



Spring is upon us, and so is the release of the latest edition of *WellNow Canterbury*, our community magazine

The latest edition goes to every mailbox, PO Box and rural delivery address in Canterbury and the Chatham Islands, from this week. The cover story demonstrates the difference staff make for patients and their families every day. Learn how eight-year-old Manaia's cancer journey was transformed thanks to a staff member having the motivation, not to mention skills, to recreate something he'd seen online: a superhero mask for our young patients with cancer to wear during radiation treatment. His mum Laura says Manaia went from being extremely anxious about the treatments to totally at ease with the superpowers the Black Panther™ mask bestowed upon him. I understand these masks have been so popular the range of superhero masks available is rapidly expanding.

This issue of *WellNow* features a range of stories, including why cultural connections are a key to improving health outcomes for our Pasifika population; how the proactive Restorative Care approach of getting up, dressed and moving is speeding up recovery times for older patients; genetic testing; the new helipad on Christchurch Hospital Hagley; and the Buycycles wheelie good bike scheme.



Two of the popular superhero radiotherapy masks

You can also read about how more than 3000 Cantabrians have ensured their end of life care is as they had planned by making an Advance Care Plan. These plans are stored electronically, so they can be accessed when you may not be able to communicate for yourself. There's an Advance Care Plan template on healthinfo.org.nz or you may want to talk to your General Practice team.

WellNow Canterbury: A snapshot of how we've doing highlights how we are meeting the Health Quality & Safety Commission's requirements that DHBs give an account for the quality of their services. As well as printed copies delivered throughout Canterbury and The Chatham Islands, there's an extended online version with a performance

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section: *How we measure up* which charts our performance against the national health targets; the quality and safety markers set by the Health Quality & Safety Commission and other initiatives that provide evidence of how and where we are making improvements.

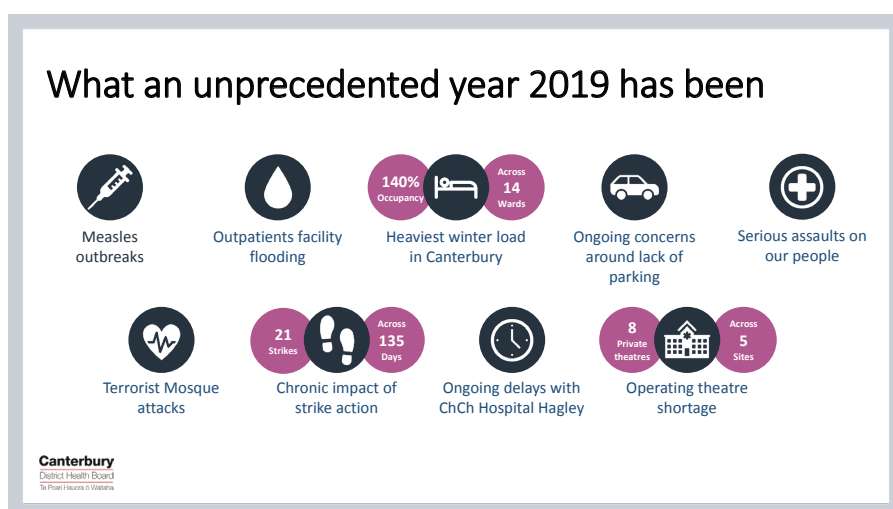
Magazines don't put themselves together, so thank you to

everyone who has contributed to this issue and agreeing to share their stories.

The full version of *WellNow* (with the extended 'How we measure up' section) can also be found online on the [Canterbury DHB website here](#).

Reflecting on 2019 and our challenges

With the calendar rolling over to November later this week, Christmas will be here before we know it. Last week I spoke at the Grand Round at Christchurch Hospital. I started by reflecting on 2019 to date and touching on some of the challenges our health system has faced. I am constantly amazed that, despite everything, people come to work each day to make a positive difference by caring, supporting and empowering others to live well, stay well and get well, whatever life stage they are at. Thank you for everything you do to support others. Next year we have some very positive things to look forward to, especially when we move into the new Christchurch Hospital Hagley facility and we will have master plans for the further development of the Christchurch and the Hillmorton campuses which will provide clarity for those working in outdated facilities.



Thanks to everyone who worked through the long weekend

If you did get away I hope you managed to switch off and get out and enjoy the glorious weather most South Island regions had over the weekend. It was great to recharge and I enjoyed some time with family and getting away from it all. We are lucky to live in a magical part of the country

with so many outdoor activities on our doorstep. After the shock and disappointment of being out of contention for the Rugby World Cup it was nice to get outdoors and do something positive. After all rugby is only a game, right?

Haere ora, haere pai
Go with wellness, go with care

David Meates
CEO Canterbury District Health Board

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

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



Bouquets

Usha, IV Technician, Ward 15, Christchurch Hospital

The IV Technician Usha was amazing. I am difficult to access at the best of times and she got me first go. Very lovely, kind and extremely gentle. I will request her in the future, a beautiful lady. Thank you.

Tupuna Villa, Hillmorton Hospital

I would like to thank you and express appreciation of your care of our daughter while she was with you in Tupuna. You went the extra mile and it didn't go unnoticed.

Day Surgery, Burwood Hospital

A most friendly, helpful, well informed and comfortable stay. Many thanks to all.

Urology Department, Christchurch Hospital

I had a prostate biopsy and was treated so well by the doctor, urologist and staff.

Emergency Department, Christchurch Hospital

Very professional service. Thank you.

Surgical Assessment & Review Area, Day of Surgery Admission and Day Surgery, Christchurch Hospital

Top rate care from start to finish. You are all awesome.

Ward 18, Christchurch Hospital

Great team, you all do so well.

Hospital and area not specified

To all the staff who have been here for me, I would just like to say a huge thank you. I can't put into words how amazing you have all been. I will be forever grateful. Without everyone here I could have never have stayed as hopeful as I have. Although my situation isn't how I imagined (to leave this beautiful country) I can honestly say I am leaving with only a positive outlook on the hospitality and kindness New Zealand is known for. I am forever grateful to you all for every smile, kind word and all the help – you are truly amazing.

Vascular Department, Christchurch Hospital

During the last three years my husband has been a vascular patient and has been attended by the Vascular Department team. He has had the upmost care and attention given by all members of the staff including consultants and surgeons... the follow-up appointments have been handled by the Vascular specialist nurse-led outpatient clinic. We can't express highly enough of the friendly professionalism that has been afforded at all times. Some weeks we have had multiple appointments and the care and attention has been commendable. Communication to my husband and I has meant we have been kept fully informed of his condition and treatments, and for that we are very grateful. My husband's condition has

improved vastly with the care given by the team and although not fully resolved his general health and quality of life are much improved. Our sincere gratitude for the exemplary care given by all the team.

