



Marking World Health Day with a shout out to all of our non-clinical teams

In recent weeks I've talked at length about the remarkable work carried out by our clinical teams both in a hospital setting and in primary care and community.

This week, however, to mark World Health Day which was internationally recognised yesterday, I'd like to salute all of the teams who play such important non-clinical and support roles in our health system, and are often unsung heroes.

Every day I hear examples where individuals and teams have gone above and beyond to help someone out. If you read the Bouquets each week, you'll know what I mean. I'm not going to list everyone here [as I know I'll miss someone out] but our security, orderlies and Spotless cleaning teams have been extraordinary and with the large numbers of patients and visitors within our hospitals, your workload has increased too. Thank you for the calm and respectful way you keep things ticking along smoothly.

Maintenance and Engineering and Site Redevelopment teams – you have had your work cut out with a number of unforeseen and unplanned challenges over the past few weeks. I've been so impressed with the way you've consistently pulled out all the stops to ensure minimum disruption to services when faced with issues associated with outdated infrastructure and the flood in the Outpatients building.

Which brings me to the Information Services Group who were already managing a challenging workload before our recent issues. I know there's a lot to check and test in the outpatients building this week, as well as planning the new technology components to be installed in the new

Christchurch Hospital, Hagley building alongside some significant time-sensitive projects.

Our in-house caterer WellFood has been fantastic, keeping everyone fed, and with an expanded halal menu. Our Wellbeing response team from People and Capability has been busy with check-in sessions for many staff groups and ensuring support is available for all staff, contractors, students and volunteers.

I want to acknowledge our amazing administrators, interpreters, reception and phone office staff – the people who are often behind the scenes, but represent our health system so well when they are the point of contact with the public, our patients and visitors. They're expected to be able to answer any question that crops up, and keep their cool when they find themselves in some pretty challenging situations and conversations. I take my hat off to you all. To the booking team who, for the second week in a row, are having to contact thousands of people and let them know that their important outpatient appointment has to be postponed and rescheduled due to the flood which closed our new Outpatients building, thank you.

Finally, to all our leaders and those from across the Canterbury Health System who have shown leadership – I want to thank you for the lengths you've gone to, to support your teams through trying times. I know many of you have been working extended hours for a while now, and I hope you can plan some down time soon, as you too need time to recharge and refresh as we expect our busyness will continue through winter.

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Staff influenza immunisations start this week

We've already seen some patients with influenza in our hospitals, so now is a very good time to have your flu immunisation – not only will you protect yourself, you'll protect your family/whānau and friends, and those you work closely with – whether it's vulnerable patients or health system colleagues doing important work.

I'll be rolling up my sleeve for mine at the earliest opportunity. For more information about this year's clinics, see page 10.

New Christchurch Outpatients building to remain closed until at least Monday 15 April

Despite extraordinary efforts from a large team working to dry-out and fix the damage caused when fire-sprinklers drenched the interior of the new outpatients building last Friday 29 March, it will not be ready to open until at least Monday 15 April.

I know this is extremely disappointing for our staff and for the thousands of people whose outpatient appointments will have to be postponed.

Last week we found temporary homes for the 300 staff who usually work in this building, and some services found temporary locations for clinicians to see people who needed to be seen urgently.

With another week of postponed clinics we will be rescheduling up to 700 outpatient appointments each day until the building is reopened. Appointments that need to be postponed and rescheduled will be done by phone or text.

Over the 11 days the building will be closed, we expect around 7,500 Canterbury people will be affected by changes and postponed outpatient appointments.

I am deeply concerned about the impact of this closure on the thousands of people affected. Everyone who has an outpatient appointment needs to be seen. Our patients have been referred for clinical reasons and delays to their assessments and treatments can be distressing and I thank those affected for their patience.

I also want to acknowledge the teams who are working so hard to get the building dried out, repaired and tested so it's safe for everyone to hopefully reoccupy next week.



Update on mosque attack patients

More patients have been well enough to be discharged over the past week which is great news for them and their families. The recovery journey for each of them will be unique as many adjust to some significant changes. Many are receiving care at home from nursing and other specialist staff.

From the original group of 48 people who were admitted to hospital on Friday 15 March, as of this afternoon there are 14 people in hospitals as a result of the mosque attacks.

- > 9 patients remain in Christchurch Hospital [1 still critical in ICU]
- > 3 patients are in Burwood Hospital
- > 1 in Auckland City Hospital
- > 1 in Starship Hospital.

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

David Meates
CEO Canterbury District Health Board

LOOKING AFTER YOURSELF

Over the past few weeks we've been talking about what you may be experiencing and things that you can do that may help.

Practical tips for looking after yourself

- **Rest** – your body needs time to recover.
- **Stick to your routine if you can** – they help us feel in control and free up our brains.
- **Head outside** – nature and activity are good for you.
- **Do what makes you feel good** – this will help your brain and body refuel.
- **Be kind to yourself and others.**
- **Take a break from news and social media.**

Some people may need something more. We've heard you're keen to get some more information on the different options for additional support.



1737

A completely confidential helpline. This free call or text number connects you to a trained counsellor. There is no cost for this service. If you choose the text option, a trained counsellor will have a text conversation with you. If you want to talk to someone over the phone you are best to call 1737 directly.



General Practitioner – GP

Your doctor is there to help you with your mental health as well as your physical health. They know you and can provide advice on what may be helpful for you.



Team Leader, Manager, Clinical Leader

Sitting down for a conversation with your team leader or manager can be useful for a number of reasons. They can help point you in the right direction to where you can access other support, or assist you with practical steps that may be helpful.



