



Voice-activated help for some Canterbury hospital patients

Here at Canterbury DHB we pride ourselves on being innovative and willing to try new things.

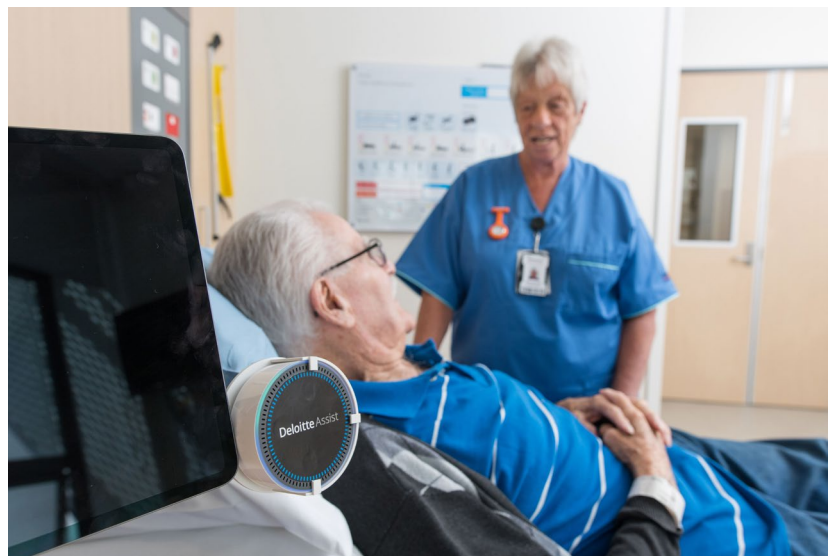
Harnessing technology is one way we can help improve care for patients.

Last week, with the launch of a pilot to trial the system in some wards at Burwood Hospital, we became the first health authority in New Zealand, and only the second in the world, to use a voice-activated patient response tool.

The pilot has started in Older Persons Health and Rehabilitation Ward D1, and will also be used in the Burwood Spinal Unit and the Transitional Rehabilitation Unit in the coming weeks. These wards have been chosen because patients there typically have longer lengths of stay and require more assistance due to mobility issues.

The DeloitteASSIST system helps patients communicate with their care teams through the use of smart speakers. The system recognises some specific set commands. This means that nurses responding to a patient's request will have a better idea of what the patient needs and come prepared, rather than responding to a call bell, then going off to get whatever may be required.

The device processes their voice command, automatically prioritising requests and sending the information to a tablet docked at the nurses' station. The system uses the same platform that has transformed the delivery of Canterbury



A Burwood Hospital nurse, right, with orthopaedic rehab patient Neil Milne during testing of a new voice-activated patient call system

DHB's Human Resources services and better enabled orderlies across the DHB.

Saving patients' and staff time is an important way of enhancing the experience of our inpatients. At Burwood many of our patients are with us for months as they recover from serious injuries. I've been told that many patient's families are also enjoying the ability to request information, music and other entertainment from DeloitteASSIST by using simple voice commands.

With DeloitteASSIST, patients can ask for assistance in using the bathroom, ask the care team for help, request a glass of water and other simple requests. These requests

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are associated with priorities and escalation times determined by Burwood Hospital to help nurses and healthcare assistants focus care where it is most needed.

The smart speaker system understands multiple accents, and has some other functions such as setting alarms for patients to remind them when to take their medication. Patients will still have their nurse call buttons available, too.

This is another great example of our commitment to making work, work better for our people so that they can focus on caring for our patients. We know that when work works better, care works better too.

Currently DeloitteASSIST can respond to 17 different categories of commands, and patients will still have their nurse call buttons available.

Restorative Care audit shows more patients getting up, getting dressed and getting moving at Christchurch Hospital

In Canterbury, we're using a Restorative Care framework to improve the patient journey in acute hospital care, rehabilitation and community based care.

