



Mary Gordon

ceo update

Friday 13 December 2013 - “Outstanding” example of people-centred earthquake recovery process

This week The Human Rights Commission released a fascinating report on the impact of the earthquakes on the people of Canterbury.

Monitoring Human Rights in the Canterbury Earthquake Recovery examines the human rights challenges that have emerged during the recovery. It also provides some examples of policies and initiatives that have succeeded by putting people and human rights at the centre of decision-making.

The report highlights the impact housing has on health. Many of us work in increasingly specialised fields and it can be easy to lose sight of things, like adequate housing, which have such a large impact on health. In that regard the report makes sobering reading.

According to the report, since the earthquakes there's been a significant reduction in rental housing. This, combined with increased demand, has led to increased rental prices. All of this comes at a time when over 1000 social housing units have been lost. Some people have been priced out of the rental market and forced to move from place to place, live in uninhabitable housing, or on the streets. These are some of our most vulnerable people.

The report highlights the ‘secondary stressors’ that are affecting people’s mental health and wellbeing, and demonstrates the impacts of the earthquakes on specialist mental health services. Secondary stressors include the frustrations caused by things such as constant roadworks, the closure of recreational facilities, or dealing with insurers and other agencies involved in the recovery.

There are however many positives to come out of the report, and people working in the Canterbury Health System have many reasons to hold their heads high.

Our work to transform the Canterbury Health System by supporting people to stay well in their own homes and communities is praised in the report as an “outstanding” example of a people-centred earthquake recovery process that will lead to better outcomes.



Story continued overleaf...

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The *All Right?* campaign is given as an example of a positive step in our psychosocial recovery that has “struck a chord with Christchurch residents”. The work of CDHB psychology staff is also commended in the report, as is a collaboration between Accessible Christchurch and CDHB.

People working across the Canterbury Health System should be proud of what we’ve achieved over the last three years. There have been many challenges, and there will be many more, but as we get to the end of a very busy year we should all take pride in how far we have come. Thank you.

[Read the full report.](#)

Health can be compromised by living in a cold, damp house

Do you know people living in a cold, damp house who need help making it warmer and healthier?

Did you know that CDHB jointly funds the Healthy Homes Programme?

EECA subsidies have changed and any homeowner with a Community Services Card (CSC) who lives in a house built before 2000 can qualify for free insulation if they:

- Live with someone under 18 years old
- Live with someone 65 years or older
- Have a health condition

There are also subsidies for people with high health needs who don’t have a CSC, and heating subsidies. Tenants and homeowners can be referred, including CCC housing tenants. Housing NZ is advised that the tenant has a health need and a home assessment is recommended.



Now’s the time to act so we can make as many homes as possible warm and dry before next winter and improve the health of Canterbury’s population. If you deal directly with patients please ask them if they were comfortably warm over last winter, and if not, talk to them about getting a referral. You can also ask whether their home was insulated prior to 2000 – if yes, it’s worth making a referral so the insulation can be checked.

People working in any Canterbury health or social service organisation can refer by filling out the referral form on Community Energy Action Charitable Trust’s website – www.cea.co.nz/referral-form. If you have any queries, please contact them on **374-7222**.

The CDHB is jointly funding the Healthy Homes Programme, with the Primary Health Organisations, Community Energy Action, the Energy Efficiency Conservation Authority and other funders. Pegasus manages the programme and Community Energy Action provides the assessment and installation service.

Mary Gordon, Acting Chief Executive Officer CDHB

Look after yourself this Christmas

It’s so easy with all the rushing round at this time of year to forget to take time for ourselves.

The EAP services Christmas newsletter gives tips on dealing with festive season stress – from financial blow-outs to being part of a blended family.

[Read more...](#)





Bouquets

Ward 20, Christchurch Hospital

I have recently stayed in Ward 20 for five days and nights and would like to comment on my treatment by staff, nurses, admin aides and catering. I found everyone highly professional and they went about their work with a duty of care above and beyond that I had expected, from the girl who served coffee with a bouncy attitude and smile always (even after a 12 hour shift), to the nurses who I found amazing, always caring carefully and highly professional.Your staff made what could have been a horrible occasion into an easy and joyful stay.

Eye Outpatients, Christchurch Hospital

We were dealt with efficiently by polite staff in the eye outpatient department, especially by the nursing staff. We would especially like to thank Dr Lam for his help.

SPCU and Ward 15, Christchurch Hospital

My son was airlifted in, and from there to leaving everyone we encountered was 100% efficient, caring and professional. I do BFHI maternity audits and also have way too much hospital experience with four kids and many traumas of a variety, and also three Type 1 Diabetics, so I know good care when we receive it. Christchurch Hospital is the BEST – 110%. Congratulations to you all, you can be very proud of the service you provide. We are very grateful, thank you all.

SARA and Ward 17, Christchurch Hospital

Had a lot of nurses looking after me during my stay but the two that stood out were a young girl called Abbey and Ginette from Ward 17 and Stacey from SARA. My surgeon Alice was very informative and gentle in her approach. Rosie from Ward 17 was the most stand out person of my whole stay.

