



More mental health support for Canterbury

Last Friday Prime Minister the Rt Hon Jacinda Ardern announced more support to meet the long-term mental health and wellbeing needs of people affected by the terror attacks of 15 March.

The additional funding has been allocated for the implementation of Canterbury DHB's *Post-Mosque Attacks Community Wellbeing and Mental Health plan*.

In making the announcement Jacinda Ardern said: "As we mark six months since the horrific events of 15 March we remember the remarkable community spirit and unity that was on display in the weeks that followed. But we also acknowledge we will be dealing with the trauma of that day for years to come."

The Prime Minister said the Canterbury Health System had done an incredible job from the emergency response treating the injured arriving at Christchurch Hospital, through to supporting their physical and mental wellbeing and recovery.

She recognised there's more work to be done: "It's vital that survivors, families, the Muslim community and the people of Christchurch know that we will be there to support them for the long haul."

The additional funding will enable ongoing and meaningful support, including:

- › treatment for post-traumatic stress disorder and other serious issues
- › community mental health and addiction support
- › cultural competency training for general practitioners

- › allowing extended general practitioner consultations for those directly affected by the attacks
- › building community resilience.

"I want to again thank everyone who has been involved supporting people affected by the terror attacks – from community leaders and organisations to medical and mental health staff. Your efforts have made a huge difference in the most challenging of times," said the Prime Minister.

The [Canterbury Resilience Hub website](#) set up as a one-stop shop to help connect people with advice and supporting agencies has been used by more than 5000 people since the end of May, with an almost even split of people seeking advice for themselves, and people who are supporting someone else.

Homecare Medical who operate the [text/or call 1737 helpline](#) have taken almost 75,000 calls from around the country, from people who have been impacted by the mosque attacks. The 1737 service is free and confidential for anyone – you can call or text 24/7 and talk to a trained counsellor.

NEED TO TALK?

1737

We're all in this together – He Waka Eke Noa

The All Right? team has developed a range of [He Waka Eke Noa](#) messages to help Cantabrians through tough times, especially in the aftermath of the 15 March terrorist attacks. The messages are available in English, Te Reo, Somali, Hindi, Tigrinya, Arabic, Farsi and Nepali. Stakeholder engagement plans for the national Muslim community, using local contacts in the CALD (Culturally And Linguistically Diverse) communities, have been invaluable.

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Homegrown wellbeing toolkit goes national

Prime Minister Jacinda Ardern announced on Friday the national roll-out of Sparklers, the All Right? wellbeing toolkit for schools.

Sparklers was created in the aftermath of the Canterbury earthquakes as a result of feedback from teachers and professionals working in schools, who were concerned about increased levels of anxiety, relationship issues, and an inability to regulate emotion amongst tamariki.

It is an [accessible online wellbeing toolkit](#) for year 1–8 students, made up of over 70 wellbeing activities that help young people manage worries and big emotions, feel good and be at their best.

All Right? Manager Sue Turner says Sparklers has proven incredibly popular in Canterbury, and it's great having this recognised at the highest level.

"Sparklers has the potential to play an even greater role in building positive mental health and resilience amongst New Zealand youth. We're looking forward to working with the government on embedding the Sparklers toolkit in schools all over New Zealand."

The activities take between 10 minutes and one hour, are aligned with the school curriculum, and cover a wide range



The AllRight? Sparklers team with the Prime Minister (from left, Donovan Ryan, Ciaran Fox, Sue Turner, Anna Mowat and Kara Seers)

of wellbeing topics, including managing emotions, living in the moment, being grateful and showing kindness.

Helping tamariki live brighter was the theme at West Spreydon School on Friday when their surprise visitor turned out to be the Prime Minister!

Sparklers is designed around a pick-and-mix approach – teachers can choose the activities that best meet the needs of their tamariki, goals and school culture. Used 'a little and often' the activities help tamariki live brighter.



Prime Minister Jacinda Ardern greeting a student at West Spreydon School, Christchurch, with Minister for Greater Christchurch Regeneration Megan Woods



Can you spot Prime Minister Jacinda Ardern?

Be proud of serving the public – Peter Hughes, State Services Commissioner

Last Thursday night, public servants cast aside their workwear for a colourful array of traditional attire and evening wear for the inaugural Spirit of Service Awards held at Te Papa in Wellington.

Canterbury's Mana Ake was a finalist in the Better Outcomes Award. From a field of 85 entries across five award categories, Mana Ake was one of 19 finalists. The category winner was a Healthy Homes Initiative which has significantly reduced the number of hospital visits and antibiotic prescriptions needed for children. Congratulations to the Ministry of Health and partners on a well-deserved win.

In his speech, Peter said: "Pretty much without exception, all the people I have met over the course of my career as a public servant have been focused, committed and passionate about making a difference in our country."

These are attributes found in those working throughout the Canterbury Health System too.

Well done to the Mana Ake team for being recognised as a finalist.

Finally, as we mark six months since the mosque terror attacks, if you feel like you need to talk to someone about how you're feeling, remember you can access free Workplace Support or EAP Counselling through work, and you and anyone you know can call or text 1737 to speak to (or have a text conversation with) a trained counsellor. Any contact with the 1737 team is confidential, and they're available 24/7.

