



## Living within our means: team, we need your help as we reset

**As we continue to reset services following our response to COVID-19 we continue to walk an interesting path between being ready to respond should New Zealand experience a second wave of COVID and manage significantly different patterns of patient presentations to both primary care and hospitals.**

At present we're catching up on activity that has been deferred, and lower than planned patient activity reflects the low incidence of influenza across our community (which is usually a significant driver of hospital admissions at this time of year).

In addition, and importantly, we have a clear focus on using our resources in the most effective and efficient way.

The lockdown and increased attention to physical distancing, handwashing and other hygiene measures across our community have all contributed to a much lower incidence of influenza. To date this winter has been very different to what we had been planning for. With the completion of Hagley delayed longer than expected, we have a limited window of opportunity to reset and ensure our focus is on things that will have a positive impact.

Last year we established a number of Taskforces to look at how we could significantly reduce our costs to improve our financial position.

The Taskforces set up last year included: Continuous Quality Improvement, Leave Care, reviewing all Planning and Funding contracts, Resource Optimisation, and Revenue Optimisation. At the end of February 2020 we had saved \$11.94 million, of a \$15.5 million target for

this financial year. Much of this was achieved without significant disruption to how we carry out our day to day work.

COVID has challenged every sector and health is no different about how it needs to face a future that will be different. While we have reduced expenditure in some areas such as travel, we have increased costs in other areas such as personal protective equipment. Significant efforts are being made to catch up on deferred surgery and outpatient appointments, and due to continued delays to our move to Hagley (and more operating theatres) we are still having to incur substantial costs to outsource surgery. We will also have to pay a capital charge (interest) on funds the DHB received as earthquake insurance pay-outs to invest in repairing buildings. Outsourcing alone will cost us \$18 million between now and November.

We remain in a position where we need to continue to move at pace to implement new ways of working such as digital virtual assessments and using data and analytic platforms to match activity with resourcing. The goal posts have moved, and we need to move faster. The Minister of Health and our Board have set clear expectations.

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## We have ambitious savings targets and everyone across the Canterbury Health System is key to unlocking ideas and accelerating savings

We are already holding some targeted workshops to look at areas where potential savings have been identified.

A small Programme Management Office is being set up to lead, facilitate and support the focused work that needs to happen. A small team of people with specific skills are being identified to ensure representation from clinical areas, Planning and Funding, ISG, Finance, and People and Capability. They will be seconded for a fixed period of time to support the organisation to enable more eyes to see, brains to think and legs to act, to help us identify ways to improve the way we work and importantly, deliver the changes needed to ensure we can continue to do the best for our patients and realise savings targets.

We know that no one has a monopoly on good ideas. Our years of facilitating Xcelr8 projects and the Canterbury Clinical Network (CCN) have proven that many of the best ideas come from those who are hands-on and can see better ways of working. Again, for the whole system to work we need a whole system to work.

As a result of last year's Taskforce work and various reviews undertaken we have identified a series of targeted and coordinated activities which can largely be grouped under the headings of: resource optimisation, ensuring our people power is put to best use; and reviewing who is doing what and what are the benefits; standardising work practices and services where it makes sense to do so.

Reducing duplication and introducing automation or new technology where it will save time or improve the experience for people providing and using our services are also areas of focus. An example of this is a project to look at all the types of letters we send to patients and how they are sent. With increased postage costs and a slower service, how can we improve the way we communicate directly with patients?

## Making work, work better

One of the first cabs off the rank is a team looking at how we can make work, work better. I'd like to thank those who made themselves available last week for the first in a series of workshops. There's another session on Tuesday and we already have some amazing ideas from those who attended. Over the next four weeks we'll be turning the best of these ideas into actions that will result in tangible changes.

Over the coming weeks workshops will be held to get your views on how our current systems are working, where we could do things better and to hear your ideas on how we could make things better and easier – for you to do your job, and to improve the patient's experience.

Some of the things we already know could be made more efficient are reducing time looking for equipment, forms, medications, information, et cetera. The way we communicate and manage information could be improved as could the time it takes to make decisions or set up operational activities.

You'll have your own specific examples which we're keen for you to share so we can all understand how and why we do things currently and what we can do to improve.

## We can't afford to stand still – we don't have the luxury of time

It's so important we continue to explore new and more effective ways of working. Your insights and ideas can help us further minimise waste and save time resulting in a reduction of expenditure and the opportunity to ensure work, works better, and that patients receive the right care in the right place, delivered by the right person at the right time.

***Canterbury's approach has always been about using our collective wisdom to face the challenges before us, and this is no different.***

## Taking leave when it's due is important for your wellbeing

Our continued focus on actively managing leave is one very important way to ensure people are taking leave to refresh and restore so we are ready for whatever challenge comes next. Excess leave balances remain a financial liability for the DHB, so helping your wellbeing also helps improve our finances. I want to acknowledge that many of you work in areas that are under pressure to catch up post-COVID and it is challenging to fit leave in around the demands on your time, so please talk to your manager about how best to turn a growing leave balance into a wellbeing break.