Ward 17, Christchurch Hospital

I would like to show my appreciation by saying thank you to all those who helped my stay in Ward 17, a very comfortable stay. I would especially like to thank my surgeon Prof. Frizelle and his operating staff, the Ward 17 staff, Theo from the Māori Health Service and the people that enabled my two daughters to be my support while I stayed there.

Emergency Department and Ward 10, Christchurch Hospital

I would like to extend my thanks for excellent diagnostic work and prompt surgery for my partner. The vascular surgeon kept us well informed and came back to sort out a problem later in the evening.

Patient Information Office, Christchurch Hospital

We want to share how much we all appreciate Katrina Logan's work and lovely manner. She is such a pleasure to deal with and she is the absolute gold standard! She makes our job so much easier and we all adore her!

Emergency Department, Acute Medical Assessment Unit and Cardiology staff

A month ago I had a heart attack and was admitted via ambulance. I wish to pass on my appreciation to those members of staff who looked after me - Dr Richard, Rachael and Stephanie in the admitting area, Dr Elliot, Stacey and Mark in the Cath Lab who performed my procedure, ward staff and therapists in the recovery area and ward 12 staff...[they all showed] a professionalism and concern for my recovery. Please pass on my congratulations to all the members of staff who made my adventure memorable. Also be assured that I will continue to sing the praises of the wonderful people employed in our hospital....

AMAU, Christchurch Hospital

My short stay in hospital was a real eye opener for me. I was looked after by Nurse Marjorie. I watched her doing her duties and I think she does a marvellous job and she has great bedside manners.

Ward 28, Christchurch Hospital

Very good service to the patients and lots of help.

Friday Facilities Fast Facts

More information on our facilities redevelopment projects check out the It's all happening intranet site: <http://cdhbintranet/corporate/FacilitiesDevelopmentProject/SitePages/Home.aspx>

Friday's fast facts – Burwood

All over by Christmas: The project team and user groups are optimistic that there will be sign off before Christmas on detailed designs for the Front of House, the Outpatients Department, Pharmacy, and Psychiatric Services for the Elderly (PSE).

A new crib: The Social Work team has shifted (or, in project management jargon, “decanted”) into the Physical Medicine Building.

Decked the hall: The old Brain Injury Rehabilitation Service building, BIRS, is now completely demolished. There are new photos of the demolition on the CDHB intranet – click on the yellow What's Happening tab and visit Burwood's photo gallery, or take a look at Burwood's three webcams.

Friday's fast facts – Christchurch

All over by Christmas #2: The teams are optimistic there will be sign off before Christmas on preliminary designs for the Peri-operative area and the Intensive Care Unit, resulting in the majority of the clinical spaces for the new Acute Services building being approved.

Planning underway: Work is continuing on developing the recurring rooms layouts for the facility. It is intended to have this work completed in time for the start of the developed design phase so that the user groups have a set of base room layouts to draw on. The development of the recurring rooms has incorporated the design work already completed at Burwood so that we can maximise design efficiencies and consistencies across the organisation.

Talking it over: A Communications Reference Group has been set up to ensure we continue to communicate widely across the organisation about the facilities redevelopment. The group is made up of members across the hospital service who will provide advice and feedback on existing and proposed communications.

Friday's fast facts – Design Lab

Office parties: The Design Lab has held open sessions for staff to view the Burwood Level 2 Administration Mock-Up daily from 25 November to 13 December. More than 400 staff have visited the proposed workspace mock-up in that time. Thank you to everyone who has given their feedback on the proposals.

Advent calendar: a typical week at the Design Lab

Monday 2 December

Burwood volunteers worked on their volunteer retail area mock-up, and senior nursing leaders from Wellington visited the Design Lab.

Tuesday 3 December

The Community Pharmacy Project Team held another full day session. The ICU User Group mocked up a staff support area for a pod of 12 beds, and the Ward IPU User Group mocked up C space rooms. A Theatre Group reviewed the mock-ups, and some of the team from the group upgrading Cancer Rooms in Ward 26 visited the high fidelity area.

Wednesday 4 December

The GMs had a tour of the Lab and then held their regular meeting there. The Recurring Rooms User group had the first of their meetings, and the Community Pharmacy Project Team held another full day session.

Thursday 5 December

Ministers Steven Joyce and Gerry Brownlee visited the lab as the Sensing City project, led by Roger Dennis launched its latest project on measuring air quality.

The CEO & GM Planning & Funding from Taranaki DHB had a tour and met with several CDHB staff on 5 December. To round off a busy day the Business Development Unit staff moved their offices onto the mezzanine floor.

Friday 6 December

The Burwood Level 2 Administration Mock-Ups continued.



Roger Dennis (standing)
at the Sensing City project

Chaplain Assistants thanked for efforts

Volunteer Chaplain Assistants who work in some of CDHB's hospitals, gathered at The Princess Margaret Hospital Chapel for a celebration of the work they have done this year.

The annual event is a 'thank you' for their hard work and commitment to the spiritual nurture of patients and staff, says Chaplain, Rev Hilary Barlow.

"The chaplain assistants take leave in January for relaxation, refreshment and renewal."

Some of the chaplains brought examples of their hobbies and interests which nurture and invigorate the spirit, she said.

"There was a devotion using roses to reflect on the birth of Jesus and a fun quiz which included progressive carol singing. The prize was the 'joy of winning', and was followed by lunch."