Security, Emergency Department (ED) and Ward 22, Christchurch Hospital

First, a big thank you to James in Security for helping with car parking for my grandson's mum which saved a lot of stress for her coming into ED. Second, the lovely nurses and neurosurgeon we saw in ED, as my grandson had an accident. The nurse we had in Ward 22 called Angela was brilliant and very caring and understanding and explained everything to our wee seven-year-old which put him at ease, along with me and his mum. They stayed the night for 'obs', just to be sure, and were well looked after. From a very grateful Nana.

Emergency Department, Christchurch Hospital

Fantastic care from everyone during my brief visit. Front window team, nurses, doctors and orderlies. So very grateful to you all.

Ward 15, Christchurch Hospital

Smitha, Anu, Aaron, Pip, Courtney, and Kimberly were outstanding. Thank you for your support through this difficult time. Best wishes.

Surgical Assessment & Review Area, Christchurch Hospital

Amazing staff and doctors. Fantastic care for both Mum and family.

Otolaryngology (Ear Nose & Throat) Department, Christchurch Hospital

Doctor Love is just so lovely; excellent bedside manner.

Mike, Social Worker, Ward 27, Christchurch Hospital

Mike the Social Worker is always happy to help despite being very busy. Thank you Mike for all your hard work.

Ward 24, Christchurch Hospital

To all the wonderful staff on Ward 24: Nurses, physiotherapists, occupational and speech therapists, doctors, consultants and the lovely ladies who fed my daughter at meal times, I am so grateful to you all. It must have been a real test for all concerned dealing with my youngest daughter. I know in my heart she would not have received better care anywhere and I am convinced that she couldn't have been on a better ward. It's been a very difficult journey for her to suddenly have this disability to live with. Thank you sincerely.

Ward 25, Christchurch Hospital

Thank you to all the nurses and doctors who took the best care possible of my mum. You were all very caring all the times she had to come into hospital. She had breast cancer; she has now passed. Bless you all, for all the hard work you do.

Hospital and area not specified

Thank you for all the wonderful help and care you have all given me. All three shifts have just been amazing. The nurses are amazing and very valuable to our society. God bless you all.

Big Shout Out

Recently Child, Adolescent and Family Inpatient Unit staff had to spend some time in the Assessment, Treatment and Rehabilitation (AT&R) unit and I have to compliment the incredible staff that helped us during this brief period. More often than not, being moved to another unit for a shift or two is nerve-wracking but the AT&R team were the most welcoming, friendly, helpful Specialist Mental Health Service team members we've come across. Consistent feedback across all three shifts where the staff would always ask us if we needed help, check in for breaks, and they were never too busy when we needed support for specific interventions. Thank you so much team, it makes such a huge difference to morale when we have additional support in an already tricky situation. Specific mention to Evelyn and Carol. It's evident that this culture stems from the leadership, thank you for fostering such a supportive team. Also special mention to Hannah and Dion who were super helpful during my particular shifts. Great work team, it definitely did not go unnoticed.

From: Registered Nurse, Child, Adolescent and Family Inpatient Unit, Specialist Mental Health Services, Awhina Tapiata.

#carestartshere



Canterbury Resilience Hub

Connecting us to the support we need during tough times

www.resilient.org.nz





Let's get ready to move

Christchurch Hospital Hagley

Update No: 26

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

Getting in and around Christchurch Hospital Hagley

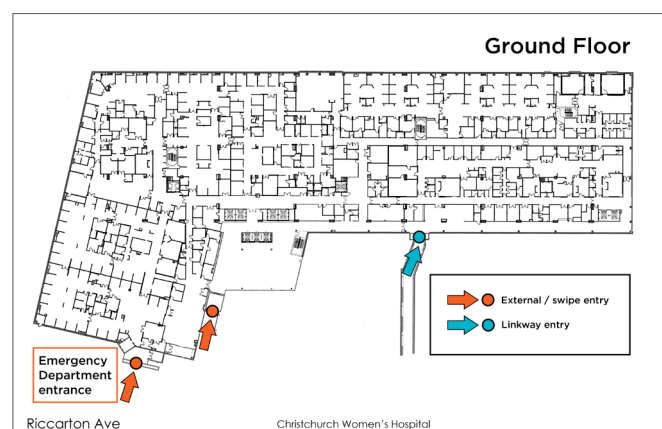
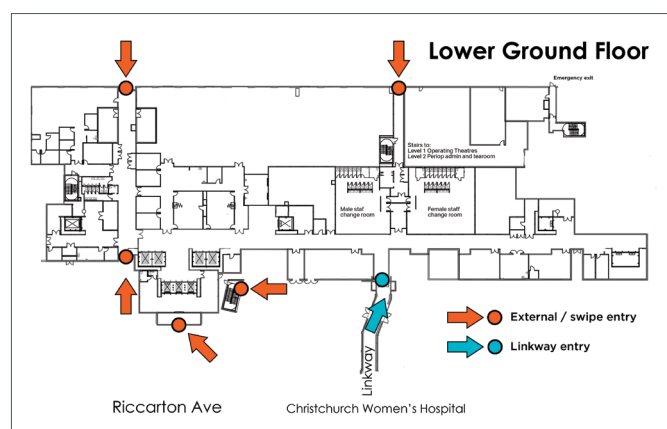
Entrances

The first thing you'll need to do when you get to Christchurch Hospital Hagley is actually get in the door! There are five external entries into the Lower Ground Floor and two on the Ground Floor. The Link provides internal access from Christchurch Women's Hospital into the Lower Ground and Ground Floor, and access for theatre teams to Level 1.

The north entrances on the lower ground floor on the Botanic Gardens side of the building can be accessed by pedestrians

and cyclists along the pathway that follows the river. There will be no access to this part of the building from the road at the back of Riverside.

It is essential that your swipe card is up to date in order to access the building. It needs to have your photo, a barcode and a six-digit number on it. You may have two cards that have this information on them. If you have any doubts about your card, please check with your manager.



