

ceo update



Thursday 24 April 2014 — There's a whole lot of scabbling going on

If you've been in Christchurch Hospital lately, you may have heard a bit of a racket, and depending on where you work, you may have felt the vibrations. I have it on good authority, that the cause may well be the scabbling. If you google it, scabbling really is a word.

At the moment, seismic strengthening work is underway in the basement and lower ground floor in the area where the new temporary Child Haematology Oncology Centre (CHOC) will be located. It makes sense to carry out the seismic strengthening work now, ahead of the fit out. The strengthening work involves drilling over 3000 holes in some concrete shear walls which help support the hospital buildings. Metal bars will be put through these holes as part of the reinforcing required. Another part of that work involves roughening up the smooth concrete walls – this process is called scabbling and it's noisy and causes vibrations. It also means, the new concrete walls will have a better bond with the old walls and be much stronger.

While not pleasant to listen to, this work is an important part of the strengthening of the Clinical Services Block. Wherever possible the construction teams are working in with the clinical teams and taking breaks at agreed times, however, the noisy drilling work has to be completed so please bear with the teams. They are generally carrying out this disruptive work for 45 minutes, then taking a 30 minute break, to allow staff and patients some reprieve from the noise and vibrations.

The reality is, however, ongoing disruptions as a result of the earthquakes will be with us for some time. This type of work is usually only carried out in a construction site environment, so to be doing it in a fully functioning tertiary hospital is challenging for all concerned.

We hope the worst of the disruption from the current project will be over by the end of next week (however, there will be further work in the basement over the following weeks) so thanks again for your patience. Every hour of downtime adds an hour to the completion date of the new CHOC, so it's a delicate balancing act.

For the latest information on the various earthquake repairs and redevelopment projects happening throughout our health system, check out the Site Redevelopment Team's latest newsletter here

Short week challenges

Thanks to those who are keeping our health system running, while many of your colleagues are away for a holiday break. Fewer staff to carry the load can be challenging, and I want to say thanks for the part you play in keeping things running smoothly 24 hours a day, 365 days a year.

Have a great week. Take care David

Right: Workmen working on the CHOC shear wall.

Changes to entrances at Burwood Health Campus If you are travelling to the Burwood Health Campus, please note that a new traffic management plan will be in place from the first week of May. Entry to the temporary entrance, main reception and surgical admitting will be via gate two. Please take care and follow the signs.





Conversations that Count

The issue of having a Conversation that Counts was well received last week

on the inaugural awareness day.

Only about half of us have talked to our partner, family, friends or health provider about our end of life wishes, yet for most people making sure their family is not burdened by tough decisions is extremely important.

To help bridge this gap and get people talking about what is important to them 16 April has been designated as 'Conversations that Count Day'.

Promoted by the National Advance Care Planning Cooperative and Co-ordinated in Canterbury by the South Island Alliance, the day included postcards, posters and displays around CDHB hospitals.

There were also articles in local and national media and a website where the people could send an electronic postcard to someone they care about encouraging them to 'start a Conversation that Counts'. (www.conversationthatcount.org.nz)

Advance Care Planning Facilitator, Kate Grundy, says there were presentations at Burwood Hospital, radio interviews with Newstalk ZB, articles in both The Press and the Ashburton Guardian and an interview on CTV.

Having a 'Conversation that Counts' is the first step towards Advance Care Planning (ACP). This is a process of discussion and shared planning for future health care which involves an individual, whānau and health care professionals and gives people the opportunity to develop and express their preferences for future care based on:

- · Their values, beliefs, concerns, hopes and goals
- A better understanding of their current and likely future health
- The treatment and care options available



Above: Hospital Aide, Heather O'Connor and Registered Nurses, Fleur Hille and Mary Cox, at the Conversations that Count stand they set up outside ward 26 at Christchurch Hospital.



Above: Advance Care Planning Facilitator, Kate Grundy and Quality Facilitator, Claire Baker, at Christchurch Hospital's main foyer with a promotional notice board and Conversations that Count stand.

Electronic Order Entry (EOE) Radiology

For any clinicians that have missed a presentation, have any questions around EOE or the use of the results dashboard. Maybe you just need access to the system.

We promise it will be painless and should only last 10 minutes.