Hooker Valley Track in Aoraki/Mount Cook National Park

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](mailto: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

### COVID-19 quarantine support

My family would like to extend our gratitude for the care and affection shown by the wellbeing team and the hotel staff during their isolation period. We all are forever indebted for such excellent support.

### Nurses, Christchurch Hospital

To the nurses who took care of me and my family, I would like to thank them so much. I had tried to take my own life and the nurses were really caring and loving. The nurses made sure my family were well supported and cared for. I just want them to know how grateful I am, and I send them so much love.

### Plastics, Christchurch Hospital

I want to say a huge thank you to Malcolm Ward who was my general surgeon, Aleisha, the breast care nurse, and Dylan James who was my plastic surgeon. They were all awesome and dealt with my emotional state extremely well and helped me navigate through the 'nightmare' I found myself in. They treated me with compassion and sensitivity, whilst remaining professional at all times. Thank you.

### Plastics Clinic, Burwood Hospital

Well done, service was great.

### Nuclear Medicine, Christchurch Hospital

Second visit, both visits have been enjoyable. Very friendly and helpful staff. They should be commended.

### Oncology Department, Christchurch Hospital

Wonderful service, thank you.

### Ward 24, Christchurch Hospital

Great care from staff. Thanks.

### Ward 18, Christchurch Hospital

Being away from family during my time in hospital is one of the hardest things I have had to face, however, staff, both doctors, nurses, and the tea ladies made my stay a lot easier. Please pass on my sincere thanks to all the people who helped me, from that terrible Sunday evening to the Thursday when a flight was arranged to fly me home to Nelson Hospital. They are incredible people, who would just say they were doing their job, but from my point of view their help, kindness, jokes and just taking the time to talk all helped. Whilst I hope to never end up there again, I will never forget them and their kindness.

### Julia Zhu and Caroline Mahon, Dermatology Outpatients, Christchurch Hospital

I saw Dermatology Registrar Julia Zhu and Dermatologist Caroline Mahon in Dermatology Outpatients. The care and concern they showed in identifying the problem and coming up with effective controls and a long-term resolution was first class. They took extra time to explain the issue and work through some options, which left me feeling happier and clearer about the way forward. Exceptional professionalism and patient care were shown. Thank goodness we have a great health care system with dedicated staff. Ka pai.

### Plastics Clinic, Burwood Hospital

The most wonderful, attentive and caring bunch. Well done and thank you.

### Endocrinology Department, Outpatients, Christchurch Hospital

Good atmosphere, friendly staff.

### Acute Admitting Unit (AAU) and Ward 1, Ashburton Hospital

I believe in giving praise where praise is due. On behalf of my hubby I wish to thank Drs Junya and Janine, and the nurses and staff of AAU and Ward 1 at Ashburton Hospital for taking such good care of my husband during his unplanned stay. Everyone was very professional, caring and considerate, explaining what was happening and why. Such wonderful friendly service with a smile. The meals were great, and nothing was too much trouble. We are so lucky have such a great hospital here with such special compassionate staff.

### Christchurch Women's Hospital (CWH)

I have recently delivered my child at CWH and would love to bring in some treats for the staff who helped me deliver my baby, especially midwife Laura and Dr Emma.

### Wards 18 and 20, Christchurch Hospital

Where do I start? I can't express in words how well I was looked after. The nurses were professional and caring, and quick with a smile or a joke. The doctors were very efficient and caring. The WellFood staff were fun and fast and the food was basic but tasty and hot.

### Acute Medical Assessment Unit (AMAU), Wards 14, 15 and 17, Christchurch Hospital

This is to compliment the staff who cared for my mother. I particularly note Gabby in AMAU, Isaac and the whole staff post-surgery in Ward 15, Social Worker Lindsay in Ward 17 and nurses Aimee, Ruth and Jinting in Ward 14. What I appreciated most was those who simply took the time to talk and explain things in what turned out to be a difficult situation.

### Case Manager Amanda Russ and Hereford Centre team, Specialist Mental Health Services

I don't know how to thank you and your wonderful team for the care and help over the years for [patient's name] and his health problems... God bless you, I will never forget you. Please pass these words to your lovely team.

### Plastics Clinic, Burwood Hospital

I thoroughly appreciated the friendly, professional staff and the prompt attention I received. Thank you very much.

### Juliet Gray and Jo Harris, Dental Department, Ward 28, Christchurch Hospital

Thank you for helping me with my teeth. I really appreciate it. I would like to send a special thanks to Juliet Gray and Jo Harris for their hard work and kindness.

