



ceo update

Friday 2 May—Clean hands save lives

We do a lot of things well here in Canterbury but there are some things we can do even better. Hand hygiene is one of them. It's also one of the easiest things to do.

Hand hygiene compliance is relatively simple, yet we continue to fall below national targets on this.

Resistance to antibiotics is rapidly increasing worldwide and good hand hygiene practice by healthcare workers plays a vital role in reducing its spread.

Next Monday, 5 May, marks World Hand Hygiene Day and Hand Hygiene New Zealand has joined the World Health Organization's (WHO) call to combat the spread of antibiotic resistant infections through good hand hygiene practice in healthcare settings.

Good hand hygiene helps to create a protective 'fire break' around hospitalised patients, making them less likely to acquire antibiotic resistant infections.

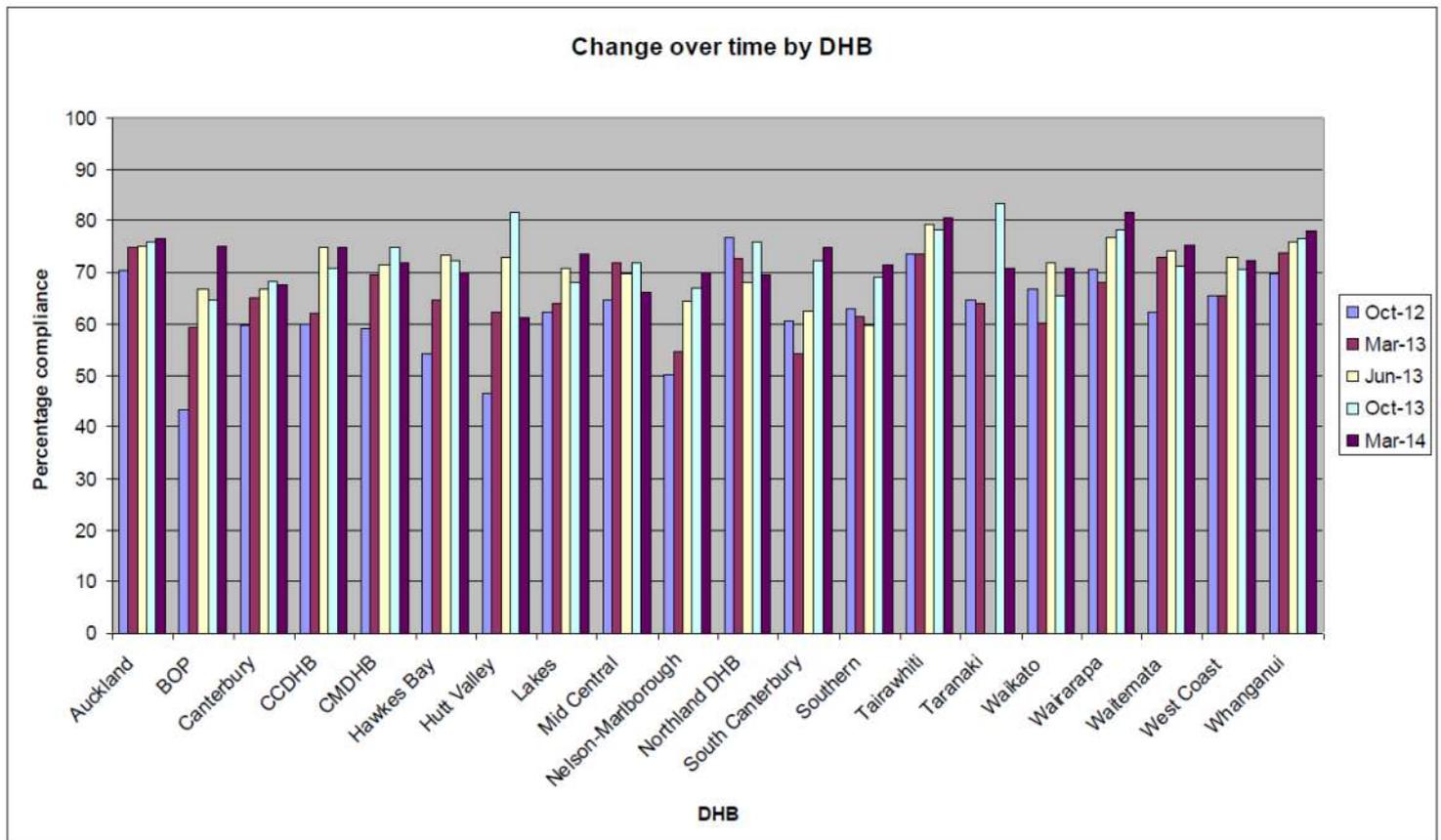
In the National Hand Hygiene Performance report for November 1, 2013 – March 31, 2014 the correct moments of hand washing for Canterbury was 67.7 percent - which is below the previous quarter's result.

Every day staff across the Canterbury Health System perform amazing work to improve the health and lives of Canterbury people. Hand Hygiene is a really important part of delivering exceptional care.

It is the key step in infection control methods. We all know how easy it is for infections to spread in places where there is poor hand hygiene so why are not enough of us making sure we get this right?