Drop in Sessions

When: Tuesday 6 May

Thursday 8 May

Where: Radiology Department Media Lounge

Time 13:00 to16:00



Great staff. I was well looked after by everyone (students and staff members). I was pleased I hurt myself here – maybe not that bit. Thanks.

Emergency Department and Surgical Assessment and Review Area (SARA)

I was treated with such dignity and respect by all the lovely people in the Emergency Department and the SARA unit, especially the doctor Eloise. You are such a lovely bunch and always so nice to me.

Ward 25, Christchurch Hospital

I cannot praise the staff and services of this ward enough, right from the lowest to the top ranking members of staff...the CPIT students do great work....

Ward 19 and 18, Christchurch Hospital

I would like to pass on my thanks to the staff of wards 19 and 18...I cannot speak highly enough of the friendly and helpful people I met during my stay. Doctors, nurses, orderlies, meal ladies, cleaners etc. Thank you all...you do a grand job. Kind regards and thank you again.

South Inpatient - Hillmorton Hospital

To all the staff at South Ward, thank you for nursing me back to health and not exacerbating any troubles I had already. I really appreciate the privacy, comfort and your caring ways. Special thanks to Nina for her attitude and easy going nature.

A big thank you to whoever is in charge here...I was very unwell when admitted and all the nurses, doctors and staff helped me. A very big thank you from the bottom of my heart. Keep up the good work team.

Compliments to Dr Carol Dean for helping me through my time at hospital. She is very good at what she does.

In the early hours of Sunday I was very thankful for the kindness shown by a particular nurse who I believe was working two consecutive shifts. She was so caring and understanding. The other nurse on duty was also very helpful.

Canterbury Hospitals' Friday Clinical Meeting (Grand Round)

2 May 2014, 12.15-1.15pm (lunch from 11.50am) Venue: Rolleston Lecture Theatre

Dr. Russell Scott, Clinical Professor of Medicine, Don Beaven Medical Research Centre "New clinical approaches in the management of complex diabetes and metabolic conditions"

Dr. Jim Borthwick, Opthalmologist "Preventing Blindness in Macular Degeneration"

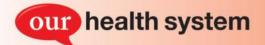
The Avastin Good News Story

Chair: Dr Sean MacPherson, Consultant Haematologist

Video Conference set up in:

- Burwood Meeting Room
- Meeting Room, Level 1, TPMH
- Wakanui Room, Ashburton
- Telemedicine Room, Admin. Building 6 Hillmorton

For more information contact: ruth.spearing@cdhb.health.nz



ceo update

Sharing ideas to make medication management more effective

John Quayle

Last month, four members of Canterbury's eMeds team, SMO Jeff Shornick, nurse Ann Bradley and pharmacists Olivia Johnson and John Quayle flew to Sydney for the 3rd electronic Medication Management conference. It was a valuable opportunity to learn and to share ideas with other health systems that are at different stages in the process.

John Quayle was enthusiastic about the benefits of networking with vendors and other users of Medchart and similar systems.

"Knowing that others have faced and overcome the same challenges has boosted our energy levels and given us a renewed sense of optimism in our project."

"It was a unique opportunity to absorb useful information and talk through new strategies that will help us turn the grey box that is Medchart into something truly useful for Canterbury clinicians and ultimately of huge benefit to patients."

A pharmacist with the Clinical Implementation Team, John has experienced the challenges and frustrations of a hectic ward environment. He's done more than his fair share of paper chasing and can decipher illegible handwriting with the best.

"One simple slip of the pen can be potentially catastrophic – the difference between grams and milligrams perhaps a matter of life and death.

Even if you have nothing to do with drug dispensing, if you've ever put a tbsp. of salt into a recipe instead of a tsp, you'll know the difference a letter can make.

"Mostly, we catch these errors but the risk that one time we might not is always there. eMeds will change all of that – no pens slips, no smudges, no lost documentation and because we always know who the prescriber, is it is easy to check back with them if you need to."

A key theme throughout the conference was the importance of delivering high quality and well-timed communications. The eMeds team agree that Canterbury's health partners have a clear purpose, objectives and awareness of the benefits of the proposed change.

"Going to the conference has highlighted how much more work is needed to communicate the vision and the steps planned to achieve our goal," John says.

