



New biomass boilers at Burwood now operational

Last week Canterbury DHB hosted some visitors from Wellington who have more than a passing interest and knowledge of all things energy-related. Our new boilers are believed to be the first true biomass steam boilers in New Zealand.

We welcomed Kay Harrison, climate change director from the Ministry for the Environment, Jenny Lackey, general manager of strategy for EECA (The Energy Efficiency and Conservation Authority) along with Peter van Meer, account manager for EECA. The trio were a veritable powerhouse of all things energy-related.

Tim Emson, our energy manager from Maintenance and Engineering along with Dominic van Berlo, the site maintenance manager at Burwood showed our visitors around. Between them, what they don't know about boilers isn't worth knowing!

We started off in the old boiler-house which is coal-fired and still producing steam for heating and hot water. The old boilers were commissioned in 1964 and are coal-fired chain grate fire tube boilers. The fact they are still working is a credit to the maintenance and engineering team. We saw how the coal comes down through the overhead hoppers, is dropped down onto a moving chain grate then is burnt to create energy for steam, and at the other end of the boiler, large amounts of ash are collected. Coal is becoming more expensive with increased Emission Trading Scheme charges and sourcing high quality energy-efficient coal is becoming more challenging.

Some of the photos taken on the day, show the age, and almost Steampunk qualities, of some of the old kit. Over the years modifications have been made to automate aspects of the operation of these two 2.85MW coal-fired boilers. In winter they use up to 7 tonnes of coal each day and 3-4 tonnes in summer. Once the new boilers are fully up and running these boilers will be decommissioned.



Above: David Meates takes a close look at components of the new boilers.

A Megawatt (MW) is one million watts, or enough energy to light 10,000 standard 100-Watt lightbulbs.

Next to the old boiler house is the new Biomass boiler-house. This has been constructed over the past 18 months. It may not be an architectural beauty, but it's what's inside that counts: two brand-new high-tech biomass boilers, made in Austria by Polytechnik. These renewable energy boilers also produce steam for heating and hot water. They are streets ahead of the old coal boilers, when it comes to energy efficiency and environmental friendliness. The two new boilers are 4MW and 2MW in size. Both will be used in winter and in summer just the 2MW boiler will be used, and in spring and autumn, the 4MW.

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There's also an additional diesel back-up generator to enable the boiler house to run during power outages.

Their installation has been carried out over the past 12 months, by engineers from Polytechnik, ably assisted by our own Maintenance & Engineering team.

These new boilers can burn any wood with a high moisture content, such as forestry clearings and wood waste. They can take wood chips and bark up to 50mm x 200 mm in size. Burning environmentally sourced woody biomass is considered carbon neutral. They're part of our increasing commitment to use renewable energy sources wherever possible. We installed a wood-chip boiler at Hillmorton in 2013

Well done to the team involved in the long process, from the business case to the commissioning of this new boiler system – and a special acknowledgement to Tim Emson for his work which has resulted in Canterbury DHB being awarded Bronze Energy-Mark Certification. You can read more about our award below and more on renewable energy from wood is available [here](#)

How does it work?



Above: The woody matter is delivered direct to the boilerhouse – cameras show when the stockpile is getting low, and our woody waste provider times their deliveries accordingly.



Above: The wood fuel is automatically fed onto a 'walking floor' which can be seen in the background. It is semi-dried during this process and moves along automatically until it tips into the furnace.



Above: One of the new boilers.

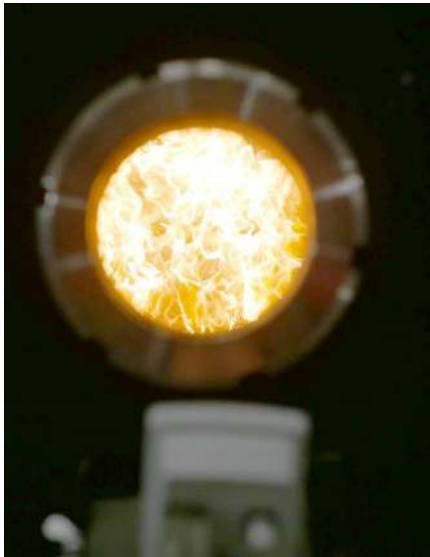


Above: Kay Harrison takes a peek into the furnace.

The furnace has several sections, and a thick refractory (fire brick) lining. The moisture is driven off in the first sections of the furnace. The system enables wet wood to be burnt cleanly and efficiently at temperatures of up to 900 degrees C. The system will detect if more air is needed in the furnace to help burn particularly dense or wet wood. For example the settings for wet sawdust will be different than for dry forestry clearings.

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Most of the new boiler system is automated and monitored by cameras. The small camera can be seen monitoring the flames.



Above: Medium-temperature hot water is travelling in the two black-lagged pipes. A complex maze of pipes ensures steam and medium-temperature hot water gets to where it needs to be, in the most efficient way possible.

Fast Fact: Boiling steam is hotter than boiling water, at 176 degrees Celsius.



Above: Components of the old boiler.



