CEO UPDATE
21 October 2019 | 21 Whiringa-ā-nuku 2019
Canterbury District Health Board
Te Poari Hauora ō Waitaha

A heartfelt thank you from the Muslim community

A time to get together to say "thank you" for your compassion, kindness and solidarity with us when we needed most.
– The Federation of Islamic Associations of New Zealand

On Saturday I represented Canterbury DHB at a Thanksgiving dinner to acknowledge the support given to the Muslim community on and following the 15 March Christchurch mosque attacks.

I think that this was best summed up with the following words from the Federation of Islamic Associations of New Zealand:

"The hour of 1.42pm on the 15 March has been described as the darkest day for New Zealand following unprecedented attacks in two Mosques in Christchurch. Immediately following the incident, emergency services and volunteers pitched in to support the Muslim community. New Zealand came together under the leadership of the Prime Minister, Rt Hon Jacinda Ardern. As a community, we feel it is now our turn to acknowledge and say thanks to all those who helped us when as a community we needed every bit of support to pass through the most difficult time in our lives.

Allah has commanded Muslims to thank people who help them in their hour of need.

The Federation of Islamic Associations of New Zealand (FIANZ) acknowledges the great support and hard work of everyone in the weeks and months that followed. The support is still ongoing and is expected to last a very long time. FIANZ would like to pay tribute to the emergency services, agencies and volunteers who provided support during that time."

It was a very moving evening with the Muslim community expressing their gratitude for the amazing response and care provided by the health system here in Canterbury.

You should all be very proud of the major impact that you have had on those affected by the mosque attacks.

The memorial gift accepted on behalf of the Canterbury Health System

From left, Canterbury DHB CEO David Meates accepts a memorial gift from Sheikh Mohammad Amir, Chair of the Religious Advisory Board of the Federation of Islamic Associations of New Zealand

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Wellbeing resources now available nationwide

A wellbeing campaign created to support Cantabrians after the earthquakes is making its latest resources available nationwide.

All Right? is a health promotion campaign that was established in 2013 as a response to the impacts of the earthquakes on the wellbeing of people in Christchurch. It is a joint project between Canterbury DHB and the Mental Health Foundation of New Zealand.

For the first time, resources from the latest All Right? campaign, He waka eke noa (We're all in this together) can be ordered from anywhere in New Zealand – and they're free!

As we head into the end of year busyness, it's a timely reminder for us all to remember that it's normal to feel a range of emotions every day and there are simple things we can all do to look after ourselves and each other. Life can be a bit of a rollercoaster and knowing how to navigate the ups and downs can make all the difference. Being aware of how we're feeling and what we can do to feel better helps us to live more enjoyable lives.

He waka eke noa highlights some healthy ways people can process what's going on in their lives, and provides ideas on how people can look after their wellbeing.

Equipping everyone with the knowledge and skills to be in charge of their own wellbeing is one of the best ways to prevent people from experiencing common mental health problems in the first place.

After everything Cantabrians have been through over the past seven years, including more than 11,000 quakes and their aftermath (dealing with insurance companies, repairs etc); serious floods; the Port Hills fires; the mosque attacks and the Outpatients floods to name a few, not to mention the busiest winter on record at Christchurch Hospital this year, it's no surprise some of us a feeling a bit jaded or 'over it.'

All Right? has made a real difference in Canterbury, with 77 percent of those surveyed saying the messages make them more aware of the importance of looking after their wellbeing, and nearly half having done things as a result of what they've seen or heard.

He waka eke noa messages have been translated into 10 other languages: Arabic, Dari, Hindi, Mandarin, Nepali, Samoan, Somali, Te Reo, Tigrinya and Urdu. Free resources can be ordered here: www.allright.org.nz/together.

Tough times affect each of us differently, and it's important to give yourself time to find out what works for you. It's also good to know you don't have to go it alone. If you are struggling you can reach out to friends or whānau, call EAP or workplace support or free call/text 1737, 24 hours a day.

With a long weekend for many this weekend, it's a great time to put some of the He waka eke noa advice into practice – why not share kai with friends and whānau, get into the great outdoors and take a breather, or make time to catch up with people whose company you enjoy and talk it out?

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 not a staff member and you want to subscribe to receive this newsletter every week please subscribe here.

Bouquets

Logan Robinson, Eye Clinic, Christchurch Hospital

I find Logan to be polite, kind, informative and, in general, an amazing doctor. I always see him at the end of his day and he is a very warm person. I have implants, injections and my eyes lasered often and I couldn't ask for a better doctor. My eye problems are ongoing; he always makes me feel positive. It is great you have someone of this calibre working for you.

Diabetes Outpatients, Christchurch Hospital

As always the staff are fabulous, helpful and always positive. Overall the treatments available to me are outstanding, thorough, appropriate and all encompassing. The people are what make this place. From the supportive, kind and efficient reception staff, always ready with a tissue if needed, to the surgeons who listen and appreciate the information I give them. A very patient-orientated service that I am lucky to have access to. Many thanks.

Caroline Mahon and Xiaoya (Julie) Zhu, Dermatology, Christchurch Hospital

I would like to give feedback on the excellent treatment I received by both Dr Caroline Mahon and Dr Xiaoyu (Julie) Zhu in September. Also in follow-up phone calls. Both took the time to explain information about my illness, possible causes and treatments. I felt valued and listened to. I was treated with respectful empathy. Both provided a valuable service at a stressful time for me. Both continued to follow up with me to see how I was doing, with Dr Mahon calling following the weekend of my consultation to see how I had fared over the weekend. I was impressed with the level of care both showed, especially as I know how busy they both are.

Orthopaedic Outpatients, Burwood Hospital

Very friendly, helpful service. Lovely hospital.

Sabina, Medical Day Unit, Christchurch Hospital

We really appreciate the staff's nice behaviour plus the calm and peaceful environment. My husband was having an infusion and Nurse Sabina took really good care of him. I was really appreciative and happy about her dedication towards her job and very happy to have her as his nurse. I wish Sabina a great future. God bless to all of you.

