



Making it better for Cantabrians

Real people's stories reinforce the success of the frail elderly pathway

For some time now we've been focusing on five key priority areas in order to improve outcomes for the people we provide care for. The priority areas are: Frail elderly people, Enhanced recovery after surgery, Faster Cancer Treatment, improved theatre capacity/utilisation and the 100 days programme which is focusing on our Elective Services Performance Indicators.

Teams have been reporting back on progress, which on the whole has been very positive. Some work-streams have made early gains, while it's hard slog for others. There are always going to be challenges when new ways of working are introduced. I encourage you all to be open to change and flexible to adapt to new systems which aim to make it better for our patients.

I also remind you to really take the time to listen to the wants and needs of your patients and their families and support people. Genuinely engaging with families can make the world of difference to those at the receiving end of our care.

This week I heard from the family of one of our older patients. He is one of thousands of people to receive their treatment and care through our frail elderly pathway. I felt this family's story was worth sharing, as it brings to life our vision of a connected system, focused on people that aims not to waste their time. It also reinforces the fact that with the right support most people are happier living independently and receiving care in their own homes.

As far as end of year report cards go, this rated as an A+ in my book. Well done to Richard, Donna and everyone involved behind the scenes. I will leave it to the family to talk about their experience.

Special thanks to Jan and family for allowing us to share your story.

"I know you must be a busy person, however, myself (daughter) and Dad's wider family felt it was very important to inform you of the great and dedicated work of one of your team, Mr Richard Scrase."

Background:

Our father is a 96 year old WWII veteran and survivor of Cassino. He was adamant that after recovering from a virus, his goal was to return to his own home, as difficult as that would be.

In walks Richard - initially meeting with my father and daughters, to get a handle on where Dad was coming from. In short, our father was extremely anxious about this meeting believing that Richard could say the word that Dad was to remain in a Rest Home - his biggest fear!

Richard was amazing in that initial meeting, putting Dad at ease, and relaxing him to extract as much information from him as he could. Richard was so very patient and really understood where we were all coming from as a family. Not only that, he relayed this all back to our father, so that he could understand.

The Process:

That was only the very beginning. Richard then went away to work on the various entities that he had to bring together to make this all possible. Throughout this whole process, Richard has communicated to us at every stage. He single-handedly brought all these teams of people together to support my father's difficult wish to stay at home.

Conclusion:

Of course, it hasn't been a smooth ride, but at every bump along the way, Richard has been there to smooth the way, and come up with solutions and alternatives. He continues to

» Article continues on page 2

In this issue

- » Bouquets...page 4
- » Festive Fun around the workplace...page 5
- » Christmas cheer at Christchurch Hospital...page 7
- » Santa's handover sheet at TPMH...page 9
- » Pacific Christmas at Community & Public Health...page 11
- » Retirement of long serving kidney specialist...page 11
- » Canterbury Children's Team...page 13
- » People in Disasters - full programme available now...page 15
- » Healthy Christchurch Hui...page 16
- » SI PICS employment opportunities...page 19

» Article continued from page 1

monitor our father's situation and really has covered all bases possible.

Without this extraordinary man's help and professionalism, our father's life may be very different, and indeed, so would ours. How do you thank and acknowledge someone who has made such a difference to someone's life?

I feel rather safe now in the knowledge that, as we age, there are alternatives to the masses of people sitting faceless in Rest Homes "waiting for Godot".

Would you please give a massive pat on the back to Richard and his team (Including Donna Tse) for their efforts, and I hope that we can continue to support the elderly's wishes to remain at home with dignity.

Yours sincerely, Jan Green

Look after yourself and others over the Christmas period

To those of you who made it to last week's presentation (either in person or via VC) by Canterbury DHB psychiatrist, Dr Caroline Bell and Ciaran Fox from the Mental Health Foundation, I hope you picked up some useful tips for taking care of yourself over the festive season.

If you didn't make it, our Staff Wellbeing team recommend a couple of videos that provide the impetus to take control of managing your emotional and physical wellbeing. Why not email these links to yourself and watch them at home over the holiday period.

The single most important thing you can do for stress - <https://www.youtube.com/watch?v=I6402QJp52M> (11 minutes)

23 and a half hours - <https://www.youtube.com/watch?v=aUalnS6HIGo> (9 minutes)

Links are also available on the [Staff Wellbeing Programme intranet page](#).

If it all gets too much – for whatever reason, remember free confidential counselling is available from the Employee Assistance Programme (EAP) programme at work- details are on the intranet and if it's outside work hours or while you're on holiday, your general practice team can help. They should be your first port of call for all health and wellbeing concerns.

Thanks once again for everything you've done to make it better for Cantabrians. I hope you have a restful break and travel safely if you're going away. Special thanks to those who will be working throughout the festive season.

Have a great week,

David Meates



David Meates
CEO Canterbury District Health Board

Resignation of Dr Nigel Millar, Chief Medical Officer

It is with regret that I advise you that Nigel has resigned from his position of Chief Medical Officer.

Nigel joined the Canterbury Area Health Board in 1992 as a physician in Older Persons' Health Services. Nigel subsequently became Clinical Director of Older Persons' Health Services for HealthLink South in 1994, and became Chief Medical Officer for the Canterbury District Health Board in May 2003. In 2010, he was elected as Fellow of the Royal Australasian College of Medical Administrators.

