



Detailed planning to make sure the move to Burwood is a smooth one

In under a month, up to 140 patients from the Older Persons' Health and Rehabilitation service currently based at The Princess Margaret Hospital (TPMH) will be on the move to their brand new purpose designed facilities at Burwood.

Every detail of the move to Burwood has been planned in minute detail and every patient will be allocated a chaperone from the New Zealand Defence Force Health Operations Group. There are hundreds of people involved behind the scenes, planning for every possible contingency, to ensure the move runs smoothly for our patients and their families.

A planning exercise took place last Friday at TPMH, where a desk-top exercise was held to step through the process from end-to-end i.e. from the patient's bed at TPMH to their new bed at Burwood.

Planning has been so thorough that the team has driven no less than seven different routes from Cashmere to Burwood to see which will be the smoothest and quickest route for ambulances and taxis to take.

Burnham-based members of the Joint Health Operations Group from the New Zealand Defence Force, Christchurch City Council (CCC) transport planners, and police joined a Canterbury DHB team that included project managers, an Older Persons' Health team, orderlies, IT, communications and clinicians to work out the precise details, and every possible risk of the move.

The plan is to move patients in stages, ward by ward, between Monday 13 and Thursday 16 June with one ward moving across each morning and one ward each afternoon.

Referrals from Christchurch Hospital will be on hold for a couple of days before the move, to reduce the numbers of patients at TPMH. However there will still be around 20 patients per ward who will need to be moved. The Older Persons' Health and



Above: Participants take part in the desk-top exercise to plan the move from TPMH to Burwood.

Rehabilitation Community Teams are going to be involved to support the migration of patients across to Burwood.

These are some of our most frail and vulnerable patients – most are aged over 85 – so we are doing everything we can to minimise the disruption. The safest approach is business as usual and we will aim to keep to usual routines as much as possible.

Last Friday's meeting was literally a bed-to-bed exercise complete with picture cut outs representing each piece of the move puzzle – each staff member, each vehicle, every wheelchair. Project Migration Coordinator Wendy Botfield facilitated the exercise as the groups ran through how the move would work – which medical staff need to be where, who would travel with patients, how many wheelchairs and stretchers will

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be needed and how will they be returned to TPMH for the next wave of moves. Every eventuality was covered: including will patients be moved onto stretchers in the wards? what if there is an earthquake before, or during the move? what if it is cold and raining on move day? what will be on the lunch menu? what would each person's job be on the day?

The CCC transport team and the police will advise if any route changes are needed on the day, and the Defence Force medical personnel have offered their services as chaperones for our patients, escorting them on each journey.

This is a true collaborative effort and I would like to acknowledge the countless hours of work that have already gone in to planning this move. I would also like to acknowledge the teams from the CCC and New Zealand Defence Force – our partners for this very important transfer of patients across Christchurch.

The distance from TPMH to Burwood Hospital is approximately 14km and is expected to take at least 30 minutes each way. We expect there will be up to 140 patients to transfer over the four days.

These patients will join the hundreds of patients at Christchurch Hospital whose hospital stay has included an unexpected move. Due to earthquake repairs over the past five years at Christchurch Hospital most services have had to move at least once. Patients and their belongings being transferred from one ward to another became an everyday occurrence and these moves went very smoothly.



Staff and public open days of the new facilities at Burwood Hospital

A reminder that staff are invited to pop out to Burwood Hospital to have a look around before the patients move in. There are sessions for staff on Friday 27 May: 10am-12pm and 3pm-5pm. The public open day will be held on Sunday 29 May from 10am – 2pm.

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Māia Foundation set to launch

Next month a new charitable foundation will be launched to encourage and receive donations. It will be called the Māia Health Foundation – Māia is Maori for bravery or courage.

Māia will be an independent trust that will further engage our community to raise funds for projects that contribute to making our health system even better. It will launch with an initial fundraising target of just over five million.

This amount will help fund two major projects for the new Acute Services Building on the Christchurch Hospital site – a helipad with a clinical support unit, and enhanced facilities in the new children's wards. While our funding covers the basics, the Māia Health Foundation will help us add the extras to make them world class.

There will be many ways to donate, including corporate partnership opportunities, individual donations, bequests, or at one of the many events planned.



Māia Health Foundation

Privacy Week 9-14 May: 'Privacy is in your hands' is the theme

9 -14 May 2016 is Privacy Week. Privacy Week is an annual event which aims to raise awareness of privacy and privacy issues across the public sector. The theme this year is "Privacy in your Hands" with 12 May marked as 'Right to Know' Day. This highlights Principle 6 of the Privacy Act - the right to access information about yourself from an organisation.

If you have any queries in relation to privacy matters, please contact legal.services@cdhb.health.nz

More information can be found on the [Privacy Commissioner's website](#).

A series of [four posters](#) (example to the right) have been developed in conjunction with the Department of Internal Affairs on the importance of privacy in relation to valuing your colleagues and users/customers of services. Click on image for printable versions.

David Meates
CEO Canterbury District Health Board

Privacy, it's in your hands

How do we keep our customers' trust in a digital world?



- Be open about the information we collect and how it will be used
- Keep information safe

Privacy is an opportunity to maintain trust

New Zealand Government

Facilities Fast Facts

Fast Facts – Burwood

A different perspective on the new main entrance in this photo, taken on April 21:



Dan Coward's latest video about the most recent developments in SI PICS (South Island Patient Information Care System) is now available to view on screen at Burwood and TPMH, as well as on the [intranet](#).

A migration planning exercise was run on Friday 7 May to establish procedures for the move of patients from wards at The Princess Margaret Hospital to their new wards at Burwood Hospital. The moves will take place in the week beginning June 13.

Fast Facts Christchurch

A short timelapse video of the first steel framing for the Acute Services building being bolted into place is available to view on the [intranet](#) and on the CDHB website. The framing work is beginning in the far northwestern corner of the site, on what will eventually become the West Tower of the Acute Services building.

Further geotechnical work for the "front of house" area in front of the Acute Services building was completed around Hagley Outpatients last weekend.

Outpatients update

Design work is continuing for the workspace areas in the Outpatients Building. User representatives for each floor have met with the Design Team this week to further establish the workspace requirements for the staff who will be based in the building and to continue refining the floor layouts. Thirty-two staff have also visited the Opus office this week to see an open plan workspace that is similar to the planned Outpatients Building workspaces. Staff have found this a very helpful experience in better understanding how an open plan office looks and feels as well as how various furniture solutions can be used to break up spaces and provide clever storage.