The simple yet effective ideas behind Restorative Care – get up, get dressed, get moving! – strengthen patients' ability to recover quickly from injury or illness and enable them to contribute actively to decisions about their care. These methods are known to help patients recover quicker, maintain a normal routine and return home sooner.

At Christchurch Hospital the Restorative Care team has been checking, ward by ward, how many patients are now being encouraged to get up and get dressed in their own clothes. Comparing data from February 2019 with October 2018 shows very encouraging increases in numbers of patients now being helped to mobilise.

The auditors – Roxanne McKerras, Kerry Winchester and Marg Burns – and Garth Munro, the Restorative Care Steering Group Chair, would like to thank all ward staff for their enthusiasm and commitment to their patients' recovery, particularly as we have just had one of the busiest three-month periods ever at Christchurch Hospital.

For more information on how Restorative Care can help your patients recover more quickly from illness, see [the Restorative Care intranet page](#) or contact Garth Munro.

Haere ora, haere pai
Go with wellness, go with care

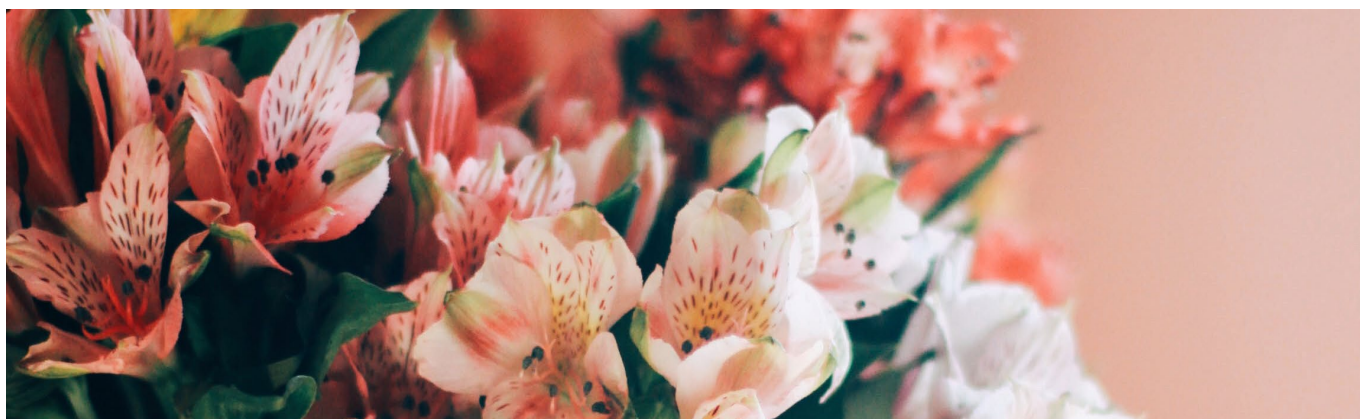


David Meates
CEO Canterbury District Health Board



If you have a story idea or want to provide feedback on *CEO Update* we would love to hear from you! Please email us at communications@cdhb.health.nz. Please note the deadline for story submissions is midday Thursday.

If you're a non-staff member and you want to subscribe to receive this newsletter every week please [subscribe here](#).



Bouquets

Intensive Care Unit (ICU) and Security Guard Brent, Christchurch Hospital

On 31 December 2018 our mother was admitted to ICU. On 1 January we unfortunately lost her to health complications. I want to send out thanks to all staff involved who cared for her and looked after us too. They were simply amazing. I also want to pass on my thanks to a kind security guard who saw my daughters in tears as we approached the lifts and he ran after them and offered a box of tissues. From memory his name was Brent. It is kind gestures like this that make you realise that so many people care and do things when they simply don't have to. We will never forget the staff that we interacted with. Right from the front door, through to the ward, the staff represented Canterbury DHB in an outstanding manner. Many thanks.