In the time that Nigel has been with us, he has made a huge contribution to health services here in Canterbury, across the South Island and nationally. Amongst his most significant achievements, Nigel has been actively involved in developing a true electronic health record, he has championed a range of patient safety and quality improvement initiatives and he has been a key contributor to the DHB's responses to the range of unprecedented events such as the earthquakes and the H1N1 pandemic. Throughout his time at the DHB, Nigel has

continued in clinical practice as a geriatrician and general physician.

Nigel is leaving to take up the position of Chief Medical Officer with the Southern District Health Board. Nigel's departure date will be advised early in 2016. A recruitment process for Chief Medical Officer will commence in mid-February 2016.

Ahead of his farewell, I want to acknowledge the enormous contribution that Nigel has made to the DHB and the people of Canterbury and – on behalf of the Canterbury health system – wish him the very best for the future.

- David Meates



Facilities Fast Facts

Please note that the Facilities Development project office will be closed from 23 December, reopening on 11 January.

Best wishes for the festive season and for 2016, from all the Facilities team.

Fast Facts – Burwood

This week the internal floor slab was poured for the main entrance reception area at Burwood Hospital, using a special black oxide concrete. The final pieces of the Outpatients/Radiology building roof are also close to completion. The photo shows how the site looked on 17 December. The main entrance will be behind the blue crane.



Fast Facts – Christchurch



The Acute Services building site is now closed down for the Christmas break. Work will begin again on site early in the New Year. The photo (left) shows the site looking west, on 17 December, across the completed foundation slab.

Fast Facts – general

Getting ready to move – a reminder: 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.

Relocation of Sexual Health team: Early in the New Year, the Sexual Health team will be moving from their site at 33 St Asaph Street, relocating to 314 Riccarton Road. Their last day at the old site will be 15 January 2016, and they will reopen fully on January 20 at their new location. All staff phone and email contact details will stay the same.



Bouquets

From the daughter of a patient of Psychiatric Services for the Elderly & Outpatients, TPMH

Thanks again for the superb support you're giving her, enabling her to stay at home (despite advice!!) and retain more stability than she would otherwise have. I just cannot imagine how she (or we) would cope without your help.

AMAU, Christchurch Hospital

I have never had such excellent care in a public hospital before. Every single person I dealt with was so incredibly friendly and caring. I would like to specifically thank my team of carers: Caroline (Registrar) and the nurses – Chelsea, Kimberley, Nikole, Anna and Marjorie. Also the two orderlies, the radiographer and the kitchen ladies. This visit goes down in my history book as the most positive hospital experience ever. Thank you!

Great Escape Café, Christchurch Hospital

Well done to the Great Escape. The Christmas lunch went very well, the food was good and there was no waiting in long queues. A job well done.

Ward 16, Christchurch Hospital

I was in Hospital for three days and the care was outstanding. Especially

in Ward 16. Thank you.

Plastics, Christchurch Hospital

Had a 9.35am appointment. Waiting room full on my 9.30am arrival. I was told there were people before me. Receptionist Lyn was great. I work in hospital so asked if I could come back at 10am. Agreed. Got back at 10am and told it would be a bit longer. She agreed to phone me just prior to appointment. She did so. Great service from Lyn. Thank you, saved me a two hour wait.

MRI, Christchurch Hospital

Kevin and his nurse in MRI were great and very helpful on Thursday morning when I went in for my MRI. Great work guys. Keep it up. I was very nervous and close to claustrophobic but these guys were great.

St John Ambulance, Christchurch

I would like to thank the amazing ambulance team who we met on two separate occasions last week with two of our children. The team was so skilled and professional and helped us to remain calm. We are extremely grateful for the care and attention our family received.

Emergency Department, Children's Acute Assessment (CAA), Christchurch Hospital

Thank you to the amazing team of nurses and doctors who provided care to our little girl and little boy. The care provided was exceptional, reassuring and so professional.

Urology Unit, Christchurch Hospital

Many thanks to the nursing staff and everyone else who looked after me so well in the Christchurch Hospital Urology Unit.

Urology Unit, Christchurch Hospital

To the Nursing team in the Urology Unit. Thank you very much for your help, support and assistance following my surgery....Thanks to your help I'm recovering well and feeling a lot better.

Acute Medical Assessment Unit (AMAU), Ward 23, Christchurch Hospital

My father, received wonderful 'end of life' care by a number of your staff. He was admitted to hospital after a fall and suspected infection from a rest home. He was initially treated at the ER department then moved to Acute Assessment, then to a ward until he was able to return to the rest home, where he died on 2 October. His care in all of the departments and wards was professional, caring



and supportive. My mother and I were introduced to the Palliative Care team, the Social Worker and their information and support was invaluable. The doctors and nurses and other staff who cared for my father demonstrated both excellent medical skills as well as kindness and compassion. We will always be grateful to all who helped us during this time.

Shuttle and Park and Ride, Christchurch Hospital

I'm writing to compliment you and your excellent staff on performing such a wonderful job. I have been a patient for 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.

Park and Ride, Christchurch Hospital

Just wanted to say what a marvellous parking arrangement the "Sales Yards" is, \$5, jump on the shuttle, straight to the front door and then return. So easy. Perfect!! Good work CDHB

CDHB Supply Team

To the amazing team in Supply, who consistently provide real time solutions to our plights!!! Always coming up with a positive response and solution at the end of the phone instead of coming up with 1000 reasons why it cannot be done!