Bouquets

Plastics, Burwood Hospital

- » I have nothing but praise for the lovely staff here. They were very caring which made my ordeal a lot nicer than I was expecting. So a big thank you to all the staff that attended to me.
- » Great team, fantastic care. Nice to be treated with respect. Good, casual professional approach. Thanks team, much appreciated.
- » Amazing care and information from all staff, reception to nurses to doctor. Thanks so much. Instils confidence.
- » Wonderful care from all staff – such kind, helpful people.
- » People here are so good! Excellent care.

Ward 11, Christchurch Hospital

My stay has been and still is (I'm still here) nothing but positive, nursing and all allied staff down to cleaners are excellent. I'm making very good progress and I'm sure the above goes a long way to achieving this goal.

Outpatients, Christchurch Hospital

I would like to commend the team of nurses and staff who kindly and professionally helped me and dressed my wounds where I had a fall on my way to an appointment. Wonderful. Thank you all.

Reception, Christchurch Hospital

Please, please, please acknowledge Tom who works at Front Reception, whilst all the staff there go a great job he really goes the extra mile. He is welcoming, ensures patients feel like nothing is a problem and also assists staff. Thank you Tom for being the star that you are.

Oncology, Christchurch Hospital

Chemo suite staff all very pleasant and

professional. Jim Edward and his staff totally professional and helpful. Melissa James from Radiation always helpful and available. Thank you.

Ward 14, Christchurch Hospital

No complaints at all. First rate.

Park & Ride, Christchurch Hospital

Shuttle service car park to hospital and return. Brilliant.

Eye Clinic, Christchurch Hospital

Very impressed with Luke's (nurse) compassion with a patient that was in pain. Explaining and took the time to make sure the patient was comfortable. Found in other visits here very helpful and approachable.

Ward 28, (Nephrology and Neurosurgery), Christchurch Hospital

Fantastic service from all staff. Thank you very much, particularly Sarah, physiotherapist.

Emergency Department, Christchurch Hospital

Thank you to the team for looking after my husband in particular, Mel. We really appreciate your positive attitude and keeping us informed about what has been going on. And to the lovely St John ladies Therese and one other, for making me tea and milo for our son.

Surgical, Christchurch Hospital, Mr Flint and Registrar Ben

Late last year I had a surgery. Six months post-surgery I wish to send my sincere thanks. The surgical team undertook a medical intervention in a professional way. This surgery has changed my life. It has been a long time since I have felt so well. I recognise that, at times, I was a challenging patient. My previous hospital experience was my

only point of reference. I could only imagine that this surgery would play out

to a similar past experience. I was not very trustworthy of the process. There were many 'Ben's' during my stay.

One registrar, Ben, shared that he chose this profession to make a difference to people and to their lives. I would like his comment to be acknowledged, that yes, his medical assistance did assist in changing someone's life - mine. It has been harrowing at times, yet over the last six months I can look back at how far I have come. When people ask me, 'how are you?' I enthusiastically reply, 'I AM SO WELL!' Thank you to the nurses and support people, especially to Mr Flint, your career choice, the team of people around you, have assisted in changing my life.

Ashburton Maternity

Thank you all so much for the amazing care we received during the birth of our daughter and our stay at Ashburton. We could not have asked for anything more and we thought you were all amazing! We look forward to meeting you again in the future where we will happily return to have more babies.

Ward 1, Ashburton Hospital

What an awesomely friendly place. My father was in here for a few days and I am so impressed with the friendliness of the staff - the CPIT students are friendly and the nursing staff also. Well done Ashburton Hospital.

Surgical Assessment Review Area (SARA) and Ward 15, Christchurch Hospital

Recently I had surgery and was in SARA and Ward 15. I would like to heap praise on your nurses in these wards as well as the doctors. Thanks.

Redesign of Canterbury's Community Services

Canterbury's Community Services are undergoing a redesign to make sure they are best satisfying the needs of Cantabrians.

More than 70 people from across Community Services attended a workshop last Friday to provide input into the redesign.

Held at The Design Lab, the workshop brought together a wide range of perspectives to discuss the vision for Community Services.

Chair of the [Community Services Service Level Alliance](#), Donna Hahn said it was an important opportunity to take time out and think about the future.

"In Canterbury community service providers have worked together in an alliancing approach to provide flexible, integrated and responsive community services that help people to live safely within their own homes and communities.

"This successful way of working has contributed to a reduction in aged residential care admissions and shorter hospital stays for older Cantabrians, ultimately helping people to stay in their own homes for longer.

"But with increasing demand for community services as our population ages and we provide more care at home, it's time to pause for a moment and consider how we can redesign the model to make sure we're providing the best care for people. We wanted to hear from those providing or impacted by Canterbury's community services about what they feel are the emerging areas of concern and opportunities for improvement."

[Read more](#)



'Hot Tips' from the Child Health nurse educators

The May [edition](#) of Hot Tips is available now.

Inside this edition:

What Ombudsman, Ron Paterson, recently had to say about communicating with patients, a round up of how we're doing in Child Health with hand hygiene and family violence screening, some great staff reports on character strength and striving to do better things and International Nurses Day: Tips for improving health system resilience in Child Health nursing practice.

Canterbury Grand Round

Friday 13 May 2016 – 12.15pm to 1.15pm
with lunch from 11.45am

Venue: Rolleston Lecture Theatre

Harkness Health Care Policy and Practice Fellowship 2016 Report-Back Seminar

Presented by: Helen Mason M.B.A, R.N (2014-15 Fellow)

The Commonwealth Fund, a US-based foundation, brings promising mid-career professionals - government policymakers, academic researchers, clinical leaders, hospital and insurance managers, and journalists - from New Zealand to spend up to 12 months in the United States as a Harkness Fellow in Health Care Policy and Practice.

Join this seminar to hear the project findings and highlights of the Fellowship year from the 2014-15 New Zealand Harkness Fellow, Helen Mason, who is currently Chief Executive of the Bay of Plenty District Health Board. Helen will share her principal findings and conclusions along with some of the highlights of her year as a Harkness Fellow based at the Institute for Healthcare Improvement, Cambridge, Massachusetts.

“Improving end-of-life care and advance care planning”

The population older than 80 years of age is expected to grow almost 10 percent over the next 40 years for the OECD countries, including the United States and New Zealand. There is strong evidence that patients often do not get the care they want and / or need towards the end-of-life. Given this increasing cohort facing end-of-life, there is a strong imperative to identify options to improve quality towards the

end-of-life.

The research objectives were to identify:

- » the strategic context/policy setting for embedding and supporting advance care planning;
- » key success factors to implementation and whether there are existing systems which can be built on to support implementation.

