



A warm welcome back to a very special team

As the temperature drops outside, it's heart-warming to see our volunteers starting to return across the organisation.

They have been staying home and staying safe throughout the COVID-19 alert levels but are now being welcomed back with open arms by staff, patients and visitors alike.

The timing couldn't be better given this week is all about acknowledging the contribution volunteers make here in Canterbury and across the country as we celebrate National Volunteer Week from 21-27 June.

This year's theme is 'Te Hua o te Mahi Tahī - The benefit of working together.' Our organisation benefits enormously from volunteers who help patients, visitors and staff in a variety of ways. Likewise, even though the act of volunteering is about giving, our volunteers tell us how much they get out of their time with us, including a sense of purpose and community and the knowledge that they are making a difference.

National Volunteer Week honours the collective energies and mana of all volunteers in Aotearoa. They grow our people, open hearts and minds, and create joy. Well before COVID-19, our volunteers were cherishing and caring for our people. During COVID-19, volunteers around the country rallied to keep communities connected, to help them get well, stay well, and to answer the call to unite and be kind.

Our volunteers across Canterbury DHB might have been out of sight but were never out of mind, and I know many managed to stay in touch with our staff and each other throughout lockdown. Some of our community hospital volunteers even hosted a virtual singalong! Activities such as knitting and organising donations of wool also continued from the safety of their homes.

Now that our volunteers are back, you'll find them returning to their usual duties such as helping people find their way around the hospital, providing gift services, running the



Te Wiki Tūao ā-Motu national volunteer week

hospital gift shops, keeping patients company, assisting with play therapy and pet therapy, delivering packages, assisting with other tasks such as calling taxis and reading to patients, and fundraising for programmes and items that will improve our services and facilities. We even have a regular pianist at Burwood Hospital who entertains our patients and staff.

At our rural health facilities, The Friends work together with Canterbury DHB and hospital staff to help meet the needs of the community and improve patient comfort through fundraising and assisting with projects such as building and ground enhancements. The Friends of the rural health facilities are an integral part in ensuring the patients' comfort needs are met and they are always looking for different and innovative ways to do this.

Join me this National Volunteer Week to celebrate each of our hundreds of volunteers across all of our facilities. While they range in age from 16 to 90, may have just started out or been volunteering with us for well over 15 years, be local or travel great distances in order to give back, all of them help to show how our communities are stronger when we work together. We couldn't achieve everything we do without them.

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Welcome back to our volunteers.



We missed you!



Te Wiki Tūao ā-Motu
national volunteer week
21-27 JUNE 2020

Te Hua o te
Mahi Tahī

The benefit of working together

nationalvolunteerweek.nz | [#NVW2020](https://twitter.com/NVW2020)

Our carbon footprint will be almost halved, and our coal consumption will drop to zero over the next 18 months

In late January this year, the Minister for Climate Change Hon James Shaw announced details of the Government's plans for a clean-powered public service. This included \$5.2M to fund upgrades to the heating systems for Ashburton and Hillmorton hospitals and to fund a green star rating for the new mental health buildings at Hillmorton Hospital. This will help substantially reduce greenhouse gas emissions.

Ashburton's ageing coal-fired boilers are to be replaced with huge ground-source heat pumps which take heat from the water in underground aquifers and return clean, if slightly cooler water to the ground. Heat pumps are a feasible option for Ashburton because their heating infrastructure (valves pipes, radiators etc.) is more easily converted from steam to hot water. On a larger site such as Christchurch Hospital this would be a mammoth and expensive task.

Hillmorton Hospital's heating has been woody biomass-fuelled since 2013 but is at full capacity. The planned new facilities will also have ground-source heat pumps to provide both heating and cooling. This will help improve the site's [Green Star rating](#), an indication of environmental performance and sustainability.

Woody biomass is largely a bi-product of the forestry industry and includes bark and the waste produced from machining timber for construction and other purposes. And as the woody biomass from trees grown by the forestry industry contains carbon absorbed as CO₂ from the air, which is only released again when it is burned, the process is pretty close to carbon neutral.



Minister for Climate Change Hon James Shaw being taken for a tour of the boilers by Maintenance Manager Giovanni Frances, Canterbury DHB Energy Manager Tim Emson and General Manager Older Persons, Orthopaedics and Rehabilitation Dan Coward



Currently around half of Canterbury DHB's greenhouse gas emissions come from boilers that burn coal to heat and provide steam to a number of our largest buildings, including the Christchurch Hospital campus. Thanks to some amazing work by our Maintenance and Engineering team, working alongside the Ministry of Health and industry experts, we will be a coal-free DHB by the end of 2021.