Above: Looking at the manual for the old boiler L-> R Peter van Meer from EECA, Kay Harrison, Ministry for the Environment, David Meates, chief executive, and Tim Emson, energy manager for Canterbury DHB.



Above: One of the old boilers.

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ENERGY MARK Certification

I'm absolutely delighted the Canterbury District Health Board has been awarded an Energy Mark Award – a bronze certificate from Enviro-Mark Solutions.

We are the second in New Zealand to be awarded this certification, right behind [Antarctica New Zealand](#). Energy Manager Tim Emson and the team from Maintenance and Engineering have done an outstanding job to achieve this result through implementing the change needed to become more sustainable and environmentally friendly.

The certification is part of the Energy-Mark programme. The programme enables systematic development and improvement of credible energy management systems. Third party certification ensures accurate and consistent energy management claims. To achieve Energy-Mark bronze certification, we had to demonstrate continual improvement across all our sites.

So what is an energy management system? An energy management system is simply a planned approach to manage energy use and improve performance. An effective system focuses on continual improvement, through a cycle of implementing procedures, identifying objectives and targets, assessing energy performance and improving systems.

Enviro-Mark solutions have assisted in helping us in gaining an [ISO 50001](#) accredited energy management system to target efficiency and cost savings. They have helped us identify energy performance and also support us in managing energy use. The next stage is to gain silver level award next year with gold the year after that giving the full ISO accreditation.

To become Energy-Mark Bronze certified organisations have to have developed an energy policy and demonstrated a commitment to energy management. Through the guidance of Energy-Mark the organisation has reviewed its energy usage, decided on its energy baseline and defined its performance indicators.

To achieve Energy-Mark Bronze certification, an organisation:

- » Defines and documents the scope and boundaries its energy management system;
- » Defines, establishes, implements and maintains an energy policy which illustrates the organisation's commitment to achieving energy performance improvements;
- » Provides the resources needed to establish, implement, maintain an energy management system;
- » Communicates the importance of energy management to those in the organisation;
- » Ensures that energy objectives and targets are established;
- » Considers energy performance in long-term planning;
- » Appoints an Energy Management System Champion(s) with appropriate skills and competence;
- » Conducts and documents an energy planning process;
- » Develop, record, and maintain an energy review;
- » Establish an energy baseline against which to measure changes in energy performance;
- » Evaluate compliance with legal and other requirements.



David Meates
CEO Canterbury District Health Board



Facilities Fast Facts

Fast Facts – Burwood

On Wednesday 29 June, Dan Coward, GM Older Persons' Health & Rehabilitation, and David Meates, CDHB CEO, held a special "thank-you" ceremony for all the clinical and non-clinical staff, user groups and others who have given their time to help make our new Burwood facilities a reality. Not everyone who contributed to the project was able to attend, but a group photo was taken in the new foyer to mark the occasion!



Later the same day, David also hosted a tour of Burwood Hospital's brand-new boiler house for staff from EECA, the Energy Efficiency and Conservation Authority. The first photo shows David with a copy of the original specification of the old coal-fired Burwood boiler house, dating from the 1960s. Below, he explains the strategic thinking behind the decision to install new boilers – which run on environmentally friendly wood waste – to (from left) Jenny Lackey, GM Strategy at EECA, Peter van Meer, Business Advisor for EECA, and Kay Harrison, Climate Change Director, Ministry for the Environment. The final photo shows the wood waste storage area and the tractor that loads the fuel into the boilers.



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Fast Facts - Christchurch

The last of the 129 base isolators for the Acute Services building has now been installed. Steel work will start on the East Tower in mid-July.

Ground works have begun for the land remediation project at the eastern end of the Christchurch site (see photo). This area will eventually see the installation of a new oxygen tank to supply the hospital.

Access to the secure bike parking near the Mortuary and the Lower Ground Floor via the Department of Anaesthesia staircase is being maintained, but exact routes may change as the works progress. Pedestrians should currently use the stairs at the corner of the Emergency Department car park.



Name the Crane!

Tower crane 2 is in place and ready to go. Christchurch Hospital's youngest patients (and children of staff members) have a chance to get involved in the Acute Services building project by choosing a name for each of the tower cranes. Look out for the posters with more details, ask your charge nurse manager for information, or download an entry form from the CDHB [website](#).

The closing date for entries is 28 July.

Staff reminders

The St Andrews Triangle car park closed on Sunday July 3. Site works will shortly be underway for the forthcoming Outpatients building. This will cause additional pressure on short-term car parking near the hospital. The Deans Avenue Park & Ride is available for hospital patients and visitors. Alternative car parking options in central Christchurch are shown online at ccc.govt.nz/transport/parking/find-a-car-park-park-smart/ and at www.wilsonparking.co.nz/

A reminder to staff about parking in marked disabled parking spaces in the staff car parking building – please don't! If you don't have a mobility permit, please respect the mobility parks. These parks are being monitored and parking permits will be revoked for any repeat offenders.