Kia pai tō koutou rā
Have a nice day

Mary Gordon
Acting Chief Executive
Canterbury District Health Board



Representatives of the Mana Ake team at the Spirit of Service Awards
From left, Canterbury Clinical Network (CCN) Chair Sir John Hansen, Stand Children's Services Regional Manager Trevor Batin, Canterbury Clinical Network Chief Executive Kim Sinclair-Morris, Mana Ake Project leader Clare Shepherd, Canterbury DHB Executive Director, Planning, Funding & Decision Support Carolyn Gullery, Barnardos Service Manager Sarena McNaught, Canterbury Clinical Network Mana Ake Service Level Alliance Chair Ken Stewart

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 not a staff member and you want to subscribe to receive this newsletter every week please [subscribe here](#).



Bouquets

Tessa, Lincoln Maternity Hospital

Thank you to Hospital Aide Tessa for the rare use of te reo. We felt well supported and respected. There was quick response and good care for baby and I. Fast response to the bell, fast follow-through with pain management and support. I felt heard and respected.

Security staff, Emergency Department (ED), Christchurch Hospital

My daughter broke her leg and needed assistance in to ED. We parked in the short-term parking to get her help. Security were fantastic, polite and accommodating with the situation. They held the car until I was able to leave my upset child and move it. So helpful in a stressful situation. Thank you.

Respiratory Physiology Laboratory, Christchurch Hospital

Staff are kind, courteous and knowledgeable, especially Sarah.

Ear Nose and Throat, Ward 11, Christchurch Hospital

First-class treatment from Dr Sam Greig. From the first treatment it was fantastic. The staff were so helpful. Ward 11 for a night, again first class, cannot fault it. Meal was great. Very grateful for the treatment and support. It made a big difference to my well-being. Thank you so much.

Lucy Kim, Christchurch Hospital

I am very happy and pleased with the service given by Dr Lucy Kim. She is very efficient, kind and took the time to answer all my questions. She is an asset to Canterbury DHB.

Burwood Hospital

The care and attention I received has been superb. Thank you so much for your reassurance and the information you provided. It was a big help to a nervous client.

Abbey and Russell, Medical Day Unit, Christchurch Hospital

Compliments to Abbey and Russell. Very hardworking and enthusiastic nurses. A delight to have them care for me. Thanks.

Christchurch Hospital

I love this hospital.

The Bone Shop, Christchurch Hospital

Thank you so much for your care. I was apprehensive and in pain. I was treated very graciously.

Hospital not specified

Everything brilliant. Well done guys.

Intensive Care Unit, Christchurch Hospital

Top-class service. My wife had surgery. The care was awesome – the surgeons, nurses and doctors all worked extremely well. A lot of

confidence in the system. Well done and thank you all.

Hospital not specified

You are doing an amazing job.

Maternity, Ashburton Hospital

Thank you to everyone here. You were all so welcoming and friendly. The advice and handy hints were fantastic. The food was lovely, full of flavour, and the amount was great. The cleaning was also very good. A very big thank you to Anna for all your support, and to the other midwives, you're all really fantastic. Thank you all so much.

Bone Shop, CT Scanning, Christchurch Hospital

Thank you to all the excellent staff who tended to me. Everyone was very friendly, explained things fully, and were warm in their demeanour. Dr Tom, Amy, Chris and the wonderful nurse aide in the Bone Shop, whose name slips my mind, thank you.

Respiratory Outpatients, Christchurch Hospital

Great check-in system, smooth, efficient. Well done.

Gynaecology, Christchurch Women's Hospital

I would like to gratefully thank my surgeon Judy Ormandy. She has fantastic professional and personal skills. She always asked if it was ok to talk or did I need more privacy.



I was very grateful when she enabled and supported me to change my mind at the last possible minute and decided I wanted a spinal block so I could still be conscious during surgery. I don't even feel like I've had surgery so thank you for your gentle hands as they did their work. I also want to thank the anaesthetists who gladly accommodated my last-minute request and supported my decision. This meant the world to me as I knew I would recover quickly mentally knowing I was conscious through my whole first hospital experience. Because I was in the right 'mental' space, I required no further pain relief as I had no pain, even now I'm home.

I also want to thank Nurse Milly who looked after me in the recovery unit. She kept me sane and laughed with me. Last but not least I want to thank the genuine nurses who helped me on the Gynaecology Ward through my stay – Clare from Ara who will make a fantastic nurse, Kate who she worked alongside, and Jan. You were genuinely empathetic and gentle... Also the nightshift nurse on 3 September, I cannot remember her name but she was respectful when she came to wake me... These nurses have my greatest gratitude as they tended to my every whim without one raised eyebrow. Thank you all for allowing me a positive first-time experience.

Burwood Hospital

Superb, and a most professional procedure for me. Thanks so much once again. All staff are super.

Barnaby Nye and theatre staff, Christchurch Hospital

Barnaby Nye and theatre staff were absolutely marvellous. Thank you so much.

Plastics Procedure Clinic, Burwood Hospital

I had a melanoma taken out. The doctor was very good. Just love them.

Burwood Hospital

Excellent care and service.



Canterbury Resilience Hub

Connecting us to the support we need during tough times

www.resilient.org.nz



Facilities Fast Facts

Hospital Corner – Tuam Street Bus Super Stop

There is an extensive programme of night works this week for the final seal along Tuam Street.

The work is scheduled to be done over two nights (Monday 16 and Tuesday 17 September), but if it rains it will be postponed to Wednesday 18 and Thursday 19 September.

From 8pm on Monday:

- › Oxford Terrace will be closed from Christchurch Hospital through to Montreal Street
- › Antigua Street will be closed from Oxford Terrace to Tuam Street.