Hon James Shaw visited Burwood Hospital on Friday 12 June, to look at the woody biomass boiler and hear about our plans to be more sustainable and substantially reduce our dependence on fossil fuels. Even after the Ashburton and Christchurch coal boilers are decommissioned, we will still need diesel boilers as a back-up in case of problems with the woody biomass supply chain, but the plan is that we use them as little as possible.

The Minister was impressed by some compelling facts and figures, and excited by our planned improvements – and of course, by the boilers themselves, which are pretty 'cool' pieces of engineering.

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



David Meates
CEO Canterbury District Health Board

Here are those impressive numbers:

- > Ashburton Hospital uses 1330 tonnes of coal per year. In 18 months, that figure will be zero.
- > Hillmorton produced 1220 tonnes of CO₂ before its biomass upgrade, now emissions are just 31.3 tonnes.
- > The Christchurch Campus has a massive requirement for heat and steam and to cater for that consumption, two 7.5mW steam boilers are planned. At full tilt they will produce enough energy to boil 10,000 water jugs simultaneously.
- > Emissions from the Christchurch Campus boilers will be just short of a mind-boggling 22,000 tonnes when Christchurch Hospital Hagley is first occupied.

After conversion to woody biomass, that will plummet to net emissions of 369 tonnes.

Total savings in greenhouse gas emissions after all the planned work has been done 18 months from now will be close to 30,000 tonnes.

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

Hannah, Oncology, Christchurch Hospital

My husband was admitted to the Oncology ward having been flown from Wairau Hospital for possible treatment. Unfortunately, his cancer has gone too far, and we were flown back to spend quality time together for the rest of his life, however long that may be. During our time in Christchurch Hospital we were blown away by one particular nurse named Hannah. I don't know her surname. Hannah's compassion, dedication and professionalism got us through a very difficult patch. Her genuine love, not only of her job, but of helping people, shines through. Please pass on to her our grateful thanks. We will never forget how she made such a lot of unpleasant but necessary procedures seem simple, and gave my husband dignity. Canterbury DHB is indeed lucky to have her.

Emergency Department and Hayley, Trauma Team, Christchurch Hospital

I came into the hospital in extreme pain and with anxiety about my injuries. I was fearing the worst outcome. I cannot thank staff enough for their professionalism and friendly demeanour. It has made a significant difference to my recovery process. I found the hospital services very speedy and efficient. I would like to pay special attention to Hayley from the Trauma Team as she was amazing, working under pressure and calming patients.

Woolston School Clinic, Community Dental Service

My son had an appointment at the Woolston School Clinic and I want to say a big thank you to the two dental staff who worked on him. All your staff are good, but these two were so fantastic at making him feel comfortable. Please pass on our thanks to them.

Heather, Radiology, Burwood Hospital

I had an MRI with Heather. She was really lovely and explained things to me. I am very grateful for the service and for Heather's manner. Thank you.

Ward 19, Christchurch Hospital

I would like to compliment Charge Nurse Manager Karen Wilson, who obviously runs an excellent ward. It was spotless and even more so with COVID-19. The staff who looked after me were fabulous and were obviously very happy. You could tell! I do believe a team to be only as good as who is in charge and so compliments to Karen Wilson. A special mention also to Rocky, Meghan and Dee.

Jo Cooke, Ward 11, Christchurch Hospital

Jo Cooke is a good nurse with a highly accomplished way with people. Her ability to relate to all patients is impressive and her perceptive nature is a true asset.

Medical Illustrations and Plastic Surgery, Christchurch Hospital

I had awesome service and care at Medical Illustrations and Plastic Surgery. I was running late and the staff on the phone and on the ward were really helpful, polite and professional. The nurse and reception staff at Plastics were friendly and smiling. It made a real difference. Thank you.

Eye Department, Christchurch Hospital

I have found everyone very helpful with a pleasant, respectful manner.

Ward 25, Christchurch Hospital

I just can't praise all the staff of Ward 25 enough for their wonderful care and attention while my husband was in their care. Even the ladies who gave the meals were just wonderful. To Dr Wiseman and her team of doctors, thank you.