The celebrations included recognising 21 years of volunteer service by Margaret Buckley in Christchurch Women's Hospital.



The result of one of the hobbies our Chaplain Assistants pursue to nurture themselves.



Longtime Chaplain Assistant says the role "very special"

Margaret Buckley began volunteering at Christchurch Women's Hospital in 1992 and knew CDHB General Manager, Medical-Surgical and Womens-Childrens Health, Pauline Clark, when she was a Midwife.

"I remember Pauline as being a very good midwife and I have always thought of her as being a person who, while being efficient at her job, is also compassionate and helpful."

Margaret, who works on average, 10am to 5pm one day a week, says the role of Chaplain Assistant is "very special".

"I have grown up through it, and learnt a lot about myself and other people. It's been a humbling and awesome thing to do and such an incredible journey walking alongside people, especially when they are vulnerable."

Chaplaincy is part of the health system at CWH and staff appreciate and support it, Margaret says.

Chaplain Hilary Barlow says working with Margaret is joy and she is very special.



Chaplain Assistant, Margaret Buckley, left, and CDHB General Manager, Medical-Surgical and Womens-Childrens Health, Pauline Clark who took time out to reminisce with Margaret and congratulate her on her 21 years of dedicated chaplaincy care.

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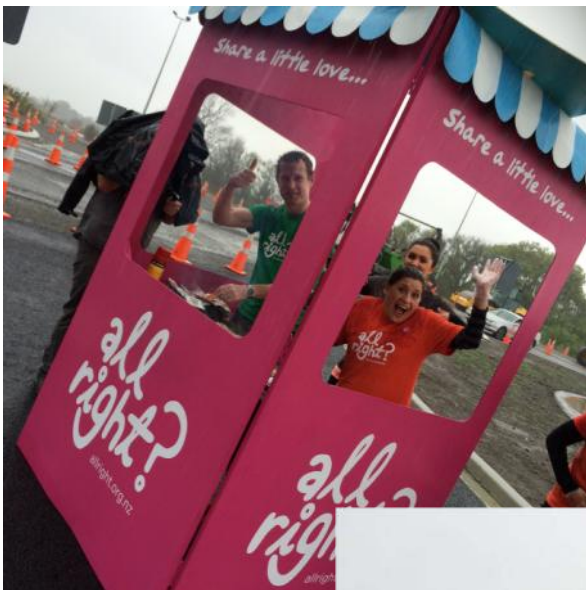
All Right? brings home the bacon

People dressed as giant bacon butties surprised road workers with the real deal. The free sandwiches aimed to give Stronger Christchurch Infrastructure Rebuild Team (SCIRT) workers who have been battling to complete key roading projects before Christmas a "pick-me-up".

All Right?, a group which aims to ensure wellbeing is at the heart of the recovery, was behind yesterday's initiative. The group is part of the Healthy Christchurch project, led by the Mental Health Foundation and the Canterbury District Health Board.

"These guys and girls have been under the pump - working long hours and weekends to get our roads and infrastructure fixed. It's a small gesture but we thought this will show them they're appreciated," said Ciaran Fox, from the All Right? team.

Have a look at the team in action <http://www.stuff.co.nz/the-press/christchurch-life/all-right/9501659/Bacon-butties-surprise-workers>



St John shuttles—Christmas timetable

The shuttles that provide free transport **between Ashburton and Christchurch Hospitals** and **North Canterbury and Christchurch Hospitals** for people attending **Outpatient appointments** will not be operating for three weeks over Christmas. This is traditionally not a busy time and it gives our volunteers a well-earned break.

Last day of service will be Friday 20 December, first day back Monday 13 January.

We'd like to thank CDHB staff for their support of our shuttles and for arranging appointments to suit our timeframes. It is really appreciated. We hope you all have a lovely Christmas and are able to spend time with family and friends.

St John, South Island Region

Respected psychiatrist taking up new role in Melbourne

Older Persons Health and Rehabilitation (OPH & R) Chief of Service, Jeff Kirwan, leaves CDHB on December 20 to take up a role as Director of Medical Services, Programme and Clinical Informatics at Eastern Health in Melbourne.

The role has a broader medical administration focus and will include having some responsibility for the roll-out of electronic medical records and disaster planning in Eastern Health.

Jeff says he enjoys his role and the people he works with but after 22 years in the Canterbury Health System, 17 of those in Older Persons' Health, the opportunity arose to pursue new challenges.



"Thank you to everyone who has supported me over the years in my various roles. I am Canterbury born and bred and I am sure I will end up returning at some stage and bring back additional skills and experience to contribute in a different way."

While there is never a good time to leave he is happy to be leaving OPH & R in "good heart and shape".

"There is excitement about the new facility at Burwood in a couple of year's time, and I have been fortunate to have played a part in the development of that. I look forward to coming back and seeing it opened," he says.

Jeff first joined CDHB in 1992 as a second year House Officer. He became a psychiatry trainee at the end of that year and in 1999 completed all his higher training to become a psychiatrist specialising in the Psychiatry of Old Age working in CDHB's Psychiatric Service for the Elderly (PSE).

He accepted the role of Clinical Director, PSE, in 2003, and then for the Older Persons Health Specialist Service (OPHSS) as a whole in 2006. In 2012 he took on the Chief of Service role for the OPH & R division covering many secondary care services operating out of Burwood and The Princess Margaret Hospital (TPMH).

