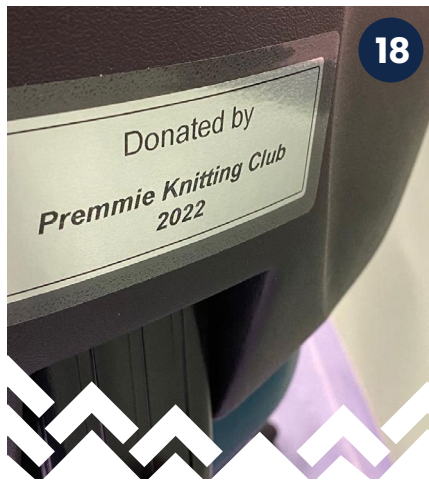


Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

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Te Whatu Ora
Health New Zealand
Waitaha Canterbury



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Cover photo: Occupational Therapist/Team Leader and Black Fern, Lucy Anderson

Kupu Arataki – Introduction

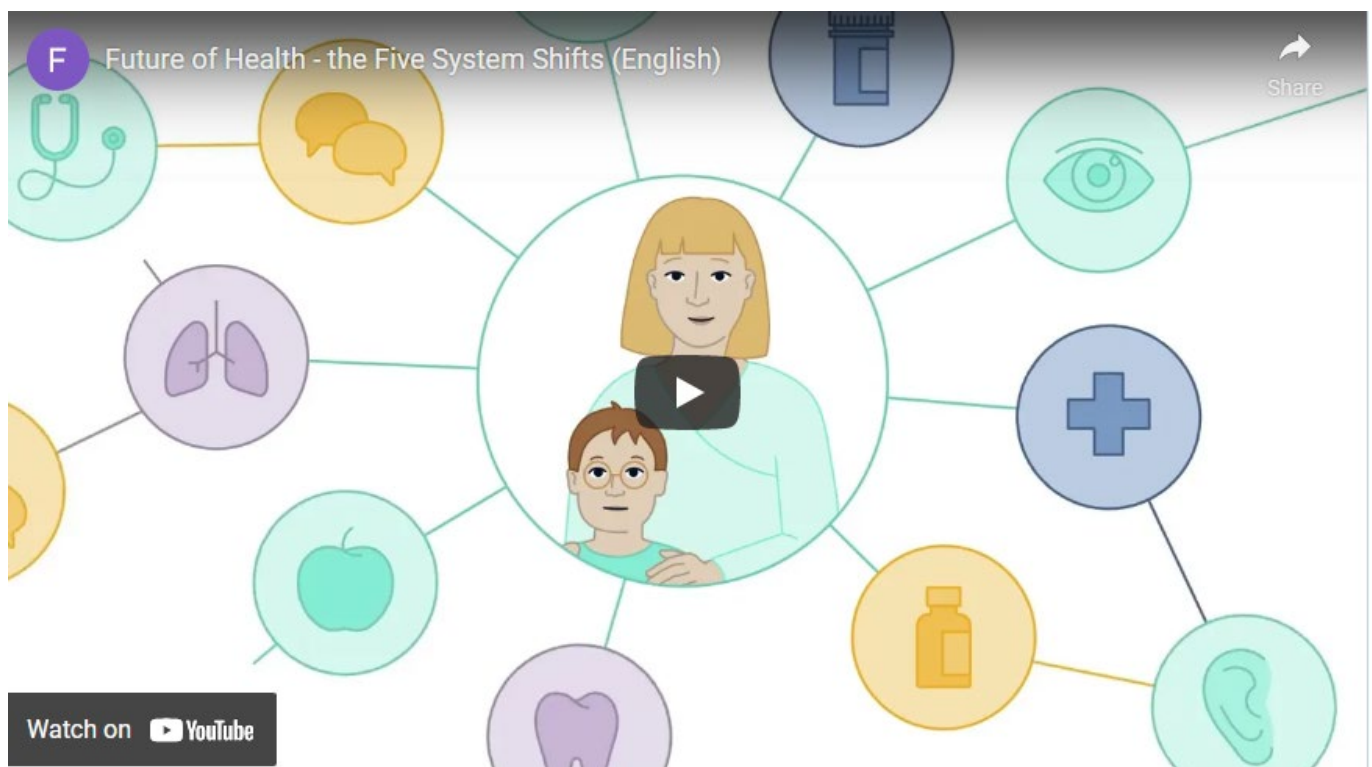
We are entering our third week as Te Whatu Ora | Health New Zealand Waitaha Canterbury

Our interim national, regional and district leadership is in place and our next focus will be on how we organise ourselves at each level.

With a team of teams comprising more than 80,000 people, this will be a complex process to ensure we're all working in ways that allow us to deliver the five shifts outlined below, and achieve the priority outcomes outlined in the [Interim Government Policy Statement](#).

The focus will be on moving to a smarter and more unified and sustainable system that will support all New Zealanders to live better and longer. Please keep up to date by reading the People Pānui when it's sent to all staff. Previous issues are stored on the Health New Zealand site on [Prism](#).

You can learn more about the Five System Shifts that underpin the transformation of [our health system here](#).



There are five key areas where change will make the biggest difference

First, the health system will ensure that **Māori have a greater role in designing health services that better meet the needs of Māori**. Māori communities will play an important role in making sure our health services work for Māori, and the many New Zealanders accessing kaupapa Māori health services. A health system that does better for Māori, does better for all.

Second, **people will be able to get the healthcare they need closer to home**. Health services will better reflect community needs and preferences. There will be a strong emphasis on preventing illnesses and other factors that support healthy lives, like whether they live in a warm, dry home.

Third, **high quality emergency or specialist care will be available when people need it**. Networks of doctors and other medical professionals will work together with community services to educate and keep people well, so fewer people need healthcare in the first place.

Fourth, **digital technology will be used in more and better ways** to provide people with services in their homes, hapori and local communities. Technology will also help healthcare workers to better understand and support their patients.

And finally, **we will plan for our future health workforce requirements**, and provide for the training and development needs of New Zealand's contemporary workforce of tomorrow, so our healthcare workers will always have the skills they need.

Achieving the vision for the future of health in Aotearoa New Zealand will not be easy, and it will take time. But it's a future worth getting right.

Visit www.tewhatauora.govt.nz for more information on the changes and the progress made so far.

A word from Interim Waitaha Canterbury District Director and Interim Te Waipounamu Regional Director

Kia ora koutou

It's official - we are now experiencing a second wave of Omicron with the BA.5 subvariant now the dominant strain in Canterbury. COVID-19 combined with other winter ailments has been testing the limits of our people and our system over the past week.

On Saturday our admission rate from ED was 49 percent - that means almost half of all people attending the Christchurch Hospital Emergency Department were so unwell they had to be admitted for treatment and care. Thankfully that dropped to 36 percent in the latest data covering the 24 hours up to midnight last night.

