



Lightning talks, multimedia displays and a string quartet at last week's Canterbury Health System Quality Improvement Showcase

Last week, the Canterbury Health System Quality Improvement Showcase was held at Manawa. The showcase is an annual event celebrating our staff's innovative thinking and it's an opportunity to highlight how our people are improving processes and practices across the Canterbury Health System to make it better for our community.

The event was well attended and highlighted the collaborative approach within Canterbury when it comes to improving the health and wellbeing of Cantabrians, with staff from organisations such as the Health Quality & Safety Commission, Brackenridge, the Canterbury Clinical Network, NZ Police, Environment Canterbury and the Ministry of Education encouraging diverse conversations and providing networking opportunities.

This year has been a challenging one for our region and health system with a measles outbreak, the Mosque terror attacks, the Outpatients flooding and rescheduling of thousands of appointments, parking and accessibility challenges, a heavy flu season, using eight operating theatres in the private sector in addition to what we already do to keep up with demand; and 161 days of industrial action. And yet, as the showcase has highlighted, the care continues to be extraordinary. I again want to acknowledge Canterbury Health System staff for not taking your eye off the ball and for staying focused on making things better for our community.

Thursday's formalities began with Kaiarahi of Māori Health Services Eru Waiti giving a mihi and leading a waiata of Te



The St Andrews College String Quartet Ensemble performed at the showcase

Aroha, with opening remarks from Canterbury DHB Chair John Wood, Director of Quality and Patient Safety Susan Wood, and Health Quality & Safety Commission CEO Janice Wilson, who highlighted the importance of the word 'system' and paid tribute to our resilience and collaborative approach to working.

There were also three lightning talks: the first was Brackenridge CEO Pip Stewart presenting 'Up and Able: From Dis-ability to Possibility'; which covered the reframing of the narrative around the work Brackenridge is doing to make the lives of those living with a disability better; Mana Ake – Stronger for Tomorrow Project Lead Clare Shepherd shared how putting 80 mental health workers in schools and working from the ground up has enabled resilience and raised capability through distributed leadership; and there was an interesting talk from some of the team behind getting oxygen as a prescription onto MedChart.

In this issue

- › Regulars – Kōrero ai... pg 5-8
- › It's beginning to look a lot like... pg 9
- › Time to organise the SEARCH party... pg 10
- › Showcasing the commitment... pg 11
- › Pressure injury prevention winners... pg 12
- › Reflections of the Canterbury Dedicated Education Unit... pg 13
- › New Environmental Services team... pg 14
- › Appeal funds gratefully received... pg 15
- › Anaesthetic Technicians awards... pg 16
- › Cutting through language barriers... pg 17
- › Smokefree and vape-free trial... pg 18
- › Last CEO Update for 2019... pg 19
- › One minute with... Chris Hemmings pg 20
- › Notices – Pānui... pg 20-21

Entertainment was provided by the St Andrews College String Quartet Ensemble with catering by our WellFood team. There were a range of poster displays, videos and displays highlighting our work on pressure injury prevention. Read more about that on page 11.

Topics covered included improving the transition pathway for young people from youth to adult specialist mental health to ensure their engagement with services isn't negatively affected; creating a patient-centred, user-friendly system in the mortuary to safely record property and patient information electronically; how the Restorative Care approach developed in Burwood is also helping patients in Christchurch Hospital to recover faster by getting them up, dressed and moving. You can view all posters [here](#).

This year's showcase took on a different format in that the award component wasn't judged by a panel but was instead based on attendee's votes, however, like other years, the invitation to submit a display highlighting an improvement initiative – be it large, small, in-flight or completed – was open to all Canterbury DHB staff and providers whose services are funded by Canterbury DHB.

The first of the three award categories was the 'Plan, Do, Study, Act (PDSA) Accolade', based on who attendees thought best identified the need for improvement and best followed the PDSA process for making the improvement/s; the second was 'Consumer Impact', based on what attendees thought had the greatest impact on consumers; and the third the 'Best Display.'



Digital Inpatient Care Plan project team: Christchurch Hospital Clinical Nurse Specialist Stacey Simpson, Consumer Council member Rob Earle, Quality Facilitator Tina Wright (wearing her 'quality super hero' mask) and Charge Nurse Manager Jess Carey



Forensic Pathology and Mortuary Services Administrator Lauren Ekers and Service Manager Jane Haughey with Canterbury Health Laboratories Systems Specialist Simon Scarff in front of their project poster

And the winners are...

Plan, Do, Study, Act Accolade: Enhanced Recovery After Surgery (ERAS) – The Colorectal Pathways – Dreaming (General Surgery)

ERAS is designed to optimise and improve surgical outcomes by improving the patient experience, ensuring all patients receive the right care at the right time. Ensuring patients are in the best possible condition for surgery, the focus is on early Drinking, Eating and Mobilising: 'Dreaming'.

The aim is that, by March 2020, 90 percent of ERAS patients undergoing colonic surgery at Christchurch Hospital will be Eating, Drinking and Mobilising at 24 hours post-operatively, and 80 percent of patients will be discharged by their expected date of discharge.

The next step is to transition the updated resources and pathways to a digital format on the Cortex application. This will reduce workload, improve interdisciplinary communication and greatly improve the ability to collect outcomes data, to ensure the ERAS pathway continues to function as it is designed.

Best Display: Why promote Te Reo Māori in the Emergency Department? (Kaitiaki Hauora Māori, Emergency Department)

The Emergency Department (ED) is often the first entry into hospital, which can be a stressful environment, and cultural support can make a difference. When it comes to Māori health and Treaty responsibilities, consideration is to be given to the principles of the Treaty of Waitangi in accordance with the NZ Public Health & Disabilities Act 2012 – DHBs have a responsibility to ensure there is Māori participation in health services and decision-making, and the principle of partnership requires the DHB to work in good faith with Māori.

To encourage everyday use of te reo, lanyard cards and booklets were created to promote te reo throughout the

hospital, especially when ED staff are interacting with others from different departments and have been well-received by staff. Feedback from patients has also been positive, and that being greeted with 'kia ora' and hearing te reo gives a sense of belonging and feeling welcome, as some tūroro have fed back information that being an inpatient is very overwhelming and can cause anxiety for some. This initiative helps make that better.