Christchurch Hospital

I broke my collarbone and my thumb ligament in November last year. I've just had my last follow-up appointments at the hospital today. I want to pass on a big thank you to all the staff who I came into contact with. From the staff in the Emergency Department, to the nurses, the surgeon Tom Sharp and his assistants, and the brilliant and super nice physiotherapist Kerry, and those whose names I can't remember. Everyone was very friendly and

professional, and showed genuine care and concern. Thanks very much to everyone, I really appreciate it.

Alistair Humphrey, Canterbury Medical Officer of Health

Dr Humphrey for so many years now has put the word "public" back in public service, a voice of reason and concern for the health of his public ... Great work, important advocacy.

Emergency Department, Christchurch Hospital

Night staff were brilliant. I was in heaps of pain and Nurse Isaac lightened the mood. Thanks heaps.

Area not specified

Beautiful building. Great to have windows/outlook from rooms, not so sterile. Great landscaping.

Outpatients, Christchurch Outpatients

Love the new seating, so all people can sit comfortably. Thank you very much.

Ward 19, Christchurch Hospital

I have been superbly looked after throughout my stay. Bright, cheery and highly competent staff. Amazed at what you do. Thanks.

Intensive Care Unit South, Christchurch Hospital

I am very pleased with how the staff here are taking care of my partner. Keep up the good work.

Intensive Care Unit (ICU), Christchurch Hospital

Thank you very much all the staff in ICU for the awesome 24/7 care of our brother, from Christmas Eve 2018 to 10 January. Being kept up to date at each step of his journey helped us as a whānau support him, ourselves and staff. Thanks for the offer of the whānau room.

Amy, Christchurch Hospital

Amy, our nurse, was super fantastic. So professional, diligent and just the best.

Ward 28, Christchurch Hospital

Simon John and team are fantastic people. They obviously care for the wellbeing of patients and family. Well done and thanks.

Emergency Department, Christchurch Hospital

It was a pleasurable service provided.

Ward 10, Christchurch Hospital

Thank you for looking after my sister. The staff were very friendly and caring.

Intensive Care Unit (ICU), Christchurch Hospital

We would just love to thank everybody on ICU. My daughter received the best care a person could receive. The nurses not only did their jobs but then went another 100 percent above the line of duty for her. We thank you from the bottom of our hearts.

Ward 20, Christchurch Hospital

I was brought into Ward 20 for three days and all of the nurses and people in my room treated and took care of me so well. I am very pleased with my time spent here and appreciate the time and hard work the staff all do.

Bone Shop – Orthopaedic Outpatient Services – Acute Presentation

I was a patient in your Orthopaedic Department (Bone Shop) and would like to thank the team who tended to my broken wrist. These included

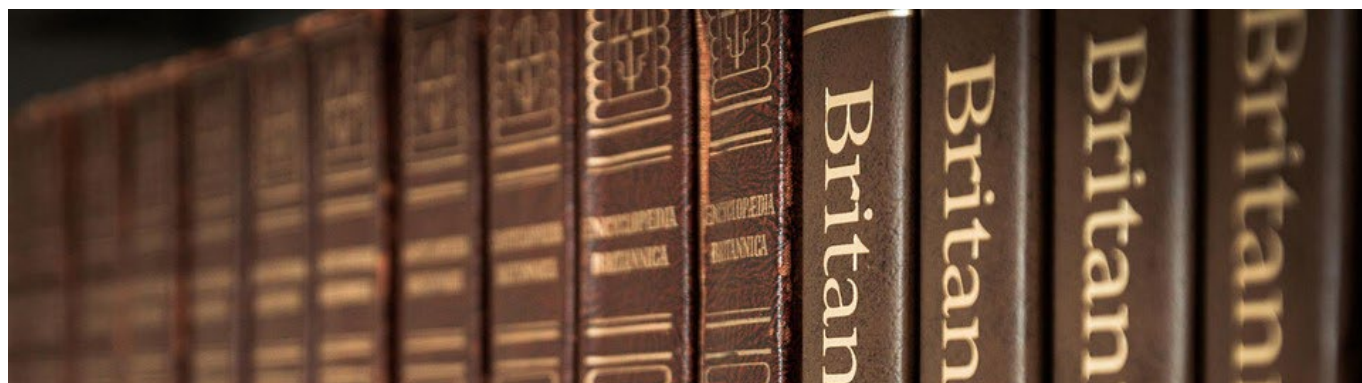
doctors Sally Studholme and Michael, and Nurse Fiona – and there were more on the team. Their treatment of me was both professional and friendly. Their work, using the Biers Block, meant that further surgery on the wrist is not necessary – for which I am very grateful.