Jeff says highlights of his career so far include helping set up the Memory Clinic at TPMH and supporting the setting up of the PSE Academic Unit.

Consultant Matthew Croucher, says he first met Jeff in 1996 and since then he has been an excellent colleague, supportive boss, and become a good friend.

"Jeff is the sort of doctor his colleagues were very pleased to refer older family members to."

Consultant in Old Age Psychiatry, Chris Collins, says he believes he can "stake a claim" both for recruiting Jeff to psychiatric training and encouraging him to branch into management following completion of his specialist training.

"Jeff has more than lived up to the potential I saw in him, in both clinical and administration fields. I think he is a skilled, pragmatic psychiatrist - very much a safe pair of hands - and as OPHSS Clinical Director he is universally respected."

Jeff has always been steadfastly professional in his approach and I have enormously valued his friendship, support and wisdom over challenging times, Chris says.

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Canterbury Hospitals' Friday Clinical Meeting (Grand Round)

Friday Grand Rounds have finished for the year. They will start again mid-February 2014.

CEO Update – last issue for 2013

The final update for this year will be published next Thursday 19 December.

Material is due by Tuesday 17 December. Please send this to Natasha.capon@cdhb.health.nz

The first CEO Update for 2014 will be published 17 January.

Chapel News

Christchurch Hospital- Friday 13 December - Put a gold bow on the Christmas Tree as a way of remembering loved ones who have passed away this year.

Tuesday 17 December, 12.15-12.45pm - Christmas Story and Carols at the Chapel (Ground floor).

From Tuesday 17 visit our new nativity scene and admire the artwork from St. Michael's School.

The Princess Margaret Hospital- "A Christmas Celebration" Sunday 22 December @ 11am in the Chapel. For staff, patients and families to celebrate the gift of Christmas.

The TMPH chaplaincy team will be singing carols around the wards on Wednesday morning, 18 December.



Canterbury DHB range of Christmas cards

It's too late now to order any printed corporate Christmas cards but we have a wonderful range of e-mail alternatives.

If you would like to email a Christmas message you can now use:

- the Canterbury DHB animated Christmas card which is hosted on the internet and can be accessed by anyone.

To send this card, please copy and paste the following link into an email to your Christmas card email recipients along with any other text you wish to send [Wishing you a Merry Christmas and a happening New Year from Canterbury District Health Board - Click here to view our e-Christmas card](#)

Note: The Christmas card animation is made using Adobe Flash and therefore the card *cannot be seen on iPhones or iPads*.

- a PDF version of the card, which isn't animated....

Copy and paste:

[Wishing you a Merry Christmas and a happening New Year from Canterbury District Health Board - Click here to view our Christmas card PDF](#)

- Or a PDF version of a card, which features paintings done by children at Governors Bay School...

Copy and paste:

[Wishing you a Merry Christmas and a happening New Year from Canterbury District Health Board - Click here to view our Christmas card PDF featuring paintings created by children at Governors Bay School](#)

If you need these as jpegs email Natasha.capon@cdhb.health.nz



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Security tips for the festive season

With the festive season almost upon us Security would like to remind all CDHB staff to take extra special care of their personal property.

Try and avoid bringing valuable items to work but if you do, make sure they are locked in a secure place. Sadly at this time of year, certain individuals deliberately come into our facilities specifically looking for things to steal.



Please remember:

When cycling to work, lock your bike up and take all removable equipment off it ***[as these do make good Christmas presents]***. Make sure items are not left on the seats of cars or where they can be seen through a window.

It pays to even remove phone charger cables, holders, GPS units and the holders, loose change etc as these may encourage a break-in to look for devices.

We have had windows smashed (in the past), and vehicles taken, so your vigilance would assist in deterring vandals or would-be thieves.

In the workplace secure all valuables in a lockable locker or hand to your Manager to place in a secure area until you leave. PLEASE do not leave money out where it can be seen or placed in an unlocked drawer ***[In the past raffle / Christmas monies / hampers etc have been taken]***.

Make sure all your donation boxes are in locations where you can see them and secure them out of hours. Also remind all patients and visitors that if they have any valuables in the hospital they should make sure they take them home or pass them to a family member to take home for safe keeping.

Off site and at your home:

If you are going away over the Xmas/New Year period here are some tips.

Make sure you have someone clearing your mailbox. Store boxes and wrapping from presents out of sight until you return as leaving these in your rubbish bins gives a good indication of what might be inside your house. Having lights that come on at night time inside and outside of your house is also something that may help in keeping your property safe while you are away.

Another tip is not to place on Facebook or any social media site your away or have your "out of office" email on stating you are going away. These will only give notice to others that you are not home over this time.

ID Badge Office hours:

The ID Badge office will be closed from 1500hrs [3pm] Tuesday the 24 December 2013 and will re-open on Monday 6 January 2014. For all urgent ID badge and swipe card issues and pin number requests please call Security and we will be able to help. The Security Office can be contacted on either 89020 or 89993 or paged on 8436 .

To all CDHB staff:

The CDHB Security Management and Security Team would like to take this opportunity to thank all CDHB staff and volunteers for your assistance throughout this trying year.