From midnight:

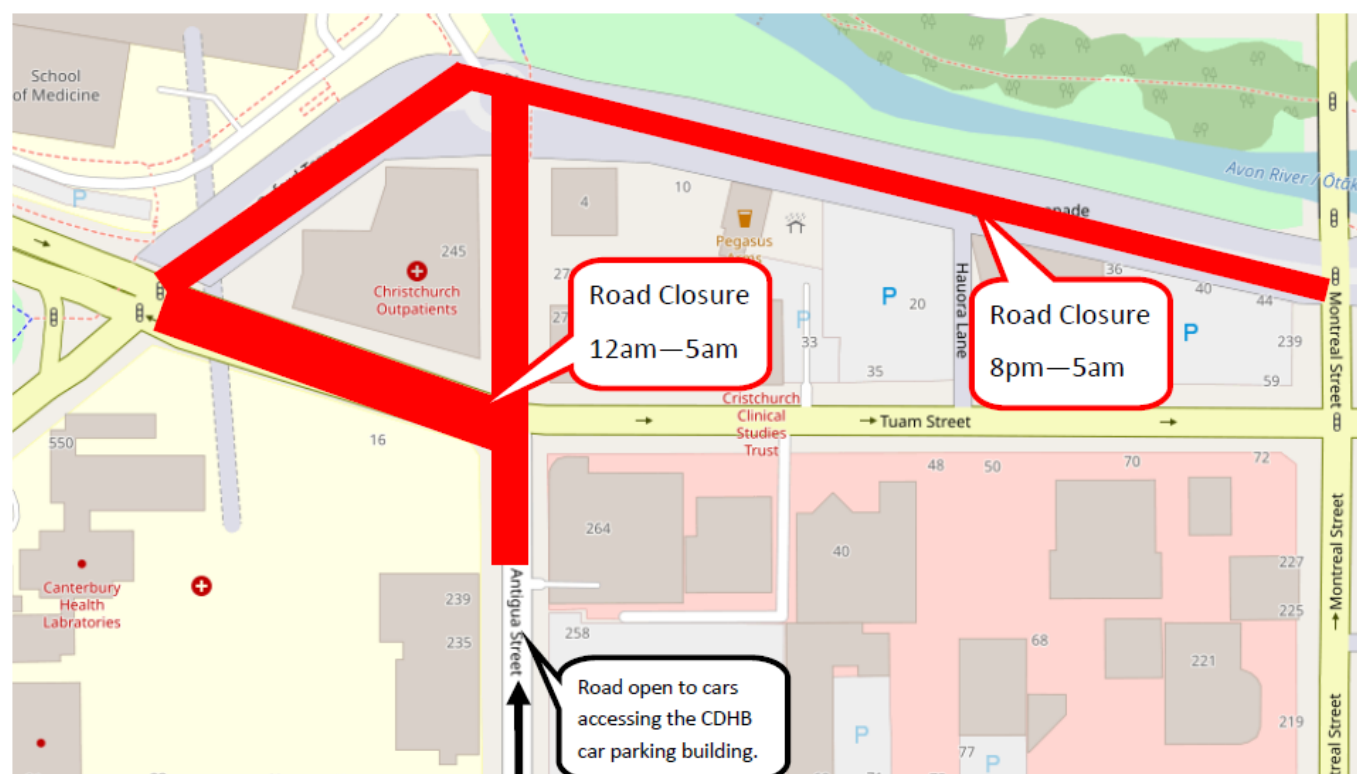
- › Tuam Street will be closed from Hagley Avenue to just east of Antigua Street
- › Antigua Street will be closed from just past the entrance of the staff car parking building to Tuam Street – staff will still be able to get in and out of the parking building.

There will be traffic management personnel stationed at key areas to let people through if necessary.

The site will re-open at 5am each morning.

Ōtākaro work is tracking well, with around 2000 plants and five trees being planted in the median island. The bus shelters are almost complete with only the final panels of glass left to be installed. The remainder of the pavers and the seating will be installed shortly. All new traffic signal poles are live, and all street lighting is up and running too. There is a [short video here](#) showing the work underway and what the area looks like.

Ōtākaro hopes to open the area in mid-October.





Let's get ready to move

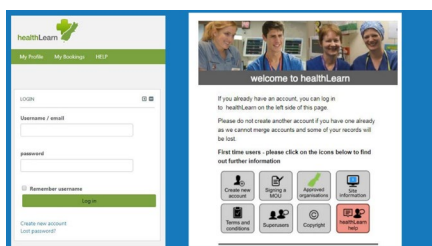
Christchurch Hospital Hagley

Update No: 21

Start learning – new healthLearn module goes live

healthLearn is your opportunity to learn about the systems and processes that will make the new Christchurch Hospital Hagley work, and it's now live.

The [Hagley Hospital Orientation module](#) contains information relevant to everyone who will be using the



building, as well as specific information for particular groups. Everyone should take the time to familiarise themselves with emergency and fire procedures, in particular.

You can print out any information you need, or print the complete handbook to the building.

Staff moving into the building will be required to have completed the healthLearn orientation module before they can do a tour of the building. Orientation tours are expected to begin in early November and continue

over December and January with a black-out period over Christmas and New Year. Tours will be arranged through your line manager or designated Hagley Operation Trainer. More information about these will be released closer to the time, but you can start preparing by completing the healthLearn module.

With the redesign of the intranet, the new PRISM system lets you add a healthLearn tab to your home page. It's easy to do, just follow these [step-by-step instructions](#).

Christchurch Hospital Campus General Manager Pauline Clark's September [video message](#) is available online.