John, Shuttle Driver, Christchurch campus

I had the pleasure of taking a phone call from an elderly lady yesterday wanting to express her utter appreciation of John the hospital shuttle driver and how he went

above and beyond for, not only her, but two other elderly folk that she witnessed as being as confused as she was. She wanted me to know of the “extraordinary” service she got from this “amazing man”. She actually started to get quite emotional in her praise of John’s service and how he calmed her nerves, reassured her and treated her with respect and dignity and she saw him act similarly towards the two other elderly folk after he comforted her.

Justin Jones, Service Manager – Transport (Fleet, Courier and Parking)



The Library

Browse some of the interesting health-related articles doing the rounds.

“[Circular RNA holds promise as cancer biomarker](#)” – Researchers from Michigan are closely studying the role RNA may play as cancer biomarkers and the potential to be able to detect them in blood or urine rather than through more invasive testing. From *Science Daily*, published online: 7 February 2019.

“[Immune response to gut microbes linked to diabetes risk](#)” – This study looks into the possible relationship between gut bacteria and the immune system, focusing on type 1 diabetes. It found that patients with autoimmune diseases have distinct patterns of immune responses to gut microbes. From *The Scientist*, published online: 1 February 2019.

“[Placebo response rate is ruining drug development in psychiatry: why is this happening and what can we do about it?](#)” – This article considers the changes in how clinical trials were run during the 1960s and 1970s to now and how it affects placebo response rates in recent years. From *Acta Psychiatrica Scandinavica*, published online: February 2019.

If you want to submit content to **The Library** email communications@cdhb.health.nz.

To learn more about the real-life library for Canterbury DHB:

- › **Visit:** www.otago.ac.nz/christchurch/library
- › **Phone:** +64 3 364 0500
- › **Email:** librarycml.uoc@otago.ac.nz.

Nurses start training to help reduce pressure injuries

An estimated 55,000 New Zealanders are affected by pressure injuries each year, with 3,000 of them developing an injury so severe that muscle, bone or tendon may be exposed. It's an issue that can have a devastating impact on patients, their whānau and the healthcare system as a whole.

The good news is pressure injuries – commonly known as bed sores, pressure ulcers, pressure sores and decubitus ulcers – are mostly preventable.

Prevention and management of pressure injuries is the focus of a group of Pressure Injury Prevention Link Nurses, who recently came together for the first time as part of a broader training programme where they will learn how to teach, promote, monitor/undertake surveillance, and motivate their healthcare colleagues to deliver best practice in this area.

Fifty-one nurses from across the health system spent the day together connecting with each other and sharing their interest in improving patient outcomes. This introductory session illustrated the importance of their role and how it will empower them to make change across the health system.

As part of their role, the nurses attend these briefings every month, complete an Ara pressure injury prevention and management paper, and participate in an online community of practice to support and assist them to further develop their pressure injury knowledge and skills.

Intensive Care Unit Associate Clinical Nurse Manager Alison Just attended the meeting and is excited about the opportunity and tools it gave her to network and work alongside other motivated nurses.

"I applied to become a Link Nurse because, in the critical care area I work in, our patients are at high risk from pressure injuries. I am passionate about reducing pressure injury rates in our unit with the help of my colleague Registered Nurse Angela Watts."