Festive fun around the workplace

Christchurch Hospital

House officers take out annual Christchurch Hospital paediatric boat race

Lots of fun was had at the paediatric boat race held last week.

The boat race is held at the end of each year, and has been happening for a number of years now, "ever since some of the senior doctors actually had hair", says one of the organisers, Paediatric Registrar, Sam Dalton.

It is a chance for all staff from Child Health (doctors, surgeons, nurses, physiotherapists, speech language therapists, Māori health workers, and hospital aides, ward clerks) to dress up and jump in boats for a no holds-barred drag race down the river in front of the children's wards.

"It's a pretty hotly anticipated event for the staff and lots of the children, who unfortunately get to know us far too well over the course of the year."

Some of the children save up special "treats" to throw at us from the bridges, and some watch from the windows if they aren't able to leave their rooms. The main goal of the race is to stop the senior doctors from winning, and so there was success again this year, with two house officers taking out the cup for a second year in a row, he says.

"A special thank you to the Antigua Boat Sheds, which kindly donates boats and their time each year, not to mention the amount of business we scare off!"

» Article continues on page 7



More images from the Christchurch Hospital paediatric boat race



» Article continued from page 5

Christmas cheer at Christchurch Hospital

Spreading the word

The Transit Care team at Christchurch Hospital is helping to spread some Christmas cheer around the facility. This is now the second year that Transit Care nurse Jody Cartwright is encouraging staff to wear the brightly coloured festive-season themed uniforms, and it's catching on. We spotted staff around the Hospital in their fun tops. Jody says she was inspired to start the trend by her time at Sir Charles Gardiner Hospital in Perth where it's quite common for staff to go all out to decorate their wards and dress for the occasion.

Anyone wanting to join the fun can either make their own top or buy one online.



Left: The Transit Care nurse team of Lorraine, Karley and Jody.



Right: The Cardiology/Nephrology (Ward 14) nurses of Epi, Delia, Morgan, Vicki and Ann



Left: Keeping it bright in the Bone Shop are Chris, Anne, Jan, Angela and Fiona.

Right: In Ward 17 (General Surgical/Colo-rectal) looking festive are Christine, Megan, Leah, Jan, Ally, Sue, Prasila, Chunchen and Megan.



Right: The team getting festive in the Acute Medical Assessment Unit (AMAU) is Ana, Trish, Toni, Gemma, Adele, Jennalyn, Jayne, Nicola, Irie, Pat, Gabrielle, Pip, Carla, Courtney, Peta, Kanako, Alex, Laura and Stacey.



» Article continues on page 8

Crafting creates festive atmosphere

The Radiation Therapy team has set up a crafts table to bring some joy to patients having radiation treatment over the Christmas period. Patients are enjoying making items with staff helping out as needed.

"Many patients are away from home for several weeks for treatment, so adding a bit of fun to their day seemed a practical way to spread a bit of festive cheer," says Radiation Therapist, Di Stevenson.

Patients are enjoying the creativity and a lot of laughter has been heard around the craft table, creating a truly festive atmosphere. The radiation therapists involved love participating in the crafts and having a chat to patients and their whānau outside of the daily treatment focused routine.



Special room makeover for Anne Esson

Emergency Department Nurse Manager, Anne Esson had a special treat this Christmas. Her room was converted to a cave.



Maintenance and Engineering Department, Parkside Christchurch Hospital

This is our office in Parkside. The photo doesn't fully convey the enchanted forest Christmas vibe we are going with here....

We've had a lot of fun doing it and there has been no cost to the CDHB - the decorations have either been salvaged, donated or our own brought from home.



Mail room Santas

Mail Room Supervisor Raji Shamy says it took about six hours one evening, with only a quick dinner break, to put up all the decorations. She has been decorating the mail room for the last four years and has collected a vast array of Christmas cheer from bells, bows and baubles to Christmas trees, angels, teddies and Santas. "We find things at thrift stores and Salvation Army shops, all over the place," she says. "The collection has just grown over the past four years." Mail clerks Doug Stewart and Dennis Jones are enjoying working in the festive and colourful spirit of the room.



» Article continued from page 7

Ashburton and Rural Health

Ashburton Hospital held its annual staff BBQ on Wednesday which was well attended by staff and once again cooked by the hospital's leadership team.

Unfortunately the weather didn't play ball and the cooks were left out in the cold in the bike shed, while everyone else enjoyed the festivities in the cafeteria. Great way to end the year :)



The Princess Margaret Hospital



This year on Ward 1A at The Princess Margaret Hospital staff decided to 'borrow' an idea from their whānau at Christchurch and get as many of their staff into Christmas scrub tops as possible. Staff purchased the tops from America, and most arrived fairly quickly. Andrew Henderson, Charge Nurse Manager for 1A says, it has been extremely well received by both patients and our team and has added a new sense of fun to what is a busy and sometimes stressful time of the year. "Also, as it is our last Christmas at TPMH we wanted to make it all that more special and we feel we have achieved that aim.

Santa's handover sheet

This admission appeared on Ward 1A handover sheet last week. They are pleased to report all is going well and they are working towards their expected discharge date!