We should be achieving 100 percent compliance every quarter. It's not rocket science – it's soap, water and away you go. Or a good rub of the alcohol based hand sanitiser. Simple.

Hand hygiene compliance—trends over time by DHB: October 2012 to March 2014



ceo update

The Canterbury Health System is world class in so many ways so let's not let the basics slide. I would like to see our hand hygiene compliance improve significantly.

Remember clean hands help save lives and keep people well.

By adopting the World Health Organization's five moments for hand hygiene, which we know sets an extremely high standard of hand hygiene practice, it helps combat the spread of antibiotic resistance.

The World Health Organization's 5 moments for hand hygiene approach requires hand hygiene to be performed at the following times, irrespective of whether or not gloves are used:

- Before patient contact
- Before a procedure
- After a procedure or body fluid exposure risk
- After patient contact
- After contact with patient surroundings.

Take care,
David

It takes just
5 Moments
to change
the world

Clean your hands, stop the spread of drug-resistant germs!



World Health
Organization

SAVE LIVES
Clean Your Hands

No Action Today
No Cure Tomorrow

Long serving GM to retire

Long-serving General Manager of Ashburton and Rural Health Services, Garth Bateup, retires next month.

Garth, who is believed to be the longest serving general manager in New Zealand, is stepping down from the job after 32 years. He leaves on 27 June.

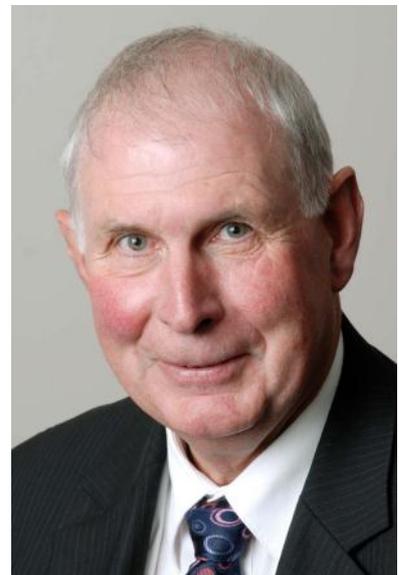
Constant new challenges and opportunities have kept him in the job for over three decades, Garth says.

"Health is such an exciting and satisfying service to work in."

But now, having reached retirement age, it is "the right time" to leave. Garth says he will miss the diverse group of people he has worked with.

Director of Nursing at Ashburton Hospital, Jan McClelland, says Garth has devoted his life to rural health, his experience and knowledge will be greatly missed.

A function is being organised to mark Garth's departure and details will be circulated once confirmed.



Bouquets



Lincoln Hospital

Wonderful helpful caring and encouraging staff. Provided guidance and advice with knowledgeable and non-directive approach, always enabling me to feel in control. Thanks for the night time reprieves! Allowed me to get some sleep and keep on going each new day. Love the changes to the bedroom set out. A fantastic improvement.

Burwood Birthing Unit

Three years since our last visit to Burwood's Birthing Unit and it was lovely to be welcomed warmly by the same midwives and to receive the same wonderful care. The perfect place to feel relaxed and secure with a new baby. Thank you to the midwives who all do an amazing job.

Burwood Birthing Unit

We had an amazing experience at BBU with our first child. We birthed in the pool which we deemed an excellent environment and stayed two nights receiving personalised care to a very high standard. The environment made us feel at home and the staff were professional and encouraging, enabling us to feel safe and confident. Thank you for giving us this experience. We will definitely be back!

Lincoln Hospital

I was extremely happy with the pre and post natal care provided at Lincoln Hospital. The staff were very helpful while at the time allowing our family the space we needed to bond. We are a Māori family and were treated with the utmost respect. Staff never put food trays on the chairs. They pronounced our names correctly and if they were not sure of something would ask us.

I found that staff responded very well to questions that I had and closely monitored my anxiety levels due to the fact that I had previously had postnatal depression after the birth of my first child. I would recommend Lincoln Maternity.

Emergency Christchurch Women's Hospital

I had to present myself at Christchurch Women's Hospital one week post surgery (done at a private hospital) and I cannot fault the level of care that I had from the time I entered your assessment until the time I left the following day. Further to this the cleanliness of my room and toilet facilities were 'top notch'. To "Dr Harriet" and her trainee and nurse Maddy, my special thanks. And even the food was good. Praise due where praise warranted.

Tracey King, Cancer Nurse Coordinator

My mother received care from oncology, radiotherapy, plastics and respiratory services over the past 14 months...I wish to let you know how helpful it was to my mother and myself to have the involvement of a cancer nurse coordinator, as she navigated her way back and forth through these various services. Having a role dedicated to liaising and coordinating care was very beneficial to us. In part, this was due to the exceptional personal qualities of Tracey. She is perceptive, empathetic, knowledgeable, practical and helpful. My mother greatly appreciated the warmth and support received from Tracey.

Ashburton Hospital and District Nurses

To all the medical and nursing staff in the Acute Assessment Unit (AAU) and Ward 1, Olwyn Ballantine, Jane Campbell and the district nurses. Our heartfelt thanks for your dedicated, professional and compassionate care of our son and our father over the last three months. The care that they both received was outstanding and second to none. Thank you too for your love, support and sympathy.