Chair: Mark Jeffrey

Video Conference set up in:

- » Burwood Meeting Room
- » Wakanui Room, Ashburton
- » Administration Building, Hillmorton
- » TPMH, Level 1 Meeting Room
- » Pegasus, Room 2, 160 Bealey Avenue

All staff and students welcome.

Talks will be available within two weeks on the [intranet](#)

Next Grand Round is on Friday 20 May 2016

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



Resource Person Training

The next PDRP (Professional Development and Recognition Programme) Resource Person training has been rescheduled for Thursday 16 June 2015. To book email Adriana.Humphries@cdhb.health.nz.

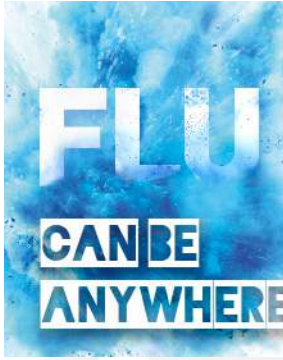
Becoming a resource person

PDRP Resource People are integral to the success of the PDRP and are valued highly. They form the backbone of the Professional Development and Recognition Programme and are located throughout the organisation. Their role is to be sources of information for nurses applying for the PDRP. PDRP Resource Staff are trained to answer questions relating to the programme, and to be available to applicants for portfolio coaching and/or recommendations.

PDRP Resource Staff are nominated by their line managers and will regularly attend education sessions and updates. They are not assessors.

A PDRP Resource Person will have completed the following:

- » Successfully completed their own PDRP submission;
- » Received approval from their Nursing Line Manager to be a Resource Person; and
- » Signed up to attend a PDRP Resource Person training day.



Flu can be anywhere - Flu vaccination a responsibility and best for health and wellbeing

Getting a flu vaccination is the responsible thing to do and it doesn't hurt a bit, says Director of Allied Health, Garth Munro.

"I consider getting a flu vaccination consistent with my clinical and leadership responsibility towards patients, my work colleagues and family.

"Don't listen to stories of 'pain and suffering'! The nursing staff providing the service are wonderful and I never felt a thing!"

Being vaccinated is consistent with the Canterbury DHB's Care and Respect mantra and also part of his own health and wellbeing strategy, Garth says.

"Prevention of ill health via vaccination also forms an important part of my other self-management strategies including work life balance, physical fitness and mindfulness.

"I would encourage all CDHB staff to get vaccinated for similar reasons but also to show our commitment to our high value role to care for our patients."



Above: Garth Munro.

Children very 'kind' at sharing germs

Plunket New Zealand is really committed to not only protecting staff from illness but also supporting families to get immunised. Providing free influenza vaccinations for clinical and administration staff is part of this commitment.

Plunket Southern Region recently held a staff flu vaccination clinic at its Christchurch offices. More than 20 staff took the opportunity to get their vaccination and vouchers have been sent to staff unable to make that clinic and those in outlying areas, which can be presented at their general practice.

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Anne Feld, one of Plunket's Clinical Service Managers for the Southern Region, says their primary function is to protect clients and their children. The service sees 93 percent of new babies in Canterbury each year.

"We see a lot of families and we know that children are very kind at sharing germs. We don't want to become part of an illness - sharing chain. Our visits are multi-issue, we take every opportunity to promote and discuss immunisation with every family we visit," says Anne.

Anne says that 75 percent of Canterbury (Southern Region) staff were vaccinated against flu last year and she expects at least 80 percent this year through either the clinic or a visit to their general practice.

Staff influenza vaccination clinics

Influenza can be anywhere - get immunised

It's time to protect yourself, your whānau, your patients and your community from influenza (flu).

[View the clinic times here.](#)

Canterbury
District Health Board
Te Pōwhiri Hauora o Waitaha

Influenza.
Don't get it.
Don't give it.

FLU
CAN BE
ANYWHERE

YOU COULD COME IN CONTACT WITH INFLUENZA ANYWHERE, ANYTIME. GET IMMUNISED. THE VACCINE IS FREE FOR ALL STAFF.

Department of Psychological Medicine University of Otago, Chch & SMHS, CDHB Clinical Meeting

Tuesday 10 May 2016, 12:30pm – 1:30pm

Venue: Beaven Lecture Theatre,

7th Floor, School of Medicine Building

Title: Anxiety Disorder changes - a multisystem approach to manage the demand

Presenter: Associate Professor Caroline Bell

Special notes:

These meetings will be held on a weekly basis (except during school holidays) and the details of the next meeting will be emailed to you in advance.

» A light lunch will be served at the School of Medicine venue from 12 noon.

» Psychiatrists can claim CME for attending these meetings.

» The sessions will be broadcast to the following sites:

For PMH attendees the venue is the Child, Adolescent & Family Inpatient Unit, Ground Floor. Access is from the main reception at TPMH.

For Hillmorton attendees the venue is the Lincoln Lounge, Admin Building, Hillmorton Hospital.

The dial in address is: Psych Med Grand Round.

If you have difficulties dialling in please call 0800 835 363 to be connected.

An improvement is coming to Canterbury's Care Plans

Thank you to all clinicians who have written or contributed to Acute and Advanced Care Plans. In the coming months you will notice a change to the current plans. The changes will improve accessibility, performance and overall usability.

What is care planning?

Care planning provides an opportunity to share information between clinicians who are involved with a person's care, including the individual themselves. Types of care planning include:

Acute Care Planning

Acute care planning is a process that helps us safely manage patients with complex health conditions and support patient self-management. An Acute Care Plan is an editable plan shared across the members of a patient's care team that supports clinicians to work together.

Advance Care Planning

Advance care planning is a process of thinking about, discussing and writing down a person's wishes about the types of medical care and treatment they want to receive in the future, in particular towards the end of their life or at a time when they are not able to make their own decisions. Advance Care Plans help guide the healthcare team to provide the care the patient would want if they are ever too unwell to tell us.

What is changing?

In Canterbury, Acute Care Plans and Advance Care Plans are currently shared through a secure platform called the Connected Care Management Solution (CCMS).

Following an investigation to ensure that we are using the best tools that are fit for purpose, the decision has been made to incorporate Care Planning functionality into Health Connect South, accessible to primary care via HealthOne.

Will it affect me?

During this transition the changes will have very little impact on the care planning or the advance care planning processes, but will have significant benefits such as increased visibility to care providers across the health system.

You should continue to use the existing processes, as you normally would. You and your patients can be reassured that all existing plans will be transcribed across to the new technology, so no information will be lost.