Best Consumer Impact: Te Whare Whetu, The House of Stars (Forensic Service, Specialist Mental Health Services)

Te Whare Whetu (the House of Stars) is a six-week cultural programme for Tangata Whaiora (people seeking wellness) under care of the Forensic Service. Many Tangata Whaiora have lost connection with their whānau and their whakapapa (cultural identity) through abusing alcohol and drugs, criminal activity and the effects of mental illness, and have limited understanding of traditional cultural practices.

Te Whare Whetu aims to help heal and strengthen Tangata Whaiora in their recovery journey by bringing knowledge, hope, confidence, a sense of identity and a sense of belonging as they learn cultural practices such as karakia (blessing), waiata (song), mihi (speech of greeting) and looking into their whakapapa (genealogy, whānau, hapu, iwi and place of belonging).

Treasure hunt winners

Jess Tabke and Becky Brinch from the Medical Illustration team won a breakfast with 'David and his mates' and runner up was Burwood Hospital Clinical Nurse Specialist Gabrielle Kerdemelidis, who won a surfing lesson for two.

Finally, thank you to everyone from across the Canterbury Health System who assisted in making this event a success – be it by sharing their improvement initiatives or coming along to celebrate.

See more photos of the event [here](#).

Winners of Hanmer Springs family passes

Congratulations to Acute Medical Assessment Unit Registered Nurse Emma-Kate Heald and South Island Alliance Programme Office (SIAPO) Regional Programme Facilitator Jo Hathaway who each won a fabulous family pass to Hanmer Springs Thermal Pools and Spa in last week's #staycation giveaway. This week we have another fantastic local experience on offer: an Akaroa Harbour Nature Cruise from the team at Black Cat Cruises. Details on how to enter are on page 4.

Congratulations to our Project Search interns who graduated last week

The Project SEARCH graduation celebration was held last Tuesday evening and there could have been no better way to mark the International Day of People with Disability on 3 December. You can read more about the programme and our proud graduates on page 12.

Minister of Health announces appointment of new Board Chair and members to Canterbury DHB

Last weekend Minister of Health, the Hon. Dr David Clark [announced new appointments](#) to District Health Boards. This included a number of new appointments to the Canterbury DHB Board for the period 9 December 2019 – 5 December 2022.

The first meeting of the new Board is next Tuesday 17 December.

New appointments for Canterbury include: Sir John Hansen, current Chair of the Canterbury Clinical Network was appointed as Chair of Canterbury DHB, with Gabrielle Huria appointed as Deputy Chair.

Barry Bragg was reappointed and Ingrid Taylor was appointed.

They join returning elected members Sally Buck, Andy Dickerson, Jo Kane and Aaron Keown along with new elected members Catherine Chu, James Gough and Naomi Marshall.

I look forward to working with the new Board and would also like to acknowledge the significant governance leadership shown through a particularly challenging period for Canterbury DHB by former Chair Dr John Wood and Deputy Ta Mark Solomon along with former Board members Tracey Chambers, Dr Anna Crighton, Chris Mene and David Morrell.

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](#).

Summer's here and it's time to explore Canterbury

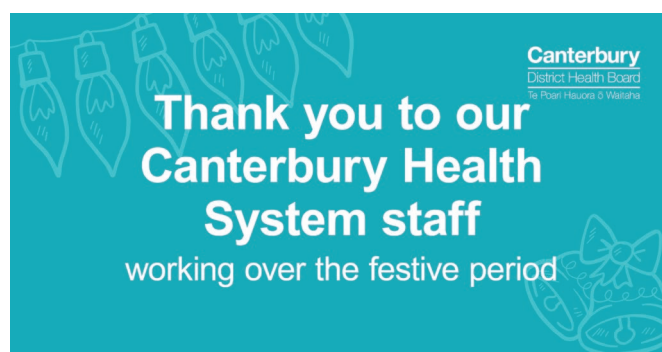
If you've lived in Canterbury for a while you'll know the secret: that the most settled weather usually happens once the kids are back at school and most people are back at work after the holidays.

If you're working through and planning a summer break later on, Canterbury and ChristchurchNZ have loads of ideas for new places to see and things to do over summer. Check out their [top picks](#) for a summer staycation.

Enjoy your time off work – whether you're into gardening, reading, rock climbing or snoozing at home. When the days are long, and the weather is warm, it's great to set your own agenda. If you fancy getting out and exploring what's happening in our wider Canterbury 'backyard' there are so many options. Discover a new beach, take a day trip to Akaroa or Kaikoura, chill at a waterfall or check out the best ice cream spots, picnic places, pools, cool places to shop or activities that guarantee family fun.

To make it happen, be sure to book your leave in [max](#). Once it's locked in you can countdown to the day you don't need to set the alarm clock.

A special thanks to everyone throughout our health system who is working through the festive season and allowing some of your colleagues to take a break.



Enter to win – A family pass for a Black Cat Akaroa Harbour Nature Cruise

Valid for two adults and up to two children

Akaroa and its spectacular harbour are only 90 minutes from Christchurch. The lucky winners of this family pass will cruise around an extinct volcanic crater, experience majestic scenery and might even see dolphins, fur seals and penguins! The Nature Cruise operates seven days a week. Check out the action [here](#).

This year **Black Cat Cruises** won the Conservation Award at the Tourism Awards for their work to protect the Banks Peninsula marine environment and the endangered Hector's dolphin.

To enter the draw to win a family Akaroa Harbour Nature Cruise pass, email communications@cdhb.health.nz with Black Cat Cruise in the subject line, along with your name and contact phone number and you'll be in the draw. One entry per staff member. Entries close at 5pm Thursday 12 December. Winners will be contacted by phone and names published in the *CEO Update* on Monday 16 December.





Bouquets

Anne Murray, Urology Ward, Christchurch Hospital

Thanks to all your team for their care of me during my recent stay in the ward. I am progressing well. Please pass on my special thanks to Ashleigh, Kay, Charmain, Leanne, Jincy, Kathy and, of course, yourself. I really appreciate the high standard of professional nursing I received. Many thanks.