Friday's Facilities Fast Facts – Burwood

Gate 3 will shortly be closed off temporarily, while roading improvements are made. Gate 2 will become the main gate into the hospital during this work. You will still be able to access all the new car parking and the new main entrance/reception.

The roading work will take around four weeks to complete, after which the main gate will revert to Gate 3. Signage will be altered to guide staff and visitors.

To avoid congestion during this time, staff who normally park in front of the Tapper units on the Gate 2 road will need to find alternative car parking.

Pain Management staff are moving into their new temporary accommodation on Monday 5 May. Several new portacom buildings have been installed near Gate 2. The picture shows one of the new buildings in front of the chapel. The paint on the handrails is almost dry!

The team has also taken the opportunity to transition to a new way of working, which represents how they will operate when Burwood's new facilities are completed.

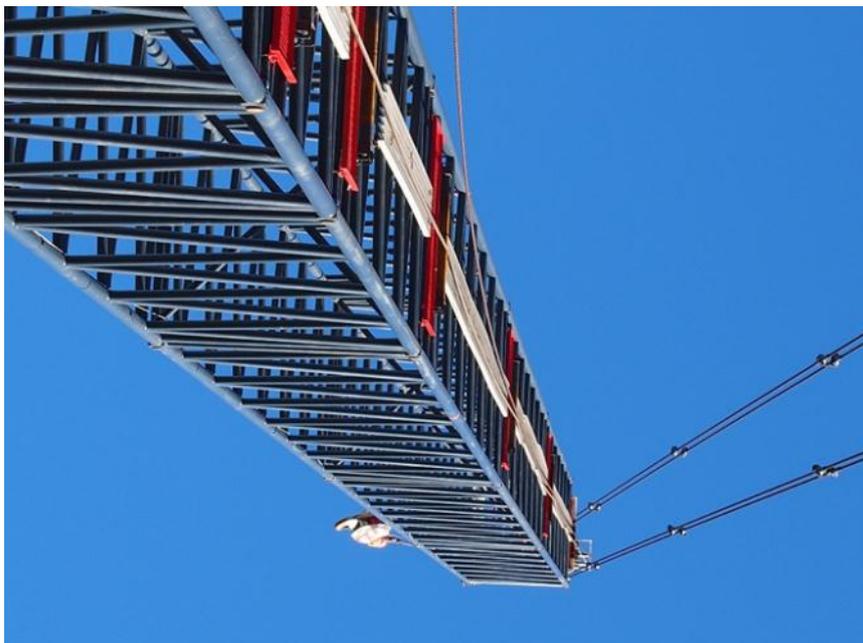
Installation of **precast concrete columns** is scheduled to begin soon at the Back of House building, which is when the huge 45 m tall crawler crane (see picture below) will swing into action.

Concrete pouring is also planned to begin later this month. There will be an increase in the number of trucks visiting the site during this work.

Facilities Fast Facts – Christchurch

This week, work has been done at the Design Lab on Christchurch's linear multibed arrangements. Many thanks to Dayle Hunt at the Lab for producing a mock-up in a very short time. The Lab has also hosted mock-ups of the perioperative admissions area and isolation rooms.

The Staff Amenities user group has signed off the 2nd-floor ICU and peri-operative/sterile services staff amenity areas, and lower ground floor meeting rooms. Work is still underway on change rooms and ground floor amenities for the Emergency Department including a staff room for the floor, as well as on Radiology meeting rooms.



The Sterile Services user group has a new plan to present to the Clinical Leaders Group this Friday.

Fast Facts – General

Information on recurring rooms (rooms that are common across a hospital, such as storage bays or medication rooms) is now available on the staff intranet, including a list of the 97 types of recurring rooms.

Left: part of the 45m crawler crane

Burwood Nurse navigates way to New Zealand jetsprinting title

A Burwood Hospital Clinical Nurse Specialist (CNS) is celebrating after winning the New Zealand Jetsprinting Championships in Wanaka as driver Peter Caughey's navigator.

Karen, a CNS at Burwood's Spinal Unit, says this is four-time world champion Peter's seventh New Zealand win and her fifth time winning as his navigator.

The 2014 Suzuki SuperBoat championship went right down to the wire, with any one of three racers in with a chance at the title.

But it was Rangiora racer and defending champion Peter Caughey who took the chequered flag and the title in fine style, setting the fastest time of the day at 49.73 in his ENZED boat under lights – the only racer to cut under the 50-second mark all day.

"It was very nerve wracking as it wasn't until our final run of the night in a five boat final that we could actually secure the NZ Championship," Karen says.

It was very exhilarating and exciting to win.

"There was a fair bit of fist pumping and yahooing as we were doing our chequered flag run. I'm with a great team and although it is only Pete driving and me navigating in the boat we couldn't do it without the rest of our support crew and families."

Karen started navigating in 2006.

"I was in the right place at the right time. I'm a lightweight so that helped and I love it. The speed is unreal, I do get super nervous and feel sick before each run but the adrenaline rush is totally worth it when it all goes the right way," she says.

Karen, Peter, and the team, hope to head to the United States in August to try and win back the world SuperBoat crown for New Zealand which they last won in 2009 and 2010. They were placed fourth in the event in 2011.