With just 19 weeks to go before the big move into Christchurch Hospital Hagley, there is information in the video on the move dates, open days and blessing, and new ways of working, including the decentralised ward model.



Stay in touch – you can do this through the [Facebook page](#) or email us at letsgetreadytomove@cdhb.health.nz.

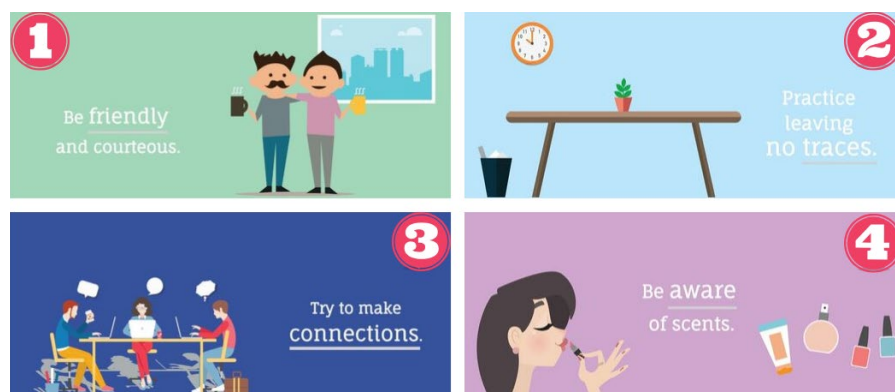
Sharing is caring

Part of the thought behind how we deliver health care, different ways of working and the new models of care delivery has meant changes to how we use space in the new Hagley building. There are several areas that are shared workspaces and that have been designed to meet our aims of co-location and flexibility. The intent has been to futureproof all spaces as the needs of our patients will change over time.

Space in the building has been allocated according to what is needed, not on what has historically been used, so you may find some changes to what you are used to.

Shared spaces promote and improve collaboration between clinicians and teams, and benefits our patients.

There are some obvious shared space rules and office etiquette:



Thanks to the generous folks at The Work Loft for letting us use their [great co-working infographics](#)



Elizabeth Spooner celebrates 35 years of service

Thirty-five years of service is a long time, especially when it started with a five-month temporary contract.

Customer Support Manager at ISG Elizabeth Spooner says she clearly remembers the day she started in the Payroll department to assist with data entry as part of the rollout for a new timesheet system.

"Having recently moved from France to New Zealand with only a very basic command of the English language, and little understanding of the culture, I found the first few weeks particularly challenging. My saviour was that I was good with numbers, which compensated for other shortcomings."



Elizabeth learning to play golf in Queenstown

To her surprise, she was quickly offered permanent employment as a Pay Distribution Clerk within the same department.

From there, she was offered a role as a Payroll Clerk and worked as the sole Payroll Officer at Burwood Hospital for around four years. A decision to merge all the different pay offices had her coming back to work for central payroll.

"This time, in the centre of the room, was a single big computer that we all took turns in learning how to use."

Using technology provided her with the opportunity to develop further skills and she joined ISG in 2000, initially as a Software Trainer, then Team Leader and finally in her current position as Customer Support Manager. Working with clinical systems gave her a new perspective on health and some of its challenges, and the greatest respect for those engaged in delivering patient care, she says.

There have been many changes over the years. Health organisations have merged, buildings have come and gone, and services have expanded.

"I have lost count of the health care team reorganisations, but what I have learned along the way is that the key to enjoying a job that's challenging and rewarding is to constantly look for ways to contribute while learning and developing new skills.

"I am fortunate that in my current position this is something that I can practice. The IT scene is changing rapidly and the opportunity to develop in the direction of improvement and innovation is there for everyone to embrace."

The last 35 years wouldn't have been so enjoyable and gone so fast if she hadn't worked with such a good group of people who gave their best every day, shared the passion for their job and supported her in so many ways, Elizabeth says.



Looking after yourself

Share your 'way to wellbeing' for Mental Health Awareness Week

Next week is [Mental Health Awareness Week \(23–29 September\)](#) and we would be very grateful if you could share your own wellbeing story. It may be featured in next week's *CEO Update*.

The Mental Health Foundation runs Mental Health Awareness Week and the theme this year is **Exploring your way to wellbeing – Whāia te ara hauora, Whitiara**.

It focuses on the Māori health and wellbeing model of Te Whare Tapa Whā, which describes health and wellbeing as a wharenuī/meeting house, where:

The foundation is [whenua: connection to the land and roots](#). Whenua is a source of life, nourishment and wellbeing for everyone. Whenua can be your place of belonging – that means the spaces where you feel comfortable, safe and able to be yourself.

The four walls are represented by:

- › [taha hinengaro/mental and emotional wellbeing](#): Hinengaro is your mind, heart, conscience, thoughts and feelings. It's about how you feel, as well as how you communicate and think.
- › [taha tinana/physical wellbeing](#): Tinana is about how your body grows, feels and moves and how you care for it. Nourishing and strengthening your physical wellbeing can help you to cope with the ups and downs of life.
- › [taha whānau/family and social wellbeing](#): Whānau is about who makes you feel you belong, who you care about and who you share your life with. Whānau can be extended relationships – not just your immediate relatives. As a core source of strength, support, security and identity, whānau plays a central role in your wellbeing.
- › [taha wairua/spiritual wellbeing](#): Wairua explores your relationship with the environment, people and heritage in the past, present and future. For some, wairua is the capacity for faith or religious beliefs. Others may describe wairua as an internal connection to the universe.



