

# 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: Neonatal Physiotherapist Tiffany Hamilton with one of her precious patients in the Neonatal Intensive Care Unit. [See page 9.](#)

# Kupu Arataki – Introduction

## Te Whatu Ora

Health New Zealand

## Change Hub set up to provide overview and updates on the work underway to design how we work together in the future

Te Whatu Ora has set up a page on their website called [The Change Hub](#) and this page includes information on all the working groups and work streams; the design process and recognises the need to balance the needs of running today's business while designing tomorrow's.

Groups	Workstreams	Working group established	Terms of Reference agreed	Current State Analysis	Future state options developed	Impact Assessment	Proposed Operating Model agreed	Implementation plan agreed	Handover to CMO for integration
Clinical Leadership	Medical, Nursing & Midwifery; Allied Health; Primary & Community								
Delivery Leadership	Hospital & Specialist Services								
	Commissioning	(Chair only)							
	National Public Health Service								
	Procurement & Supply Chain								
	Oranga Hinengaro (Mental health and addiction)		(in HSS)						
	Pacific Health								
	Service Improvement & Innovation								
Enabling Leadership	Finance								
	People & Culture								
	Data & Digital								
	Infrastructure & Investment								
	Communications & Engagement								
	Governance Partnership & Risk								
Other	System Intelligence								

If you have an opportunity to be involved in any of these groups, you are encouraged to take part and help shape the way we all work together in the future.

Interim Directors have the primary accountability for running today's operations and will also lead the implementation of the Operating Model as developed by the Working Groups and signed off by the Chief Executives.

## Government initiatives to meet workforce pressures

Last week the Minister of Health announced a range of initiatives to relieve workforce pressures in the short term by speeding up the supply and retention of our vital healthcare workforce. You can read more about these in the Minister's announcement [here](#) and they are also set out in the latest [Senior Leaders Update](#) which is now posted on the intranet.

## The Government's health reform story is now live on Facebook (and other channels)

The Department of Prime Minister and Cabinet sponsored public information campaign is underway with videos and messaging on digital channels like Facebook and TikTok in August and September, as well as radio. Campaign posters and handouts will be in places like waiting rooms and reception areas.

Targeting our priority populations, the campaign informs people about the shift to a single national health system while also explaining some of the intent of the transformation. It also provides context and reassurance that these big changes will happen over time.

Check out the [videos here](#).

## Dates for the next all staff hui with the Chief Executives

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Here are the dates for the next 'all staff' hui with our Chief Executives Margie Apa and Riana Manuel. Links will be sent out via the global email closer to the time and there will be opportunity to ask questions by typing them in during the presentation. We will include a link to the Questions and Answers from the most recent hui as soon as they are available. All staff are welcome to attend.

Dates for your diary – next hui with the Chief Executives

- › 18 August 3.15–4pm
- › 8 September 3.15–4pm
- › 29 September 3.15–4pm

## From the Interim Regional Director and Interim District Director.

### COVID-19 – How are we tracking?

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- › New cases today: 484
- › Total active cases: 5026
- › Staff away – COVID-19 related absence: 142
- › Total cases reported in Canterbury during the pandemic: 221,736
- › Number of people with COVID-19 in our hospitals today: 110
- › Occupancy of Christchurch Hospital: 96 percent

The figures speak for themselves today – I hope that as the numbers continue to drop you can all breathe a little easier knowing that the current wave is definitely tailing off. It's great to see the numbers of COVID-19 positive patients in our hospitals reducing, along with the number of unwell staff decreasing. Despite that, there are still many areas where staffing is incredibly tight due to vacancies and staff away with other illnesses or caring for sick dependants.

However we need to be prepared to live with a new level of ongoing respiratory disease in our community, and no doubt other variants will bring future waves which we will respond to.

Our incident management team is starting to talk about de-escalation planning and making plans to scale back from a 7-day-a-week operation.

It's heartening to see some positive signs and if this trend continues we'll be able to start doing more planned care which is fantastic news for both patients and staff who so desperately want to be able to get on and provide more surgery, procedures and resume all outpatient appointments.

After a balmy weekend when early lambs were being born, and the first signs of spring were popping up around Hagley Park in the form of drifts of spring flowers including daffodils, we have been hit yet again with a wintry blast. The weather blew in from the south yesterday afternoon and we were straight back to full on winter.

Thinking of our team in Kaikōura who were cut off for a period of time due to snow blocking the main highway south and have had a day of sleet, low cloud and snow on the mountains.

I hope you are managing to stay warm and dry and the weather isn't causing too many issues. Please look out for neighbours who live alone and check in with elderly whānau and those with disabilities who may become isolated.



## Chatham Islands visit

It was great to get back out to the Chathams last week with Berni Marra, General Manager of Rural Health Services. Berni and I were able to connect with key agencies and spend time with our people at the health centre and hear from stakeholders and partners from key organisations including the Ngati Mutunga o Wharekauri Iwi Trust and the Hokotehi Moriori Trust. We were able to drop in on the Chathams Regional Leadership Group meeting at the Council and met with Police and a number of individuals including reps from Ha o Te Ora o Wharekauri Trust plus the Chathams Hospital Liaison Committee and Community Focus.

We were very pleased to be able to hear first-hand about some of the current challenges. We also identified some opportunities on the back of the COVID-19 pandemic to strengthen our health and wellbeing response. The Chathams is very well positioned to leverage the opportunities that come with a national health system, especially as we shape up the localities focus and continue to partner more strongly with other agencies.