Above: Peter Caughey and Karen Marshall completing their victory lap (photo courtesy of Positive Images)

April Falls 2014 quiz – extended to 9 May

The closing date for the Health Quality and Safety Commission's (HQSC) April Falls Quiz for 2014 has been extended to 5pm, Friday 9 May. This quiz is running for a second time this year with similar prizes, except this time only correct entries will go into the draw.

New questions in the 2014 quiz have a strong focus on what counts as a fall, and managing falls risks in older people with delirium or living with dementia. This year's quiz enables the HQSC to compare the 2014 findings with the 2013 baseline results.

The HQSC recommend that you review the published [10 Topics](#) to be on top of the questions – it's research, not cheating!

All entries qualify for one of three prizes, each to the value of \$1000, for a development activity which grows the capability of an individual, team or organisation. More information about the prizes, is [here](#).

To complete the quiz:

- [online](#)
- via your smartphone (by scanning the QR code on the bottom of the [flyer](#))
- by [freepost](#).

NGO Facilitators needed for the Loves-Me-Knot programme

After a successful pilot, the Sophie Elliot Foundation's programme, in partnership with "It's Okay" (MSD) and Police, Loves-Me-Not is being rolled out in High Schools around New Zealand. This is a one day workshop which teaches Year 12 Students about healthy relationships and recognising signs of an unhealthy relationship early. Christchurch Police are looking for NGO facilitators to partner with them in delivering this workshop in local schools.

Facilitators need to have a working knowledge of family violence, enthusiasm for working with young people and belief in the programme. The commitment would be a one day training session followed by the delivery of the full day workshop. The first workshop is scheduled at Mariehau School on 4 June with a 9-3 training on 29 May.

This is a great opportunity to support an innovative prevention effort recommended by young people.

Please register your interest if you are available on the above dates by e-mailing Deb Quested at: Deborah.Quested@police.govt.nz

There will also be a second workshop if those dates do not suit and we will advise you again by email.

CDHB Consumer Council

The CDHB Consumer Council aims to ensure consumers have a strong voice in planning, designing and delivering services in the Canterbury Health System.

At a recent meeting the council chose to concentrate on the following areas:

- The Consumer Council visited the Design Lab on April 28 and hosted two members from Mid-Central DHB. Stephanie Fletcher MCDHB visited in March to attend Consumer Council Meeting as they are looking at setting up a similar group for their DHB.
- The Consumer Council is actively engaged with Older Persons Health as they re-build Burwood Hospital and develop their model of care
- The Consumer Council is actively progressing with a broad range of CDHB working groups and project work streams as part of their 2014 work plan.

If you are looking for consumer participation for your projects, working groups or work streams please contact Wayne.turp@cdhb.health.nz; Phone 364 4130 for assistance.

All Right? @ Under the Red Veranda

All Right? joined forces with TV3 to share the love (and coffee) with patrons at Linwood's Under the Red Veranda café.

Jeremy Corbett, Mike McRoberts and Hilary Barry were wait staff for a day, making people's days and having some great conversations with Cantabrians about where people are at with their wellbeing.

All Right? manager Sue Turner said the video helps remind people that three years on, we still need to look after one another.

"We need to be supporting people and encouraging people that it's OK to check in with yourself and it's OK to be feeling a whole range of things, especially given the flooding on top of everything else," says Sue.

All Right? Have just launched the latest phase of their campaign – the Canterbury Roller Coaster.

LIFE'S FULL OF
UPS AND DOWNS.
WHERE ARE YOU,
YOUR FRIENDS,
AND WHĀNAU AT?

all
right?

VISIT ALLRIGHT.ORG.NZ



WIN A \$50 UNDER THE RED VERANDA VOUCHER!

all
right?



We have three \$50 UTRV vouchers to give away!
To be in to win, simply:

1. Share our Celebrities & Coffee video; and
2. Watch the video, then private message us the text from Jeremy's blue postcard!



Competition closes 4pm, Weds 7 May. Prize winners must be from Canterbury!

"Recovery from a disaster emotionally can take between five and ten years. We're all at different places on our recovery journey - keep checking in with those around you and look after yourself too.

We have more bumps and loops to go...let's ride them together," says Sue.

Canterbury Hospitals' Friday Grand Round

9 May 2014, 12.15-1.15pm
(lunch from 11.50am)

Venue: Rolleston Lecture Theatre

Speaker: Dr Sue Wells, Senior Adviser to CDHB, Senior Lecturer at School of Population Health, University of Auckland. Commonwealth Fund Harkness Fellow in Health care Policy and Practice, 2012-2013

Topic: "The Harkness Fellowship experience including a summary of 'Patient engagement & interaction with healthcare services via patient portals: learning's from USA'."

Speaker: Lance Jennings, Scientific Officer Canterbury Labs – MICROBIOLOGY

Topic: A case of the Flu – Prevention and Treatment

Influenza continues to cause severe infections in some individuals. A case of influenza A(H1N1) pdm09 in a health care worker will be presented and options for influenza prevention through vaccination and antiviral treatment discussed.

