



Our health system – under the microscope

The Canterbury Health System fared well following last week's release of two reports – our finances are stable and we are committed to delivering new facilities that are fit for purpose and represent value for money.

Last week two reports on various aspects of our health system were made public. The release of both reports provides further validation that we are doing the right things for the right reasons. We are responsibly managing the public funding we have to purchase and provide health services for people in our communities.

Our programmes of work to provide more care in the community, target areas where our data indicates there may be bottle-necks or something unplanned happening in our system, are paying dividends and helping us make it better for the people in our community who need health care.

Our integrated system is now the Government's expected model for all DHBs to work towards – congratulations to all involved in shaping our model of care where all components of the system work together to manage demand on health services and create better outcomes. Our transformation will continue to evolve, and we certainly aren't there yet – but to be internationally recognised as one of the top five integrated health systems in the world speaks volumes about the calibre of people we have on our team.

The independent financial review commissioned by the joint Ministers of Health and Finance, and carried out by PricewaterhouseCoopers (PWC) confirmed Canterbury DHB's finances are stable. Board chair Murray Cleverley commented on this report, and I've included his comments below.

"The findings of this report are a huge credit to everyone working in the Canterbury Health System given the unprecedented challenges faced by the DHB over the past five years."

"Importantly, the report states there is no evidence to suggest that Canterbury DHB is incurring excessive, unnecessary or unmanaged expenditure. Further, it recognises that historically the DHB has had an operating surplus of approximately \$50 million per annum – before capital-driven costs are taken into account."

"The capital costs are significant and have largely come about

as a result of our facilities rebuild projects. The cost of capital charges, interest and depreciation is likely to increase by about 85% over the next six years as our new facilities come on stream."

"The report recognises that Canterbury remains a high-performing health system continuing to attract significant international interest. The PWC report acknowledges the DHB's achievements in managing demand-driven expenditure and absorbing national price increases that exceed the funding increase. The report commends our integration strategy where building community capability and capacity to reduce demand on more expensive hospital and aged residential care has paid dividends – Canterbury DHB's performance has been more successful than anticipated in the original 2012 Detailed Business Case (for our facilities redevelopment projects)."

"Pleasingly, the report recognised what we know to be true: that doing the right thing for patients and our health system, can also lead to better value for money. I don't know of another organisation that could carve \$100 million off its projected deficit path (albeit over a slightly longer time frame than originally projected) in a challenging post-disaster environment."

"With over \$1 billion in facilities developments underway and demand for health services – particularly mental health and emergency care steadily increasing - the Board will continue to work with the Ministry of Health and Treasury to ensure we have a sustainable path forward and can continue to deliver high quality services to Cantabrians."

The other report released last week was from the Office of the Auditor General – Entitled 'Governance and accountability for three Christchurch rebuild projects' one of them being the Acute Services Building at Christchurch Hospital. The report took an in-depth look at the governance structures and processes. In response to the report's release Canterbury DHB chair, Murray Cleverley made the following comments:

Murray welcomed the recommendations from the Office of the Auditor General and hoped they would lead to changes

» Article continues on page 2

In this issue

- » Facilities Fast Facts...page 2-3
- » Milestone achievement for two of our clinical leaders...page 5
- » Big donation for Child Health...page 6

- » Forty years of helping make hospital a special place...page 7
- » Recognition for 25 years of dedication...page 8

- » Henry Marsh at Writers' Week...page 8
- » One minute with Hacer Tekinkaya...page 12
- » Choose a career with us...page 13

» Article continued from page 1

that would benefit other DHBs embarking on facilities redevelopment projects.

"We were the first DHB to have a major facilities project governed under the Hospitals Redevelopment Partnership Group (HRPG) model and the OAG report has captured some of the challenges we have experienced.

"The report accurately reflects the tensions that are created when you have three parties, all with differing interpretations of their role and responsibilities. All are collectively charged with delivering the same project, however, divergent viewpoints, conflicting priorities and a lack of clarity on roles and responsibilities has sometimes led to protracted decision making," Murray Cleverley said.

"Canterbury DHB has a strong record of delivering complex facility developments. The work being undertaken in Canterbury including extensive earthquake repairs and sustaining services within what are large construction sites is complex and unprecedented." If we were just completing one building in isolation then it would be simple and straightforward. Multiple projects that are all inter-related and being done in the middle of service delivery are hugely complex and challenging. To date all health services to the community both in Canterbury and other areas has managed to be maintained.