Other key lessons include:

- Involvement and buy in from senior clinicians and nurses is vital, identifying a clear need to build relationships.
- Keep staff informed. Staff who are informed and understand the need for change are more accepting and more engaged in training.
- We need to develop an online training system, probably using Health Learn as a base. This should form part of our ongoing resource for clinical staff.
- Integration between clinical systems is complicated, but needs to be achieved to realise the vision of a mature electronic medicines system and meet the needs of clinicians and patients.
- Implementation strategies need to ensure end user buy in by recruiting clinical champions and demonstrating a high-quality product from the outset, leading to faith in the system.
- Research shows that electronic Medication Management systems reduce errors. Most improvement is seen in 'procedural' errors (e.g. fewer incomplete orders), with less change typically seen in 'clinical errors' (e.g. wrong dose prescribed).
- Getting alerts right is a challenge and 'alert fatigue' can be a problem! The
 plan is to include only a few alert types and provide other forms of decision
 support such as protocols and quicklists.

"We won't get it perfect first time - As with all successful implementation, we need your ongoing feedback to make eMeds the valuable tool I know it can be," John says.

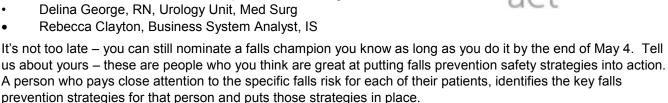


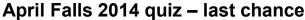


Falls Prevention Champions - do you work with an unsung hero?

It has been great to find out about all the wonderful falls champions out there who are doing a stand up job preventing falls and keeping people safe. Nominations have been received for the following people to date:

- Isabel Clark, Enrolled Nurse, K1, OPHSS
- Lynda Postlethwaite, Hospital Aid, Ward 18, Med Surg
- Alison Downes, Staff Nurse, Ward 23, Med Surg
- Rommel Principe, RN, Ward 23, Med Surg
- Tina Lacy, RN Ward 24, Med Surg
- Poonam Prethika, RN, Ward 24, Med Surg
- Vicki Sutherland, Hospital Aide, Ward 27, Med Surg
- Marjolene Schouten, RN, Ward 27, Med Surg
- Cheryl Hynes, EN, Ward 27, Med Surg
- Mimi Houten, RN, Ward 27, Med Surg
- Lisa Bee, Nurse Educator, Orthopaedics, Med Surg





April is nearly over so it's your last chance to complete the Health Quality and Safety Commission's (HQSC) April Falls Quiz for 2014. This quiz is running for a second time this year with similar prizes, except this time only correct entries will go into the draw.

The graph below shows the number of entries for last year's quiz. We don't like to see Canterbury anywhere other than at the top, so let's improve on this.

New questions in the 2014 quiz have a strong focus on what counts as a fall, and managing falls risks in older people with delirium or living with dementia. This year's quiz enables the HQSC to compare the 2014 findings with the 2013 baseline results.

The HQSC recommend that you review the published 10 Topics to be on top of the questions – it's research, not cheating! The Quiz will close 29 April and can be entered online, via your smartphone, or by freepost.

All entries qualify for one of three prizes, each to the value of \$1000, for a development activity which grows the capability of an individual, team or organisation. More information about the prizes are in the flyer.

To complete the quiz:

- online
- via your smartphone (by scanning the QR code on the bottom of the flyer)
- by freepost.

Right – Number of entries received for last year's quiz. Sixth place is NOT where we expect to see Canterbury!

Read last year's National April Falls Quiz

DHB area	Number of surveys	Proportion of total sample
Southern	165	11%
Capital and Coast	150	10%
Auckland	145	10%
Counties Manukau	122	8%
Bay of Plenty	116	8%
Canterbury	113	8%
Whanganul	101	1%
Nelson Marlborough	100	7%
Waikato	77	5%
Hawkes Bay	73	5%
Tairawhiti	50	3%
Taranaki	47	3%
Northland	44	3%
Mid Central	35	2%
Hutt Valley	34	2%
Lakes	32	2%
Waitemata	26	2%
West Coast	23	2%
South Canterbury	19	1%
Wairarapa	11	1%





Thank you from the Roving Grannies

The Roving Grannies, Betty Tripp (Lisa Bee, Nurse Educator, Orthopaedic service) and Mavis Brown (Helen Mathieson, Hospital Aide, Ward 18) would like to say a big thank you to everyone who has been so welcoming of their visits. For your information, here is a little bit about the Grannies.