Mr Nicholas Claus (101) DEC2515 FR Vehicular accident: sleigh vs chimney due to red nose failure (should have gone to spec savers) Head injury confusion. Speech impediment, Past Hx: Obesity from eating to many fruit mince pies. Lives in North pole with wife (Mary) good children and supportive elves. NB visiting restriction: trespass notice ordered for Mr & Mrs Grinch. Must be discharged by 24th Dec to meet employment commitments!	Sleigh 8 reindeer Must sit on Christmas Cheer and walk with Candy Cane	Beard Cares (bleach daily, do not trim) Speech Therapy (can only say HO HO HO) Confusion:(thinks he is a reindeer farmer and childrens hero) OCD: making list and checking it twice Food alert: Dislikes Venison likes Christmas Cake Falls Risk: Ensure bell (jingle) in reach Favourite red suit in wardrobe to wear on dx
--	--	---



Santa stuck in Chimney at TPMH!



The Christmas decorations from child health nursing education team are both educational and festive this year.

» Article continues on page 9

» Article continued from page 8

BBQ lunch for staff

We'd like to thank everyone who helped provide the CDHB staff BBQ lunch at TPMH last Thursday.



More images from Christmas Cheer at TPMH



Retirement of Lynn Chisholm

After almost 10 years working at Canterbury DHB, Lynn Chisholm was farewelled at a morning tea held in the Riley Day Lounge at The Princess Margaret Hospital last Friday.

There was a big turnout reflecting the significant roles Lynn has played in many teams within the Canterbury Health System.

Lynn started at Canterbury DHB as Personal Assistant (PA) to the Planning and Funding team before taking on the job as PA to General Manager, Planning and Funding Carolyn Gullery.

Carolyn paid tribute to Lynn's efficiency in work and her kindness behind the scenes to people who needed it.

Lynn thanked everyone she had worked with and said she was proud to have been part of the Canterbury Health System.

Carolyn Gullery (left) with Lynn at her leaving function.



Pacific Christmas at Community & Public Health

Community & Public Health celebrated Christmas Pacific style, with lots of floral shirts, sarongs and laughter. There was even some hot hula dancing.

Kilisimasi Fiefia

(Tongan)

La Maunia Le Kilisimasi Ma Le Tausaga Fou

(Samoan)

Kia orana e kia manuia rava i teia Kiritime

(Cook Islands)

Me Nomuni na marau ni siga ni sucu

(Fijian)



Christmas bonus for Christchurch City Mission, Neonatal ICU and Paediatric Department

The Orderlies Social Fund has helped some wishes come true this Christmas thanks to three generous donations made by its members.

During the year the Social Fund raises money through the sales of cold drinks. This year the members unanimously decided to split the funds raised between the Christchurch City Mission, the Neonatal ICU and the Paediatric Department for its playroom.

Head of The Orderly Social Fund, Neil Chapman along with Orderlies, Tony Knights and Cherie Begbie handed over a cheque for \$1,000 to Gray Crawford from the Christchurch City Mission and \$500 each to paediatrician Dr Jill McKie from NICU and Allie Bower from Paediatrics.

Manager of Orderly Services, Alan Heney says the orderlies were keen for the funds to support worthwhile causes and decided to split the money to meet as much need as possible.



Allie Bower says as a service we were overwhelmed by the generosity of the Hospital orderlies and their financial donation. "In the Activity Room we go through a lot of resources and need to replace them regularly with good quality items. This donation means we can consider a larger item to add to our resource library to make staying in hospital more normal for children. Thank you so much to the orderly service and Merry Christmas."

MOU with Manawhenua re-signing

At the last board meeting for 2015 Canterbury DHB Chairman Murray Cleverley and Wendy Dallas-Katoa re-signed the Memorandum of Understanding (MOU) between the two organisations.

Manawhenua Ki Waitaha is a representative collective of the seven Ngāi Tahu papatipu rūnanga in our Canterbury DHB region. As such they represent the Canterbury DHB's (as a crown agency) Treaty partner.

As our Treaty partner the Canterbury DHB first agreed to a MOU in 2008 and this was reviewed in 2011. This is the next iteration of our MOU. Members of the board and Manawhenua Ki Waitaha met a number of times throughout 2015 to discuss, review and amend the MOU. Today marked the culmination of these discussions to sign the agreed MOU.

The MOU represents the commitment of the Canterbury DHB to honour its Treaty of Waitangi responsibilities. It demonstrates a partnership between the Canterbury DHB and Manawhenua Ki Waitaha and demonstrates a practical mechanism for Māori participation in health services at a governance level and it symbolises the commitment by the CDHB board to protect the health of our Māori population.

» Article continues on page 12

» Article continued from page 10

The signing of the MOU therefore is a very real example of the principles of the Treaty of Waitangi, partnership (article 1), protection (article 2) and participation (article 3) being manifested through this Treaty relationship agreement.



Murray Cleverley (left), Canterbury DHB Chairman and Wendy Dallas-Katoa of Manawhenua (Ōnuku (Akaroa) rep and currently the chair of Manawhenua Ki Waitaha)



(left to right) Murray Cleverley, Wendy Dallas-Katoa, Ana Rolleston of Manawhenua (Wairewa (Little River) rep on Manawhenua Ki Waitaha), David Meates, Canterbury DHB Chief Executive.

Retirement of long serving kidney specialist

Highly regarded Consultant Nephrologist Martin Searle retired on 11 December after a career of almost 40 years.

Martin was born in England and began his medical training in 1971 at the then newly opened Southampton University Medical School. He was one of its first graduates.

He says he chose to be a kidney specialist because of its wide scope.

"There is a whole range from immunology to the technology of dialysis."