### Eye Outpatients, Christchurch Hospital

Appointment was on time. Well managed and professional. Felt well cared for. Thank you.

### Dental Department, Christchurch Hospital

Thank you to Juliet and Helen. You are so kind and patient.

### Ward 10, Christchurch Hospital

Staff members, Ellen and Skye, and students Jamie and Cynthia have been delightful, helpful, kind and caring, as have the vast majority of staff Mum has dealt with. Thank you.

I endorse my daughters' comments wholeheartedly and then some. Many thanks to all who have looked after me.

### Ward 16, Christchurch Hospital

The staff, particularly the nurses, were wonderful, especially to the older patients who needed extra TLC. I was so impressed with their care, professionalism and support to all. There was a lovely sense of everyone enjoying their job and being happy, which certainly helps as a patient when you are unwell and needing positivity. Well done.

### Emergency Department (ED), Christchurch Hospital

On our visit to ED with our elderly mother, we were very impressed with the skills, level of care and kindness shown. Clarice was delightful and went the extra mile to make my mum feel comfortable and reassured. Thanks also to Drs Amy and Zoe, ambulance staff, and the nurse aid who offered us a cup of tea. With thanks for a great experience in Christchurch Hospital.



**GETTING  
THROUGH  
TOGETHER**

WHĀIA E TĀTOU TE PĀE TAWHITI





## Don't have Windows 10 yet? You will soon!

After a hold on deployments due to COVID-19, the installation of Windows 10 and Office 2016 across Canterbury DHB has resumed, along with the replacement of end-of-life laptop and desktop computers, with a completion target of November.

So far, a total of 4293 deployments have been completed. Of these:

- › 2015 staff have new desktops and 496 staff have new laptops, with the new Windows 10 operating system installed
- › 1782 existing computers have had the new Windows 10 operating system installed.

We know that at times the deployment has been disruptive and the delays frustrating. ISG would like to thank staff for your continued support of the Project team and the work they are doing.

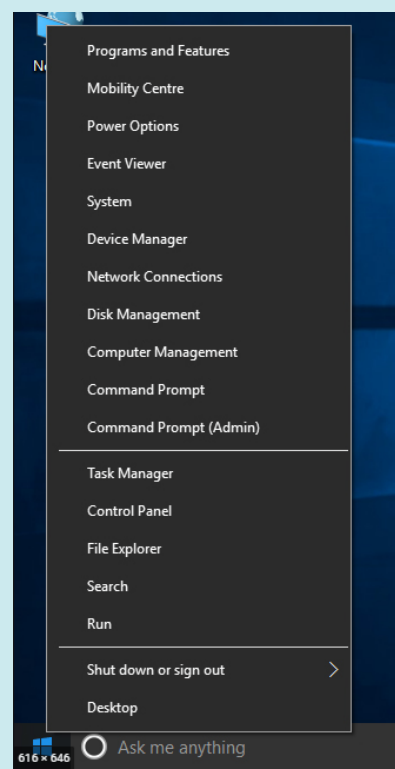
Visit the [Windows 10 intranet site](#) for additional help and information.

If you have any questions, please email [windows10@cdhb.health.nz](mailto:windows10@cdhb.health.nz).

### Windows 10 tip: Open the second Start menu

The second Start menu makes accessing important features like Task Manager, Apps and Features and Power Options much quicker and easier.

You can access it either by pressing the Windows key + X, or right clicking the Windows icon/Start button.



### What do I need to know before I get Windows 10?

- › You won't lose your Desktop files, shortcuts or Documents folders during the upgrade – these are stored on your personal and private H: drive which is automatically backed up on our servers. Your Internet Explorer Favourites and My Documents folders are also retained on your H: drive.
- › Files saved on your local computer in locations like C:\Temp or Downloads will not be kept, so please copy these to your H: or G: drive as appropriate.
- › Any manually installed software will need to be reinstalled. When our team arrive please advise them of any software running on your device and they can discuss any special upgrade requirements with you.
- › You'll need to allow between one and one-and-a-half hours for the technician to complete the deployment process. You don't need to be present at the time of the deployment – but there will be checks you'll need to complete once Windows 10 and Office 2016 have been installed. You'll receive some support documentation from the technicians before they leave as well.

# Looking after yourself

## Winter wellbeing winners

We've had so many wonderful entries for the 2020 Porters season passes!

A big thank you to all who wrote in their wellbeing tips for the competition presented by the Wellbeing, Health and Safety and Something for You teams.

Here are the winners of the season passes plus some of the other awesome winter wellbeing entries sent in from across Canterbury and the West Coast.

Stay tuned for another Porter's giveaway in the coming weeks!

### Canterbury DHB winner: **Biddy Flavell - Registered Nurse, Ward 12, Christchurch Hospital**

"I know getting outside in nature reminds me to feel gratitude and awe. I feel like the mountains give me perspective and energy."