"Our collective responsibility is to ensure that we deliver the appropriate health facilities to support the health care required in our community," he said. "The DHB has a fantastic team that continues to be committed to work with all parties to achieve the best possible outcomes."

If you're heading away on leave this week, I wish you a safe and happy holiday and thank you for the part you've played to make our health system better.

CEO Update publication dates

The last issue of the CEO update for 2015 will be published on Monday 21 December – with a deadline of 10am on Thursday 17 December. Remember to send us photos of Christmas decorations in your work area and they may feature in the special Christmas issue. Send photos and contributions to communications@cdhb.health.nz

The first issue for next year will be published on Monday 25 January 2016. The deadline for that issue is 10am on Thursday 21 January.



David Meates
CEO Canterbury District Health Board

Facilities Fast Facts

Burwood

The new buildings at Burwood are nearing completion externally, with concrete cladding and much of the glazing already in place. Work has also begun on clearing and preparing the site for the main public car parking areas, in front of the future main entrance (in the centre background of this photo).



» Article continues on page 3

» Article continued from page 2

Time capsule at Burwood

The new Burwood Health Campus will have an interesting feature once it's complete. A steel time-capsule will be installed in the new lobby.

The capsule will be a mini-museum of life over the years at both The Princess Margaret and Burwood Hospitals. Staff, patients and visitors are encouraged to contribute ideas for items to be included. These could be current technology, news clippings or letters. Do you have any commemorative items, photos from a special event, newspapers etc. that you could pass on to the project team?

Thank you to those you have contributed to this project already. So far we have a medications chart, photos from the It's All Happening photo shoot showing staff members and visitors, aerial photos of the site, and various photos from Burwood, but we have room for more.

Email your idea of what you would like to see included in the capsule to itsallhappening@cdhb.health.nz.

Christchurch

Park & Ride service now at Deans Avenue

A reminder that the CDHB's Park & Ride car park has now moved from the Metro/Brewery site to Deans Avenue.

Early reports are that the new location is being well used by patients and visitors and that the shuttle bus service, now a fleet of three distinctive shuttles, is operating smoothly.

The photo shows a shuttle at the Deans Ave site, with a waiting room on the right.



Please note that the shuttle buses are not for staff, and that there has been no change to staff parking arrangements.

More parking information, including FAQs, is available on the [intranet](#), and on the [CDHB website](#).

User group news

The Outpatients User Groups have signed off on the Preliminary Design Plans. The next phase of Developed Design meetings are scheduled to commence in mid-February 2016.

Getting ready to move

The team busy with FF&E (furniture, fittings and equipment) is hard at work compiling lists of everything that will be needed in the new Christchurch and Burwood Hospitals. That work entails establishing what equipment can be reused from existing stock, or what will need to be bought new.

That means that even if a piece of equipment or furniture may not be needed in your department, it may be recycled and reallocated to another team.

Even if something is obsolete it remains CDHB property, so should not be given away to charity / friends / other organisations etc. without notifying your manager and the support services team on extension 66882 that you have items surplus to requirements.



Bouquets

Ward 20, Christchurch Hospital

Compliments to my surgeons, anaesthetic technician, nurses and epically the wonderful lady “Jude” I think her name was in the surgical unit waiting area. She was super lovely and really put myself and mum at ease about having my appendix out! All these people make all the difference in how you’re feeling about going in to surgery and if I ever do again I would love to see Jude’s smiling face!

Park and Ride, Bone Shop, Christchurch Hospital

I’m writing to compliment you and your excellent staff on performing such a wonderful job. I have been a patient for a surgery and then after care. But what I have found outstanding is the shuttle service to and from parking areas that my partner and I have accessed.

This service is of such a great benefit to all patients and visitors who have far more important things on their minds than parking cars. I wish to commend the initial instigation of the shuttles and to your ongoing support. WELL DONE. Please keep up the great work. I have spoken to other travellers on the shuttle and even though they might not take the time or effort to tell you they all do appreciate your efforts.

Emergency Department, Christchurch Hospital

I must say, the staff here are amazing, professional and cope well under pressure. Such qualities are why we should be proud of our own NHS. They show compassion and professionalism in extreme conditions.

Great Escape Café, Christchurch Hospital

Congratulations to the Great Escape staff for a very well run pre-Christmas meal for the hospital staff. The lunch was enjoyable and tasty, well cooked and well presented. Thanks very much.

Oncology, Christchurch Hospital

Awesome staff in Oncology Radiation (T1). Also Helen at reception greets you with a beautiful smile every day. She is a true gem.