Canterbury Grand Round

Friday 8 July 2016, 12.15pm to 1.15pm with lunch from 11.45am

Venue: Rolleston Lecture Theatre

Speakers: Hector Matthews, Ngaire Button, Matthew Reid and Suzanne Pitama

"Matariki: Taking stock of Maori health progress in the Canterbury DHB"

In acknowledgement of Matariki (Maori New Year) the Canterbury DHB and University of Otago, Christchurch are excited to co-present a status report of Maori health in the Canterbury DHB region. This presentation will provide up-to-date evidence as well as report on innovations that are working to address Maori health inequities. (Maori bread will be provided for Matariki!)

Chair: Suzanne Pitama

Video Conference set up in:

- » Burwood Meeting Room
- » Wakanui Room, Ashburton
- » Administration Building, Hillmorton
- » The Princess Margaret Hospital (Please note the level three F block VC is no longer available and the level 1 F block VC has move to the Riley Lounge.)
- » Pegasus, 160 Bealey Ave, Room 3

All staff and students welcome

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

Next Grand Round is on Friday 15 July 2016 in the Rolleston Lecture Theatre.

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



Bouquets

Ward 12, Christchurch Hospital

I brought my mother in for endoscopies. She was having trouble walking as out of breath and a lady (staff member) saw us when we still had a wee way to go and she went and got a wheelchair for her. Thanks. Then another staff member saw we looked lost and pointed us in the right direction. Thanks. It's these little things that make a big difference. Ward 12 staff (where she is now) are lovely and we truly appreciate the work they do. A total compliment.

Orderly service, Christchurch Hospital

Awesome orderly service, five star.

Oral and Maxillofacial surgery, Christchurch Hospital

Dr Da Silva and his team are an incredible asset to this hospital and its patients. I have had consistent friendly, helpful and caring treatment and care every time I have had to attend this clinic for my tongue. Thank you for this wonderful service.

Tracey, Bone Shop

Tracey the receptionist does her job so well. Helped us and went above and beyond to get the information we needed when it failed to get sent through. Give her a payrise!

Ward 17 (General Surgery), Christchurch Hospital

I was just hoping to give some positive feedback in terms of a nurse. I stayed in Christchurch Hospital a few weeks ago, and I stayed in ward 17 which I believe to be a surgical ward. Anyway, there was this nurse by the name of Sherri, or Sharri.

She was the absolute best nurse I have ever had in all my hospital experiences. She made me feel so loved and cared for! And she did the over and above things to make my stay in the hospital comfortable. She would always respond to me immediately when I rung the buzzer, and did the smallest things that made the largest difference. For instance, she got me some ear plugs so that I could get some rest.

As I say, one of the most awesome nurses I have ever met. So I would truly appreciate it if she would be recognised for the great work that she is doing, and for all the kindness she is giving to her patients.

Oncology, Christchurch Hospital

The staff here are so nice and friendly. They are like the family I don't have.

Oncology, Christchurch Hospital

Thank you to all of you for your wonderful care and very pleasant attitudes. My husband and I have been touched by the constant Kindness and special care you give your Cancer patients. God bless you all.

Oncology Day Ward, Christchurch Hospital

Nurse Kaz is wonderful, friendly, helpful, always smiling, communicative, always a joy to see her.

Ward 27 (Endocrine and General Medicine), Christchurch Hospital

We wish to thank the nurses like Andrea, Radilyn, Grace, Kate and many others in Ward 27 for looking after my daughter during this difficult time. Many thanks to the catering team for being so accommodating with their service.

Neurology, Christchurch Hospital

Excellent staff, excellent service, clear and bright, short wait.

Ward 28 (Nephrology and Neurosurgery), Christchurch Hospital

Good food, great staff. Thank you.

Integrated & connected mental health and addiction service opened

Tūhauora - Christchurch Central was officially opened by the Minister of Health Hon Dr Jonathan Coleman on Friday.

Tūhauora is a consumer focused service aimed at improving access and the range and quality of services with collective and innovative approaches for clients seeking mental health and addiction services.

Consumers will have direct access to all the supports they need via a 'one-stop-shop', creating a seamless system.

The support from across the addiction services community to make this happen has been remarkable. An integrated and connected service is the right thing to be doing for our consumers as the quakes have really accentuated that need.

The opening marks a significant milestone because The journey towards better collaboration across addiction services began more than six years ago but the Canterbury earthquakes put everything on hold.

It was fantastic to finally have opened this great centrally located service.

Odyssey House Trust led the development of the centre and is contracted by Canterbury DHB to manage the service operation of Tūhauora – Christchurch Central. It will link closely with other government, community and Non-Government Organisation (NGO) addiction services as well as Canterbury DHB's specialist mental health services.

This collaborative central service means there will be:

- » A consistent approach
- » Better access to services
- » Quicker response to consumers
- » Identifying gaps in treatment – develop new approaches
- » Moves to increase peer support involvement.

It will lead to greater developments in treatment and care and means those providing care have access to better peer support, which in turn benefits consumers because it means they have a team of people supporting them.