Emergency Department (ED), Christchurch Hospital's Maternity Assessment Unit and Maternity Ward and Christchurch Women's Hospital

Thank you for the amazing help I received by staff members of Christchurch Hospital after I was admitted following a car accident... I'm forever thankful for being closely monitored, the support I received during that day and the ongoing support. My encounter with my initial nurse and doctor was amazing. Both are caring women and amazing at their jobs... I was respected, and baby was cared for so much. Midwife Louise was absolutely amazing... The Canterbury DHB radiographers I have dealt with throughout my pregnancy have always been so amazing too. I had a second-year graduate on Monday, and she was so professional... I have an incredible obstetrician Sharon who has been so amazing throughout my journey even when I have a few tears. I feel utterly supported... Thank you to each and every one of the staff that I have encountered along my journey, from the exceptional ED staff, to the amazing Midwife Louise, to my Obstetrician Sharon, and the wonderful radiographers.

Emergency Department (ED), Coronary Care Unit (CCU), Cardiology Lab, and Ward 12, Christchurch Hospital

We would like to thank the ED and CCU teams, and Ward 12, for the care and support we received recently when [patient name] had a serious heart attack. They were compassionate and caring and took the time to answer all our questions. The seamless flow from the ambulance crew to ED, to the Cardio Lab to CCU and to Ward 12 took some of the stress and worry out of a bad situation. The support team including catering and cleaning for these departments were great. We cannot thank you all enough.

Sarah, Emergency Department (ED), Christchurch Hospital

I would like to say a huge thank you to the lovely young nurse in ED named Sarah who attended to my daughter. She was very kind and understanding and so patient... It was great to be treated so well, and not too long of a wait in ED either.

Paediatric Feeding Team, Child, Adolescent and Family Service

We have worked so hard collectively and seen some significant progress over the years. We will be forever grateful to the feeding team for all their efforts and help towards our son's eating disorder. It is with much love, gratitude and kindness that we thank you for everything you have done for him. You changed the life of a young boy who was headed in a pretty scary direction and we couldn't have done it without you. You are all amazing and the children at the feeding clinic are blessed to have such kind-hearted people in their lives.

Ella and doctor, Emergency Department, Christchurch Hospital

I want to express my thanks to my nurse Ella. She was one of the best nurses I've ever had in my 30 years. The doctor on duty, whose name I can't remember, was also so kind, listened and really set me at peace. Please give them my thanks.

Gynaecology Assessment Unit (GAU) and ultrasound, Christchurch Women's Hospital

I was recently a patient in your hospital and wanted to make particular mention of my experience as I know that people are often quick to complain and not so quick to compliment. I dealt with Hayley Smith (GAU doctor) and she was so kind and caring. She was thorough, and I felt she explained the entire situation to me in a way that made it easy for me to understand. Although I knew they were busy in GAU I never felt that she rushed through any of my consultations and she was happy to answer all the questions that I had. The GAU nurses were also a lovely bunch of women, they always had a smile on their faces and apologised any time they were running behind. I would also like to make special mention of the Ultrasound team and particularly Jayne and Rex who did my scans. They were both so kind during a time of great distress for me and made me feel at ease throughout the scan. I cannot thank them enough for their professional yet comforting manner. I felt that they were going out of their way to make my journey a more positive experience and for that I am extremely grateful.

Vulnerable dialysis patients protected during COVID-19 lockdown

From plumbing a dialysis machine in a motel unit, to screening and separating patients, the Dialysis Service moved early during the COVID-19 pandemic to protect the vulnerable.

"We engaged with Infection Prevention and Control (IP&C) to put into place measures to keep those attending the Acute Dialysis Unit and the Home Dialysis Training Centre safe and well leading up to and during lockdown," says Charge Nurse Manager Dialysis and Renal Services Wendy Cuthill.

"To relieve any pressure on the service should a patient not be able to do dialysis at home, a motel unit was plumbed to accommodate a dialysis machine. This was to enable patients who are home-trained to use this facility instead of a room at the centre.

"It also freed up a room at the centre to be used as a dialysis room to accommodate overflow patients from acute dialysis and free up space in acute for extra patients who may have needed dialysis during lockdown."

The motel-based dialysis unit was also available for those who live outside of Christchurch.

"Many of our out-of-town patients stay at a motel and this was a way of keeping them away from the hospital during lockdown," she says.

Usually patients attend the service via a shuttle with several sharing the vehicle.