Ward GG, Burwood Hospital

I was a patient on Ward GG, having a full knee replacement. All the staff were wonderful, from the aides and nurses, to the food service staff. A special thank you to Mr Parkinson. I am now pain free and have started enjoying my life again. Many thanks to every one of you.

Cardiology, Ward 12, Christchurch Hospital

I am the very fortunate recipient of a transcatheter aortic valve implantation in the aorta of my heart... I wish to firstly thank the hospital and Canterbury DHB for the opportunity and to thank those responsible for me being a recipient. My special doctor is Dr James Blake and he tells me that he will stay with me for the rest of my life. The other people who were wonderful were Dr Smyth, Dr Riley, the very special Murray Hart and Denise, and Ann-Marie in Intensive Care... I am now in exceptionally better health and can look forward to more time with my special husband, my caring children and four grand-daughters. I received excellent care the two times I was in Ward 12... Also during the tests I had to have before the operation. The food that I was offered was very good... The service given in the Outpatients building in Cardiology on the fourth floor is very good. I am now being well looked after by the Cardiology nurses at the Health Hub in Rangiora. I am also well looked after by a Falls Prevention nurse. These are the words that I think: The power of prayer, people's thoughts, medical skill and today's technology and our hospital system are mighty!

Burwood Hospital

Service and staff excellent. Loved the spacious waiting rooms.

Oral Surgery teams, Wards 10 and 11, Christchurch Hospital

I would like to express my thanks for the care I have had and am receiving. Oral surgery by Alan Keast and his team, Dentist Sarah Bradley and team, Dietitian Emily Gilchrist, Speech Therapist Kelly Delahunt and the staff on Wards 10 and 11 – exceptional. Also x-ray staff, orderlies, radiation technicians, Iain Ward and his team, Peg and the Infection Prevention and Control staff, receptionists, cleaners, kitchen staff and all the volunteers who took or directed me to the area I needed. A special thanks to nurse Wendy Mann for her continued follow up of my progress. Everyone is lovely and so caring.

Ward 28, Christchurch Hospital

Kia ora everyone and a big thank you for looking after me and getting me well again. I am walking on my own, still a bit shaky, maybe a few more days yet. Keep up the good work.

Hospital and area not specified

Fantastic service. In and out under an hour, including an x-ray. Great staff.

Ward 26, Christchurch Hospital

Thanks so much for all your kind care and help during my two stays. You guys are all legends in your field.

Hospital and area not specified

Staff very professional. I was treated with kindness and respect.

Ward 24, Emergency Department (ED), and Acute Medical Assessment Unit (AMAU), Christchurch Hospital

Our thank you to the staff of Ward 24, ED and AMAU, for your care during Dad's last days. You looked after our family's needs too and we are very grateful for that. Special thanks to Registrar Dr Alex, who had the tough job of making the ultimate call and delivering the hard news brilliantly. This does not diminish our appreciation of the importance and affection given by the lovely hospital aides, nurses and others who attended to everyone's needs. God bless.

Big Shout Out

Gardeners, Hillmorton campus

Just wanted to give a shout out to the gardeners at Hillmorton who do such an amazing job to maintain our grounds so we can enjoy all of nature's beauty. Spring has been particularly beautiful.

From: Adult Community Mental Health Secretary Nicole Busbridge

#carestartshere

Let's get ready to move

Christchurch Hospital Hagley

Update No: 26

The move to Christchurch Hospital Hagley will bring with it many new ways of working. Over the coming weeks, we'll be looking at some of the main changes. Many of these are included in the healthLearn module, which all staff are expected to complete before migration begins.

14 weeks to go

Who ya gonna call? Getting to know the nurse call system in Hagley

There are three types of call bells in patient areas: nurse call, staff assist and nurse emergency. These are in addition to the larger dark green clinical emergency buttons. Most buttons are single calls, however there are combined buttons in some areas that include both nurse call and staff assist on the same button.

Calls will show up as different colours on annunciator panels, which are located in strategic positions on corridor ceilings throughout an area to identify the source of the call. They will also activate the light outside the room door. Lights will match the call: red for emergencies, yellow for staff assist, and bright green for standard nurse calls.

The nurse call is activated by pushing the green button on either the patient's handset or from the cord hanging from the ceiling in the ensuite bathroom.

The staff assist call is activated by pushing the yellow button.

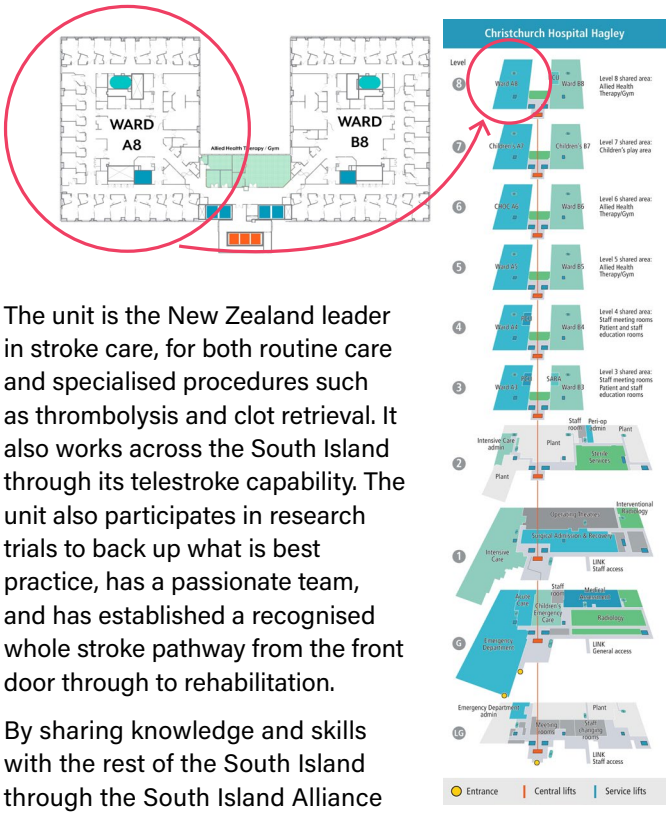
The nurse emergency call is activated by pushing the red button. This emergency call has an alarm which will be heard across the area where it is located. The call will also be displayed on the annunciator panels. The cancel button will glow red until the alarm is cancelled. This must be done at the point of origin.