Having everyone centralised will also create more seamless referrals into treatment with decreased wait times.

The new service is based at 15 Washington Way and will be open 8.30-7.30pm Monday-Friday and Saturday 10-2pm, with a view to increase the hours in the weekend.



Above: Hon Dr Jonathan Coleman cuts the ribbon with Clinical Director of Odyssey House Nigel Loughton.



South Island volunteers acknowledged

The Chapel at Burwood Hospital hosted a group of very special people on Friday 24 June. South Island volunteers who had received awards through the annual Minister of Health Volunteer Awards gathered to share their stories and collect their certificates from the Honourable Nicky Wagner, Christchurch Central Member of Parliament.

Traci Stanbury was runner-up in the Health Care Provider Service Individual Winners category. Traci was nominated by Anne Morgan, Service Manager for Children's Health.

"Traci was a founder and member of the Family Advisory Council for four years. She has actively taken part in developing the Welcome book, a parent information book for inpatient parents. She also undertook two other major projects - Interviewing parents in the different waiting areas around the hospital to learn of their experiences and attending a workshop related to patient experience. She is a consumer representative on the Health Quality and Safety Commission and an active member of the Child Health South Island Alliance. We really appreciate 'her voice' in these areas," says Anne.

Traci brings a unique and overarching perspective to her volunteer work. As mother to Ben, (10 years) who has kidney disease and related health issues, she has seen the patient view of hospital services. As a consumer representative on several committees she has heard about the experiences of other patients and their families. As a web designer for health services Traci is immersed in public health information.

"When I first started I didn't know what any of the health lingo meant. Now I can talk the talk and help make sense of it for others. I volunteer my time for myself and my son, really but I get a real kick out of helping others and it's nice to get recognition," says Traci.

A full list of volunteers receiving their awards follows and full details are available [here](#).



Above: General Manager Older Persons, Orthopaedic and Rehabilitation Dan Coward, Traci Stanbury and Service Manager for Children's Health Anne Morgan.

Health Care Provider Service Team Volunteers

Runner-up – Breastfeeding Support Otago & Southland

Breastfeeding Support Otago & Southland is a volunteer service run for mothers by mothers.

Health Care Provider Service Individual Winners

Runner-up – John Devine

As a volunteer, John Devine's commitment to the Central Otago Living Options' day centre is almost full-time.

Runner-up – Traci Stanbury

Community or NGO Health Service Team Volunteers

Runner up – Warmliners

Warmline is a telephone peer support line for people with mental illness living in Canterbury and the West Coast.

Māori/Pacific Health Volunteer Individual Winners

Runner-up – Aroha Hōhipera Reriti-Crofts, CBE, JP

Aroha Hōhipera Reriti-Crofts joined Te Ropu Wāhine Māori Toku i te Ora o Ōtautahi (Māori Women's Welfare League Ōtautahi branch) in 1968, and has provided volunteering services ever since.

Youth Health Individual Winners

Runner-up – Jock Davies

Jock Davies was 11 when he was selected as the 2015 Child Cancer Foundation National Ambassador, representing the hundreds of children nationwide who are supported by the foundation.



Above: Traci Stanbury with the Honourable Nicky Wagner.

“A Tribute”....to the Orlando Regional Medical Center ER

Christchurch Hospital social worker Francesca Lynch is collecting messages of support to send to the clinicians who treated the victims of the [Orlando night club shooting](#).

Fran says although Canterbury and New Zealand has never had to deal with a horrific act of terrorism like the one in Orlando, Canterbury clinicians can identify with responding to a mass casualty event as many were involved with the aftermath of treating victims of the Canterbury quakes.

“I’m putting together an acknowledgement of messages to send to the Orlando Regional Medical Centre ER, which treated the victims of the nightclub shooting, expressing our admiration and to let them know we are thinking of them,” Fran says.

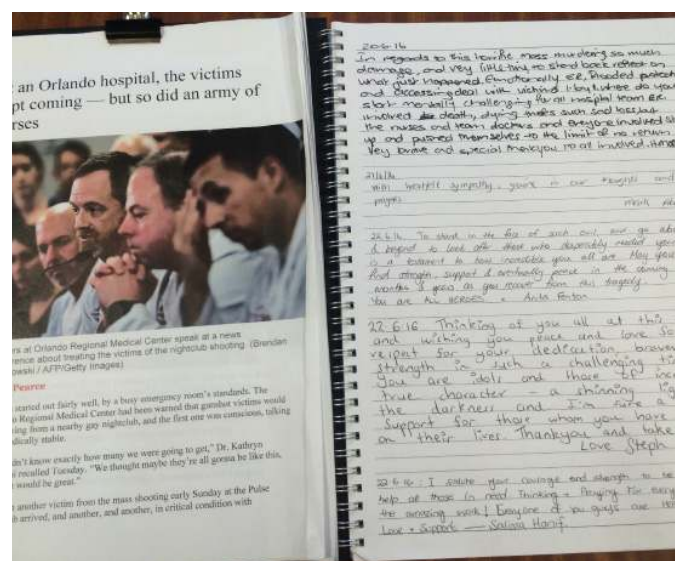
“I’ll be circulating this around Christchurch Hospital and would love my colleagues to get behind it.”