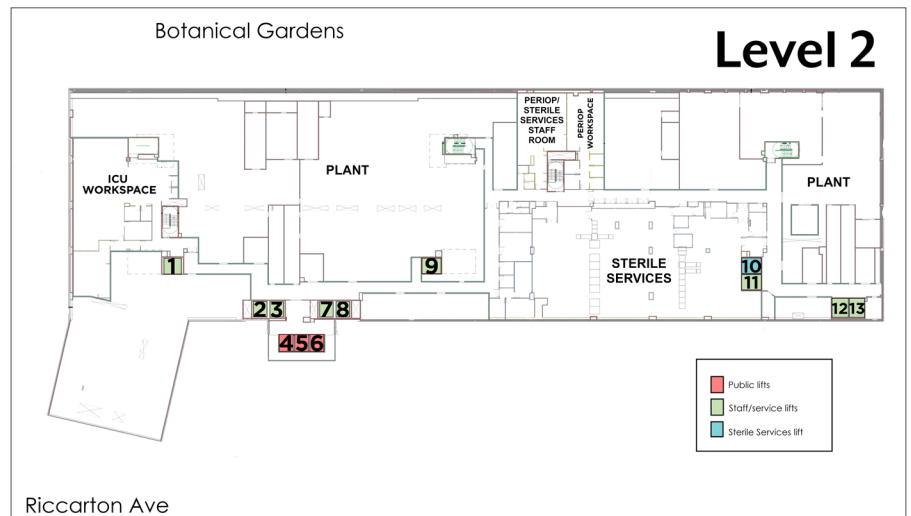
The lifts

There are 13 lifts in the Hagley building between all occupied floors.

- › The three public lifts from the Ground Floor lobby access the tower wards. Four service lifts behind these provide access to all floors in the towers as well as the Lower Ground Floor.
- › Lifts 1, 2 and 11 only are for mortuary and other services such as linen. These lifts should never be used to transport food.
- › Lifts 3, 7 and 8 may be used for food and should never be used for mortuary transport.

Lift no.		Opens at levels										
		LG	GF	L1	L2	L3	L4	L5	L6	L7	L8	L10
1	Tower A (Jumbo)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
2	Central Core Staff Lifts (large)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3	Central Core Staff Lifts (large)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	Central Core Patient Lifts (Medium)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
5	Central Core Patient Lifts (Medium)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
6	Central Core Patient Lifts (Medium)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
7	Central Core Staff Lifts (large)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
8	Central Core Staff Lifts (large)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
9	Tower B (Jumbo)	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✗
10	Staff Lift (Sterile Services)	✓	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗
11	Staff & Pt (IR & Distribution)	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗
12	Staff & Pt (IR & Distribution)	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗
13	Staff Lift (Sterile Services)	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗

- › Lift 1 is the jumbo lift allowing access by a full team with a bed.
- › Lifts 2 and 3 access the Helipad and may at times be locked off for emergencies.
- › Lift 10 is predominantly a Sterile Services lift that runs between the Lower Ground, and Levels 1 and 2. It also provides lift access for services to the roof of Level 2.
- › Lifts 11 and 12 are on the south-east corner of the building and go between Lower Ground and Level 2. Patients can use them to get from the Ground Floor to Level 1 Radiology.
- › Lift 13 is a small lift beside Lift 10 which runs between Level 1 theatre and Sterile Services on Level 2. It is used for sterilised instruments to go to theatre from Sterile Services.



Not all lifts go to all levels. Please familiarise yourself with the lifts you will use most frequently. Level 2 is the only floor that provides access to all lifts but the numbering remains throughout the building.

Farewell, Kim

This week sees the end of an era as we bid farewell to Kim Triegaardt from the Communications and Facilities teams. Kim was at the first soil turning for Christchurch Hospital Hagley and many of Canterbury DHB's other facilities projects. We wish her well with her future endeavours.

Shannon Beynon is the first point of call for any questions. You can contact Shannon on the letsgetreadytomove@cdhb.health.nz email or through the usual channels.

Stay in touch

Follow the [Facebook page](#) or email us at letsgetreadytomove@cdhb.health.nz.

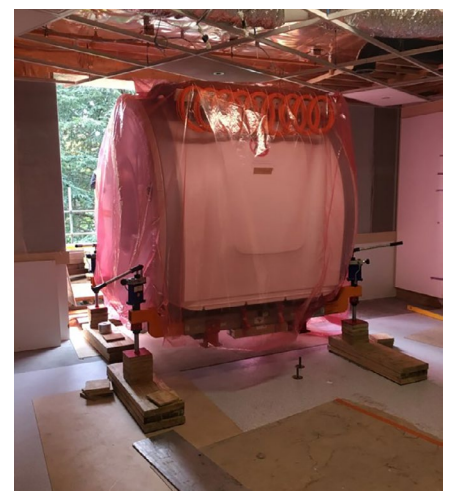
Facilities Fast Facts

Advanced imaging now possible with arrival of new MRI scanner

It was a red-letter day last week when the new MRI went into Christchurch Hospital Hagley. The sun even managed to peek through long enough to allow the craning of the 7.5 tonne scanner through the window, which had been removed especially.

The MRI is the first 3T scanner for Canterbury DHB, and was shipped by air all the way from Germany. Valued at around \$2.5 million, the machine will be well used in the new radiology facilities, with more than 3000 people generally being imaged on the scanner each year. The arrival of this scanner will allow staff to perform advanced imaging which has not been possible on site before.

One of the current scanners will be transferred from its home in Riverside and transported around the campus before being lifted into the room next door to the new one. A second window will be 'popped out' for the installation.





Clinical Lead and Surgeon Saxon Connor's experience of Windows 10

Canterbury DHB is in the process of upgrading its laptops and PCs to Windows 10, which will result in improved computer security, start-up times, performance and improved functionality – including a more modern user interface. Office 2016 is also being installed as part of the upgrade.

Approximately 1800 Windows 10 upgrades have been completed by the team – and eHealth Clinical Lead and Surgeon Saxon Connor is one of our staff now using Windows 10.

How has he found Windows 10 so far?

"I've noticed it is much quicker to log in after your account has been set up. Just be aware that the set up for the first time you use that individual computer is slow and needs time.

"The Windows 10 layout is intuitive and easy to use. This, combined with the new intranet (PRISM), has made getting information quicker for me, particularly as I have personalised my home page.

"I had relatively simple requirements in terms of the software I use, but others may have more complex requirements. If that is the case, then both the technicians and the Service Desk is keen to help. Please let them know,



as if no one tells them they can't make the process better. By asking for help, it may mean widespread issues affecting many users can be solved quickly."