How to share your story

We invite you to choose one of the five areas of wellbeing and submit around 200 words about how looking after this area in your life boosts your wellbeing or keeps it in balance.

You can also send through a high quality photo of yourself or a photo that represents your chosen area.

Email your story and photo to communications@cdhb.health.nz, with the subject line: My wellbeing story by **5pm Wednesday 18 September**.

Show your support for Mental Health Awareness Week

- › Update your email signature with a Mental Health Awareness Week one, available in either [English](#) or [Te Reo Māori](#).
- › Visit the [Mental Health Awareness Week website](#) for a range of resources you can use and share with your colleagues.

Study shows faster assessment of risk of heart attack is possible

Emergency Medicine Specialist and Director of Emergency Medicine Research at Christchurch Hospital Martin Than is lead author of research that shows that computer algorithms can help doctors better determine if a patient is having a heart attack.

About 50,000 people turn up to hospitals in New Zealand each year concerned they are having a heart attack. About 15 percent actually are.

Admitting these patients when it's not necessary is inconvenient for the patient and their family and uses health resources that could be used elsewhere, Martin says.

"This new technology will mean we can be more accurate and quicken the process and provide advice that is more specific to the individual patient."

The study, published in leading cardiology journal *Circulation*, involved researchers from the United States, Germany, United Kingdom, Switzerland, Australia and New Zealand and looked at more than 11,000 patients. It assessed if a new

decision-making aid, developed using machine learning by global healthcare company Abbott, could provide a faster, more accurate determination that someone is having a heart attack.

Currently, people going into hospital with a suspected heart attack are assessed by a doctor and given an electrocardiogram and a blood test which gives the patient a simple score.

"If the score is below a certain threshold doctors can say they probably aren't having a heart attack and if it's above a certain level they probably are," Martin says.

The new decision-aid combines a person's characteristics with the blood test results. The study found it gave doctors a more precise and individualised analysis of the probability that a patient was having a heart attack or not.

"With this new algorithm we can say, here's an exact visual display of where you sit (in relation to likelihood of heart attack).



Martin Than

"What's novel about this is that the data collected can combine various factors, which vary according to circumstances. The human brain can't do that, but the computer can do it in blink of an eye."

This study was recently profiled in the [New Zealand Herald](#).

all
right?

IT'S
ALL RIGHT
TO NEED
A HUG.



Registry working to improve health outcomes for men with prostate cancer

About 3500 men are diagnosed with prostate cancer every year, making it the most common and costly diagnosed cancer in men in New Zealand.

There were approximately 600 deaths attributable to prostate cancer last year.

'Blue September' is the Prostate Cancer Foundation of New Zealand's annual prostate cancer awareness month, when funds are raised to improve prostate cancer advocacy and research and to support men with prostate cancer.

The New Zealand arm of the Prostate Cancer Outcomes Registry Australia and New Zealand (PCOR-ANZ), based in Christchurch, is funded by the Movember Foundation. The successful Movember campaign returns significant funds to New Zealand each year with a focus on men's health, including mental health, and prostate and testicular cancer.

With more men surviving prostate cancer, there are greater consequences to men's quality of life after diagnosis and treatment, says Urologist Stephen Mark, who is the Clinical Lead for the New Zealand Prostate Registry. PCOR-ANZ is working to improve health outcomes for men with prostate cancer by collecting diagnostic and treatment data on every new prostate cancer diagnosis in New Zealand.

"By tracking men's quality of life before and after treatment, patterns and variations in outcomes can be analysed and the impact of treatment on men assessed."

Since late 2016, more than 4000 new prostate cancer cases have been notified to the registry from 32 participating clinics in New Zealand, he says. Fifteen of the 20 DHBs

are actively contributing data, with the remaining DHBs expected to be fully participating by the end of this year.

Recent analysis shows that 80 percent of men are completing a quality of life survey 12 months after treatment.

"With diagnosis, treatment and outcome data collected on over 1800 men already, PCOR-ANZ encourages the use of its data for a variety of purposes such as quality improvement, research and clinical practice."

Participating clinicians and hospitals are now receiving feedback on their patients' outcomes, benchmarked against other clinicians across Australia and New Zealand, and researchers can make submissions to the PCOR-ANZ steering committee to use the data.

"The outputs from the PCOR-ANZ registry are timely, well poised to assist with the recently announced New Zealand Cancer Action Plan," Stephen says.

With appropriate use of this data there should more consistent delivery of care and better cancer outcomes. The Ministry of Health is working with urologists, radiation oncologists and patient groups to develop New Zealand-specific prostate cancer quality indicators and standards of care.

For more information about Prostate Cancer Awareness Month, visit blueseptember.org.nz

Always on the go? Take Healthinfo with you

HealthInfo is Canterbury's go-to site for information about your health.



Open day an insight into the work of Canterbury Health Laboratories

Canterbury Health Laboratories (CHL) hosted its first open day for a number of years for their Canterbury DHB colleagues last week, with guided tours of part of CHL's facilities on Hagley Avenue.

CHL is Canterbury DHB's laboratory, and staff from its Biochemistry, Haematology and Microbiology areas showed what happens to some of the thousands of samples they analyse every day.

CHL deals with urgent samples from several departments at Christchurch Hospital including the Emergency Department (ED), Intensive Care Unit and Christchurch Outpatients, as well as acutely unwell patients in the community, says Medical Laboratory Scientist Sue Lloyd, who was a guide in the Biochemistry laboratory.

Laboratory test results are key in about 70 percent of clinical decisions and virtually every cancer diagnosis.