Ward 24, Christchurch Hospital

I spent four days in hospital in October following a stroke. It was my first stay in hospital for 77 years. That occasion was for the removal of tonsils as a three-year-old. My stay in Christchurch Hospital impressed me – capable and pleasant staff, good food. It was an eye-opener to me.

Urology Ward, Christchurch Hospital

To all in the urology team who cared for my husband after his operation. Our grateful thanks to a fantastic team.

Dental department, Christchurch Hospital

I have just been and had a tooth removed. The staff, especially Hannah, was more than excellent. She held my hand and her energy is so soft and caring. She put me at ease.

Ward 10, Christchurch Hospital

I am wanting to pass on a bouquet to all the staff, but especially the nurses who looked after my father-

in-law while he was dying. Their consideration and treatment of him was exemplary and much appreciated by his family.

Urology Ward, Christchurch Hospital

This is the ultimate gold star award. I like you all.

Urology Ward, Christchurch Hospital

Many, many, thanks for the help and kindness shown by everyone a few weeks ago for my kidney stone operation. The friendliness and kindness was absolutely refreshing and made the whole experience incredible. I have made a complete recovery, and my wife and I thank you all.

Ward 12, Intensive Care Unit South (ICU), Ward 10, Christchurch Hospital

My husband was admitted to Ward 12 prior to surgery. While there we were very impressed by the very efficient atmosphere in the ward. The staff were very approachable, and we were well informed of events. This, plus the meeting with Anne prior to surgery all helped relieve what could have been a much more stressful time. My husband then spent several days in ICU following surgery. Thank you all for the outstanding care you gave him during his stay. Your calm professionalism was so helpful at this time. From both of us once again many thanks to you all, you are very

special people in the wonderful service you provide. My husband then spent time in Ward 10. Our experience has been nothing but positive throughout the journey. We have found staff pleasant, approachable and helpful. We are both very grateful for the wonderful care and response at all times. Staff are obviously very well trained.

Ward 11, Christchurch Hospital

The nurses were great, and the food services guy was always a pleasure with his smiling happiness.

Environmental Services staff, Christchurch Hospital

Thank you for cleaning up a big spill near the chapel entrance/exit doors. The staff responded immediately to the request, in good humour and made a thorough job of cleaning up a big mess.

Day Surgery, Christchurch Women's Hospital

Thank you all for continually taking great care of us at every visit. The nurses are so accommodating and kind, not forgetting the anaesthetists. It's very much appreciated, as we travel by plane every time. Many thanks to you all.

Ward 11, Christchurch Hospital

Exceptional care pre and post procedure. Excellent communication, excellent care.

Ward 19, Christchurch Hospital

Thank you so much for all the care, consideration, assistance and amazing nursing that I have received. My journey back home would have been considerably delayed without the exceptional care that your entire team provided for me.

Plastics Outpatients, Christchurch Hospital

Once again, I have come to this ward for a check-up. I am always treated with skill and professionalism from 'whoa to go', also with the greatest respect. I appreciate the skill and dedication of the staff. My continued thanks to you all.

Wards 27 and 28, Christchurch Hospital

All of the nursing staff have been incredible, amazingly friendly and informative. This has made my mother's stay in the ward a positive, friendly experience.

Wards 24 and 10, Christchurch Hospital

My husband has been a patient for a couple of weeks following a stroke. We don't like being in hospital but of course it is necessary and the best place to be. All the staff have been outstanding. Great communication from doctors and nurses. They are all very caring people who do an amazing job.

Cardiology Outpatients, Christchurch Hospital

I just want to acknowledge the kind, caring, compassionate approach taken by Christina Chan, Shelly and Ruth, Cardiology level 4 and the Catheter Lab. They are not only very knowledgeable in what they do, but are also fine human beings who care about others. Please thank everyone of them for looking after me so beautifully.

Big Shout Out

To Nicci Weild, Family Safety Team

Nicci from the Family Safety Team went above and beyond to support a tangata whaiora, who had no other supports. This is not the first time Nicci has done this, and we wanted to send her a big thank you!!

From all the team at Totara House

To Brett, Security Guard

Brett, one of the security guards, was extremely helpful in looking after a patient earlier this week. He was incredibly professional and empathetic towards the patient, in what were very difficult circumstances. He was of huge help to the clinical staff when we were trying to stabilise and transfer the patient. Please pass on my thanks to him.

From ICU Registrar Helen Abbott

To Sarah Connell, People and Capability Executive Assistant

Thank you so much for going above and beyond the call of duty to help out a fellow returning Mum. Am so grateful for all your help.

From Senior Communications Advisor Renee Parsons

To the staff Christmas lunch organisers

Thanks to the awesome team of Maree Millar and Cheree Castle, Arvi Gamlin (WellFood), Secret Santa George Schwass and all the helpers. You were brilliant in organising and delivering our super successful staff Christmas meal last week!

From Christchurch Campus General Manager Pauline Clark



Santa and Neville Patrick (Service Manager Well Foods)



From left, Wendy Botfield, Santa, Leticia Bennett and Yvonne Williams



From left, Kay Munro, Santa, Anna Jarman and Christina Mason



Pete Newton, Santa and Sara Miskimmin



Let's get ready to move

Christchurch Hospital Hagley

The move to Christchurch Hospital Hagley will bring with it many new ways of working. Over the coming weeks, we'll be looking at some of the main changes. Many of these are included in the [healthLearn](#) module, which all staff are expected to complete before migration begins.

Seismic safety considerations

The building has been designed to move during a seismic event, which means the placement and installation of every item in the building needs to be carefully considered. This is partly why current items, such as lockers, need to be left behind and repurposed elsewhere. Structural engineers have assessed large, heavy and/or cumbersome items as these need to be properly secured to walls and floors to ensure there is no danger to staff or the public during an earthquake.

The placement of items is also carefully considered to ensure structures in the building aren't compromised. Furniture cannot be affixed to structures that are designed to move freely in an earthquake.