Chair: **Iain Ward, Radiation Oncologist**

Venue: Rolleston Lecture Theatre
Video Conference set up in:

- Burwood Meeting Room
- Meeting Room, Level 1 PMH
- Wakanui Room, Ashburton
- Telemedicine Room, Admin. Building 6 – Hillmorton

Convenor: Dr Ruth Spearing and
ruth.spearing@cdhb.health.nz

Make a difference through the study of Public Health

Are you considering taking your degree to higher places?

- build on your undergraduate degree in any discipline
- develop your knowledge and skills in a related area
- enhance your career prospects

The University of Otago offers postgraduate study in Public Health at their Christchurch campus.

Enquiries are welcome and second semester applications for enrolment are now open.

See the poster at the end of this newsletter for more information.

How to avoid having your vehicle towed away

If you bring your car to work at one of our CDHB Hospitals we've got a special request. Can you please list your vehicle on our CDHB Vehicle Register?

Because of the "It's All Happening" repair and rebuilding work around all of the CDHB hospitals we may need to move vehicles at short notice. If this happens we try in the first instance to contact the vehicle owner.

We've found recently that not everyone is listing their vehicles on our register and so it has been very difficult to contact the vehicle owner. The alternative is having the vehicle towed away, not something we like to do.

It does not matter which hospital you work at, or where you park, we would still really love to have the information.

It's simple - all you have to do is provide your name, where you work, site, contact number, vehicle type, colour and registration. We will then update our register and if anything should happen to your car or we need it to be moved we can contact you immediately. If you sell or change your car please also let us know of the changes you have made.

Please fax 66-973 or email the details to Judy on
Carparking@cdhb.health.nz

Stating: (for example)

Name: Johnny Appleseed

Work Area: Ward 89 - Burwood

Contact Number: 88965 or my cell is 027 12-12-12

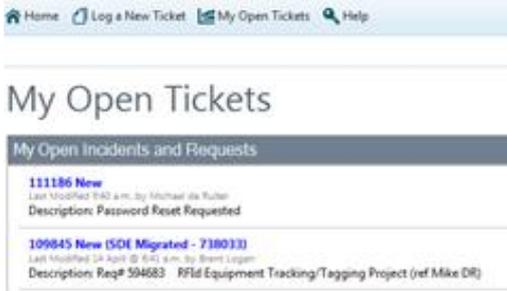
Car Registration: APP 773

Colour and Make: Apple Red Toyota Camry

Application for logging tickets with ISG is changing

On 6 May 2014, the "IT Service Desk" application used by ISG to manage jobs and tickets will be replaced.

The intranet portal for the replacement application will still be able to be accessed the same way from the CDHB intranet home page, but will have a different look and feel.



Accessing IT Service Desk from CDHB Home Page

Any open tickets that you have on 5 May 2014 will be migrated across to the new application.

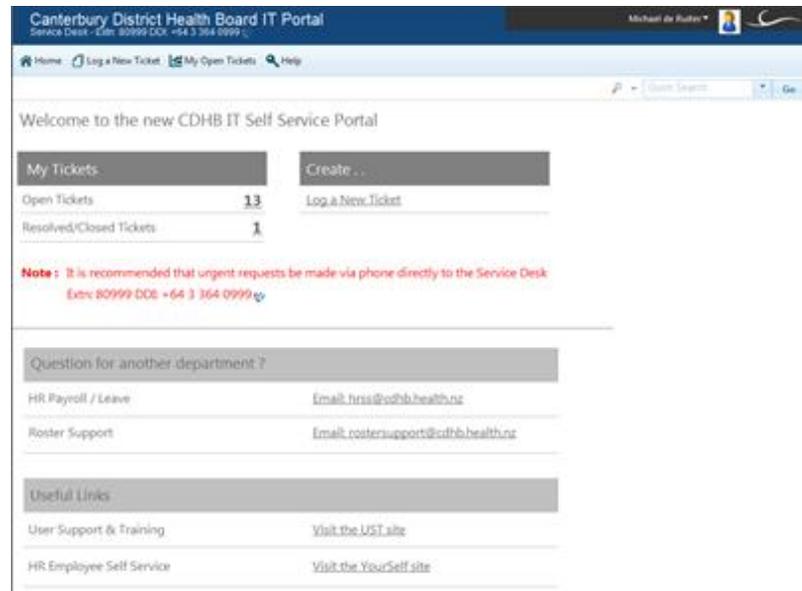
Migrated tickets will show both the ticket number in the new system and the allocated ticket number for that job in the old SDE application.

New Service desk portal home page

Tickets closed on or before 5 May 2014 will be migrated across as well, but will only be visible to ISG staff.

NOTE that access to the old service desk portal has been removed. Please call the service desk on 80999 or email Service.Desk@cdhb.health.nz until the new portal is available 6 May.

The following link provides a quick reference guide on the use of the new Service Desk portal (hold the <Ctrl> key down and click on the link to open it): <http://cdhbintranet/corporate/Supportandtraining/Documents/Cherwell-Quick-Reference-Portal.pdf>



- 130930 - Corporate Solicitor
- 130784 - Project Officer – Rostering Officer
- 130623 - Gynaecology – Registered Nurse
- 130153 - Physiotherapists Rotating Core II (permanent and fixed term roles available)
- 16089R - Clinical Team Co-ordinators – Specialist Mental Health Services

[Click here to see more opportunities on the careers website](#)

Target Zero Suicides in Aotearoa

He Waka Tapu, working closely with David Cairns, Canterbury Suicide Prevention Coordinator, hosted Mike King, and the chief coroner, Judge Maclean, to talk 'Suicide Prevention'.