Employee Assistance Programme – EAP

EAP (0800 327 669, select option 2) provides counselling for you and your immediate family, with brief solution-focused support that is completely confidential and fully funded. This programme is confidential, is provided by professionals from different backgrounds and can be in person, or over the phone, whichever suits you. You can self-refer for this 24/7 service, **just mention Canterbury DHB.**



Workplace Support – WPS

Workplace Support provides counselling for you that is completely confidential and fully funded. It is provided by trained accredited professionals, psychologists and counsellors from a range of specialities. Workplace Support (0800 443 445) is available 24 hours a day, 7 days a week.



Special bouquets

It is heart-warming to know that our colleagues all over Aotearoa and the world are thinking of us all. Here are some more messages that we have received.

Nursing staff, Christchurch Hospital

This is a message for the amazing nursing staff looking after the survivors of the Christchurch mosque killings. In the aftermath of the Port Arthur massacre, I was the nurse in charge of the External Disaster Ward at the Royal Hobart Hospital. I and my amazing staff looked after the majority of the survivors following that devastating incident. I would like to send my thoughts and support to all the nursing staff looking after the survivors in Christchurch. I can really empathise with what you are dealing with now. It is a traumatic time for you all. I remember hearing the victims' stories over and over again, which almost made you feel that you had been there. I urge all the nurses to take advantage of any support offered. I send you love, best wishes and hugs.

Emergency Department (ED), Christchurch Hospital

As a member of staff who was at work on 15 March, I was incredibly reluctant to attend ED late last night. However taking Healthline's advice, I did. All the staff I dealt with and saw around me were truly amazing and there was no trace of any of the trauma that they must have encountered just a couple of days ago. They were in good humour, professional and reassuring. Kudos to them all.

Adib Khanafer, Vascular Surgeon, Christchurch Hospital

So many of us in Ottawa, Ontario Canada have heard that Mr Khanafer was instrumental in performing emergency vascular surgery on the four-year-old girl critically injured on Friday 15 March. God bless you Adib Khanafer.

Medical and administration staff, Christchurch Hospital

Please convey my heartiest congratulations and thanks to your medical and administration staff who handled the emergency crisis of Friday 15 March so very, very well. Our son goes in for a heart pacemaker implant soon. You saved his life in 2016. I have every faith in your ability to help him again.

Eye Outpatients, Christchurch Hospital

Our heartfelt thanks for the care and support shown to our family and others while in lockdown in the Eye Clinic, on a very tragic day for Christchurch. I commend you all for your sensitivity, compassion and calmness. Thank you all for the fantastic team work.

We are all thinking of you and the tragic situation, and know you must be working so hard to help those poor people and their families. Please let me know if there is any way in which I can help.

We feel so helpless up here and I truly mean we would like to help out in any way that might ease the load.

– *Manager, New Zealand National Eye Bank.*

Christchurch Hospital mortuary

We would like to pass our sincere thanks onto the 'unsung heroes' working in the Christchurch Hospital mortuary at this difficult time. We can only imagine the emotional, mental and physical toll on them as they calmly and professionally set about their difficult work, away from

the spotlight and the headlines. Having gone through the extraordinary time of the earthquakes, no one could have imagined that they would again be called upon to serve victims, their families and the community in this way again. We would like to express our thanks by passing on a \$400 donation to be put towards Mortuary staff wellbeing through a morning tea or after hours 'debriefing'

– Staff and students at Tauraroa Area School.

I want to express my condolences for the shocking event which took place in Christchurch last Friday. I understand that the hospital is working very hard tending to the injured in this distressing time and hope you are all doing well.

– Advisor, Electives and National Services, Ministry of Health.

Teams across the Canterbury Health System

We have had offers of assistance from some of our Allied Health Science and Technical colleagues in others DHBs regionally and nationally, so really just checking in to see if your techs are doing ok, and if we can help facilitate

contact with other DHBs who might be able to provide some additional staff so some of your team can have a well-earned rest.

– Director of Allied Health Workforce.

Baking will be delivered to the team tomorrow.

– Rolleston College.

The New Zealand Institute of Medical Laboratory Science Council wish to acknowledge the effect that March had on staff at Canterbury Health Laboratories. Morning tea provided.

Thinking of you all in those difficult times. Kia Kaha, our support is with you.

– West Coast DHB Laboratories.

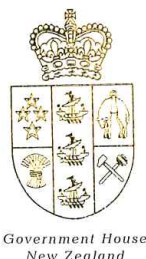
To our colleagues at Canterbury DHB. Have morning/ afternoon tea on us. Just a show of support and appreciation from your fellow colleagues at Timaru Hospital at this difficult time. Job well done!



NEED TO TALK?



**free call or text
any time**



27 March 2019

Dr John Wood
Chair
Canterbury District Health Board
PO Box 1600
CHRISTCHURCH 8140

Dear Dr ~~Wood~~ *John*

I am writing to express my thanks and admiration for the outstanding way in which the staff of the Canterbury District Health Board have responded to the deeply distressing and challenging consequences of the terrorist attacks in Christchurch.

As I write, this work is not yet complete. Many of those injured in the attacks remain in your care, and the grim task of returning those who lost their lives to their families is still ongoing. I have no doubt that many of the CDHB staff have been under immense stress this past fortnight, and that this is not something from which someone easily recovers.

Even so, I am also sure that you must have immense pride in the work of the people of the CDHB in these most trying of circumstances. I fully share that pride, and so do the public of New Zealand. When an individual was seeking to do lasting damage to our community, your people stood strong to assist the injured and comfort the bereaved. Your work has been crucial in helping to make it possible for our country to recover from this attack, and to renew the values of community and compassion that join us all together.