Betty:

Mavis and Betty have been friends for years. They love to socialise. Betty is a bachelorette and is a former runner. She loves makeup, watches her figure and enjoys the finer things in life. Sometimes Betty has mild confusion. She has two cannulated hip screws, after two falls, one playing tennis and the other at home when she tripped over her pedigree chihuahua.

Mavie

Mavis comes from a farming background and has amazing baking skills. She is married to Cyrel who goes in for respite care as he has dementia. Mavis has diabetes, she has had a total hip joint replacement and her last fall was due to low blood sugars. She is also hard of hearing.

"Happy Roving" Love from Betty and Mavis.



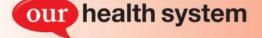
Prescribing and administration of Methadone

A policy has been added to the Fluid and Medication Management Manual (Volume 12) to be followed when prescribing and administering methadone. It can be found under the sub heading 'Medication Management'. This has been developed to ensure staff are aware of the steps to take to reduce the chance of inadvertent overdose.

- Confirm who is responsible for prescribing methadone in the community.
- Confirm the dose.
- Confirm when the patient last had a dose.
- Confirm if the patient has any 'takeaway' supplies.
- Pharmacy will dispense methadone including the patients dose on the label.
- Wards will not hold stock unless specifically authorised. When a patient is discharged any remaining supply should be returned to pharmacy the next working day.

The information adds to that available in The Blue Book.

Mary Young, Medication Safety Pharmacist





28 April – 2 May

Next week is Immunise Awareness Week and our Health, Safety and Wellbeing and Infection Prevention and Control teams will be out in force promoting the benefits of getting the influenza vaccination.

Watch out for the team is their bright red FLU HQ t-shirts. There will be video clips playing about influenza, posters, resources, giveaways and staff will also be encouraged to complete the online training module about the influenza vaccination.

They will be visiting the following sites:

- Monday 28 April, from 10am TPMH cafeteria
- Monday 28 April, from 1.30pm -3.00pm Clinical Service Unit, Hillmorton Hospital
- Wednesday 30 April, from 10am Ashburton cafeteria
- Thursday 1 May, from 10am Burwood cafeteria
- Friday 2 May, from 10am Christchurch Hospital foyer
- Friday 2 May, (afternoon) Oral Health at Christchurch Hospital

Also as part of the awareness week Dr Lance Jennings, virologist and international influenza expert will be talking about influenza and how to protect yourself and the people around you from the flu at the Friday Clinical Grand Round Meeting on May 9. Authorised vaccinators will be available to vaccinate before and after the meeting.

For a preview watch this clip.

Canterbury Protect yourself, your patients and your family Get Vaccinated To stay protected, you need a flu vaccination every year FREE for staff...get in early Go to the staff intranet for more information

Where to get your flu vaccination

Clinics coming up at Christchurch campus

Venue	Date	Time
Christchurch Women's Hospital	Tuesday 29 April	14:30-15:30
Eye Clinic	Tuesday 22 April	12:30-13:30
Ward 12	Tuesday 29 April	11:00-12md
Ward 14	Tuesday 29 April	09:00-10:00
Emergency Department	Tuesday 29 April	14:00-15:00

Hillmorton Hospital

Venue	Date	Time
Clinical Service Unit	Monday 28 April	13:30-15:00
Hillmorton Hospital		

Or contact CSU on 33966 to make appointment.

The Princess Margaret Hospital

Contact Occupational Health on 68723 if you can't get to these clinics.

Burwood Hospital

The following staff can vaccinate: Nerilee Kidd, Duty Manager (Nights) Saskia Gibb, BIRS (Nights) Emma Lanyon, Duty Manager Helen O'Sullivan (Casual Pool, TBA) Anne-Marie Wildbore (Infection prevention & control)

Ashburton Hospital

There are authorised vaccinators in clinical areas who will vaccinate clinical staff on the wards according to availability. Make contact with these people: Paula Burgess, AAU Deborah Hanrahan, AAU Fay Jones, Ward 6 Sheila Lyons, Ward 1 & Home-based support Sharon Greenslade, Ward 1 Amanda Van Asperen, Ward 1

*If you and a group of your colleagues are not able to get to one of the above clinics or authorised vaccinators please contact Lisa Blanken in the Health, Safety and Wellbeing team on 68723 to organise a clinic.





