



Cyber Smart Week next week – a timely reminder

Cyber-attacks are becoming more frequent and can affect anyone. Large organisations and businesses, small businesses and everyday New Zealanders are at risk too. Many attacks aren't targeting anyone specifically but are looking for easy ways to get money or information.

This past weekend Tū Ora Compass Health and the Ministry of Health announced there has been an unauthorised digital intrusion of the data information systems of Tū Ora Compass Health.

Tū Ora Compass Health is a Primary Health Organisation (PHO) which provides data management services to other health organisations in the lower North Island, including the greater Wellington, Wairarapa and Manawatu regions.

Data that may have been exposed includes data for almost one million people dating back to 2002, which includes details of their medical centre, NHI (National Health Index or 'hospital' number), name, date of birth, ethnicity and address information. For some people this may include clinical information used for health promotion, such as smoking status, for managing chronic conditions such as diabetes and screening checks, and whether people aged over 65 have had a flu vaccination. It's important to note that no GP notes are held by PHOs – they are held by individual medical centres.

This unauthorised intrusion was believed to be part of a global cyber incident and has been notified to the



Government Communications Security Bureau and Police who are investigating along with the National Cyber Security Centre.

While there is currently no evidence that patient data was accessed, everyone is encouraged to be vigilant to unusual online requests, never share passwords or account details, and follow good online security practices. This means:

- › keeping software up-to-date
- › regularly changing passwords
- › ensuring you have different passwords for all online accounts.

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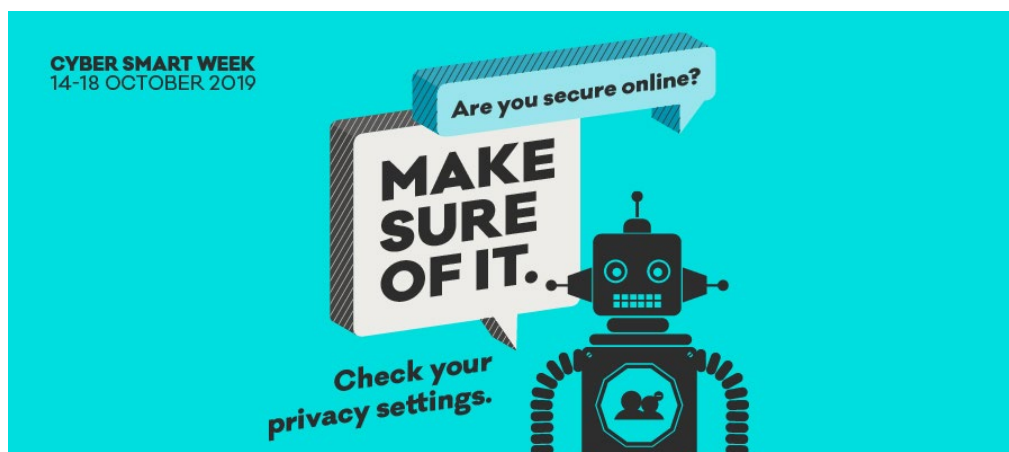
Cert NZ has more information about staying safe online [here](#).

If you are concerned that data about you may have been accessed by this cyber intrusion you can call 0800 499 500.

Canterbury DHB, along with all other DHBs in New Zealand, has recently been asked by the Ministry of Health to assess and, where necessary, strengthen

security of externally-facing systems and websites in particular. Our Information Services Group has an ongoing programme that is focused on cyber security, including conducting periodic security penetration testing. The Information Services Group has increased its focus in this area recently due to the recent request from the Ministry.



Further information about this incident can be found on the [Ministry of Health](#) and [Tū Ora Compass Health](#) websites.



Top tips for cyber security

certnz 

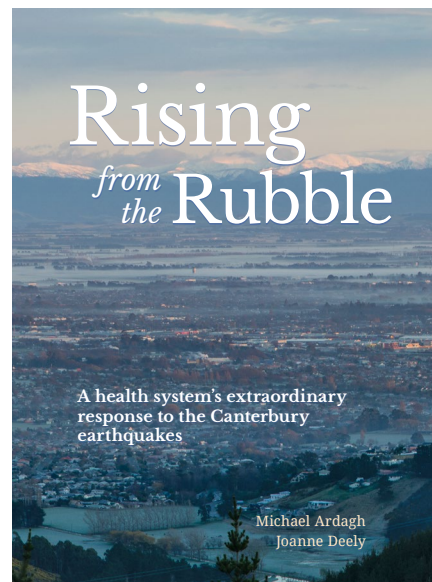
Online security is becoming more important than ever. While there's no bulletproof way to prevent a cyber attack, here are some easy tips to help you keep your personal information safe and secure.