Frank says she acknowledges there are many shootings across the United States however we seldom hear from the ER teams treating the victims.

“I think it’s nice to recognise our colleagues in other parts of the country and the world when unexpected tragedies happen and resources are stretched beyond capacity.

“I felt compelled to do something after hearing journalists’ reporting on this sad event.

Fran says anyone who wishes to contribute can email their message to francesca.lynch@cdhnb.health.nz or call into ward 18 to write a message in the book.



Children's Commissioner Update

In this issue:

- » End of an era - farewell to our Commissioners
- » Introducing... the new Children's Commissioner Judge Andrew Becroft
- » State of Care 2016
- » Are We There Yet? A presentation by Dr Wills of our work over the last five years
- » Latest select committee submissions

[Read the full update.](#)



UK Specialist Nurse visits to investigate how Canterbury 'does flu'

Nicola Meredith, a Specialist Immunisation Nurse from Wales included Canterbury DHB in her recent visit to New Zealand.



Nicola Meredith

Nicola was awarded with a Churchill Travelling Fellowship from the Winston Churchill Memorial Trust this year. The fellowships provide a unique opportunity for UK citizens from all backgrounds to acquire innovative ideas abroad, gain new perspectives in their fields of interest and create valuable networks overseas. She used her funding to travel to and spend four weeks in New Zealand, to gain insight into our health care staff influenza vaccination campaigns.

She has visited the National Influenza Specialist Group and Immunisation Advisory Centre based at the University of Auckland, and a range of health boards (including CDHB), and also care settings to gather information about the country's flu programme.

Uptake of the influenza vaccine among healthcare staff is considerably higher in New Zealand where uptake is reported at 61 per cent, compared to only 44% in Wales which remains below the Welsh Government target of 50 per cent.

Nicola's research plans to identify strategic and operational influences on the health care staff-facing elements of New Zealand's National Influenza Campaign, which could possibly be integrated to help increase the number of healthcare workers choosing to get immunised against flu in Wales.

Nicola said she had heard good things about flu vaccinations in Canterbury. She met with CDHB staff from clinical and communication teams. An overview was provided on the delivery of the programme which included a discussion around the implementation of the peer vaccinator model from America, and the introduction of mobile and static clinics to allow easy access for staff to receive the vaccination. She was provided with a pack of current and previous promotional materials produced for CDHB flu campaigns.

"I wanted to find out what you do differently in New Zealand and learn from your experience to positively influence uptake in healthcare staff in Wales and better protect our staff and patients. I was really impressed with Canterbury's plans and how welcoming they were," said Nicola.

It's not too late to get your flu vaccination – check how to be vaccinated [here](#).

Find out what Flu is doing in Canterbury – check our [website](#).

Further clinics scheduled at the Great Escape Café at Christchurch campus:

Thursday 7 July, 14:00 -15:00

Tuesday 12 July, 09:00 -11:00

Child Health Nurse Educators' Hot Tips for July

The July edition of the Hot Tips newsletter from the office of the Child Health nurse educators has been [published](#). Please distribute it to your teams as you see fit.

Inside this issue you will find information about a lot of Child Health initiatives that are new:

- » Information about new standardised IV fluid solutions for paediatric patients
- » New IV fluid guidelines
- » New draft orientation books, new trial Child Health care plans and a welcome to new staff
- » Updates of our Child Health RT2C journey so far and our "Great Wall" project

Volunteers ready to serve

There's a bright, new attraction in the entrance foyer of Burwood Hospital.

The Volunteer's Shop was officially opened on Monday 27 June by Sally Nicholas, Canterbury DHB Group Operations Manager, who cut the ribbon and welcomed the first customers. She said it was wonderful to have their vision realised.

"We've been working on this a long time. The shop looks and smells amazing. It's a credit to everyone who has been involved," says Sally.

Volunteer Co-ordinator Norma Robson will oversee the shop operation and a team of more than 20 volunteers will work in the shop over the week in shifts. The shop is open 10am – 4pm Monday to Friday. Proceeds from the Gift Shop will go towards supporting patient comfort and staff education.

Norma says the range of goods available was exciting. "We've got a wide selection of giftware, books, magazines, children's toys, jewellery, cards and free gift wrapping. We are agents for a drycleaner and we'll also have NZ Post services in-store from July," says Norma.

Volunteers Bonny King and Gaynor James were on hand to serve the first customers – Tony Danenberg, Orderly Shift Supervisor bought his mother birthday flowers and a gift, and Wayne Ramsey, Accommodation Co-ordinator was the first in with his drycleaning. A Unichem Chemist will open next door to the Volunteer Shop in about a month's time.

Bonny will volunteer one day per week in the shop alongside volunteer work she does for Nurse Maude. Gaynor mixes her volunteer shop role of one shift per week with volunteering for the Air Force Museum and Police Kiosk.