DHBs in the South Island are working together to address climate change and promote environmental sustainability to improve the health of current and future populations.

The effects and reality of Climate Change have been highlighted by the definitive reports recently released by the UN's Intergovernmental Panel on Climate Change, and by activities that took place on annual Earth Day (April 22).

The Public Health Partnership (PHP), one of many work streams in an Alliance of South Island DHBs working toward improved South Island population health, has formed a workgroup to support DHBs to actively address sustainability in the delivery of DHB services.

Medical Officer of Health at Public Health South, and member of the new sustainability workgroup, Dr Derek Bell said that although the links between environment and health have long been acknowledged, the health sector increasingly understands the relationship between climate and health.

"Climate change is recognised as one of the most important emerging threats to public health. Examples of associated health effects include those arising from extreme weather events, increased vector-borne diseases, food and water shortages and displaced populations."

"Mitigating environmental causes of illness and maintaining wellbeing is one of the health sector's most important preventative measures. Sustainable delivery of health services, to maximise dollars and resources, are important too."

"DHBs are major infrastructural organisations with large carbon footprints. If we are not able to prioritise environmental sustainability, we will incur massive health, environmental and financial costs downstream," he said.

Characteristic to the South Island Alliance's 'whole-of-system' approach, the Partnership's work aligns with another work stream, Support Services, which is guiding regional efficiencies and sustainability in laundering and linen usage, food services, procurement, facilities management and engineering, waste and energy.

In SDHB and NMDHB, for example, linen usage principles have been adopted by the DHB's support services so that linen and laundering are more efficient and use less water and power. In Canterbury DHB, a sustainability officer is in the process of being recruited, the fourth DHB in New Zealand to make such an appointment.

Dr Bell points to the UK, where a national sustainable approach to health is progressing well.

"While New Zealand has an opportunity to learn from healthcare sustainability initiatives overseas, closer to home Counties Manukau DHB are leading the way nationally with their Certified Emissions Measurement And Reduction Scheme (greenhouse gas emissions reduction) accreditation.

"This shows that our New Zealand healthcare system can show leadership and make a real difference by responding to and mitigating the very real threats to health of climate change."



Friday Nursing Research Presentations

Friday 9 May,1230-1300, Oncology Lecture Theatre

Come along and listen to Sandy Richardson and Virginia Maskill present on The Canterbury earthquakes and continuing education - what did it mean for nurses?

Aim: to explore the impact of the Canterbury earthquake events on nurses engaged in professional education, as teachers, mentors or students.

Method: This study explored the experiences of 290 nurses engaged in education as students during the earthquakes. An online survey was developed which collected data on demographics, personality, resilience, cognitions and experiences associated with the earthquakes and aftershocks including the impact on study performance. A further 65 educational and support staff were also surveyed, with a number of individual interviews carried out to explore the experiences of those providing education services.

Findings: There are competing priorities during any time of crisis. For nurses, in addition to concerns relating to family, community and workplace there is also the need to maintain professional obligations, including those related to education. A series of recommendations were developed from this study for both educational health providers and health professionals.

For information contact Janette Dallas Nurse Manager Professional Practice Development ext. 81689.





One minute with...Brenda Fechney, Dental **Therapist**

What does your job involve?

I am a Dental Therapist working alongside two other therapists and three assistants, based at the Ashburton School and Community Dental Clinic. We see children from pre-school until year eight, from Rakaia to Methyen, Mt Somers to the sea, and all of the Ashburton township. We check school-aged children at school in our mobile dental van, and can provide preventive care. This can include cleaning and scaling, dental x-rays, fluoride varnish and fissure sealants. Our pre-school patients and those requiring treatment come in to see us at our clinic at the Ashburton Hospital.

Why did you choose to work in this field? Faced with a choice at school of either dental nursing, teaching or nursing, I chose the one which paid the most to train, and I liked the sound of the holidays. Not the best way to choose a career, but 40 years later I am still enjoying it.

What do you love about it? I love having children excited to come and see me. It's also great to know that we really make a difference - especially when a child has a lot of decay, and at the end of treatment their mouth is healthy.

