

## We're committing to making information more accessible

### It was my pleasure to sign the Accessibility Charter on behalf of Canterbury DHB.

Last week I attended a meeting of the Accessible Information Working Group (AIWG) to hear about their work and underline our commitment to accessibility by signing the [Accessibility Charter](#).

Signing the Charter confirms our commitment to providing accessible information, which is a vital part of our ability to provide equitable care.

We've become accustomed to thinking about providing access to people with a disability in a physical access context – providing ramps, wider doors and toilets for people with disabilities. Accessible information is almost on a par, in terms of its importance to people who live with a disability.

We need to provide equitable access to information. Creating a video without captions is no use to a hearing-impaired person. Using complex language or jargon, which is all too common in health, can make it harder for someone to understand our advice.

Making information accessible is a marathon, not a sprint, and starts with each of us, by being more aware and starting with small changes – drop the jargon, or increase the font size you use and ensure you caption all videos – every little bit helps!

This week is [New Zealand Sign Language \(NZSL\) week](#), a nationwide celebration of NZSL as an official language of New Zealand. For a quick guide to communicating with a deaf person in a medical situation, take a look at the poster on [page 21](#).



Chair of Accessible Information Working Group Grant Cleland and Canterbury DHB Chief Executive Peter Bramley



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Check out my [This week with Peter video](#) to hear about my recent visit to Christchurch Hospital's Emergency Department. The team care for high numbers of patients and despite the high volumes, the level of service provided is so impressive. It was great to see first-hand what a stunning job they do, carried out with compassion and empathy by everyone in the team.

Thank you to everyone who's been sending in questions and comments to [askpeter@cdhb.health.nz](mailto:askpeter@cdhb.health.nz)

## Ask Peter

Send your questions, comments, suggestions, ideas – anything!

[askpeter@cdhb.health.nz](mailto:askpeter@cdhb.health.nz)

**Canterbury**  
District Health Board  
Te Pōari Hauora Ō Waitaha

Ngā mihi nui



**Peter Bramley, CEO**  
**Canterbury District Health Board**

If you have a story idea or want to provide feedback on *CEO Update* we would love to hear from you! Please email us at [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz). Please note the deadline for story submissions is midday Thursday.

If you're not a staff member and you want to subscribe to receive this newsletter every week please [subscribe here](#).

## If you have whānau overseas we are thinking of you

I'd like to offer empathy and support to all staff who have family and friends overseas, especially those in countries that are currently worst-hit by the COVID-19 pandemic. The plight of those in India especially has been in the news lately and if you are here (where we are at relatively low risk), while your whānau overseas are not so lucky, this must be an anxious and stressful time for you. So the first thing I want to do is acknowledge that, and let you know my thoughts and those of your colleagues are with you.

I would also like to take this opportunity to remind all staff that this is a time for empathy, patience and understanding and I would encourage people to support their colleagues who they know may be worried about their whānau overseas – please, be kind and look out for one another as you have so often in the past.

I encourage you to take advantage of the supports that are available. If you are stressed or just want to talk to someone in confidence you can always call or text 1737, night or day 24/7. It's completely free and confidential, and you will be in



contact with a counsellor or peer support worker who will listen and can provide the right help and support, including resources provided by the Mental Health Foundation.

If you are anxious, not sleeping well or experiencing higher stress levels that are affecting your wellbeing and you need longer-term support, contact Frontline Health Heroes by calling 0800 HEROES (0800 437 637), emailing [hello@frontlinehealthheroes.co.nz](mailto:hello@frontlinehealthheroes.co.nz) or visiting [www.frontlinehealthheroes.co.nz](http://www.frontlinehealthheroes.co.nz) for more information. This service is open to all Canterbury Health System staff, including non-patient-facing roles.

## We've started vaccinating in Aged Residential Care

I'd like to draw your attention to another significant milestone achieved in our COVID-19 vaccination programme and to thank all those who have contributed to making it happen. Last week we started immunising the first Aged Residential Care residents. Rather poignantly, we began at Rosewood Rest Home and Hospital in recognition of the devastating impact that COVID-19 had on their residential community and their whānau last year.

Note that residents in community-based care, including Aged Residential Care (ARC) form part of 'Group 2'. We don't anticipate starting Group 3 (other over 65s, people with underlying health conditions, disabled people and adults in a custodial setting) until June/July.

[Read the full story](#) of vaccinations at Rosewood.



Pip Horgan, Lynda Laird and Tash Hardaker from Rosewood Rest Home and Hospital

## Tāngata Ora | Our People Survey open now!

The [all-staff survey](#) is now open. You should have an individual survey invite to your DHB email address from AskYourTeam. As I said last week, I strongly encourage you to take up this chance to share how things are going for you in your day-to-day work and influence how we better support you as an organisation and at department/service level.