Day Surgery Unit, Christchurch Women’s Hospital

Lovely Christmas decorations. Also Jax’s smile was very welcome.

Ward 27, Christchurch Hospital

Thanks to the whole team in Ward 27 for looking after our Dad. Everyone was very patient and treated him with warmth and respect. Special mention to young, new nurse (who was teased for looking 14 years old) who managed very challenging situations well. And nurse Morgan for being so lovely when Dad was distressed at 5am. You are all amazing.

Acute Medical Assessment Unit (AMAU), Christchurch Hospital

Thank you to everyone in AMAU who recently looked after our Dad. He was treated quickly and with full respect. The whole team was amazing. Thanks – we are very grateful.

Eye Outpatients, Christchurch Hospital

Fantastic, fast, professional service! Thanks so much.

Day Surgery Unit, Christchurch Hospital

It was a new thing for me (surgery under local anaesthetic). I guess

I was nervous of the unknown. I found the whole process was easy from being met by Carmel (Pre-op nurse) who was brilliant. Her relaxed but professional manner made it that much easier. The staff in the operating theatre (sorry my memory is not good with names) were excellent. Each step in the process was fully explained. The staff are a credit to the hospital.

Treatment Team 1, Oncology, Christchurch Hospital

I would like to acknowledge the members of Oncology Team 1 for the special inter-personal skills and manner in which they meet and greet and explain and help every day I attended for Radiation treatment (39 treatments). High compliments to them for personalising their greetings. I was made to feel important, safe and informed. Their knowledge and work ethics are a compliment to their tutors/ team leaders et al. I was made to feel welcomed as ... (myself) and not the Māori guy from Motueka.

Acute Assessment Medical Unit (AMAU), Christchurch Hospital

I have found the whole experience from St John pick up to discharge from Christchurch Hospital to be most efficient and professional. The teams on the ward were friendly and proficient in their duties. I have been kept informed each step as to what was the next step and why. My sincere thanks to the whole team for excellent treatment and wish them every success for the future. I believe our health system is in good hands.

Milestone achievement for two of our clinical leaders

One of our Canterbury Health System's strengths is that it is clinically led, with the patient at the centre of all we do. Clinical leadership, in particular, underpins our way of working. Here's another inspiring example of what can be achieved with drive and determination, and how good leadership is supported and encouraged in Canterbury.

Dr Sue Nightingale, Chief of Psychiatry and Dr Mary Olliver, Clinical Director Obstetrics and Gynaecology achieved Fellowship of the Royal Australasian College of Medical Administrators (RACMA) in November this year, which is a specialist qualification in clinical leadership and management.

They were both encouraged and supported in this endeavour by Chief Medical Officer, Dr Nigel Millar, who had previously been the sole Fellow here at Canterbury DHB. Nigel says leadership and management of health systems is complex and can only be successful with strong participation and engagement of clinicians from all professions.

"Mary and Sue have demonstrated personal energy in developing their skills as a commitment to the Canterbury Health System. They are to be congratulated for taking the initiative and putting themselves through a rigorous training and examination process in order to better support our programme for health system transformation."

To become a Fellow, clinicians need to complete a training programme that includes studying topics such as national health systems governance, health law, health economics and health care financing, health care organisation, human resource management, communication and collaboration with diverse and sometimes conflicting stakeholders, education, strategy and change management.

Finally, would-be Fellows need to pass the examination set by the RACMA Board.

RACMA defines Medical administration as "administration or management that utilises the medical and clinical knowledge, skill, and judgement of a registered medical practitioner, and is capable of affecting the health and safety of any person. This may include administering or managing a hospital or other health service, developing health operational policy, and planning or purchasing health services."

The College further states that it is the mandate of the medical leader/manager to apply clinical medicine to the development of policy, strategy, service design, encouraging behaviour change and identifying effective clinical outcomes.

Mary says it has been a major undertaking and a considerable commitment over and above her clinical and leadership responsibilities, but she's glad she took up the challenge and believes that persistence has definitely paid off in this instance.

"I'd like to thank Canterbury DHB and Nigel in particular, for supporting me during my years of training. It has been fascinating learning about the bigger picture and how to navigate our complex health system."

Sue would also like to thank Canterbury DHB, especially Nigel, for persuading her to persevere with RACMA training which has given her a wide perspective on health service issues. She wishes too to acknowledge the Mental Health Service management team for their support throughout.

Mary and Sue have supported one another, studied together and will attend the RACMA annual conference in Brisbane next year for formal conferment - complete with caps, gowns and all due ceremony.