We truly appreciate all the help and support we have had and continue to receive and at this time we would like to wish you, your family and friends a very safe and festive Christmas and New Year. We look forward to seeing and working with you all in the new year.

Merry Christmas and a happy New Year



From everyone at Security



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New H&S intranet page

The Health and Safety intranet page has been redeveloped and can now be found at the bottom of “quick links” section . This is a temporary measure until the new HR home page is developed. The page will continue to be updated with health and safety information over time.



Canterbury DHB performance “outstanding” in reducing duplicate NHIs

If the same National Health Index (NHI) number is not used every time a person interacts with health and disability support services, their records will be separated and a true picture of their health and independence status will not be available.

This may lead to poor clinical decisions and a reduction in the quality of care and support they receive.

The NHI is used to link data to individuals and avoid the incorrect assignment of information such as laboratory test results, adverse drug warnings and other forms of alerts. It also improves the protection of patient privacy when transferring health data and creates statistical data to report on the state of health of New Zealanders, and help the Ministry of Health develop, co-ordinate and provide better health services.

Previously the quality of the data was poorer than it should have been, and there were lots of duplicates, says CDHB Clinical Records Manager, Sandra Pugh.

“As a result the Ministry of Health set up some performance indicators for DHBs, and every month DHBs are measured on the number of duplicate NHI registrations that require merging as a percentage of the total number of new registrations that they create.”

For the past two months, Canterbury DHB has received an outstanding rating which is less than or equal to three per cent of our total number of new registrations that are required to be merged, she said.

“During October, CDHB had 193 new registrations and a duplicate rate of 2.59 per cent, and for November there were 201 new registrations and a duplicate rate of 2.9 per cent.”

“October was the first month we had ever achieved an outstanding rating, and now to have this rating for two consecutive months is an excellent achievement. Previously as a DHB we were sitting around the 12 per cent mark, so we have improved markedly.”

Christchurch Hospital's Emergency Department is where most new registrations occur. This involves the department checking that patient is not known by other names in the past or now, completing comprehensive searches of the NHI database and checking all details of the patients that present to the department, before registering any new patients, Sandra says.

Have you heard singing?

Something for You has been working on some extra special, "12 Days of Christmas", December/January deals – because we believe you deserve the best rewards for all your hard work

Keep your eye on the internal staff communication update email each day (last day is Tuesday 17) to catch the daily video (featuring your colleagues) and our [Something for You intranet page](#) to see what special deals are on offer...

Here is the song so far:

On the tenth day of Christmas CDHB gave to me:

- a personal trainer (To Be Personal Training)
- arthouse movies (Academy Gold Cinemas)
- total home solutions (HRV)
- some salsa lessons (Latin Addiction Dance Studio)
- Kaizuka Gifts and Garden (Kaizuka Gift shop, Garden centre and KII)
- a chance to give back (collecting for City Mission and other local organisations)
- children's wall stickers (Dickory Dock decals)
- hot ASB rates (ASB)
- Mint health challenge (Mint Health and Fitness)
- and a lovely Christmas Spread (keep an eye on your staff noticeboards for details).

CPIT Graduate Certificate of Nursing Practice — level 7

There is a wide range of level 7 papers offered by CPIT for registered nurses wishing to continue their professional development.

A number of courses are available as a professional practice option to upskill in a particular area of practice. Examples of some specialties include Cardiac Nursing, Critical Care Nursing, Gerontology, Medical Nursing, Oncology, Palliative Care, Surgical Nursing, Wound Management and Health Assessment. These level 7 courses contribute to the Graduate Certificate in Nursing Practice.



Further information on courses available can be found here:

CPIT website: <http://www.cpit.ac.nz/>

or by contacting CPIT Department of Nursing & Human services

PH: 0800 242476.

RN Application process for study leave and support for CPIT courses.

Registered Nurses intending to apply for this funding will be required to complete the online application form:

[CPIT funding online application form](#)

Please ensure applications are submitted in time to allow a month for study assistance applications to be processed.

Any queries should be directed to Jenny Gardner, Nurse Coordinator, PG nursing education ext 68679
Please note that this online application form is only to be used for RNs applying for study assistance for CPIT level 7 papers. Conference leave etc must still be applied for via the course/conference leave form.

Eligibility for funding requires the completion of all aspects of the course. This includes attendance at study days and submission and successful attainment of assignments for the funded paper. If you are intending on attending the study days only and NOT completing the written requirements then you will NOT be eligible for funding.

ceo update *A minute with...*

Mary Griffiths, Clinical Nurse Specialist, Stroke Service

What does your job involve?

Coordinating the stroke service, hopefully leading by example - motivating, educating patients/staff/families, mentoring, encouraging, and quality improvements (a lot of talking!).

Why did you choose to work in this field?

Money was gifted by a family in 2004 to set up a unit at Christchurch Hospital. We didn't have a Stroke Unit back then and when I was asked to be the 'Stroke Nurse' and make the job visible. I was ready for a challenge (some may remember the vivid pink fluffy coloured pen and pink paperwork). I chose to work in this field mainly because of the excellent staff and passionate people I was lucky enough to work with.

What do you love about it?