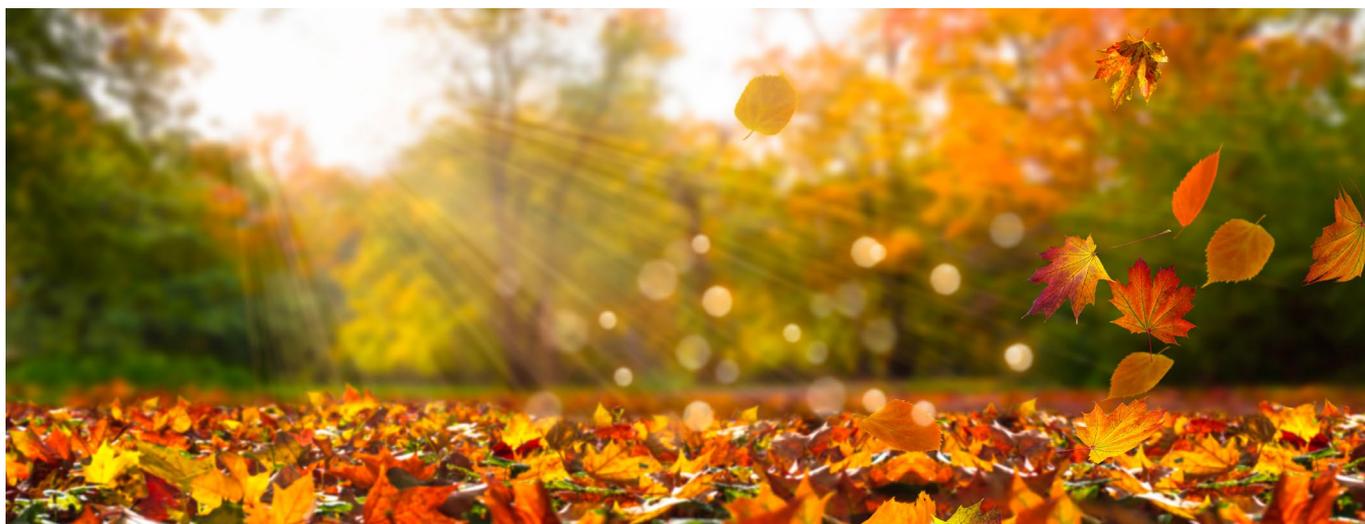
The survey takes around 15 minutes to complete and runs for two weeks only so get your feedback in now. If you would like to talk to someone about any issues you or your team are having with completing the survey, from lack of computer access or reliable internet to not knowing their email address, please email [people@cdhb.health.nz](mailto:people@cdhb.health.nz) and a member of the survey team will be in touch to work through a tailored solution with you.

**Tāngata Ora**  
Our People Survey | 2021

## Wednesday 12 May is International Nurses' Day

Finally from me I'd like to highlight that this Wednesday is International Nurses' Day and to take this opportunity to applaud and thank all our nurses for the fabulous work they do on a daily basis. Most especially I'd like to acknowledge them for the way they have met the unique challenges of the past year head-on to continue to deliver world-class care with skill and compassion.

I'd encourage you, even more than usual this Wednesday, to appreciate, thank and celebrate our nursing workforce. See more on International Nurses' Day from Becky Hickmott on [page 8](#).



## Bouquets

### **Richard Flint, General Surgery Outpatients, Christchurch Hospital**

I'd like to offer my compliments to Richard Flint. Regardless of what the outcome may be (I don't know yet), I feel he should be acknowledged. Not only was he friendly and personable, but his passion for the subject and the empathy he offered made me feel like a valued patient. He made me feel like he truly cared and wanted to help, and that deserves recognition.

### **Helen Lloyd, Community Gerontology Nurse, South West Community Team**

Just to let you know [patient name] passed away last night. As a family we wish to thank you for your attention and care when we needed it.

### **Emergency Department (ED) and Ward B8, Christchurch Hospital**

From the moment I arrived a drooling, vomiting mess in your ED, until the moment I was discharged, I was treated with the utmost respect and care and for this I want to say thank you to all of those who looked after me. The efficiency of the ED was amazing. I was seen and diagnosed with a brain bleed within 15 minutes of arrival. The ensuing care on Ward B8 was outstanding, world-class. The nurses (too many to mention by name – you know who you are) were just amazing. They were caring and professional towards both my husband and me. At all times I felt cared for and safe, and they were so genuine. Their humour, candid honesty and care were greatly appreciated. Too often people criticise your establishment – and I am sure it has its faults, however one thing that should be lauded is the high calibre of your staff – from the WellFood staff to the nurses and consultants and everyone

in-between. Their professionalism should be recognised and praised, and never taken for granted. I cannot thank you all enough. You are amazing individuals and provide incredible care to those who require it. From the bottom of our hearts, thank you.

### **Jane Coulthard, Physiotherapist, Burwood Hospital**

Last November I underwent neurosurgery and some minor complications left me with mobility issues. As a result, I was referred to Burwood and put under the care of Physiotherapist Jane Coulthard. The treatment and advice I received were excellent, however I specifically wish to commend her for her attitude and personal touch. As you can imagine the combination of chronic pain, loss of mobility along with all the other various side effects don't leave one in the best mental space. Jane's upbeat attitude and knowledge of exactly where my limitations lay allowed me to recover faster and adjust to my new circumstances in a more positive way than I could have expected. Through the process from diagnosis to recovery I have interacted with many medical professionals and I feel that Jane has been one of the high points as with her help I have begun to see signs of recovery to my new norm.

### **ED, Christchurch Hospital**

Thank you for looking after me and getting me well again.