Martin came to New Zealand in 1987 and worked at Middlemore Hospital where he was the first full time Nephrologist.

He gained Fellowship of the Royal Australasian College of Physicians (FRACP) in 1990.

Martin moved to Christchurch in 1998, joining specialists Kelvin Lynn and Richard Robson in Christchurch Hospital's Nephrology Department.

He worked as a Nephrologist at Canterbury DHB and was a visiting Nephrologist at South Canterbury DHB. He was an Honorary Clinical Senior Lecturer at the University of Otago.

From 1991 to 2008 Martin contributed to the Royal Australasian College of Physicians (RACP) as Chair of the Exams Committee, Chair of the Board of Censors, and finally President of the New Zealand Committee.

During that time he provided advice on behalf of RACP to the Medical Council of New Zealand (MCNZ) on accreditation of training, the Health Practitioners Competence Assurance Act, the assessment of overseas trained physicians and policy.

Martin was a member of the MCNZ Performance Assessment Committee. He chaired CDHB's Mortality Review Committee and was a member of the Credentials Board. Canterbury DHB has been an excellent place to work, Martin says.

"I've had great colleagues and it's been pleasing that I leave behind five nephrologists, four of whom I have had a hand in training, including Penny Hill, my replacement."

Nephrology Clinical Director, John Irvine, said Martin is a great colleague who would do anything for you or the department and is well respected by patients.

Haematologist, Ruth Spearing, said Martin had been an excellent teacher to many registrars, many of whom are now consultants themselves.

South Canterbury Kidney Society President, Kim Hewson, says Martin came to Timaru for a number of years "and has been so helpful to us all".

"He even attended the South Canterbury Kidney Society meetings and kept us up to date with everything, which we really appreciated."

Thank you Martin, you will be missed, she says.

Palliative Care Physician, Kate Grundy, said it has been an absolute pleasure working with Martin both clinically with patients requiring input from the palliative care team and with the Mortality Review Committee.

"Martin has been a strong advocate for patient and family centred end of life care and his wisdom and compassion will be greatly missed."

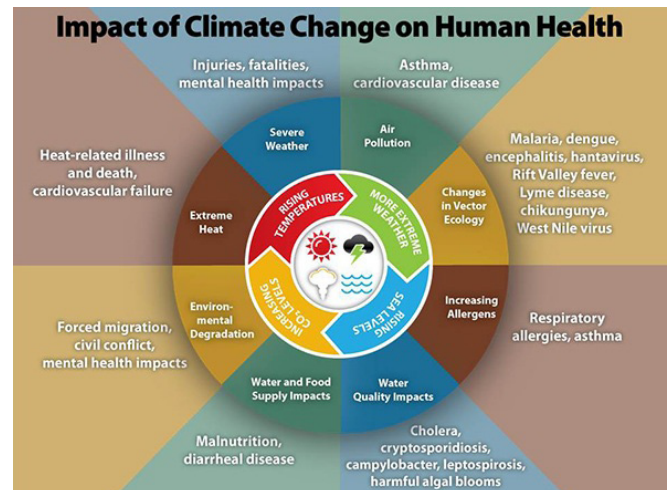
In his retirement Martin will keep busy with his family and his lifestyle block. His wife Susan is a General Practitioner in Darfield and he has three New Zealand born children.



Health and the environment

In light of the recent United Nations climate conference in Paris the Health in All Policies (HiAP) team at Community and Public Health have just put out a newsletter outlining the impact of our environment on the health.

[You can read the newsletter here.](#)



North Canterbury Public Health Nurse retires

Anne Robinson, Public Health Nurse is retiring after more than 27 years in the position. Most of her work has been in the North Canterbury area and she is a familiar sight in her white CDHB car zipping around the area visiting any of her 15 schools from Hanmer Springs to Woodend, or visiting the families in these areas.

Anne is a skilled vaccinator and led the school based 2005 Menz B campaign. She has been involved in the school based flu programme in 2012-2013 following the Canterbury earthquakes and the HPV School based programme for year 10 girls in 2014-2015. She is a gazetted BGC vaccinator, vaccinating many babies against Tuberculosis.

Anne has been a member of CYF North Canterbury's Care and Protection Panel for at least 15 years.

She has a unique way of looking for solutions and has been heard to say "build a bridge" and also asking of agencies "do you go over the Waimak, what about those who live up country?"

Anne has given tirelessly to her community, she has served on many committees within her community. She has a passion for children young people and their families. Anne has always been keen to take on new service opportunities to support and expand the scope of Public Health Nurse Practice.

Anne will be missed for her depth of knowledge, skills and wit by her colleagues and community alike. Anne will continue to support the service on casual basis.

Canterbury Children's Team



Kia ora koutou

Merry Christmas and happy holidays!

We've had a busy year at the Children's Action Plan (CAP) and things are really starting to gain traction in our work for vulnerable children. I want to thank you all for your support and your commitment to making a difference for children at risk. All of us here at CAP appreciate it.

Here's a link to our last [newsletter of the year](#).

Our December newsletter features Minister Tolley launching the Canterbury Children's Team earlier this month - our ninth Children's Team to go live. There's also a profile on our newest Children's Team Director, Liz Thomas, who is leading the roll out of our tenth Children's Team – Counties Manukau.

In my newsletter update I list the milestones we've reached at the Children's Action Plan. It's been a great and productive year. I hope you are taking a break over Christmas – a well-earned one!