The large green clinical emergency button is located in the corridors of all wards and at some staff bases. This will activate the hospital Clinical Emergency team and must be deactivated by the telephonist's office.

The green clinical emergency button (top) activates the Clinical Emergency team. These are located in staff stations, by the Lamson tube and in corridors.
The red emergency nurse call and yellow staff assist buttons are located within patient areas

Service Profile – Acute Stroke Unit

The Acute Stroke Unit (Ward 24) is currently co-located with Medicine. It will move to A8 with Vascular Surgery. Work is underway to appoint a charge nurse manager.



The unit is the New Zealand leader in stroke care, for both routine care and specialised procedures such as thrombolysis and clot retrieval. It also works across the South Island through its telestroke capability. The unit also participates in research trials to back up what is best practice, has a passionate team, and has established a recognised whole stroke pathway from the front door through to rehabilitation.

By sharing knowledge and skills with the rest of the South Island through the South Island Alliance on a regular basis, the Acute Stroke Unit aims to reduce the discrepancy of stroke care throughout the whole South Island.

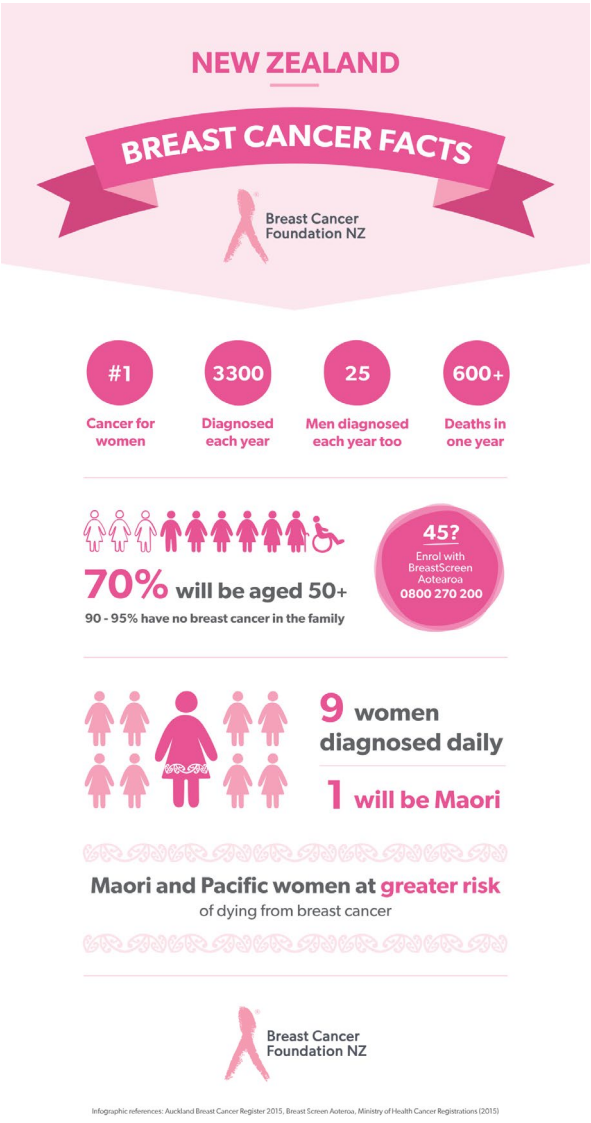
Stay in touch – you can do this through the Facebook page or email us at letsgetreadytomove@cdhb.health.nz.

Looking after yourself

Breast Cancer Awareness Month

October is Breast Cancer Awareness Month which aims to raise awareness of the importance of regularly checking for breast cancer signs, maintaining a healthy active lifestyle and learning about breast cancer risk in your family.

With one in nine New Zealand women affected by breast cancer, many people have a personal experience of breast cancer. It is the most common cancer for Kiwi women and the third most common cancer overall. Around 25 men are also diagnosed with breast cancer each year in New Zealand.



Breast cancer is also the cause of more than 600 deaths each year. About 70–75 percent of women who are diagnosed with breast cancer and about 80 percent of those who die from it are aged 50 years or older.

According to Breast Cancer Foundation New Zealand, checking yourself and getting to know what's normal is as easy as TLC – Touch, Look, Check.

› TOUCH – Touch both breasts to feel for any lumps or thickening of the tissue, including up to the armpits.

› LOOK – Look in front of a mirror to see if there are any physical changes to the breast shape, skin or nipples.

› CHECK – Check any breast changes with your doctor, even if you've had a mammogram recently.

Not sure you know what you're looking for? Breast Cancer Foundation New Zealand has a handy app called Pre Check, a wellbeing tool for women in New Zealand. It aims to give women confidence to take control of their own breast health. There are visual, tactile and audio cues to help you search for the signs of breast cancer from your mobile.

If you find a sign, you can learn more about it before looking for other signs. Once you've found one of the signs of breast cancer, you are prompted to "get to know your normal". This teaches you how to self-check via an easy-to-follow illustrated guide. You have the option to set your own reminder for regular self-checks. This will send a push-notification to your phone, urging you to 'touch, look and check' and reminding you how.

The app is free to download, just search 'Pre Check' in the App Store or Google Play.

Visit Breast Cancer Foundation New Zealand's website for more information, resources and guides.

Turn your team Pink for a Day

Why not make your next team meeting a Pink Ribbon event? Breast Cancer Foundation New Zealand is inviting all workplaces to turn Pink for a Day during October. Get your team together and wear something pink. To register your Pink for a Day, visit the Breast Cancer Foundation's website.