Pressure injuries cause physical pain and discomfort, result in admission to hospital, longer hospital stays and in some cases, can even lead to death. In addition, treatment of pressure injuries is estimated to cost NZ \$694 million each year.

The Link Nurses have been recruited by Canterbury DHB as part of a broader strategy funded by the Accident Compensation Commission (ACC) to reduce the incidence and severity of pressure injuries across Canterbury and the West Coast.

"Data indicates that many more people are admitted to hospitals in Canterbury already experiencing pressure injuries than develop them while in hospital," says Susan Wood, Director of Quality and Patient Safety, Canterbury and West Coast DHBs. "While we need to prevent pressure injuries in our hospitals, we are also focusing on community prevention and raising awareness of the risk factors and management strategies to prevent pressure injuries in people's homes as well as all health care facilities."



Pressure Injury Prevention Link Nurses coming together for their first project briefing

‘Korimako’ Māori NetP nurse welcomed

The Maui Collective warmly welcomed their first Māori NetP nurse at a powhiri held recently.

The kaupapa Māori and Pasifika health non-governmental organisations (NGOs) based in Ōtautahi/Christchurch are known as the Maui Collective. NetP is the Nursing Entry to Practice programme which supports nursing graduates as they begin their careers in clinical practice.

A powhiri was held at Te Puawaitanga ki Ōtautahi Trust to welcome Hayley Lotter, the Maui Collective's first Māori NetP nurse.

Her appointment came about through 'Korimako', a new workforce development initiative created in partnership with Pegasus PHO, the Maui Collective and Canterbury DHB. It enables a graduate nurse who is Māori, the opportunity to complete a NetP year working in both primary care and the community.

For Hayley this means working 0.5 FTE – with Te Rawhiti Medical Centre and 0.4 FTE with Te Puawaitanga ki Ōtautahi Trust.

Hayley will be supported by Pegasus PHO Nursing Development Coordinator Diane Bos, kaupapa Māori and Pacific Shared Services Clinical Coordinator Elly Grant, Canterbury DHB, as well as staff from Te Rawhiti Medical Centre and Te Puawaitanga ki Ōtautahi Trust.



Front row, from left: Hayley's husband Philip Lotter, her mother Sue Silock, Hayley Lotter, Whānau Awhina in the Early Start service for Te Puawaitanga Amanda Gee, Chairperson Maui Collective Janice Donaldson, and representative of and speaker on behalf of the Maui Collective and CEO Purapura Whetu Trust Karaitiana Tickell

Back row, from left: Hayley's father Rob Silock, her brother Nathan Silock, Kaupapa Māori and Pacific NGO Ōtautahi Shared Services Clinical Coordinator Elly Grant, Pegasus PHO Te Kairuruku Whakawhanake Tapuhi (Nursing Workforce Development Coordinator) Diane Bos, Pegasus PHO Melissa McCreanor, Canterbury DHB Nurse Coordinator Postgraduate Education Jacinda King and Nurse Coordinator Rebecca Heyward



The powhiri welcoming Hayley Lotter to the Nursing Entry to Practice programme

Well done to all the Coast to Coast competitors!

Staff from across the Canterbury Health System competed in the Coast to Coast over the weekend – one of New Zealand's most iconic and challenging multipart events, involving cycling, kayaking and running from Kumara Beach on the West Coast to New Brighton in Christchurch.

Intensive Care Unit Nurse Graeme Webster and work colleagues Consultant Dave Knight and Nurse Francine Buick competed for the second year and once again won in their category "veterans mixed two-day team". Corporate Solicitor Tim Lester finished in eighth place in the solo two-day category. Awesome achievement, everyone!

For those interested in the ultimate challenge, 2020 entries are now open and you can register online on the [Coast to Coast website](#).



Graeme Webster, Francine Buick and Dave Knight celebrate their win



Tim Lester was all smiles as he made it to the finish line

Remember to be SunSmart

Cancer Society
Te Kāhui Matepukupuku o Aotearoa

Slip, slop, slap and wrap!