### West Coast DHB winner: **Caitlin Iles, Transport Nurse/IPC 2IC at Greymouth Hospital, West Coast**

"Keeping sane through winter involves as much outdoor time as I can get. Hikes, mountain biking and kayaking are my go-tos. The photo I have attached was from a recent kayaking trip at Iveagh Bay."



**Claire Marquet - Registered Nurse, Day Surgery**

**W** - Walk, run, and play every day!

**I** - Immune boosters – vit C, garlic and echinacea

**N** - No screen time every day

**T** - Talk to each other kindly, openly and honestly

**E** - Eat well, lots of fruit and veggies, citrus

**R** - Rest up, take time out from the busy day

**W** - Water, water, water...stay hydrated!

**E** - Explore our wonderful walks, parks and ski fields

**L** - Local – support local business and produce suppliers

**L** - Lead by example – our kids watch and learn from us every day

**N** - Never be afraid to reach out if you are not OK!

**E** - Enjoy a coffee, walk or date with a friend or loved one

**S** - Sleep is the most powerful restorer of energy levels

**S** - Stay positive in times of adversity.



**Richard MacKay, Senior Safety Advisor, Wellbeing Health and Safety**



**Preetha Sreedharan - Registered Nurse, The Princess Margaret Hospital**

"This winter I decided to get back to skiing which I have not done in 30 years!"



**Katie Smith, GP Locum at Greymouth Hospital**

"For my winter wellbeing I'm going to get out walking my dogs every day and try to spend more time walking/running/biking with amazing views like this – #westcoastbestcoast!"





**CCDM**

Care Capacity  
Demand Management

Safe staffing, healthy workplaces

## Care capacity programme back on course after COVID-19

The roll-out of a programme to help match care capacity to patient demand is restarting after the COVID-19 response saw key staff redeployed.

The [Care Capacity Demand Management \(CCDM\)](#) programme for nursing and midwifery staff helps ensure we have the right people, in the right place, delivering the right care at the right time.

As part of the roll-out, a tool for capturing shift data, TrendCare, is now being used by staff in Christchurch Hospital Medical wards 23, 24, 25, 27, 12, and 14, the Coronary Care Unit, three surgical wards, Urology, Wards 11, and 20, and across Specialist Mental Health Services (SMHS).

TrendCare was due to be introduced at Burwood Hospital in late April – but the global pandemic meant that the CCDM team's skills were urgently required in other areas.

CCDM has a team of seven CCDM coordinators and a part-time data analyst. Many of the team have nursing backgrounds and current practising certificates and their skills are utilised in a variety of roles and areas including: Emergency Control Centre management and staffing, Infection Prevention and Control, Occupational Health, Cortex development and implementation, SMHS Clinical Leadership Group, isolation hotels and Rosewood Rest Home.

CCDM Nursing Director Janette Dallas says she is impressed with how the wards already using TrendCare continued to consistently enter data into the tool during lockdown.

"Everyone's efforts to use TrendCare well during the increased challenges of COVID-19 and lockdown show how committed nurses and midwives are to improving staffing and patient care."



Ward 27 with their cake for being the first area to put all staff through inter-rater reliability testing for TrendCare

Burwood Hospital is the next area to go live with TrendCare, with training underway. Preparations have also begun for roll-outs to Christchurch Women's Hospital and Child Health, and Christchurch Hospital's Emergency Department, Intensive Care Unit, Acute Medical Assessment Unit, day stay areas and the remaining surgical wards.

For areas well progressed with using TrendCare, the next step is inter-rater reliability (IRR) testing. The IRR process ensures that data is being reliably and accurately entered in TrendCare and provides an accurate reflection of what's happening on the ward.

Prior to lockdown the CCDM team presented Ward 27 with a cake to celebrate the ward being first to have all staff IRR tested. SMHS is preparing for their testing, Ashburton Hospital has completed theirs and managers are now being taught how to use TrendCare data to make improvements in practice.

Christchurch Hospital staff will also soon attend these 'Reports Workshops' as IRR nears completion for the medical wards.

In addition to this work the team is preparing for the implementation of variance response management (VRM) and the launching of local data councils (LDCs). These are the processes that will be established to use the data entered into TrendCare.

VRM will be used to address staffing needs on a shift-by-shift and even hour-by-hour basis to respond to changes in acuity across the hospital. LDCs look at TrendCare and other data to inform quality improvement initiatives.

Janette says: "We're grateful to be able to focus on CCDM once again and keep the programme driving forward. In the meantime, the focus for staff is to work with your CCDM coordinator to ensure that good quality data is being recorded in TrendCare for all patients on all shifts."