Passive fire is another key consideration in the placement of items in the new building. Holes in walls can act as conduits for smoke or flames. This is why all requests for hanging, placing and bolting things in Hagley should start with a conversation with the Facilities Development Projects (FDP) team until the move is completed. Once we're settled in Hagley, Maintenance and Engineering will be your first port of call for this type of activity.

Christmas break

While the contractors will continue work on Hagley over the Christmas break, stopping only on the statutory days, the FDP team and other trainers have earned a break. Familiarisation sessions will stop from midday this Thursday 12 December and recommence at a date to be advised in the new year.



Hagley champion – Daniel Meyers: not your ordinary orderly

Coming to New Zealand on a six-month visa in 1989, Daniel Meyers is now an integral member of the Orderlies team. A self-confessed football fanatic, he has coached Christchurch United and Cashmere teams, and took his Kiwi Able Special Olympics football team to gold at the nationals. He's also the local computer geek, with a B.Com degree in computer science from Canterbury University.

You'll find me: in the Orderly Manager's office or any number of places in the hospital.

I've been doing this: for 17 years in February – I started the day after my son was born.

The thing I most like about the job: is the variety. No two days are the same and you never really know what you're going to be dealing with.

Advice for anyone wanting to be an orderly: Develop a thick skin, be physically fit (orderlies walk around 20–25km every day), be ready for anything and be prepared to help wherever you're needed.

Weirdest thing that's ever happened: helping deliver a baby in the wheelchair room. (Daniel has helped deliver four or five babies in the last 17 years.)

What people wouldn't know about me: is that I have ridden champion



thoroughbred steeplechaser Red Rum – a three times Grand National winner in the United Kingdom.

What I'm looking forward to most about Hagley: Working in a modern, well-thought-out hospital that will serve the community in an effective and caring manner.

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



Women's Health Service Manager Michele Pringle, Santa, Service Manager Kathy Davenport and Quality Facilitator Leticia Moorhouse



Christmas tree in Burwood Hospital Outpatients created by Older Person Health. Made with Aclasta infusion bottles



Therapy Dogs from KURI getting into the spirit of the festive season at Burwood Hospital



Infection Prevention and Control Christmas Tree



Christmas tree in Medical Illustration



The Princess Margaret Hospital staff Christmas lunch: WellFood cook Mary Gould, Kitchen Assistant Angela Reeves and WellFood Manager Leigh Neville



The Princess Margaret Hospital staff Christmas lunch: Service Manager Janice Lavelle, General Manager Toni Gutschlag and Chief of Psychiatry Peri Renison



Charge Nurse Manager Liz Henderson, Santa and Registered Nurse Leah Hackney



Thank you to The Princess Margaret Hospital staff

Time to organise the SEARCH party

There was hardly a dry eye in the house at the Project SEARCH graduation celebration last Tuesday evening. It was certainly an evening when our eight outgoing interns completely owned the room and everybody in it – and fair play to them, they've earned this celebration that quite rightly was all about them.

There could have been no better way to mark the International Day of People with Disability on 3 December.

The year-long Project SEARCH pilot, hosted at Burwood Hospital, was a first for Australasia when it launched in January. It gave eight local young people, aged between 18 and 21 years old who experience some significant disabilities, the opportunity to learn skills and gain experience in the real world of work.

We first met and introduced them just under a year ago and it quickly became clear, listening to a passionate and rousing waiata (in NZ sign language too, no less) and later to their speeches, just how much they had grown and how far they had come. In a word, *inspiring*.

Canterbury DHB Chief People Officer Michael Frampton was the first to speak and he shared insights into our own learning journey as an employer, striving to reflect the community we serve.

After thanking all the organisations that have contributed to the success of the first year of Project SEARCH, Michael thanked Deanna, Ricky, Tor, Finn, Hayley, Jason, Emelia and Ethan – for all they had done over the past year for our organisation. Michael concluded by reflecting on how much better and more meaningful our organisations are when we welcome people in who might be a bit different from ourselves and the magic that happens when we create an environment in which they feel they can bring all of themselves to work.

That was to be the theme of the evening – that we learned more from the interns than we could ever have hoped to teach them.

Through our involvement in Project SEARCH, Canterbury DHB is once again showing leadership, and perhaps the



The Project SEARCH graduates: back row, from left, Jason Laurie, Ethan Hamilton-Currey, Finn Lean-Massey, Tor Poulter, Ricky Reeves. Front row, from left, Emelia Guthrie, Hayley Butler and Deanna Rogers.

best outcome would be for other employers to take a look at Project SEARCH for themselves and give it a go.

As for us, we will continue to support our first Project SEARCH graduates for a further year into the workplace. Two already have confirmed jobs, with two more expecting offers, and the others will continue to work with CCS Disability Action and with their mentors to find employment during the coming year.

The pilot has been so successful we are doing it all over again with eight new interns who just want the opportunity to show what they can do.

You can find out more about our graduates and read the speeches they made [here](#). Or you could simply go there just for inspiration and the most poignant reminder possible of why we do what we do. Tissues advised.

Honourable mentions, and there are a lot of them:

Thanks to our partner organisations – Project SEARCH, IHC Foundation, Blind and Low Vision NZ, Workbridge, Riccarton High School and CCS Disability Action, and everyone who contributed to making the project a success.

Showcasing the commitment and persistence of Pressure Injury Prevention Link Nurses

The ground floor in Manawa was transformed last week with an impressive display of initiatives by a special group of nurses.

The Pressure Injury Prevention Link Nurse (PIPLN) Programme Showcase was held on Wednesday 4 December and celebrated projects by PIPLN from across Canterbury and the West Coast. The event showcased the nurses' pressure injury prevention quality improvement initiatives and was an opportunity to acknowledge their hard work and dedication over the past 12 months.

Each corner of the room featured boards outlining the various projects the nurses had developed and implemented across hospital and community settings. The nurses then treated the audience to a series of lightning talks about their projects.

The audience included the project team, led by Director of Quality and Patient Safety for Canterbury and West Coast DHBs Susan Wood and Project Manager Shaye Millar, along with the Ministry of Health Principal Advisor of Nursing Kathy Glasgow, and ACC Injury Prevention Partner Sean Bridge and Project Coordinator Hayley Edmanson, and managers who have supported nurses in their team to pursue this professional development opportunity.