I would be grateful if you would pass on to each and every member of the Canterbury District Health Board my thanks, on behalf of all New Zealanders.

With all best wishes

Yours sincerely

Patsy Reddy
Governor-General



Bouquets

Ophthalmology Department, Christchurch Hospital

My thanks and compliments to Dr Young-Zvandasra following my recent eye injury. His explanations, professionalism and follow-up was exemplary. Compliments also to the Ophthalmology Outpatient Department for efficient outpatient processing.

Alex Sloane and Lisa Greenhalgh, East Crisis Resolution Service, Specialist Mental Health Service

I was very impressed and grateful to be seen so quickly. Today I saw Social Worker Lisa Greenhalgh and Dr Alex Sloane and would like to give my sincere thanks for the supportive treatment I received. I thought Lisa was amazing.

Ward 24, Christchurch Hospital

We cannot thank everyone enough for the care, kindness and humanity given to my brother and me by the Christchurch Hospital. From the ambulance crew, the amazing medical team of Ward 24, to the support people we met and to those we did not. They all made our difficult time much less difficult. Thank you one and all. Special thanks to the team of Ward 24 for allowing me to stay with my brother when he could not talk. I know that without all of the above he would not have come back so rapidly.

This event has enriched our stay (tour) of New Zealand which will always be remembered for the lovely people we met and the beautiful country we have seen.

Intensive Care Unit (ICU), Special progressive Care Unit (SPCU), Christchurch Hospital

You guys have been wonderful. Thank you for everything that you do. My dad sends all his love.

Surgical Team and Ward 15, Christchurch Hospital

Firstly, I would like to thank all the surgical team for the fantastic job you guys have done for me. Secondly, I wish to thank all the staff in Ward 15 – they were fantastic in caring for me. Thanks again everyone.

Christchurch Women's Hospital

All staff at Christchurch Women's Hospital were very professional and understanding.

Eye Outpatients, Christchurch Hospital

Thank you very much for the excellent care and treatment, especially Dr Wong, Renuka and Dr Lim.

Palliative Care team and Ward 27 staff, Christchurch Hospital

Neelu, Ka, Vinesh, Jackie, Willem and the nursing staff on Ward 27 – thank you very much for all your love

and care while our relative was on the ward. We greatly appreciated it. Challenging for us all. We couldn't have asked for a better team to care for her. Thank you once again.

Ward 19, Christchurch Hospital

I was recently admitted to Ward 19 and was on the ward for 11 days. I would like to compliment the hard-working doctors, nurses, physiotherapists, nurse aides, Competency Assessment Programme students, catering staff and cleaners. This is a busy acute orthopaedic ward, with bells ringing, new admissions, and patients coming and going to surgery. Every one of the staff worked as a team and went out of their way to provide the best possible care in a professional manner as well as showing kindness and empathy. A big shout out to you all from Room 7 where we made awesome friendships in our six-bed room. Keep up the great work. You guys rock.

Ward 27, Christchurch Hospital

I had the pleasure of being in your ward overnight Thursday 14 March with my father-in-law, who sadly passed Friday morning. I wanted to compliment the staff who cared for him and our whānau on our journey. All of the staff in the ward were wonderful but I especially wanted to mention Jess, Jett and Zoe who were

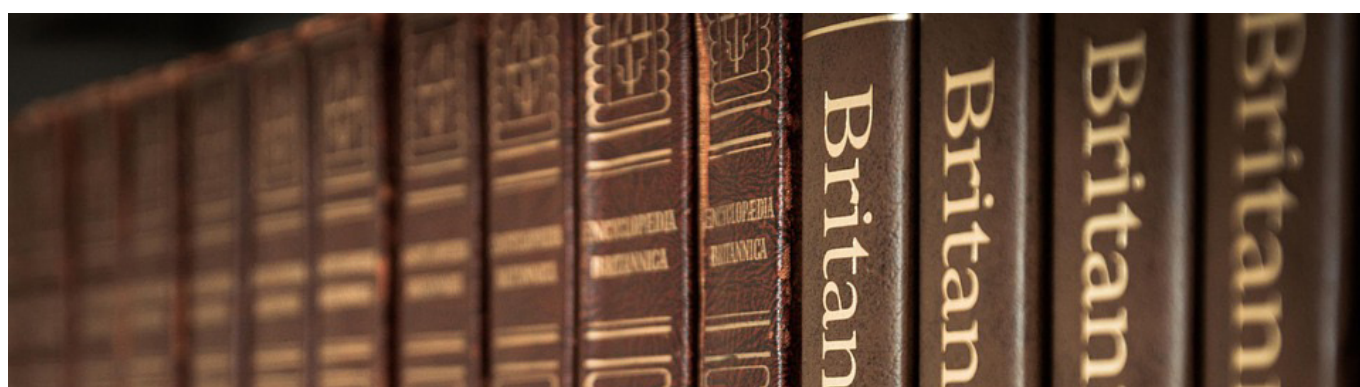
professional, kind, empathetic and so supportive. Lastly a very special mention to Rube, what a gem of a man. The most wonderful nurse we could have hoped for. We were a large group of emotional people which he managed beautifully. He went above and beyond to meet everyone's needs. He oozes warmth, kindness, humility and compassion and we are very grateful that he was with us. Donna Galloway please pass on my thanks to your staff. This is also a credit to you from one charge nurse to another. You are doing a sterling job training and teaching your staff.

Christchurch Hospital and Timaru Hospital

The reason for this letter is to congratulate both Christchurch and Timaru hospitals, their oncological and surgical departments for their fantastic interaction, communication and understanding.