## Online Burnout Module

This has proven to be one of the most popular training modules offered by our People and Capability team. It takes about 15 minutes to complete and those who have done so have found it incredibly useful.

Here's the link to the session on HealthLearn

› <https://helmleaders.org/learning-packages-all/burnout-and-work-stress>

There is also a great interview with Suzi McAlpine who is a leadership coach.

› <https://helmleaders.org/all-articles/beyond-burnout-full-interview?rq=suzi>

The five ways to wellbeing never go out of fashion – they provide some simple evidence-based strategies to help you live a better life.



### Some simple takeaways from the burnout module include:

- › Use the 5 ways to wellbeing, especially connecting with others
- › Sleep well, move well, eat well
- › Spend time on personal interests/hobbies.

### To support your team members:

- › Check in and listen
- › Offer practical support
- › Show your appreciation and recognition
- › Be an active bystander

If you think you are experiencing burnout, talk to your GP and get support. Remember there's a wide range of [confidential support](#) available through work.

# How to support a healthcare worker during a pandemic

The [All Sorts website](#) has all sorts of useful advice and stories for everyone who is feeling a bit over the pandemic. COVID-19 keeps throwing new challenges our way, and there are all sorts of ways of coping. With the support of friends, colleagues, whānau, our community and those we love, we can get through this like we've done before. It has a great article on how to support a healthcare worker during a pandemic.

*\*This is a great article to print out and put on your fridge at home.*

## Supporting a health care worker during a pandemic

COVID-19 has affected everyone, but one group that has been particularly impacted is our healthcare workers. Working long hours, putting themselves at risk, and dealing with worried and anxious people are just some of the things they've had to deal with for a really long time.

It's important to appreciate the incredible difference our healthcare workers are making, and to do what we can as friends, whānau and patients to support their wellbeing as they put in the hours to look after ours.

Here's what you can do to support a healthcare worker during this tough time:

### 1. Be kind and appreciative

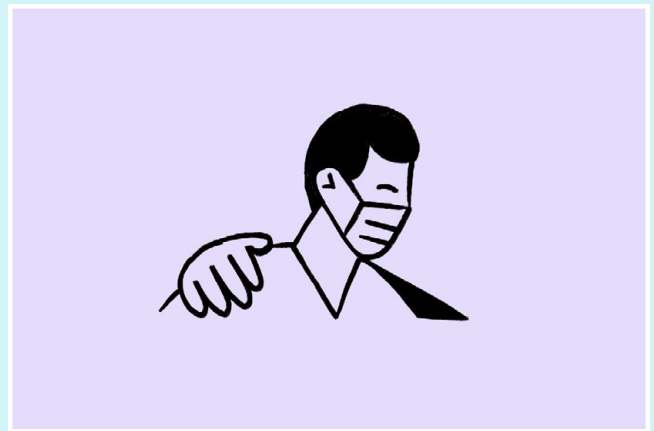
Remember that healthcare workers are doing their best to care for us, and they've been through a lot. Being empathetic, kind, and telling them how much you appreciate them doesn't sound like much, but it can make a huge difference!

### 2. Acknowledge their feelings

"We all want to be reassured when we're feeling overwhelmed – we want to be listened to, to be heard and seen.

Don't try to 'fix' their problems or worries, just acknowledge what they're going through and give them reassurance in the best way you can. Help them to focus on the things they can control."

*Teah, partner of a healthcare worker.*



### 3. Keep up the communication

If you know a healthcare worker, make sure you're checking in with them often. If you can't physically see them, make the effort to call or text regularly. Simple actions like this show you're thinking of them and can really help a person feel supported.

### 4. Encourage them to reach out for support

Healthcare workers have been through a lot and the ongoing stress and challenges are taking a toll. Try to encourage the healthcare workers you know to practise self-care by doing things like eating well, spending time in nature and getting some rest. However, if you think someone needs further tautoko/support, encouraging them to seek it is important. [Click here](#) for a list of further support and helplines.

*Take care out there, and I hope you have a great week.*

Kia pai tō koutou rā

A handwritten signature in black ink, appearing to read 'P M Bramley', with a large circular flourish at the end.

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

## A warm Pasifika welcome greeted those coming to get vaccinated last weekend

Two of Waitaha's Pacific providers teamed up to offer protection from COVID-19, flu and measles at a series of Pasifika vaccination events held in Christchurch and Ashburton.

Tangata Atumotu Trust and Etu Pasifika report that the events were successful with a good turnout of people who rolled up their sleeves to have their vaccinations.

There was a festive atmosphere with food, hot drinks vouchers and giveaways.

Thanks to all the staff who turned out to work over the weekend along with the community who made the effort to get their vaccinations up to date.



Te Whatu Ora Waitaha's interim Executive Director, National Public Health Service, Tanya McCall getting her vaccinations up to date



Pictured above at St Paul's Trinity Church event on Sunday are some of the team from Tangata Atumotu Trust



# QUIZ – Medical movies and TV shows

Love them or loathe them, TV shows and movies set around hospitals and medicine are very popular. What they may lack in accuracy they make up for with drama, humour and sometimes, a little romance! Test your knowledge of movies and TV with a medical theme.