What are the challenging bits? Some of our more nervous patients can be challenging, but it's amazing what a sticker box and a DVD on the ceiling can do.

Who do you most admire in a professional capacity at work and why? The assistants I work with. They assist us chair side, sterilise our equipment, make appointments, manage school rolls, our stores and do all of the computer admin when we are in our screening van. They are so important to the running of our clinic.

The last book I read was...Sister, by Rosamund Lupton. A book club book which I didn't enjoy.

If I could be anywhere in the world right now it would be... I was lucky enough to go to a wedding in Hawaii last year and I would love to go

My ultimate Sunday would involve... A game of golf with friends.

One food I really dislike is... seafood especially shellfish. Unfortunately it's my husband's favourite.

My favourite music is... I enjoy most music. I am a secret Abba fan but don't tell too many people.

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



Ashburton Biennial Nurses Reunion - May 18 2014

All Nurses who have trained or worked for the Ashburton Health Services (Registered Nurses, Enrolled Nurses and Health Care Assistants) are warmly invited to attend the Ashburton Biennial Nurses Reunion on May 18 2014.

Morning tea will be served at Community Services prior to a service in the Hospital Chapel at 11am.

Following the service there will be a meal at the Hotel Ashburton. The cost of the meal \$39.50 per head is payable at the hotel.

A registration of \$5 is payable to either: Carol O'Reilly - Ph 3088758 or email carol.oreilly@clear.net.nz Dorothea Webb - Ph 3024745 or email webbs08@farmside.co.nz



122507—Transfer of Care Nurse, Registered Nurse 125064R—Registered Nurse Ward 22/CAA 129746—Unit Clerk – AMAU 129836—Speech and Language Therapists x 3

Click here to see more opportunities on the careers website

CDHB Consumer Council

The CDHB Consumer Council aims to ensure consumers have a strong voice in planning, designing and delivering services in the Canterbury Health System.

At a recent meeting the council chose to concentrate on the following areas:

- The Consumer Council will be visiting the Design Lab on April 28 and hosting two members from Mid
 -Central DHB. Stephanie Fletcher MCDHB visited in March to attend Consumer Council Meeting as
 they are looking at setting up a similar group for their DHB.
- The Consumer Council is actively engaged with Older Persons Health as they re-build Burwood Hospital and develop their model of care
- The Consumer Council is actively progressing with a broad range of CDHB working groups and project work streams as part of their 2014 work plan.

If you are looking for consumer participation for your projects, working groups or work streams please contact Wayne.turp@cdhb.health.nz; Phone 364 4130 for assistance.

Healthy Christchurch



News items from Healthy Christchurch

Counselling Service Clinical Manager Wanted

Workshop: Legal Highs and Lows

Autumn Courses at the Women's Centre

Building Awesome Whānau Course

Public Health Association Bulletin 399

Male Call: Fun for Older Men

Hands-on Workshop on Facebook

Office for Disability Issues eNews: 11 April 2014

Tenants Protection Association News and Views: 10 April 2014

Seminar: Profiling the changed communities of Greater Christchurch

Make a difference through the study of Public Health

VicHealth Update: 4 April 2014

Free MHERC Workshops for St Albans Shirley Richmond Community
Registrations open for The Collaborative's 6th annual Research Hui

Lifeline Aotearoa: Suicide Prevention Education

Workshop: Building Resilient Teams at Work

Advanced Listening Skills for Social Services Staff

Through other eyes: a Photo Voice exhibition

Public Health Association Bulletin 398



Make a difference through the study of Public Health

Are you considering taking your degree to higher places?

- build on your undergraduate degree in any discipline
- develop your knowledge and skills in a related area
- enhance your career prospects

The University of Otago offers postgraduate study in Public Health at their Christchurch campus. Enquiries are welcome and second semester applications for enrolment will open May 1 2014.

University of Otago, Christchurch

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For further information, please contact:
Robokah Higgs, Programmo Administrator
* Department of Population Hoolth
University of Otage, Christchurch
PO Box 4345, Christchurch
Tol: 03 364 3602

Email: robokah higgs@otogo.oc.nz





Easter Treats donated to the Children's Ward

Emily Ross, Emily White and Isabella Shand from St Martins School with the Easter treats they donated to the Children's wards last week.