"From test results we can answer questions for clinical teams such as – can the patient go home, can they go to a ward, and which ward," she says.

Correct storage of samples is vital as some need to be kept at room temperature, others at fridge temperature and others at -20 degrees or -80 degrees Celsius.

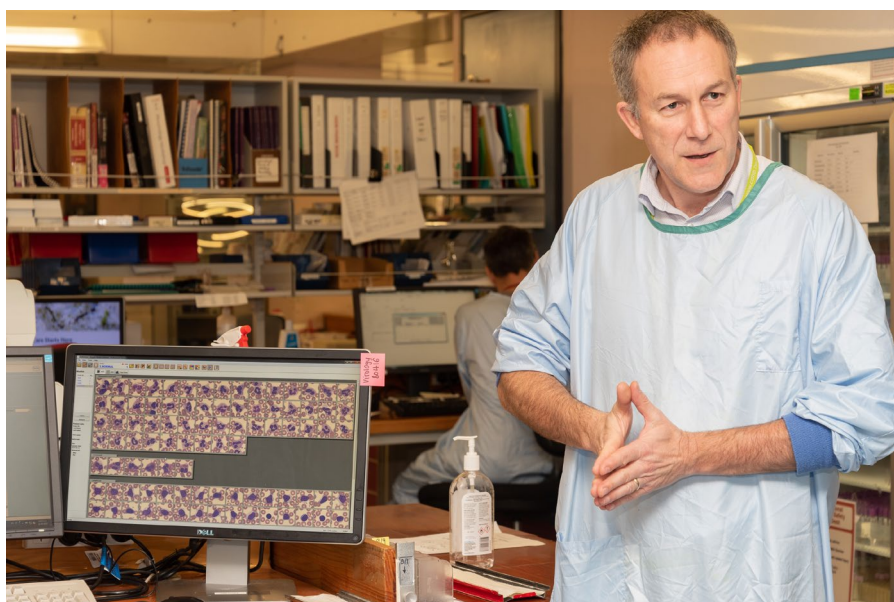
Despite dust and damage, within half an hour of the February 2011 earthquake CHL reported its first blood test results for the patients arriving in ED. In the weeks following, CHL was the only laboratory in the city still able to perform a laboratory testing service, Sue says.



Section Head, Microbiology, Diana Mitchell explaining the bacterial contents of petri dishes to those on a guided tour



A Medical Laboratory Scientist at work in the Microbiology laboratory



Section Head, Haematology, Kevin Taylor describing the different types of blood cells that can be seen under a microscope

"It was our pleasure to meet some of our non-laboratory colleagues and I hope we provided some insight", says Quality Manager, Joanne Mitchell.

"We are acutely aware that the labs are a mystery to many people in Canterbury DHB.

Many colleagues send samples to CHL and act on the results the laboratory issues. Others provide labs with support services.

"However few people have an understanding of what happens to those samples once they reach the labs or why the services they provide to support us are so crucial. We wanted to remove some of the mystery and show the human side as well as demonstrating the technology we use."

CHL staff are passionate about what they do and take immense pride in their work, Joanne says.

"I think that was clear to everyone who took the tour! We have around 380 staff members who between them provide a 24/7 core laboratory service of sample registration, chemistry, haematology, and microbiology and

also staff the 11 other specialist departments within our organisation and provide a phlebotomy service."

CHL provides testing services not only for Canterbury but as a tertiary referral laboratory also receives samples from all over New Zealand (and further afield) as well as supporting local, national and international research studies.



A guided tour in progress in the Bacteriology laboratory

Cultural upskilling – Working with New Zealand Muslims

Psychologists of Islamic faith recently gave a presentation on Working with New Zealand Muslims to staff from Canterbury DHB who were working at the Welfare Centre and supporting people affected by the 15 March mosque attacks.

The presentation has been made into a video and is available for Canterbury DHB staff to view on the [intranet](#).



Te Wiki o te Reo Māori: Mihi koe katoa!

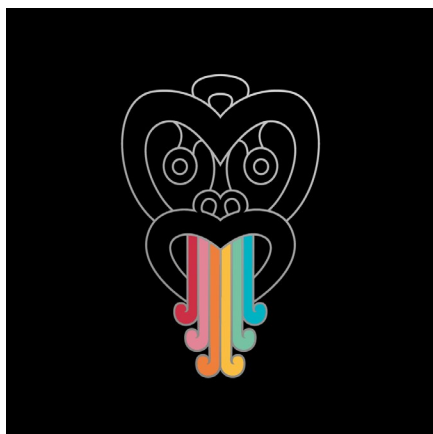
It was wonderful to see some of the ways staff chose to celebrate Māori Language Week last week to help make the Māori language strong.

Activities ranged from using te reo in daily conversations and communications, to a beautiful waiata performed in the Great Escape Café by staff from across campuses, and staff learning waiata and practicing with poi during their handovers.