On Sunday we recorded the highest-ever number of inpatients with COVID-19: 142 people with an average age of 71 years.

In Waitaha Canterbury, 200,974 people have registered their COVID-19 infection since the start

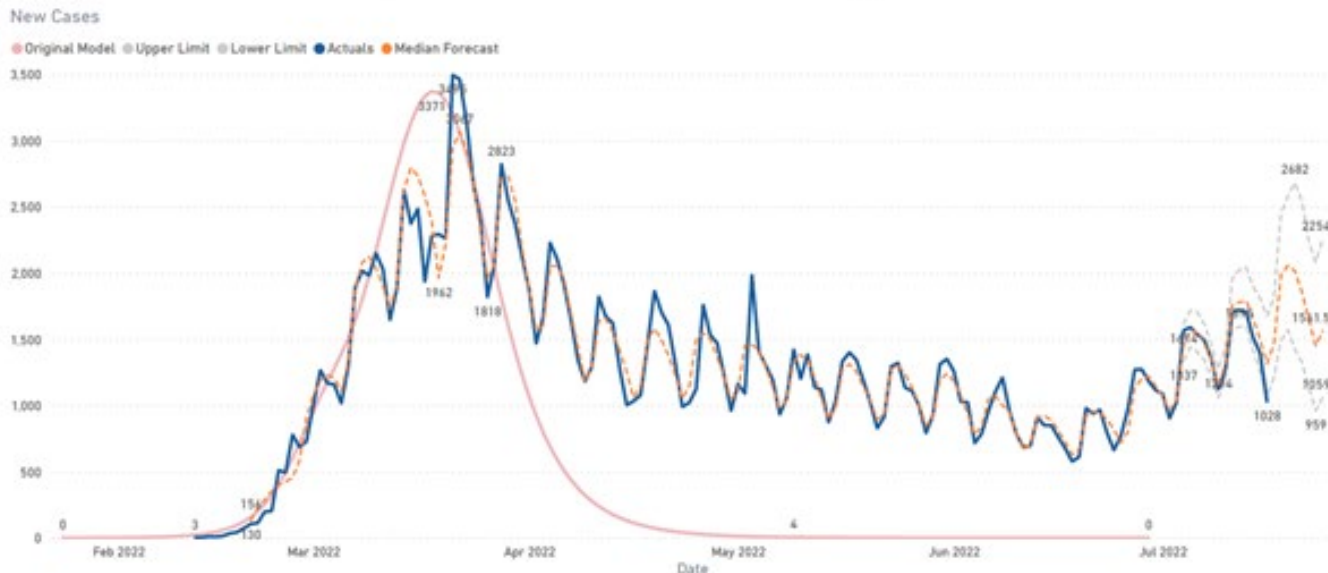
of the pandemic. We know that the true number of people who have had COVID-19 will actually be much higher.

Today we have 1,179 new cases giving us a total of 10,223 active cases of COVID-19 in our community. More than 330 are staff away due to COVID-19 with hundreds more away with other illnesses and caring for dependants who are unwell.

On behalf of those patients you are caring for, and those staff you are supporting and enabling, I want to express a massive heartfelt thank you.

I know many of you are facing workloads that feel overwhelming at times, particularly during this school holiday period - please know that your work is hugely appreciated by our community, your colleagues, managers and leaders. Please also know that our management and leadership teams are working to support you.

Canterbury COVID Actuals vs Modelling as at 16/07/2022



Note: The grey dashed lines the upper and lower limit confidence intervals. Wide intervals often indicate that we need further information to make an informed prediction on future case numbers. **We anticipate the number of cases being close to the median forecast (the orange dotted line)**

What are we doing to support the system to keep providing safe care to those most in need?

Last week we announced that we are postponing some non-urgent outpatient appointments. This will free up staff to be deployed to work in areas that will improve acute patient flow, or potentially reduce acute admissions as part of a hospital wide response, with the desired outcome of enabling elective (planned) surgery to be undertaken.

We apologise for the need to postpone some appointments as we know how important they are to people. Our teams are carefully reassessing all outpatient appointments and only non-urgent appointments are being deferred. Where a person's diagnosis is unclear, or there is a risk of, or need to exclude cancer, we will continue to see people. Examples of non-urgent appointments include assessment and or treatment of defined problems such as relatively uncomplicated varicose veins, hernias, hip pain and ear issues.

This action is not being taken lightly, but due to reduced staff availability and an increase in inpatients, particularly frail elderly people, we urgently need to free up staff to support services caring for those with COVID-19 and other acute illnesses, while continuing to deliver some planned surgery.

We are managing to free up some nurses and registrars to work in other services, and the process to re-triage to identify non-urgent outpatient appointments is ongoing this week.

Once the situation eases we will be doing our best to catch up on missed appointments as soon as possible.

Please note that the following priority outpatient appointments (and many others) are still going ahead: all gastroscopy and colonoscopy appointments; all maternity appointments; all cancer appointments for chemotherapy and radiation therapy and all appointments for eye injections.

A reminder to the public – unless someone has called you to postpone your appointment, please turn up to attend your appointment as planned.

We are *reviewing our current visitor policy*, and changes are likely later this week to further minimise the risk of introducing infection to our vulnerable patients.

The Canterbury Community Hub is *working with primary care* to support practices with high levels of staff absence – this involves making calls to check in with them and identifying those who need extra care and support.

We have *put the call out to our staff and the community, seeking people to put their hands up to be redeployed* to support clinical areas. For the staff redeployment scheme, please see [page 9](#) for more details.

If you know of any retired health professionals or any clinical health staff who may be taking a break or have recently returned from overseas, we are keen to hear from them. Anyone willing and able to work in our community to support our pandemic response should register via the [COVID-19 Hands Up database here](#).

Through our Incident Management Team (IMT) we are providing prioritised *staff support to key areas*, including aged residential care (ARC) providers where we can, but unfortunately we are currently receiving more requests for staffing support, than we have staff available.

We have also put the call out *regionally and nationally for additional staff* to support our Specialist Mental Health Service, and some responses have been received.

Last week, the Minister for COVID-19 announced [a number of measures](#) including *free masks and RAT kits*, and from today, increased access to antiviral medications for those at highest risk of complications. These initiatives all help.

The public should continue to [pre-order RATs](#) and check [Healthpoint](#) for their nearest participating pharmacy (as not all pharmacies are providing this service). You can collect free masks when you get your RAT tests. Both can also be picked up at any of our Community Testing Centres, [listed here](#).

Staff can obtain RATs free of charge from the most convenient location listed here [RATs for staff](#).