The genuine, caring, hard working staff attracted to this field; helping patients gain something positive out of a devastating condition; the wonderful team ethos; encouraging patients to get the most potential out of their deficits; the amazing reversal of symptoms when thrombolysis is successful. Plus I don't have to work nights!

What are the challenging bits?

The physicality of the work, finding time to talk to patients and their families (as information isn't well retained in times of stress and needs constant reiteration); the split service post quake; trying to lift the profile from being the 'poor relation in medicine'; families often needing more of my time than the patients; and being so busy there is no time for the 'extras' like quality improvements or staff/own education.

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

There are so many, but it would have to be Alison Gallant who epitomises everything you could wish for in a colleague and friend, and has made the Acute Stroke Unit a wonderful caring family of like-minded individuals.

The last book I read was:

"Just Hand over the Chocolate and no one will get hurt", by Karen Scalf Linamen ,with excellent chapters such as 'Mary Mary quite contrary how does your garden grow?'

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

Anywhere away from natural disasters

My ultimate Sunday would involve:

"Me" time, peace and quiet, family around, and for me no cooking!

One food I dislike is:

Oysters (too reminiscent perhaps of my time in respiratory medicine.....)

My favourite music is:

Soft rock/fast paced/harmonies/ folk/most types really, and played loudly on the car stereo.

If you would like to take part in this column or would like to nominate someone please contact

Naomi.Gilling@cdhb.health.nz



Staff wellbeing programme

New Staff Wellbeing Programme intranet page!!

<http://cdhbintranet/corporate/HealthandSafety/SitePages/Staff%20Wellbeing.aspx>

Holiday break

Unless other arrangements have been made with your instructor(s), Zumba, yoga, 30 minute walk 'n work-out, mindfulness, Weight Watchers at Work, and Pilates classes will stop over the holiday period as follows:

- Last day 2013 – Friday 20 December
- Resume 2014 – Monday 27 January (Weight Watchers resumes Monday 20)

New instructors wanted

We are looking for new instructors for 2014.

- Pilates instructor Burwood hospital
- Yoga instructor Hillmorton hospital (last week Jan - 1st week of March inclusive)

CDHB Earthquake Support Coordination Service

We have two Earthquake Support Coordinators (ESC) dedicated to helping CDHB staff deal with issues related to EQC, insurance, accommodation etc. Contact an ESC directly on **371 5598** or visit the new [Staff Wellbeing Programme](#) intranet page for more information.

EAP Services: free confidential off-site counselling available for all staff.

More information available on the [Staff Wellbeing Programme](#) page or by contacting Andy Hearn.

Winscribe – cutting processing time in Ashburton

The installation of Winscribe at Ashburton Hospital has been so successful that staff have thought of extra ways they can benefit from the technology.



Winscribe went live at the hospital last week and has already made a dramatic difference in terms of efficiency and convenience. It has also created a couple of 'firsts' for the project.

Donna Wright, Service Support Technician with our ISG team oversaw the installation and says it will make a huge difference in processing time, particularly with discharge summaries.

"Using Winscribe for patient's discharge summaries means the information is available within two days. Usually the doctors write the discharge summaries themselves. It could take up to 15 days for the dictation to be done and the letter sent to the patient's general practitioner. This way the patient visits the hospital and when they leave their discharge notes are entered in Ashburton. The general practice team then receives the information before the patient visits for a follow up check," says Donna.

Ashburton is the first of our CDHB hospitals to apply the technology to discharge summaries.

After some innovative thinking, Winscribe is also proving to be greatly beneficial for clinical nurse specialists in Ashburton. Traditionally the nurse specialist would write up their own notes after clinics. Now, through using Winscribe an administrator does the transcription, freeing up the nurses. They can now see as many as three more patients each clinic.

Christchurch based doctors working at Ashburton Hospital no longer have to dictate their notes in Christchurch and send the tape to Ashburton. They can now dictate as soon as they have seen the patient and the notes are often available before they get back to Christchurch. It's faster and there's no fear of losing the dictaphone and its information during travel.



Donna Wright

Stigma of addiction changing

Understanding addiction as a brain disease is helping those who work in this area and people who suffer from the condition, says Professor Doug Sellman, who is beginning a phased retirement this month after a long career with Canterbury DHB in addiction medicine.

"There is still a feeling that people with addiction have brought it on themselves and therefore should face the negative consequences," he says.

However, increased understanding of addiction as a brain disease with neurological dysfunction similar to other psychiatric disorders, and the development of psychopharmacology to help in the early phases of recovery, is helping doctors when faced with someone with chronic intoxication.

"And so the stigmatisation and exclusion of people with this disease is slowing changing," he says.

Professor Sellman, MBChB, PhD, FRANZCP, FACHAM, leaves CDHB on December 19 after a 32 year career. Doug says he had an interest in health for "as long as I can remember" and for most of his childhood wanted to become a vet. During adolescence he switched to wanting to do social work, before deciding to try and get into medical school during a gap year teaching in Tonga.

"My mother was a pharmacist who had always wanted to do medicine but whose family was unable to support her financially to undertake university study. That's where the seeds were sown for a medical career."

Two psychiatric mentors were particularly influential.

"The late John Dobson, pioneering New Zealand psychiatrist, who I came to greatly admire for his work and values in this 'leper area' of the health sector, and Professor Peter Joyce, who provided me superb encouragement at that formative time at the end of registrar training to get involved in addiction research."