Our Children's Teams will of course continue to support our

vulnerable children over the holiday period. If you have a Children's Team in your area, you can find their details on the CAP website: <http://www.childrensactionplan.govt.nz/childrens-teams/>

2016 is shaping up to be just as busy for us all – so see you in the New Year for more fantastic work enabling vulnerable children to thrive, achieve and belong.

Ngā mihi and Merry Christmas from Sue M and the CAP team.



One minute with... **Veronica Ligteringen,** **Head of Therapy** **Services, Ashburton** **Hospital**

What does your job involve?

As Head of Therapy Services at Ashburton Hospital, I oversee a team of Allied Health professionals. My role primarily is to ensure that appropriate (best practice) services are provided in line with Canterbury DHB policy, professional guidelines and service specifications. I support staff to continue to provide timely effective interventions and problem solve with them if any issues arise that hinder the objective of right person, right service, right time and right place. As a leader I represent Allied Health and Ashburton Hospital (and our patients of course) at local, regional and national forums. Planning and developing systems and processes in liaison with my staff members and other colleagues is also important.

Why did you choose to work in this field?

I qualified as a Speech and Language Therapist (SLT) and still work in that area, but more in a locum or casual capacity. Training as a Speech Therapist was an easy decision. Conversing is the one feature of humans that makes us truly human and anything that interrupts our ability to communicate has an incredible impact on us socially, emotionally and vocationally. Being part of the solution for a person with a communication difficulty is very rewarding and targets a very important aspect of our individual expression.

When I chose to apply for the vacant manager's post in our service, I maintained my SLT role as well. Being a manager was not something I had aspired to, but it has been a great opportunity to grow as a person. I applied because I enjoy challenges and felt equipped to fill the shoes of the person who had vacated the post. The role has grown dramatically as service needs have dictated. I find that as I mature in the role and learn new skills, this constantly challenges my thinking and expands how I view my role.

What do you like about it?

I am a therapist by profession and temperament, so I really enjoy the one to one relationships I have with staff members. Management has a strong element of caring and nurturing and this emerges quite often. I also enjoy brainstorming issues and exploring different options/solutions and seeing a plan to its conclusion. I keep track of national and CDHB plans particularly when related to our service and like to think positively, planning for future services and communicating ideas and sharing ideas with others. Mostly I enjoy that each day has its own challenges and there is variety, which keeps me interested and invested. I think being a manager has made me a better person.



What are the challenging bits?

Working with a number of diverse disciplines and services means I have needed to gain a depth of understanding across professions and environments. Rural health in a wide region means that we consider ourselves as "specialist-generalists". Our team has to have a very broad knowledge in a great range of conditions and interventions. I would venture that being a manager in this mid-Canterbury region means I am a generalist too.

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

Jan McClelland, Director of Nursing and Clinical Services in Ashburton is the immediate person who comes to mind. Integrity is essential to the professional life. Our work should be of the highest standard, our practice adhering to established best practice. Our word ought to be able to be relied on and reflected in what we do. Integrity embraces such a lot of what it means to be professional.

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?

As a leader in CDHB my role is to exemplify these values, not as a compulsion, but as a core part of who I am. These values are not a uniform we put on, but statements that capture the people we are.

The last book I read was...

Lead with Humility, by Jeffrey A Krames, who encouraged the adoption of elements of Pope Francis' leadership style.

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

In the tropics somewhere, on a beach, under shade, with a cocktail in one hand and a good book in the other.

My ultimate Sunday would involve...

Fishing, with children and grandchildren joining in.

One food I really dislike is...

Horseradish.

My favourite music is...

Easy listening.

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

Naomi.Gilling@cdhb.health.nz

Post a notes taking a break over Christmas

Our Post a note elves will be taking a break over Christmas. Wednesday 23 December is the last day for this year that Post a notes will be processed. Usual transmission will begin again Tuesday 5 January 2016.

Christmas Greetings from the Safety 1st Team

This has been a significant year for everyone associated with Safety 1st. The Incident Management application has been implemented and the Risk Register module is in progress.

We would like to thank everyone involved, including the Project Manager, the Safety 1st User Group, the Submitters, File Managers, Quality Facilitators, the IT trainers as well as Vicki and Vickie.

A special thank-you to the Quality Director and Quality Managers for steering this process across the CDHB. Everyone has contributed enormously to the success of this project. Med/Surg came online in July, and there have been 13,912 Incidents recorded in Safety 1st so far this year, compared to approximate 10,000 across the organisation for the full year in 2014. The reports that are being generated provide an overall picture of what is happening and how improvements can be made across the organisation.

Early in 2016 change requests from the Safety 1st Health Check, will be implemented. Some changes will be invisible to users, some are updates for submitters or File Managers, but each change will be communicated organisation wide, as well as on the Safety 1st intranet site, before it is implemented.

Jamie Clarke will be on leave from the 24th December until 11 January. Please let her know in advance if there are any foreseeable changes or configurations required.

Yvonne Flitcroft will be available, except for the stat holidays, for assistance if required.

Have a Merry (and Safe) Christmas, with Best Wishes for 2016, from the Safety 1st team.



People in Disasters – full conference programme now available

If you've been waiting for the details of the full programme before registering for this conference, now's your chance to have a [really good look](#).