If you want more information on Windows 10, such as where the team will be next and where support documents can be found, check out the [Windows 10 project page](#).

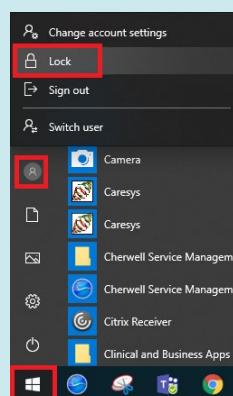


eHealth Clinical Lead and Surgeon Saxon Connor

How do I lock my computer on Windows 10?

1. Select the **Start** icon  on the bottom left hand corner on your taskbar
2. Click on the profile icon 
3. Select **Lock**.

The second way (which was also in Windows 7) is by pressing the Windows key and the L key together ( + L) to lock your computer.



Haven't got Windows 10 yet? These are the things you need to know before you do:

- › You won't lose your Desktop files, shortcuts or Documents folders during the upgrade – these are stored on your personal and private H: drive which is automatically backed up on our servers. Your Internet Explorer Favorites and My Documents folders are also retained on your H: drive.
- › Files saved on your local computer in locations like [C:\Temp](#) or Downloads will not be kept, so please copy these to your H: or G: drive as appropriate.
- › Any manually-installed software will need to be reinstalled.
- › You'll need to allow between 1 to 1.5 hours for the process. You don't need to be present – but there will be checks you'll need to complete once Windows 10 and Office 2016 have been installed.
- › You'll receive support documentation from the technicians before they leave.

Banners of support reach El Paso

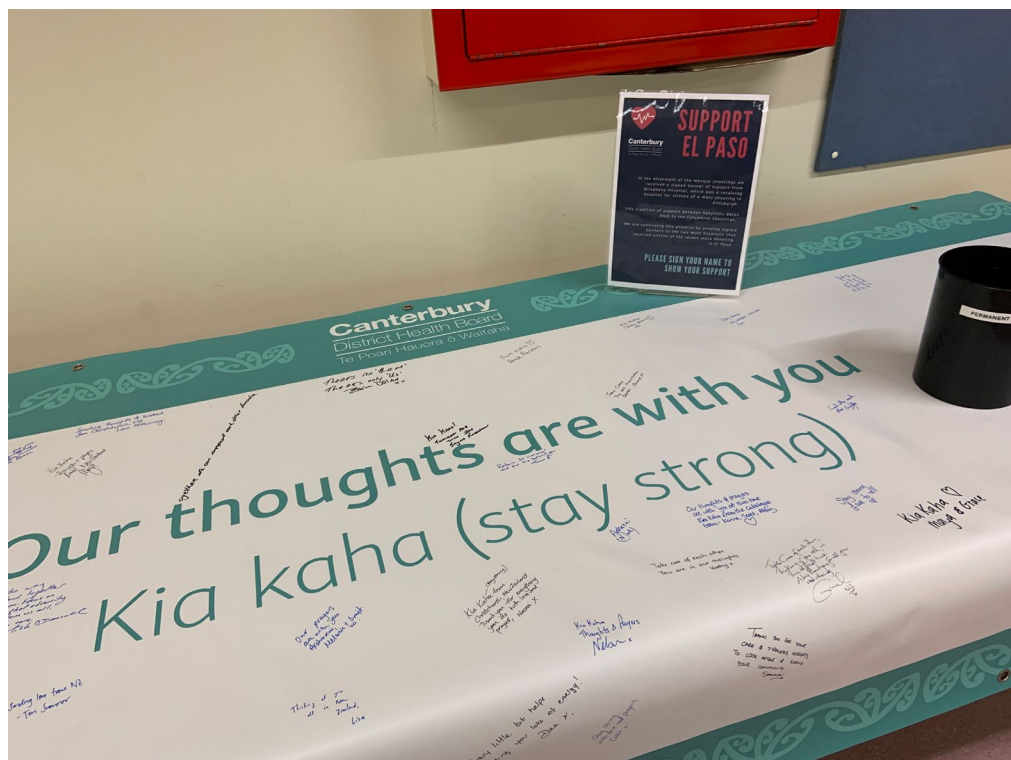
Canterbury DHB has received thanks for the banners with signed messages of support that were sent to hospitals that received victims of a mass shooting in August in El Paso, Texas.

You may remember that in the aftermath of the 15 March mosque shootings we received a signed banner of support from Allegheny Hospital, which was a receiving hospital for victims of a mass shooting in Pittsburgh (see [CEO Update story](#)). This banner is now on display in Christchurch Hospital, on the way to the Great Escape Café. Allegheny Hospital had received a banner of support from another hospital that had dealt with a similar tragedy and this sad baton passing between hospitals dates back to the Columbine shootings in 1999.

We continued this practice by sending banners to El Paso's University Medical Center of El Paso (UMC) and Del Sol Medical Center with signed letters to their CEOs from Canterbury DHB CEO David Meates.

President and Chief Executive Officer of UMC Jacob Cintron acknowledged our gesture with a letter to David for all staff. Excerpts are below:

"On behalf of the entire team at UMC, I want to thank you. Our staff is incredibly touched by the banner and messages of support from the leadership and employees at Canterbury District Health Board. Our communities have been touched by the tragedy of mass shooting events that will likely never be forgotten."



The banner collecting signatures at Christchurch Hospital pre-posting

"We are grateful and proud of our team for all that they have done. They are grateful to receive your recognition."

"As hospitals, we prepare to fulfil our role in any emergency and pray never to put these skills to use. Too many hospitals have had to respond to unnecessary tragedies like this; however, we are all stronger by supporting one another. The banner is displayed for visitors and employees with the hope that it continues to provide comfort knowing we are not alone in our journey toward healing."

"Again, thank you for your sincere support in a time of need and for all you do in your respective community to provide the highest level of care at a moment's notice."

More people encouraged to sign up to GoodSAM phone app

Michael O'Dea who works in the Planning and Funding team hopes more people will sign up to the GoodSAM app after an off-duty anaesthetic technician came to his mother's rescue when she had a cardiac arrest.

The GoodSAM app is a free app that alerts people that a patient suspected to be in cardiac arrest is nearby, allowing them to possibly save a life by providing CPR and using a defibrillator (if available) prior to emergency services arriving.

St John say people who know how to perform CPR and use a defibrillator, and who are prepared to voluntarily respond to a patient suspected to be in cardiac arrest, are able to register as a 'responder' on the website and download the app on their phone.

