Heaphy, Intensivist David Knight, ICU Nurse Manager Nikki Ford, Intensivist Geoff Shaw, CEO Peter Bramley, and Facilities and Infrastructure Project Manager Brendon Groufsky

Front, Leighs Construction Site Manager Jeff Dempsey

New Digital Tools Ramp Up Mental Wellbeing Support

Last week the Government announced two new digital tools to provide mental wellbeing support to New Zealanders.

The apps, designed to help users look after and prioritise their mental wellbeing, are free and available to download on most smart devices. This means support will be available when and where people need it.

The first app, [Groov](#) (formerly Mentemia), co-founded by All Black legend Sir John Kirwan, aims to support people 19 years and older with day-to-day mental wellbeing, as well as at times of increased stress or distress.

Groov is about helping people become familiar with their own unique 'groove' and, through the platform, supporting them to manage and maintain their wellbeing.

Tools include personality quizzes to help people get to know themselves better; a breath-training tool to control stress; and a mood tracker to recognise patterns, triggers

and identify opportunities for change – it's exciting the availability of Groov has been extended and continues to be free to anyone who wants to use it.

The second app, [HABITs Messenger](#), is a chatbot platform co-designed with young people by Auckland University. Aimed at 12-to-18-year-olds, it supports brief interactive chat sessions designed to feel like you're messaging a friend.

It features three support options: Aroha – stress support for COVID, Headstrong – a personal trainer for the mind, and Stress Detox – general stress support.

These are supports that focus on prevention, early intervention and providing services for those with immediate needs.

TIPS FOR SLEEPING WELL

IF YOU CAN'T FALL ASLEEP IN A REASONABLE TIME, TRY GETTING UP AND DOING SOMETHING BORING IN ANOTHER ROOM.



ED Zen Den wellbeing initiative

With increasing awareness around high levels of burnout and ongoing challenges facing staff, a team in the Emergency Department (ED) has created a wellbeing space for staff to take a well-deserved break.

Repurposing a rarely-used interview room, they created the Zen Den, complete with reclining sofa, relaxing art prints, mood lighting, essential oil diffuser, inspiring books of Māori wisdom, mindfulness activities including colouring-in, sudoku books, and a Shakti mat.

All ED staff are welcome to use this 24/7, whether they need some time out after a challenging case, some privacy to deal with emotions, or just some tranquility before they head to a shift.

Masks and physical distancing are still required if more than one person in the area at a time.

Consultant Suzanne Hamilton says feedback has already been amazing.

"We can't change the world, but small things do make a difference."

The project was funded by the ED Trust, which is funded by occasional donations from the community in appreciation of the service that ED provides.



Introducing our new ED wellbeing space, the Zen Den

Down in the ED office area, first room on the left, discrete and private

For all staff working in the ED

Available 24/7, a space where you can relax, refresh, take a moment



Pop your phone in the speaker, see the resources folder for Spotify playlist suggestions

Do some colouring in, solve a Sudoku

Choose your scent for the diffuser, sit back and relax

Decent tea and coffee available from the office kitchen

Any feedback please talk to Suzi Hamilton SMO or Aishlinn Davis ACNM

One minute with...

Leah Hackney, ECC Red Team, Return to Work Team Leader

What does your job involve?

I am currently part of the Return to Work (RTW) Team which has been set up to support staff who have been exposed to COVID-19 or are COVID-19 positive. Our team ensures you know where you can get help if you have questions about COVID-19 symptoms, wellbeing support, practical issues, and when you might be ready to return to work.

Why did you choose to work in this field?

I've enjoyed working within the COVID-19 space both during my time training staff in Intensive Care and then in Managed Isolation. By chance I landed into the RTW team as work in the Managed Isolation and Quarantine Facilities reduced. I was asked to be seconded into the Team Lead role which has been a great opportunity.

What do you like about it?

Working with a great team who genuinely care about people and supporting them to be well in their return to work.

What are the challenging bits?

So far, it has been making sure staff understand that we aren't here to force people back to work! Understandably our name sets off negative associations with other return to work programmes. However, when staff talk to our team they understand that we are here to support them.

Who inspires you and why?

People who do random acts of kindness that they think people don't see.

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?

RTW puts the wellbeing of our staff first. This is what Canterbury DHB values mean at its core.

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

There is a Leah Hackney on LinkedIn...but it's not me!