Above: First customer Tony Danenberg buys flowers and a card for his mum.



Above: Rachael Walker, Volunteer Co-ordinator CDHB and NZ Spinal Trust with Norma Robson, Volunteer Co-ordinator CDHB at the entrance to the shop.



Above: Sally Nicholas cuts the ribbon officially opening the Volunteer Shop.



Above: The shop sells an exciting range of giftware and goods.

Appointment of Culturally and Linguistically Diverse Health Manager

Mastura Abd Rahman has been appointed Pegasus Health's Culturally and Linguistically Diverse (CALD) Health Manager.

Mastura has been involved in education and training for 20 years in a variety of educational settings.

Over the last eight years diversity education has been a focus of Mastura's work particularly looking at on how the education system and practitioners meet the learning needs of multicultural and multilingual students from refugee and migrant backgrounds.

"I see the same challenge in the provision of healthcare services to the same group as research has shown that a major contributor to health disparities is a lack of culturally competent care.

"So I am looking forward to contributing and supporting a culturally responsive framework for the provision of healthcare and services to the CALD population that improves access and is effective in meeting their health needs," Mastura says.

She also hopes to expand thinking on how those around the individual contribute to their health.

"This means that we have the opportunity to tap into skills and knowledge beyond the individual to families, whanau, communities and businesses to build collaboration and partnerships in promoting and maintaining health."



Above: CALD Health Manager, Mastura Abd Rahman

Part-time Administrator - Health Precinct Advisory Council

- » Are you organised and a great communicator?
- » Do you have plenty of initiative?
- » Would you like to help us create a lasting legacy?

The Health Precinct Advisory Council is looking for a skilled administrator to support the Council Secretariat. Hours are flexible (up to 10 hours a week, over several days) and ideally suited to a current partner staff member looking to increase hours. A secondment or contracting arrangement would be considered.

www.healthprecinct.org.nz

To send your application, or for more information please contact:

Sue Rogers, Executive Officer, Health Precinct Advisory Council.

Office: Terrace House, Level 2, 4 Oxford Terrace

Postal: C/- Canterbury District Health Board, PO Box 4345, Christchurch 8140

sue@healthprecinct.org.nz

027 395 0939

Applications close 17 July

[Read job description.](#)



**HEALTH PRECINCT
ADVISORY COUNCIL**

Te Papa Hauora



Winners of the recent Hand Hygiene Campaign



A big thank you to all the areas/wards who sent in their Hand Hygiene Improvement Initiatives for entry into the Month of May “It’s Ok To Ask Me” Hand Hygiene Campaign Competition.

On behalf of the CDHB Hand Hygiene Governance Group we would like to congratulate all the “Chocolate Cake Winners” for the excellent initiatives developed by areas/ward in support of Hand Hygiene Improvements and our Month May Campaign, which incorporated the WHO 5th May Hand Hygiene Day.

The “Chocolate Cake Winners” are:

Intensive Care Unit – Staff survey of knowledge of the application of “5 moments”, ICU environment specific posters developed including current staff demonstrating clinical application of moments, to improve communication, awareness and patient outcomes.

Ward 28 – Initiative and support of planned May campaign with production of Ward Poster prior to campaign commencement in support of “its okay to ask” programme.

Radiation Therapy – Oncology – Demonstrated local leadership of planned campaign and HH programme through improvements in communication, visibility of resources & data, appointment of Gold Auditor, local results data displayed.

Emergency Department – Developed and completed local survey for staff, additional Gold Auditors trained, Display of results data, patient empowerment through wearing “It’s Ok To Ask Me” Badges and ensuring information available on noticeboards for both staff and patients.

Acknowledgements also went to the following areas, along with a “box of chocolates” to:

Sleep Unit – Need for environmental changes noted and acted on with increased availability of ABHR product and holders in appropriate areas.

Ashburton Hospital – Planned patient empowerment strategies to improve hand hygiene and outcomes.

Hagley Outpatients – Gel Ditty written for ABHR, and photos showing staff wearing the “It’s Ok To Ask Me.....” badges in support of the campaign and Hand Hygiene Improvements.

Burwood Hospital - Use of Hand Hygiene poster developed by past New Graduate which continues to be topical and utilised in Orthopaedic Rehabilitation Ward (FG) and the Spinal Unit (HG)

Certificates were presented to all the above in acknowledgement of the dedication and commitment to the CDHB Hand Hygiene Programme.

Opportunities to join the School Based Mental Health Team

Permanent/Full Time, Permanent/Part Time

We have 3 new positions for experienced Registered Health Professionals in an exciting programme working with school communities to enhance resilience and promote positive Mental Health outcomes.

Clinicians will work within a team that provides a proactive, collaborative outreach service to support schools in Canterbury to address the emerging mental health issues post-earthquake, through engagement, consultation and the provision of brief intervention.

We are looking for positive, flexible people with excellent communication skills, knowledge and experience in Child and Adolescent Mental Health, and the ability to work well both in a team and autonomously.

Clinical experience with Children and Adolescents is essential.

You must hold current registration with the relevant professional body in New Zealand.