Key messages for all staff and the wider Waitaha Canterbury community

If you're sick, stay home. If you have not recently recovered from COVID-19 (in the past 28 days) have a RAT test. Please don't come back to work if you still have symptoms – even if your 7-day isolation period has ended.

If you **test positive for COVID-19 please register your result** with [MyCovidRecord](#). Doing so means your GP team will call to check in with you, and you'll have access to free GP care for anything related to your COVID-19 illness.

Staff should also [register with the RTW team](#) to receive both wellbeing and practical support if you're a close contact who is isolating or a staff member who is sick.

No need for a Medical Certificate if you have COVID-19. Please remind your friends and family they don't need to see a doctor to get a Medical Certificate if they have COVID-19.



Te Kāwanatanga o Aotearoa
New Zealand Government

Unite
against
COVID-19

MANATU
HAUORA
MINISTRY OF HEALTH

All they need is a screen shot of the text (previous page) they receive when they register their result on MyCovidRecord and that will serve as official proof that they're sick with COVID-19.

Mask up – masks protect you and those around you. Wear a mask when you're in a public indoor space, at work, and of course, in all health, disability and aged care facilities. Due to our Infection Prevention and Control measures at work, most staff catch COVID-19 while in the community, from family, friends, or breathing in a stranger's infected breath.

Make sure your vaccinations are up to date – all health staff aged over 30, and people aged 50 and over are eligible for a second booster (4th dose) and it's not too late to get your flu vaccination – this year's vaccine will provide protection against four strains of influenza.

Increase ventilation when indoors wherever possible. Air flow helps refresh the air so you're not breathing in other people's breath, germs and viruses. For more on this, check RNZ's investigative series last week [Whose breath are you breathing?](#)

By Farah Hancock with Dr Joel Rindelaub. It's a great read. You may think twice about going to a small cosy bar, karaoke or gym and develop a new habit of keeping doors open during meetings and biking or walking to work to breathe more fresh air. Teams or Zoom meetings are always a good idea and so is physical distancing.

Know that:

- > The BA.5 Omicron subvariant has overtaken BA.2 as the most prevalent variant circulating in Aotearoa
- > Wastewater testing suggests that the BA.5 subvariant is increasingly widespread throughout Canterbury
- > Models predict it will reach 90 percent of all community cases by early August 2022
- > BA.5 is highly infectious
- > The protection provided by COVID-19 vaccines or a past COVID-19 infection slowly decreases over time as antibody levels drop. That means no-one is fully protected from BA.5.

Choose Well this winter

If you're unwell choose the option that's best for you and your whānau

Self Care	Healthline	Pharmacy	Family Doctor	Urgent Care	Hospital
					
You can treat colds & fevers at home.	Call 0800 611 116 24/7 for FREE health advice.	See your local pharmacy for advice on medication and minor health concerns.	See your family doctor for all non-urgent health concerns.	If it's urgent & needs attention today go to an Urgent Care Clinic.	If it's a life threatening emergency call 111.

That's why getting a second booster is important to stimulate antibody production. A booster vaccine ensures that more antibodies are formed, offering more protection. A 4th dose (2nd booster) is free now for all health staff aged 30 and over.

Already had COVID-19, been there done that, no need to worry right? Wrong! You can become re-infected as soon as three weeks to a month after recovering from COVID-19. So, don't let your guard down, mask up, and remember with new variants you're still at risk of getting it again. More detail on testing and timeframes is [available here](#).

Staff who develop COVID-19 symptoms and have had two negative RAT tests, but still have symptoms are able to be referred for a PCR test by contacting Staff.Testing@cdhb.health.nz. The PCR will then be done at either the Orchard Road or Pages Road testing sites. Please remember to take your staff ID.

Keep it clean – frequent handwashing and drying and keeping hard surfaces clean never go out of fashion. Use tissues and dispose of them in the bin, or if you're caught short cough or sneeze into your elbow 'Dracula style'.

Please keep supporting and being kind to each other during this busy period

Take breaks when you can and remember there's a wide range of free confidential support available for all staff and contractors. [Details are here](#).

When you get time for a coffee break, or 5 minutes down time with your team mates why not have a go at today's fun quiz? We're getting lots of positive feedback about this new feature in the Pānui so why not give it a go and see how well you can remember 2012! Check it out on [page 10](#).

A shout out to this week's Pānui cover star, Occupational Therapist/Team Leader, Lucy Anderson who is joining the New Zealand Black Ferns (rugby) squad. It has been a lifelong dream for Lucy that we are thrilled to see come to fruition. You can read Lucy's story on [page 11](#).

With my Interim Regional Director hat on, I visited Southern District last week, and they too are feeling the effects of winter illnesses impacting their staff and services.

We share many of the same issues and we are all committed to working together throughout Te Waipounamu on solutions. The number one issue

Don't be the super spreader in your whānau.

COVID-19 is hitting our older people hard. Mask up and have a RAT before visiting nana, poppa, tāua, koro, gran, aunty or your elderly uncle. If you have the sniffles, stay away and give them a call, text or zoom instead. The average age of the 139 people in our hospitals today with COVID-19 is 71, so please mask up and get vaccinated to protect the older people in your life. Aotearoa has now had more than 1800 deaths from COVID-19 and the majority were older people.

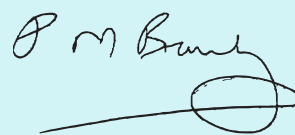
Access free health advice and care early on – you can talk to your **pharmacist** or pharmacy staff who can help with over the counter medicines for many common illnesses. **Call Healthline 24/7** for free health advice 0800 611 116.

Not sure where to go for Urgent Care? Check the 'Choose well this winter' chart on the previous page, and for trusted local health advice the [HealthInfo](#) website is a one stop shop for up to date advice endorsed by local clinicians. For Urgent Care clinics in Canterbury check your [options here](#).

for all of us at the moment is workforce, and I look forward to the national work of the Workforce Taskforce coming up with some practical short, medium, and longer-term fixes.

Thanks again for all you are doing and remember to look after yourself and your colleagues. We know you are all incredible at looking after others, please take time to look after yourself as well.

Kia pai tō koutou rā



*Interim Regional Director Te Wai Pounamu
Interim District Director Waitaha Canterbury and
Te Tai o Poutini West Coast*

Are you a Waitaha | Canterbury District staff member with clinical skills, but not currently working in a clinical area?