As a patient I was always kept in the loop and presented with the information needed to make decisions and to be aware of where I was in the treatment scheme ... I have spent a lifetime trying to avoid hospitals but the past 10 months has opened my

eyes to the advancements in attitude to patients, in record keeping (the digital opportunities have really been taken advantage of in this respect). I cannot complain about the care and treatment given me in the wards of both hospitals while I recovered from my operations. Please pass my thanks to all those who have enabled me to emerge from a serious medical condition.



The Library

Browse some of the interesting health-related articles doing the rounds.

["Stressed? Take a 20-minute nature pill"](#) – This study by researchers at the University of Michigan concludes that just a 20-minute nature experience significantly reduces the cortisol levels in the body, and may help health practitioners prescribe 'nature-pill's in the knowledge that they have a measurable effect. From *Medical Xpress*, published online: 4 April 2019.

["Does more access to primary care and a greater focus on preventing illness and promoting health reduce pressure on hospital services?"](#) – This article uses Canterbury as an example of how integrated health systems can lead to more services being provided in the community and a reduction in the acute medical admission rate compared with the national average. From *Association of Salaried Medical Specialists*, published online: March 2019.

["The impact of post-traumatic stress disorder symptomatology on quality of life: The sentinel experience of anger, hypervigilance and restricted affect"](#) – This study found variability in the quality of life of traumatic injury survivors in the six years following trauma and a consistent proportion reported low quality of life. From *Australian and New Zealand Journal of Psychiatry*, published online: April 2019.

If you want to submit content to **The Library** email communications@cdhb.health.nz.

To learn more about the real-life library for Canterbury DHB:

- › **Visit:** www.otago.ac.nz/christchurch/library
- › **Phone:** +64 3 364 0500
- › **Email:** librarycml.uoc@otago.ac.nz.

Facilities Fast Facts

Christchurch Hospital, Hagley

Trees make a comeback

Wood from several of the trees that needed to be removed to make way for the new acute services building has re-emerged in the new facility.

The recycled timbers were used to create two feature walls, on each side of a wall in the Quiet Room. The trunks were stripped into rough sawn strips at Halswell Mill and left to season for more than a year before being milled. It was discovered then that as well as elm, there was a mix of white, pink and English oak.

Steve Howell, whose company is working on all the joinery in the new building and was tasked with creating the feature walls, says it was exciting to be able to work on this project.

"Knowing the trees had come off the site and that we were able to use them back in the building was unique.

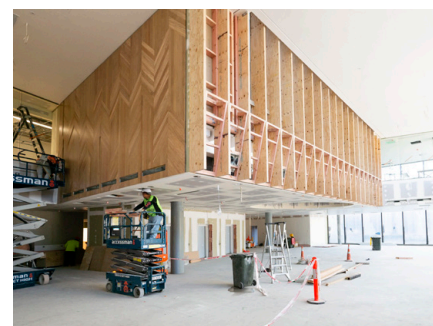


Before – Trunks were stored at Hillmorton Hospital after being felled to clear the site for the new building

Then having three different types of oak to work with came as a nice surprise."

The architects created the chevron pattern from nearly 1,500 lineal metres of recycled timber.

"The walls have been tricky to do because you need to be precise. The good thing is that the significant amount of time we've had to age the wood has made it very stable, and it's been good to work with," he says.



After – Wood from the trees has been used as in a chevron pattern as panelling on both sides of one wall of the Quiet Space on Level 1a

Power play

There are two lightning conductors on the building, one near the emergency generators (the four red containers on the east side of the podium near Riverside), and the other on the clinical support unit on the helipad.

While an exceedingly rare occurrence, if there is lightning strike, the conductors create a high point that lightning will hit. The rods will direct the charge safely to the ground protecting, among other things, the electronics in the building.



Rangiora Health hub progresses

After a successful relocation of the Hagley Outpatients building from Christchurch Hospital to the Rangiora Health Hub, the building has been joined back together and lowered onto new foundations.

The Site Redevelopment Unit says work is progressing well. Plastering, painting and floor laying will take place over the next few months with the construction work due to be completed at the end of July.

Furniture and other Canterbury DHB items will then be put in place with the facility expected to be up and running in August.



Above: The open plan office area for staff using the Outpatients Wing

Free staff flu vaccinations start this week

Roll up, roll up, roll up (your sleeve) – it's flu vaccination time.

Canterbury Medical Officer of Health Ramon Pink says getting vaccinated against the flu is a small thing people working in health can do to stop the spread of disease.

"Influenza can be a killer. It can clog up our hospitals and put many of our most vulnerable at risk. It's important to get immunised to stop the spread of influenza in our hospitals and community."

Ramon says it's especially important healthcare workers get vaccinated.

"Healthcare workers are twice as likely to acquire influenza compared to non-healthcare workers."

"Getting your flu vaccination is crucial to stopping the spread of disease and protecting those we care for."

Studies show that the annual influenza vaccination for healthcare workers is likely to reduce illness among the patients they care for.

"To all those who are going to get their flu shot in the next couple of weeks – thank you for being a flu fighter," he says.

There are two ways to get your free flu vaccine at work – attend a clinic or see an authorised vaccinator. Details of free staff flu vaccination clinics, and a list of authorised vaccinators, can be found on [max](#) and the [intranet](#).



Gumboot Friday makes a splash at Ellesmere Hospital

The team at Ellesmere Hospital joined many others across the organisation and turned out in full support of Gumboot Friday to raise awareness and money for children with depression.