From left: Drs Mary Olliver, Nigel Millar and Sue Nightingale.

100 Days Implementation Workshops for early 2016

The 100 Days Programme Implementation team is holding further workshops in early 2016 for CDHB staff who are keen to attend.

Workshops for all services are being held on February 24 (BDU) and March 10 (PMH); or if you work in Child Health you can attend the child health focused session on February 25 (CPH).

Please RSVP by the 31 January to Colette.meehan@cdhb.health.nz. Refer to the attached [flyer](#) for more details and visit the 100 Days [Intranet site](#) for further information.

Big donation for Child Health

Christchurch Hospital's Child Health division has received a welcome early Christmas gift – a cheque for \$89,893 from the Countdown Kids Hospital Appeal.

The presentation was made in Christchurch last Thursday.

Heaton Intermediate school pupil, Scarlet Griffin, aged 12, entertained with a Celtic/Christmas Carol medley she put together especially for the event.

The Countdown Kids Hospital Appeal helps raise money for medical equipment for children's wards across the country. From 4 August to 31 October each year, Countdown and district health board staff host various fundraising activities, such as quiz nights, car rallies, cake stalls and raffles.

Since its inception in 2007 \$9.2 million dollars has been raised, including \$1.138 million this year. Of that sum around \$1 million has gone to Christchurch Hospital's Child Health Division.

Countdown Kids Area Champion and Store Manager, for Countdown Church Corner, Regan Austin, said items the appeal helps fund are things that really make a difference for children and their families.

This year's donation will pay for a number of major items including cardiovascular /respiratory monitors for the Children's Acute Assessment Unit. Countdown also donated toys.

Store Manager, Northlands, Sarah Ruddick, said every year Countdown teams rise to the challenge. This year two checkout operators at the Kaiapoi Countdown even shaved their heads to raise money.

"We all have dreams, it's a privilege to help the younger generation reach their dreams and move forward into their future."

CDHB General Manager, Medical-Surgical and Womens-Childrens Health, Pauline Clark, thanked Countdown staff for their "year on year commitment".

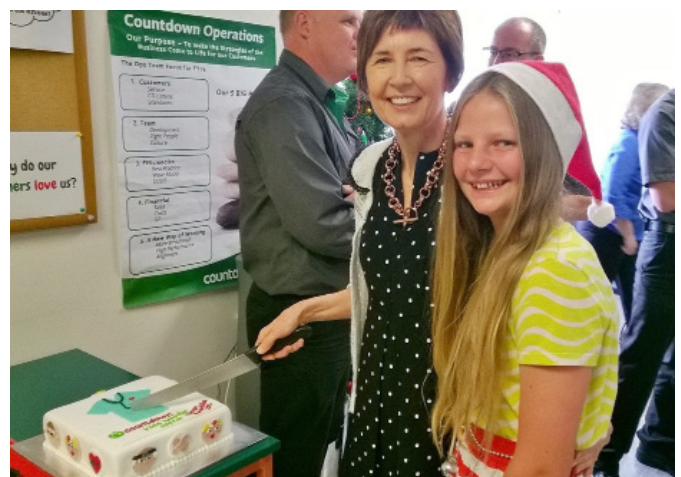
"It's easy to be enthusiastic in the first year of anything but you have stood the test of time."

The items bought each year with the appeal funds provided tangible benefits and made a real difference.

"It's like having our own angel network and it's a good excuse for a bit of fun during fundraising time."



Toys donated by Countdown



Pauline Clark cutting the cake with Heaton Intermediate school pupil, Scarlet Griffin (above right and below)



Countdown Kids Area Champion and Store Manager, for Countdown Church Corner, Regan Austin, and CDHB General Manager, Medical-Surgical and Womens-Childrens Health, Pauline Clark, with the cheque from the appeal.

Forty years of helping make hospital a special place

Janette (Nett) Collie, a fulltime Hospital Aide at Rangiora Health Hub, last week marked 40 years of working for Canterbury DHB.

Her career includes 15 years at Jubilee Hospital and 25 years at Rangiora Hospital.

Nett, who turned 70 last week, was a post war baby born in December 1945 at Rangiora Hospital and the hospital has been a huge part of her life since.

As a small child her family began the tradition with her mother working as a registered nurse at the hospital and her sister working there too. Nett began as a hospital aide at the age of 17 and 'lived in' upstairs with her good friend, Sue Anderson.

The charge sister lived at one end and the hospital aides at the other.