Thank you to everyone who responded to the email last week calling for people to help our frontline staff. All help is greatly appreciated during these challenging times when there is so much illness in the community and among our staff. If you missed the email:

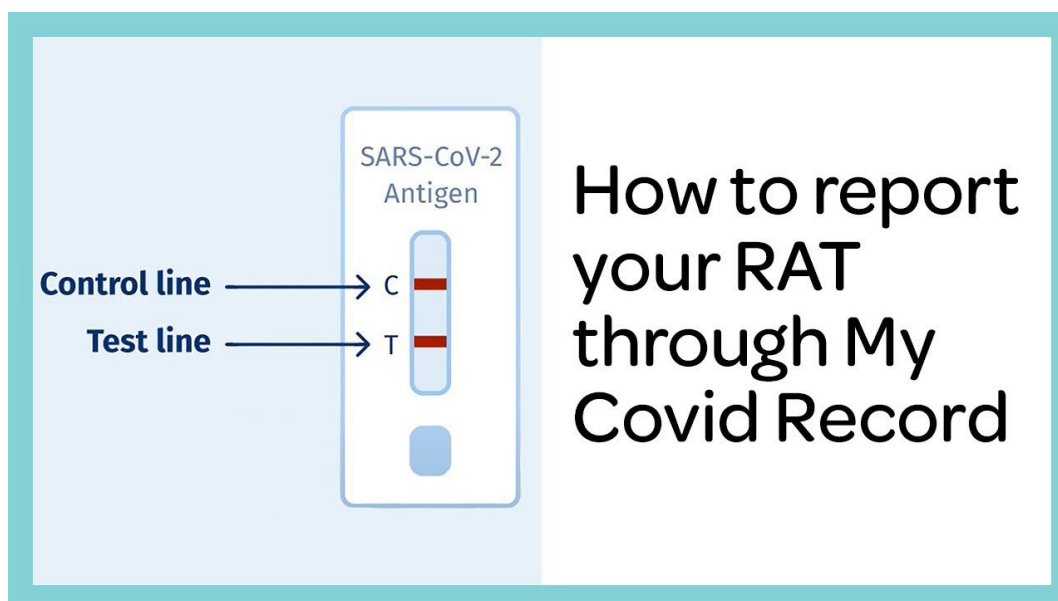
We are already reassigning staff to assist in the areas of greatest need and urgently need people to provide additional support to clinical teams. We are looking for:

- › Any staff member not currently working in a clinical role who has a current, valid practising certificate to assist in a clinical capacity, and
- › Any staff who have previous experience volunteering and supporting patients in a non-clinical capacity, such as during industrial action. These volunteers have provided support that includes patient comforts, bed-making and meal assistance and do not require a practising certificate.

If you are in a position to help where it is so urgently needed, please:

- › Speak with your line manager and get their okay to volunteer. Agree on your hours of availability.
- › Email SWOCStaffing@cdhb.health.nz with the following details:
 - › Your name
 - › Your department
 - › Your best contact number
 - › Advise if you have a valid practising certificate (clinical volunteer) or you have previous volunteering experience (in a non-clinical capacity)
 - › Advise your hours/days of availability
 - › Let them know if you have a preferred campus – Christchurch, Hillmorton, Burwood, Ashburton or Kaikōura.

Someone will be in touch to discuss where we can put your skills to best use, terms and conditions and payment information. Available and suitably qualified staff are encouraged to support our clinical teams.



QUIZ – How well do you remember 2012?

Cast your mind back 10 years to the year that the iPhone 5 was released, *The Avengers* was the top grossing movie and the world went crazy over *Gangnam Style*. How well do you remember 2012? Test your knowledge with this quiz and check your answers on [page 28](#).

1. Who was mayor of Christchurch in 2012?

- a. Lianne Dalziel
- b. Sir Bob Parker
- c. Gary Moore
- d. Vicki Buck

2. The old Kaikōura Hospital celebrated which milestone birthday in 2012?

- a. 50 years
- b. 75 years
- c. 100 years
- d. 125 years

3. The most played song of 2012 was 'Somebody that I used to know' by Gotye and featuring which Kiwi artist?

- a. Stan Walker
- b. Savage
- c. Anika Moa
- d. Kimbra

4. What art installation appeared in Christchurch on 22 February 2012?

- a. 185 White Chairs
- b. The Dance-o-Mat
- c. The South Island murals at Christchurch Airport
- d. The Gap Filler Sound Garden

5. Who won the 2012 Super Rugby competition?

- a. The Sharks
- b. The Chiefs
- c. The Crusaders
- d. The Brumbies

6. How many medals (total) did New Zealand win at the 2012 London Olympics?

- a. 11
- b. 13
- c. 16
- d. 18

7. In 2012, approval was given for a major redevelopment of Burwood Hospital. What year did the new hospital open?

- a. 2014
- b. 2015
- c. 2016
- d. 2017

8. Damage from the 2011 earthquake halted production of a certain food item causing it to be in short supply in 2012. Supermarket shelves were bare, people were told to ration, and opportunists made a fortune re-selling it on TradeMe. What was it?

- a. Cookie Time cookies
- b. Talley's frozen peas
- c. Wattie's Baked Beans
- d. Sanitarium Marmite

9. The world lost an extraordinary singer in 2012. Who was it?

- a. Amy Winehouse
- b. Michael Jackson
- c. Whitney Houston
- d. Prince

10. Who was the Minister of Health in 2012?

- a. Tony Ryall
- b. David Cunliffe
- c. Jonathan Coleman
- d. John Ke

Check your answers on [page 28](#).

Outstanding in her field

Congratulations to Occupational Therapist/Team Leader Lucy Anderson, who has been named as a member of the Black Ferns squad.

Lucy has recently been selected for the Black Ferns and played her first ever test against USA in June.

She has a contract with the Black Ferns for the rest of 2022 and will be trialling for selection for the upcoming tours and the World Cup that is being played here in New Zealand.

Getting the news was very emotional, says Lucy,

“I always wanted to achieve my goal of becoming a Black Fern. It’s a dream come true. I have been overwhelmed with support and I’m so thankful to everyone who has helped me throughout my journey to get to where I am today.”

Reaching this milestone had been challenging at times but she was able to get there by being extremely motivated and working hard.

“I’ve sustained injuries along the way, but I knew how much I wanted this.”

Allied Health Clinical Manager Occupational Therapy (OT) Bronwyn Suzana says Lucy is an outstanding OT and team leader, who takes every opportunity to develop professionally and to support and grow the people she works with.

“As a team we are incredibly proud of her rugby achievements and know that this has only come about through her persistent hard work and commitment to her sport, which has never compromised her work here at Christchurch Hospital. We wish her all the best for the rest of the year playing for the Black Ferns and as a team we will be supporting her in this – we’ll be watching the games as a team from afar!”

Lucy who has worked at Christchurch Hospital since 2014, was raised on a farm in South Canterbury and has been playing rugby since she was 11 years old.