## Retiring haematologist a champion for patients and the specialty

With an azure sea, golden sand beaches and deeply forested mountains that rise up just a few kilometres inland, Consultant Haematologist Ruth Spearing, who retires on Friday, says she was living in an "unbelievably beautiful country" at the age of 18.

"There were little bamboo houses up on stilts. We'd fish with a spear by moonlight, then sit around an open fire whilst the fish cooked, listening to the strumming of the young people on their ukuleles."

It was 1970 and Ruth was in Papua New Guinea (PNG) doing Voluntary Service Overseas (the equivalent to New Zealand's Volunteer Service Abroad), teaching in a primary school.

The teenager, from Sevenoaks in Kent, England, had no idea that her

one-year experience in the south-west Pacific nation was about to change the course of her life.

"Though we had little more than first aid facilities, the villagers used to bring all their medical problems to us at the mission station. Malaria was the most common serious illness.

"The 10 year-old daughter of the lay minister had a magical smile and a personality to go with it. One day her father came to me very distressed as she had a high fever and was very unwell. I organised the school lorry to take her to the Seventh Day Adventist Hospital, some 15 km down the road.

"It was with relief that I handed her over to the nurses, but we hadn't even left the mission when she felled from cerebral malaria and died."



Ruth Spearing

Until then Ruth hadn't considered a career in Medicine.

"I had a place to study Social Administration (it sounded good) at university but that event, and the other illnesses I saw, made me realise I wanted to do medicine, and I applied for medical school while still in PNG."

Ruth says despite not having taken all the right subjects at high school she was accepted into medical school in Bristol.

"Epstein of Epstein-Barr virus fame was on the selection panel. He was doing work on the New Guinean Kuru virus (passed on by eating brains). Maybe that connection helped, as I got into the first year of the medical course in Bristol without having to come back from PNG for an interview."

Ruth continued travelling during her medical school days, including to West Africa, India and Sri Lanka.

"I thought I would have one final adventure before I settled down to serious postgraduate medicine back in the UK, so in 1977 I flew to New Zealand the day after final med school results came out.

"My first day working as a qualified doctor was in Greymouth where I was for 10 weeks, before moving to Christchurch for the rest of my six-month attachment."

Ruth returned to New Zealand the following year with her then fiancé, Les Snape, again intending to stay for 18 months.

"But we quickly decided New Zealand was the most beautiful place in the world to live and work."

That marked the start of a 43-year career with just over 36 of those years at Canterbury DHB.

In 1980 Ruth was a junior registrar in Haematology at Christchurch Hospital.

"I loved every specialty, but Haematology ticked all the boxes for me. You get to know your patients very well, you help them through some of the most difficult times of their lives, and it is also at the cutting edge of science."

She undertook higher training in Haematology in Dunedin and the UK before returning to Christchurch in 1987. While completing her fellowships, she was Acting Director of



Ruth and her friend Jill



A Singing (dance in full traditional clothing) done for Ruth when she left the village

the Transfusion Service, before taking up the position of Clinical and Laboratory Haematologist in 1989 and Clinical Director from 1998-2004.

From 2009-2020 Ruth was Clinical Lead for Adolescent and Young Adult Cancer Services and from 2003-2018 was a member of the Canterbury DHB Clinical Board and Deputy Chair from 2012-early 2015.

Ruth was Chair of the Senior Medical Staff Association from 2003-2017 and Convenor of the Friday Grand Rounds for 16 years. She was also a board member and Treasurer of the New Zealand Medical Association.

Consultant Haematologist Andrew Butler says Ruth's high-profile role in bringing large clinical trials in Haematology to New Zealand and advocating for Haematology at a national level have brought immeasurable benefits to patients and been widely acknowledged.

"For many this is her legacy. But for those of us who have worked with her, there was another more obvious focus: the patient was not just important, but the sole focus of her attention.

"Ruth embodied personalised medicine long before it had a name and she added the human touch for patients as they embarked on the often-turbulent journey through their diseases."

It is apparent in the sadness and warmth of responses to the news of her retirement how much this meant to them, he says.

"It was a common sight to see Ruth returning to the department late in the evening from the ward or clinic where she had been talking to patients and families long after normal working hours."

Another mark of a great doctor is the legacy of trainees and students who followed them and now work in Haematology here and overseas.

"Many Christchurch trainees will remember her tireless promotion of Haematology often accompanied by rich chocolate desserts at a well-known local restaurant. Many, including myself, owe our success to her mentorship and will always remember her passion and enthusiasm for Haematology," Andrew says.

Waikato Haematologist Humphrey Pullon says Ruth will be much missed by the New Zealand Haematology community.

"She has always been a champion for her patients and a champion for Haematology."

"Her passion and commitment over many years in clinical trials has been second to none. She showed that New Zealand could not only recruit well but could get just as good results as most of the UK centres. Many of our patients are now reaping the benefits of those efforts"

Ruth has also been a massive advocate for women in Haematology in New Zealand, he says.