### **ED, Christchurch Hospital**

Thanks to the ED staff who were professional, friendly and prompt treating my husband. Special thanks to the nurse who was doing overtime which meant he got seen quickly. He was triaged, and admission started within two hours of presenting.

**Ward 18, Christchurch Hospital**

Stayed for 10 days. Amazing service in every aspect. No complaints whatsoever. Big thank you to all the doctors, nurses and nurse aids. WellFood's food was tops and the serving staff did a great job. Great friendly attitude from staff. Professional and caring. Thanks again.

**ED, Acute Medical Assessment Unit and Ward 23, Christchurch Hospital**

I want to commend the excellent staff at Christchurch Hospital. In every area, Emergency, Medical Assessment and Ward 23, staff have been friendly, reassuring and respectful. Thank you for the kindness towards my husband, and myself, as a spouse supporting him.

**Wayfinder volunteers, Christchurch Hospital**

I would like to thank so much the two, kind volunteer wayfinder ladies. They were so kind and friendly and escorted me all the way through corridors in the hospital and up the lift. I am so grateful to them. If either of the ladies who helped me read this, you honestly turned my day around and allowed me to be present and caring for my friend when I visited. Thank you so much.

**Nephrology Outpatients, Christchurch Hospital**

I am always very impressed and feel well taken care of by the entire Nephrology team. Thank you for your ongoing care and support. The communication amongst your team is wonderful and I thank you for giving me all the information and guidance I need to make the best decisions for my healthcare.

**Eye Outpatients, Christchurch Hospital**

I attended an eye outpatient appointment with my 94-year-old mother who is very frail. I want to thank the staff for the very respectful way they treated Mum. They all introduced themselves at Mum's level in her wheelchair and progressed at a speed that enabled her to keep up with what was happening. I must also mention the receptionist who was helpful and provided the same level of attention. Well done and thank you to everyone involved.

**Radiology, Burwood Hospital**

Great team at Radiology Burwood.

**Level 3, Waiting Area 2, Christchurch Outpatients**

This was my first time accessing this facility. I found it exceptional. The sign was simple, the instructions as to how to proceed similarly straight forward. My treatment was on time in exceptionally clean and tidy surroundings. The staff were fantastic. Thank you CDHB for this service. I wish you well in the health restructure.

**Megan, Diabetes Outpatients reception, Christchurch Hospital**

I came into reception in a bad state. The receptionist was compassionate and caring. She treated me with kindness and was very lovely. Thank you to her for getting a nurse to help me, her name was Megan. There are still beautiful people in this world.

**General Medicine, Christchurch Hospital**

World-class care. Thank you to the nurses and all medical professionals involved with my care. It could not have been better.

**Patient Information Office, Christchurch Hospital**

The lovely ladies in the Patient Information Office helped us immensely. This service is absolutely wonderful, and I would not hesitate to return if need be. The ladies were very kind and considerate. We needed this information quickly and were able to access it.

**Ward 18, Christchurch Hospital**

Thank you to the surgeon and the work he did, and to the doctors and nurses for the wonderful care I received during my two short stays in Ward 18.

**Radiology, Christchurch Hospital**

Clean, modern health facilities, minimum wait time, friendly, efficient staff.

**Willow Café, Christchurch Hospital**

Lovely service and sounds at Willow Café. Great personalities, friendly and fun. Light relief is great during people's difficult times.

**ED and Orthopaedics, Christchurch Hospital**

I would like to thank the staff in ED and Orthopaedics for the awesome care given to my mum. Also, the St John volunteers who checked in on us. Anne, the support worker in Orthopaedics also deserves a special mention.

**Belinda, main reception, Christchurch Hospital**

I would like to thank Receptionist Belinda for all her help over the last six weeks while I was an inpatient. She has gone out of her way to help myself and my family to get in touch with medical services that we were unable to find ourselves. We feel that without her support and knowledge of the health system we would be under a lot of stress. This is just to say thank you very much from myself and family.

**Cardiology, Christchurch Hospital**

Fantastic team. Brilliant service from Dr Ian Crozier and all the rest of the crew, including the Echocardiogram technician and reception staff. Very impressed with the care, kindness and professionalism.

### Nursing team, Ward 18, Christchurch Hospital

To nurses, Amy, Michelle, Harriet, Aleisha and more. I would like to extend my utmost gratitude and appreciation to the team of nursing staff for the help and ability shown to make my stay comfortable and easy to endure. Words cannot explain how grateful I am, and I cannot thank them enough for the effort they put in to make me and other patients feel like being in hospital is not as daunting as I used to think. The willingness to help with anything, the happy smiling faces. Simply amazing people. Thank you all.

### Ward 24, Christchurch Hospital

A note to thank you and your staff most sincerely for the excellent care and attention I received in your ward during my recent and most unexpected stay. The nursing care both I and my room-mates received was second to none and so appreciated. I was under the care of Professor Scott and his team who were exceptional, keeping me informed as to diagnosis, progress, daily test results and timely, prompt discharge. The care I received at Christchurch Hospital will long be remembered. Thank you all.