"Living in made it feel a like a family", Nett says.

On Saturday nights Nett and Sue would go to the hairdressing salon up the street to get their hair done ready for a dance or movie and would then return to the hospital and wrap their hair in toilet paper so it lasted the whole weekend.

Nett has lived through a lot of Rangiora Hospital's history. She has worked under at least seven different charge sisters.

"Each came with their own story and associated jargon to learn," she says.

She recalls the days when mothers stayed for two weeks, walked to the Ashley Bridge in their dressing gowns for a bit of fresh air and shelled peas on the open veranda for Sunday lunch.

In her time Nett has dried many new babies and changed thousands of nappies as well as preparing hundreds of milos at night for weary mums and general patients and is known as the 'Milo Queen'.

Charge Midwife/Manager, Suzanne Salton, says Nett is a very professional, loyal staff member who is always bright and cheerful.

"She is always eager to help make the hospital a special place for all the mothers and general patients."

Suzanne remembers when Nett hosted a Royal Wedding Day High Tea for staff.

"We had bone china cups and plates, her exclusive royals' photo collection, we wore hats and to finish off a real corgi attended."

Nett received a thank you card from Buckingham Palace to thank her for the card she had sent.

"She's a true royalist and expert of the royal family tree," Suzanne says.

Nett has shared our lives, stories of our families, our losses, our joys and hospital emergencies, good times and bad, Suzanne says.

"Thank you Nett, we really appreciate all your support now and over the past 40 years."



From left, Suzanne Salton, and Nett Collie.

Recognition for 25 years of dedication



Canterbury Clinical Network (CCN) “all-rounder” Marie Mitchell has been recognised for years of dedication to the Canterbury health system.

Marie was awarded an Employee Award at the end of year meeting of CCN’s partner and host, Pegasus Health.

The popular staff member said she was surprised and overwhelmed to receive the prize to a resounding round of applause at the end of year staff meeting on Monday 7 December.

In presenting the award, Pegasus CEO Vince Barry told the meeting how Marie is repeatedly in the background of health system and staff initiatives, but refuses to accept recognition for her valuable contributions.

The award included a trophy, a voucher and a \$250 donation to Marie’s choice of charity, Big Brothers Big Sisters. Her chosen charity is fitting for this Christchurch mother of two who has devoted her life to her family and her city.

Marie has dedicated 25 years to the Canterbury health system. Her first job was processing General Medical Services (GMS) and Maternity claims at the Health Benefits Payment office in 1984.

She was made redundant in 1999 when the Independent Practitioner’s Associations (IPAs) were created. Marie then joined Pegasus Health as a receptionist/data entry clerk and later moved into the Practice Development team.

When she once again faced redundancy, Marie took on an administrator role with Lion Nathan at Canterbury Brewery. Following the closure of the brewery after the earthquakes, the Canterbury Clinical Network was fortunate enough to welcome Marie back into the health system once again.

As Coordinator/Administrator within the CCN Programme Office, Marie has been providing dedicated administration support to the various CCN groups for almost four years.

CCN Programme Director Jane Cartwright thanked and congratulated Marie.

“Marie is a very humble woman who refuses to take credit for the work she does.

“She’s known across the team and CCN’s partners as the one to go to when you can’t find the answer to something because Marie will know. She’s a flexible employee and well regarded by all of her colleagues. I’m very pleased to see her recognised in this way for her hard work.”

Pioneer neurosurgeon Henry Marsh at Writers’ Week

Leading British brain surgeon, Henry Marsh, is coming to Wellington for the New Zealand Festival’s Writers’ Week in March next year.

He is one of several top international writers and speakers talking on a range of topics during Writers’ Week.

Henry is a pioneer of operating on brain tumours under local anaesthetic. In ‘Do No Harm’, he opens up about his fierce joy of operating, his hatred of hospitals, and the profoundly moving triumphs and sometimes tragic consequences of operating on the human brain.

His bestselling memoir, “Do No Harm: Life, Death and Brain Surgery”, features on many ‘books of the year’ lists. Henry has a roguish reputation for being outspoken. His preferred attire for cycling is a cowboy hat and boots. His leisure pursuits include carpentry and beekeeping and his surgery is the subject of two major BBC documentaries, including The English Surgeon (2009), about his decades of work in the former Soviet Union.