We'll let you know the dates and confirm the changes as work progresses.



More information

If you want to know more about care planning or where to find the new template contact:

Acute care planning: Rebecca.muir@ccn.health.nz or Donna.hahn@ccn.health.nz

Advance care planning: jane.goodwin@cdhb.health.nz

New diabetes Chair says multifaceted and integrated services are the key

The new chair of the Integrated Diabetes Services Development Group says the inevitable diabetes epidemic could be disastrous if health services are not integrated.



Above: Mark McGinn

Mark McGinn has accepted the role of Chair of the Integrated Diabetes Services Development Group (IDSDG) under the Canterbury Clinical Network after Gordon Davies stepped down following many years of service.

Mark is well positioned to support the Integrated Diabetes Services programme in enabling easier access to care and information for people with, or at risk of diabetes.

“I’ve had an interest in diabetes for a while. A family member has Type 2 and I was associated with a review of the Diabetes Centre several years ago,” Mark says.

“If it’s not already the case, diabetes is shaping up as an epidemic in the community and therefore its impact on community health and resources could be disastrous without multifaceted and well integrated services.”

When asked what he hopes to achieve during his time as Chair, Mark says he will look to supporting the ongoing beneficial work of the group.

“A certain politician once said he hoped to leave the PM office with the country no worse off than when he started. It didn’t sound very ambitious but in this case, my predecessor has made an enormous contribution to the health system. So to honour his legacy would be one thing.

“Potentially, I’d also like to help the group in any way I can to increase its overall influence and effectiveness, and be of service to the programme manager, Deborah Callahan.”

Integrated Services Programme Manager, Deborah Callahan welcomed Mark on board.

“This is an exciting time for the Integrated Diabetes Service as we continue our work to assist people with diabetes to look after themselves better and get the support they need.

“While we’re saying a sad farewell to Gordon, who has been instrumental in leading us through many of the achievements we’ve seen for diabetes health services over the past few years, I’m excited to welcome Mark on our journey. I have no doubt that Mark’s years of experience in health and development initiatives put him in great stead to lead us as we aim to provide better care closer to people’s homes and communities.”

Priorities for the Integrated Diabetes Services programme in the coming year include a focus on pre-diabetes, children and youth, Maori and Pacific peoples.

Mark brings more than 25 years of experience in line management and consulting positions in both public and private sectors.

He already has involvement with the Canterbury Clinical Network through the Standing Orders Development Group and is involved across multiple different areas of the Canterbury health system.



Rugby Sevens success

Hagley Outpatients Booking Co-ordinator, Sui Pauaraisa, has been selected to play for the Samoan Sevens rugby team.

This is hugely contested with trials in places around New Zealand and Australia.

Sui, a flanker, started off playing Rugby Union for Belfast Rugby Club in 2010 then moved to the "Suburbs Angels" team, Hoon Hay. Before long she made the Canterbury 15s team.

In November last year, along with other members of "Suburbs Angels", she competed in the Sevens tournament in Rarotonga, which her team won. Sui then joined the Canterbury Sevens team and made selection for the New Zealand national Sevens team at the start of this year.

She attended trials in Wellington for the Samoan Sevens team and was one of only two players in the South Island to make it.

Sui was born and raised in Samoa and came to New Zealand at the end of 2000. She went to school in Auckland and lived there for 10 years before moving to Christchurch in January 2010.

Sui trains every day, as well as working full time, and being a mother of two girls aged seven and eight.

"You have got to be fit. It's fun," she says.

Sui, who plays hooker, prop and midfield in Sevens, says success on the rugby field is all about building character and team work.

"As a mum you need to believe in yourself and not give up. When you have that passion for the sport you couldn't stop doing it and you have got to take opportunities that come."

She is hopeful the Samoa Sevens team will make it to the Rio Olympics. Sui is grateful for the support of her colleagues in Hagley Outpatients, as well as her husband, daughters and other family and friends.

Hagley Outpatients Clinical Team Leader, Lisa Williams, says Sui is a true asset to Hagley Outpatients and lives out Canterbury DHB's values.

"She makes us smile each day and we couldn't be prouder of her inspiring sporting achievements."

The team held a bake sale for Sui's last rugby trip, as sadly these trips are not well funded, so any fundraising or sponsorship ideas would be gratefully received, Lisa said.



Above:: Sui with her daughters, left, Julliana aged 7 and right, Marilyn-rose aged 8.



Above: Sui in her Samoan Sevens team uniform.

Displaying initiative during April Falls month

Now that April Falls is over for another year, it's time to celebrate some of those people who took the initiative and did their bit to raise awareness and refocus their teams on preventing falls.

These photos are just some of the displays put together by teams at The Princess Margaret and Hillmorton Hospitals – there are bound to be others at our other sites. There were no prizes this year, so all the more credit should go to everyone who contributed when there is so much else going on. Well done to everyone concerned.

In the Psychiatric Services for Adults with Intellectual Disability (P.S.A.I.D.) Inpatient Unit, Hillmorton Hospital, the April Falls Awareness Campaign used visual imagery to express the Falls Prevention message. By using an image of the eyes of each staff member (all known to the inpatients), the “watching for falls as a team” message emphasises the importance of managing the risk of falls.

Lilian Margetts, Occupational Therapist at Hillmorton's PSAID Inpatients Unit, (pictured with her display) wanted to explain why displays are so important in her particular specialist care environment.

“Patients who are admitted to PSAID present with complex, clinical issues affecting function, including communicative and non-communicative ability,” explains Lilian. “Alternative means of communication, often visual, are developed to better suit our particular patient environment.”

The PSAID Inpatient Unit has adopted the new Fall Prevention Visual Cues and are the first to use the new Post Falls Clinical Pathway in a Specialist Mental Health Service inpatient setting - it will be rolled out across other SMHS areas during the coming months.



Above: Lilian Margetts in front of her display at PSAID Inpatients.



Above: Another eye-catching display at PSAID.



Above: TPMH Ward 2a.



Above: TPMH Ward 3a.



Harm from hospital falls reducing

Falls Prevention in our hospitals focuses on patient assessment, leading to individualised strategies that keep each patient safe - including strategies that continue to keep them safe from falls after they leave hospital.

In Canterbury DHB Hospitals between 1 July 2015 and the 31 March 2016 there were:

- » 1,682 falls
- » 457 of those falls resulted in an injury
- » 19 of those injuries were serious, with 17 of these serious injuries occurring in patients aged 65 years and older.

On a more positive note we are starting to see a decrease in falls resulting in injuries in hospital whilst total falls numbers have remained relatively stable over time.