The Gumboot Friday initiative comes from New Zealander of the Year, Mike King, and the mental health charity I AM HOPE, who asked New Zealanders to wear their gumboots to work or school on Gumboot Friday (5 April) for a gold coin donation.

For more information visit www.iamhope.org.nz.

Right: Health Care Assistant Marian Martens, Health Care Assistant Kaye Bellamy, Resident Catherine Wason and Nurse Manager Linda Lentjes



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](#).

Burwood Hospital gears up for April Falls month

Burwood Hospital is raising awareness of the risk of a fall in hospital with various initiatives aimed at reducing falls and promoting independence.

The theme for this year's April Falls campaign, "It takes a team to prevent a fall", was developed to reinforce the message that falls prevention is very much a team effort: The entire inter-disciplinary team are involved as well as patient family members, visitors and of course the patient themselves.

From August to November last year Older Persons Health and Rehabilitation (OPH&R) ran a pilot of the Safe Recovery programme across four of Burwood Hospital's rehabilitation wards.

This was an evidence-based intervention focused on providing education about falls and falls risk strategies to inpatients.

Patients received at least one initial 30-minute session where they were shown a video, reviewed a workbook and set goals for themselves to achieve during their stay. The education session was initially delivered by a nurse with a background in education, and a physiotherapist.

Significant data has been collected on the intervention and patient outcomes and the evaluation of both statistical and subjective results from the programme is ongoing.

Patient status at a glance boards, initially introduced in 2016 continue to be utilised to engage with patients, families and the broader healthcare team – they encourage conversations about risk assessment and safe mobility.

These boards provide real-time, up-to-date information on the level of assistance required for each patient, changes in mobility status and use of walking aids, as well as other core patient information designed to provide the person assisting the patient with the integral information required at the point of contact.

Burwood OPH&R is one of the first hospitals in New Zealand to trial chair sensor mats in two of the inpatient wards. These provide the care team with an early warning if a patient who needs help to mobilise attempts to exit a bed or chair.

Within inpatient wards all inter-disciplinary team members carry out intentional rounding. This process involves regular check-ins with each patient to ensure they are comfortable, have their call bell in reach and that their needs are met. The aim is to maintain regular contact, in turn reducing the chance of a fall.

During the month of April Burwood Hospital wards and the foyer will house displays focused on falls prevention. Throughout the month members of the inter-disciplinary team will be seen sporting hard-to-miss bright orange T-shirts featuring "It takes a team to prevent a fall".

If somehow you manage to miss the orange T shirts, hopefully you won't miss seeing when a patient is at risk of falling or requires some assistance. Stop, think and get everyone involved, because it takes a team to stop a fall!



Meet the Project SEARCH Team

Project SEARCH is an employer-led programme providing a year-long internship to students with learning disabilities so they can learn new skills in the workplace, supported by a transitional school environment.

Canterbury DHB is the first in Australasia to offer this programme. The team is already nearing the end of the first term of their internship, and feedback from all areas has been positive.

We are learning a lot along the way through having this team join us at Burwood. The Project SEARCH head office sees Canterbury as one of the best locations in terms of how the programme has been put together and how it is working, even though it is early days. We intend to build on this programme's success by sharing our story with large employers in Canterbury initially and then across New Zealand. Because these opportunities should be everywhere.

"I enjoy working with the people in the orderlies department who show me what to do especially Steve and Richard because they teach me great skills. A patient told me "keep doing what you're doing - we need more people like you."

Ethan - Orderlies and Ground Keeping

"I enjoy it all especially exploring underground - it's interesting. All three of my mentors, Adele, PC and Tony are special to me because they make it fun to learn how to work well."

Jason - Orderlies and Ground Keeping

"I enjoy working with Mark because he's funny. The work is good exercise."

Tor - Waste Management

"I love my job working in Physiotherapy. I do different things everyday keeping me busy. I have a lot of good company from my workmates. I take the knee class and the pool class, and I get really good comments from the patients and staff. They say "you know what you're doing without being told."

Deanna - Physio

"I like working in the Spinal department. Louise and the other ladies have helped me get stronger and faster in my work."

Hayley - Healthcare Assistant

"I enjoy learning different admin skills like binding, photocopying and paper folding. I'm told by Adele that she, and others, appreciate how well I make up the information packs."

Ricky - Administration

"I enjoy working with Brent at Supplies and Deliveries especially pushing the trolley after I load it. Brent is nice because he teaches me to look in the mirrors so I don't run anybody over."

Finn - Supplies

"I enjoy the café girls because they help me in teaching things. All of us get on well when we do our jobs. Pauline told me I'm doing good work and gives me high fives!"

Emelia - Café



From left: Finn, Ricky, Sally Nicholas, Emelia



From left: Ricky, Emelia and Hayley



Jason (left) and Ethan (right)



Deanna (left) and Tor (right)

New kaimahi join Mana Ake whānau

The Mana Ake – Stronger for Tomorrow initiative achieved a special milestone this week when they welcomed 19 new team members, marking the final scheduled intake of dedicated wellbeing and mental health workers to support Canterbury's five to 12-year-olds.

Executive Director of Māori and Pacific Health Hector Matthews led the welcome for the new workers (kaimahi) at a Mihi Whakatau, held at the Canterbury District Health Board's Design Lab on 1 April.

Project Specialist Clare Shepherd introduced the new kaimahi to Maia, the hypothetical child that Mana Ake holds central to everything they do. "The work we do focuses on supporting Maia to grow and be as strong and well-grounded as she can be, in the context of her whānau and community."

She stressed the important part that each person in the health, education and social system plays in achieving the best possible outcomes for Maia.