"In the late 80s and early 90s, New Zealand Haematology was very male dominated. Ruth steadily set about changing that, much for the better."

Ruth says she has had "such an enjoyable career"

"Over the years there have been amazing advances in molecular understanding and outcomes, and the international Haematology community is like a big family."

Ruth now has plans for a new adventure, exploring New Zealand in a campervan with her husband Les.

"We say almost every day what an amazing country this is, and that along with marrying each other and doing medicine, coming to New Zealand was the best decision of our lives."

all  
right?

IT'S  
ALL RIGHT  
TO NEED  
A HUG.



# COVID-19 – The holiday that didn't go as planned

*In February, ISG Service Desk Technician Harpreet (Sam) Virdi went on his annual trip to see his family in India. He shares his story of his journey back to New Zealand during COVID-19.*

Who doesn't like holidays!

I tend to save my annual leave so that I can fly back home and see my family in India. My parents are the people I miss the most. I love them very much and I know that they miss me too. I normally take annual leave in mid-February and eagerly wait for this time every year.

This year, when February came, I booked my ticket for India. These holidays are especially exciting for me as I got married last year and dearly wanted to see my wife who had stayed in India. I was also excited about the trip because my wife had just got the visa to travel to New Zealand after a long wait and we both wanted to fly back to New Zealand together.

I reached India on 11 February 2020. COVID-19 was not that widely spread across countries, so I was not too worried about it. My wife and I had started planning to fly back to New Zealand together, but COVID-19 started spreading really fast, and most countries were placed under lockdown, so our travel plans were spoiled.

It was total lockdown in India as well. This was a very stressful time for people locked down in their homes. Time was passing by and no flights were operational at that time, so I registered with Safe Travel NZ in the hope that the New Zealand Government would arrange some evacuation flights. One day I received an email from Safe Travel NZ to tell me that they had organised some evacuation flights, so I booked a flight back to New Zealand straight away.

The day came when it was finally time for us to travel. My wife and I were aware that we would have to spend 14 days in managed isolation when we were back in New Zealand. At New Delhi airport, officials were checking body temperatures regularly. Travelling in a plane with face masks and face shields on was an awful experience.

We were both so worried that we kept sanitising our hands constantly in the plane. It was 22 June when our flight finally landed in Auckland. At Auckland airport nurses checked our temperatures and gave us new face masks. After our temperatures were okayed, officials asked us to follow them to the bus to take us to the isolation hotels.

Our bus arrived at the hotel and our temperatures were checked twice. The Ministry of Health staff, nurses and hotel staff were very calm and looked after us well. They



Harpreet (Sam) Virdi working from his Auckland quarantine hotel room while in managed isolation

took our details and did some health checks. As per the guidelines from the Ministry of Health, we were not allowed to go outside the hotel and there was a designated fenced area within the hotel where we could go and walk around to take some fresh air.

It was wonderful to see how the New Zealand Government was really looking after its people. Nurses came every day to check our health and temperatures. We were tested twice for COVID-19 over our stay (all clear).

After I arrived in the hotel, I notified my Team Leader Brent Pizzato that I had arrived in New Zealand and I was in a managed isolation hotel. Brent was glad to hear this and he offered me the opportunity to work remotely from the hotel, which I gladly accepted.

I was able to work on my Service Desk tasks, just as I would if I was in the office. I am very lucky to be part of ISG and thankful to all who put their trust in me.

# Healthy opportunities created by COVID-19

*Te Papa Hauora Advisory Council's Independent Chair Peter Townsend talks about how health services will change, improve and be prioritised as a result of COVID-19.*



## Healthy Opportunities

None of us would ever have wished for COVID-19 and the monumental impact it's having here and overseas. It touches every aspect of our lives. Jobs. Travel. Finances. Personal freedoms. And the health of our families and our feelings of security and wellbeing.

But not all effects of the novel virus have been negative. In the health sector, for example, it required people and systems to be more flexible, innovative and collaborative.

It shone a light on the importance of health and wellbeing as more than just visiting the doctor or treating disease. And it fast-tracked important but difficult initiatives, such as the digitalisation of healthcare.

COVID-19 has created opportunities in health and for businesses involved in these sectors. In Canterbury we are in a perfect position to take advantage of these opportunities. We have experience adapting to crisis, and a tight-knit health, research and education community who already work well together.

What we need now is to maximise the benefits of collaboration. Get out of our silos and work together to get things done. That's where Te Papa Hauora/ Christchurch Health Precinct has a role to play. Our mandate is encouraging and enabling collaboration for our community's benefit.