"In lockdown we ensured people travelled individually, sometimes engaging with their families to help out. We are grateful to our social worker who rearranged transport options ensuring all patients were catered for to get in and out for their dialysis."

Staggered arrival times were put in place to ensure people remained in their bubbles and patients were given two masks, one to wear home, and one to wear for their next visit. On arrival they went straight to individual rooms where they were screened.

Dialysis nurses in the acute unit screened patients each time they presented, and this was documented in the Cortex care coordination platform.

"People then went straight to their allocated space and were asked to wear a mask and goggles during dialysis to provide them with as much protection as possible."

If urgent dialysis was needed it was done in isolation in Ward 14.

Staff were separated so that they had as little interaction with each other as possible. Nurses worked either in the Acute Dialysis Unit or the Home Training Centre.



From left, Karen James, Dialysis Nurse Taylor Pearson and Charge Nurse Manager Dialysis and Renal Services Wendy Cuthill

"Staff in the acute unit were able to support inpatients without the need for nurses to come in from the Home Training Centre."

Dialysis patients were asked to contact the service if they were feeling unwell.

"This system worked well with several passing through the Acute Medical Assessment Unit and being swabbed for COVID-19," Wendy says.

Physician David McGregor says it was fortunate that the Vascular surgical team continued to insert peritoneal dialysis catheters in patients who needed this. This meant patients could get onto a home dialysis therapy without needing to come into the hospital's dialysis unit three times each week.

"We are grateful to the vascular team for the great service they provided to our patients during this period."

Wendy says meetings were held via Zoom and there were increased phone calls between the unit and the centre.

"We were very mindful of the impact to the service should a nurse become sick, so minimising staff contact was vital to ensure the service could be maintained.

"The service is incredibly grateful to IP&C who guided us to protect our very vulnerable population. We were able to continue providing dialysis to our patients, as well as providing ongoing support to our home dialysis patients during the lockdown with minimal disruption to our service," Wendy says.

Rural mental health team marks 25-year anniversary

The Rural Adult Community Mental Health Team has celebrated its 25th birthday.

The team was formed 25 years ago and since then has offered support from south of the Clarence river to North of the Rakaia river, inland to Arthur's Pass and over to Akaroa, says Acting Clinical Manager Rural Franziska Kerdemelidis.

"Our formation signalled the beginning of these rural communities having specialist mental health support in their own backyards for the first time."

Rural is a small team with a wide reach and can-do attitude.

"Our claim to fame is getting second place in the Specialist Mental Health Services 'Best dressed Christmas display 2019', and being able to drive through the beautiful countryside while visiting the people we support on their journey to mental wellbeing," she says.

The team celebrated the anniversary, the end of lockdown, and returning to working together as a team, with high tea, including a delicious cake baked by Secretary Roz Watson.



From left, Secretary Roz Watson, Clinical Manager Franziska Kerdemelidis, Case Manager Charmaine Kennedy, Senior Registrar Tony Harley, Case Manager Paul Davenport, Case Manager Bridget Hishon, Psychologist Rowan Peak and Case Manager James Sedgwick Absent: Clinical Nurse Specialist Tara Fraser Milne, Case Manager Miriam Jowett, Case Manager Andrew Bennet, Pukenga Atawhai Hinetewai, Case Manager Christina Taylor, Psychiatrist Sigi Schmidt and Secretary Annette Wilson



Career in Older Persons Health rewarding

Diana Gunn has contributed 30 years of her working life to Canterbury DHB and says she has loved the variety of her role working in Older Persons Health and Rehabilitation (OPH&R).

The former Director of Nursing, OPH&R, whose clinical experience and expertise has been in cancer and palliative care nursing in the UK, Australia and New Zealand, retired last week.

"I've enjoyed the diversity of the role. It's grown over the years and provided many opportunities, including a nurse-led model of care in the elective surgical continuum, facilities development, supporting professional development and succession planning, introducing quality and patient safety innovations, leading culture change and mentoring senior nurses," she says.

Diana worked in the UK after completing her registered nursing training. She came home to New Zealand and worked in Ward 29 at Christchurch Hospital focusing on haematology and medical nursing. She then returned to the UK where she completed a postgraduate diploma in Oncology Nursing at the Royal Marsden Hospital.

Diana did her Master of Health Science (Nursing) in Melbourne and worked for the Melbourne City Mission Hospice Service, providing care in the community for palliative and end of life patients. She became Director of Nursing for the organisation and says it was a very rewarding job.