Occupational Therapist/Team Leader Lucy Anderson

Known for her strong leadership skills, she enjoys helping others and being a part of the OT Team. Lucy currently plays for Canterbury in the Farah Palmer Cup. She played in the first ever women’s super rugby competition for Matatu this year.

Lucy has been in and out of the Black Ferns squads since 2013. She made the Chicago/France Tour in 2018 as a midfielder, although she has played many different positions in her rugby career and is looking forward to what’s ahead.

Go Lucy!

What do you do when you're not at work?

Our people are sharing the hobbies and activities that bring them joy when they're not at work.

Karina Milnes – Senior Master Data Analyst | Kaitātari Raraunga Matua

"I love cross stitch as it produces beautiful pieces of art and it keeps my brain and fingers busy in the evenings. There is a social element as I have friends in Wellington and the U.K who I see via video conferencing, for a happy hour's stitching and talking."



So, what do you do when you're not at work?

Do you have a hobby, sport or activity that is important to you? Something that helps you relax, stay fit or challenges you when you're not at work? We would love to hear about it!

Send a photo and brief description of your hobby, sport or activity and why it is important in your life to us and we will share it in an upcoming Pānui.

- › Please keep submissions to 50 words or less and provide high resolution images (1MB + is preferable).
- › Email any submissions to communications@cdhb.health.nz By emailing your submission(s) you agree to have them published in the Te Whatu Ora Waitaha | Canterbury Pānui.

Ali Parish – Outpatient Coordinator

"My hobby is photography which I have been doing since the age of about 14,

When I'm not working, my husband and I are usually out and about photographing our beautiful country. We love a road trip, visiting all the interesting and out-of-the way places in the South Island."

Ngā mihi to Karina and Ali for sharing.



Enhancing Leadership Programme a game changer

If you see managers or team leaders who remain positive amidst the chaos, demonstrate self-awareness, and recognise the value of appreciating their staff, then chances are they've attended the Enhancing Leadership programme.

Soon to celebrate its 10th course, the Enhancing Leadership programme has been pivotal in enabling effective leadership across the (then) Canterbury and West Coast DHBs. Run over a period of 12 months (COVID-19 delays and staffing shortages notwithstanding) the programme integrates leadership theory and applied practice through individual coaching, classroom discussion, offsite learning and monthly resources.

The programme, initially run through Otago University, was brought in-house three years ago. That's enabled Te Whatu Ora Waitaha Canterbury to customise the programme to the particular needs of our people and leaders within our specific health context.

Organisational Development Specialist Jacqui Benter-Lynch who has developed and co-delivers Enhancing Leadership, says that participants on the programme learn to:

- › Demonstrate key elements of leadership and personal characteristics that determine leadership effectiveness
- › Lead others effectively via greater self-awareness and clarity of roles, responsibilities and expectations
- › Enhance team and organisational performance.

"I'm continually inspired and impressed by each participant. They all have heavy workloads and competing priorities and yet they commit to the programme, they demonstrate keen insight, and in their own individual ways make significant changes to their leadership. It's a real privilege to support our staff in this way." says Jacqui.



The most recent Enhancing Leadership Programme participants

Feedback from the most recent group:

"Highly valued programme. Really great to see (then) Canterbury DHB invest time in supporting its leadership group as this is key to good team function and ultimately patient care."

"I am a lot more insightful about teams, the value of all the members regardless of level within the hospital hierarchy. I'm much gentler with people. I say hello more. I stop and have conversations."

"A very impressive and well-prepared course by experts in their fields"

"It's been a very challenging year; however the course has enabled me to remain positive and focus on what's in my control and what's not. We've become more collaborative as a team and more effective at supporting each other and quietly but surely implementing positive change."

"I have completed a few management and leadership courses, but this programme really was next level. I feel it consolidated a number of years of learning and experience for me. It seems to have really 'come together' for me in having a much deeper understanding of leadership. Enhancing Leadership is absolutely the right title for this course."

The 10th cohort is selected and ready to start the next Enhancing Leadership programme in September. Participants for 2023 will be selected by general managers in conjunction with line managers.

If you have any questions about this particular programme or other opportunities to develop your leadership skills, please contact Jacqui Benterlynch or visit [HELM](#).

Give a compliment to a stranger today.



Check out allsorts.org.nz for heaps of tips to help get you through.

 Mental Health Foundation
mauri iā, mauri ora
www.mentalhealth.org.nz

One minute with... Chris Nash, Associate Director of Allied Health, Older Persons Health & Rehabilitation



Chris Nash

What does your job involve?

I'm involved with our community teams, based predominantly from The Princess Margaret Hospital. I'm responsible for ensuring our Allied Health staff and community services are able to deliver on our strategic vision providing safe and effective care.

Our governance structure helps to ensure we are working in line with best practice and our teams are reflecting and learning from experience. We work together to reduce duplication for our patients and whānau and use skill-sharing models to support this.

We are continually looking at new initiatives and refining current practice to ensure its meeting the needs of our population and we are supporting the demand on our whole health system. Helping people to thrive in their own home whether that's after hospital admission, or ideally, not needing to attend in the first place, is a main driver for our community rehabilitation teams.

I also get to be a voice and advocate for Allied Health and ensure we are well represented so when decisions are made the huge benefit to the people in our system that allied health bring is recognised.

What advice would you give someone keen to enter your field?

I trained as a physiotherapist, but my role could be completed by a wide range of Allied Health professions. My wider pool of colleagues come from across the Allied Health, Scientific and Technical groups (over 70 different professions).

The most useful experience I have had for my current role has been to gain varied experience in different health settings. I've worked for several NHS trusts in the UK and prior to moving here worked at Capital and Coast DHB for five years. Everywhere does things a little different so you can learn what works well and see areas for improvement.

When thinking about why we do anything at work we need to link it back to how this helps our patients – that has to be the reason for everything we do.

Who inspires you and why?

Gary Robbins – he failed to complete the toughest ultramarathon on earth by being six seconds over the 60-hour cut-off. He still came back the next year to give it another go! Look him up on YouTube.

What do Canterbury Health NZ's values (Care and respect for others, Integrity in all we do and Responsibility for outcomes) mean to you in your role?

Being available for and listening to all the people I work with, the services we interact with and our patients and whānau is a good foundation for meeting our values. I try to understand all sides of a discussion and work collaboratively to reach solutions, this allows me to confidently stand behind decisions and direction. Understanding our data and using it to show how we are doing and transparently sharing it opens conversations about how we are doing as a service/division.

If you could be anywhere in the world right now where would you be?

Right here in Waitaha Canterbury, although probably out in the mountains rather than at my desk.

Who would you want to play you if there was a movie made about your life?

My wife would like me to be played by Sam Claflin, I think she's picturing the Hunger Games movies!

What are your hobbies/interests outside of work?