There is something for everyone interested in disaster response, recovery and resilience. Here is a sample:

Staff and Patients: A systematic review of compassion fatigue of nurses during and after the Canterbury earthquakes, Ms Jai Chung (MHsealSc student)

Disaster Management & Practice: Tracking of emergency patients in a disaster and the documentation of their clinical care, Ms Paula Grainger (MN (Clinical), RN)

Children & Disability: Characteristics of flood evacuation: Lessons learned from the 2011 Thailand flood, Mr Teeraphun Kaewdok (MPH)

Responders & Volunteers: Emergency plans: Supporting



the responders and the response, Mr John Coleman (RGON, CEN (1996), Grad Cert Clinical teaching)

ERA and Local Government: Direct and indirect costs of a natural disaster: An example from the Brisbane 2011 floods, Ms Tegwen Howell (B.Econ., M.Ec.St.)

Elderly: Balancing psychache and resilience in ageing Holocaust survivors, Prof Yoram Barak (MD, MHA.)

Community and Social Response: Relocation post-bushfire: 'I still talk about it as home,' Associate Professor Lisa Gibbs (B.Sc.(Hons), PhD)

Community and Social Response: Participatory community recovery: An index-based approach in Kesennuma city, Japan, Mr. Kensuke Otsuyama (Master Student)

[Register now.](#)

Summery email banners

Two new email banners are available for staff to use to help promote summer health messages:

- **Clean, cook, cover and chill:** prevent food poisoning from barbequed foods
- **Slip, slop, slap, and wrap:** reduce your risk of melanoma skin cancer

[You can download the images here.](#)

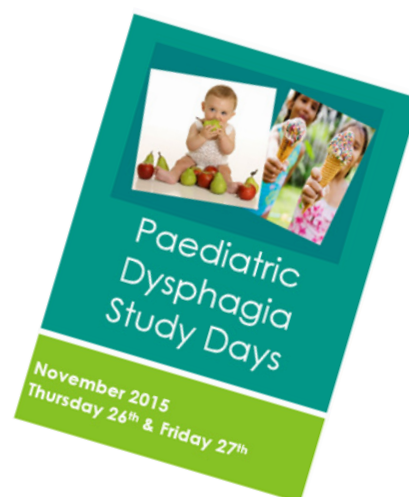


Dysphagia Study Days

The third Paediatric Dysphagia Study Days event was hosted by the Paediatric Speech Language Therapy team at Christchurch Hospital on 26 and 27 November, 2015. This is a forum for all paediatric Speech Language Therapists working in the area of feeding and dysphagia to exchange ideas, hear relevant and exciting presentations and participate in facilitated discussions around key trending topics significant in this field. The event was attended by 57 Speech Language Therapists from as far north as Whangarei and as far south as Dunedin.

Presentations were made by Speech Language Therapists from around New Zealand working in the area of paediatric dysphagia, as well as by Christchurch Hospital consultants and allied health professionals. We were lucky enough to have presentations by Dr Bronwyn Dixon; Professor Andrew Day; Mr Jesse Kenton-Smith; Associate Professor Nicola Austin; Occupational Therapist, Julie Frew; Clinical Psychologist, Ursula McCulloch; and the Christchurch Hospital Feeding Intervention Team (Charlotte Gander, Fiona Leighton, Nicki Mason and Ursula McCulloch).

Feedback around the days was extremely positive – especially regarding the venue for our event dinner, which was C1 where the fun factor of food exploration was particularly appreciated by this group!



Healthy Chch Hui - Regenerating our City

Come to the 2016 Healthy Christchurch Signatories Hui to learn about key initiatives that are shaping Greater Christchurch.

Speakers from a range of projects will explain how their work impacts on the future development of Christchurch, and how it links with other strategic work underway.

The aim is for you to be well informed on the key initiatives that are Regenerating our City and the ways in which you can have a voice.

Date : Wednesday 27 January 2016

Time : 9.00 am to 1.00 pm

Location : The Tea House, Riccarton Park
165 Riccarton Rd, Christchurch

[Booking online is essential.](#)

Ashburton and Rural Health Services

Social Worker Trish Davis has left CDHB after 18 years. She was farewelled with an afternoon tea last Tuesday.

Flowers were presented by her colleague Beverly Donaldson (right) and Director of Nursing Jan McClelland.



Health IT Update - December 2015

The National IT Update - December 2015

[Read it online](#)



Changes at The Metro Sports/Brewery Car Park – no casual daily parking from Thursday 24 December

From Thursday 24 December the Metro Sports/Brewery car park will be operated by Wilson Parking.

Weekly parking will be available via the pay machines on site. \$20 for five consecutive days parking – payable at the machines on site.

Monthly parking will be available only by booking on line. There's a one off \$30 admin fee, plus \$80 per month parking fee for 24/7 access to a park. All credit cards accepted, and you will need your car registration plate number when you pay.

Further details contact: christchurch@wilsonparking.co.nz or 0800 472 754

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!



IT IN THE HEALTH SECTOR: AN INTRODUCTION FOR HEALTH PROFESSIONALS

"In the coming years new technologies will play a significant role in the health system in terms of what, how, where and when services are provided, and who provides them."

NZ Government Health Strategy 2015

**A technology tsunami is coming.
Will you be ready?**

HiNZ PRIMER

This two hour workshop is designed for nurses, doctors and allied health professionals who are new to health informatics (a field also known as health IT, digital health, eHealth, mHealth and telehealth). It is funded by a grant from The Ministry of Health and delivered by Health Informatics New Zealand (HiNZ), a not-for-profit organisation.