New graduates join the New Entry to Specialist Practice programme

Our new graduates are the future of mental health care. This week we are proud to have welcomed close to 50 allied health and nursing graduates to our Specialist Mental Health Services, as part of the New Entry to Specialist Practice (NESP) programme.

This programme is one of the ways Canterbury DHB is building a sustainable workforce. The graduates face a challenging and exciting year, filled with growth and development, and we commend them for their commitment and motivation to make a difference and to help people.

For the next year, NESP nurses will combine clinical work with postgraduate study. They will receive a Postgraduate Certificate of Nursing in Specialty Mental Health from the University of Otago and the allied health practitioners will attain a Postgraduate Certificate in Health Science (Mental Health and Addictions) from the Auckland University of Technology.

The majority of the cohorts are made up of permanent staff who are new to mental health and are in their first 12 months of mental health practice. They bring with them a diverse range of experience and come from a variety of countries and cultural backgrounds.

We have found that through the NESP programme, participants quickly develop a bond of learning, sharing, exchange of understandings and perspectives, and support. This transfers into the workplace where the sense of familiarity and comfort supports inter-service consultation, liaison, and co-operation. We wish them the best of luck for the coming year and throughout their careers.



Allied health and nursing graduates in the New Entry to Specialist Practice (NESP) programme

Children's artwork brightens the day of oncology patients

The plain brown paper bags that cancer patients store their clothes in while having treatment are now colourful thanks to artwork by pupils from Selwyn, Christchurch, Mid Canterbury, South Canterbury and West Coast schools.

Children in years one to eight at Lincoln Primary School are among those painting the bags with a range of vibrant pictures and interesting designs.

The school was contacted by the Cancer Society to ask if they would take part in the project, says Lincoln Primary School Deputy Principal, Lara Taylor.

"Staff here were passionate about the idea, with several of them knowing someone with cancer, and the children were happy to do something tangible for others."

They have immensely enjoyed doing this, hoping to brighten someone's day with their creativity and enjoying the fact that they are giving back. Hundreds of the bags have been decorated and the school pupils would probably continue to do more, Lara says.

Patients say:

"It was very special to have my very own environmentally, eco-friendly bag throughout my radiation treatment. What made it special was the bright, friendly, happy artwork drawn by the local school children."

"I was lucky because I had a dragon on one side, and a rainbow on the other. They both made me smile. The dragon made me feel brave and the rainbow made me feel happy."

"It is so kind of the children to spend time drawing for us. It's not very nice to have cancer, and the treatment is tiring, but I loved the bag I had during radiation because I loved the artwork drawn by the school children."

"Aren't these bags lovely!"

"Can I please keep the bag?"

Clinical Manager Radiation Therapy Philippa Daly says it has been a positive initiative.

"The patients love how beautiful the bags are and get so



Briar and the bag she painted

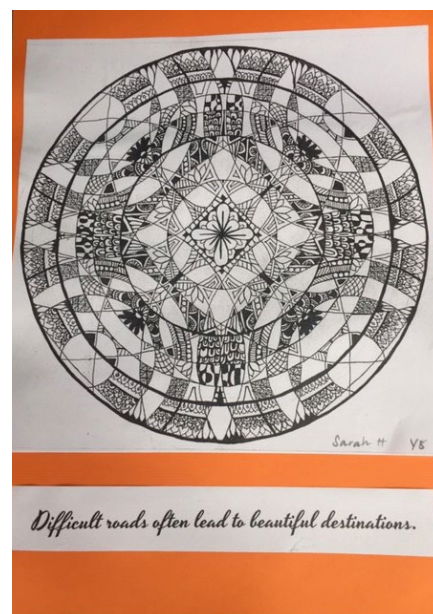


Spencer holding a bag he decorated

much pleasure from the amazing art and the thoughtfulness that has gone into each one. It just adds another special touch to the whole experience for our patients."