Michael was visiting his mother Linda O'Dea in Nelson when the arrest occurred. He immediately called 111 and received instructions for CPR over the phone. He'd learnt CPR 30 years ago on a course and was "freaking out".

A few minutes later Jacquie Raikes knocked on the door. She has the GoodSAM app on her phone and had been alerted to the emergency.

"Within a short period of time, a random stranger who had signed up to the GoodSAM app responded, arriving at my mum's address and helping with CPR until medics arrived," Michael says.

"I refer to Jacqui as an angel. I was so happy and relieved to have her moral and physical support."

Soon after, paramedics arrived and restarted Linda's heart with a defibrillator, before taking her to Nelson Hospital. Michael's mother had cardiac surgery at Christchurch Hospital and is now doing well.

"It would be great to see more of our staff who have the skills and experience sign up to the GoodSAM app, Michael says.

"Having been on the receiving end, you may make the world of difference for someone and their family. It certainly did for me. I am sure the outcome would have been different without the additional support Jacquie provided."

Primary Care Service Development Manager Rachel Thomas says statistics show that people can only do CPR effectively for a short period.

"So to get extra support at a scene quickly could help save lives and improve outcomes. Luckily Michael's mother survived and has made a full recovery. This is quite remarkable given the scenario."

The app is GPS sensitive and has a number of settings for alerts so it can be turned off while you are at work, for example.

"I have since signed up to it after hearing Michael's story (being a nurse and married to a paramedic, how could I not?). When you sign up you can see where other GoodSAM responders are located."

Rachel, who works at Canterbury DHB's Corporate office on 32 Oxford Terrace, says she is surprised at the low number of subscribers she can see on the app and hopes more people will sign up.

For more information visit www.stjohn.org.nz/First-Aid/goodsam



Michael O'Dea and his mother Linda, aged 76, after completing a 1km ocean swim before her heart operation

How to use
GoodSAM
 RESPONDER

If you are trained in CPR and how to use an AED you can register as a responder and be alerted to cardiac arrests close by, enabling lifesaving CPR and defibrillation prior to ambulance arrival.

- 1 REGISTER AND LOG IN**
Go to www.goodsamapp.org and register as a responder.
- 2 DOWNLOAD THE RESPONDER APP**
Once you have received the verification email, download the responder app.
- 3 CREATE YOUR PROFILE AND RUN A SIMULATION**
Read the Code of Conduct and familiarise yourself with how the app works.
- 4 WHEN ALERTED YOU'LL HEAR A SIREN**
Accept the alert if you are able to respond. Follow the map to guide you to the patient. Collect an AED (on map) if possible.
- 5 IF PATIENT IN CARDIAC ARREST START CPR AND USE AED IF AVAILABLE**
Introduce yourself: "My name is and I have been alerted to an emergency here while the ambulance is on its way."

YOU HAVE GIVEN THE PATIENT THE BEST CHANCE OF SURVIVAL

stjohn.org.nz/goodsam

Biased? Who, me? – We all have blind spots, what are yours?

The theme of this year's Patient Safety Week is understanding implicit bias in healthcare.

Implicit bias is always there, even when you don't want it to be, because the human brain likes to use patterns or shortcuts to get the job done faster or more efficiently. Paradoxically, if you don't safeguard against the possibility of bias, then decision-making can actually be impaired.

Take 'experience' for example, sometimes considered the Holy Grail in healthcare – all the more so because it takes time to acquire, and there are no shortcuts for it. Experience is valuable if it means you look twice, take nothing for granted and seek a second opinion. If, however, it leads to "I've seen this a thousand times before, so I'll do what I always have" thinking, then experience can be unsafe.

Focus, too, can count against you – it's great when there is one simple task, but when that task is complex like many in healthcare are, it can become a kind of 'tunnel vision' and have associated risks.

At the end of this paragraph there's a link to a short video with an example of this phenomenon with a bit of a spoiler in the title. It illustrates how concentrating on a single thing to the exclusion of all else can lead to missing something obvious (and maybe important). Illusionists do this all the time, by using distractions that play on the human frailty of not wanting to be fooled, as the means to make fools of us all. When they tell us to concentrate on a card it's because there's something else going on they don't want us to see.

[The Invisible Gorilla, featuring Daniel Simons](#)

Until now, this piece has been just a gentle suggestion from a non-expert that we should all entertain the possibility of bias, which has to be the first step in making it less likely you will be.

It's kind of like looking for shadows with a torch. You won't find any if you do, but you do have to switch on your torch.

There is plenty of informed evidence of the dangers of



Implicit Bias

implicit bias with specific reference to healthcare. This video, [Cognitive errors and biases in clinical reasoning](#), explores some of the kinds of bias that can creep into thinking and is a little more specific about how it leads to bad decision-making in health.

If you still aren't quite convinced, or are prepared to consider your unconscious brain might be biased but aren't sure how, here is a set of simple quizzes that test a number of implicit associations such as age, race, gender, sexuality, weight, etc.

To get started, skip the registration process and select language/nation – as below:

To do this you may need to overcome a bias and select Australia, as there is no specific New Zealand option. The good news is the quiz only takes eight minutes to complete. One small tip, though, if you want to complete it as accurately as possible, do it somewhere you won't be distracted!

[Test your implicit bias.](#)

Rugby World Cup teddies bring smiles

Rugby World Cup players of the knitted variety are taking a rest from rucks, mauls and tries, and hanging around the Children's Acute Assessment Unit (CAAU), bringing smiles.

The 20 teddy bears, proudly wearing their respective country's rugby kit, along with two referees, were all knitted by Medical Laboratory Technician Laurie Manley.

"It all started when I knitted a Crusaders bear at the end of the rugby season and then I got the idea to knit All Blacks and Ireland ones for family in Ireland," says Laurie, whose husband is Irish.

Once she started it became a personal challenge to knit a teddy bear for each country competing in the Rugby World Cup. In September, with the World Cup looming and six of the lesser-known countries still to knit, Laurie took annual leave to finish them all.

Once the teddies were completed she decided to run a competition to name them, charging those taking part and donating the money to Child Health. Laurie visited local businesses to ask for donations for the winners.

Irish pub, A Rolling Stone, donated a bucket of potatoes and a pint of beer for the winner of the Irish name, which was Danny Boy. The Christchurch Hospital Pharmacy donated a gift basket for the winner of the Welsh name – Win Jones.