I'm a keen trail runner, tramper, skier and mountain biker. I just generally love being out and about in nature somewhere.

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

Whakamihi – Bouquets



Intensive Care Unit (ICU) South, Christchurch Hospital

Recently my mum was admitted to ICU South. She suffered a massive event where she was unable to recover and then passed. My family went through a pretty horrendous time, having to say goodbye to Mum so suddenly. We all, however, received the best treatment from the staff in Christchurch Hospital. We have all commented about how well we were treated, how the staff went out of their way to accommodate us, being extremely respectful but honest in Mum's situation. We were very happy with the facilities, as these made it easier for us to spend so much time at the hospital. We were so happy to see how well mum was treated and how respectful everyone was to her. Speaking to her every time they touched her, brushing her hair and teeth and keeping her as comfortable as they could. This allowed us to feel comfortable to leave the hospital at night and go rest, knowing she was being so well looked after by her nurses, doctors and other staff. I want to pass on my greatest appreciation for the team and everyone involved with getting us through such a difficult time. It was made so much easier by the kindness and thoughtfulness of the team at Christchurch Hospital. Thank you

Christchurch Hospital

I want to say a massive thank you to the Emergency Department, Radiology, WellFood and Ward 18 staff, and the orderlies, for the care and professionalism for my treatment during my unforeseen visit. They are an awesome bunch of people who work with incredible situations, demonstrate amazing knowledge and skill, show empathy, and have fun. Outstanding.

Martha Kahwema, Radiology

Your Medical Imaging Technologist Martha is an asset to your hospital. She is very good at her job and my x-rays were not as painful as I had feared.

Radiology, Burwood Hospital

A great facility, congratulations. The staff are just great, from first greetings onwards.

Christchurch Hospital shuttle

I have been using your shuttle service quite a few times lately and am very impressed with the service. It takes away the frustration of finding a park and using parking meters on the road. You always know you will be on time for appointments. The driver yesterday – Frank Harper – was very friendly and accommodating.

Radiology, Burwood Hospital

The woman who scanned me was absolutely lovely, great personality and made me feel really comfortable.

Ward A8, Christchurch Hospital

Magnificent nursing staff, very caring and professional.

Radiology, Burwood Hospital

Excellent staff, very reassuring, felt safe.

Radiology, Burwood Hospital

Great punctual service, thank you.

Di, Orderly, Christchurch Hospital

I would like to thank Orderly Di for helping me find my way to Ward 18. I was in such a state I wasn't thinking properly. She reassured me and helped me to find the lift and explained to go to level 3. She didn't stop there – when she saw me the next day coming in she asked how I was. What a lovely person, so caring and easy to talk to, a great asset to the hospital.

Ward A5, Christchurch Hospital

A massive sincere thanks to the medical staff who are looking after my wife. Also, the hospital is just amazing.

Radiology, Burwood Hospital

Fantastic service. All the staff were helpful and empathetic. I saw Basil, Chloe, Alex and Ashleigh – all lovely people. Gold star!

Renal ward, Christchurch Hospital

I would like to acknowledge the fabulous care my husband and daughter have had while here. From the doctors and nurses to the cleaners, all are very respectful and caring. Thank you.

Emma, Radiology, Burwood Hospital

Emma was fabulous.

Big Shout Out

To: Emergency Department (ED), Medical Observation, Urology, and End of life care, Christchurch Hospital

Over the last month, on three separate occasions, three family members have been unwell and had to go to hospital. In each case, an ambulance was called and we passed through the ED. My father passed away after a two-week stay and thankfully the other family members received urgent medical care and were discharged after a short stay (one in ED and the other after a two-day admission). On behalf of our family, I would like to pass on my sincere gratitude to all hospital staff and volunteers. Despite staff being busy and overloaded with patients, we were treated with respect, care and kindness with every visit.

Special thanks to the gentlemen in the morgue who treated my elderly mother with such dignity and kindness as we said our goodbyes to Dad. It is very scary to visit such a place but we were not rushed and we were allowed to sit with Dad for as long as we wanted. A kindly nurse, who had nothing to do with us, lead us to the right place, this was an example of kindness we received at every stage of Dad's passing. You are all doing a wonderful job, despite the staff shortages and overwhelming admissions. I am truly thankful to you all.

#carestartshere

Ā mātou kōrero – Our stories

Chairs a godsend for NICU staff and parents

The [Premmie Knitting Club](#) is a registered New Zealand charity made up of hundreds of volunteers who provide knitted items to Neonatal Intensive Care Units (NICUs) and other organisations across the country.

Describing themselves as a “virtual tribe of knitters” the group also fundraises for premature baby-related causes.

Christchurch Women’s NICU was recently gifted with six height-adjustable chairs from the Premmie

Knitting Club. These chairs are used by staff and parents as they tend to the babies in the NICU incubators. Being able to adjust the chairs according to the height of the carer and the incubator is a gamechanger and so much more comfortable for parents and staff.

Ka pai and thank you to all the Premmie Club knitters for this and all their generous donations.

You can follow the [Premmie Knitting Club on Facebook](#).



The Premmie Knitting Club donated six chairs to Christchurch Women’s NICU



One of the chairs alongside an incubator in NICU

Keep everyone safe this winter

Kōrero with whānau and check your vaccinations are up to date.

See your GP, or find your local COVID vaccination clinic here.

STAY WELL THIS WINTER



Ensuring vulnerable patients are in safe hands this winter



Jennifer Voice is feeling well cared for this winter, thanks to the support of the Care Coordination Nursing team at Riccarton Clinic.

The team is contacting patients with complex health needs to check on their wellbeing and to go through a checklist of what they may need to stay well during the cold months.

Care Coordinator Nurse Catherine Jordan says top of that list is to check if they need an Acute Plan created or reviewed. The plan supports clinicians to make decisions around the safe and effective management of patient's complex health conditions by sharing important information that can be updated in real time.

"Acute Plans, which are part of a suite of Shared Care Plans, are an important tool we have up our sleeve for this group of patients," says Catherine.

Jennifer and her husband Ron, who both have mobility issues, appreciate the team checking on their welfare, especially during Winter and with Covid-19 and influenza in the community.

"We are so pleased that people are thinking of us and that even though our health services are extremely busy, they still take the time to call us," says Jennifer.

"Having our Acute Plans makes us feel safe, because we know it's shared with other health professionals who also need to care for us. When you're too unwell and can't speak for yourself, the plan can speak for you."

Catherine says that having knowledge about patients' needs and medical preferences on hand, in one place, for everyone involved in their care means they can provide the best support while saving valuable time and resources.

"We're focusing on patients with Chronic Obstructive Pulmonary Disease (COPD) and older people who are particularly susceptible to complications from Covid-19 and influenza. We're also contacting patients with cognitive deterioration, diabetes, heart failure, mental health conditions and those needing palliative care support," she says.