**1. Who took a position at Shortland Street clinic after a stint in Guatemala?**

- a. Dr Hone Ropata
- b. Dr Chris Warner
- c. Dr TK Samuels
- d. Dr Peter Bramley

**2. M\*A\*S\*H was a movie and then a hugely popular TV series about a mobile army hospital during which war?**

- a. World War II
- b. Vietnam War
- c. Korean War
- d. Gulf War

**3. What kind of physician is Adam Kay in the current show on TVNZ called 'This is going to hurt'?**

- a. Emergency Department doctor
- b. General surgeon
- c. Obstetrician
- d. Anaesthetist

**4. What TV medical drama gave George Clooney his big break?**

- a. Chicago Hope
- b. ER
- c. House
- d. Dr Quinn Medicine Woman

**5. Which of the following movies was based on a real doctor?**

- a. Patch Adams
- b. Dr Strangelove
- c. The Fugitive
- d. Dr No

**6. Which of the following medical themed shows has been on TV the longest?**

- a. Grey's Anatomy
- b. Shortland Street
- c. Casualty
- d. General Hospital

**7. Which 'Bond girl' was a doctor?**

- a. Tiffany Case
- b. Molly Warmflash
- c. Honey Ryder
- d. Xenia Onatopp

**8. In the medical drama 'House', Dr Gregory House suffers from a physical affliction. What is it?**

- a. Chronic migraines
- b. A stomach ulcer
- c. Chronic pain in his leg
- d. Arthritis

**9. TV's James Herriot was based on what kind of real-life medical professional?**

- a. Veterinary Surgeon
- b. Plastic surgeon
- c. Registered Nurse
- d. General Practitioner

**10. Who was the heartless staff member who made the patients' lives a nightmare in the movie 'One flew over the cuckoo's nest'?**

- a. Dr Spivey
- b. Nurse Ratched
- c. Nurse Pilbow
- d. Mr Turkle, the orderly

[Check your answers on 23.](#)



## Appointment recognises leadership and skill of local Physiotherapist

Congratulations to Neonatal Intensive Care Unit (NICU) Physiotherapist Tiffany Hamilton who has been elected to the Perinatal Society of Australia and New Zealand Executive subcommittee.

Tiffany has been elected by the Perinatal Society of Australia and New Zealand (PSANZ) as a Developmental Therapist representative for the South Island on its Executive Committee for Long Term Outcomes of High-Risk Babies (LOHB).

She is the first Developmental Physiotherapy representative elected to the subcommittee. NICU developmental physiotherapists are involved with the assessment and interpretation of sensory, physiological, behavioural and movement patterns of neonatal infants.

Tiffany says her role involves partnering with staff and whānau to create the best possible environment for promoting and protecting early brain development.

"I'm committed to building parent confidence and skill with handling and attachment at an overwhelming time."

The PSANZ is an organisation dedicated to improving the health and long-term outcomes for mothers and babies. The LOHB Executive Committee is committed to understanding and improving outcomes for high-risk infants cared for in Australian and New Zealand NICUs.

It promotes best possible standards of neonatal care and follow-up programmes through multidisciplinary collaboration and sharing of knowledge. It is responsible for strategic direction, endorsing care guidelines, advising government bodies and influencing clinical practice for high-risk infants across Australia and New Zealand.

Executive Committee members represent the breadth of clinical and research expertise and leadership experience across multiple specialist/subspecialist disciplines.



Neonatal Physiotherapist Tiffany Hamilton with a NICU baby

Tiffany says the group is made of a diverse group of medical clinicians, researchers and consumers, and importantly, includes first nation representatives from both New Zealand and Australia.

"I am excited to be part of the executive, especially as the first Developmental Physiotherapy representative and hope to learn a lot from others on the committee. It is a wonderful opportunity to contribute to the short- and long-term outcomes of for these babies within the framework of PSANZ".

Bringing a neurodevelopmental perspective provides a great opportunity to contribute another view, she says.

Chair of the Long-Term Outcomes of High-Risk Babies Subcommittee Samudragupta Bora says he truly appreciates Tiffany's commitment to supporting PSANZ in realising their vision and her sincere dedication to improving the short and long-term outcomes of high-risk infants and their families across Australia and New Zealand.

Allied Health Team Leader Benn Dickie says it is great for Tiffany to have a trans-Tasman role that recognises the leadership, clinical knowledge and experience she demonstrates as a developmental therapist.

# Team effort to set up new infusion service

There's a new nurse-led infusion service at Burwood Hospital for people who need non-complex intravenous (IV) infusions.

Infusion therapy is the administration of medication or fluids intravenously. More than 470 patients need ongoing IV therapy support, not on the acute Christchurch Hospital campus.

The new Burwood Infusion Service (BIS), like the community one it replaces, provides what are deemed low-complexity infusions to patients at Burwood Hospital, says Charge Nurse Manager Medical Day Unit (MDU) and Oncology Outpatients Hayley Beckman.

"The new Burwood service is wonderful for patients as the parking is fantastic and plentiful and the unit is light, bright and more peaceful than the very condensed and busy MDU at Christchurch Hospital. It frees up capacity for more complex infusions on the Christchurch campus."

The service was set up in just six weeks to avoid any delays to patients booked for ongoing treatment.

"Extraordinarily we opened on 1 August with a new team and treated patients on the same day! The team is a very special group with great skills, some have previous experience in the community service"

There were no delays for the patients and some continuity for them as three of the nursing team have worked with these patients either in the MDU or at the previous Community Infusion Centre, she says.