Henry’s presentation is brought in association with the New Zealand Health Quality & Safety Commission’s Open Forum: International Speaker series, Tuesday 8 March at the Michael Fowler Centre. To buy tickets go to festival.co.nz





Register now for the 25% early-bird discount on courses. Ends 18 December

Public Health Summer School

Where: University of Otago, Wellington

When: 1-19 February 2016

What: Over 30 short courses (1-3 days)

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- » Professor Jonathan Carapetis – University of Western Australia
- » David Denborough, Cheryl White and Barbara Wingard – Dulwich Centre, Adelaide
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- » Literature review and basic meta-analysis skills

Plus you can update on critical issues through courses such as:

- » Population screening: the how, what & why?
- » Research-based injury prevention
- » Update on rheumatic fever prevention & control
- » Hauora Māori tamariki/rangatahi/whānau ora
- » Introduction to Pacific health
- » Innovation in mental health professional practice with Māori

Every year our courses rate extremely well and 2016 will be no exception.

For more information and to register please visit [Public Health Summer School](http://PublicHealthSummerSchool.org).

'Be Present' fully booked – Video Conferencing available

Due to very high levels of interest the 'Be Present this Christmas' presentation by Dr Caroline Bell, from our Anxiety Disorders Service, and Ciaran Fox, from All Right?, is being made available on Video Conference. The presentation will take place between 12pm-1pm on Wednesday 16 December, and the following sites have been booked for Video Conferencing:

- » Christchurch Hospital: Hospital Services Seminar Room
- » The Princess Margaret Hospital: Level 1 Meeting Room

- » Hillmorton Hospital: Lincoln Lounge, Administration Building
- » Burwood Hospital: Pukeko Room
- » Ashburton Hospital: Whakanui Room
- » Kaikoura Integrated Family Health Centre: Meeting Room

A video of the workshop will be available for viewing on the [Staff Wellbeing Programme intranet page](#) after the workshop.

Volunteers treated to a peek 'behind the scenes'

The annual Canterbury DHB thank you morning tea for volunteers held last Tuesday provided some insights into what goes on behind the scenes of reality television.

Special guest Kristie Leonard, one of the participants in 'The Bachelor' television show which screened earlier this year, delighted the volunteers with tales of what went on during the making of the show. She says she has really enjoyed meeting new people through the show.

"The girls on the show were amazing and I really love it when people come up and ask me about it even now," says Kristie.

The event also featured Christmas songs performed by TPMH singers and a quiz based around celebrities.

Dan Coward, Canterbury DHB General Manager, Older Person's Orthopaedics and Rehabilitation welcomed the volunteers and thanked them for the wonderful work they do for the health system.

Burwood Hospital currently has more than 70 volunteers. They have donated more than 3000 hours in the past year. This has been in all parts of the hospital from the café, the gardens, the library to the pool. They have been a tremendous help to the patients and staff at the hospital and are excited about the amazing new building being constructed at Burwood, which will include a Volunteer's shop, to open next year.

The Princess Margaret Hospital volunteers donated 3197 hours for the year to the end of November.

It was especially pleasing to have volunteers from the wider Canterbury region attend the morning tea – including from Waikari and Darfield. The Friends of Waikari Hospital in North Canterbury regularly hold a raffle at the Culverden Xmas fete with funds raised going to hospital needs. This year they raised \$3,606.50.

To check out the action watch the [video](#).





People in Disasters Conference – don't miss this unique opportunity

If you've just realised that you really should attend next February's [People in Disaster Conference](#) being held in Christchurch, its best to [register now](#). The cost to register now is \$650.00 (\$665.22+GST) per person but District Health Board staff can apply for a discount. Contact Cathy.King@cdhb.health.nz.

In addition to the excellent main sessions there are three confirmed pre-conference workshops which are free for Conference participants to attend (you must register for the full Conference to take advantage of these).

Pre-Conference Workshops – 23 February 2016

1. An ASSETT* after a disaster: Developing and delivering a tertiary mental health service for ongoing psychological distress following the Canterbury earthquakes

9am – 12noon

The Adult Specialist Services Earthquake Treatment Team (ASSETT) was established following the February 2011 earthquake to provide psychological treatment for Canterbury residents experiencing severe distress in response to the earthquake sequence.

Both overseas material from previous natural disasters such as Hurricane Katrina and the September 11 terrorist attacks on the World Trade Centre, and local clinical experience led to the development of the ASSETT treatment manual for individual and group treatment of post-earthquake distress. Over the next four years the team assessed and treated Canterbury residents with severe earthquake related distress. This workshop will:

- » describe the background and logistics of setting up a specialist psychological service in the wake of a major disaster
- » give an overview of the cognitive behavioural model of treatment, and the content of group and individual treatment
- » report the characteristics of those who attended the service over its four years
- » discuss evaluation of the treatment programme, and provide preliminary data on outcome of treatment for those attending the service.