Sushi Ninja in Oxford on Eats donated a food voucher to the winner of the Japanese teddy called Komo and Fush donated a voucher for the All Blacks teddy – called Ted – the nickname of former All Blacks Coach Graeme Henry.

All winners received a prize of coffee and/or muffins donated by Medici, Great Escape, Kānuka and Tuam St Kitchen.

About \$135 was raised and will go to the Play with a Purpose packs, given to children attending the CAAU.

Charge Nurse Manager of the CAAU Warren Nairn was presented with the money raised and the teddies to give to children.

"I decided to display them for all to enjoy while the World Cup is on."

The donation is much appreciated and after the Rugby World Cup the teddy bears will be given to children in the CAAU, he says.

Other winning names include:

- › Argentina: Winnie the Puma
- › France: Asterix
- › Scotland: Braveheart
- › Italy: Guiseppe
- › Samoa: Moega
- › Russia: Vlad.

The two referees were named Griz and Wayne Barnes.



Charge Nurse Manager CAAU Warren Nairn and Medical Laboratory Technician Laurie Manley cutting the cake at the announcement of the successful teddy bear names



The teddies hanging above reception at the Children's Acute Assessment Unit

Teaming up to tackle homelessness

As a member of the Housing First Christchurch Champions Group, Canterbury DHB is working alongside other organisations in Canterbury to help tackle homelessness.

Housing First Team Leader Nicola Fleming writes that the people we see living on the street are the face of a complex issue.

At Housing First Christchurch we work alongside homeless people every day, and their stories and resilience amaze us.

While each person's homeless story is unique, one thing each has in common is the experience of traumatic events, and it's this trauma that is so often the beginning of a series of unfortunate events. Financial stress is another major contributor to homelessness.

For us at Housing First, the homeless are people first and foremost. When we first started Housing First in July 2018, my team and I walked along Hereford Street, where homelessness was – and continues to be – so very visible.

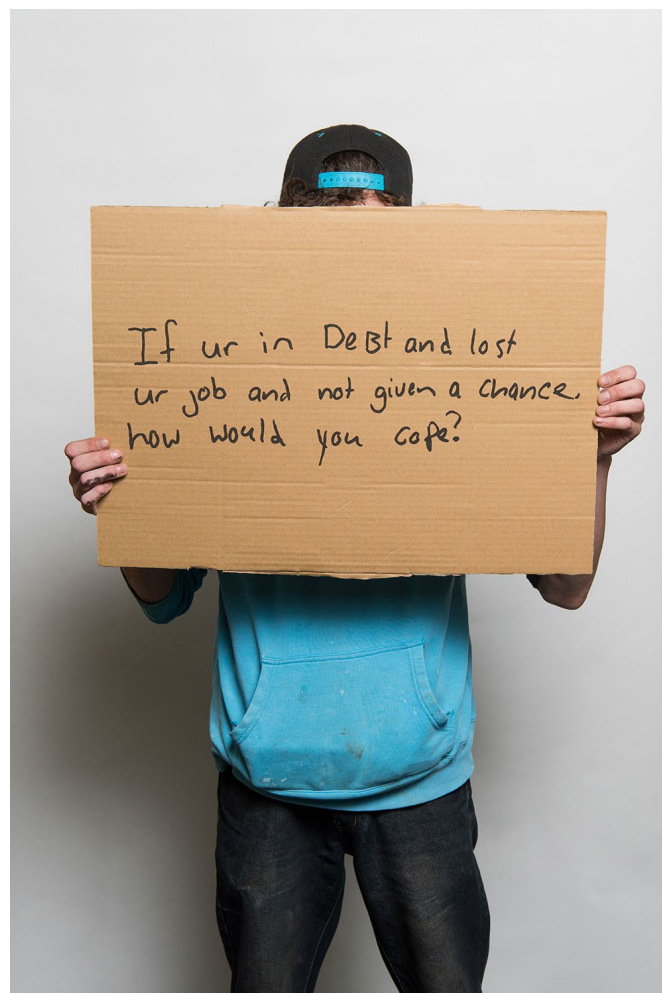
However, the numbers you see in the central city don't paint an accurate picture of the extent of the issue in Christchurch. We pick up the invisible homeless. These are the people living in garages, motels, public toilets or in the bush.

Eighty percent of our clients are men. However, what concerns me the most is the growing number of young people aged 21 to 30 years old in need of housing. They account for 32 percent of our clients, while 29 percent are aged 31 to 40.

We continue to pick up a lot of people who have never been connected with any service – they have no ID, no bank account, no nothing. These are the ones who will never be counted and they're the chronic homeless.

Despite the challenges, we are making real progress, housing 70 homeless people over the 15 months. As well as supporting these people into homes, our team is helping them access services and supports they need to live good lives. One client is studying social work, while another is in his own house, just happy to be cooking his own meals. Working with employment brokers and employment services, we've been able to support some of our clients into meaningful work.

The Housing First difference is that we are here for the long haul and our clients can trust that we aren't going to leave. Our key workers visit weekly, no matter what.



We can all play our part in making homelessness in Christchurch rare, brief and non-recurring. If you are a landlord and have property to rent, we can find you tenants and manage your property on your behalf.

For the rest of us, the simplest things can make the biggest difference. So please, talk to people in the street, rather than walk straight past them or just give them a smile. And ask yourself, how far away am I from being homeless too?

For more information follow us on Facebook: www.facebook.com/housingfirstchch. You can watch a video on homelessness in Christchurch [here](#).

Canterbury DHB's cleaning services coming in-house

Canterbury is taking over management of its cleaning services from current provider, Spotless, and giving the team a new logo and name – Environmental Services.

All current 180 staff are being offered the opportunity to transfer to Canterbury DHB in their current roles and staff who transition over will maintain the current contract and working conditions.

Staff will also continue working in the same areas or with the same wards, maintaining the relationships they have built up with the wider health team and longer-stay patients. The transition date for management changing is 1 December.

Support Services Manager Rachel Cadle says, "We're extremely grateful for the service Spotless has provided these past few years, and pleased that our Environmental Services people will be even more firmly part of our team as DHB employees."

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

of services to the new Christchurch Hospital Hagley.

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

While the service will largely continue operating as it is now come December some small changes are planned, including changing, over time, to a single cleaning product – simplifying the cleaning process and replacing approximately 50 percent of cleaning equipment on the transition date and gradually replacing the remainder over time.

For current staff moving to Christchurch Hospital Hagley there



Environmental Services

A fresh approach to cleaning

The new Environmental Services logo

may be opportunities for more hours to help service the larger facility.