On Behalf of the Committee

The Transalpine Environmental Sustainability Governance Group

This week, we introduce Anna Stevenson, Chair of the recently formed Transalpine Environmental Sustainability Governance Group (TESGG).

TESGG members, standing, from left, Energy Manager Tim Emson, Facilities and Engineering Manager Terry Walker, Treatments and Technologies Programme Lead Natalie King, Senior Communications Advisor Jeanie Watson, Public Health Physician Anna Stevenson (Chair), South Island Public Health Programme Facilitator Ruth Teasdale, Community and Public Health Administration Assistant Tracy Abbot
Seated, from left, Perioperative Nurse Manager Marie Lory, Specialist Anaesthetist Paul Currant, Intensive Care Unit Staff Nurse Lizzie-Johnstone Walker, guest speaker from the South Island Alliance Programme Office Keith Todd, Canterbury Eye Service Registrar Cam Loveridge-Easther.

Health services have a substantial environmental impact.

In recent times, health professionals and health services have been seeking to reduce that effect. DHBs must meet a number of legislative requirements and contribute to international agreements that New Zealand is party to where those agreements link health with wellbeing and environmental outcomes.

The TESGG provides leadership, advice and oversight across the Canterbury and West Coast DHBs on matters pertaining to environmental sustainability, Anna says.

"We take a whole-of-system approach which recognises that all parts at all levels of the Canterbury and West Coast DHBs have a role in contributing towards environmental sustainability."

The committee is guided by a number of principles, such as taking a health-promoting approach, which optimises the mix of health promotion, disease prevention, treatment and rehabilitative care to achieve equitable health outcomes. The committee recognises the health system's own potential for causing environmental harm, and seeks to minimise and mitigate this harm.

Recent research has estimated that the global healthcare system's footprint is 4.4 percent – more than twice that of aviation, Anna says.

"Being environmentally sustainable is a core component of our health promoting mandate, and we want to ensure the best use of resources while not inhibiting innovation in an emerging and rapidly changing sector.

"The governance group is tasked with developing a strategy and operational policy for both DHBs, and we are considering how best to do that. We are very interested in how to safely reduce single-use plastics in clinical and non-clinical areas."

This committee is made up of a diverse group of people who bring insight from all parts of the healthcare system.

"While this group is very new and still finding its feet, it's been great to see how enthusiastic staff are for this kaupapa. There are many passionate advocates for improved clinical care and better ways of doing everyday business that don't harm our environment," Anna says.

If you'd like more information on TESGG, email Anna Stevenson. To join the staff interest group 'Sustainable Health for Canterbury' and receive their short newsletters, email Tracy Abbot.

Are you on a committee you'd like to be featured in the *CEO Update*? Let us know at communications@cdhb.health.nz.

CiLN Award 2019 finalist Rebecca (Becky) George a 'visible champion of Allied Health informatics'

The inaugural Clinical Informatics Leadership (CiLN) Award recognises the achievements of a clinician working in digital health in New Zealand.

There were 16 nominations from around New Zealand, and Canterbury DHB is proud to be represented in the three finalists by Allied Health Informatics Clinical Lead Rebecca (Becky) George.

Becky has championed the importance of multidisciplinary teams in hospitals here in Canterbury and has also been instrumental in leading Allied Health in the informatics space across New Zealand.

According to the judges, Becky's efforts have achieved on-the-ground benefits for clinicians and patients, as well as informatics infrastructure that benefits the wider health system.

"She has been a visible champion of Allied Health Informatics."

Becky says she feels humbled and overwhelmed with her nomination for the award.

"I believe that my journey has only been possible due to the amazing colleagues I have the privilege to work with locally at Canterbury DHB, and regionally and nationally across our health system. I am passionate in my belief that Allied Health, as a collective of valuable professions, can change the face of healthcare and significantly improve outcomes for people."

Interim Director of Allied Health Christchurch Campus Helen Little says Becky's role as the first ever Clinical Lead for Allied Health Informatics on the Christchurch campus has been instrumental in leading the digital and eHealth transformation for Allied Health services.

"She has championed a collaborative approach to digitising services across professional groups and specialty areas and has been a key member of the Allied Health leadership team, providing strategic guidance and support. She is worthy of this nomination and we are very proud of her."

Becky is a member of the Health Information Standards Organisation and chair of the National Allied Health Informatics Group. She is also a key member of the Health Informatics New Zealand (HiNZ) Board and a member of the newly formed Clinical Informatics Leadership Group's advisory panel.

Clinical Lead Allied Health Informatics Rebecca (Becky) George

Becky joins fellow finalists from Waitematā DHB: Information Services Clinical Change Manager David Ryan and Associate Professor at the National Institute for Health Innovation and Clinical Director Innovation at Waitematā DHB's Institute for Innovation and Improvement Robyn Whittaker.

To learn more about Becky's achievements, check out this summary on the Health Informatics New Zealand (HiNZ) website.

Vote for Rebecca here!

Voting is now open so support your fellow Cantabrian and colleague and vote for Rebecca via the eHealthNews website by 5pm on 31 October.

The winner will be announced on 20 November 2019 during Digital Health Week NZ.

Head of Consumer Council wins award for contribution to the community

Congratulations to Zhiyan Basharati, Chair of Canterbury DHB's Consumer Council, who has been named *NEXT* magazine's Woman of the Year in the Community Category for the role she played in the response to the Christchurch mosque attacks.

Many of those killed were friends or acquaintances of hers.

Zhiyan was presented with the award at the 10th anniversary NEXT Woman of the Year awards in Auckland for being an inspirational role model.

Zhiyan, who spent her first 11 years in a refugee camp, says to her the award makes an important statement, that her community is visible and that its contributions are valued.

"I also know it's important for young women and girls to see other women achieve and to believe that there are many possibilities for their future."