The event was a culmination of a year of learning for the nurses, as part of a broader strategy funded by the Accident Compensation Commission (ACC) to reduce the incidence and severity of pressure injuries across Canterbury and the West Coast.

One of the 33 projects showcased was by PIPLNs Ali Just and Ange



The event was attended by PIPLNs from Canterbury and the West Coast, the Pressure Injury Prevention project team, and representatives from ACC from the Ministry of Health

Watts from the Intensive Care Unit at Christchurch Hospital. They presented how they tackled the issue of device-related pressure injuries. Their solution: a new nasogastric tube taping technique and policy adopted in ICU.

Ali and Ange say, "Our year-long project has significantly reduced the number of nasal pressure injuries. We are also now regularly approached by our colleagues for advice on the staging of pressure injuries, how to prevent further tissue breakdown and how to prevent injuries from occurring.

"Thanks to the ongoing, invaluable support of our manager Nikki Ford the role of PIPLN will be ongoing next year, which is great for our patients and our team."

Susan says, "Each nurse has demonstrated what they have learned about pressure injury prevention and embraced the challenge of becoming skilled at improvement. I want to acknowledge their commitment, persistence and willingness to put themselves out there and to make a



PIPLNs Ali Just and Ange Watts from the Intensive Care Unit at Christchurch Hospital presented how they tackled the issue of device-related pressure injuries

difference for the people they work with and care for.

"I also want to thank ACC for supporting this endeavour. Their vision and courage in tackling the issue of pressure injuries – a pervasive invisible problem that affects more than 55,000 New Zealanders – can't be overemphasised."

ACC Injury Prevention Partner Sean Bridge says the showcase really brought to life the incredible work being done in Canterbury and the West Coast to reduce and prevent pressure injuries in their communities.

Pressure injury prevention winners

Congratulations to Registered Nurse Andrea Sim and her colleagues on Ward 27 for winning the photo competition for STOP Pressure Injury Day last month.

A Stop Pressure quiz competition held on the day received lots of entries and worked well to stimulate much debate about pressure injury staging (see the team from Nurse Maude in mid-debate!). The following winners were selected from a hat of entries that had all the questions answered correctly:

- › Registered Nurse Tamzin McLaren from AMAU, Christchurch Hospital
- › Vishnu Appukuttan Syamala from O'Connor Home, West Coast
- › Registered Nurse Donna Muir from AAU, Ashburton and Rural Services
- › Lead support worker Kylie Joy from Nurse Maude

All the winners received a hamper of goodies for their efforts.



Registered Nurse Andrea Sim (centre) and her colleagues on Ward 27, Christchurch Hospital, raising awareness of pressure injury prevention



Vishnu Appukuttan Syamala from O'Connor Home on the West Coast picked up his prize in person at the Pressure Injury Prevention Link Nurses showcase last week



The team at Nurse Maude debating the staging of pressure injuries for the quiz, from left, Clinical Nurse Educator Jeannie Randles, Clinical Nurse Specialist Cathy Hammond, District Nurse Jenny Heslop Brown and District Nurse Lynn Mealings

Reflections of the Canterbury Dedicated Education Unit: Alcohol and Other Drug Services

The collaborative relationship of Canterbury DHB and the Ara Institute of Canterbury was clear at the recent Australasian Nurse Educators Conference 2019 – Navigating the future of nursing together through education and practice, held in Dunedin.

Shelley Higgins the Clinical Liaison Nurse for the Alcohol and other Drug Services Dedicated Education Unit (DEU) and Shared Care Case Manager at the Christchurch Opioid Recovery Services based at Hillmorton Hospital, together with Maryann Wilson, Academic Liaison Nurse (DEU), and Senior Academic Nursing Lecturer presented “Reflections of the Canterbury Dedicated Education Unit: Alcohol and Other Drug Services”.

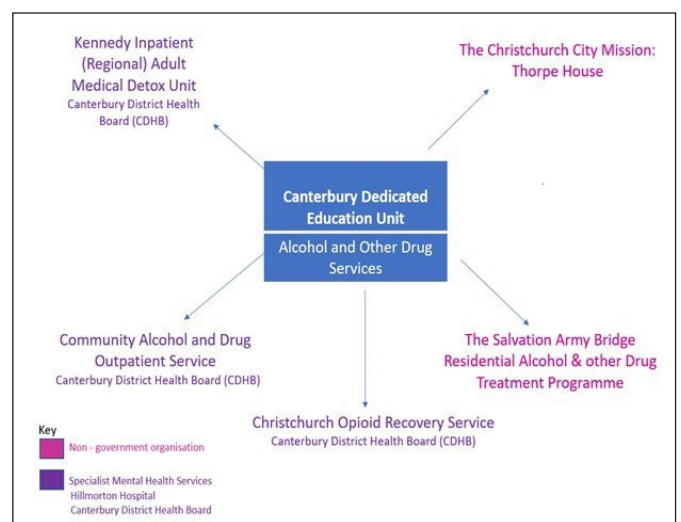
We wanted to share what we have discovered about increasing undergraduate student clinical placement opportunities and enhancing students learning experiences in ‘real time.’ Until 2016, the Canterbury Dedicated Education Unit Model had provided comprehensive learning opportunities within the Canterbury DHB Specialist Mental Health and Addiction Services. However, the non-government organisation (NGO) alcohol and drug (AOD) sector had not been explored.

The teaching team had become aware of the “untapped hidden gems” of learning and clinical practice experiences available in the non-government alcohol and drug sector. In order to complement undergraduate student’s mental health and addictions experience and expose students to the automatus role of the nurse within the community, the Canterbury Dedicated Education Unit Mental Health and Addiction Services model was expanded to include the NGO alcohol and drug sector: Christchurch City Mission, Thorpe House and The Salvation Army Bridge Programme.