### Jessica, Ward 18, Christchurch Hospital

I would like to give my deep appreciation to my ward nurse Jessica, who is currently working in Ward 18. I had a breast operation and stayed in Ward 18 for two days, during which I received excellent care from the nursing team. In particular, I am really grateful to Jessica. I was very weak and nervous after the operation, but I feel much relieved when Jessica is around and taking care of me in the ward. Jessica is very dedicated and professional. She handles the surgery wound and drain tube really well. I am able to have a speedy recovery under Jessica's professional care.

### ECG, Radiology, Outpatients, and Clinical Nurse Specialist (CNS) Katherine, Christchurch Hospital

Today I visited Christchurch Hospital with my mum for her follow-up appointments after cardiac surgery. She had a 9.10 ECG and a 9.25 chest x-ray at the main hospital building and a 9.40 appointment at the Cardiology outpatient clinic. I am a registered nurse (trained at Christchurch Polytechnic) working in Sydney. When I saw the schedule, I could not imagine how that would possibly work. I was completely amazed by the efficiency, professionalism and kindness of every staff member we met; including reception, technicians, orderlies, doctors and nurses. Particularly Katherine the CNS who attended to mum's dressing. Her expertise, her warmth and support was fantastic and is so deeply appreciated. We were finished and enjoying a cup of coffee in the sun by 10.30.

### Radiology, Burwood Hospital

All good, best place I have been to. Thank you.

## Big Shout Out

**To: Sharon, Endocrine Department, Thyroid Clinic, Outpatients, Christchurch Hospital**

The young man and Tatum were so helpful, giving amazing service while cleaning and having fun. Just great.

**From: Debbie [no last name supplied]**

#carestartshere

# Scan. Scan. Scan.

Everywhere you go, everywhere you can.

All staff should scan in daily using the **COVID-19 Tracer App.**

Unite  
against  
COVID-19



## Burwood Hospital ‘trail blazers’ in dementia friendly status

Alzheimers New Zealand has presented Burwood Hospital with a certificate for 'Working to be Dementia Friendly' in a ceremony held last Friday.

Burwood is the only public hospital in New Zealand to achieve this accreditation and recognition framework.

The Dementia Friendly Recognition Programme (DFRP) shows that an organisation is a safe, friendly, accepting and supportive place for people with dementia. The aim is to raise awareness, combat stigma and make life easier for those living with, or caring for, someone with dementia.

Alzheimers New Zealand Chief Executive Catherine Hall told those gathered it is through collaboration and partnerships that everyone can help make New Zealand a more accepting and inclusive society.

"You are the first hospital in the country to receive this level of dementia friendly status, so you can be especially proud of what is a major achievement.

"We sincerely hope your leadership in this space will motivate your colleagues in the sector to get on board with the dementia friendly conversation. You have shown it is possible. Thank you for being the trail blazers."

A large and complex organisation like Burwood Hospital doesn't achieve this formal recognition without many people doing a lot of hard work, chief among them the members of the Dementia Friendly Burwood Hospital Group, she said.

"The 35 members of this group across nursing, medical, clinical, allied health, support services, chaplains, volunteers, Māori health, management and Dementia Canterbury, have clearly worked together to contribute to this successful outcome."

The Accreditation Committee was impressed with Burwood Hospital's mahi.

"I'd like to commend you for your comprehensive education programme, not just for clinical staff such as nurses and health care assistants, but also for medical students, orderlies, volunteers, phlebotomy, radiology, therapies and casual staff.



From left, Manager Dementia Canterbury Darral Campbell, Director of Nursing, Older Persons' Health and Rehabilitation Kate Lopez, CEO Alzheimers NZ Catherine Hall, Care Partner Lyn Vida and Registered Nurse Memory Assessment Clinic Burwood Hospital Lara Hitchcock

"I also want to acknowledge that Burwood Hospital has gone further than required for this level of dementia friendly recognition – completing an environmental audit and continuing to plan for dementia friendly environmental improvements," Catherine said.

Dementia Canterbury Manager Darral Campbell says the organisation is proud to be part of the working group and applaud Burwood Hospital staff for their commitment to supporting this significant Dementia Friendly initiative.

Registered Nurse Lara Hitchcock says the hospital began the DFRP process in 2019 with the creation of its Dementia Friendly Steering Group.

"We found out we were already meeting a lot of the criteria but want to be as dementia friendly as possible so that we can reflect best practice."

Dementia is a progressive disorder where there is a decline in a variety of mental functions. About 70,000 Kiwis are living with dementia and this number is expected to grow to 170,000 by 2050.

Dementia Canterbury supports people to continue to lead fulfilling lives after a dementia diagnosis and works towards a dementia-friendly and responsive community. For more information visit [their website](#).

For more info on the DFRP visit the [Alzheimer's NZ website](#).

# CELEBRATING INTERNATIONAL NURSES' DAY 12 MAY 2021



Executive Director of Nursing Becky Hickmott with 14 of the 16 Canterbury DHB Nightingale Challenge Nurses

## Message from the Executive Director of Nursing to mark Nurses' Day

The end of May marks the conclusion of the International Year of the Nurse and Midwife.