2. Foreign Medical Teams (FMT) Focus Meeting. Operationalising the deployment and coordination of Foreign Medical Teams – Supporting the World Health Organization FMT Global Registry

9am - 12 noon

This focus meeting is a must for those interested in responding post disaster to assist affected communities. This includes health workers both medical and psycho-social, support teams, emergency services and rebuilders.

The meeting will cover changes in global practice and the development of the WHO Foreign Medical Team (FMT) global registry and outline what organisations and individuals should be preparing for if they intend to join a team. The development of the New Zealand Medical Assistance Team (NZMAT) and recent responses into the South Pacific will be used to illustrate these changes. The coordination of FMTs by disaster affected Governments in West Africa, Vanuatu and Nepal will also be explored.

3. Media Skills For Communicating During Disasters

1pm – 4pm

The science and health communities in New Zealand have learned a lot about media and communicating with the public during disasters over recent years. Lots of knowledge has been gained -- some of it the hard way -- and while this has led to systematic changes and increased preparation in many organisations there is always room for further improvement.

In that spirit, this session will focus on what to say, how to say it and who to say it to when it matters most.

Highlights of the workshop will include:

- » What the media need and want when news is breaking
- » Preparation and crafting meaningful messages
- » Prioritising audiences
- » Identifying the best media channels (news, social media, websites) to use
- » Adapting to tight timeframes and intense pressures to get information out.

You must be registered for the [Conference](#) in order to attend these free pre-conference workshops.

One minute with... **Hacer Tekinkaya, Child Nutrition and Oral Health Promoter, Community and Public Health, Timaru**

What does your job involve?

My job involves promoting nutrition and oral health to under five year olds. As part of WAVE (Wellbeing and Vitality in Education) I work with all early childhood centres in the South Canterbury region. I provide support to early childhood centres with their nutrition and oral health initiatives. This may involve helping them to review their nutrition policy (including good oral health), and providing professional development for early childhood staff such as healthy eating or nutrition policy workshops, which have been done this year, or oral health workshops which I'm planning for next year.

In addition to working with early childhood centres, I also carry out home visits for families of children under the age of five who are at risk of tooth decay. These children are generally identified through referrals from Hospital Dental Surgery, Tamariki Ora services, such as Plunket and Arowhenua Whānau Services, and the Community Dental Service. At the home visits I do an oral hygiene and nutritional assessment and help families to come up with SMART goals to improve their child's oral health. I also re-visit families as needed to review their progress and to set new goals.

Why did you choose to work in this field?

One of the reasons I wanted this job was because I have a passion for working with children, especially young children. I liked that I would be working with early childhood centres and also could do home visits. I'm also passionate about food and nutrition, and did want to be a "children's dentist" (i.e. dental therapist) when I was young. So it ticked a lot of boxes for me!

What do you like about it?

I love the variety of my role. Not only do I have the opportunity to work with early childhood centres, planning exciting workshops for them, as well as making and updating resources, but I also have this amazing opportunity to go to people's homes and visit them on a one-to-one basis, which I think is very special. I also get to work alongside a lot of amazing people!

What are the challenging bits?

Families can have quite hectic lifestyles and there can be a lot of things going on for them with many stressors, and oral health/nutrition may not always be a priority for them so it can be a challenge trying to reach or follow-up some of the families. Also, being new to South Canterbury, it does take time to get to know the people and the area.

Who do you admire in a professional capacity at work and why?

I admire our team as a whole. They all make it a really good positive (and fun) environment to work in. We all have different areas and specialisations so it's really interesting to learn from them all.

The last book I read was...

Unfortunately, thanks to years of university studies (which finally ended with a Masters), I have not had much chance to read for leisure, which is something I am trying to get back into as I do miss getting lost in a good book. At the moment I've just started reading 'The Time in Between' by María Dueñas – so far so good.

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

At my birth place, Turkey. I was last there in 2012, so I am long due for a visit. And hopefully I will be there around the middle of next year!

My ultimate Sunday would involve...

A good brunch with my family, and then just spending the rest of the day relaxing, catching up with friends over a coffee followed by a good movie or just catching up on my favourite TV shows.

One food I really dislike is...