Cancer Society Chief Executive Elizabeth Chesterman says they have been thrilled by the response from everyone involved.

"It's one small way that the Cancer Society can make a difference for those currently going through treatment. The delight the bags provide, the conversations they stimulate and the fact that children are learning about cancer and helping others makes the initiative more meaningful."



A design with an uplifting message by pupil Sarah

One minute with... Sharon Miller, Personal Assistant to Clinical Director, Obstetrics and Gynaecology

What does your job involve?

Primarily to look after Emma Jackson, our Clinical Director, although I help out the remaining 24 doctors as much as possible.

Why did you choose to work in this field?

I fell into this role at a previous place of employment, where I was an Executive Assistant. I was a team assistant at the time, but my manager's job changed and mine changed with it.

What do you like about it?

The people I work with. Women's Health has a pretty good team, a lot of lovely doves. Everyone from the maintenance team, orderlies, ward clerks, cleaners, other administration, PAs, and reception staff, right through to house officers, registrars and, of course, my immediate team of consultants. It is so nice to work somewhere you are very much appreciated. That goes both ways.

What are the challenging bits?

That's the easiest question – rosters and dealing with any complaints that come in. It also upsets me when I hear a baby has not made it into this world. That is so sad and my heart absolutely goes out to not only the family involved, but our team who have to deal with that experience.

Who inspires you?

My Dad. He was very encouraging. I wrote a song about him called 'Being Daddy's Girl'. Unfortunately he passed away 26 years ago. It was the saddest day of my life. However, I have an amazing husband who is similar in nature and he inspires and encourages me too.

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

I believe at the end of the day we are all working towards the same cause, and need to look after each other, try and help and support where we can, and at the same time respect our patients and what is going on in their lives.

Something you won't find on my LinkedIn profile is...

I am a singer/songwriter and have an album called 'Family Secrets'. You can download it from Spotify, iTunes and

Google Play. I'm most proud of my song, 'The Wall', which is a dedication to the people who were killed in the February 22 earthquake. I'm in the writing process for my second album at the moment. I have just come back from being a showcase artist at the Marton Country Music Festival.

I make soy candles, cold press soap, bath bombs, etc. As a result, my house smells amazing!

I also DJ every Monday night for New Zealand Country Music Radio's 'Gone Country Radio' and I record anywhere from two to four shows for the Compass Country Hour on Compass FM 104.9. It's a lot of fun.

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

If I wasn't petrified of flying (wrote a song about that too) I'd be in Nashville. Why wouldn't you when you do country.

What do you do on a typical Sunday?

Usually sorting songs for shows, making soap or writing music. However I do chill first thing in the morning with a coffee and a good British crime drama, around 5am-ish. Yes I do actually sleep!

One food I really like is...

Anything my husband cooks. When we lived in Wellington, friends tried entering him into MasterChef, but he wasn't having this at all.

My favourite music is...

Anything but rap. Big fan of rock, country, southern blues.



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

New resource to support staff leadership

People and Capability has listened to staff feedback and is delivering a new way to best support your leadership role for 2019 and beyond. It's called HELM – or Health Essentials for Leadership and Management.

HELM provides resources to support all of your leadership needs in a format you can use, no matter how much time you have or your current career level. From two-minute reads to more in-depth online courses and face-to-face training sessions, HELM is for those leading others and those leading themselves.

Each month, different themes will be added to HELM highlighting topics you've told us are important to you and relevant to our organisation.

We'll update you with upcoming themes so keep an eye on your inbox, but you can also get started by accessing HELM on healthLearn here: www.healthlearn.ac.nz/course/index.php?categoryid=161

Have you met the max.perts? Your new team dedicated to navigating all things max.

It's no secret our HR services portal, **max.**, has had a big first year at the Canterbury and West Coast DHBs – with 28 intuitive services under its belt already, **max.** has helped make work, work better for our people.