"To achieve the vision, we collaborated with a wide range of people across both the Christchurch and Burwood campuses. Everyone understood the urgency of our requests. Some changes that would usually require months to achieve were done within a few days to week – we cannot thank the staff and teams enough, Hayley says.

Patients receiving infusions other than bisphosphonates and blood transfusions start off in the MDU and are then transitioned out to the service if they meet the criteria as outlined in Hospital and Community HealthPathways.



From left, Associate Charge Nurse Manager Sarah Rodgers, Registered Nurse Carol Walker, Charge Nurse Manager Hayley Beckman and Burwood Infusion Service (BIS) Administrator Kay Jenkins



The new Burwood Infusion Service area



Reception and patient area of the new BIS

Nursing Director Debbie Hamilton says they managed to get this new service up and running in a very tight turnaround.

"A huge shout out needs to go to Hayley without whom this timeframe would not have been achieved. Hayley's hard work, proactive 'can-do' attitude and leadership has made this challenge entirely possible, to do the absolute best by our patients. She is truly one of the stars involved in this change process."

Thanks also to the Executive for all your support and endorsement to manage an imminent need. Senior nursing management and I are extremely proud to be part of a team across the continuum who made this new service possible and are looking forward to ensuring the ongoing success of this venture."



Back row, from left, Charge Nurse Manager Hayley Beckman, Associate Charge Nurse Manager Sarah Rodgers, Nursing Director Debbie Hamilton, Burwood Infusion Service Administrator Kay Jenkins and Medical Day Unit Administrator Justine Cayless. Front row, from left, Registered Nurses Debra Seek, Chrissie Sutherland and Carol Walker

### **Those involved who deserve a huge thank you include:**

Nurse Coordinator Facilities Wendy Botfield, Supply Coordinator Supervisor Chanel Mathews and Project Officer Heather Murray for Facilities and Imprest.

People and Capability for expediting recruitment and all the required processes regarding the new team.

Pharmacists Hannah Soper (Christchurch) and Liz Malcom (Burwood) and

Nicola Crampton and Susan Mercer of the New Zealand Blood Service.

Director of Nursing Older Persons Health and Rehabilitation Nathan Hood and his nursing team at Burwood Hospital.

Business Systems Analyst Jenny Souness – enabling a brand new template in Health Connect South for the patients' clinical notes.

HealthPathways Portfolio Manager Mary Mcleod

Project Manager John Rathgen for scoping and set up.

Application Support Team Leader Leon Scott and Operations Manager Felicity Woodham for SIPICS

Quality Facilitator Letitia Moorhouse for document revision and control.

Burwood Hospital Maintenance Manager Giovanni Frances for the drug room renovations.

Service Development Manager Gill Fowler and Senior Manager, Specialist Services & Non-Clinical Support Ralph La Salle from Planning and Funding.

Medical Day Unit Administrator Justine Cayless for coaching/supporting the new BIS Administrator Kay Jenkins.



# 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.

## **Jackie Cuthbert, Registered Nurse/ Case Manager/Duly Authorised Officer, Adult Community Psychiatric Services, Hillmorton Hospital**

"The hobby I most enjoy is painting. I paint mostly in acrylics (occasionally in oils) and a variety of subjects – generally buildings, cityscapes, abstracts and whatever I feel like at any given time. I've been painting for over 20 years and have studied both at an art school and with private tutors. I've been in a few exhibitions and taught painting privately. I find it truly relaxing."



## **Nā Tania Ross, Ngāpuhi, Medical Secretary/Administrator**

"I belong to the Parklands Bowling Club. I have been playing for 12 years there and love it. I'm secretary and in my third term volunteering at the club. We have about 140 playing members, ranging in age from 17 upwards. 'Casual Bowls' are held on Thursdays and Saturdays starting at 1pm. During off-season the same days are used for card and board games – it's great to get out and socialise during the winter months."



### **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](mailto:communications@cdhb.health.nz) By emailing your submission(s) you agree to have them published in the Te Whatu Ora Waitaha | Canterbury Pānui.

# One minute with...

## Amanda Lindsay, Registered Nurse (RN), Perioperative and Canterbury Hauora Coordination Hub



### What does your job involve?

My job has been very fluid over the past few years with secondments into the COVID-19 space in the MIQ facilities and the Canterbury Hauora Coordination Hub (which was set up to assist with the community COVID-19 response), as well as working in Quality as a Quality Facilitator and in the Perioperative environment as an RN. The roles are all varied with hands-on care, advocacy, leadership, many, many PCR swabs on guests, patients and me! Hundreds and hundreds of telehealth assessments, lots of cleaning, along with significant and shifting process development and change.

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

It's not always easy but it's worth it. Also, to take every opportunity presented to you to try something new. This can open your eyes to new areas in health which may be of interest (and some that you never knew existed, it is amazing how many roles are open to nurses), but it can also affirm areas of healthcare that you have a passion for.

### Who inspires you and why?

It's cliché but my mother has always inspired me. She has always worked very hard to ensure her children grew up comfortably, had a full education, and a good moral compass. Things were difficult for her growing up and she did not want that for her children. Interestingly, she always wanted to be a nurse (when I did not) but didn't have the opportunity to pursue the career so she is very happy with where life has taken me.

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

It means working towards the best outcomes for our patients, trying harder when it's hard and working together as a team to get stuff done.