COVID-19 made us realise the importance of health, wellbeing and our health sector. I predict in the coming months and years, health will take on a whole new significance in our economy. If you are in a health-related business, you will likely do well, as the sector experiences growth. It could be apps, applied research in health, new

digital technology, or more practical parts of the health system such as new machinery and health appliances.

Simulation in education is already an area of growth and this will continue. It opens up opportunities to train and retrain people and familiarise them with new procedures without the risk of human interaction. In a high-risk environment, like with COVID-19, simulation becomes really important.

In the Manawa building, where Te Papa Hauora is based, there is a state-of-the-art simulation suite being used to train Canterbury DHB staff and health students from the universities of Canterbury and Otago and the Ara Institute of Canterbury.

COVID-19 has required people to flex and bend – particularly in primary care. The lockdown required general practices to change their model of care overnight. They moved from face-to-face contact with patients to telephone or video consultations.

Pharmacies moved from paper to e-prescriptions. They are going to need help with technology and systems to grow and improve these services. This provides opportunities for business.

The international health student market is worth tens-of-millions-of-dollars a year to Canterbury. Border closures are having a significant impact. We need to find ways to manage cross-border movement in a risk-free way or change our systems. Or both.

While borders are closed we need to find ways to contact and engage potential students, so they know we want them here. In future, we will need to accept international students into the country with appropriate safety measures. For me, this means strict testing and quarantining on arrival.

COVID-19 has focused our attention on health workers and their importance. We need more great people to work in all parts of our health sector. We need to make sure people know health is a career that offers a big future and is a really exciting place to work. It is changing quickly and will not be entrenched in its past. And if you are working in health, Canterbury is the place to be.

COVID-19 has pushed us all in new directions. There will be new challenges and we will need to try new ways of operating and working better together as a community. There are incredible opportunities if we are brave enough to open ourselves to the possibilities and embrace change. I believe Canterbury's health sector is more than capable of it.

## Four-decade milestone marked

Registered Nurse (RN) Kaye Hicks celebrates an impressive milestone tomorrow – 40 years working the night shift, the majority of those in Urology.

To mark the occasion, Kaye and her colleagues in the Urology Unit are going out for a special breakfast. Kaye is known as 'Mother Kaye' in Urology and is recognised for her wealth of knowledge, especially for those just starting out working night shift.

Kaye says she enjoys the autonomy of working night shift (10.30pm – 7am).

"I love it. At night you are your own boss, you have to think for yourself a little bit. I like being in charge of what I am doing. Also, at night you get patients who wake up and are a bit upset and want to talk, and when it's not too busy you have the time to sit and do that."

Compared to when she first started, night shifts are busier as patients are more unwell.

"Patients used to be admitted for minor operations. Now those are done in day surgery and the people in hospital have had the bigger

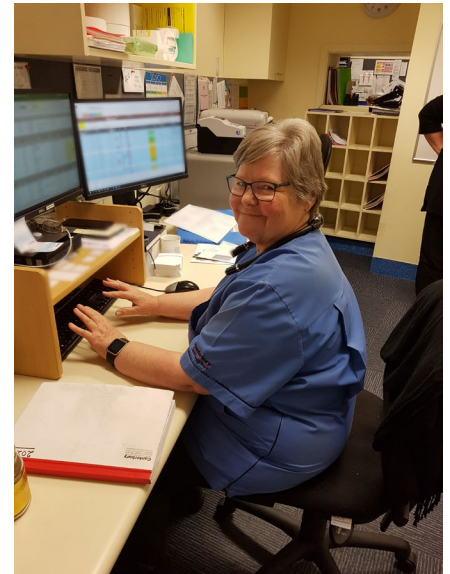
operations and have higher needs."

Urology Unit Charge Nurse Manager Anne Murray, who has worked with Kaye for 20 years, says Kaye has seen many nurses come and go but all of them make special mention that if it wasn't for Kaye as their role model they would not be the nurses they are today.

"As a permanent night nurse Kaye has a wonderful ability to make patients feel safe and listened to, especially when nights to some can seem long and frightening. She makes the nights shorter and brighter with her humour and with an understanding of caring which is embodied in the nursing profession she joined so many years ago.

"We have been the richer for having 'Mother Kaye' as our team member and would like to thank her for all her hard work, humour and most of all friendship over these many years with us," Anne says.

Kaye was nominated for Most Valuable Preceptor in 2005, and in 2007 received the Leadership in Nursing Award.



Registered Nurse Kaye Hicks

She says one of the best things about her job is the support of people she works with and their companionship.

"Also knowing I am caring for people and making a difference in their lives."

In September Kaye will retire after 50 years as an RN for Canterbury DHB and its predecessors.

Congratulations, Kaye!

## Matariki: celebrate the Māori New Year

Matariki is the Māori name for a cluster of stars known as the Pleiades, visible in our night sky at a specific time of the year. The dates change each year because Māori follow the Māori lunar calendar, not the European calendar.