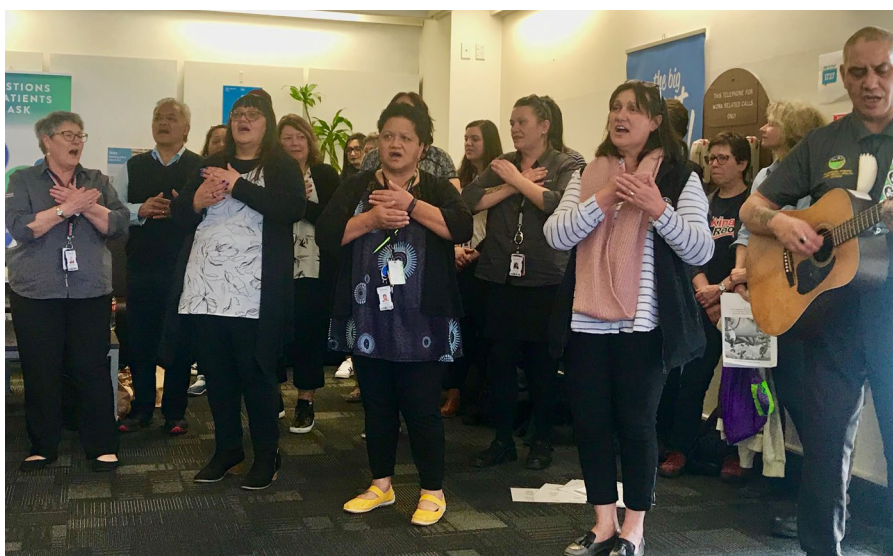
Here are the waiata Emergency Department staff chose to practise during their handovers to help them with pronouncing te reo Māori:

- › A ha ka ma na
- › E toru ngā mea
- › Ehara i te mea
- › Mā is white (colour, number and weather song)

Tino pai (great stuff) to all who practised their te reo – ka pai!



Emergency Department nurses start their morning handover with a quick poi practise and waiata



Staff from across the organisation performing waiata in the Great Escape Café



Emergency Department staff practising waiata

One minute with... Nadine Marshall, Community Rehabilitation Enablement and Support Team (CREST) Primary Care Liaison, Older Person's Health

What does your job involve?

Assessment and processing of referrals from GPs and practice nurses, private and rural hospitals, community gerontology nurses, clinical assessors, and family members looking for supports in the community to enable a person to remain living in their own home. Also assessment and support with referral requests, for people to transition from respite, rest home or hospital level care back to living in their home environment.

Why did you choose to work in this field?

I enjoy community work and before my CREST roles I worked as a public health nurse and nurse consultant for a private company. I was offered a position as a CREST coordinator and then as a CREST case manager and was invited by the clinical nurse manager to transition to this role.

What do you like about it?

That I am at the forefront in assessing the support needed to enable people to remain living in their own homes, which is usually what the person wants. I also like that I help to find support with rehabilitation for people returning to their homes following surgery and those transitioning from respite, rest home or hospital level of care.

What are the challenging bits?

Friday afternoons and the day before public holidays! The referrers often present the referrals as urgent or as an emergency at these times.

Who inspires you?

I worked in a rest home at the age of 18 before I started my nursing training and observed the clinical manager providing basic nursing care and learnt that this care is fundamental to nursing. In my experience basic nursing care is when a person's needs are met with personal cares such as showering, oral hygiene, and so on – generally making sure they are comfortable and cared for during their vulnerability. She inspired me to keep this care as the basis of care offered to the person.

My mother also inspires me. She cares for my chronically ill father in their home.

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 encounter many elderly, lonely and vulnerable people in my role. I see myself as an advocate with knowledge, understanding and empathy to support them, and often their families, with their health choices.

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

I was a lead singer in a band.



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

The Isle of Man where my parents raised me. I have lots of family and friends there.

What do you do on a typical Sunday?

Church in the morning. Lunch with the family. A drive to the country or a walk in the afternoon if there is time and then relax with a film or a book in the evening.

What's your favourite food?

I enjoy Thai food.

And your favourite music?

Country and classical.

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

Canterbury Grand Round

Friday 20 September 2019 – 12.15pm to 1.15pm, with lunch from 11.50am. All staff and students welcome.

Venue: Rolleston Lecture Theatre.

Speaker: Hector Matthews, Māori and Pacific Health
"Health equity and structural bias: What are they and how do we overcome them?"

Inequity is not well understood, nor are the factors that contribute to it or indeed cause it. To resolve such an issue we must first become aware of it, seek to understand its causes then actively work to remedy it. The issues of inequity and structural bias can be disturbing but if we are ever going to address them in a meaningful way we must authentically look at the causes and our contribution to them as individuals and as part of a wider health system.

Chair: Alexa Kidd

It is requested out of politeness to the speakers that people do not leave halfway through the Grand Rounds. This talk will be uploaded to the staff [intranet](#) in approximately two weeks.

Video conference set up in:

- › Burwood Meeting Room 2.6
- › Wakanui Room, Ashburton
- › Administration Building, Hillmorton
- › Riley Lounge, The Princess Margaret Hospital.

Next Grand Round is on Friday 27 September 2019 in the Rolleston Lecture Theatre.

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

Something For You

Something For You is Canterbury DHB's employee benefits programme.

The deals offered are from the Canterbury business community to say thank you for all that you do. You can access all your deals right [here](#). Remember, you'll need your Canterbury DHB ID badge to claim these deals, so be sure to take it along with you.

Airpark Canterbury

17-25 Logistics Drive, Harewood
Receive 10 percent off all services next time you go on holiday. Call up and state you are a Canterbury DHB employee if booking online.

Macpac

Christchurch Central, Riccarton, Tower Junction, Northlands, Hornby
Head into a Macpac store and receive 30 percent off all items – sale items with less than 30 percent off will be bumped up to match.



Dell

Receive discounts off various Dell products such as laptops, gaming and monitors, see more information under the Home Life and Maintenance section on Something For You.

Check out [Something For You on the intranet](#) for more information on these deals and more.



Latest updates on max!