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

Somewhere that has both beaches and snow in close location would be the dream. If anyone knows where that is please do let me know, I'd love to visit!

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

I would like to play myself – they pay well in entertainment, right?

### What are your hobbies/interests outside of work?

Hanging out with friends and family, skiing, travelling, and definitely playing with Albie our wee Shoodle (pictured above).



# Whakamihi – Bouquets



## **Gynaecology Ward, Christchurch Women's Hospital**

In May, my wife was diagnosed with endometrial cancer – a frightening and stressful diagnosis. However, our experience with the Oncology team at Christchurch Women's Hospital throughout the entire process – the pre-interview, the operation, and post-operation – was tremendous, and went a long way to lessen our anxiety and stress. What makes this even more amazing is the whole team's positive and gentle manner, even in the midst of all the stresses of the COVID-19 pandemic over the past two years. We would like to express our heartfelt gratitude for the professionalism, care, and kindness you showed us.

## **Aranui Community Dental**

Aranui Dental are absolutely amazing. Viv is an amazing, loving, caring dentist. I have a special needs daughter and Viv is so special looking after her. I would recommend Viv for any child.

## **Respiratory team, Christchurch Hospital**

Thank you for your care of my sister who had a lung transplant 17 years ago with Dr Lutz Beckert. I am very grateful to all the team for their ongoing care over the years.

## **Dental Service, Christchurch Hospital**

I was here for my teeth consultation and I observed the way in which the staff spoke to each client. I was absolutely taken by the hospitality and respectful behaviour of the staff. It was absolutely excellent. Thank you all very much for caring for us.

## **Canterbury Hauora Coordination Hub**

Thanks so much for your follow-up support to my COVID-19 notification. As a person who is immune

compromised, I was very grateful for the local doctor's phone calls, the supply of the anti-viral drug and your very impressive and helpful Home Care Pack. I found the COVID-19 positive time quite tough and draining but thankfully severe symptoms were avoided. Thanks again for your wonderful support.

## **Day Surgery, Christchurch Women's Hospital**

I have to say I was overwhelmed with the support, care and info and felt so safe with all the staff involved. Thank you so much Pip. As I am a Māori woman of Tainui descent I felt immense aroha from you, and also the colonoscopy team.

## **Wayfinding volunteer, Christchurch Hospital**

I want to compliment the volunteer at the main entrance who took the time to take me to my appointment. A warm, friendly, caring woman.

## **Intensive Care Unit, Christchurch Hospital**

Outstanding service. No question went unanswered. Generous with time and knowledge. Deeply caring. Outstanding professional knowledge and skills.

## **Christchurch Women's Hospital**

Can't compliment enough. From the nurses to the anaesthetist, surgeon, and admissions information. Everyone was professional and friendly. I felt in very safe hands. No sigh of stress, I was so impressed. Well done. It's people who make the health system function well. Your staff are amazing.

## **Ward 10, Christchurch Hospital**

Ward 10 staff you are 'da bomb'! I'm into day five of my stay and think you guys are brilliant.



### Day Surgery, Christchurch Women's Hospital

A big thank you to your whole team. I was treated with kindness and respect by everyone I had contact with – the doctors, nurses and receptionist. I would especially like to thank Vanessa and Paula for their amazing care. As a former nurse, I was very appreciative of all the care I received. It's great seeing a team of colleagues working so well together and providing exceptional care to everyone.

### Christchurch Hospital (area not specified)

Staff very positive. Truly working at providing partnership in care and providing info/answering questions/giving resources to enable consumers and show us we can be responsible/manage our wellbeing. So, a massive yahoo! It makes it a safe department to visit.

### Congratulations to Barrington Life Pharmacy



Life Pharmacy Barrington Pharmacist and co-owner Kerry Stokes and conference MC Rawdon Christie

Last Thursday Life Pharmacy – Barrington was awarded both the Green Cross Health Life Pharmacy of the year, and overall Pharmacy of the Year (amongst all the Unichem and Life Pharmacies that submitted applications).

Very pleasing to see the stellar work of the team at this Canterbury pharmacy, given this recognition.

### Dan and Kevin, Christchurch Outpatients

Dan and Kevin were excellent 'hosts' in prostate biopsy. Cheers for making it fun.

### Birthing Suite and Maternity Ward, Christchurch Women's Hospital,

I gave birth to my daughter last weekend and the staff were absolutely fantastic! It wasn't an easy birth, but everyone I dealt with in the Birthing Suite

and Maternity ward were so lovely, helpful and reassuring. As a first time Mum I couldn't have asked for better and felt my daughter, partner and I very well looked after and supported during this time. Thank you to your team for all your hard work and helping to make my birth a really positive experience.

### Reception/Security, Neonatal Intensive Care Unit (NICU), Christchurch Women's Hospital

I'd like to pass on my praise to the woman working at the reception desk at Christchurch Women's Hospital, on this particular occasion she was there when I arrived at 8:30pm on 26th July 2022. We have a baby in NICU and each time I arrive she remembers that I need to get to level 4 without me even asking, and often has the lift sent down by the time I get in the building. It makes life just that little bit easier.

## Big Shout Out

### To: Hospital Aide (HA) Tracey McGrath

We were very lucky to have HA Tracey McGrath 'special' (also known as 'hospital watch') a patient for us. I wanted to say how great she was \*specialling the patient. Tracey was patient, calm and kept the patient at ease who was struggling with his cognitive behaviour. She ensured the patient was safe at all times, including ensuring infusion tubing was kept in place and cardiac monitor leads remained on. She kept the patient as comfortable as possible. Tracey is an asset to the department and many other, or new, colleagues to the HA profession could learn a great deal from her. .