The result of this different way of supporting learning was beyond our expectations. We used this approach with a degree of caution as the success of this venture was reliant, at least initially, on the relationships and knowledge of the alcohol and drug field held by the teaching team. Student and NGO engagement was positive. This was evidenced by student feedback and much debate about the variety of experiences now available. Christchurch City Mission Community Detox Nurse Raewyn Birkett concurred, saying “it has been great to be part of the DEU and see the range of experiences the students are exposed to. Students experience a variety of settings and follow the patient



Clinical Liaison Nurse Shelley Higgins and Academic Liaison Nurse and Senior Academic Nursing Lecturer Maryann Wilson presenting at the Australasian Nurse Educators Conference



A slide from their presentation showing the Canterbury Dedicated Education Unit model

journey across services in the DEU. In addition, having students coming through encourages staff to keep up to date with best practice and maintain teaching and clinical supervision skills. Patients enjoy seeing students and feel quite empowered when being asked to be part of the students’ learning.”

The presentation concluded with a challenge to the nursing education sector to consider NGO placements to increase student learning and clinical practice opportunities.



New Environmental Services team

It was smiles all round last week as the new Environmental Services team wearing their smart new teal tunics and shirts were welcomed.

Canterbury DHB has taken over management of its cleaning services from former provider, Spotless, and given the team a new logo and name – Environmental Services. All 180 staff were offered the opportunity to transfer to Canterbury DHB in their current roles and staff who transition maintain the same current contract and working conditions.

It is great to see our new Environmental Services team looking so happy and bonding with their WellFood colleagues, says Commercial Portfolio Manager Rachel Cadle.

“They’re excited and looking forward to being part of the Canterbury DHB team.”

Rachel says she is aware that a lot of hard work and long hours has gone on in the background.

“Thank you all for helping make this transition happen. Seeing the smiles is such an awesome reward. Fabulous work, I’m so proud of everyone.”

Chief People Officer Michael Frampton says the new team is a wonderful result and testament to some fantastic joined-up teamwork.

“One of the things I’m really excited about is the opportunity we collectively have to connect our newest team members to the Canterbury Health Systems’ direction of travel, what we care about, and what matters most to us and those we care for.

“It’s so good to see our new Environmental Services team members being made so welcome. I hope they enjoy all the opportunities and benefits that come from being employed by Canterbury DHB.

For the past seven years Canterbury DHB has contracted out its cleaning services to Spotless. The contract term was due to end this year at a similar time to the planned migration of services to the new Christchurch Hospital Hagley.



From Christchurch Hospital: from left, Environmental Services Supervisor Danny Yang, Environmental Services Cleaners Maraeta Talbot and Swetha Gowda



From Burwood Hospital: from left, Environmental Services Cleaner Andrea Walker and WellFood Catering Assistant Patricia Staines



From Burwood Hospital: from left, WellFood Catering Assistant Brenda Norcliff and Environmental Services Cleaner Devi Aryal

As cleaning services for the new, larger building will require some changes, this was taken as an opportunity to consider how the DHB manages its cleaning services and the decision was made to bring the service in-house under Canterbury DHB management. This follows a similar decision to move food services in-house in Canterbury and the West Coast.

The service continues to sit under the Support Services team – so cleaning requests and feedback should continue to be entered into the feedback form on the [intranet](#).



Appeal funds gratefully received

Christchurch Hospital's Child Health division has received a welcome early Christmas gift – a cheque for over \$100,000 from the 2019 Countdown Kids Hospital Appeal.

The presentation was made in Christchurch last Thursday and will be the last of these donations as Countdown has decided to move to a new fundraising platform. Next year Countdown will partner with KidsCan.

Over 12 years the Countdown Kids Hospital Appeal has raised more than \$1.2 million for equipment for child health in Christchurch.

The 2019 donation of \$100,170 will pay for items including:

- > a \$27,744 nocturnal sleep monitor, for those aged 0–17 years which measures brain activity, eye movements, leg and arm movements, oxygen levels and more
- > a \$11,954 cough assist machine which simulates a cough to help clear airway secretions
- > a \$13,940 vision screening device. The examiner holds the camera a metre from the child and a measurement is taken in one second, which avoids touching the child or frightening them with instruments which touch the eye
- > scales
- > a blood pressure machine
- > a \$7635 blanket warmer for young, acutely unwell child patients (in the Pegasus Health 24 Hour Surgery) to ensure warm blankets are available and ready for immediate use
- > electric breast pumps
- > syringe pumps for newborn and very young babies, used to provide very small dose infusions, especially of antibiotics
- > a phototherapy light for the transport incubator.

Christchurch Hospital Child Health Service Manager Anne Morgan told those gathered:

"We have really enjoyed the relationship with Countdown.

I am sure you will do wonderful things in other places."

Countdown Group Manager Penny Hardaker says it was a thrill to meet their goal of \$100,000 for Christchurch. The quiz night was a huge success and for the first time, Canterbury DHB had more people attend it than Countdown did.

"Your participation is amazing, it means a lot to our team."

"We are super excited to hand over this cheque but also sad that it's our last year... we hope to do something to support the hospital next year."

Her proudest moment was seeing the 'body box' in 2017.

"I struggled not to cry. I am just happy I could be a part of making children's lives a bit better."

Countdown Kids Area Champion Sarah Ruddick says the last 12 years has been "a huge chunk of our lives".

"You do an amazing job, continue to do what you do.

Māia Health Foundation Manager Anna Galvan says she would like to acknowledge Countdown Kids huge contribution.

"It's a privilege for me to be here and hear the passion as you speak about the appeal. Thank you for all the hard work over the years. It really is phenomenal."

Entertainment at the cheque presentation was by Bridie, from Imagination Dance, who presented three dance pieces to the group. Countdown presented Personal Assistant in Child Health, Elana Breytenbach with a bouquet of flowers to thank her for organising spectacular cakes for each appeal event.



Imagination Dance student Bridie performing for the presentation

Canterbury DHB anaesthetic technicians clean up at the Annual Anaesthetic Technicians awards

Congratulations to Anaesthesia Team Leader and Registered Anaesthetic Technician Doug Williams, who won the New Zealand Society of Anaesthetist Technicians (NZATS) Best Speaker award.

NZATS Chair Kirstin Fraser present Doug with the award at the gala dinner at the NZATS conference held in Christchurch last month from for his presentation titled '15032019 working in a mass trauma situation'.