A current NZ Driving Licence is essential as this programme is being delivered across the Canterbury region.

Applications are only accepted online so please head over to our website to check out the position description and apply now at cdhb.careercentre.net.nz, or for more information, please ring Craig Scott on 03 364 0050.

Pharmacists go under the microscope for their patients

Pharmacies around Canterbury have gone under the microscope to make sure their patients are getting the best possible care.

Cantabrians are receiving faster service and better care after several of the region's community pharmacies volunteered to put the old way of doing things to the test.

Shields Pharmacy in Papanui was one of the brave teams to go under the microscope to explore how they could do everyday things differently and give their patients the best possible care.

"I was nervous before it started about how it would work and was worried that we would be judged on what we were doing," Shields Pharmacist Steve Thompson said.

The Shields Pharmacy team volunteered for the initiative aimed at applying 'Lean' principles in order to streamline everyday processes.

Originally applied in automotive and other production industries, Lean is a methodology to help review and improve systems of work.

The initiative, which was funded by the Canterbury District Health Board and facilitated by the Canterbury Community Pharmacy Group, aimed to help pharmacy staff members find more time to spend with patients and to work together with local general practice teams in the care of patients.

The programme saw Lean coaches visit the pharmacies over six to eight weeks to observe the pharmacy team going about their normal work day.

This included anything from timing how long team members spent completing tasks, tracking the pharmacist's steps around the dispensary and recording stock ordered and used.

For Steve and his team, this meant providing faster care for their patients without impacting on safety, as well as freeing up more time for other services.

"It is easy to get stuck in your ways and it was refreshing to have a new eye look at things," Steve says.

"We do have more time now. We have more time to spend with patients if required and we can offer them more services as they are developed."

"The dispensing process is more efficient so hopefully waiting times are shorter and our ordering should reduce errors."

"Our blister pack system, with the extra checks, should be even safer."

"I found the whole Lean process very worthwhile and relatively painless."

Koral Fitzgerald, who facilitated the programme, said community pharmacies are encouraged to continue implementing their own innovation initiatives such as Lean.

"The Lean programme demonstrated one of the many ways pharmacies can quite easily transform the way they work."

"As our health system continues to lead the way in transforming pharmacy services and we move our focus to realising the benefits of the recently released Pharmacy Action Plan, we really encourage community pharmacies to continue to implement their own activities that enhance the way they work."



"It is easy to get stuck in your ways and it was refreshing to have a new eye look at things. We do have more time now." Steve Thompson, Pharmacist » Article continues on page 16

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“Shields Pharmacy is just one great example of what can be achieved,” Koral said, revealing that all of the pharmacies that took on the challenge demonstrated an increase in availability for patient-focused care, with time freed up ranging from small gains, to gains of up to 12.5 hours per week.

The changes Shields Pharmacy made

- » Offering more services, particularly Medicine Use Reviews (MURs)
By streamlining their processes, the Shields Pharmacy team aimed to free up pharmacist time to complete more MURs. MURs support people on multiple medications by providing education to improve health literacy and through motivational interviewing to increase adherence to their prescribed medications. Steve and his team have freed up enough time to carry out MURs for two or more people per month now.
- » More efficient dispensary ordering
Instead of doing a big first of the month order and ordering bulk stock, Shields Pharmacy now do smaller orders more frequently. Steve says, “This has given us more room as there is less total stock and lessened the time taken to put the orders away.”
- » Better prescription batch procedures
Instead of keeping the prescriptions in numerical order Shields keeps them in daily order and faxed prescriptions are simply attached to the originals when they arrive. Steve says this saves the team about 30 minutes every day. “As a result of this the prescription batch preparation every fortnight has gone from a few hours to 30 minutes max.”
- » Improved blister pack documentation
“We now have charts and signing sheets for everyone, which makes it easy to see what they are taking and provides more checks that the packs contain what they should,” Steve explained.
- » Better workspace set up
“Our work space had a few changes with the positioning of printers and stamps which has given us a bit more room for when we are busy (which helps with safety). We now have a ‘red peg’ system for prescriptions that are waiting so we can see at a glance what priority we should be giving prescriptions. We previously used to write on them, which was harder to quickly see,” Steve says.



Canterbury Collaborative Simulation Interest Group (CCSIG)

Date: 24 August. 2016

Time: 1300-1700hrs

Venue: Clinical Skills Unit, 5th Floor, Riverside, Christchurch Hospital

Registration fee: No charge

Draft Programme: This will be an interactive afternoon, please dress comfortably.

- » “Around the world in 4 International sim challenges” - Brendan Wood, Senior Lecturer/Military Programme Leader Paramedicine. Auckland University of Technology
- » The Hartwell Simulator – Dan Hartwell, Simulation Lead, Anaesthetics, Christchurch Hospital
- » Virtual Simulation – James Hayes, Senior Medical Imaging Lecturer. Ara institute of Canterbury

To register contact email [Professional Development Unit](#).

One minute with... **Becky Conway,** **Child Health Nurse Educator**



Above: Becky Conway

What does your job involve?