### From: Clinical Nurse Emma Reeves

*\*Patients can need specialling care for a variety of different reasons. They might be at high risk of falls, suffer from memory or cognitive related issues or need more specific daily support. Patient specialling means keeping the patient in sight at all times of the day and night.*

#carestartshere

# A winter warmer – Roast vegetable salad

Utilising in-season winter vegetables, this salad will become a year-round favourite. It can be served warm or cold; delicious on its own or as a side dish with your meat of choice.

- › 1 large orange kumara
- › 2 large or 3 medium-sized potatoes
- › Approx. 300g pumpkin
- › 1 large red onion
- › 2 -3 cloves of garlic
- › Salt and pepper
- › Olive oil
- › Half a cup of pine nuts
- › A good handful of fresh green beans French cut (sliced lengthways into strips)
- › 3 handfuls fresh baby spinach
- › 1 packet of haloumi cheese

## Dressing

Mix together about 2 tablespoons of olive oil with 2 tablespoons of red wine vinegar (adjust quantities as required)

## Method

- › Place the pine nuts in a dry fry pan over a medium heat and gently toast, stirring, until they just start to brown. Watch they don't burn! Set aside.
- › Wash the potatoes (can peel if you wish). Peel the kumara and parsnip and remove the skin from the pumpkin.
- › Chop these vegetables into roughly 1-2cm cubes and place in a large bowl.
- › Cut the onion into chunky slices and chop the garlic. Add to the bowl.
- › Drizzle the vegetables with olive oil (2-3 tablespoons should be plenty) and season with salt and pepper. Gently mix the content of the bowl to ensure all the vegetables are coated with oil and seasoning and well mixed.
- › Spread the vegetables evenly over a roasting dish and roast in the oven until cooked (about 20 – 30 minutes). Check them occasionally and gently move around the roasting dish to ensure they all cook evenly.
- › Blanch the green beans by steaming or microwaving until just cooked and then plunging into cold water. Drain and set aside.
- › When the vegetables are cooked, remove from the oven.

- › In a large bowl or platter, layer about a third of the spinach leaves. Place about a third of the roast vegetables on top, then sprinkle over some of the pine nuts and beans.
- › Add another layer of spinach, vegetables, pine nuts and beans. Repeat until all combined.
- › Heat a non-stick pan to a medium heat on the stove. You can add a small amount of olive oil if you want.
- › Slice the haloumi into bite size pieces about ½ – 1 cm thick. Lay these in the pan and gently fry each side until golden.
- › Layer the browned haloumi across the top of the salad and drizzle with the oil and vinegar dressing. Try not to agitate it too much so the vegetables don't become mushy and serve immediately.



## NOTES:

- › Frozen green beans work just as well as fresh. Cook and blanch them as per the recipe and then use a sharp knife to slice them in half lengthways.
- › It is very important that the haloumi is browned at the last minute and then served immediately. If you let it get cold it can become hard and chewy.
- › If you have left overs (it is yummy cold), take out the haloumi and give it about 20 seconds in the microwave before popping back on the salad.
- › Roast carrot or beetroot can also be added or substituted for another vegetable in this recipe.

# Ā mātou kōrero – Our stories

## Extended-hours acute ultrasound pilot

With the next Omicron wave about to hit, Christchurch Hospital's Emergency Department (ED) realised it would need to do everything possible to quickly move patients through, especially those who had COVID-19.

"It wouldn't have been ideal for patients needing an ultrasound scan to have extended journeys through the health system using the existing next-day outpatient ultrasound service provided by acute demand, particularly if they were COVID-19 positive," says ED Senior Medical Officer Laura Joyce.

After hours, ED ultrasounds are usually only performed for emergency conditions, such as ectopic pregnancy. However, in February this year a 90-day pilot scheme was put in place to do ultrasounds in ED, fast-tracking patients whose diagnosis required a scan, allowing either early referral or discharge.

"The aims were early diagnosis/rule-out, early decision making, early referral/discharge, and reduced time spent in ED."

Most of the scans were for people with abdominal pain, others included looking for blood clots in the leg, musculoskeletal issues, kidney stones and pregnancy-related concerns, she says.

To achieve this, sonographers were based in ED on different shifts up till 8pm on weekdays.

Benefits included shorter waits for scans; improved patient journey: diagnosis/management same day; reduced admission for investigations; reduced Acute Demand referrals – patients did not have to travel to a next-day ultrasound; and improved working relationships between departments.

During the pilot, 191 scans were performed, there was a 57 percent reduction in call-backs for sonographers and a 25 per cent reduction in next-day ultrasound scans done.

CT urograms (scans of the urinary tract) were down by 46 percent and \$13,000 was saved by a \$3250 reduction in payments for sonographers having to be called in after hours, and an over \$10,000 saving for ultrasounds performed the next day at private Radiology providers.

"Staff members from ED, Radiology and Ultrasound completed an anonymous survey. Overall, responses were very positive, and some challenges were discussed which gives us the opportunity to refine the process in the future."