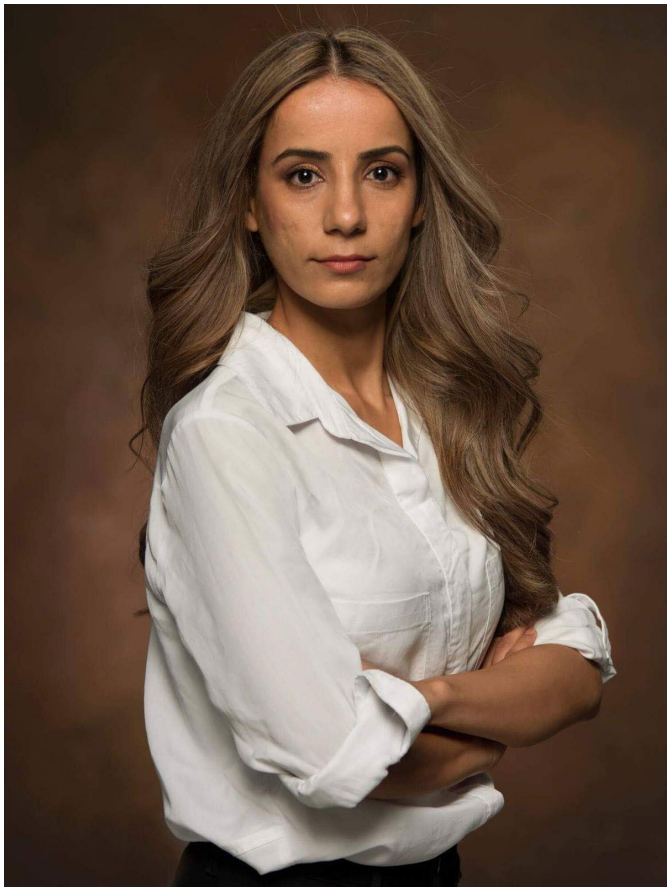
Zhiyan says she was at Christchurch Hospital with a sick relative on the day of the attacks and noticed patients streaming into hospital. She was shocked when she heard why.

"I gave staff my phone number if they needed someone to speak in Kurdish to overseas relatives who were phoning the hospital."

She mobilised volunteers who speak Arabic, Farsi, Urdu, Somali and Kurdish to return calls to worried relatives and co-ordinated the welfare centre which worked with hospital staff, Police, Civil Defence and the Red Cross. Zhiyan, who has a doctorate in forensic psychology, also arranged for a Facebook page, Christchurch Victims Organising Committee (CVOC), to be set up to keep people informed. She also visited survivors and victims' families.

"I only slept about 10 hours that first week," she says.

CVOC became a registered trust which Zhiyan led, focusing on giving practical support, such as delivering donated items to people directly affected by the attacks.



Chair of Canterbury DHB's Consumer Council Zhiyan Basharati

One of the award judges, Newshub reporter Kanoa Lloyd, was quoted in *NEXT* magazine as saying:

"I had the honour of seeing Zhiyan's work first-hand in the wake of March 15. She had mobilised an incredible network of volunteers who had a profound impact on the victims and their families. Her bravery and clear head were an inspiration."

Support of Occupational Therapists "outstanding"

Amberley couple Paul and Diane Gibbs are incredibly grateful to Canterbury DHB's Occupational Therapy (OT) team.

Paul had a motorcycle accident in February 2019 resulting in a broken right elbow, broken left knee and two broken ankles. It happened near Oamaru and Paul was initially admitted to Oamaru Hospital before being transferred to Dunedin Hospital and then Christchurch Hospital.

With only a functioning left arm, Paul's next destination was to be either Ashburton Hospital or a rest home with hospital facilities to recuperate until he was mobile. However, Diane said she wanted to take Paul home instead.

"I was concerned about commuting from our home in Amberley to Ashburton – a 256-kilometre round trip – and I didn't think Paul would cope mentally being away from me for weeks and maybe months," she says.

To enable Paul and Diane's wishes, OTs on the ward consulted with the couple about the practicalities of returning home. This included teaching Diane how to transfer Paul from chair to bed and bed to chair using a transfer board.

Paul is just one example of people who have sustained multiple trauma injuries who are getting safe and timely discharge to their own homes thanks to the work of a team of experts, including the Acute Home Visiting Team from Christchurch Hospital's OT department.

A visit to Paul and Diane's home before he was discharged considered every detail, including measuring areas such as the hallway and bathroom to establish accessibility, education about pressure injury prevention and organising a ramp to the front entrance, Diane says.

OTs assessed and arranged the set-up of essential equipment, paid for initial hospital bed hire and organised an alternating air mattress.

"The OTs were outstanding. The support was second to none. They went well above the call of duty."

Being at home helped Paul's recovery, Diane says, because he was in his home environment and "we were together". Eight months after leaving hospital ACC continue to support Paul with a return to work programme.

Paul in hospital

Paul recuperating at home

This team do great work, problem solving and working with patients and their whānau to meet their needs in the most appropriate place, says OT Clinical Manager Marie Williams.

"They work behind the scenes, facilitating safe discharge and often helping patients to return home earlier. We are professional problem solvers, asking the questions and finding practical solutions."

Occupational Therapy aids healing

Occupational Therapy (OT) Week begins today.

OT involves the use of assessments, interventions and discharge planning to develop, recover, or maintain the daily living and life skills of patients with a physical, mental or developmental condition.

At Christchurch Hospital, Occupational Therapists (OTs) work as part of a multidisciplinary team.

The focus of OT has always been holistic, looking beyond the medical to help patients find a sense of wellbeing, achievement and being productive, says OT Debbie Andrist.

From left, Orderly Sara Miskimmin, Occupational Therapist Debbie Andrist and Registered Nurse Lexi McKay, with knitting done by Bone Marrow Transplant patients and their families

"Even in hospital, it is important to do things you enjoy, not just to keep from being bored but because feeling more positive helps both your mind and your body."