Registered Anaesthetic Technician Elise Hemmingsen was awarded the NZATS research 'excellence' award, sponsored by Medtronic, for her entry titled 'Situation awareness, the importance it plays in anaesthesia and our role as anaesthetic technicians'.

Trainee Anaesthetic Technician Taliha Roger won the NZATS Basil Hutchinson award, sponsored by Medtronic, for her entry titled 'Lost in translation' Both Elise and Taliha were presented with their award by Karen Butler from Medtronic.

Charge Anaesthetic Technician Cathie Hepworth says, "I'm very proud of our team. These results show the hard work and dedication the individuals put into their research and presentations, their commitment to the profession, and dedication to the ongoing education and progression of the anaesthetic technician work force.

"A huge congratulations to all the winners. Taliha is still in her first year of training, Elise qualified 18 months ago, and this is the second time Doug has been awarded the best speaker award – I wonder if he will make it a hat trick next year!"



NZATS Chair Kirstin Fraser presents Anaesthesia Team Leader and Registered Anaesthetic Technician Doug Williams with his award



Karen Butler from Medtronic presents Registered Anaesthetic Technician Elise Hemmingsen and Trainee Anaesthetic Technician Taliha Roger with their awards



Cutting through language barriers to help patients understand their medicines

A young Riccarton pharmacist is helping his local Cantonese and Mandarin-speaking community understand their medications and take them properly.

Aston Yiu from Remedy Pharmacy in Riccarton sees a diverse range of people from different ethnicities and age groups come through the door. Originally from Hong Kong, he moved to New Zealand with his family when he was five years old. He speaks both Cantonese and Mandarin.

"When some consumers come into the pharmacy and English is not their first language, you can see the relief on their face when you start speaking to them in their language," Aston says.

Recently, the Canterbury Community Pharmacy Group (CCPG) referred an older Chinese man who speaks Cantonese to Aston for a Medicines Use Review (MUR).

A MUR is a one-on-one session between a pharmacist and patient to look at their medications and make sure the patient knows what they are taking and why. They also talk about diet and lifestyle. It can be completed in a pharmacy or their home.

"Being able to do this review directly in the person's own language, rather than through a translator helps build a good relationship with the patient – and makes sure nothing only a pharmacist would know gets 'lost in translation.'"

Aston went to the patient's home, which gave him the opportunity to learn more about his living environment.

"He brought out two big bags of medication which were in a real mess, and some medicines had been put back into the wrong packaging. In some cases he was taking the wrong amount and he didn't know what many of them were for."

"The medication labels were all in English, which he couldn't understand, so there was definitely a language barrier."



Pharmacist Aston Yiu

Aston organised his medication into sachets organised consecutively with the time, date and medications printed on each – in Cantonese in this case. The patient had never had his medication reviewed and fully explained in his own language before and was thankful.

He has now been put onto a Long-Term Conditions Service, which is designed for people with long-term illnesses who need ongoing support with their medicines.

"The patient seems to be doing better and walked in to pick up his latest prescription, which was great to see," Aston says.

"This is the rewarding part of the job for me, it's why we are here as community pharmacists – to educate."

Aston encourages other pharmacists who speak different languages to let CCPG know, so non-English speaking patients can be referred to them.

Smokefree and vapefree trial receives Council support in Hanmer Springs

Canterbury DHB and the Cancer Council welcomed the recent decision by Hurunui District Council to continue supporting a voluntary smokefree and vapefree initiative in Hanmer Springs.

The trial was undertaken as part of a collaboration with the Cancer Society, the Canterbury DHB, local council, businesses and the community.

Hanmer Springs village already asked that people not smoke in parks, playgrounds and reserves as part of the district's Smokefree Outdoors Strategy. The trial extended this by encouraging people to choose not to smoke or vape in key public spaces such as the main street, Amuri Avenue and Conical Hill Road.

Community and Public Health completed a comprehensive evaluation of the trial that showed the majority of residents, visitors and businesses in Hanmer Springs supported the initiative becoming permanent. Those who supported the initiative felt the trial meshed with Hanmer Springs' branding as a 'natural alpine village' with 'clean fresh mountain air'.

The evaluation assessed and reported on the general levels of awareness of the zone, the attitudes of stakeholders, the overall level of support for the continuation of the zone, smoking/vaping prevalence, and any unintended consequences of the zone.

In terms of the potential impact on tourism, a substantial proportion of the visitors surveyed said they found smokefree zones in New Zealand to be generally attractive and indicated that they would be more likely to visit other tourist destinations that have smokefree and vapefree zones or that they were no more or no less likely to visit. Six percent of visitors indicated such zones would put them off. For international tourists, approval was even higher with 4 percent indicating they would be less likely to visit.

"This was a voluntary initiative designed to encourage positive choices, and we're pleased the Council has decided to continue with it. We'd like to take this opportunity to thank all of the residents, business owners and tourists who contributed their feedback," says Cancer Society Health Promotion Advisor Cheryl Ford.

The Hurunui District Council and Hanmer Springs Community Board are also to be congratulated for their

leadership in creating safe public spaces free of addictive smoking behaviours. Such initiatives contribute to the goal of Smokefree Aotearoa 2025.

"The smoke and vape free zone has always been about protecting our community's health and beautiful environment," says Deputy Mayor and Hanmer Springs Community Board Member Jason Fletcher. "The results of the trial encourage us to carry on doing what we've been doing, and the community board will continue sharing the fresh air, smokefree message."

The Hanmer Springs Community Board will implement the initiative. Hurunui District Council will consider the Cancer Society and Canterbury District Health Board's recommendations when they review the district's smokefree outdoors strategy in 2020.



A map outlining the extended smokefree and vapefree zone in Hanmer Springs

Next week is the last CEO Update for 2019!

Next week's *CEO Update* is the last one for the year and will be our Christmas special. Send in your best festive photos by midday this Thursday 12 December. It could be a photo of decorations, a tree, a festive team outing, or activity. Share the love and help us spread some Christmas cheer.