It is time to look both back and forward to the future of nursing. Wednesday 12 May 2021 marks International Nurses' Day and the theme for this year is **A voice to lead - Te Reo ārahi - A vision for future healthcare - Te ara moemoeā.**

Firstly, thank you so much to you all for your incredible work and professionalism throughout an unprecedented year that has been extremely busy, unpredictable and that has resulted in ongoing excessive pressure on international health systems as the world grapples with the COVID-19 pandemic.

As we look back I would like to acknowledge that while in New Zealand we have taken a different approach and, as a result of this, have not seen the severity of impact as we have overseas, we did still experience significant pressure. The virus did arrive in our city, and unfortunately infected some of our most vulnerable citizens in aged care with devastating consequences. We are extremely proud of those who willingly cared for those aged care residents as the pandemic arrived, namely the individual nurses who cared for these residents and supported their whānau.

With the ever-changing environment of the pandemic, nurses across the entire Canterbury Health System have continued to work through changing alert levels, continuing to watch over and care for those in the community, public

health, older persons' health, mental health, maternal and child care and surgical/medical hospitals and aged residential care. I am also so proud of the work undertaken by nursing teams in the community-based assessment centres, managed isolation and quarantine facilities and borders.

And now, with the introduction of a vaccine for COVID-19, nurses again are stepping up to be vaccinated but also to vaccinate our community. Thank you all for assisting in keeping our population safe.

As nursing moves forward, we acknowledge the International Council of Nurses prediction of a worldwide nursing shortage of up to 30 million by 2030, here in Canterbury 50 percent of the nursing workforce is aged over 50.

What is the future for nursing here in Canterbury and the Health System of New Zealand? This year the nursing leadership team have been contemplating and working on strategies for future nursing workforce planning. One of the initiatives we introduced was to support 16 nurses through an international programme called Nursing Now, Nightingale Challenge Leadership programme, and we have made a commitment to continue with this programme to prepare nurse leaders for our future.

Nurses are health professionals who provide compassion, empathy, clinical and technical skills and of course the therapeutic relationships. Patients and whānau are the who and why we exist. Their strengths and challenges inspire us to be better nurses. It is a privilege to be trusted into someone's life and to support them in recovery and wellness however that is defined for them. These are challenging times and nursing is central to the future of healthcare.

As Florence Nightingale said, "How very little can be done under the spirit of fear."

Kia Mau koe ki nga kupu o ou tupuna. Hold fast to the words of your ancestors. We need to work to embrace the challenge and work together for the better of our profession and the health system.

We plan to host two Q&A webinars for nurses on 12 May looking at the future vision of nurses in our health system and would value your presence, questions and ideas, as we are all in this together going forward. Find webinar links and more information on [page 16](#).

Finally, I will leave you with what one of our young nurses on the Nightingale Challenge programme said: "Nursing is a profession with discipline and resilience that can be showcased on a global platform. Let's be proud of who we are and what we stand for."

Together with the Canterbury DHB nursing leadership team we are very proud of you all, again we thank you for all you do. Happy International Nurses Day!




JOIN SPECIAL ICN WEBINAR  
TO REFLECT & CELEBRATE THIS  
INTERNATIONAL NURSES' DAY!

12 MAY 2021

14:30 - 15:30  
CEST

Register here:  
[https://us02web.zoom.us/join/register/WN\\_zV-xKIDVQsKx9BGFEJrmOA](https://us02web.zoom.us/join/register/WN_zV-xKIDVQsKx9BGFEJrmOA)



International premiere  
of short film  
"The Lady with the Lamp"  
Launch of IND report  
Nurses: A Voice to Lead  
A Vision for Future Healthcare

+ SURPRISE  
ANNOUNCEMENT!



# CELEBRATING INTERNATIONAL NURSES' DAY 12 MAY 2021



## Bright visions for future of nursing

Grace Munro is a recent nursing graduate who has spent the last 10 months or so working in a Managed Isolation and Quarantine Facility (MIQF).

She always wanted to be a nurse but no amount of daydreaming as a child could have prepared her for the reality.

"I think the thing that really stands out is how many different aspects there are to nursing, particularly in MIQF," she says.

"I thought it would be taking swabs and temperature checking, that sort of thing, but there's so much more to it."

Grace believes her experience in MIQF is giving her skills that will stand her in good stead for her future career but wants to see more

opportunities for herself and her colleagues.

"I think there is space in future healthcare for more leadership roles for nurses. We should be able to take more of a role in what happens with patients' care."

Grace also sees Personal Protective Equipment (PPE) as a core skill for the future of nursing.

"I think that, and the increased knowledge around Infection Prevention and Control (IP&C) will be really important in the years ahead."

"Nurses are fundamental in designing healthcare systems and models of care for the future. We've seen the progression of nursing scopes



**Grace Munro**

of practice from health-based technology, evidence-based practice and interprofessional education right through to person and whānau centred care."



**Enya Beynon**

When Enya Beynon underwent chemotherapy for ovarian cancer at age 17, one of the nurses on the chemotherapy ward told her she'd make a great nurse. At that time she didn't believe it.

"But after finishing my school year and landing a job at an Aged Residential Care unit, I fell in love with the work."

Enya is in her final year of study through the Ara Bachelor of Nursing programme.

She says while the work has been hard, she has valued the support and encouragement from her fellow students, colleagues and tutors.