Patients often stay in the Bone Marrow Transplant Unit (BMTU) at Christchurch Hospital for long periods of time, so it is important to engage them in daily activities to maintain strength, endurance and mood, she says.

"On the BMTU OTs carry out the usual assessments and these are complemented by activities that support the belief that purposeful activities have a positive influence on health and wellbeing."

Activities include a communal knitting basket for patients, whānau and visitors.

"People can pick up the basket and knit as much or as little as they wish. Some have asked to learn to knit, and one person knitted 12 peggy squares!"

Wool and needles are provided by Leukaemia and Blood Cancer New Zealand and more than 200 squares have been knitted so far. These are made into blankets by local craft group 'Buttons and Threads', whose members include hospital staff.

A special thank you to Pauline and Mary from this group, Debbie says. The blankets will be raffled to raise money for more activities in the BMTU.

Reducing harm poster a winner

Congratulations to the Quality and Safety team whose Reducing Harm from Inpatient Falls poster recently won the Poster Award at the Health Quality and Safety Commission's National Science for Improvement Symposium.

While the overall falls rate remains stable, there has been a reduction of injuries following a fall thanks to a combination of initiatives and standardising processes and practice such as the bedside board and team approach. With the updating of the bedside boards in Christchurch Hospital, the team expects to see a further reduction of harm from inpatient falls.

To see the full poster, visit the intranet.

Wiki Haumaru Tūroro | Health Quality and Safety Commission

Patient Safety Week is coming – 3-9 November 2019

The theme this year is: 'Understanding bias in healthcare.'

Learning modules

The Health Quality and Safety Commission (HQSC) has partnered with ACC and PHARMAC to produce three free video modules on understanding bias in health care, which will be made available to staff in the *CEO Update* on Monday 4 November:

- Module one: Understanding and addressing implicit bias
- Module two: Te Tiriti o Waitangi, colonisation and racism
- Module three: Experiences of bias.

The videos are for health professionals in primary and secondary care, medical colleges and associations, district health boards, public health organisations, non-governmental organisations, Allied Health, and anyone in health care who interacts with consumers. They aim to encourage health professionals to examine their own biases, how they affect the health care they provide and their interactions with consumers. There is a particular focus on implicit bias.

The modules will go live on 3 November and will be available on Learn Online and the Commission's website, but if you can't wait, you can watch a trailer which talks about how bias affects the health outcomes for Māori specifically by following the link at the end of this article.

Guest blogs

If you, a colleague or friend have a story to share about bias in health care, HQSC would love to hear about it. Perhaps you identified your own biases and would like to share how you changed your practice as a result, or you may have your own experience of bias because of weight, gender, sexual orientation, race, and so on.

Why not share your experiences in a series of guest blogs throughout the week – email PatientSafetyWeek@hqsc.govt.nz if you would like to contribute.

Social media posts

The HQSC will be sharing snippets of the video modules via social media and will prepare and share social media posts with district health boards communications teams in the coming weeks.

Experts to talk about bias

The HQSC is funding one expert on bias to visit each region to present. The expert on bias visiting Christchurch is Anton Blank. HSQC is working with Pegasus Health to host a session on **Thursday 7 November 2019, 7.00–8.30pm, Manawa**. It's open to everyone.

Further Patient Safety Week 2019 updates will be provided in upcoming *CEO Updates* and daily staff communications. More information is also available on the HQSC website.

Now, here's that HQSC trailer on bias.

Celebrating the Nurses' Memorial Chapel during Christchurch's Heritage Festival 2019

The district's annual Heritage Week has grown to become the Christchurch Heritage Festival and is on until 28 October.

Ward 20 Charge Nurse Manager and Member of the Friends of the Chapel committee Sharon Minchington says, "Along with the many events that are being run, it is an appropriate time to celebrate the heritage aspects of the Christchurch Nurses' Memorial Chapel that reopened in 2018 following restoration by Christchurch City Council."

She shares some of the interesting heritage facts about the building here:

- The building is listed as a Category 1 Historic Place under the Heritage New Zealand Pouhere Taonga Act 2014.
- It was designed by Christchurch architect JG Collins and built by William Williamson.
- It is constructed of reinforced concrete, Oamaru stone and terracotta bricks, with a grey and green slate roof.
- Wood is used extensively throughout, with oregon used for its arched beams and wall panelling, native matai (black pine) for its windows and door frames, redwood for sarking and blackwood and oak for the parquet floor.
- In the sanctuary, the elaborate oak reredos (wooden panel behind the altar) and finely carved altar rails were the work of two local craftsman, Frederick Gurnsey and Jake Vivian.
- Each of the 12 stained glass windows in the chapel has an interesting story to tell, and more information can be found about them in the brochures available to visitors of the chapel.

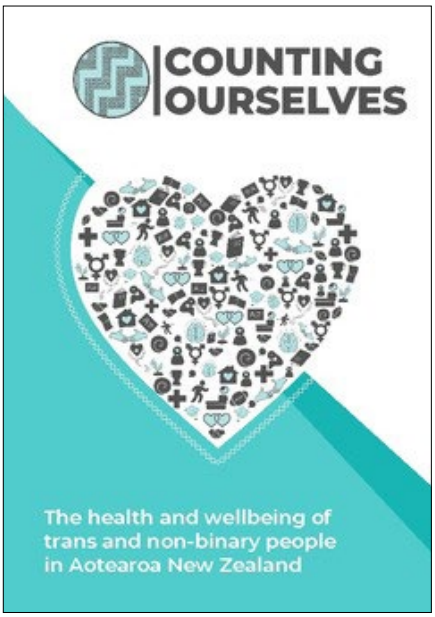
In 2017, what would be 14 months of challenging and painstaking work began with the deconstruction of the basement. The internal wood panelling was removed and carefully stored, as were the windows. The inner brick wall was partly taken down and replaced with masonry block. The brick buttresses were dismantled and a concrete core was built to connect the inner blockwork, and a new ring beam that was constructed between the top wall and the roof. With the two gable ends and sanctuary arch deconstructed, new reinforced concrete walls were built and clad with Oamaru stone and a brick outer skin. The slate roof tiles were removed and relaid over a new ply timber diaphragm. Any damaged tiles were replaced from the original quarry in Wales. All the internal timber panelling, parquet flooring, limestone and associated interior fittings were then reinstated.