When I became a nurse educator I imagined that lecturing in front of an elegantly crafted PowerPoint would be a major part of this job. What I have found is quite different. Facilitating and implementing change in equipment, processes, products and behaviour is a major component of the job and this is mostly not done by PowerPoint. A lot of time is spent developing online courses on HealthLearn.

Planning and evaluating educational programmes takes more time than teaching them. Alongside my colleague Tracey, we teach not only within our Child Health department, but also in other areas where children go in their health journey like the Emergency Department, Intensive Care Unit and Post Anaesthesia Care Unit.

We also have a close teaching relationship with ARA and are proud to have established a Dedicated Education Unit in Child Health. We go to a lot of meetings - the most important ones are NetP governance, Child Health Cluster, Incident Review and the Regional Intravenous Advisory Group. Communication is a big focus and includes a monthly newsletter called Hot Tips and keeping our Child Health education website up-to-date.

Why did you choose to work in this field?

I always liked the idea of teaching and I was encouraged to apply for this job and I love it! It holds the perfect mix of creativity, nursing and leadership. People often ask me if I miss clinical practice. The answer in short is "no". That doesn't mean that I didn't love looking after children and their families, because I did, but I enjoy this job even more than that.

What do you like about it?

Besides the creativity that I find within this job (inventing board games, using technology like Kahoot or PollEv, producing videos, and educational artwork) I get to work with some really inspiring people. It's also very rewarding to discover that I have said or written something that resulted in someone having an epiphany about an area of practice: this is particularly rewarding when a child is better off because of it.

What are the challenging bits?

Time is the enemy. There is never enough of it. Herding large numbers of projects at one time is challenging too.

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

I admire all kinds of people that I work with and feel very supported every day in this role. Two who immediately come to mind are Tracey Bruce my educator colleague because

she is inordinately patient, loyal and a great administrator, and Professional Development Manager, Janette Dallas, for her incisive thinking and positivity.

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

Care and respect entails taking care to provide a welcoming and inspiring learning environment where different types of learners and different points of view are valued.

Integrity in all we do incorporates consideration of scientific evidence that underpins education and giving feedback that truly reflects practice competence.

Responsibility for outcomes includes determining measurable outcomes for our education programmes: if we don't make measurable improvements we need to look at the education and ask "why not?"

The last book I read was...

I love reading history and biography and mostly have a couple of books on the go at once, although I cheat somewhat by listening to audio books on my phone – a great trick when gardening.

What Abi Taught Us, by Lucy Hone (paperback). Local woman, and academic Lucy Hone gives an inspiring account of how she coped with the tragic death of her daughter and how strategies from the science of resilient grieving can help anyone face an equally helpless situation.

The Age of Radiance, by Craig Nelson (audiobook): a fascinating account of the uncovering of radioactivity. The book spans history, science, politics, natural disasters and war and includes Marie Curie, the Cold War and the recent Fukushima Daiichi nuclear meltdown.

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

At home with my family is quite okay by me.

My ultimate Sunday would involve...

A breakfast of strong (triple shot) long black (but not too long), followed by poached eggs with basil pesto and parmesan on ciabatta followed by the Godley Head walk and perhaps finished off with a movie at home with my feet up.

One food I really dislike is...

Custard

My favourite music is...

Anything written and performed by The Penny Blacks, a local duo featuring Jimmy Taylor and Penny Cain (my sister, a CDHB sonographer). Their lyrics are humorous and poignant and their tunes are lovely and singable.

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

Rongoā Kākāriki
GREEN
PRESCRIPTION



BE ACTIVE

Term 3 2016



Be Active is an eight-week programme for people wanting to increase their level of activity and have fun along the way.

Aranui

Aranui Community Centre
37 Hampshire Street
Tuesday 10 – 11:30am
Starting Tuesday 2nd August

Lincoln

Lincoln Events Centre
15 Meijer Drive
Wednesday 10:30am – 12pm
Starting Wednesday 3rd August

Bishopdale

Bishopdale YMCA
13A Bishopdale Court
Thursday 6:15 – 7:45pm
Starting Thursday 4th August

For more information and to register please contact:

Anna Wilson
P 03 373 5045

E anna.wilson@sportcanterbury.org.nz
www.sportcanterbury.org.nz

Suitable for all ages (18+) and levels of ability. Join us each week to try a range of low-impact activities, e.g. circuit, badminton, Tai Chi and Zumba. Discuss ways of maintaining a healthy lifestyle, and enjoy the support of others in the group. Cost is \$3 per session.



Canterbury
District Health Board
Te Pōwhiri Hauora o Waitaha



Together supporting an
active
CANTERBURY

NAME THE CRANES COMPETITION

Help name the two cranes that are being used to build the new
ACUTE SERVICES BUILDING



Entries open to all children and young people aged 16 and under who have a parent on staff, who are inpatients, or who attend outpatient clinics, at Christchurch Hospital. See your Charge Nurse Manager or download an entry form from cdhb.health.nz/itsallhappening