Back up your data  Using an external hard drive or a cloud-based service, copy your data to another separate location so you can retrieve it if necessary.	Keep your operating system up to date  Updates often fix vulnerabilities that attackers can find and use to access your system. It's an effective way to help keep them out.	Install antivirus software  Free online antivirus software can be fake. Purchase antivirus software from a reputable company and run it regularly.	Choose unique passwords  Create unique passwords for each account – that way if an attacker gets hold of one of your passwords, they can't get access to all of your other accounts.	Set up two-factor authentication (2FA)  Choose to get a code sent to another device like your phone when logging in online – it helps stop hackers getting into your accounts.	Use creative recovery answers  Common security answers like your pets name or your school can be easy for an attacker to find out. Choose novel answers that aren't necessarily real.
Be cautious of free WiFi networks  Be careful using free Wifi and hot spots – they are untrusted networks so others could see what you are doing.	Be smart with social media  What you post on social media can give cyber criminals information that they can use against you. Set your privacy so only friends and family can see your details.	Don't give out personal info  Legitimate-looking emails are very clever at trying to trick us into giving away personal or financial information. Stop and check if you know who the email is from.	Check bank statements regularly  Keeping an eye on your bank statements could be the first tip-off that someone has accessed your accounts. Ring your bank immediately if you see something suspicious.	Get a regular credit check  An annual credit check will alert you if someone else is using your details to get loans or credit.	<p>To report a cyber security problem, visit www.cert.govt.nz</p>

'Rising from the Rubble' a finalist in book awards

Congratulations to authors Mike Ardagh and Jo Deely whose book *Rising from the Rubble* has been named as a finalist in the New Zealand Heritage Book and Writing Awards 2019. Well done to both of you and to everyone whose stories and photos feature in the book which was published by Canterbury University Press.

Rising from the Rubble tells the story of the Canterbury Health System's remarkable response to the 2011 series of quakes. Winners will be announced at a function on 24 October, and I look forward to hearing how you get on.



Cover of *Rising from the Rubble*



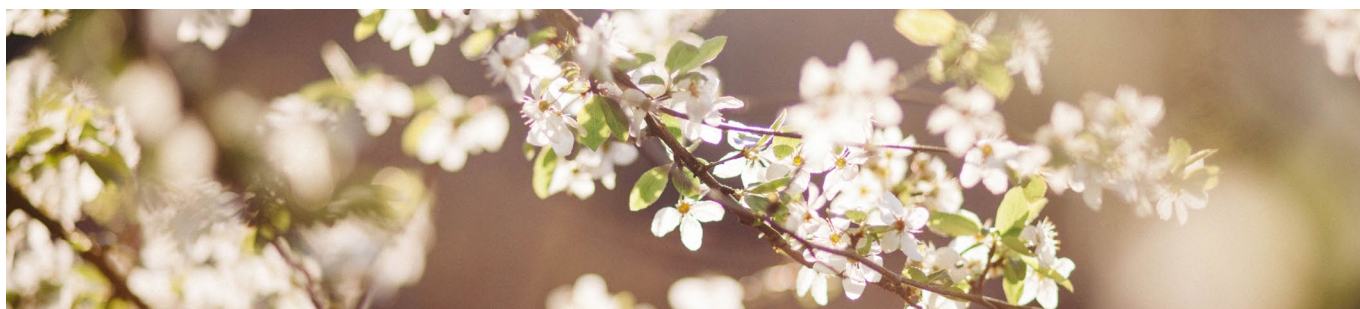
Co-author Mike Ardagh speaking at the launch of the book in November 2018

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

David Meates
CEO Canterbury District Health Board

If you have a story idea or want to provide feedback on *CEO Update* we would love to hear from you! Please email us at communications@cdhb.health.nz. Please note the deadline for story submissions is midday Thursday.

If you're not a staff member and you want to subscribe to receive this newsletter every week please [subscribe here](#).



Bouquets

Vicky and Anna, Ward 19, Christchurch Hospital

I absolutely loved and adored Vicky and Anna, my nurses on Ward 19. I'd love someone to tell them what an amazing job they do and how they made a difference to my stay. They were kind, caring and considerate. Can't say enough good stuff about them! Please thank them for me.

Plastics, Day Surgery, Burwood Hospital

Wonderful staff, wonderful care.

Adult Community Referral Centre, Older Person's Mental Health

My mum has recently been diagnosed with dementia. I would like to express my sincere thanks and gratitude to Dennis de Visser, who, when I rang in tears and turmoil about her, dealt with me superbly. He has also followed up with several phone calls. Thank you Dennis. Community Mental Health Nurse Vicki Utteridge and Social Worker Chris McCallum called on Mum... and once again their friendliness and understanding was exceptional. They made her feel at ease with something she does not accept or understand. Thank you.

Ward 16, Christchurch Hospital

I would like to compliment the staff in Ward 16. Nothing was a problem for any of the staff and junior nurses and I cannot thank them enough for their care and treatment over the last week. To Dr Sarah Abbott and her large team I also can't thank you enough. From explaining a horrible

situation to me with care and dignity, through to operating on me in such a short timeframe, all the while being approachable and respecting that I wanted my whānau included in all discussions.

Cardiology Services, Christchurch Hospital

Our thanks to your Cardiology Service in Christchurch Hospital. Consultant Cardiologist Dr David Smyth, thank you for your wonderful work and skill to save my life. Registrar Dr Toby Verryt, thank you for your compassionate and special care over the past months throughout many diagnostic procedures. Murray Hart, thank you for your support, compassion and a wealth of information, careful advice, and email. Sarah Pollard, thank you for my pre-admission. Graham, my anaesthetist doctor, thank you for those happy drugs, your care and your warm personality. Registered Nurse Vanessa in the Catheter Laboratory, thank you for your great care and a lovely thoughtful phone call. Nursing staff in the Coronary Care Unit and Ward 12 – thank you. We are grateful and appreciative of all your wonderful care and the opportunity we were given.