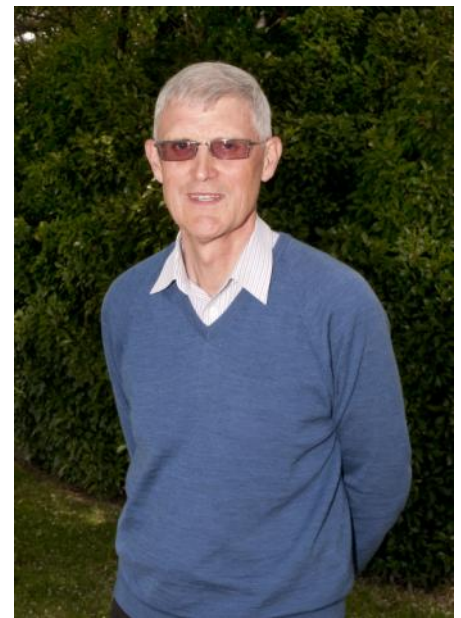
There are dozens of other colleagues who he owes much to, including Jan McKenzie, Jim Walshe and Bill Gordon. Doug says other stand-out senior colleagues were Arthur Jones, Les Ding and Brian Craig.

Doug graduated from the University of Otago in 1980 and then completed postgraduate training in psychiatry in Christchurch, New Zealand, gaining his FRANZCP in 1987. He was appointed as Senior Lecturer in the Department of Psychological Medicine at the Christchurch School of Medicine in 1991 and research subsequently led to the completion of a PhD under the supervision of Professor Joyce.

He was promoted to a Personal Chair in Psychiatry and Addiction Medicine in 2005 and was a foundation member of the Australasian Chapter of Addiction Medicine in 2002. Since 1994 his clinical work has been in the addiction area..

Doug says his career highlights with CDHB include:

- in the late 1980s/early 1990s being part of a group of colleagues who transformed the Mahu Clinic therapeutic programme from 12 weeks to 3 weeks while increasing its effectiveness;
- setting up a specialised co-morbidity assessment team called the Mahu Assessment Team; and running a co-morbidity stream of the Christchurch Opioid Service at Mahu Clinic for complex cases
- helping set up, in 1994, an addiction stream within the new Youth Specialty Service (YSS) and supporting the development of the first drug court in New Zealand - the Christchurch Youth Drug Court
- working for 28 years with Shirley McKinney (NURSE) at Mahu Clinic and YSS.



Professor Doug Sellman

Story continued overleaf...

ceo update

...story continued

Doug was a New Zealander of the Year 2010 Finalist. He describes himself as an enthusiastic member of the Harewood Golf Course and an active opponent of dieting, gym attendance and declaring war on anything.

Doug says he is thankful to CDHB for supporting work related to alcohol law reform over the past which has involved "quite a lot of media work at times".

"I particularly wish to thank CDHB for allowing me a year-long sabbatical in 2001 to take leave without pay and live in Nelson. My former wife died of cancer that year and I took over full-time care of our two boys who were aged 10 and 14 at the time."

Doug says his phased retirement will free up time to work on a number of projects beginning with alcohol law reform.

Some Doug Truisms

*Administrative staff are overworked, underpaid and never send out invoices for their daily counselling sessions of team members.

*Nurses are salt of the earth, but cleaners are the team members most likely to sing or whistle on the job.

*The worst time in the day for a team meeting is between 2 and 3.30pm, which coincidentally is the best time in the day for a short nana nap.

WARM FUZZY XMAS COMPETITION

Share a photo of your Christmas tree or favourite homemade decoration and be in to win either half a leg of *Hellers* ham or a Christmas-inspired cake *By Anna*.



The competition closes Monday 16 December at 4pm. The two winning entries will be selected by our special guest judge, Christchurch Mayor Lianne Dalziel.

all
right?

To enter upload your picture to www.facebook.com/allrightnz or email hello@allright.org.nz



Speech & Language Therapist (Rotational) x2
Mail Room Clerk
Manager – Southern Cancer Network
Functionality Design Group Members
Quality Facilitator

[Click here to see more opportunities on the careers website](#)



Don't miss out on early bird discount for Public Health Summer School courses. Register now.

Just a reminder that the early bird discount offer closes on Friday, 20 December 2013. With the Xmas season upon us, it is easy to put it off and then find it's too late...so click on this link now to review the courses on offer and Register now.

<http://infosci.otago.ac.nz/summer-school/>

This popular event offers over 30 courses of 1-3 days duration and will be held from 3 – 21 February 2014 at University of Otago, Wellington.

You may be interested in a skills-based course such as one of the statistical or research methods topics, or maybe you'd like to hear from leading international speakers at one of the topical symposiums – there is such a diversity of courses to inspire you.

The 2014 programme offers 13 new courses together with 18 repeat courses in core subject areas. For a summary of the full programme please view our flyer [here](#).

To register or find out more visit [Summer School](#) website. Remember to act quickly to take advantage of the 25% early bird discount.