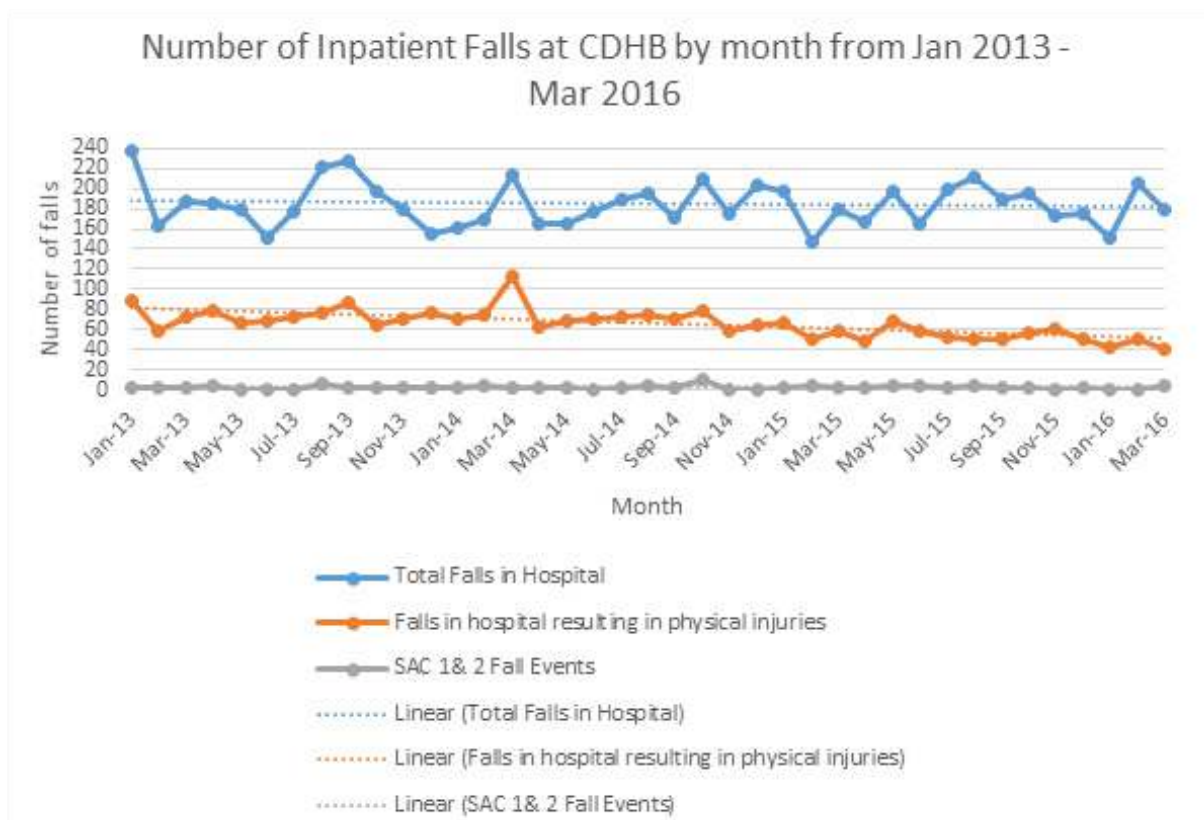
So what are we doing differently? Current thoughts attribute this reduction in injurious falls to:

- » The introduction of the mobility plan with a standardised set of Falls Prevention Visual Cues – these tools put an emphasis on safe mobility instead of identifying patients at risk of falling, and uphold the principle that falls prevention is everybody's business.
- » The introduction of the Post Fall Clinical Pathway which is used after every fall to ensure appropriate care and review takes place – the goal is to prevent the next fall. This tool also promotes a medical review after every fall and multi-

disciplinary team involvement in the post fall review.

- » The use of Low Low beds
- » The effects of the Releasing Time to Care programme eg well organised ward module helps to reduce bedspace clutter
- » The introduction of new electronic incident reporting system Safety 1st – data can be used to help identify opportunities for improvement
- » Our annual Falls Prevention campaign to raise awareness across the system

We have a Hospital Falls Prevention Steering Group that directs and prioritises the key workstreams targeting fall prevention, regularly reviewing our data and progress. The initial workstreams focused on standardising processes and tools across our hospitals – recognising that it is the same patient who travels through our system. The latest of these workstreams has seen a new look patient and family pamphlet on 'Reducing your risk of falls while in hospital' developed. The new and improved pamphlet will be released soon – it includes the new visual cues and encourages patients to 'Call, don't fall'.



Harnessing the awesome power of chocolate cake, for clean hands

Anyone who has children, or indeed mudcake but no fork, will appreciate the irony in the title. But chocolate is a powerful motivator, and the Quality team has no qualms about using it for good.

Way back in February now, the Christchurch Quality Team led by Shona MacMillan wondered if we could try something different to raise awareness of Hand Hygiene in our goal to reach the expected national standard of 80% compliance. We are close at 78%, but not quite there yet.

Moment 1 was chosen for the Christchurch Focus in the February initiative. Moment 1, before patient contact – Clean your hands before touching a patient to protect them against harmful germs that may be carried on your hands. And how does chocolate cake fit into the story?



Above: Ward 17 Hand Hygiene winners.

Put simply, it is referred to in more polite circles as 'a reward', recognising that many of these creative ideas were already out there. Sharing ideas, having a bit of fun and stimulating interest among your colleagues are all equally important in the quest for 80% and beyond. And if getting your clean hands on the most sinful chocolate cake imaginable to share with the team gets your creative juices flowing anew, then all the better.

Who'd have thought it, the initiative worked! And staff on the Christchurch Campus certainly responded to the challenge!

And because it worked, and because nothing beats an enthusiastic local initiative, we are going to do it again. This time, it's open to anyone, anywhere in Canterbury DHB - there's no monopoly on good ideas.

We'll need your entries during May and will share some of the best ones as they come in. With World Hand Hygiene Day falling on 5 May we have made the whole of May Hand Hygiene Month. Here's what you need to do to enter:

May is Hand Hygiene Month – look out for these eye-catching badges

Tell us what your team has done, or is planning to do to improve hand hygiene and to support patients to help. Email your entry to quality@CDHB.health.nz, and don't forget to include the name of your team, your contact details and where you work. The draw and delivery of the cake will take place in mid-June. We will announce the winners then.

Have fun reading these examples. These are only a couple of the entries, we'll share more through the rest of May. I hope they stimulate some ideas for your team, or simply prompt you to share the good things you are already doing.