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

Taking our O.E that couldn't happen because of the pandemic and exploring Europe.

What do you do on a typical Sunday?

Now that my thesis is finished, and the pandemic is allowing, my husband and I are exploring the South Island.

What's your favourite food?

Homemade soup and sourdough. This homemade combination has become a favourite in our house since the first lockdown in 2020.

And your favourite music?

I enjoy most music; however, I really enjoy listening to epic movie scores and soundtracks.

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

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.

Please see below some of the offers related to Beauty, Hair Salons and Spa. You can find similar offers [here](#).

BLACK HAIRDRESSING

Black Hairdressing

- 363 Colombo Street, Sydenham

Either get \$50 off a full colour service with a senior stylist for your first visit, or \$20 off a cut and blow dry with a senior stylist, or a keratin treatment for \$60 when getting a colour (usually \$150) - show your CDHB ID to redeem.



Headmistress Organic Hair

- 81 Durham Street, Sydenham

20% off all services, plus get a free Olaplex treatment on your third colour service - show your CDHB ID to redeem.



Off & On

- 181 High Street, CBD (off Tuam St, near Little High courtyard).

20% off all full paying services - show your CDHB ID to redeem, see more information [here](#).



All about you

- Shop 3, Centaurus Village, Centaurus Road, Huntsbury, Christchurch 8022

Get 20% off your first visit and 10% off every visit thereafter - show your CDHB ID to redeem.



embrace

SKIN . BEAUTY . WELLNESS

Embrace Skin & Beauty

- 363 Colombo Street, Sydenham (The Colombo)

20% off full price treatments - show your CDHB ID instore to redeem.



The Cosmetic Clinic

- Christchurch Central & Riccarton

20% off skin treatments and laser, this does not include injectables or product - show your CDHB ID instore to redeem.

TIPS FOR SLEEPING WELL

GET REGULAR EXERCISE EACH DAY.



Ni sa bula kece sara

Warm Pacific Greetings

It's still all systems go at Tangata Atumotu! As an essential service and health provider, we've been busy supporting our Ōtautahi Pasifika community to get vaccinated, get tested, and get prepared.

In the latest issue of our newsletter we're sharing some tips on:

- › When you should get vaccinated after testing positive
- › Getting prepared for isolation
- › How to do a Rapid Antigen Test and report the results
- › Looking after yourself at home

Read more [here](#)

If you know someone who is in need of support, give us a call to discuss any concerns.

Ia manua,

The Tangata Atumotu team

To get in touch with us, please email tat@tat.org.nz or phone 0800 PASIFIKA (0800 727 434).



CHIC newsletter

The latest issue of the Community Health Information Centre (CHIC) newsletter is out now.

The monthly newsletter is produced by CHIC at Community and Public Health (C&PH), a division of Canterbury DHB. The newsletter aims to highlight new and revised free resources available from your local CHIC office, such as Ko Wai Ahau Who am I? and Immunise during pregnancy Te Reo Māori and much more.

You can read it on the C&PH website [here](#).



Noho ora pai ana i te korokeke
Living well with Dementia

Specialist Dementia Education Series

6 April 2022 - 2 - 3 pm (Zoom)

Information Resources to help you Live Well with Dementia

Especially as we face lockdowns and times when we may feel safer to be at home, Christchurch City Libraries have a vast number of resources to help support individuals with dementia, their carers, and family/whanau. Learn how to get the best from these resources. Paul and Mary, Reference Librarians, from Tūranga, Christchurch City Libraries, will present on how to efficiently navigate the Christchurch Library's website, catalogue, online collections, plus how to get the most benefit from your library membership. There will also be time for questions. This session is suitable for family members who are supporting a person with dementia, health professionals and support staff working in the area of dementia.

Please ensure you register

Ph 03 379 2590 or 0800 444 776 or email admin@dementiacanterbury.org.nz

Date: Wednesday 6 April 2022

Time: 2 - 3 pm

Venue: Via Zoom Link

Once you have registered the Zoom link will be emailed to you.

Address: 3/49 Sir William Pickering Drive, Burnside, Christchurch **Postal Address:** PO Box 20567, Christchurch 8543
Ph: 03 379 2590 or 0800 444 776 **Email:** admin@dementiacanterbury.org.nz **Website:** www.dementiacanterbury.org.nz