Endoscopy Clinic, Christchurch Hospital

Three months or so ago my wife had a colonoscopy and we were very impressed with the service. Yesterday I had both a gastroscopy and colonoscopy and once again found the service excellent. The pre-

procedure information was full, easy to read and helpful. All the staff were friendly, helpful and reassuring. The procedures were explained carefully and clearly, and were carried out very professionally. Waiting time was not an issue, and to leave with a written report, which had been explained fully in an easily understood manner, was excellent. Please pass on my thanks to all the staff involved.

Ward BG, Burwood Hospital

We want to pass our sincere thanks to the staff in Ward BG who have been taking care of Dad over these past three weeks. Everyone has been absolutely fabulous in the care and attention given to him. I would love to mention everyone's names – but praise goes to all carers and support people. Your attention to Dad's needs – personal care, shaving, eating – and management of his little idiosyncrasies, and of course behaviour management, has been superb. Most pleasing has been his weight gain due to good nutrition and close attention to his eating needs. Also, we have seen you treat Dad as an individual with everyone acknowledging him as a person and calling him by name. He has been very happy at our visits and seems a completely different person now. Thank you for your care and aroha towards him. Please ensure that this message of thanks and appreciation is passed to your higher management level as Ward BG is such a valuable asset within our wider community.

Emergency Department and Child Health, Christchurch Hospital

I am writing this letter to thank you for helping my baby. We travelled from Sydney and that was the last night we stayed in Christchurch. My baby fell from the bed in hotel and got injured. We were sent to the Emergency Department of the hospital, and admitted to the Children's Ward. The nurses and doctors were so helpful and provided both treatment and relief to my baby and our family. Especially the nurse, Sayako, she has done an excellent job. She provided good care to my baby and relief to us. Also, she helped to communicate with doctors, so we were able to leave hospital and catch the flight on time. Thanks to all of the staff who helped us on that day.

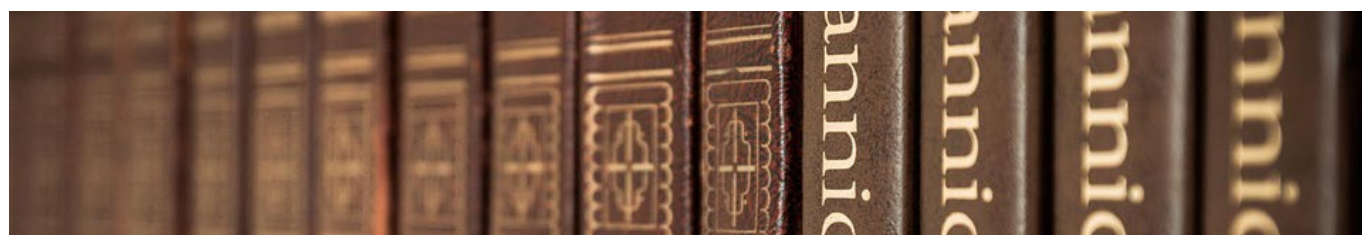
Big Shout Out

Charge Nurse Manager Michelle Phelan and the North Inpatient team, Specialist Mental Health Service

This is a big thank you to Charge Nurse Manager Michelle Phelan and the North Inpatient team for their wonderful support and assistance of a young person who was in the North Inpatient unit over the past weeks. The Child Adolescent and Family Inpatient Unit (CAFIU) staff have told me that you were all amazing, highly supportive and kind. I have really appreciated the ongoing pro-active manner that Michelle has communicated... And also for her professional considerations of how best to support the CAFIU staff in this unique situation. All has been outstanding and highly professional. The needs of the consumer have been central to everyone's planning and, by working together in a collaborative and professional way, we have achieved the safest possible outcome. I have felt privileged to work in such a positive environment and appreciate a service culture that puts consumers first.

From Nurse Consultant Lynlee Snell

#carestartshere



The Library

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

["New defensive mechanism against bacterial wound infections"](#) – infected or inflamed wounds can delay healing and have serious consequences on a patient's recovery and health. Researchers have found a new method of preventing wound infection without the need for antibiotics. From *Science Daily*, published online: 4 October 2019.

["Prognostic models for outcome prediction in patients with chronic obstructive pulmonary disease: systematic review and critical appraisal"](#) – research into the mapping and assessment of prognostic models to help predict outcomes in patients with COPD found the existing models need improvement. From *British Medical Journal*, published online: 4 October 2019.

["New study sheds light on effectiveness of cholesterol medication in individuals"](#) – this study by scientists from the Victorian University of Wellington looks at the role gene networks play in how people respond to statins. The researchers say 'it is a significant step towards more targeted, personalised medication'. From *Medical Xpress*, published online: 4 October 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

Our taonga in place

Inside the Christchurch Hospital Hagley foyer there is a nearly two-metre high wood carving named *Kotuku* (White Heron). The kotuku is a rare bird, considered to represent good fortune and is symbolic of valuable people coming and going from this area. The work is by master carver Riki Manuel, who also carved Burwood Hospital's singing birds.



There is a pounamu on a shelf against the wall as you walk into the foyer. This stone, *Te hononga o tētahi*, is one half of a treasured piece of pounamu gifted by Ngāti Waewae, a West Coast hapū of Ngāi Tahu, to the people of Ōtautahi to

honour the ancient connections and form new bonds with the people of this building, and of this city.

The other half of the stone, *Te hononga o rua*, is at Burwood Hospital. For Ngāi Tahu, pounamu has significant mauri (life force) so you are welcome, and encouraged, to touch this stone and share its energy.

Helipad testing gets underway

Flight testing for the helipad began this morning and will continue over the next two weeks.