New Zealand Governor-General Dame Patsy Reddy reopened the superbly restored chapel on 27 October 2018.

To find out when the chapel is open, or to enquire about, or book, the chapel for an event, visit the website www.cnmc.org.nz or follow the Nurses' Memorial Chapel on Facebook.

Counting Ourselves presentation for health professionals

Monday 4 November, 7-8.30pm,
Pegasus House,
401 Madras St



Counting Ourselves is the first comprehensive national survey of the health and wellbeing of transgender and non-binary people in Aotearoa New Zealand.

The survey collected feedback on the mental and physical health needs of 1178 trans and non-binary people aged between 14 and 83 from across the country, with a view to informing how health systems can provide equitable and respectful care that aims to meet those needs.

The survey captures information about the experiences of transgender people in accessing health services and support throughout their health journey, from engagement through to primary care and pre and post-surgical experiences.

The survey shows, for example:

- how well trans and non-binary people are doing in terms of mental health and physical health compared to the rest of the population
- experiences of stigma, discrimination, and violence
- experiences of doctor's clinics, hospitals, and other healthcare settings. This could be for gender affirming care such as hormones or surgeries, or general health matters
- how support from friends, family, whānau, or others might protect against the negative impacts of stigma, discrimination, and violence that many trans and non-binary people face.

It is thought that 1.2 percent of New Zealanders identify as transgender, meaning their sex at birth does not match how they feel, and another 2.4 percent are unsure. In Canterbury this equates to as many as 21,000 people who identify as transgender.

Counting Ourselves is the first research of its kind ever in New Zealand and is being presented in the South Island for the first and perhaps the only time at a Christchurch event on Monday 4 November.

Because health systems are not set up for trans people, they generally have poorer access to care and poorer health outcomes. The insights from this presentation and the survey itself can help inform how these inequities could be addressed.

About the event

Monday 4 November, 7-8.30pm, Pegasus House,
1st floor meeting rooms, 401 Madras St

Parking: please note that visitor parking is strictly limiated and patients are prioritised. Please park on the street.

Jaimie Veale and Jack Byrne from the University of Waikato will provide an overview of the survey findings and its recommendations.

A panel including Sue Bagshaw, Rebecca Nicholls and Marie Burke will conclude the presentation sharing their experience of supporting the health and wellbeing of trans and non-binary people in Christchurch in a primary health setting.

If you'd like to attend, please RSVP to events@pegasus.org.nz by Monday 28 October.

One minute with... Sue Robinson, Clinical Transcriptionist, Ashburton Hospital

What does your job involve?

Mine is very much a background job predominantly processing clinic correspondence via Winscribe and/or tapes. Speed, accuracy, correct grammar and punctuation, plus strong listening skills are important aspects of this role. A good knowledge of medical terminology is essential to do the job well, especially as I cover a wide area of specialties, such as Ophthalmology, Otolaryngology, Geriatrics, General Medicine, Urology, Paediatrics and Palliative Care. In addition to transcription, I attend meetings to take minutes, keep databases current and other tasks relevant to ensure that patient care is well documented, accurate and up to date. I deal with patient information requests when the Privacy Officer is on leave.

Why did you choose to work in this field?

I previously worked in patient care part-time and an opportunity arose 29 years ago to move into full-time work in a clinical transcriptionist role. For the first 23 years I also worked in a medical administration role which provided a good balance although it involved a great deal of multi-tasking.

What do you like about it?

I love the variety of work each day brings. There are often challenges but I never stop learning.

What are the challenging bits?

Indistinct or rapid dictation can be challenging along with drug names which must be correctly transcribed, including the dosage. I can never catch up on work as the number of patient clinics is constant and the day is never long enough.

Who inspires you?

The colleagues I work alongside and my Christchurch Hospital colleagues who do the same work as myself. I am also inspired by the parents, carers and doctors who look after paediatric patients with significant disabilities or challenges as they deal with these daily. They are unsung heroes.

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?

It means everything to me. I get satisfaction from knowing general practitioners have the correct information on their patients and that the patients themselves who come through the hospital system can be assured that their documentation is accurate and available should the need arise to access this.

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

A photo.

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

Machu Picchu. I love to travel and this is the last remaining item on my bucket list still to be ticked off.

What do you do on a typical Sunday?

Try to put aside any challenges from the past week, enjoy the company of family and friends and spend time in the garden whenever possible.

What's your favourite food?

It sounds boring, but, salad. I can never get enough of it nor do I tire of it as there are so many variations of ingredients, accompanied of course by a BBQ steak.

And your favourite music?

I enjoy a wide variety from opera through to modern music but music from the 60s and 70s is a favourite as it brings back happy memories of my carefree younger years. Anything really, except loud rock music.

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 25 October 2019 – 12.15pm to 1.15pm, with lunch from 11.50am. All staff and students welcome.

Venue: Rolleston Lecture Theatre.

Speaker: Canterbury DHB CEO David Meates.
"Update on key areas of focus and challenges."

Chair: Alistair Humphrey

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 1 November 2019 at 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.

Embrace Yourself

Ashburton
Work out with Cilla from Embrace Yourself and receive 25 percent off the next eight-week training block starting on Monday 28 October. Find out more information and how to register under the "Health and Wellbeing" section.

Placemakers

Antigua Street, Cranford Street, Hornby, Kaiapoi, Riccarton
Shop at Placemakers and get discounts off retail prices (excludes trade quotes, already discounted products and Know How Rewards).

Riccarton Athletes Foot

Riccarton Mall, 129 Riccarton Road
Receive 10 percent off any full price shoe at Athletes Foot in Riccarton Mall.