On the 29 February 2016 the Physiotherapy Department at Christchurch Hospital confirmed our commitment to patient safety. We pledge to have clean hands for every point of contact with our patients

Study into vitamin C's effectiveness in treating intensive care patients

A Christchurch researcher is undertaking New Zealand's first study of vitamin C's potential as a treatment for intensive care patients with sepsis.

Dr Anitra Carr is doing the clinically-relevant work with support from the Health Research Council (HRC). She was recently awarded a \$500,000 Sir Charles Hercus Health Research Fellowship for promising emerging researchers.

Dr Carr works at the University of Otago's Christchurch health campus with its Centre for Free Radical Research.

She says sepsis is the main cause of death in intensive care patients. Rates are increasing and treatment options for the life-threatening condition are limited. Patients with severe sepsis often develop cardiac dysfunction and dangerously low blood pressure (known as septic shock) and are given drugs to stabilise their cardiovascular function.

Dr Carr's hypothesis is that cardiac dysfunction, and resulting drug treatments, could be avoided if patients had appropriate vitamin C levels. When sepsis patients experience cardiac problems, they are often given drugs to stimulate the cardiovascular system. Dr Carr says vitamin C is potentially involved in a similar natural process, and if levels were high enough patients might not need as much medication.

Dr Carr will carry out a clinical trial in Christchurch where people with sepsis are given the vitamin to see if this intervention results in a better recovery or survival. She will be trying to find out whether the positive biological effects of

vitamin C translate into an improvement in patient outcome, which has been reported in a smaller study overseas. Her study will also involve comparing vitamin C levels with severity of illness and whether this contributes to progression of sepsis.

HRC Chief Executive Professor Kath McPherson says the Sir Charles Hercus fellowship is a really important opportunity for New Zealand's up-and-coming scientists to consolidate their research career, and "we're delighted to be able to support Anitra in this way."

Dr Carr says she is very grateful to the HRC for the funding that will allow her to carry out clinical research that will have a positive impact on the outcomes of critically ill people and potentially even save lives.



Above: Dr Anitra Carr

South Island Alliance Update



2 May 2016

The May 2016 [edition](#) of South Island Alliance Update is now available online.

Highlights in this month's issue include:

- » InterRAI student collaboration
- » Nurse Practitioners have their say
- » Interdisciplinary learning workshop
- » Celebrating ERMS one millionth referral

...and much more.

Read the full May issue [here](#)

One minute with... **Moira Rihari,** **Hyperbaric Technician Officer**

What does your job involve?

Operations, safety management and maintenance of the hyperbaric chamber; Prepping the chamber making sure all aspects of operation are in good working order; Patient safety and comfort during Hyperbaric Oxygen Therapy (HBOT).

Why did you choose to work in this field?

I love diving and took an opportunity from people I know.

What do you like about it?

I enjoy the scientific and history of diving. It's different and I like the challenge and complexity of its operations. Especially with new technologies and design plans for operations of the clinical hyperbaric chambers.

What are the challenging bits?

When on call it can be a bit of a lucky dip, from a diver with type one decompression illness, a central retinal artery occlusion to a ventilated soft tissue necrotic infection. These cases require a different treatment table and different types of care. That can be challenging and also rewarding at the same time.

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

There is no one in particular, I feel we all walk different paths therefore we are all trying to accomplish a balance in some way or another.

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

I feel and have always felt, that you need to treat others as you would like to be treated.

One food I really dislike...

Animal organs bluuuugh!!!!

The last book I read was.....

As much as I love to read, my six month old daughter has made it a challenge. So I guess the last book I did read was Home Birthing.

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

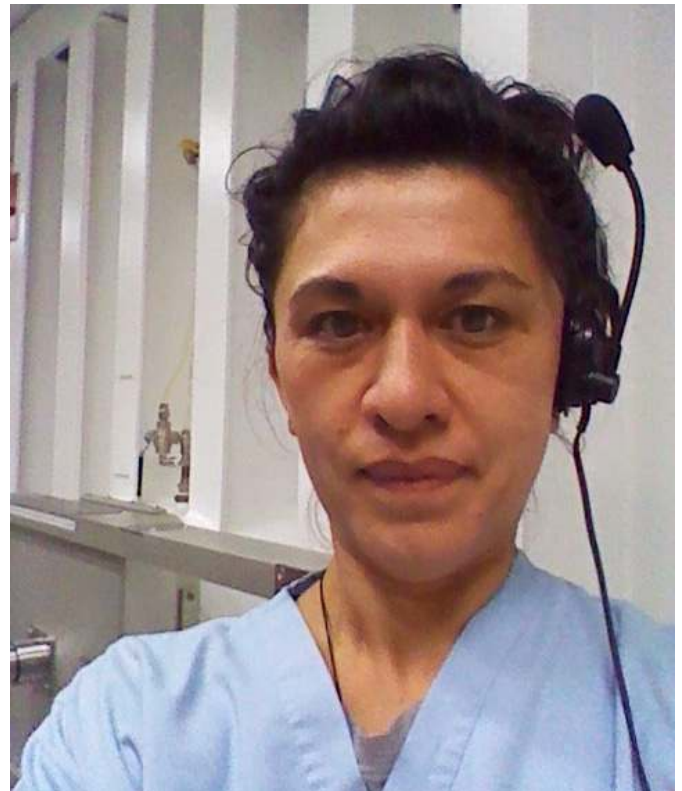
At the bottom of the ocean looking up.

My ultimate Sunday would involve...

Something adventurous with the whanau and some great food.

What's your favourite music...

I enjoy a mixture depending on my moods and where I would like to go and reminisce, as I feel music takes me to a special place.



Above: Moira Rihari

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



Issue 25 [11 April–1 May 2016]

Issue 25 of the Open for better care e-newsletter is now available [online](#). Included in this issue:

» How leadership helps to reduce harm from falls

- » It's incredibly healthy to have a conversation about what's most important to you
- » 'KoLaboration' map showcases quality improvement projects
- » Nominations open for Ko Awatea excellence awards



Staff Wellbeing Programme: Mindfulness sessions / Wellbeing Workshops

Mindfulness sessions

Mindfulness is a proven technique to help manage stress and promote mental wellbeing.

Anyone welcome – no experience necessary. When you arrive just introduce yourself to one of our wonderful volunteers who run these sessions.

Available at main hospital sites. [Click here](#) for details

Wellbeing workshops – be in quick to secure your place

New strengths-based workshop – available to Managers / Supervisors. [Click here](#) for more information and [click here](#) to register.