The team of air rescue chopper pilots will be testing approaches and landings during the first week. Helicopters will fly up to the helipad, pause briefly and fly off again. The test runs may include shutting down and restarting.

The exercise is anticipated to take around 30 minutes each day and is scheduled for Monday, Tuesday and Wednesday, with Thursday and Friday held in reserve in case of windy conditions.



Helipad testing began today

From Monday 14 October to Wednesday 16

October, the pilots will test their landing and stretcher off-loading. Again, it is anticipated the activity will only be for less than 30 minutes a day.

During these times there will be increased helicopter activity around the campus. Any aeromedical transfers will continue to land in Hagley Park as per normal until Christchurch Hospital Hagley is operational.

Specialist Mental Health – Hillmorton Hospital

The developed design phase for the Integrated Family Services Centre, which includes purpose-designed facilities to meet the needs of the Mothers and Babies Service and Eating Disorders inpatients, and a separate High and Complex Needs Unit, started this week with user group meetings running until 11 December.

Key mock-ups have been built at The Princess Margaret Hospital and will be used to determine how the interior of key rooms will be designed. This includes concepts such as the height of windows, and where to put the power points.

User groups will be focusing on the details of what is included in each room during this phase.



Let's get ready to move

Christchurch Hospital Hagley

Update No: 24

New dates for early movers

Sterile Services will migrate completely to its new home on Level Two of the new building with a 'Go Live' date of Friday 6 December 2019. The date has been coordinated with surgical list cycles. The theatre schedule for the move day will be reduced where possible.

Current operating hours for Sterile Services (from 0600 to 2400 hours daily) will continue unchanged.

Radiology Apps training will now begin on Monday 2 December with outpatients being imaged in Christchurch Hospital Hagley. Between 50 and 70 patients are expected daily with appointments between 0800 and 1600 hours. Patients with non-complex needs will be selected for the training.

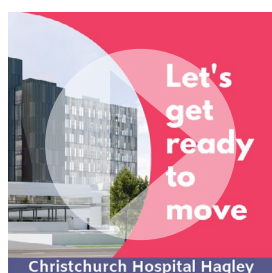
The rest of the plan for the migration to the new building remains the same, with moves scheduled to begin on the morning of Monday 27 January 2020. The moves begin with the Bone Marrow Transplant Unit and Adolescent and Young Adult wards leaving Riverside's Lower Ground Floor for their new home in Ward B6. Ward 26 (Oncology) moves to Ward B5 on the same day. A full breakdown of the moves is available on the [intranet here](#).

Wards will receive detailed instructions closer to the time, with everything you need to know, including what colour label to stick on your boxes.

If you are interested in knowing more about the detail around the moves, please contact your Hagley Operation Transitional representative or email letsgetreadytomove@cdhb.health.nz.

Monthly video update

In her monthly video update General Manager Christchurch Hospital campus Pauline Clark reminds everyone how important it is to get orientation and training for the new Hagley building underway. The Hagley Orientation module is on [healthLearn](#) and needs to be completed before any building tour can be done.



16
weeks
to go

Please affix a Crown Relocations label or tag to **EVERY ITEM** that is to be relocated. The label is the signal to Crown Relocations that the item (which includes crates) is to be moved to Hagley.

Unlabelled items will not be relocated.

LABELLING

Items destined for Ward B6 should be labelled with a **GREEN** label or bag tag

Any item destined for the Shared Store Room on LGF (L.315), should be labelled with an **ORANGE** label or bag tag

At a minimum, the label/tag should include the Hagley space number – these appear in **BLUE** boxes on the floor plans for Ward B6.

Additional information can be added, such as:

Person's Name

Please add the person's name for items being relocated to a specific desk/work point.

Space Name (Optional)

(eg) Clean Utility, Equip Store

Secondary Space Number

Where there are multiple **workpoints** within a space (eg 6235), each **workpoint** has been assigned a secondary identifier – please refer to the floor plan.

Crate with sample sticker and destination room name and number



Add photo of item with bag tag affixed (eg workstation chair)

A snip taken from the move instructions for Bone Marrow Transplant Unit. The detail includes what colour sticker to use for what box depending on where it needs to go. Everything with a sticker gets moved. If it doesn't have a sticker, it remains behind

Let's get ready to move...

Big Shout Out



Liane Dixon
Nurse Educator Theatre



Christine Martin
Services Co-ordinator

... for an incredible job on keeping everyone informed about the Hagley orientation and training, and migration. Your info boards rock. Thank you!

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

A new trial of sensory sleeves is underway

The Burwood Hospital dementia and delirium group has just rolled out a trial of some new 'sensory sleeves'

The team has modified their sensory sleeve from an award-winning concept that has been successfully used in the United Kingdom.

This innovation is in response to the increasing number of people the group is supporting who are living with a dementia or who develop a delirium. The group recognises that coming into a hospital environment can lead to stress, anxiety, boredom and increased confusion.

A change in environment can limit a person's access to the sensory things that help orientate and calm them. For some, these feelings are expressed through the picking and pulling of clothing, skin, wounds, bandaging and furnishings.

A sign of 'busy hands' is often an indicator that the person is seeking some tactile enrichment. Literature tells us that the use of sensory items for those living with dementia has

a positive impact so each of the sleeves has a variety of colours, textures and items for exploring. The concept of using a sleeve removes the risk of an item being put down or falling off the lap and then getting either lost, forgotten or difficult for the person to re-locate. In fact, every staff member who has tried one on wanted to take it home, which shows that sensory enrichment benefits everyone!