Mike's personal account of depression, unlocking the source of his anger, and coping with the competing voices in his head, had many in the room keen to understand how he approaches his recovery. Mike was quick to credit the skill of his counsellor for making a difference, and continues to attribute his seven years of sobriety to working hard. For Mike understanding the 'why' he was angry had been as equally important as the love from friends and whānau.



With a well honed ability to shift the emotional barometer of those in the room from 'belly laughing' to 'somber reflection', we were left with a reminder that Mike's skill of communicating with people can determine what is shared. Many of the 60 Māori and Pacific community attendees spent several hours after the presentation discussing what we can do within our own communities of interest to target zero suicides.

Note: He Waka Tapu hold a contract- Kia Piki te Ora – funded by the Ministry of Health to target Māori suicide Prevention in Christchurch. For more information on our services please call Lovey or Raniera on 373 8150.

Opening of 'Mauri Ora' He Waka Tapu's new supported accommodation residence

On 25 March 2014 He Waka Tapu officially opened our new supported accommodation venue, Mauri Ora. Located in Prebbleton, the venue offers a therapeutic environment the organisation has been working on since 2009. Mauri Ora accommodates three hectares of lush farmland - bordered by trees, punga and harakeke. Whaiora are involved in the grazing of 4 calves, get to enjoy horses in our neighbouring paddock, and have a number of laying hens to attend to. A vegetable garden was planted in February and we have already had a number of meals supported by mara kai (garden).

He Waka Tapu would like to mihi to our community NGO partners, DHB health promoters, He Oranga Pounamu, Nga Hau E Wha, Consumer Advocacy, kaumatua and the Mauri Ora Whānau for making the day special. Note: Mauri Ora is an eight week Alcohol and Drug treatment service for Tangata whaiora. For more information please contact Toni Tinirau, Team Leader, on Ph 022 043 5382.



Play Challenge – following the highly successful ‘Sugar Crash’ challenge we’re pleased to announce that registrations for the next challenge, focusing on **Play**, will open on Monday 5 May. To register, simply go to www.tracksuitincive.co.nz and enter the Company Code: dhbstaffwellbeing. More information available on the Staff Wellbeing Programme intranet page from 5 May.

Zumba – new class/instructor at TPMH Wednesdays 1630hrs in the Riley Gym. No need to register – just turn up – leotard and leg warmers optional.

Yoga – new class at Community & Public Health Mondays 1715hrs in the Aoraki Room. Contact Nadia to secure a place nvbartholomew@googlemail.com

Wellbeing Workshops for managers/supervisors

A handful of places are still available for the following workshops. TPMH 8 May, Community & Public Health 14 May, Ashburton 22 May.

Are you a manager/supervisor with responsibility for other staff? Do you want to know more about how you can manage and promote your own wellbeing?

For more information on what the workshop covers and details about how to register, visit the Staff Wellbeing Programme intranet page <http://cdhbintranet/corporate/HealthandSafety/SitePages/Staff%20Wellbeing.aspx>

Check out this page for information on yoga, Zumba, Pilates, mindfulness, 30 minute walk ‘n workout groups, Earthquake Support Coordinators, Finance/Retirement seminars, Employee Assistance Programme (EAP - free counselling for staff), and more...

Updated **Something for You employee benefits** – recently updated on the Staff Wellbeing Programme intranet page. Contains a large number of discounted products and services for CDHB Staff.

New addition to CDHB’s Staff Wellbeing Programme

tracksuit-inc® is a free programme for all Canterbury and West Coast DHB staff and family members, to help motivate, educate and support you to enhance your overall health and wellbeing.

It gives you the opportunity to participate in a range of health programmes throughout the year including: health challenges, health questionnaires, health presentations and access to a range of health articles, competition discounts and events.

To access tracksuit-inc® just go to the Staff Wellbeing Programme intranet page or www.tracksuitincive.co.nz and enter the Company Code: dhbstaffwellbeing

The Sugar Crash Challenge

The first Tracksuit Challenge kicked off on 31 March with 414 staff and family members involved. The 10-day Sugar Crash challenge gave its participants a heads up about the hidden sugars in foods, including the ‘dark side’ of artificial sweeteners as well as ways to trump those sugar withdrawals.

As one participant said “this challenge was great because it has made me stop and think, I know I have already trimmed an inch off my waist and feel so much better for it.”

Of those who completed the post-challenge survey, 96 percent said they are now motivated to reduce their sugar intake. If you missed out on partaking in this exciting challenge check out the summary on www.tracksuitincive.co.nz (if you haven’t visited the site before you’ll need to enter the Company Code: dhbstaffwellbeing)

Some ‘sweet’ prizes were also up for grabs for the challengers, congratulations to the following prize winners:

Registration prize-draw: **Eva Sobiecki and Anna Stevenson** - iPod shuffle each
Day 3 prize-draw: **Lee Marshall** - \$50 restaurant voucher
Day 6 prize-draw: **Richard MacKay** - \$50 prezzy card
Day 8 prize-draw: **Waitangi Waitai** - \$50 prezzy card
Overall prize-draw: **Fiona Adams** - Samsung Galaxy Tablet 2

Coming soon... the Play Challenge!