"Alliancing is really important to the way we work in ensuring resources across the system are accessed at the right time so Maia learns, grows and is supported socially and emotionally," said Clare.

"As new kaimahi coming into the Mana Ake whānau you will play an important part in development of the way we work, as your colleagues before you have. You will see new opportunities along the way which will help us enrich this service."

Mana Ake was established in March 2018 to promote wellbeing and deliver dedicated wellbeing and mental health support to children in school years 1–8 across Canterbury. It was first rolled out to schools in the Tamai and Uru Mānuka Kāhui Ako (Communities of Learning) on 23 April 2018.

Independent Chair of the Canterbury Clinical Network and the Mana Ake Service Level Alliance Sir John Hansen echoed the welcome and acknowledged the hard work that's gone into getting the service up and running so quickly.

"It's been said of the initiative, that we're designing and building a ship while sailing it through the storm and it's



true that this has been a very fast-paced implementation. I can't think of anything else that's been rolled out in this sort of timeframe and that is due to the level of cooperation between partners.

"It's been an amazing achievement that's in large part due to the work of the project team and, importantly, the work that you have all done on the frontline."

The 19 new workers will have a three-week induction before starting work in 54 schools across seven clusters, as well as the eight private schools not in existing clusters, next term (29 April). They'll provide support when children are experiencing ongoing issues that impact their wellbeing such as anxiety, social isolation, parental separation, grief and loss, and managing emotions.

Kaimahi have a diverse range of skills and include social workers, counsellors, teachers, youth workers and psychologists. They can work with individual children and their families at school, in the community or at home; and with groups of children in schools. They also provide advice, guidance and support for teachers and family/whānau.

Canterbury Clinical Network is responsible for leading the design and delivery of this initiative, which is a collaboration between the Ministry of Health, the Ministry of Education, Canterbury DHB, Police, non-government organisations and consumers. To find out more, visit the [CCN website](#).

Applications welcome for study scholarships

Knowledge and education is key to being able to walk beside tangata whaiora (people seeking wellness), says Maree Hansen who works in a Whānau Ora Connect role at Māori health and social service provider in Christchurch, Purapura Whetu.

"I'm Cook Island Māori working for a Kaupapa Māori organisation and I believe in being the best version I can be to support our people."

That's why she applied for a Health Workforce New Zealand (HWNZ) Training Fund scholarship to enable her to undertake study. The fund is designed to give people the opportunity to study who may never have before.

She heard about it through colleagues and it sounded exactly what she had been looking for.

"I was given a pamphlet and contacted them, with support from my CEO, who encouraged me and gave me three days a month off to study," she says.

Maree has since completed a Certificate in Hauora Health (Māori health) and a Diploma in Whānau Ora. Doing this has given her new confidence in her workplace, new skills and better pay.

"I became eligible for pay equity, so got a \$4.50 per hour pay rise which has made a huge difference for my whānau.

"Not only has it improved my financial situation, but the most important result is that I am better equipped to support my clients with mental health issues living in the community.

"It's given me new ideas in my role working with whānau. I am looking outside the square, and thinking more about

the importance of connections and whakapapa."

Canterbury DHB Māori and Pacific Portfolio Manager Ngaire Button says it was a great outcome for Maree as well as for Tangata Whaiora (people seeking wellness).



Maree Hansen

"Applicants are welcome as the fund is not well known. Every year we lose some of the allocation because we don't spend it – not enough applications come in."

Those applying should work in the health system somewhere (including rest homes) and have Māori whakapapa, because the fund is designed to increase diversity in the workforce. Proposed study has to be on the NZQA framework and be below Level 7.

Anyone interested in applying can email ngaire.button@cdhb.health.nz or call Ngaire on either 0274 916 832 or 364 4152.

Bonnie Steetskamp: Flu Fighter

"It's about doing my bit to help stop the spread."

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New Nurse Prescriber

Congratulations to Clinical Nurse Specialist Aimee Mackey who has achieved prescribing rights.

Aimee is part of the Paediatric Outreach Team, and focuses on allergy and eczema care.

"I achieved my nurse prescribing via an alternative route to Viv Isles, who got her prescribing two months ago," Aimee says.

She completed her Masters of Nursing in 2013 on a Nurse Practitioner pathway which included all the papers and practicums that she needed to apply for prescribing in paediatrics.

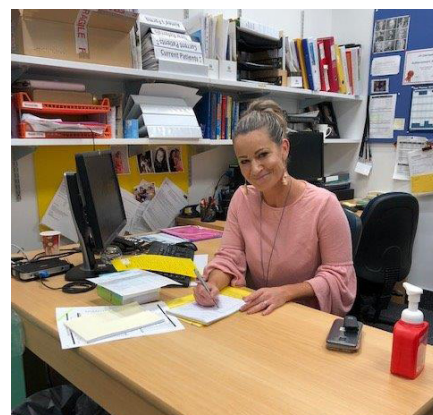
"Due to the time lapse, I completed an informal prescribing practicum for three months at the end of last year, of which Paediatrician Tom Townend was my fabulous and dedicated prescribing mentor."

Prescribing in her current role as an Allergy/Eczema Clinical Nurse Specialist makes such a difference for the families she cares for and improves access to healthcare.

"I am often referred patients via their GP and having to send them back to obtain recommended therapies was a barrier for many."

Having prescribing rights has streamlined her service significantly by being able to issue a prescription during a consultation in clients' own homes and adapting management on reviews.

"Tom will continue to be my supervisor for the next year until that clause is removed from my registration," she says.