With support from many knitting volunteers, Burwood Hospital now has enough sleeves to try different designs and determine what works well. For safety every sleeve will be checked for any items that may need to be removed and from an infection prevention perspective each sleeve used by an individual is gifted to them to keep.

Once the trial has been completed the team will have a good picture of what people enjoy so they can then ensure they are including the favoured textures, colours and extras for the final pattern.

If you would like to know more about the trial and sensory sleeves, contact Dementia Educator [Tracey Hawkes](#).



Sensory sleeves help orientate and calm patients with dementia or delirium

Consumers in forensic service benefit from Te Whare Whetu programme

Te Whare Whetu (House of Stars) programme is bringing knowledge, hope and confidence to consumers in the Specialist Mental Health Services forensic service.

The programme helps consumers build a connection with their kaupapa (Māori ideology), developing their Mihi (speech of greeting) and making connection with their community. This year it ran for six weeks, two hours a week, involving consumers (takata whaiora) from across Hillmorton's three forensic inpatient wards, as well as community forensic outpatients.

It took place in a cultural environment based at Canterbury DHB's Māori Mental Health Services Te Korowai Atawhai and those taking part practised Karakia (blessing), Te Waiata (song), and looked further into whakapapa (genealogy) and learning the basics around Mihi.

Organisers say consumers excelled and their growth from week one to week six was evident and inspiring.

A guest speaker, Clinical Psychologist Annemarie Kingi, spoke about how she incorporates Te Whare Tapa Wha (the four cornerstones of Māori health) into her practice.

Māori Health Promoter Aaron Hapuku spoke about men's health and had an interactive game with mau rakau (Māori weaponry).

Damien Petersen and Matiu Brokenshire from He Waka Tapu spoke about their "Hey Bro" concept and the other services that He Waka Tapu offer in the community. 0800 Hey Bro (0800 439 276) is a number for men to call if they think they are going to harm a loved one or whānau member.

Consumers enjoyed hearing from Māori community providers. One consumer who had completed Te Whare Whetu in the first year it ran came back to give a testimony about his journey and what he needed to do to get through.

Here is a korero (account) from a consumer who just completed the six-week programme this year and gave consent to share this:



From left, Maori Consumer Advisor Dean Rangihuna and Pukenga Atawhai Mike Manahi, Ford Smith and Daryl Beattie

"Learning about Te Ao Māori and Pepeha tells everyone about where you are from, who you are and how you are connected to Mother Earth.

"Learning this about yourself is a big accomplishment and helps you to carry the mana of your ancestors.

"You're not alone. You have your whānau with you physically and in loving memory, in Wairua.

"Once you have this knowledge of yourself it will bring you confidence and help you to go back to a time before things got complicated with drugs and alcohol. A time where you were stable minded and making good choices.

"Learning about your whakapapa can stop you from falling back into your old and bad habits of taking drugs and alcohol. Falling back to the old ways of coping with drugs and alcohol made me lose touch with my whānau.

"To be in contact with my whānau is very important to me with learning my Pepeha.

"Te Whare Whetu has given me the strategies to be one with my whānau."

Get ready for ShakeOut 2019!

It's just over a week until the New Zealand Shakeout – our national earthquake drill and tsunami hīkoi (walk) – next Thursday 17 October at 1.30pm.

Participation in Thursday's [Drop, Cover and Hold drill](#) (or tsunami hīkoi if you're in a coastal area) is optional. However, it's a great opportunity to think about what you'd actually do if a disaster struck, and to make a plan if you haven't already.

Do you know what you'd do if a major disaster happened while you were at work? How would you get home if roads were closed, you didn't arrive to work by foot and couldn't get back to your vehicle/bike, or if public transport came to a halt? How would you get in contact with your family? It's better to think about and plan around these things well in advance of a disaster occurring.



So, make a plan using the Civil Defence Emergency form [here](#). You can also do one for your household online [here](#).

If you have any questions regarding emergency management, please contact Emergency Response Planner [Bruce Hall](#).

To take part in the drill, you can sign up on the [New Zealand ShakeOut website](#).

Horse therapy ponies visit Hillmorton Campus

Occupational Therapist Emma Feringa helped organise a visit from Oakfield Equestrian's horse therapy ponies and their staff to Hillmorton campus as part of Mental Health Awareness Week. The visit brought delight to about 30 consumers and staff on a beautiful Spring day.



A miniature pony providing maximum cuteness at Hillmorton Campus

Adult community mental health staff celebrate Psychology Day

Last week was Psychology Week, an initiative from the New Zealand Psychological Society that aims to increase public awareness of how psychology can help people, families/whānau and communities find ways to increase their psychological wellbeing.

It also aims to raise awareness of the wide variety of roles that psychologists have in the health, justice, corrections, educational and other sectors.

This year's theme was "Living life well" and the psychologists at Canterbury DHB's Adult Community Mental Health service decided to celebrate with an Inter-Team Psychology Competition on "Psychology Day" (2 October).