Continued on the next page...

Staff Wellbeing Programme *(continued)*

Play is one week (five days) of challenges designed to engage you and your team in the lost art of play. Play connects us to others; it fosters our creativity, stimulates our imaginations, makes us happy, helps to overcome feelings of loneliness, isolation, and anxiety and helps to develop our social skills. This challenge will involve being creative using both your body and your mind, so be ready to smile, laugh, and have fun. Look out for more information on the tracksuit-inc® website (including how to register) from Monday 5 May or check out the poster on the next page.



Andy Hearn

Staff Wellbeing Coordinator
Canterbury and West Coast DHB
Phone: 03 337 7394 | Ext: 66394 | Mobile: 027 290 0937
andy.hearn@cdhb.health.nz



Above: Cardiology Purchasing Officer, Fiona Adams, who won a Samsung Galaxy Tablet 2 in the Sugar Crash Challenge

Department of Psychological Medicine University of Otago, Christchurch And the Specialist Mental Health Service Canterbury District Health Board Clinical Meeting

Tuesday 6 May 2014
12:30 pm – 1:30 pm

Venue: Beaven Lecture Theatre,
7th Floor, University of Otago, Christchurch School of Medicine Building

“Controlled drinking: The science and the art”

Presenter: Associate Professor Simon Adamson
Chaired by: Professor Doug Sellman

SPECIAL NOTES:

These meetings will be held on a weekly basis (except during school holidays) and the details of the next meeting will be emailed to you in advance.

A light lunch will be served at the School of Medicine venue from 12 noon.

Psychiatrists can claim CME for attending these meetings.

The sessions will be broadcast to the following sites:

For TPMH attendees the venue is the **Child, Adolescent & Family Inpatient Unit, Ground Floor**. Access is from the main reception at TPMH.

For Hillmorton attendees the venue is the **Lincoln Lounge, Admin Building, Hillmorton Hospital**

The dial in address is: **Psych Med Grand Round**.

If you have difficulties dialling in please call **0800 835 363** to be connected.

Screening Matters – Newsletter of the National Screening Unit Issue 45/ April 2014

Included in this issue:

- Newborn hearing screening picks up profound hearing loss
- Health literacy study has learning for cervical screening
- NCSP coverage rate nears 80 percent target
- Read more [here](#)

One minute with...Donna Hahn Clinical Liaison, Collaborative Care Programme, Canterbury Clinical Network

What does your job involve?

As a Registered Nurse (RN) working for the Canterbury Clinical Network, I work across the whole of the Canterbury Health System as Clinical Liaison for Collaborative Care and Registered Nurse (RN) for the Primary Care Liaison (PCL) team.

I have two roles, one as Clinical Liaison for Collaborative Care and one as RN on the Primary Care Liaison (PCL) team. Both of these great roles involve working across the system, encouraging and supporting clinicians to share patient information for better patient outcomes.

On our PCL newsletter we have a bit of an unusual little picture of a person bridging a gap, so this is what I try to do, but hopefully in a slightly more elegant way!

Why did you choose to work in this field?

I love networking and having the patient at the centre of the work we do. As an RN it is a privilege to work across the system in different ways but remain involved in patient care and outcomes.

What do you love about it?

The people I meet and learn so much from. Everyone without exception has been generous with their time and knowledge and I love and appreciate that.

What are the challenging bits?

Change is challenging but also really exciting and there are some great people in our system. Everyone is so busy it is important to remember where you actually fit in their world and tailor your approach effectively.

Who do you most admire in a professional capacity at work and why?

My immediate manager, Programme Manager for Collaborative Care, Victoria Leov, who is young, smart and gracious. I have learnt so much from her in a short time, as I have from other members of my team.

The last book I read was...

The Luminaries (I am a West Coaster!)



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

Back in Auckland, I went to Bruce Springsteen and loved the city. Plus for the whole weekend it was summer.

My ultimate Sunday would involve...

The Sunday paper, a nice walk and a relaxing evening, maybe a good coffee and a glass or two of wine along the way.

One food I really dislike is...

Mince, on the days I'm not a gluten free, vegetarian that is!

My favourite music is...

Pop/rock, at least that's the category I listen to on Pandora when I'm pottering about at home.

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



PARTICIPANT GUIDE

DURATION

The Play Challenge runs for one week (5 days, Monday – Friday)

START DATE

The challenge begins on Monday 19 May 2014

WHAT IS INVOLVED?

The Play Challenge is a one week team challenge designed to engage you in the lost art of play. Play connects us to others; it fosters our creativity, stimulates our imaginations, makes us happy, helps to trump feelings of loneliness, isolation, anxiety and helps to develop our social skills. This challenge will involve being creative using both your body and your mind, so be ready to smile, laugh, and have fun!

PRIZES

Every participant who enters each daily activity will be entered into a final individual prize-draw to win a \$1000 travel voucher and every team of four who enters all daily activities will be entered into the final team prize-draw to win a \$150 Red Balloon voucher, each!