Miles Toyota

221 Montreal Street
Treat your vehicle to a service and receive a free wash and vacuum and a $20 WOF if needed.

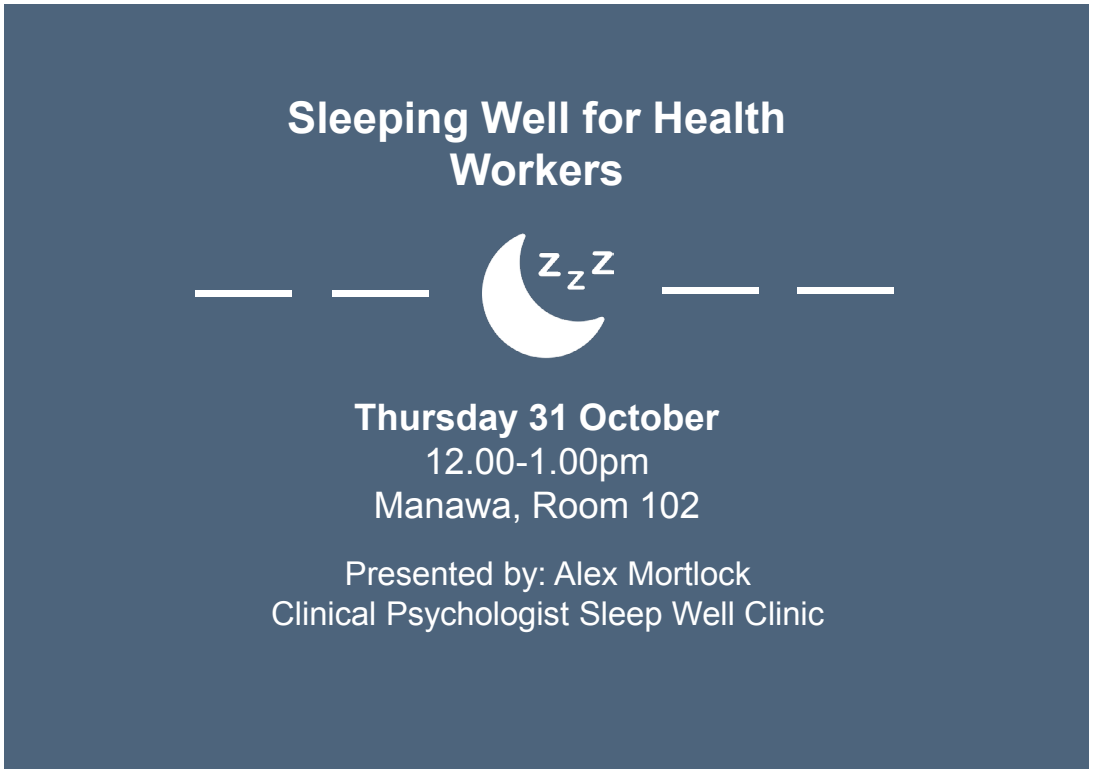
Check out Something For You on the intranet for more information on these deals and more.

Have you seen the latest updates on max.?

These are the latest changes on max.:

- You can now keep track of your success and development on max.: The new My Success and Development service is a living document designed to record your personal and professional development at Canterbury and West Coast DHB. Fill out the digital service and it will be sent to your manager or clinical lead for endorsement.
- Three month notification: New employees will now receive a message via max. when they've worked at Canterbury or West Coast DHB for three months, and an update to the message sent to managers at this time. This is a great opportunity to start your success and development conversations.
- Bank account change cut-off time is now Friday at 3pm to allow the payroll team enough time to process your bank account changes.

Remember, you can always contact the max.perts if you need help with anything max.-related, including requesting one-on-one or group training.



Subject: Scholarships to eAllied Health Day - 20 November - Hamilton

Each year, HiNZ provides conference scholarships to allied health professionals, nurses and midwives. The HiNZ scholarships are for a free or discounted pass.

Some scholarship recipients recently notified HiNZ they are unable to travel on 20 November, so there are discounted scholarships still available.

If you wish to claim one of these low cost scholarship passes, please email Kim at conference@hinz.org.nz.

A full day pass is usually $198.
The discounted scholarship pass is only $69 and it includes:

- eAllied Health morning sessions from 9am to 12.30pm
- HiNZ International/Ministry Keynote Sessions from 1.30pm to 5.30pm
- Access to 120+ booth exhibition hall with the latest technology solutions
- HiNZ Welcome Function from 5.30pm to 7.30pm (with drinks & canapes)
- Full day catering - arrival tea/coffee; AM tea; lunch; PM tea
- Delegate bag with conference handbook
- Free access to eHealth TV library of slides/video until 30 November

The eAllied Health programme can be viewed here: https://www.hinz.org.nz/page/eHealthAH19

More information about Digital Health Week NZ programme is here: https://www.hinz.org.nz/page/ProgDHWNZ19

To claim one of these scholarships - or to ask a question - please email Kim at conference@hinz.org.nz

Jamie
Studying a Bachelor of Social Work
HEALTH & WELLBEING CHAMPIONS
Applications to study the Bachelor of Social Work in 2020 close 31 October.
APPLY NOW at ara.ac.nz
Ara
Institute of Canterbury
Ara rau, taumata rau

Learn 2 Ride a Bike!

Join us for a <u>women only</u> morning of fun & learning

Friendly women volunteers helping
refugee & migrant women learn to ride a bike

Every Friday throughout October
(4, 11, 18 and 25 October)

Please come any time between 10am-12pm

South Hagley Netball Courts, Hagley Ave

Bikes and helmets provided

No special clothes are required to take part

Enquiries: email meg.christie@cdhb.health.nz
or phone 378 6817 or 027 848 6927

Canterbury District Health Board
Te Poari Hauora ō Waitaha

biketober
Christchurch, 1-31 October

Go cycle Christchurch
Helping adults cycle with confidence