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***"Rewarding to feel that we are contributing to improved patient flow and hopefully an improved patient journey through the system"***

***- comment from a staff member about the pilot ultrasound programme***

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"Thank you to Charge Sonographer Rex de Ryke, Chief of Radiology Sharyn MacDonald, Radiologist Thomas Moritz and ED Specialist Jacques Loubser, who had the passion to make this pilot happen. And thank you to every single one of our ED, Radiology and ultrasound colleagues who were involved.

"We are very hopeful that we can continue this service in the future", Laura says.



# Better tools to support informed consent

In healthcare, informed consent is part of everything we do.

In almost all circumstances, informed consent must be obtained before providing any treatment and is not about filling out a form. It's about an exchange of information that ensures the patient or their legal representative can make an informed choice.

While there is endless variation in the treatment we are offering, the fundamental process of obtaining informed consent can be consistent across all our services.

## A new generic Agreement to Treatment form

When written consent is required, a generic Agreement to Treatment form can facilitate an effective and consistent informed consent process to any treatment or procedure.

In response to clinician and consumer feedback, we have developed a new general Agreement to Treatment (reference 2400726) form. This form can be used for any treatment or procedure. The new content and layout is more user friendly for clinicians and consumers. Steps in the process are broken down into sections with prompts to guide discussion and decision-making.

A key feature of the new Agreement to Treatment form is that it is designed to be used in conjunction with treatment-specific patient information material.

Patient information material is one of the most effective tools for communicating with consumers and their whānau about treatment. A treatment-specific information sheet can be used in the informed consent process to guide the discussion about the treatment, its benefits, risks, side effects and follow-up care. When a clinician uses the new Agreement to Treatment form, they will no longer need to hand write all the detail about the treatment's risks, side effects, benefits and alternatives. That can come across to patients as "fine print".

The new form is set up so that clinicians simply list the patient information resources they have provided and discussed as part of the informed consent process.

The patient and whānau can keep the patient information material to assist them in their treatment and follow up. We will also have a more efficient and comprehensive record of the information shared.

Te Whatu Ora Waitaha Canterbury is a teaching and training healthcare provider. Consent has always been required for students to be present or involved in patients' treatment. The new Agreement to Treatment form recognises team-based healthcare and provides a space for comments about the team and any consent to participation in teaching or training.

## But what if a person can't make their own informed choice?

When a person cannot provide consent for themselves and no one else can consent on their behalf, Right 7(4) of the Code of Health and Disability Services Consumers' Rights outlines a series of criteria for treating them in their best interests. If the treatment ordinarily requires written consent, such as surgery, the decision to go ahead used to be recorded on the back of our standard consent form. It was confusing to have this process outlined on the consent form, and it perpetuated the myth of 'two-doctor consent', which is not part of New Zealand law.

The Right 7(4) process is now contained in a separate form – **Treatment of patients who are unable to consent for themselves (Right 7.4) (reference 2409457)**. This new stand-alone form includes a step-by-step checklist in Part B to guide staff through the process.

- › **Agreement to Treatment (reference 2400726)**
- › **Treatment of patients who are unable to consent for themselves (Right 7.4) (reference 2409457)**

All old Treatment by Operation/ Procedure (Ref 1747) forms will be removed from circulation by the end of August.

We have updated the Informed Consent Policy to improve and strengthen our policy and processes in a number of areas. For example, there is now a positive duty on all staff members to report to their line manager if they witness unconsented involvement in teaching.

This change follows recent research highlighting serious lapses in obtaining informed consent for the involvement of medical students in sensitive examinations:

*Bhoopatkar H, Campos C, Malpas PJ, Wearn AM. Adherence to a national consensus statement on informed consent: Medical students' experience of obtaining informed consent from patients for sensitive examinations. N Z Med J [Internet]. 2022 May 20; 135(1555): 10–18*

Informed consent is at the centre of everything we do. Our objective with the new forms and updated policy is to help make the informed consent process effective and consistent for all consumers and their whānau across all services.

**More detail about the new forms and updated Informed Consent Policy can be found in the FAQs which will be shared with Te Whatu Ora Waitaha Canterbury staff this week.**

## Kiribati Health Minister's visit

Republic of Kiribati Minister for Health and Medical Services, Hon. Dr Tinte Itinteang visited Christchurch last week and took the opportunity to meet with health officials including some from the Canterbury Hauora Coordination Hub.



From left, Republic of Kiribati Minister for Health and Medical Services, Hon. Dr Tinte Itinteang, the Minister's wife Timuaki Itinteang, Te Whatu Ora Waitaha| Canterbury Executive Director, Māori & Pacific Health, Hector Matthews, Hub Service Manager Jo Lilley, Acting Deputy Director of Nursing – Tooreka (front), Executive Assistant Buraieta Tekabwara (behind), Programme Manager Lee Smith, Administrator Theresa McMaster; plus members of Minister Itinteang's team: Deputy Director Public Health Teanibuaka Tabunga, Head of Pharmacy Moannara Benete and Senior Assistant Secretary Tiinia Raj

# International telehealth experts share their experiences



International urgent care colleagues shared their experiences and reflections on implementing a telehealth model to support triage across Urgent Care and Emergency Departments at a webinar last week.

The webinar was facilitated by the CCN Urgent Care Service Level Collaborative (SLC) with Christchurch Hospital Emergency Medicine Specialist Martin Than, also a member of the SLC, chairing the presentation.