Rachel says, "The service will grow as the extended Christchurch Campus facility begins operating and we are beginning to recruit for new roles now and will stagger future recruitment"

New positions will be advertised on the intranet under vacancies if people want to apply or refer to their friends.

We will continue to work with our preferred training providers to give staff the opportunity to get qualifications, Rachel says.

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

NEED TO TALK?

1737

**free call or text
any time**

Share your best pressure injury prevention photos and you could win a gift hamper!

In the lead-up to International Stop Pressure Injury Day on Thursday 21 November, the Canterbury and West Coast Pressure Injury Prevention committees and community are



A great example of education and assessment in action
Photo: courtesy of the New Zealand Wound Care Society

focusing on how everyone involved in providing care has a role to play in preventing pressure injuries.

Pressure injuries affect a person's quality of life, delay recovery and have a significant impact on those affected, their family/whānau and the health care system.

Teams from across the hospitals, community and aged residential care facilities are encouraged to share how you are helping to reduce pressure injuries.

You might like to submit a photo* showcasing:

- › assessment in action on a

person you care for

- › managing skin integrity
- › education in action
- › a project or initiative relating to pressure injury prevention
- › what your team gets up to on International Stop Pressure Injury Day on Thursday 21 November.

Email your best high quality photo to communications@cdhb.health.nz by **Monday 25 November**. A selection of photos will be shared in the *CEO Update*, and the winner/s will receive a gift hamper full of tasty treats.

*Please ensure everyone pictured has provided consent for their photo to be shared across the regions.

Patient Day Ward refurbishment

Patients and their whānau are appreciating the bright new surroundings of the revamped Patient Day Lounge on Ward 14 at Christchurch Hospital.

The \$20,000-plus refurbishment was paid for by funds raised by Christchurch Hospital's many volunteers, mainly the income from the hospital's gift shop. The space has been transformed from drab to fab including new curtains that coordinate with the new furniture, colour scheme and art work.

Volunteers Manager Louise Hoban-Watson says it is only through the hard work and commitment of Christchurch Hospital's volunteers that such improvements are possible.

"I would like to thank each and every one of them who give up their own time to help us."

Ward 14 Charge Nurse Manager Diane Petheram says Ward 14 staff really appreciate the Christchurch Hospital volunteers for their support to enable the refurbishment. Canterbury DHB Interior Designer Marcy Craigie was the guiding force to assist with the transformation, which is both stylish and practical.

"Patients and their families have commented on the room, saying it is a lovely quiet and serene space on the ward."



From left, Ward 14 Charge Nurse Manager Diane Petheram, Christchurch Hospital Volunteer Zita Matthies who has been a volunteer since 2003 and volunteers for 16 hours a week, Ward 14 Ward Clerk Ann Stephenson and Volunteers Manager Louise Hoban-Watson

Te vaiaho o te gagana Tokelau – it's Tokelau Language Week!

Sunday 27 October – Saturday 2 November is Tokelau Language Week!

The theme for this year is: Tiutiuga a Tautai ma Figo auā te lumanaki o Fānau, which means 'Mastery of traditional knowledge, skills, expertise and leadership help shape the future.'

Fun facts! Did you know...

- › Tokelau is made up of three remote atolls in the South Pacific Ocean (Atafu, Nukunonu and Fakaofu), located between New Zealand and Hawaii.
- › The highest point in Tokelau is just five metres above sea level!
- › More than 7000 people of Tokelauan heritage live in New Zealand, 80 of whom live in Christchurch.
- › More Tokelauans live in New Zealand than on the islands (estimated at fewer than 1500).

Simple ways you can support Tokelau Language Week:

1. Use a Tokelauan phrase every day this week!
Pictured is a collection of useful words and phrases you can use in everyday situations whether you're at work or at home.
Fakatakitaki ki ei (give it a go)!
2. Get out and about! Pop along to these community events celebrating Tokelau Language Week, everyone is welcome!
 - › Making Tokelauan fans out of recycled materials
Family Makerspace Saturday 2 November 2.30pm to 4pm at Tūranga, 60 Cathedral Square.
3. Visit the [Vaiaho o te Gagana Tokelau Facebook page](#) or follow this link to an introduction to the Tokelau language: [Tau Gagana Tokelau](#).

You can find more information and useful resources on Tokelau Language Week on the [Ministry for Pacific Peoples website](#).



Useful phrases

Greetings	Ni sa bula vinaka
How are you?	Va cava tiko?
I am well	Au bulabula vinaka tiko
Thank you very much	Vinaka vaka levu
Goodbye	Moce
Where are you going?	O lako ivei?
I am going to...	Au lako tiko i...
Come in	Curu mai
Yes	Io/sa donu
No	Sega
Awesome!	Totoka
Great!	Wananavu
Give it a go	Tovolea mada

Spring into Action raises funds for Countdown Kids

Māia Health Foundation and Child Health combined forces to run a Spring into Action event to raise funds for the Countdown Kids campaign.

There were 191 participants in the walking challenge from a

variety of Child Health areas, as well as Ashburton Administration, Core Biochemistry Laboratory, Dental, Design Lab, General Outpatients, General Surgery, Haematology, Oncology Outpatients, Ophthalmology, Pharmacy, Physiotherapy, Resident Doctors Support Team, Referral Centre, Spinal Outreach, Vascular Service and Ward DG Burwood.

The fundraiser raised more than \$1900, which has gone towards

the final tally of the Countdown Kids' Hospital appeal. Money raised will be donated to help fulfil the hospitals' equipment wish lists.

We're pleased to announce the winners of the challenge are:

- > highest individual step count – Stephanie Earl, with 928,978 steps
- > department winner – Ophthalmology, with 7,273,689 steps
- > department with the highest average step count per participant – Outpatients Booking Team – with an average of 390,000 steps per team member.

Big congratulations to all the winners and a huge thanks to all the participants!



ĒTAHI ARA E RIMA KI TE NGĀKAU ORA WHAKATŌKIA NGĀ RAUTAKI MĀMĀ NEI KI TŌ AO KIA RONGO AI KOE I NGĀ PAINGA



One minute with... Aniket Puri, Cardiology Senior Medical Officer

What does your job involve?