The first issue for 2020 will be published on Monday 20 January, with a deadline of midday Thursday 16 January.

Send us your favourite holiday snaps to show how you made the most of some time off work.



Photos and stories should be sent to communications@cdhb.health.nz

We're always looking for new people to profile as part of our 'One Minute With' series – feel free to nominate a colleague or yourself.

The sky's the limit as helipad fundraising target achieved

Māia Health Foundation is celebrating the completion of fundraising for the future-proofed rooftop helipad for Christchurch.

Māia started its bold fundraising mission in 2018 and has successfully hit the \$2 million target. This is thanks to all of the people in our health system and in the community, who've generously supported the fundraising campaign and activities.

Māia Trustee, David Meates says "This is absolutely fantastic. It highlights the impact that a community can make to just 'make it better'.

Patients rescued by chopper are currently transported by ambulance from Hagley Park to Christchurch Hospital, adding approximately 13 minutes to their transfer time. The rooftop helipad will enable patients to get to hospital sooner and free up valuable emergency resources. Christchurch Hospital Campus staff have been the first to see the rooftop helipad in action with rescue choppers practising approaches and landing in the past few weeks.

The world-class asset, which includes a clinical support unit for specialist



care on touchdown, is now complete and will become operational when Christchurch Hospital Hagley opens in 2020.

For more information about Māia Health Foundation, visit www.maiahealth.org.nz.

One minute with...

Chris Hemmings, Clinical Director of Anatomic Pathology

What does your job involve?

Our 'core business' is making a diagnosis, then writing a report to convey that information to our clinicians; but there is also a lot of preparatory work done in the lab to produce the glass slides that we examine. Other tasks include reviewing cases from other labs, attending multidisciplinary meetings, and teaching (medical students and registrars). As Clinical Director I have additional duties in terms of supporting 26 medical staff and monitoring and future-proofing our service delivery. When time permits I also try to squeeze in some research.

Why did you choose to work in this field?

I enjoyed pathology at medical school (and got an A+) but didn't initially consider it as a career because I didn't think I was clever enough. Later I came to realise that pathology really is the heart of medicine and I decided to give it a go. My particular passion is the diagnosis and management of cancer.

What do you like about it?

I enjoy the variety, the intellectual challenge of diagnosing a rare tumour, and feeling that I'm doing something vitally important for the patient. (If we were to get the diagnosis wrong, all their treatment would be wrong too.) I like interacting with the multidisciplinary teams and using my subspecialty expertise in the areas that particularly interest me (including gut pathology and rare cancers). Occasionally, having a chance to influence policy more broadly.

What are the challenging bits?

Finding balance: quality vs timeliness vs fiscal constraint; administration vs diagnostic work; "putting out fires" versus "the big picture"; work/life. And finding time for the "fun bits" (publications, conferences and working groups).

Who inspires you?

Many people, but in pathology I'd say Chris Fletcher, a pathologist in Boston where I undertook a sabbatical fellowship. He is not only a talented diagnostician and an impressive intellect, but a kind, dedicated and humble person with great integrity – a wonderful role model and friend.

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?

Personal and professional integrity is hugely important to me – I have made some significant sacrifices in the past, rather than compromise that. Pathologists are held responsible for every case we handle, which contributes to patient care (even after death, sometimes!)

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

Pretty much everything – I've never found LinkedIn very helpful and haven't updated my profile for years.



Chris Hemmings got the 'catch of the day' on her first-ever fishing expedition – in the Abrolhos Islands (Western Australia). The fish is called a 'ghostie' (the colloquial name for the pale version of a Baldchin Groper).

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

Italy, or with my husband on some remote island with no phone signal or internet.

What do you do on a typical Sunday?

At this time of year, mowing and weeding (if I'm not on call or working overtime in the lab).

What's your favourite food?

Ideally prosciutto, truffles and Bollinger – but in the real world fresh, high quality ingredients without pesticides or plastic. One of the best dishes I ever had was linguine tossed with raw tomatoes, basil and olive oil. Very simple but ultra-fresh, perfectly ripe and expertly cooked – exquisite!

And your favourite music?

Lots, especially jazz and baroque. Handel wins the prize for writing great parts for altos.

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

*summer edition



As the year comes to an end, the Canterbury business community has contributed to a giveaway for our people to say thank you for all you do.

Head to the Something For You intranet homepage between 2–15 December to enter and find out more information. Winners will be drawn on 16 December.

A huge thank you to this week's featured businesses who have kindly supported the giveaway:



MAKE THE SWITCH

IN 2018 OVER 400,000 WASTE ITEMS FROM BEVERAGES ALONE WERE SOLD THROUGH CANTERBURY DHB CAFES

199K

PLASTIC WATER BOTTLES



230K

TAKE AWAY CUPS



2/3 of all hot beverages sold

WHAT YOU CAN DO:

Use your own water bottle



Use your own reusable coffee cup



Canterbury
District Health Board
Te Pōwhiri Hauora o Waitaha

CURRENTLY NO TAKE AWAY CUPS CAN BE RECYCLED IN THE SOUTH ISLAND.

ALL WENT TO LANDFILL – OVER 3000 KGS OF WASTE.

SWITCHING TO REUSABLE CUPS WOULD SAVE 94 MATURE TREES WORTH OF CARBON



Brought to you by the Transalpine Sustainability Governance Group



Christchurch Campus Quality & Patient Safety Team

Invitation to all staff

**QUALITY & PATIENT
SAFETY PRESENTATION**

Come and join us for half an hour

Topic: Behavioural science and its increasing importance in driving transformation for both patients and providers

Video Presentation – Keynote Speaker at the 2019 Health Informatics New Zealand Conference November 2019

This presentation will look at examples of how to use behavioural change techniques to support both patients and providers to achieve their goals and provide top tips for your own endeavours.

Speaker: **Rachel de Sain**
CEO and founder codesain
Independent advisor to public and private health organisations

Venue: Steve Williams Lecture Theatre
Date: Wednesday 11 December
Time: 1.15–1.45pm

*A link the presentation can be provided on request
An attendance record sheet will be provided.
Please contact Shona.MacMillan@cdhb.health.nz, Quality Manager*