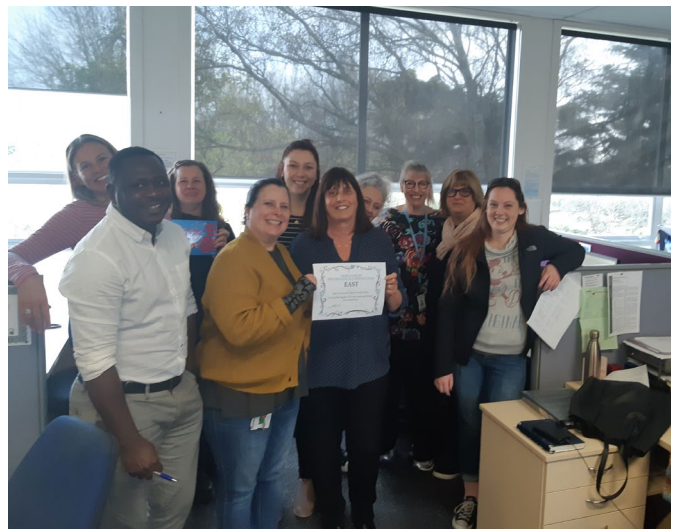
Staff from Totara house and from North, South, West, East, and Rural Adult Community Mental Health Teams competed in three psychology-themed quizzes to win the coveted "Most Psychologically Minded Team" award.

Staff from all teams and across all disciplines competed, with East and Rural Adult Community Mental Health teams being crowned first equal as the "Most Psychologically Minded Team" and West Adult Community Mental Health winning the participation award for having the most competitors.

Talk is already underway on how to top the success of this event for next year.



Andrew Bennet, Matthew Tennant, Franziska Kerdelmelidis, and Paul Davenport from the Rural Community Mental Health Team with their certificate and prize for first equal, "Most Psychologically Minded Team"



Staff from East Community Mental Health Team with their certificate and prize for first equal, "Most Psychologically Minded Team".
Back row from left, Andrea Firth, Maree Christensen, Alesha Harley, Julie Thomas, Rose Warburton, Hazel Norton
Front row, from left, Douglas Tafireyi, Angel Pryor, Paula Wiggins, Nicole Irwin



Staff from the Fergusson building compete in the Psychology Day Inter-team Competition

Grateful patient donates observation monitor

A specialised observation monitor that can also assess electrocardiograms (ECGs) has been donated to Christchurch Hospital's cardiology ward by a former patient.

The man made the donation to Ward 12 as he was very grateful for the care he received when he underwent replacement of his aortic valve in April 2018 by a procedure called TAVI, says Clinical Nurse Specialist Murray Hart.

TAVI refers to Transcatheter Aortic Valve Implantation which involves implanting a new aortic valve by going through the artery in the groin. This avoids the need for open heart surgery. In this patient's case he was able to return home the day after the procedure.

The observation monitor is used for monitoring the vital signs (heart rate, blood pressure, oxygen levels, and temperature) of patients on the cardiology ward, he says.

"In addition it's used specifically for patients who need assessment of their ECG in the Chest Pain Unit/Atrial Fibrillation Clinic on Ward 12."

The Ward 12 monitors have all been given names and this one has been named after the man who donated it, Murray says.

The Chest Pain Unit and Atrial Fibrillation Clinic see low-risk patients who are discharged early from hospital and then return to the ward for review the following business day. The Chest Pain and Atrial Fibrillation pathways benefit low-risk patients presenting with chest pain and atrial fibrillation by avoiding overnight hospitalisation.

The newly donated monitor allows vital sign and also ECG assessment of patients who are returning to the ward for review following early discharge as part of two clinical pathways. Previously an outdated monitor was used, says Murray.



Clinical Nurse Specialist Murray Hart and Ward 12 Registered Nurse Sharyn Kitchen with the observation monitor

Always on the go? Take Healthinfo with you

HealthInfo is Canterbury's go-to site for information about your health.



Hospital play specialist achievement

Congratulations to Jemma Thomas who has recently become a Registered Hospital Play Specialist.

Jemma started working in Christchurch Hospital's Activity Room in 2017, as a fully Registered Early Childhood Teacher. Since then she has completed over 3000 hours of on-the-job training and produced case studies, which were put forward to the New Zealand Hospital Play Specialist Registration Committee to assess and grant her the registration.

"I am very proud to become a Registered Hospital Play Specialist," Jemma says.

"The process was challenging at times, but I have a great team of hospital play specialists who have supported me during the process. I really enjoy building relationships with the children and their families that I work with, and seeing children's self-belief flourish with my support."

Jemma works in several areas of Child Health including Ward 21, Ward 22, and the Paediatric High Dependency Unit but most of her time is based in the Children's Haematology and Oncology Ward. At present only one other team member is registered with others working towards their registration.

The Hospital Play Specialist Team say they are very proud of Jemma and the amazing work she does supporting the tamariki and their whānau.

Hospital play specialists offer children preparation education sessions, distraction during procedures, and use therapeutic

play activities to help children cope with any pain, anxiety or fear they might experience during their time in hospital. These interventions are offered in a way that is developmentally appropriate to children and young people, and aim to minimise the impact that hospitalisation can have on children and their families.



Registered Hospital Play Specialist Jemma Thomas



The future of success and development conversations

Many of you will be familiar with iPerform, the platform we've traditionally used to document success and development conversations.

iPerform has steadily declined in users, particularly over the last three years, and at last count there were fewer than 300 users across the organisation. Starting from Monday 14 October we'll discontinue using iPerform and instead have a new service in max. to support the documentation of your success and development conversations.

Regular success and development conversations are important for recognising and acknowledging everyone's contribution to Our Health System and supporting your continuous growth and development. Having the right kind of conversation helps match work aspirations with the current and future needs of the organisation.

We know that people who understand their contribution at work and are supported to be and stay well, are more engaged and make a valuable contribution for the community we serve.