From left, Jennifer Voice and Care Coordination Nurse Catherine Jordan

"To protect vulnerable patients, particularly during winter, we create Acute Plans with patients over the phone. Once we build that relationship, patients are comfortable to talk over the phone and during follow-up calls, they may share more about themselves and reveal other areas our team can support them with."

Riccarton Clinic has more than 350 Acute Plans in place currently. The plans are succinct and pertinent to the main concern, such as COPD. Patients like them because it stops them having to repeat their story each time.

"As well as Shared Care Plans, we also ask questions such as, do they have a plan if they get Covid-19, have they had their influenza vaccination, is their house warm enough, do they have enough food, and do they need taxi vouchers to help with transport," says Catherine.

"Patients appreciate us reaching out to them. We have the time to build a relationship with the patient and help them to navigate the services and support they need. This is also a great help to our practice team, who do not always have the time to offer this additional support during routine appointments."

It is a proactive approach to ensure they get the help they need, with the aim that it does not get to a crisis point. Some patients only need one phone call to ensure they have what they need, and others need more support.

“There is a lot of support out there, but many patients do not know what is available to them or need help accessing services. Sometimes people put these conversations in their back pocket; they may not need to act straight away but find comfort in knowing what their options are when they need them,” she says.

“We also do Advance Care Plans, which is about the patient’s choice around their end-of-life care. Our aim is to do more Personalised Care Plans (PCP) to see how these integrate into general practice. PCPs help patients and their healthcare teamwork towards health and wellbeing goals.”

Read more about the suite of [Shared Care Plans](#) [here](#).



Face masks are a way we can protect ourselves and others.

Te Kāwanatanga o Aotearoa
New Zealand Government

Unite
against
COVID-19

International Non-Binary People's Day

International Non-Binary People's Day is observed each year on 14th July and acknowledges and raises awareness around the issues faced by non-binary people.

The day was first celebrated in 2012 and the date was chosen for being precisely between International Men's Day and International Women's Day.

This day is dedicated to those who do not fit within the traditional gender binary i.e. those who do not exclusively identify as a man or a woman, or who may identify as both a man and a woman, or may fall outside of these categories altogether as gender neutral.

Te Whatu Ora Equity, Diversity and Inclusion Workforce Development Partner Akira Le Fevre (he/him) says in life we are faced with many binaries, light and dark, life and death, left and right, boy and girl, husband and wife - binaries, dualities and pairs.

"Binaries help us make sense of things, but for many non-binary people they may not feel that their body parts they were born with should bind them to a specific gender and their associated stereotypes."

It is important to acknowledge that not everyone fits into these binaries or stereotypes, that we are a world of complex and diverse people.

"There are many cultures and faiths that go back centuries that reference non-binary deities, beliefs and histories, we only need to look back at 18th century Europe when it was the norm for men to wear pink, high heels, wigs and makeup."

It is only the last century that gender stereotypes have migrated towards their current binaries, Akira says.

Te Whatu Ora ACC Redeployment Coordinator, Tom Notton who uses the pronouns they/them, says non-binary is an umbrella term for a whole bunch of different gender identities, such as gender fluid, gender queer and that for them identifying as non-binary means they reject any gendered labels or stereotypes that were assigned to their biological sex.

For Tom, using they/ them pronouns helps make them feel empowered about not falling into the binary spectrum of gender itself. It is important to remember that being non-binary is unique to each individual person.

"Personally, as a non-binary person I have had a really positive experience coming into Te Whatu Ora and my colleagues have been supportive and open to conversations and very respectful of my pronouns."

Tom's advice for supporting other non-binary colleagues or patients is to remember it's okay to get things wrong as long as you are asking questions, creating conversation and being respectful of people's pronouns.

You can watch [Tom's video here](#) and for more information around gender identities visit: www.gendeminorities.com/



Redeployment Coordinator
Tom Cotton



Closer to Home – A new transitional care pathway for ACC post ‘acute’ injury

What’s happening?

We’re changing some of the ways we care for people in Canterbury who are recovering from an ACC injury.

The care that we’re changing is in relation to people who have had an injury that has required acute hospital care, but who still need ongoing support with their recovery (because they are not yet able to use their injured arm or leg fully).

We usually call this phase of recovery ‘non-weight bearing’ care.

Previously, people who were unable to go home with these injuries have had to go to Ashburton Hospital for the transitional care part of their recovery, before moving to Burwood Hospital for their rehabilitation care. However feedback from patients and research has told us moving people away from their family/whānau to recover from injury is not best for the person receiving care.

A Transitional Care steering group has been working with several services who support those patients to find a better way of caring for people that is closer to home and meets the needs of the person and their whānau. That group has included input from teams such as Orthopaedics, Older Persons Health, Allied Health, Nursing, Planning and Funding and ACC.

Te Whatu Ora Health New Zealand Waitaha Canterbury

That group has initiated a new approach that means we can now work with local aged residential care (ARC) facilities to provide care for people nearer to where they live, working together with Allied Health rehabilitation teams in the community.

If they’re not already living in an ARC facility, where we are able, and where it’s appropriate for the person, we’ll also explore if that specialist care can be provided for the patient in their own home or the home of friends or whānau.

More information and questions

- › The new pathway flowchart for transitional care can be viewed [here](#).
- › You can read a set of detailed staff [FAQs here](#).
- › Hospital Health pathway –Transitional Care for Non-Weight bearing Patients can be [found here](#).
- › Any questions can be sent to Sandra.Chamberlain@cdhb.health.nz



**He Kaupare. He Manaaki.
He Whakaora.**
prevention. care. recovery.

New cook chill kit installed at WellFood's Hillmorton Campus kitchen

Canterbury's inhouse caterers WellFood have just seen the completion of a project to replace two critical components of their cook chill production equipment in their commercial kitchen based at Hillmorton.

Since 2006 the kitchen has supported the safe and cost-effective production of more than one million meals each year.

A cook kettle, and a cook tank/tumble chiller have been installed and following testing are now producing meals for Hillmorton, Christchurch, Burwood and The Princess Margaret hospitals, along with Meals on Wheels.

A bonus of the new equipment is that energy costs will be reduced, and with a significant number of meals being produced in one location many of our suppliers need only deliver to one place reducing transportation costs, says General Manager Commercial Services Rachel Cadle.

In 2006 Canterbury DHB invested in Cook Chill technology for the production of a significant number of the meal components for patient meals across the main hospital campuses.

"Unfortunately, the cook kettle equipment sustained some damage in the 2011 earthquake which was unknown until a longevity assessment was completed in 2018. After this assessment it was proposed that the cook kettle be replaced at the same time that a new cook tank/tumble chiller was procured," she says.