Check out the latest updates on max:

- › **Update my Visa service** – Renewing your Visa can be a long process so once you've got it sorted, we've made letting us know easy. You can now update your Visa details in this new service from the 'All Services' menu on your max. home page.
- › **Changes to how your cases are organised** – Your cases have now been sorted to make managing them easier. From your home page you now have one button called Open|Closed Cases which shows two folders: Open|Closed cases and Cases I've Approved|Rejected. For managers, these distinctions will keep your personal cases separate from your teams' cases. Both folders are automatically sorted from newest to oldest with easy search capability.
- › **Better search for your team's leave requests** – Your team's leave requests are now much easier to manage. We've included the first day of leave, status, and opened date in the list of requests. This list is housed under 'My Team Details' from your homepage. You can click on any request and you'll be taken to the full details where you can approve it.

If you need any help with these updates, or anything else max.-related you can contact max.perts through the 'Send a Question' service – or through max.chat. If you feel like you need more in-depth max. training, the max.perts can come to you for a face-to-face training session through the 'Request max. Training' service.

Check out the [knowledge article](#) on max. to find out more about these great updates.

The logo for 'max.' is displayed in a large, bold, sans-serif font. The letters 'ma' are dark blue, 'x' is a vibrant magenta, and the period is dark blue.

Invitation to submit your improvement initiatives to this year's Quality Improvement Showcase

Quality Improvement Showcase – 5 December 2019

We are inviting all staff to submit improvement initiatives to the Canterbury DHB Quality Improvement Showcase 2019.

Improvement projects whether small or complex can be submitted, however this year there will not be a competition aspect as there has been in previous years.

Submissions are open to all Canterbury Health System staff and providers for both completed improvement projects, and improvement projects in progress.

To assist with planning please complete either the [Improvement in progress display submission form](#) or [Poster completed projects submission form](#) and email to quality@cdhb.health.nz by 1 November 2019. You can find more information on the [intranet](#).

O₂ – Go 2 MedChart

Oxygen is now loaded on MedChart to make it easier for you to prescribe.

Oxygen is a drug with a therapeutic range and it is already Canterbury DHB policy that oxygen should be prescribed – now it's on MedChart it is easier for you to do this to keep our patients safely within their target saturation range, and ensure you're compliant.

For an overview of the change, links to research and how the new system will work please read the following (also available on the [Electronic Medicines Management page](#) on PRISM):

- › [Oxygen on Medchart: An overview](#)
- › [Oxygen on Medchart: a step-by-step guide for prescribers](#)
- › [Oxygen therapy: key points for nurses](#)



e-CALD news

CALD refers to culturally and linguistically diverse groups who are migrants and refugees from Asian, Middle Eastern, Latin American and African backgrounds.

The latest edition includes:

- › A new online course "Working with addiction with CALD clients"
- › Ezispeak to provide telephone interpreting services for public sector
- › Multiple-language resources on "Supporting Aotearoa's rainbow people: A practical guide for mental health professionals"
- › Posters about Zero Fees for Under 14s in multiple languages [MOH]
- › Upcoming events

Read the full newsletter [here](#).



Canterbury
District Health Board
Te Poari Hauora o Waitaha



The CDHB wants to develop a Simulation Based Learning Operational Group

- Are you already developing a simulation based learning program in your area?
- Do you want to be a driver to help sustain simulation based learning?
- Can you share your ideas and experience with colleagues?

Come and bounce ideas at *one of* the following meetings:

- **Wednesday 9 October 2pm**
- **Friday 11 October 10am**

Representatives from the Simulation Governance Group will provide the background to the Governance Structure for Simulation in Canterbury DHB.

If you would like to register please contact
Rochelle.Audeau@cdhb.health.nz

You will then be sent a very short survey to complete and be able to indicate which date you are able to attend.

16 September 2019

150 YEARS
1869-2019



2019
ipl
Inaugural Professorial Lecture

Professor Lois Surgenor

Department of Psychological Medicine



Journeys through
eating disorders, the
interface between
psychological and
physical health, and
health practitioner
regulation

Wednesday, 25 September 2019
5.30pm
Rolleston Lecture Theatre
Ground Floor, UOC Building
2 Riccarton Avenue
Christchurch

SEXUAL HEALTH SEMINAR



THURSDAY 26 SEPTEMBER 2019
FROM 1.00PM – 4.30PM

Community and Public Health
310 Manchester Street, Christchurch

1.00pm – 2.00pm WELCOME

Time to catch up with work we are currently involved in, to share information and new resources, and projects planned for this year.

2.00pm – 3pm ENDOMETRIOSIS UPDATE

PRESENTER: DEBORAH BUSH

Deborah Bush MNZM, QSM, is the CEO of Endometriosis NZ. This interactive session will provide an opportunity to learn more about dysmenorrhea, the importance of recognising symptoms and early intervention. Deborah will also discuss best practice, treatment and management of endometriosis, the current situation facing those with endometriosis in New Zealand, and what we need to know.

3.00pm – 3.30pm AFTERNOON TEA

3.30pm – 4.30pm THE HPV VACCINE

PRESENTER: JAYNE THOMAS

Jayne Thomas, Immunisation Co-ordinator for Canterbury Immunisation, will talk about the HPV vaccine and how it is being delivered in the Canterbury/West Coast region, including any barriers or challenges we need to address.

4.30pm CLOSING

There is no cost for these seminars and afternoon tea will be provided.

Please let me know if you will be attending.

Diane Shannon, Health Promoter
Community and Public Health
(a division of Canterbury District Health Board)

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E diane.shannon@cdhb.health.nz