2014 Public Health Summer School

When: 3-21 February, 2014

Course length: 1-3 days

Where: University of Otago, Wellington campus in Newtown

[View website
here](#)

For further information, contact kerry.hurley@otago.ac.nz or call 04 8061807



Christchurch Campus Quality & Patient Safety Team

Invitation to all staff Quality and Patient Safety Presentation

Topic:

FISH philosophy working for you and working for patients

Come along and find out what FISH is and how it could be applied in your workplace to benefit both staff and patients.

Presented by Ngaere Dawson - Team Facilitator
Business Development Unit

Venue: Oncology Lecture Theatre

Date: **Monday 16th December 2013**

Time: **1 – 2 pm**

An attendance record sheet will be provided.

Video link with other divisions can be set up on request

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



THINK. SIGN. CONNECT.

**Discover New Zealand Sign Language (NZSL)
and sign up for a 6 week Think. Sign. Connect. course**

NZSL is unique, versatile and fun. Learn everyday conversational words and phrases at one of our personalised courses and overcome communication barriers.

WHEN: 7-9pm
Tuesday 11th February –
Tuesday 18th March 2014

WHERE: School Hall
Tinwald School
130 Thomson Street
Tinwald, Ashburton

COST: \$195 pp inclusive of GST

Email Lynette.SoutheyRay@deaf.org.nz or
contact Becky Hadfield at 021 920 023



Spotlight on Your Development



The Learning & Development Team has crafted some great courses to support you in the workplace. Read what some of our recent participants have to say:



Enhancing Leadership Scott Wilson: Clinical Director

What inspired you to do this course?

I feel that great leadership is essential for any service to thrive. I took on the Clinical Director role at Ashburton Hospital through a time of significant transition, and many of the challenges I faced were quite different to those I encounter in day to day clinical practice. I felt this course would enable me to further develop my leadership and communication skills, allowing me to more effectively lead the talented staff at Ashburton Hospital.

What aspects did you value the most?

The 360 feedback from colleagues was really useful as it identified key strengths and weaknesses. This tied in with the personality profiles that helped me to understand how and why people perceive my behaviour the way they do. Through these tools and the detailed teaching sessions I was able to come to terms with how I could modify my practice to inspire, motivate, and get the most out of each of my team members.

How have you transferred the learning into your role as a Clinical Director?

I have a much greater understanding about the power of being positive in the workplace, and how minor changes in my approach to staff can facilitate enormous improvements in communication, productivity, and job satisfaction. I am already seeing the positive results these changes have made within the team, and look forward to the future.



Enhancing Leadership Kirsten Beynon: Operations Manager

What inspired you to do this course?

I'm passionate about what we do at Canterbury Health Laboratories (CHL) and WCDHB laboratory and the contribution we make to patient care, the DHB's and the wider health system. Constantly seeking opportunities for improving our services is something laboratory employees pride themselves on. I believe it's important that I too constantly seek improvement through development and building on my leadership capabilities.

What aspects did you value the most?

I valued the time...

- to reflect on my leadership style and focusing on improvement
- that was protected; the residential course ensured I did not get distracted by the day to day demands on my role and my home life and enabled me to fully focus on my learning
- to share experiences with colleagues from across the CDHB at a similar level and learn from them.

I valued the opportunity....

- to be exposed to the teaching of very high quality lecturers
- to get feedback from my colleagues (managers, direct reports, colleagues within teams) on how they perceive me as a leader and where there were opportunities for me to do things differently
- given to me by the CDHB and the support of my General Manager and Clinical Director to attend the course.

It was the most rewarding development opportunity provided to me by CDHB during my career.

How have you transferred the learning into your role as an Operations Manager?

The Enhancing Leadership course is a lot about yourself as an individual and how you lead, how you are perceived and how you can be more effective. It is important how you align this with your colleagues and what is important to them as individuals, and how we translate this together to being effective in our roles within CHL and the West Coast Lab, the DHBs and the wider health system.

As part of the learning I have developed an action plan of what I need to do as an individual both personally and professionally to continually add value for laboratories and the wider organisation.

The Development Calendar is for ALL staff – check out the HR intranet home page to search our courses.

TIPS FOR HOSTING A WORK FUNCTION

THE CHRISTMAS SEASON
IS FAST APPROACHING. BEING
PROPERLY PREPARED WILL HELP
ENSURE EVERYONE CAN ENJOY
THEMSELVES AT YOUR WORKPLACE
CHRISTMAS FUNCTION.



Here are some key tips for running a successful workplace Christmas do:

- Ensure there are plenty of non alcoholic drinks available
- Have substantial food available - not just snacks
- If you're providing alcoholic drinks make sure that the people who are serving them monitor people's consumption to avoid intoxication
- Provide entertainment like games, a band or have a quiz so the focus is on the people rather than alcohol
- Make sure there is a clear start and finish time
- Ensure that staff are provided with safe options to get home after your function - these could include sober drivers or a shuttle.

For more information on holding a safe and successful work function go to www.alac.org.nz



Canterbury
District Health Board
Te Pori Hauora o Waitaha

ceo update

Canterbury
District Health Board
Te Pōwhiri Hauora o Waitaha



MERRY CHRISTMAS

as a thank you to staff for
your commitment to the CDHB
please join us for a meal.



Wednesday 18th Dec Christchurch Campus including Labs
Breakfast 7am – 9am or Lunch 11am -2pm or Dinner 4pm – 7pm

Gold coin donation for Women's Refuge would be appreciated.