"We are so privileged to be able to care for someone in what is usually a difficult time in their life. For many people, being acutely unwell is the only time they access the health system. It gives us an opportunity to not only treat the issue at hand but also find out about and assist with

other things going on their lives. It's an incredible chance to make a real difference for people."

It's this broad approach that Enya sees as playing an important part in the future of healthcare and particularly nursing.

"We're finally figuring out that keeping people well is looking at and addressing all the other things that are making them unwell, even if it doesn't necessarily immediately relate to whatever they've presented with.

"We need to consider their home life, socio-economic factors and all sorts. We're here to encourage and facilitate wellness, not just treat sickness."



## Avishek Gosai

Avishek Gosai was born in Fiji and came to New Zealand in 2008.

After five years working his way up the ranks of caregiving, he knew he wanted to be a nurse; a world away from his previous role as a Quality Controller in Fiji.

Avi qualified as an enrolled nurse in 2015 and has worked across disciplines at Burwood. He is waiting to find out if he will be accepted into the degree intake at Ara and has plans to one day be a Clinical Team Coordinator.

"I think there's a chance to be a leader in nursing, no matter what your role is. Leading isn't just being a charge nurse manager or a higher rank; leaders are

also on the floor, leading by example, modelling behaviour, demonstrating skill and sharing the passion."

He says some of the changes of the last quarter century have been around diversity and better respect for the role a nurse plays.

"Nurses are at the heart of our healthcare system and we need nurses from every walk of life, every age, every ethnicity – because our patients are all different. A good gender mix balances the workforce and having a variety of ages and ethnicities teaches us all new ways of doing things."

Aroha de Bie never planned to be a nurse – she was simply looking for stability while being a single mum. Finding her calling and passion was a surprise.

"I wasn't expecting nursing to become such a key aspect of my identity. It became so much more than the stable job I was originally looking for."

Aroha's undergrad training led her to mental health nursing, and she has seen some wonderful changes in the discipline over the last five years. "I have seen the development of several working groups to support less restrictive practice, trauma-informed and culturally responsive care for

tangata whaiora [consumers]." Aroha says having nurses from every level involved in patient care, with issues talked about openly and approaches to care being questioned is fantastic.

She hopes to see more diversity in the nursing workforces in years to come, with more Māori and Pacific nurses to better reflect the populations of our tangata whaiora.

"I am hopeful that using holistic and culturally responsive models of care will become the norm for our profession and that collectively we will lead the way for supporting wellbeing and recovery of our most vulnerable populations. I see our profession continuing to move



## Aroha de Bie

towards health promotion and early intervention, recovery in the community and working in wellness."



## Jo Greenlees-Rae

Jo Greenlees-Rae is a nurse educator who has practiced her craft for many years and now puts nursing at the centre of healthcare.

Jo says we have a long way to go to have equity in health outcomes for Māori, and some of that comes from recruitment.

"We need a workforce of diverse nationalities and ethnicities, particularly Māori and Pacific peoples; we need all genders, religions, educational background and ages. Leadership is crucial here, not just designated senior nursing roles but

leadership at the front line with nurses who choose to practice in direct patient/client and whānau care."

Jo says nurses of the future will need to be self-aware and insightful, flexible and engaging.

"They will need to be life-time learners and open to change, equity and diversity. We can grow the nurse for their specialty area by developing knowledge, experience and support but developing professionalism, collaboration and leadership is the icing on the cake."

# The heartfelt gift that gave back to two Ashburton brothers

The Johnston brothers of Ashburton had an unexpected encounter with Canterbury's emergency services recently – the very services that they've previously donated to.

While watching a Crusaders match on television one night, Alan's heart began to beat erratically despite the fact he had a mechanical heart valve in situ. His brother Bob called for an ambulance, and Alan was quickly stabilised and flown to Christchurch by the Westpac rescue chopper, landing on the new rooftop helipad at Waipapa, Christchurch Hospital.

Thankfully, under the care of the Cardiology department Alan has made an excellent recovery and now has a defibrillator implanted to correct any irregular heart rhythms.

The brothers feel privileged to see the difference that their gifts have made.

"We've had a real buzz in seeing first-hand the impact of our donations to Māia and the Canterbury-West Coast Air Rescue Trust," says Alan.

The Mid-Canterbury brothers have generously donated to a number of Canterbury DHB projects and services including



From left, Alan and Bob Johnston

the rooftop helipad, the terrace garden, genetic research, and they have also sponsored a parent bed in the new children's wards.

Māia Health Foundation is the official charity for Canterbury DHB and is able to accept gifts from grateful patients that directly benefit our health services. Funds are ring-fenced for specific services or projects as per the donor's wishes. [More information](#) about how Māia and Canterbury DHB work together is available.

You can read the full story of Alan's experience on the Māia Health Foundation [website](#).

## UNDER THE WEATHER?

Make your GP team your first call 24/7

Canterbury  
District Health Board  
Te Pōwhiri Hauora o Waitaha



# What does a healthy future for the people of Waitaha / Canterbury look like?

Cantabrians are being asked to complete a survey to share their thoughts on what they and their whānau need for their health and hauora / wellbeing.