We are also running another series of the very popular Staff Wellbeing Workshops – this is the same workshop offered in 2014 / 2015. [Click here](#) for more information and [click here](#) to register – available to all staff.

Financial/retirement & home loan planning – next sessions at Christchurch Campus 10 and 11 May

Following the success of last year's programme we are again teaming up with Westpac to offer free onsite appointments (30 minutes) with a registered financial advisor or home loan expert. [Click here](#) for more information and to book an appointment.

CDHB Golfers – next game at McLean's Island 15 May at 10.00am

Anyone welcome. Contact Jamie.Browne@cdhb.health.nz for more information.

Residential Advisory Service (RAS) – FREE legal advice for EQC/insurance issues

This service is currently only funded until the end of the year, so contact them now if you'd like FREE independent legal advice.

[Click here](#) for more information.

Understanding Incontinence

Final presentation is at Burwood Hospital - Wednesday 1 June.

[Click here](#) for more information or [click here](#) to register.

See www.continence.org.nz for more information on incontinence.

Over 30 classes a week across main DHB sites – yoga, Zumba, Pilates, mindfulness

Updated timetables available on the [Staff Wellbeing Programme intranet page](#).

Free counselling available to all staff

Free and confidential counselling is available to all staff – for work or personal issues. [Click here](#) for more information.

Andy Hearn
Staff Wellbeing Coordinator
Canterbury and West Coast DHB
Phone: 03 337 7394 | Ext: 66394 | Mobile: 027 218 4924
andy.hearn@cdhb.health.nz

New Zealand Inter-professional Healthcare Team Challenge 2016

We are looking for healthcare students and/or new graduate health practitioners to participate in the 2016 Inter-professional Healthcare Team Challenge. The competition in Canterbury will be held on 17 June 2016.

The inter-professional Healthcare Team Challenge:

- » Provides an authentic and fun inter-professional experience.
- » Increases understanding of how inter-professional learning and working contributes to effective patient care.
- » Enhances knowledge, skills, attitudes and behaviours in relation to inter-professional practice.
- » Enhances knowledge of the roles and contribution of others.
- » Expands professional networks and develops friendships.

How to get involved: If you are a final year health student and are interested in participating in the inter-professional team challenge, please contact: keryn.burroughs@cdhb.health.nz or Julie.Grenfell@cdhb.health.nz

A meeting will be held on 13 May 2016 for all interested participants – details will follow as to venue.

The Inter-professional Healthcare Team Challenge Final will be held at the New Zealand Inter-professional Health Conference on 4 July 2016. For more information on the conference visit www.nziphc2016.co.nz



The Canterbury Health System Quality Improvement and Innovation Awards are back!

Improvement projects can be submitted in poster format or the standard written submission.

Entrant materials are now available, please visit the [Awards Page](#), at Quality and Patient Safety.

We are accepting Expressions of Interest for written submissions from project teams until 20 May.



Canterbury Health System Quality Improvement and Innovation Awards 2016

The Awards recognise, reward and publicly acknowledge the excellent quality improvements and innovations taking place within the Canterbury health system.

Entrants are invited to submit EITHER the FULL Written Improvement Project Submission OR an Improvement Poster Submission outlining the quality activity

Enter your improvement project in 2016

Improvement Project Submission

Expression of Interest form due 20 May
Written Project Submission due 22 July

Improvement Poster Submission

Expression of Interest form due 26 August
Poster Submission due 30 September

Quality Improvement and Innovation Awards

31 October

The awards are open to all DHB staff and providers whose services are funded by the DHB. For more information including entrants guides visit the Awards page on <http://cdhbintranet/Corporate/Quality/SitePages/Home.aspx> or email Amanda.Bielski@cdhb.health.nz

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Canterbury Health System Quality Improvement and Innovation Awards

2015 Award Winners



Supreme Award Winner: Integrated Service Delivery for a Major Mental Health Service: Adult Service Model of Care

The Adult Service Plan was instituted by the Specialist Mental Health Service located at Hillmorton Hospital Christchurch. The plan was developed in response to a lack of flexibility in acute community assessments, delays in non-urgent assessments, recurrent problems with internal referrals and delays in patient transitions, overcrowding of the acute inpatient service (resulting in 'sleep-overs' to other units) and inpatient service with a high number of locked beds and high seclusion rates.

The core of the plan envisaged the integration of emergency, routine community and inpatient work into four sector teams with the goal to provide a service without barriers to entry or availability of care. It also focussed on an enhanced crisis resolution service to support alternatives to inpatient treatment and attended to the provision of extended care in hospital and community settings.



Poster Award Winner: Introducing E- Handovers within the Christchurch Campus

Communication of patient status is an essential element of safe clinical care. Without providing information to the next clinician, the risk of harm to the patient increases. The *Plan Do Study Act* cycle of quality improvement was used to review and improve our handover processes.

Joint Runner-up

Development of an Electronic Reporting System: Integration of Audiological Results

Paediatric Outpatient CF Clinic: The Way Forward with Quality Prescribing

People's Choice Award Winner

Allied Health Promotion and Education in Stroke Management

Written Improvement Project Category Winners

Best value for public health system resources

Award Winner: Integrated Service Delivery for a Major Mental Health Service: Adult Service Model of Care

Runner-up: Can the One Minute Sit-to-Stand Replace the Six Minute Walk Test in the Community Pulmonary Rehabilitation Programmes?

Improved quality, safety and experience of care

Award Winner: Improving Patient Care and Patient and Staff Safety in a Secure Intellectual Disability Unit: The Assessment Treatment and Rehabilitation Unit Model of Care project Fractures

Runner-up: Rationalising Treatment for Anxiety Disorders: Introducing a Transdiagnostic Group Approach

Improved health and equity for all populations

Award Winner: Mothers' Milk

Runner-up: Canterbury Fruit and Vegetable Co-operative

Consumer Council Award:

Improving Patient Care and Patient and Staff Safety in a Secure Intellectual Disability Unit: The Assessment Treatment and Rehabilitation Unit Model of Care project

Highly Commended: The Hauora Village at Te Matatini

For more information email Amanda.Bielski@cdhb.health.nz

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In brief

Cancer Society Ball

After raising more than \$120,000 at last year's record-breaking event, the Harcourts Cancer Society Ball is back for 2016 and promises to be another dazzling affair. Expect an evening of the finest local wine and food, a stunning list of auction items, great music, fashion and style. This is a chance for Christchurch to get together, light up the winter season, help contribute to an amazing cause and celebrate the changing face of this city.