On her return to New Zealand, Diana worked as a Professional Nurse Advisor for the New Zealand Nurses

Organisation (NZNO). She chaired the Nursing Research Section of NZNO and is a member of the Cancer Nurses Section.

Diana was a member of the New Zealand Nursing Council Nurse Practitioner Review Committee. She was Chairperson for Nurse Executives of New Zealand and has been involved in government-led committees.

Reflecting on events in Christchurch in recent years, Diana says the health and welfare response to the mosque shootings was "amazing".

"Meeting some of the people who were injured was a humbling experience and walking alongside Prince William during his visit to Burwood Hospital was a privilege and an honour."

The role of nursing has been pivotal in the COVID-19 pandemic response.

"I'm proud of the nurses who volunteered to work with Rosewood Rest Home residents at Burwood Hospital, wearing full PPE for their eight to 12-hour shifts. They all did an amazing job and were innovative in providing communication between residents and their families and whānau."

She is also grateful to the nurses, Allied Health staff and hospital aides who volunteered to work in two aged residential facilities during this time.

General Manager Older Persons Health, Orthopaedic and Rehabilitation Services Dan Coward says the team will miss Diana. She has been integral to the merger of nursing during 2016 with the move to Burwood and a champion for the need for nursing leadership.



Former Director of Nursing Older Persons Health and Rehabilitation Diana and Enrolled Nurse (EN) Maree Hurst who represented ENs and spoke to thank Diana Gunn for the great support she has given to ENs



Diana and General Manager Older Persons, Orthopaedics and Rehabilitation Dan Coward



Diana and Nurse Manager-Nursing Workforce Development Team Becky Hickmott

"On a personal note I have learnt a lot through Diana's guidance and have enjoyed the smiles, laughter and sharing of adventures. Diana has given me great support and I wish her all the very best in her next ventures."

Diana says she will be using her new free time to see the country, work on her fitness, play golf and volunteer.

"I thank all the people I've worked with over the years and the Burwood Hospital community. They will remain in my heart."

One minute with... Jincy Abraham, Registered Nurse, Urology Unit, Christchurch Hospital

What does your job involve?

This is a small ward with high acuity, which cares for patients with a variety of urological problems and urogynaecology problems, as well as kidney donor patients, and kidney removal patients. I care for pre-operative and post-operative stage patients, acute urosepsis (urine infection) patients, kidney and bladder stone patients, and those with bladder, prostate and kidney cancer.

Why did you choose to work in this field?

I always wanted to work in a fast-paced ward. The high acuity of our ward keeps me motivated and I get to use my nursing skills and critical thinking. It also gives me a chance to learn different things each day.

What do you like about it?

Our Urology team is amazing, from the hospital aides, to the ward clerk, nurses, doctors, registrars, consultants and clinical nurse specialists. I like how we can help patients, make them better and give them quality of life. Everyone does an incredible job.

What are the challenging bits?

That we are a small unit with a high number of patients. Some are very unwell with urosepsis, hematuria (blood in urine) or kidney stone pain. This can be challenging as well as busy.

Who inspires you?

After a long day job, it is my family who keep me going by supporting and constantly motivating me. It is their love and care that makes each of my days better.

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?

To provide the best possible care to one and all without any bias. To be kind to one another and treat everyone with love and respect.

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

I love gardening.



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

Moscow in winter.

What do you do on a typical Sunday?

When I am not working I spend the day with my husband, going for walks, to church, or to the movies.

What's your favourite food?

I try to like different varieties of food, so anything delicious is good for me.

And your favourite music?

I like listening to Queen, Maroon 5, Ed Sheeran and Bollywood music.



Something For You

Something For You is the Canterbury DHB employee benefits programme. The deals offered are from the Canterbury business community to say thank you for all that you do.

This week's featured offer is from Torpedo7. From Wednesday 24 June to Tuesday 7 July, you and your whānau and friends can receive up to 50 percent off in store and online at Torpedo7. See [the flyer here](#) for the discount code to use.

Check out [Something For You on the intranet](#) for more information on this deal and many more.

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Alliance Leadership Team key messages

The Canterbury Clinical Network Alliance Leadership Team meeting held on Monday 15 June 2020 discussed the following:

- › Transalpine health disability action plan
- › Prioritisation of the CCN work programme
- › Membership changes.

For more information, read the [key messages here](#).

You can also view previous key messages on the [resources page](#) of the CCN website.