Our new approach, guides, tools and templates have been co-designed



with a range of our people over the past year to ensure they're effective, easy to use and don't waste your time.

We know that our people are under more pressure than ever before and it's because of this that we've made this as simple to do as possible.

Here's what we recommend:

- › At least every 12 months: have a success and development conversation with your people or your manager and set a plan.
- › At least every three months: have a catch up around progress and tweak the plan if you need to. You don't need to record this anywhere, unless you need to change one or more of the goals in your plan.
- › Regular and often: simply check-in to make sure everyone has the

support they need. There's no need to record this because it's an informal chat.

If you're looking for further information we recommend you:

- › Take a look at some of the information available through HELM
- › [Sign up for one of our workshops](#) about how to have even more effective conversations.

Further information will be released over the next week, however, if you have any questions or concerns please use 'Send a Question' on [max. homepage](#) or contact the [HR Business Partnering team](#).

Macawa ni Vosa Vakaviti – it's Fijian Language Week!

Ni sa bula vinaka!

Sunday 6 October – Saturday 12 October is Fijian Language Week!

Fun facts! Did you know...

- › Fiji is made up of more than 300 islands (around 100 inhabited) with a population of approximately 905,000.
- › Fiji has three official languages: Fijian, English, and Fiji Hindi, and has one of the most developed economies in the Pacific.
- › In 2013, there were 14,445 people identifying as Fijian living in New Zealand, 40 percent of whom were born here.



Simple ways you can support Fijian Language Week:

1. Use a Fijian phrase every day this week! Below are a collection of useful words and phrases you can use in everyday situations whether you're at work or at home. It doesn't have to be complex or complicated, tovolea mada – why not give it a go?
2. Get out and about! Pop along to these community events celebrating Fijian Language Week, everyone is welcome!
 - › Fijian Family Times – Fiji stories, songs and performances
1–2pm, Saturday 12 October
Tūranga, 60 Cathedral Square
 - › Family Makerspace – Make a Fijian Salusalu (garland)
2.30–4pm, Saturday 12 October
Tūranga, 60 Cathedral Square

You can find more information and useful resources on [Fijian Language Week here](#).

Useful phrases

Greetings	Ni sa bula vinaka
How are you?	Va cava tiko?
I am well	Au bulabula vinaka tiko
Thank you very much	Vinaka vaka levu
Goodbye	Moce
Where are you going?	O lako ivei?
I am going to...	Au lako tiko i...
Come in	Curu mai
Yes	Io/sa donu
No	Sega
Awesome!	Totoka
Great!	Wananavu
Give it a go	Tovolea mada

One minute with... Sue Brown, Public Health Nurse

What does your job involve?

Public health nurses (PHNs) in Canterbury are a community-based nursing service that support and advise on children's health needs in both the school and the home. In working with families, we provide support, advocacy and links with other services such as liaising with general practitioners (GPs), specialists and other service providers. We also do B4 School checks on behalf of some GPs, tuberculosis vaccination programmes and a school-based vaccination programme for Year 8 students. Another aspect is providing student youth health clinics in schools. As a PHN with 17 years' experience I am a Care and Protection Advisor for our service to support colleagues who are working with vulnerable children and their families in a child-centred operating model whereby we aspire to promote and protect the rights of children and young people. As part of working with vulnerable children I am also a Gateway Assessor and a Lead Professional for the Children's Team.

Why did you choose to work in this field?

I had worked in the community doing various nursing roles before becoming a PHN and I believe that if we can educate and help parents and caregivers be the best they can, we may then make a difference. Our children are, at the end of the day, our future. Due to the inequalities and challenges that some children in our community face from the beginning of their lives, education of the whānau is how we can implement and bring about long-lasting and effective change for those children's lives.

What do you like about it?

I work with some wonderful children, families and schools, and I love trying to work together as a team to make positive changes that will really improve the child's life. The variety is amazing. No two days are alike and the days are never quite long enough.

What are the challenging bits?

I never seem to have enough time to meet the needs of the children and their families that are referred. The bureaucracy and the paperwork are necessary but challenging. I feel that the important hands-on work that needs to be achieved by our team is reduced because of the time-consuming paperwork requirements.



Who inspires you?

Every parent that I work with who is doing the best they are capable of for their child. Dame Sue Bagshaw with her amazing energy and vision for our young people in Canterbury.

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

These are integral to my role.

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

Me! I am a Friend of the Emergency Department (FED) and make many, many cups of tea!

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

At home surrounded by my husband, my children, their partners and grandchildren.

What do you do on a typical Sunday?

Go for a walk or bike ride with my husband Graham.

What's your favourite food?

Everything except baked beans.

And your favourite music?

I adore musicals.

Canterbury Grand Round

Friday 11 October 2019 – 12.15-1.15pm, with lunch from 11.50am. All staff and students welcome.

Venue: Rolleston Lecture Theatre.

Speaker 1: Oliver Hunt, Medsalv.

"Medsalv – Sustainability in the New Zealand Healthcare Sector"

When is a single use device not a single use and what are the methods and procedures to make it so and make healthcare more sustainable?

Speaker 2: Jeremy Hornibrook, ENT.

"Vocal Fry as a New Voice Fashion"

An intermittent low rough sound called vocal fry is common in normal speech. Intense, sustained vocal fry has become a fashionable voice feature of American, British and New Zealand young women. Its significance and possible reasons for it are discussed.