The survey is part of a project called, Pae Ora ki Waitaha which aims to develop a health system that support people and their whānau/family to stay well. Pae ora is a holistic concept and includes three connected elements, including Mauri ora – healthy individuals, Whānau ora – healthy families and Wai ora – healthy environments.

Pae Ora ki Waitaha Clinical Lead Lynley Cook says, they are particularly interested in hearing from priority community groups, such as Māori, Pasifika, Culturally and Linguistically Diverse (CALD), youth, older people, Rainbow, rural and people with disabilities.

Please share this survey with your networks, so the information gathered is rich, diverse and reflective of our community, says Lynley.



Take the [survey](#) – its quick, simple, anonymous and will help develop future services for our communities. The survey is open until 30 May 2021.

[Pae Ora ki Waitaha](#) sits under the Population Health and Access Service Level Alliance (PHASLA), which is part of the Canterbury Clinical Network.

A horizontal banner with a teal background. It features several circular images of diverse people: a man with a child, an elderly woman, a group of young people, a woman with a cup, and a woman with a child on a beach. Text boxes are overlaid on the banner, including a large one on the left asking 'What do you & your whānau/family need to be healthy & well?', a smaller one on the right asking 'What does health & wellbeing mean to you?', and a large one on the right titled 'Pae Ora ki Waitaha - What do Cantabrians need for a healthy future?' with the text 'We want to hear your voice' and a 'Learn more' link.

What do you & your whānau/family need to be healthy & well?

What does health & wellbeing mean to you?

**Pae Ora ki Waitaha -**  
What do Cantabrians need for a healthy future?

We want to hear your voice

**Learn [more](#)**

# One minute with... Amos Johnson, Emergency Department (ED) Physiotherapist

## What does your job involve?

Working in the ED I am mainly involved with treating patients with simple/non-life-threatening injuries – lower back pain, minor tendon injuries, acute neck sprains. I am also heavily involved with mobility assessments for falls patients to see if they are safe for discharge.

## Why did you choose to work in this field?

I had been working for a sports team for a long period for which I was the sole medical staff member and the job involved lots of travel. The ED position came up which looked like a great opportunity and gave me the ability to work closely with other physios and a big multidisciplinary team.

## What do you like about it?

I really enjoy working closely with the ED team. The fact that you can order investigations and have them back within minutes is a novelty after working in the community. It's also comforting having the access to any kind of specialist in the hospital for a second opinion.

## What are the challenging bits?

Sometimes the ED gets stressful and patients have waited for long periods. It often puts you on the back foot before you start.

## Who inspires you and why?

I really enjoy reading about Barack Obama, he made a big difference to the world but kept his empathy.

## 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?

I try and treat everyone like it's the first time they have seen a physio. So hopefully they have a good experience and want to engage with a physio in the community.

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

I have had three anterior cruciate ligament (ACL) ruptures, classic for a physio.

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

Surfing at Gore bay in North Canterbury.



## What do you do on a typical Sunday?

We have just bought a new property and the garden is overrun, so normally chopping up trees, ripping out ivy and mulching branches.

## What's your favourite food?

A good slow cooked rib, with a good 'slaw and potatoes.

## And your favourite music?

I'm a big fan of early '90s music – Nirvana, Oasis, Exponents. It's funny as it helps to get my little girl to sleep.

If you would like to take part in the column or would like to nominate someone please contact [Naomi.Gilling@cdhb.health.nz](mailto:Naomi.Gilling@cdhb.health.nz).

## Something For You

Something For You is the Canterbury DHB employee benefits programme. The deals offered are from the Canterbury business community to say thank you for all that you do.



### Body Fix Remedial Massage Therapy Clinic

361 Greers Road, Bishopdale

Get discounted rates off the 60 minute (\$80) and 90 minute (\$110) massage treatments, select the CDHB option when booking online - take your CDHB ID with you to redeem.

### Elusion Electrical

Get 5 percent off the total bill (power outlet installs, outside lighting, new build wiring, heat transfer kits, hot water repair, smart ventilation) - show your CDHB ID to redeem.

### Southern Cross Insurance

Reduced premiums for you and your immediate family - see more information under the "Finance and Legal" section.

Don't forget to enter the draw to win a three-month free gym membership at any Flex Fitness club – see the [Something For You homepage](#) for more details on how to enter!

We also have plenty of other great deals from local businesses, [check them out!](#)

## Privacy Week

The Office of the Privacy Commissioner marks Privacy Week each year to promote privacy awareness and to inform people of their rights under the Privacy Act.

The annual event highlights the importance of protecting personal information. Privacy Week 2021 will take place from 10-14 May and this year's theme is Make privacy a priority.

Another aim of Privacy Week is to help educate businesses, organisations and agencies of their responsibilities with personal information.

Privacy Week is held in conjunction with Privacy Awareness Week, an initiative by the Asia Pacific Privacy Authorities (APPA) network.

Find out more about [APPA and Privacy Awareness Week](#).