You can also play 'Spin the Wheel' each day of the challenge to be in to win some other great prize opportunities throughout the challenge also including restaurant vouchers, fruit and vegetable hampers, iPod shuffles and Rebel Sport vouchers!

SIGN ME UP!

Gather your team of four*, come up with a clever team name, nominate a 'Team Captain' and register from Monday 5 May on tracksuit-inc (please go to the Staff Wellbeing Programme intranet page or www.tracksuitincrive.co.nz and enter the company code: dhbstaffwellbeing). Enter your email addresses and you will all receive a confirmation email with your individual username and password.

Register your team before Friday 16 May and your team will automatically be entered into the prize-draw to win a \$50 prezzy card, each!

*Teams of four: Please remember, family members are welcome to participate in the challenge and can make up your team!

CHECK IN

Log on to the Health Challenge website (www.healthchallengelive.co.nz) on the day that the challenge begins (19 May) to get the details of your first activity and then log on every day thereafter for the five day duration. Each team member is to enter their responses to the activity each day onto the site to score points and get feedback.

CHECK OUT

Log on to the website each day to check out:

- The challenge calendar – flick back through the days to enter your scores for previous activities.
- The noticeboard for any special messages including prize opportunities and winners.
- The leaderboard – check out where your team is sitting within the ranks!

CHECK YOUR EMAIL

Every day we will send you an email which will include a link directly to the Health Challenge website and updates on the activities and regular prize-draws! Check your inbox each day from 19 May for more info.



POSTGRADUATE



YOUR PLACE IN THE WORLD

University of Otago, Christchurch

Postgraduate Studies in Public Health

Master of Public Health

Postgraduate Diploma in Public Health

Postgraduate Certificate in Public Health

with endorsed options in:

- Health and Environment
- Health Economics
- Health Promotion
- Health Policy
- Health Systems
- Māori Health
- Research Methods

Master of Health Sciences

with endorsed option in:

- Health Management

Postgraduate Diploma in Health Management

For further information, please contact:

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Spotlight on Your Development



The Learning & Development Team has crafted some great courses to support you in the workplace. Read what some of our recent participants have to say:



Leading Ourselves

Nicky Topp: Nursing Director

What inspired you to do this course?

I had heard about this course from others and really wanted to understand a little more formally, what it is I bring to a leadership role.

What did you value the most?

What I valued most about the course was the energy generated when using the tool kit! There was lots of discussion around positivity and it led me to take note of the language we use as leaders and how often, we defer to a more negative language. It was great fun to turn all statements positive in the work place.

How has it changed the way you work?

The course has absolutely made a difference to the way I work. I am more aware of my strengths and celebrate them as opposed to stressing about what I am not good at. I have learnt to speak more positively and often find myself repeating back statements turning them from negative to positive. It's the awareness of what I am doing that has made a difference.

Why should a colleague do this course?

I think all leaders should do this course to understand where their particular strengths lie and also to get an understanding of why they behave and react in certain ways. The world of leadership is changing and we as leaders need to change to enable the people of our organisation to grow and be innovative, support them to carry out their role and ultimately, make a difference to the lives of the people we serve.



Appreciative Inquiry

Tony Burns – Facilitator, CHL Operations

What inspired you to do this course?

It was an opportunity for me to gauge how effective I was in taking a positive approach in interactions with others. In a world where we are trained to spot the errors and omissions, and with media that constantly reports the failings of people, it is easy to lapse into a style of communication that emphasises the negative. AI seeks to remind us that human beings respond most effectively to positivity.

What did you value the most?

The value for me was being reminded of the power that positivity has in effective team dynamics and personal achievement. Having an effective way to acknowledge effort and contribution from others will in the majority of cases guarantee a continuation of that effort and contribution.

How has it changed the way you work?

To always remain deliberate and focussed in my communications with others, especially in giving positive acknowledgement of effort and achievements.

Why should a colleague do this course?

It's of value to anyone in a team/leading a team (which covers almost all CDHB employees) to be exposed to the ideas and experience some of the technique so that they can build these powerful principles into the way they communicate and behave. They will become more confident and influential as a result.

The [Development Calendar](#) is for ALL staff

Click on this link or check out the HR intranet home page to search our courses.

Need help with Earthquake Issues?



Free Earthquake Support Coordination Service

Earthquake Support Coordinators are available to help people and their families directly affected by the Canterbury earthquakes.

Earthquake Support Coordinators can:

- Support you to work out what needs to be done for you, your family and/or a family member and make a plan
- Provide relevant information
- Support connection with relevant services
- Coordinate meetings between you and the experts.

They can meet with you anywhere you choose - your home, workplace or ...

They can connect you to services that provide (but are not limited to):

- Legal, EQC and insurance help
- Repairs
- Accommodation assistance
- Counselling support and social services
- Financial assistance or information
- Health services
- Winter heating advice
- School or childcare support
- Translation services
- Environmental and infrastructure information.

The support provided is based on your individual circumstances.

**Free Service
for CDHB Staff
and their
Families.**

For advice or to request an Earthquake Support Coordinator,

Call: (03) 371 5598

After hours assistance available

or

Email: earthquake.support@richmond.org.nz