I am one of a team of six 'plumbers' (interventional cardiologists) in the Cardiology Department. My job primarily involves taking care of patients who present with coronary artery disease. On my operating day I will typically treat six to nine patients with the help of my excellent colleagues. I also serve on the Primary Coronary Angioplasty roster as the interventional cardiologist on call for acute heart attacks. We are available 24/7, 365 days a year. We treat acute heart attacks by opening blocked arteries with a 'stent' (in lay terms we clean the pipes of the heart). I also see a wide range of cardiology patients on the wards, in the outpatients and via telehealth clinics. I am involved with teaching medical students, mentoring trainees, guiding the advanced interventional fellows, and doing research. I also like to speak at various forums ranging from medical conferences to staff teaching and patient interactive sessions. I am also involved with supporting the community in my field of expertise and in a general sense too.

Why did you choose to work in this field?

Believe it or not it was my passion, since childhood, to be an interventional cardiologist, as my father was a cardiologist too.

What do you like about it?

I feel privileged that I am able to help people get out of a life-threatening situation, no matter what time of day. I work with a wonderful team of nurses, technicians and radiographers who not only help the patient in a stressful situation but also keep the working environment calm and friendly.



What are the challenging bits?

Getting focused in a matter of minutes when doing procedures, especially when doing them in the middle of the night.

Who inspires you?

Many people. The dedication of the team I work with both during the day and in the middle of the night is most inspiring. All my bosses, past and present, and I have to mention David Smyth, he never gets tired. I wonder what I will be doing at his age.

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?

Everything – I treat everyone as though they are my own family member.

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

Self-marketing. Also that I support the All Blacks in all encounters and support the Blackcaps in all encounters except one!

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

Here in Christchurch.

What do you do on a typical Sunday?

Play badminton and cricket, work in the garden, and see a nice movie to round the day off.

What's your favourite food?

Biryani, or anything North Indian (also called Mughlai). More recently, I have been enjoying Japanese food.

And your favourite music?

Bollywood.

If you would like to take part in this column or would like to nominate someone please contact Naomi.Gilling@cdhb.health.nz.

Canterbury Grand Round

Friday 1 November 2019 – 12.15pm to 1.15pm, with lunch from 11.50am. All staff and students welcome.

Venue: Rolleston Lecture Theatre.

Speaker: Professor David Currow, Professor of Palliative Medicine, University of Technology Sydney
"Chronic breathlessness – silent and deadly"

We tend to see people with chronic breathlessness when they are acutely worse and assume that they somehow return to a full level of function until we next see them. Sadly, for many people, being 'better' is only a marginal improvement, with chronic breathlessness impinging on every part of their lives.

Chair: Matt Doogue

It is requested out of politeness to the speakers that people do not leave halfway through the Grand Rounds.

This talk will be uploaded to the staff [intranet](#) in approximately two weeks.

Video conference set up in:

- › Burwood Meeting Room 2.6
- › Wakanui Room, Ashburton
- › Administration Building, Hillmorton
- › Riley Lounge, The Princess Margaret Hospital.

Next Grand Round is on Friday 8 November 2019, Rolleston Lecture Theatre.

Convener: Dr R L Spearing ruth.spearing@cdhb.health.nz

Something For You

Something For You is Canterbury DHB's employee benefits programme.

The deals offered are from the Canterbury business community to say thank you for all that you do. You can access all your deals right [here](#). Remember, you'll need your Canterbury DHB ID badge to claim these deals, so be sure to take it along with you.

Les Mills

203 Cashel Street, Christchurch Central

Les Mills is hosting another FREE 21 day challenge for Canterbury DHB staff starting Monday 4 November. Find more information and the sign-up link on the Something For You homepage.

MTF Finance Carlton Corner

2 Papanui Road, Merivale

MTF Finance Carlton Corner has just upgraded its offer to your choice of \$250 worth of petrol vouchers, retail vouchers or money off your loan for any loan taken out with MTF Finance.

Koha Fitness

4 Hereford Street, Christchurch Central

Koha Fitness has also revised its offer for Canterbury DHB staff. You can now receive a discounted rate of \$33 per week (for a 12-month membership) at the full service health and wellness club in the city.

Check out [Something For You on the intranet](#) for more information on these deals and more.



Always on the go?
Take Healthinfo with you

HealthInfo is Canterbury's go-to site for information about your health.





Have your say

Let the Health Quality and Safety Commission know your experiences and perceptions of caring for deteriorating patients and using recognition and response systems by completing [this survey](#).

Survey closes Monday 18 November 2019.



Latest Community Health Information Centre newsletter out now

The Community Health Information Centre (CHIC) provides free health resources to any person or organisation in Canterbury, South Canterbury, the West Coast and the Chatham Islands.

The resources are developed by Community and Public Health staff, and other health agencies.

This month's featured resource is: **Finding skin cancer early could save your life (MED 0260).**

The [October edition of CHIC's newsletter](#) is out now and highlights new and revised free resources available from your local CHIC office, as well as recently deleted resources.

For more information about CHIC and to order resources online visit the [Community and Public Health website](#).





Save the Date

Natural Disasters through a Cultural Safety Lens Empowering, Resilience, and Communities of Care Forum

**Friday, 1 November 2019
0830 – 1600 hours
Manawa, Level 3, Room 302**

Hosted by CDHB Nursing Workforce Development Team

Morning Session: 0830 – 1230 hours

- ☐ Hear from local and international nursing researchers presenting research with a focus on nursing in natural disaster research linking to aspects around cultural safety.
- ☐ Open to all staff

Afternoon Session: 1300 – 1600 hours

- ☐ Workshop – to look at specific components by examining the proposed topics/streams to inform a specific remit/position statement:
 - Resilience, emergence, innovation and adaptive solutions within natural disasters
 - Cultural safety lens in disaster response
 - Mental Health innovations, supports in disaster
 - Curriculum development / toolkit ideas
 - Community initiatives in natural disasters
- ☐ Open to all clinical staff, emergency responders/planners and Public Health Teams

Places limited to this free forum. Contact Cathy King – cathy.king@cdhb.health.nz for further information and registration form

NB: Attendees can attend either AM/PM sessions or both.

29 October 2019

KAPTAHI WHĀNAU EVENT

Te Rā Mokopuna
Safe Sleep Day

Save the Date;
6 DECEMBER 2019



Aranui Wainoni
Community Centre
31 Hampshire St
FREE
10am-2pm.



Water works wonders!

Join Eliza as she switches to water for 30 days:

Avoid tooth decay

Be healthier

Feel lighter

Save money



**Switch
to Water
Challenge**

Find out more & register:
nzda.org.nz/switchtowater

Based on the original concept
H2O Challenge™ by VicHealth



**New Zealand
Dental Assoc.**