But, **max.** is still just a year old – and sometimes the new kid needs a bit of help settling in. So, we're introducing a dedicated team of **max.** experts to help all you navigate all things **max.**

Meet the max.perts



Jessica Massey
Acting Team Lead



Kristina Kaziukenaite
Service Specialist



Pete Burns
Service Specialist



Jenny Bailey
Service Specialist

You may recognise some of these names and faces, as they all hail from People and Capability, bringing expert knowledge of the organisation to their new roles.

The **max.perts** will be your go-to gurus for:

- › Any questions
- › Feedback
- › Training requirements
- › Insider tips and tricks.

Maximise our clever, customised technology by contacting the **max.perts**:

- › Between 8am and 5pm Monday to Friday, call 68800
- › Other times, raise a case on **max.** and the **max.perts** will respond the next business day.

Presented by:



Health Research
Society of Canterbury



we're talking health...

**FREE
PUBLIC
EVENT**
FREE PARKING

**An evening of talks from leading
Canterbury researchers who are saving
lives and improving healthcare.**

Topics include: 3D-printing bone, how a lack of sleep
is affecting our children, plus the genetics of cancer.

10 topics, 10 researchers, one great evening.

Wed 6th March, 6.30pm – 8.30pm
Engineering Core, Creyke Road, University of Canterbury

Book your seat now
www.talkinghealth.co.nz

The programme is supported
by the Health Precinct's partners



Christchurch Hospital Chapel is seeking contemplative photos

Are you willing to share an image with us?

It could include people, something from nature,
or an urban landscape.

*This image should either depict a time you felt blessed or
grateful, or symbolise what spirituality means to you.*

You may choose to have your name displayed or remain anonymous.
Please write a caption along with a couple of sentences about the photo.

Selected images will be enlarged and
displayed in the corridor near the
Chapel at Christchurch Hospital.

Your photo will not be used for any other project.

Please send a high quality, high resolution image to Angela the
Chaplain at angela.mccormick@cdhb.health.nz

For more information, please contact Angela on extension 89554.



Community Education Seminar

Tuesday 19th February 2019 - Evening

For Adult Children/Relatives of People with Dementia

Find out more about the impact of dementia on families, including changing roles and managing conflicts, plus a word on genetic inheritance and dementia

Dr Matthew Croucher, Consultant Psychiatrist, Older Persons Mental Health, will discuss these common queries that face us when a parent (or other close relative) develops a dementia, whether the relative lives in Canterbury or elsewhere. There will be time for questions.

But please ensure you register for this popular session, as space is limited. Ph 379 2590 or 0800 444 776 or email admin@dementiacanterbury.org.nz

Date: Tuesday 19th February, 2019

Time: 7.00 pm – 8.30 pm

Venue: Seminar Room

Unit 3, 49 Sir William Pickering Drive, Burnside

(the building behind "Café 43 Degrees")

Evening parking available on site

Address: 3/49 Sir William Pickering Drive, Burnside, Christchurch **Postal Address:** PO Box 20567, Christchurch 8543
Ph: 03 379 2590 or 0800 444 776 **Email:** admin@dementiacanterbury.org.nz **Website:** www.dementiacanterbury.org.nz

CATHOLIC HEALTH CARE MASS



Bishop Paul warmly welcomes all those who work in health care in Canterbury.

This is an opportunity for all those involved in health care; nurses, doctors, rest home staff, pharmacists administrators etc. to celebrate this healing ministry and to acknowledge and pray for the challenges faced.

Afterwards please stay for refreshments in the narthex at St Mary's to enjoy the company of others who work in this field.

For more information contact:

Paula Avery, email averypaula@gmail.com

Mike Stopforth, email mstopforth@chch.catholic.org.nz, ph 027 539 8542

Sunday 24 February 2019 ▪ 5:30pm ▪ St Mary's Pro-Cathedral, 373 Manchester Street