LEARNING OBJECTIVES

- What is health informatics?
- Why is it relevant to clinical practice?
- Why is it important to your future?
- What competencies are involved?
- Where can you learn more?

HiNZ Primer Canterbury DHB

Speakers Rebecca George
Clinical Lead - Informatics in
Allied Health, CDHB

Kim Mundell
Chief Executive, HiNZ

Venue Parent Education Room, Lower
Ground Floor, Christchurch
Women's Hospital

Date 3 March 2016

Times 10am-12pm (Allied Health staff only)
1-3pm (Open to all)

RSVP Becky George
Christchurch Combined Campus
364 5581 ext 85581
Rebecca.George@cdhb.health.nz
by 25 February
Limited spaces



www.hinz.org.nz

To request a HiNZ Primer for your clinical area
contact HiNZ CEO, Kim Mundell, kim@hinz.org.nz





Do you want to be at the leading edge of health IT? Do you want a role that enables you to make a difference in the Canterbury health system? Here is an opportunity to shape and be involved in delivering one of the most significant projects undertaken by the South Island region.

The project

The South Island Patient Information Care System (SI PICS) is a regional project endorsed last year by the Minister of Health and the Minister of Finance. When it is rolled out across all five South Island District Health Boards (DHBs) by 2020, it will make the lives of thousands of health workers easier and millions of patients better.

The project aims to transform the way people interact with the health system and receive care, and the way health professionals work. It will enable a faster, smoother patient journey.

The team

Canterbury DHB has a technical and operational team working towards implementation. We work closely with the regional SI PICS programme team, the Nelson Marlborough DHB project team, and our partners Orion Health.

We are keen to hear from people who value and will contribute to:

- a lively and supportive environment
- an intellectually rigorous culture
- practical outcomes through a results and delivery focus

To be part of our team you'll need to bring a can-do attitude, be prepared to roll your sleeves up and muck in when the going gets tough and have the knowledge and passion to lead your part in the project.

We know having the right people on board is the key to a project's success, so we're happy to consider a variety of working arrangements, including full time, part time and secondments.

The opportunities

As we move into the next phase of the programme in 2016, we are seeking to recruit to a range of roles. Some of these roles will be based in other areas of the organisation and be used to support business as usual activities to free up existing resources seconded to support the SI PICS programme at CDHB.

- Transformation/Change Project Manager

You'll be responsible for the people side of change, focusing on creating buy-in to changes in business processes and work practices – no mean feat with 5,000 Canterbury DHB SI PICS users.

You'll work closely with the Programme Manager and Communications Lead to implement change management strategies which maximise employee confidence, adoption and usage.

- Super Users

Are you a Canterbury DHB administrator looking for a new challenge? Are you an expert in one of our current patient management systems? Do you want to impact change for the benefit of patients and your colleagues?

If you've answered yes, you have great interpersonal skills, confidence in talking and demonstrating to large groups, and have an interest and aptitude for IT systems, we'd like to talk to you.

» Article continues on page 20

» Article continued from page 17

Super Users also work closely with the training team in refining training materials and courses. They are actively involved in software testing and evaluation, and are an integral part of the programmes engagement across Canterbury DHB.

- **Business Analyst**

Are you looking for the chance to develop business analysis and requirements gathering skills in a business intelligence environment? Do you have excellent interpersonal skills and the ability to translate technical jargon into everyday language?

If so, your excellent understanding of processes, systems as well as requirements and dimensional modelling experience could make you an integral part of the SI PICS team.

This role is one of several which will be based within the CDHB Decision Support team, working on SI PICS related data extracts, reporting and associated work.

- **Information Analyst**

Are you an experienced information analyst with a passion for business intelligence and customer service? Are you looking for a new role to enhance your technical reporting and analysis skills?

Here's your opportunity. Working within the Decision Support unit you'll provide timely and accurate analytical and reporting assistance to the SI PICS team.

A relevant tertiary qualification, technical skills and keen understanding of information analysis will be essential to your success, as will your strong interpersonal skills and ability to think creatively.

- **Developer**

Are you an experienced data warehouse developer, with a good understanding of dimensional modelling and data mart ELT development? Are you confident using a wide range of tools including SQL Server, Visual Studio and WhereScape Red?

Yes? Then your skills could be just the ticket for supporting the SI PICS project at Canterbury DHB.

With your logical and systematic approach to development, you'll sit within the data warehouse team and use your excellent interpersonal skills to provide team SI PICS with accurate, relevant and timely patient-focused information.

This role is based within the CDHB Decision Support team.

- **Testers**

Your work as a software tester will enable us to deliver a high-quality patient management system to staff, making their day-to-day lives that bit easier and enabling them to put our patients at the centre of everything they do.

Your responsibilities will include creating and developing test cases, design and maintain testing tools and managing defect logging, tracking and reporting.

- **Service Desk Support Technicians**

We're looking for experienced technicians to help our end-users make a smooth transition to SI PICS once the software has gone live.

Along with a technical certification and experience working in a technical service desk position, you'll have excellent interpersonal skills to ensure customers receive a helpful and informative service and be able to provide clear, concise, jargon-free communication with customers.

These roles will be based within the User Support team in the Information Services Group.

Interested?

If you are interested in expressing interest in any of these roles please send your details indicating which role(s) to: recruitment@cdhb.health.nz

Canterbury
District Health Board
Te Poari Hauora o Waitaha