Clinical Nurse Specialist Aimee Mackey

Health and Wellbeing qualification is benefiting practice

Completing a Health and Wellbeing qualification has increased her understanding and pushed her to the next level, says Hospital Aide Kim Kelly.

Kim, who is primarily based in Ward 21, has successfully completed the New Zealand Certificate in Health and Wellbeing. She submitted 17 papers for the Level 3 NZQA qualification. Ward 21 Staff Nurse Jo Hall acted as assessor and verifier throughout the process.

Kim says doing the qualification was a big commitment which challenged her brain. However, it has benefited her practice by extending her knowledge and understanding of ways of working both in Child Health and as a Hospital Aide in other areas of practice.

"It means I can more effectively do my job and it's pushed me to that next level of working," she says.



Hospital Aide Kim Kelly

New centre for older people opens on Ashburton Hospital site

Ashburton Hospital's new onsite facility for older people, the Elizabeth Street Day Centre (ESDC), opened last Monday.

Previously called the Park Street Day Centre, the older person's facility had grown out of its previous space on Park Street, resulting in a fantastic opportunity for it to be onsite at Ashburton Hospital, says Day Care Co-ordinator Sue Hopkins.

The official opening began with a blessing by Michelle Brett from Hakatere Marae supported by centre member Mana Manuel and other members, staff and volunteers.

Following this, the ribbon was officially cut by Elizabeth Street centenarian, Ossie Symons, and Sue. There was then a public walk through and shared morning tea in the new dining hall.

"The relocation of the facility was much needed as it continues to expand and its community broadens."

Members of the centre predominantly come for socialisation among their peers and to enjoy and participate in all that a day centre can offer. "Diversional therapists provide a programme which enhances member's lives socially, physically and cognitively."

This includes an exercise programme, quizzes, games, visiting speakers and the opportunity to socialise both within the centre and the community. For some of the members this is their only chance to interact with other people outside of their own homes including their peers, volunteers and health professionals, she says.

"With our qualified and experienced team of diversional therapists any health or social issues can be identified early and appropriate interventions implemented before problems escalate and lead to the need for hospitalisation or residential care."

Member's attendance varies based on the needs of those who attend. This is decided upon referral from the Needs and Assessment Service Co-Ordination team.

"Each day they are picked up and dropped off by our volunteer drivers and are well looked after by our incredible team of staff and volunteers."

The day was a huge success," Sue says.

"I would like to acknowledge St Stephen's Church for giving us the basis from which we were able to grow. Their support and understanding over our time with them and during our move has been fantastic and we are hugely appreciative," Sue says.



From left, Activities Assistant Margy Smith, Diversional Therapist Lanae Hill, Day Care Co-ordinator Sue Hopkins, Health Care Assistants Jennifer Heath and Nicola Adlam, Diversional Therapist Jenny Sanders, Healthcare Assistant Wendy Kinvig, Director of Nursing Brenda Close, and Minister of St Stephens church, Joan Clarke



Elizabeth Street Day Centre centenarian member Ossie Symonds and Day Centre Manager Sue Hopkins cutting the ribbon



Elizabeth Street Day Centre member Mana Manuel

Working with youth after a traumatic event

Understanding how traumatic events can affect young people is essential when promoting recovery and resilience, say the Youth Advisory Council.

"We have compiled some useful information to remember when working with youth after a traumatic event."

- › Ensuring that young people are not re-traumatised through experiences with your service should be a priority and this can easily be done by just listening to them. Having an open ear and answering any of their questions honestly can make or break an experience for a young person.
- › Having a safe space for the young people who come through your service after the events that have happened in Christchurch recently is so important. Be encouraging for them to communicate without judging them. Ensure you are aware that there will be varying opinions about the causes of violence in our society and be open to discussing these with the young people you are working with.
- › Be honest with them. Young people are the best lie detectors and will click on when you're not giving them the full picture. They want to be involved with their treatment.
- › Don't assume every young person is going to process the events the same way. Educate yourself on the different trauma reactions and be ready to accommodate their response. No two young people are the same, and there is no one size fits all solution to trauma recovery.

› If you know of a young person who is not doing too well and you can't help them; know who can. Free call or text 1737 any time, 24 hours a day.

› Last but not least, look after yourself. You can't give your patients 100 per cent when you are not doing too great yourself. Remember you can't pour from an empty cup!

The Youth Advisory Council (YAC) is a group of young adults aged between 14–24 years who are all either consumers of the health system or siblings of those who are. YAC is the Youth voice in the Canterbury Health System and they are an incredible group of articulate, motivated and energetic young people who really do want to make a difference to how youth experience health.

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Forty years in health celebrated

A celebration was held last week to honour Nurse Co-ordinator Jo Greenlees-Rae's 40 years of service to the Canterbury Health System.

Her colleagues say she is a valued member of the team and a good friend, known for being willing to help and offer professional advice and wisdom.

Jo worked as a Nurse Educator at Ashburton and rural hospitals for many years and was involved in the inaugural Graduate Nurse Programme in 1999. In 2006 the Nursing Entry to Practice Programme (NETP) was set up across New Zealand and specifications and learning frameworks were developed, with Canterbury DHB setting up its official NETP programme in September 2006.

Jo was instrumental in the programme design and implementation along with other nursing staff, says Nurse Manager-Nursing Workforce Development Team Becky Hickmott.

"She is the longest standing staff member of NETP to this day."

In 2010 Jo joined the Nursing Workforce Development

Team to lead the Enrolled Nurse (EN) Transition to New Scope project. This was a Canterbury-wide project to work alongside clinical teams to develop processes to support ENs wishing to transition into their new scope of practice.