Saturday 18 June 2016

6.30pm - Midnight

Air Force Museum, Wigram

Table of 10 - \$2250

Tickets on sale now at cancersocietyball.co.nz

Follow all of the excitement in the lead-up to the Ball on Facebook (fb.com/cancersocietyball) and Instagram (@cancersocietyball).

eHealth Update - April 2016

15 April 2016

[eHealth Update April 2016 is now available.](#)

In this issue:

- » Chief Officer's Editorial
- » Clinician's Corner
- » Design workshop further progresses a consumer-centric EHR
- » Canterbury DHB tests NZULM-Medchart integration
- » All systems go for SNOMED CT Expo
- » Feature: Ohope Beach Medical Centre's two-pronged approach to promote patient portals
- » HISO Updates



Wellbeing Workshops

ALL STAFF

For All Canterbury District Health Board Staff

To support your wellbeing, the CDHB Staff Wellbeing Programme and MHERC are continuing to run a series of 2.5 hour wellbeing workshops.

You play a crucial role in the delivery of high quality care to the Canterbury community. It is more important than ever to take time to focus on your own wellbeing.

We are running a number of workshops in 2016 encouraging you to put your wellbeing first. Evidence suggests that by doing this, those around you – your family and friends, your colleagues and patients - will also benefit.

2.5 hours to focus on YOUR wellbeing!

Workshop Overview:

- The importance of wellbeing; psychological and emotional effects
- Learn about stress response and how to cope with stressful environments
- Understand the science and practice of applications of self-care
- Gain skills and take ownership of tools for increasing your own and others' wellbeing
- Enhance positive relationships and social connections
- Improve your health and wellbeing: 5 Ways to Wellbeing, Staff Wellbeing Programme

Workshop Details:

- All workshops run for 2.5 hours, including refreshments
- Facilitated by Alison Ogier-Price MSc Psyc, B.Comm, BA Hons, C.AT, MNZAPP
- For dates and to register for a workshop – [click here](#)



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For more information contact:

Lee Tuki
Lee.Tuki@cdhb.health.nz
027 689 0285
Andy Hearn
Andy.Hearn@cdhb.health.nz
027 218 4924

[Click here to register](#)

Strengths Workshops

MANAGERS SUPERVISORS

NEW for 2016 - Strengths Workshops for Managers/Supervisors

In the current Christchurch environment it is more important than ever that we take time to focus on our own wellbeing.

With this in mind the CDHB Staff Wellbeing Programme and MHERC are running a NEW series of 2.5 hour workshops focusing on 'Harnessing our Strengths'.

On completing the workshop staff will have:

1. A theoretical understanding of the strengths based framework.
2. Tools to enable a greater understanding of themselves and others which can help improve personal wellbeing and interactions with others, both at home and in the workplace.

This NEW workshop is designed to extend the foundation of positive mental and emotional health developed in the Wellbeing Workshops run throughout 2014 and 2015. Managers/Supervisors are therefore encouraged to attend a Wellbeing Workshop before attending the NEW Strengths Based workshop (although it is not a requirement to do so).

Workshop Overview:

- Increase understanding of character strengths as personal resources
- Identify and measure personal strengths
- Experience strengths-based conversations
- Engage strengths in everyday life
- Recraft tasks to increase wellbeing

Workshop Details:

- All workshops run for 2.5 hours, including refreshments
- Facilitated by Alison Ogier-Price MSc Psyc, B.Comm, BA Hons, C.AT, MNZAPP
- For dates and to register for a workshop – [click here](#)

Creativity **HONESTY**
Fairness **Teamwork**
PERSEVERANCE *Hope*
JUDGEMENT *Prudence*
Humour, **LEADERSHIP**
BRAVERY **GRATITUDE**
Kindness **Humility**
Zest *Forgiveness*
Perspective **Curiosity**

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For more information contact:

Lee Tuki
Lee.Tuki@cdhb.health.nz
027 689 0285
Andy Hearn
Andy.Hearn@cdhb.health.nz
027 218 4924

[Click here to register](#)



Annual Artist Doctors & Friends Variety Concert

17 September 2016

We are looking for.....

Artists, Sculptors, Photographers, Crafts People, Jewellers to exhibit in our Art Show.

Musicians, Dancers, Comedians, Bagpipers, Ensembles to perform in our concert.

For more information:

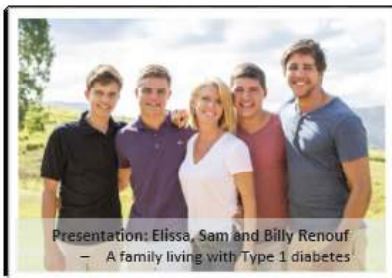
Visit our website ARTISTDOCTORS.ORG.NZ

Or email is at enquiries@artistdoctors.org.nz

Event Organiser Ros McCarthy Ph. 364 1104 M. 027 353 2639

FLU CAN BE ANYWHERE

YOU COULD COME IN CONTACT WITH INFLUENZA ANYWHERE, ANYTIME. **GET IMMUNISED.** THE VACCINE IS FREE FOR ALL STAFF.



DIABETES SYMPOSIUM & 60TH DIAMOND ANNIVERSARY DINNER



Presented by Diabetes Christchurch Inc. and Canterbury Diabetes Consumer Group
Saturday 28th May 2016, Te Hāpua: Halswell Centre

Full programme on our website

To register your interest contact Diabetes Christchurch Inc.
P: 03 378 6266 E: info.diabetesCHCH@cdhb.health.nz A: PO Box 2527, CHCH 8014

DIABETES CHRISTCHURCH INC.

Ground Floor
550 Hagley Avenue
Christchurch 8011

www.barnabybee.com

03 378 6266

Quality & Patient Safety Presentation



Topic: Providing Best Healthcare during the European Refugee Crisis - Mobilising Health and Care Support Services

Video Presentation recorded at the April 2016 International Forum on Quality and Safety in Gothenburg, Sweden.

- » Dr Alexander van Tulleken, Academic Director and Helen Hamlyn Senior Fellow, The Institute of International Humanitarian Affairs, Fordham University; USA
- » Dr Anders Björkman, Vice President, Médecins du Monde Sweden and Professor of Infectious Diseases and Senior Doctor, Karolinska Institutet; Sweden
- » Dr David Montes Bentura, Paediatrician volunteer, MdM Spain
- » Dr Hanna M. Ingelman-Sundberg, Medical volunteer and board member, MdM Sweden

Venue: Oncology Lecture Theatre

Date: Thursday 12 May 2016

Time: 1pm – 2pm

An attendance record sheet will be provided. A link to the presentation can also be provided.

Please contact Shona.MacMillan@cdhb.health.nz, Quality Manager.