I love food and thought there was nothing that I tried that was all that bad. Even the wildest of my trials – içkembe çorbası (tripe soup) and brain soup – was tolerable, until recently when I tried beef jerky and had to spit it out – it was that bad.

My favourite music is...

I don't listen to a lot of music, but now and then when I do I like listening to all sorts. My favourite though is probably Tarkan.



Above: Hacer Tekinkaya

If you would like to take part in this column or would like to nominate someone please contact

Naomi.Gilling@cdhb.health.nz



a career with us...

Nurse Practitioner - South Westland

Our health services in South Westland are leading the way into the future of rural health services. We're on the lookout for an experienced Nurse Practitioner to provide professional leadership to our nursing team and provide clinical care and responsibility for our clients. This is your chance to take the role and grow it around the needs of the communities.

A natural leader and mentor, you'll thrive in an environment where collaboration and teamwork are highly valued. You'll work with a diverse group of health professionals dedicated to the success of this transformational new way of working.

Based in Franz Josef you will run daily clinics and provide home visits to the local community and will be responsible for any out of hour's emergency situations. As you will professionally support and mentor the group of Rural Nurse Specialists located throughout South Westland, you will have the opportunity to visit other picturesque rural locations. Our state of the art telemedicine/video conferencing also keeps you in close contact with other sites.

A Nurse Practitioner with extensive primary or rural nursing experience, your passion for rural community living as well as the primary health concept will shine through, as will your confidence in your ability to deliver, role model and promote excellence in primary nursing practice. Experience in emergency care, district or public health nursing would be advantageous.

Contact Steph Keene, Recruitment Specialist Nursing
ph 03 337 7961. stephanie.keene@westcoastdhd.health.nz

Midwife Coordinator – Quality

The Canterbury District Health Board is committed to excellence in patient safety and quality of care. If you share our passion for these initiatives and are a Registered Midwife with experience in implementing quality and safety measures then this is the role for you.

An excellent opportunity has arisen for an experienced Midwife to join our team. You will work collaboratively with the key maternity stakeholders to ensure the coordination of quality and safety activities for Maternity Services within Women's Health at Canterbury District Health Board.

- » Extensive experience in the acute tertiary environment, either within the clinical area or relevant senior midwifery role and hold a current Midwifery Council of New Zealand practising certificate.
- » A relevant post graduate qualification in midwifery or be working toward a post graduate qualification.
- » Experience working in/with Quality processes.
- » Effective interpersonal communication skills and professional manner and presentation.
- » Excellent and efficient administrative, computer, organisational and time management skills.

Please contact Nicki McNeill, Nurse Specialist, 03 3377956 or email nickim@cdhb.health.nz

Maternity Safety Quality Programme Coordinator

An 18 month fixed term contract is available to a Registered Midwife with an interest and experience in quality and safety. This role sees you take responsibility for coordinating the Maternity Quality and Safety Programme (MQSP) within the Maternity services across Canterbury and the progression from where we are today to excelling under the MQSP tiers.

You will work collaboratively with key maternity stakeholders to facilitate the advancement of the programme, communicating progress via regular updates to the CDHB/WCDHB Maternity Clinical Governance Committee and coordinate production of the MQSP annual report.

Working with and engaging a wide range of people will require; exceptional communication skills, diplomacy, motivation, strategic thinking and approachability.

You will be part of a fun, friendly team where autonomy and collaboration are supported and encouraged.

Please contact Nicki McNeill, Nurse Specialist, 03 3377956 or email nickim@cdhb.health.nz

In brief



Christmas Card orders

Here's the printed Corporate Christmas Card on offer this year – please place your order via communications@cdhb.health.nz.

Christmas Card for emailing


In addition to the printed card we now have available a holiday season greeting which you can send to colleagues via email.

[Holiday message from Canterbury DHB...](#)

To send just copy and paste the link above into your email.



a safe and enjoyable holiday season!



E-UPDATE

Your fortnightly update from the Health Quality & Safety Commission

Issue 47 (16 November – 6 December 2015)

Included in this issue:

- » Henry Marsh clinical leadership forum – programme now available
- » Learning from adverse events focus of report
- » Hip Op-eration Crew performance a hit at Ocean Shores Village
- » Fewer babies dying in their sleep

[Click here to view](#)

INVITATION

FROM THE SEXUAL HEALTH TEAM

Our service is moving to 314 Riccarton Road on Monday 18 January 2016



You are invited to 33 St Asaph Street to say "Goodbye" to our old building on Friday 8 January 2016: 6.00 – 8.00 p.m

We look forward to seeing you there!