This year Matariki falls in June/July and this week is when the stars reappear in the dawn sky and signal the start of the Māori New Year.

2020 has been a particularly challenging year for many of us.

We have had to adjust to a rapidly changing world, let go of the way we used to do things and reconnect with each other in different ways.

Matariki is an invitation for us all to start afresh, to celebrate new life, to remember those who've passed and to plan for the future.

Celebrate Matariki this week by spending time with whānau and friends – to enjoy kai

(food), waiata (song), tākarō (games) and haka. And, if you find yourself out on a clear evening this week, don't forget to look up!

For more information on Matariki, follow [this link](#).



# Pink morning tea brings people together

The Hospital Dental Service recently hosted a Pink Ribbon morning tea for staff in Christchurch Outpatients to help fundraise for the Breast Cancer Foundation of New Zealand.

The theme was pink, pink and more pink, and the event featured some very creative and delicious baking.

Staff were invited to support the Breast Cancer Foundation by making a donation. There was fundraising merchandise to purchase and some great raffle prizes to win.

During the lockdown period, Hospital Dental staff were required to work in various roles along with staff from other departments within Outpatients but have since moved back into their usual routines and working areas. The morning tea was an opportunity to bring people together again and to catch up on friendships developed during lockdown.

There was great support from all departments. A total of \$955.10 was raised and will be donated to the Breast Cancer Foundation which does so much for women and their families affected by breast cancer.



Some of the many Hospital Dental Service staff involved in putting on the morning tea. From left, Dental Assistant Lisa Greenwood, Dental Assistant Ireland Guest, Administration Assistant Pauline Eagleton, Dental Assistant Nikki Lynn, Practice Co-ordinator Jacqui Power, Dental Assistants Team Leader Jude McLean

**KEEPING  
IT LOCAL**



# One minute with... Wendy Mann

## Otolaryngology/Tracheostomy Clinical Nurse Specialist

### What does your job involve?

Helping to organise the head and neck cancer new patient multi-disciplinary meetings, then supporting the patients through the surgical journey from diagnosis to recovery and beyond. Supporting people with tracheostomies in Canterbury DHB and the wider community. There are 25 long-term/permanent tracheostomy adults and eight children aged from eight weeks to 13 years old.

### Why did you choose to work in this field?

I had been working as a ward nurse in Otolaryngology since 1989 and the clinical nurse specialist role became vacant in 2009. It was established mainly to support staff and patients with tracheostomies throughout Canterbury DHB, but I also had a particular interest in the surgical pathway of patients with head and neck cancer. I hoped I could make that journey better for them and keep up with best practice and research.



Clinical Nurse Specialist Wendy Mann and her three sons

### What do you like about it?

Every day has a different challenge and it's often hard to plan my day. I hope to make the patient journey easier in some way.

### What are the challenging bits?

The sadness. Head and neck cancer or living with a trachy has no respect for age or anything else.

### Who inspires you?

Every one of the staff who work in Otolaryngology. We are an awesome team.

### 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?

These are things I think about and work towards every day.

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

I play competition pool. I'm pretty damn good – just saying.

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

In Sydney cuddling my adorable brand-new grandson, along with my husband, three sons and daughters-in-law waiting for their turn. It might be a long wait guys!

### What do you do on a typical Sunday? In winter?

Nothing much. Tending to my (at last count) 87 indoor plants – oh, and my husband John. I have to cook on the weekend.

### What's your favourite food?

Everything except celery, and what doesn't go with chocolate or a nice glass of pinot noir.

### And your favourite music?

I'm stuck in a time warp of the 60s and 70s and love Country ... Willy, Dolly, Waylon, Alan and Elvis of course.

## 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.



### Porters Ski Field

Head up the mountain and enjoy 50 percent off day passes from Monday to Friday (includes school holidays).



### Miles Continental

70 Tuam Street,  
Christchurch Central

If you're in the market for a new vehicle, speak to the team at Miles Continental and you can get 10 percent off all new Volkswagen and Skoda vehicles.



### Active Explorers

396 Manchester Street,  
Christchurch Central

Get a 20 percent weekly discount for the term of your child's enrolment (children aged 0-5 years), flexible hours and daily home cooked food.



### Ara Osteopathy Clinic

130 High Street,  
Christchurch Central

Until 31 July 2020 you can get half-price osteopathy treatments at the Ara Osteopathy Clinic.

We also have plenty of **brand new deals** from local businesses – check them out [here!](#)

# COVID-19

The latest on the virus, the vaccine and the ongoing impacts on our health and wellbeing. **Registration essential**

23 July 2020, 5pm – 6.45pm  
Attend in person at Manawa,  
276 Antigua St, or join us live online.



**FREE**  
COMMUNITY  
EVENT