Our specialist cooks, Annie Sugrue and Dougal Blair, have been testing our recipes in the new equipment and are excited to start full menu production in the coming days.



The new cook tank/tumble chiller



The new tilting kettle

Pānui – Notices

Something For You



Something for You is the Te Whatu Ora - Waitaha Canterbury employee benefits programme. The deals offered are from the New Zealand business community to say thank you for all that you do.

[Click here](#) to see complete list of all food vendors who provide discounts to our employees.o.



Burgerfuel

- Hereford Street, Papanui Road

Receive free spud fries with BurgerFuel aioli when you purchase any large gourmet burger - show your staff ID instore to redeem.



Castros Tapas and Bar

- 100 Oxford Terrace, Riverside Market, Christchurch

Get 20 percent off food only, and special deals on large gatherings or events (enquire within). Ensure tables are booked online or by phone and mention Te Whatu Ora - Waitaha Canterbury at time of booking. Show your staff ID to redeem.



Gelato and Tea

-96 Oxford Terrace, Riverside Market, Christchurch Central

Get 20 percent off your food order - show your staff ID to redeem.

SUSHI SOLDIER

寿司
兵士

Sushi Soldier

- 255 St Asaph Street, Little High Eatery, Christchurch Central

Get 20 percent off your food order - show your staff ID to redeem.



Top in Town

- 91 Riccarton Road, Riccarton

Get 10 percent off all the menu (includes buffet) and 15 percent off all group bookings, of four or more people - show your staff ID card to redeem.



Burgers and Beers

- 32 Oxford Terrace, Eats on Oxford, Christchurch Central

Get 10 percent off lunch deal combos or receive free half-portion fries with the purchase of a dinner-sized burger. Show your staff ID to redeem.

Future of Health Challenge 2022

Te Papa Hauora is partnering with the University of Canterbury Centre for Entrepreneurship (UCE) again to hold the Future of Health Challenge for our tertiary students.

Also supported by Pegasus Health, the Future of Health Challenge is an opportunity for all tertiary students from all levels and disciplines to work together in teams to tackle one of the challenge questions set out by Te Papa Hauora Health Precinct.

The Challenge lets students engage with real issues facing the Health Sector in Canterbury and New Zealand. Students get coaching from UCE staff as well as mentoring and input from health sector experts.

At the end of the Challenge, teams pitch their concept to a judging panel of health experts with cash prizes up for grabs.

- › To be held at the Design Lab, 17b Print Place - parking available
- › Saturday 30 and Sunday 31 July - 9am to 5pm
- › Food and refreshments provided

Are you a student interested taking part in the challenge? [Click here](#) for more information and to sign up!

Future of Health Challenge



Centre for
Entrepreneurship





Latest news from CCN

The latest news from Canterbury Clinical Network (CCN) is out now

Read about funding for a programme which aims to support people recently released from prison to re-engage with their general practice in Canterbury has been extended, given the Government's continued commitment to Mana Ake, leaders from schools and community organisations who support tamariki and their whānau came together to discuss the future direction of the initiative and much more [here](#).



Te Papa Hauora is pleased to launch our Healthcare Innovator Spotlight Series, brought to you in conjunction with Via Innovations and ChristchurchNZ.

There are many incredible innovations happening within health in Canterbury. This video series highlights some of our inspiring people behind some of these innovations.

Our third innovator of our series highlighted is: Adam Hutchinson and his innovation oVRcome Virtual Reality app

'Serial entrepreneur' Adam Hutchinson developed the oVRcome virtual reality app to enable people with conditions such as anxiety disorders to access care in their own home. He talks about oVRcome's success internationally, and how the close-knit Canterbury community allowed him to film vital reality scenes for the app, including tarantulas at the museum.

Please keep a look out for the rest of our upcoming series, which you can find on our [webpage](#), [Facebook](#) and [Twitter](#).

1. Please find attached the banner for the overall series.
2. Please see the tile below which has the video link embedded into it
3. Also attached is the tile without the video embedded should you have trouble
4. Direct link to the Vimeo video: <https://vimeo.com/722326613>





TE PAPA HAUORA
The future of health

WINTER RESEARCH SERIES

Seminar 2 – 27th July
Improving health in Māori and Pasifika

Come and hear some of the latest research findings, and meet our researchers over tea and coffee. Held every three weeks at Manawa, Wednesday 4-5pm.

For more info: healthprecinct.org.nz

Brought to you by Te Papa Hauora and its partners





Te Papa Hauora's partners are coming together to co-host a series of research seminars.

Researchers from across the partnership will be presenting their research in five seminars, taking place every three weeks on Wednesdays, 4-5pm, in Manawa.

The next seminar 'Improving health for Māori and Pasifika' is taking place Wednesday 27 July in Room HP108 Manawa.

The seminars are open to those interested in research and meeting our local researchers.

- › For more information, please visit www.healthprecinct.org.nz/events
- › To register attendance, please email admin@healthprecinct.org.nz



On behalf of the local organising committee, we invite you to the 2022 Human Genetics Society of Australasia (HGSA) New Zealand Branch Meeting to be held on **Friday 2 September 2022** here in Christchurch. We aim to highlight local innovation to encourage conversation and nationwide collaboration across the various organisations involved in the delivery of diagnostic genetic testing, genetic counselling and research.

CALL FOR ABSTRACTS *NOW OPEN*****

Abstracts are invited on any aspects relating to human genetics for the HGSA NZ Branch Meeting 'Decoding Aotearoa'. The programme will cover various aspects of human genetics and genomics with a focus on the work being done in Aotearoa for the benefit of New Zealanders. An abstract submission form can be downloaded [here](#) and should be submitted no later than Monday 1 August, 2022. Notification of abstract acceptance will be within two weeks.

REGISTRATION *NOW OPEN*****

Registration is also now open and early registration is encouraged for this first face-to-face meeting of the New Zealand genetics community since the pandemic began. Please join us in Christchurch as we showcase work being done locally to unravel the human genome and better understand health outcomes for our unique and diverse population.

Registration is \$50NZD for current HGSA members and \$100NZD for non-members and is due by 12pm Thursday 1 September 2022. Registration forms can be downloaded [here](#).

QUIZ ANSWERS – How well do you remember 2012?

1. b Sir Bob Parker
2. c 100 years
3. d Kimbra
4. a 185 White Chairs
5. b The Chiefs
6. b 13 (6 Gold, 2 Silver, 5 Bronze)
7. c 2016
8. d Sanitarium Marmite
9. c Whitney Houston
10. a Tony Ryall

Reminder:

Under our current visitor policy, all visitors to our facilities must wear surgical masks.

STAY WELL
THIS WINTER