"Over 220 ENs completed this process under Jo's direction and support," Becky says.

In 2011 Jo took on her current permanent role as Nurse Coordinator – Projects. This includes working alongside and supporting the partnering organisations within the community that have new graduates; teaching and education support; and providing quality improvement processes for both the NETP programme and the PDRP programme teams.

Jo is also a Nursing Council Approved Assessor and has been a member of the competence review team for Nursing Council for some years. She completed her thesis for her Masters' Degree in 2016 titled "Being Confident in Practice" in addition to managing a busy role.

"Jo is a hard-working member of the team. She has a quirky sense of humour, is committed to her family and extended family, and also is a very good baker," Becky says.



Nurse Co-ordinator Jo Greenlees-Rae with NetP graduates

One minute with... Colin Dewar, Consultant Psychiatrist, North Ward, Acute Adult Inpatient Services, Hillmorton

What does your job involve?

A 50-50 split between clinical directing and regular clinical work on the inpatient general adult psychiatric ward at Hillmorton.

Why did you choose to work in this field?

For the variety of work and the depth of the intellectual problems that we face while doing it.

What do you like about it?

The application and skill of a highly supportive team.

What are the challenging bits?

Supporting families who are bitterly unhappy with the best care that we can provide.

Who inspires you?

Bertrand Russell, for his ability to make complex ideas seem simple.

What do Canterbury DHB's values (Care and respect for others, Integrity in all we do and Responsibility for outcomes) mean to you in your role?

It is gratifying to see that they resonate with what most of us aspire to bring to the work place.

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

I don't have a LinkedIn profile. So this could be anything that could be said about me.

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

On the surface of Mars with adequate equipment and a safe means of return.

What do you do on a typical Sunday?

Gardening/mountain biking/family time



One food I really like is...

It would be hard to beat a bacon and egg roll with butter. Australian mango is pretty good too, when it's in season.

My favourite music is...

The last part of JS Bach's Orchestral Suite No 2 in B minor.

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

Canterbury Grand Round

Friday 12 April 2019, 12.15pm to 1.15pm, with lunch from 11.50am.

Venue: Rolleston Lecture Theatre

Speakers: CEO David Meates and Chief People Officer Michael Frampton

In the wake of the events of Friday 15 March, today's Grand Round will be focused on the response of the Canterbury Health System to the care of those who were injured and the support we are putting in place for our community. It will also focus specifically on how we are, and will be, caring for our staff.

Chair: Suzanne Hamilton.

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

Video conference set up in:

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

All staff and students welcome.

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

Parking on the grass verge on Riccarton Avenue

Since 15 March a significant number of cars have been parked on the grass verge on Riccarton Avenue. To accommodate people visiting terror attack victims in hospital, and people visiting the welfare centre, Christchurch City Council has allowed this in the immediate period after the attacks. However, parking on the grass here causes safety issues, restricting visibility for road users, and putting pedestrians at risk. It also damages the grass.

This week, the Council will restart enforcement and issue fines to any cars parked illegally at this location.

MMR vaccination clinics for staff who may not be fully immune

A MMR (measles, mumps, rubella) clinic will be in the Endo room, Level 2 (outside Ward 26) on Thursday 11 April from 11.00–15.00.

We have enough vaccine available for the two priority groups among staff, which are as follows:

Group 1

Staff who have been identified as being in direct contact with measles and have not been immunised or do not have evidence of their immunity status. Immunisation will protect both them, and potentially vulnerable patients as well as other members of the public they interact with.

Group 2

Staff identified as working in areas where a large number of their patients are documented as being immunosuppressed.

You are only considered fully protected if you have either had two confirmable MMR vaccinations, or you were born before 1969 (in which case you will likely have been exposed to measles).

For more information on staff priority groups and advice on who needs another dose of vaccine, [click on this link](#)

Staff will be notified of future MMR vaccination clinics once they have been scheduled.

Learn 2 Ride a Bike!

Join us for a women only morning of fun & learning

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

Wednesday 27 March, 10 April & 1 May
9.30-10.30am

South Hagley Netball Courts, Hagley Ave

Bikes/helmets will be provided and
no special clothes are needed to take part.

Limited spaces available. Secure your free spot today.
Email Meg.Christie@cdhb.health.nz or 03- 378
6827/027 8486 927 with your name and date(s)

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Helping adults cycle with
confidence



In the latest issue of the Health Quality & Safety Commission's E-digest you can read about Advance Care Planning; the Commission's acknowledgement of the response of Canterbury health professionals to the terror attacks; and the draft Frailty Care Guides now available for testing. Read more [here](#)

Research Study

Influenza vaccine in children



Background:

The flu is an infection caused by influenza viruses and is a major cause of disease worldwide. An influenza infection may lead to symptoms like fever, shivering or chills, muscle aches, cough, runny nose, or fatigue and is easy to spread from one person to the next through drops of moisture when coughing or sneezing.

Diseases and complications caused by influenza viruses can be serious and life-threatening. Young children are at higher risk of developing these complications include infants.

All children entered in the study will be randomly assigned to one of the treatment groups and will receive either the influenza vaccine or MenC-vaccine (vaccine that protects against a type of *Neisseria meningitidis*).

Do you have a child aged between 6 and 47 months?

Are they generally healthy?

Do you live in the Christchurch area?

Interested in taking part in research and understanding more about Flu vaccinations?

This study has been approved by the Central Health and Disability Ethics Committee

Contact

A/Prof Tony Walls

Tony.walls@otago.ac.nz or

Dr Kerry Orlowski

Kerry.orkowski@otago.ac.nz