Privacy Commissioner  
Te Mana Mātapono Matatapu

**PRIVACY WEEK**

10 - 14 MAY  
**MAKE PRIVACY  
A PRIORITY**

For more information,  
visit [privacy.org.nz](http://privacy.org.nz)

@nzprivacy  
PrivacyNZ

Privacy is  
precious

## International Nurses Day – Wednesday 12 May, 2021



**A Voice to Lead – Te Reo ārahi**

**A Vision for Future Healthcare – Te ara moemoeā**

### **Q & A with the Canterbury DHB Nursing Leadership Team**

Executive Director of Nursing – Becky Hickmott

Directors of Nursing - Lynne Johnson, Kate Lopez, Joan Taylor & Brenda Close

### **Programme**

- Hello and welcome
- Answering your questions and discussion on the future of nursing in healthcare and Canterbury
- All nurses welcome to participate via Webinar

### **Date, Times & Webinar ID**

- **Wednesday May 12 – 1130 – 1230 hours**

**AM session** - Join from a PC, Mac, iPad, iPhone or Android device: Please click this URL to join. <https://cdhbhealth.zoom.us/j/82815792777>

- **Wednesday May 12 – 1700 – 1800 hours**

**PM session** - Join from a PC, Mac, iPad, iPhone or Android device: Please click this URL to join. <https://cdhbhealth.zoom.us/j/84682977307>

**We look forward to hearing from you**

# Ageing and Addictions: Hidden issues

*For people who work with over 65's*



Matthew Croucher is a psychiatrist of old age working in Christchurch. He will be speaking about what makes older people with problematic substance use or gambling the same and what makes them different from younger adults, as well as talk about the pros and cons of various assessment scales that services might like to use to capture some of the issues that older people in their services face.



Dr Towers will provide highlights from a 3-year Health Promotion Agency-funded project exploring drinking in New Zealand's aged 50+. This will include a comparison of drinking patterns between older New Zealanders and counterparts in 8 other countries, an assessment of the level of hazardous drinking in older New Zealanders, the different types of drinkers evident across the country and an up-to-date overview of the nature and harms of gambling in older adults internationally.

**A panel interview with local services.**

*Come with some questions and leave with some answers.*

**BOOK NOW!**  
Will sell out.

Friday, 21st May 2021

8.45am to 3.30pm

The McFaddens Centre, 64 McFaddens Road,  
St Albans. Christchurch.

Cost \$50.00 (*subsidy available*)

Register at [www.eventbrite.co.nz](http://www.eventbrite.co.nz) by 17th May 2021.

*Any questions to Lynne: [lynne.g@odysseychch.org.nz](mailto:lynne.g@odysseychch.org.nz)*

**Canterbury**  
District Health Board  
Te Poari Hauora o Waitaha





Noho ora pai ana i te koroheke  
Living well with Dementia

## Community Education Evening Seminar

19<sup>th</sup> May 2021

### BEHAVIOURS AND DEMENTIA

Increase your understanding about why certain behaviours may occur when a person has dementia and helpful ways to respond.

Mackenzie Ebbett, Clinical Nurse Specialist from Older Persons Mental Health, will discuss behaviours associated with dementia that may challenge others, causes of these behaviours, and appropriate strategies for responding. There will be time for questions.

*Everyone welcome, but please ensure you register!*

**PH 379 2590 OR 0800 444 776**

**Date:** Wednesday 19<sup>th</sup> May 2021

**Time:** 7.00 – 8.30pm

**Venue:** Dementia Canterbury Seminar Room

3/ 49 Sir William Pickering Drive, Burnside, CHCH

(Evening Parking available on site)

**Please note this event will only take place if we are at Level One of Covid-19 Restrictions. At any other Covid-19 Level it will be cancelled**

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



A census for the Health Informatics, Digital, Data, Information, and Knowledge workforce.

## PARTICIPATE IN THE 2021 GLOBAL CENSUS FOR THE SPECIALIST DIGITAL HEALTH WORKFORCE



The Global HIDDIN Workforce Census is conducted every 3 years to capture the data about the specialist digital health workforce.

The Census is completed by anyone anywhere in the world who works in a role related to analysing, designing, developing, implementing, maintaining, managing, operating, evaluating, or governing health data, information, or knowledge.



**[Access the census here](#)**

Closes 31 May 2021

Please share with your network

May 22<sup>nd</sup> 2021

# MAS ARTIST DOCTORS CONCERT & EXHIBITION

**The Aurora Centre  
Burnside High School**

Exhibition from 6.15pm

Concert at 7.30pm

Adults \$35

Students/Performers \$15

*Includes complimentary glass of wine.*



**Buy your tickets online**  
[www.artistdoctors.org.nz](http://www.artistdoctors.org.nz)

Enquiries: [ros.mccarthy@gmail.com](mailto:ros.mccarthy@gmail.com)

Phone: 021 108 5539



**100**  
A century of trust.



I am Deaf  
let's talk

# ESSENTIAL SIGNS for communicating with a Deaf person in a medical situation



**Need to book a NZSL Interpreter?**  
Contact iSign on 0800 934 683, Free Text 3359.  
email [bookings@isign.co.nz](mailto:bookings@isign.co.nz) or visit [www.isign.co.nz](http://www.isign.co.nz)

**Want to learn more?**  
Visit Learn NZSL, a free new learning portal, at [www.learnNZSL.nz](http://www.learnNZSL.nz)  
Visit [www.deaf.org.nz](http://www.deaf.org.nz) for videos, booklets and customised  
New Zealand Sign Language courses for your workplace.