Presenters included Professor Judd Hollander, Senior Vice President for Healthcare Delivery Innovation and Professor at the Department of Emergency Medicine for the Thomas Jefferson University in Philadelphia; and Loren Sher, Clinical Director of the Victorian Virtual Emergency Department and Head of Paediatric Emergency in Melbourne.

Senior Project Facilitator / Kaiwhakahaere Waitara for CCN Victoria Leov says the session provided some useful insight as our system explores wider implementation of telehealth to support capacity pressures.

"It was valuable to learn from reflections of introducing a new model of care in the acute care setting which focuses on using telehealth to bolster system capacity.

"It was particularly interesting to hear the observations from both speakers on how telehealth can decrease inequities in access and encourage more patient-led collaboration in their own care."

Judd highlighted their model of care resulted in increased treatment of patients in rural areas, decreased need to transport individuals out of their community and increased the knowledge of clinical teams working in these areas.



The session was interactive and included questions from the attendees regarding if the new models were equitable for people who don't have access to online tools, what resourcing and training is required and how to engage patients, providers and staff to use telehealth.

The recording is available to [view here](#).

Additional resources shared in the session

- > <https://www.emergencyconsult.co.nz/>
- > <https://www.telehealth.org.nz/telehealth-forum/submissions/pase/>
- > <https://www.digifale.co.nz/>
- > <https://www.telehealth.org.nz/webinars>



# 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.

Please see below some of the offers related to transport and auto services. You can find [similar offers here](#).



**STUDIO SIX**  
PRIVATE TRAINING

### Studio Six- Burwood

Studio Six is a local private studio run by husband and wife team Ryan and Kyla Boniface. They would like to offer our staff 15 percent off any sessions and 20 percent off any online classes. The first session is free. Contact 027 697 1683 for your free session, workouts are adaptable to all abilities and goals. Please see their website for more information..



**TO BE**  
PERSONAL  
TRAINING

### To Be Personal Training

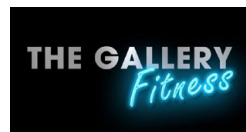
Get 10 percent off the first 12 weeks of training – quote Te Whatu Ora Waitaha Canterbury when signing up.



### Strength & Co

– 84 Peterborough Street, Christchurch

One month free functional fitness classes on a six-month plan. Learn the basics of gym training with Canterbury's best coaches in a small group setting. See the flyer here for more information. Email [Justin@StrengthnCo.com](mailto:Justin@StrengthnCo.com) or call +64 27 497 5531 to book your obligation free consultation.



### The Gallery Fitness

190 Montreal Street, Christchurch Central

Pay only \$4.99 per week (no contract and \$49.99 joining fee) – show your staff ID when signing up.



### Snap Fitness – Private Studio

– 32 Burwood Road

Join up for \$16.95 per week, no joining fee, free 30 day membership, two personal training sessions and two VIP guest passes – show your staff ID when signing up, [see more information here](#).



### Knockout Fitness

– 102 Bamford Street, Woolston

Get 25 percent off all kickboxing flexi memberships and no joining fees, email [info@kotraining.co.nz](mailto:info@kotraining.co.nz) for more information – show your staff ID when signing up.



**TE PAPA HAUORA**  
The future of health

**WINTER RESEARCH SERIES**

**Seminar 3 – 17th August**  
**Sustainable Research in Healthcare**

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](http://healthprecinct.org.nz)**

Brought to you by Te Papa Hauora and its partners






## Te Papa Hauora Winter Research Series

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 third seminar ‘Sustainable Research in Healthcare’ is taking place Wednesday 17 August in Room HP108 Manawa.

The format is three or four five to seven minute presentations, a 15–20 min Q&A, and 15–20 min networking over refreshments.

This series is open to researchers, students and interested health professionals. The seminars will be advertised within the TPH partners and relevant research institutes.

[More information here.](#)



**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**

# CHIC newsletter

The latest issue of the Community Health Information Centre (CHIC) newsletter is out now.

The monthly newsletter is produced by CHIC at Community and Public Health (C&PH), a division of Canterbury DHB. The newsletter aims to highlight new and revised free resources available from your local CHIC office, such as what to do with colds and flu, 'Stay warm and well this winter', and much more.

You can read it on the C&PH website [here](#)

## QUIZ ANSWERS – Medical movies and TV shows

- |                      |                               |
|----------------------|-------------------------------|
| 1. a. Dr Hone Ropata | 6. d. General Hospital        |
| 2. c. Korean War     | 7. b. Molly Warmflash         |
| 3. c. Obstetrician   | 8. c. Chronic pain in his leg |
| 4. b. ER             | 9. a. Veterinary Surgeon      |
| 5. a. Patch Adams    | 10. b. Nurse Ratched          |

## Protecting the information in our care

Personal information is taonga (treasured), and we consider ourselves to be kaitiaki (guardian) of any personal information we hold or use in our work.

It's important that we take make sure personal information is kept secure and is only accessed by those who need to see it.

- › Use password protection if you're sending attachments with personal or other sensitive information. Passwords must be provided via an alternative channel, such as text message or phone call. Never include the password in the same email as the attachment
- › Always double check the recipients, attachments and email content before sending an email
- › If sharing internally, consider sharing a link or directing the person to the location the document is saved rather than sharing as an attachment

If you have any questions about how to best manage personal information in your care or you become aware of a possible privacy breach, please contact your district's Privacy Officer for support. You can also complete free learning modules from the Office of the Privacy Commissioner at [Office of the Privacy Commissioner | E-learning](#).