Chair: TBA

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

Video conference set up in:

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

Next Grand Round is on Friday 18 October 2019 at the Rolleston Lecture Theatre.

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

Something For You

Something For You is Canterbury DHB's employee benefits programme.

The deals offered are from the Canterbury business community to say thank you for all that you do. You can access all your deals right [here](#). Remember, you'll need your Canterbury DHB ID badge to claim these deals, so be sure to take it along with you.

Pure Hair

Treat yourself to 15 percent off any service from Pure Hair – a sustainable, natural, and organic hair salon for men and women.

Miles Continental

If you're in the market for a new vehicle, head into Miles Continental and receive 10 percent off all new Volkswagen and Skoda vehicles.

Christchurch City Council Gyms

Get 20 percent off pool and gym memberships at any CCC facility (Jellie Park, Pioneer, Graham Condon, Taioia QEII).

Eclipse Travel

Plan a trip to Latin America, Africa, Antarctica or the Arctic with Eclipse Travel and receive special rates. Find out more booking information under the [Lifestyle and Entertainment section here](#).



Check out [Something For You on the intranet](#) for more information on these deals and more.

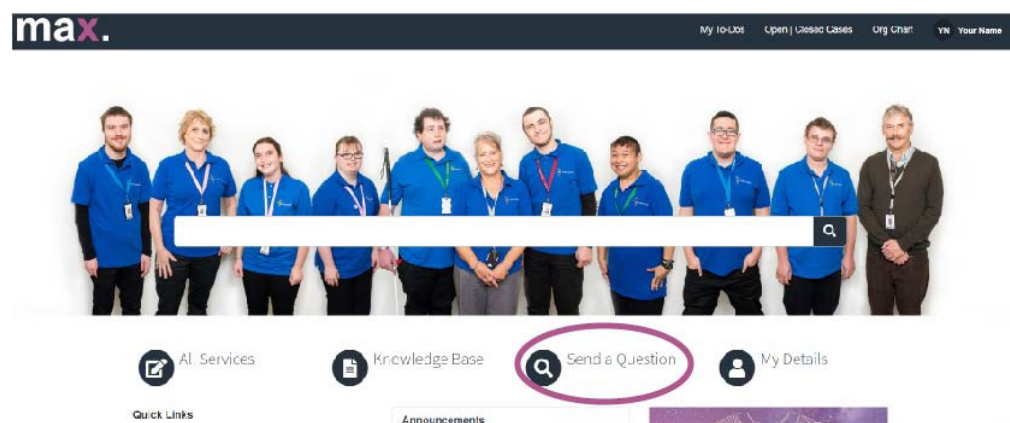
Do you need a hand with max.?

Canterbury DHB has a dedicated service hub of max. experts (max.perts) to help you with everything max.-related.

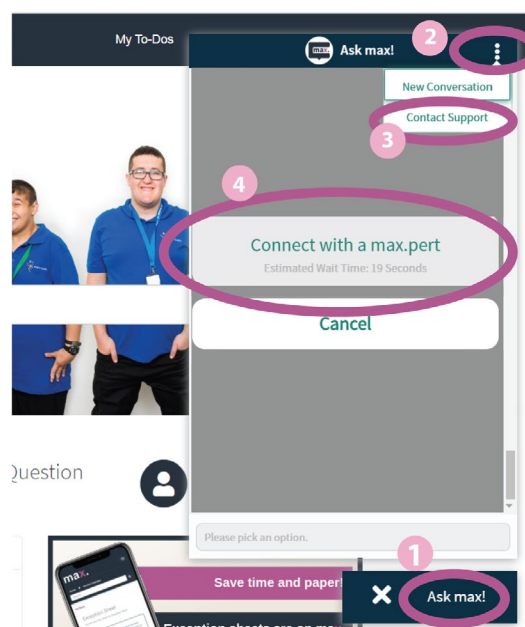
From troubleshooting to training, the max.perts are here especially to ensure you can make the most out of max.

The max.perts can be contacted by:

Clicking **Send a Question** under the main tool bar



Using max. chat

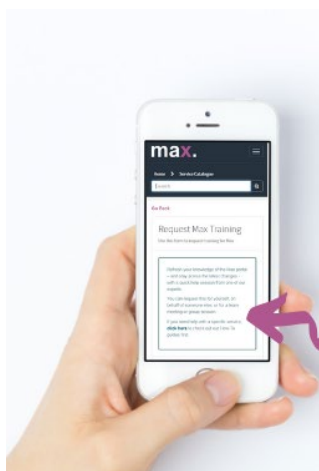


Open max.chat at the bottom of your max. homepage and click the three dots in the corner. Then click Contact Support and Connect with a max.pert.

You can contact the max.perts for one-on-one or group training, or simply to come and give your team an update about what's new, and listen to any feedback you might have about existing services, and the ones you'd like to see next.

NEED A HAND WITH MAX?

SEARCH "REQUEST TRAINING" TO BOOK ONE-ON-ONE OR TEAM SESSIONS



Seminar: Cannabis Decision 2020

18 October 2019 from 16.30–18.30

Rolleston Lecture Theatre,
University of Otago Christchurch,
2 Riccarton Ave, Christchurch

Next year's referendum on cannabis legalisation is a historical decision that will lock in New Zealand's approach to cannabis for years to come. Many people have told the University of Otago they are looking for balanced information on the different cannabis law reform options, including how different reforms have worked out overseas.

Join the University of Otago for this free seminar to hear from five leading international experts from the United States, Uruguay, Europe, Australia and Canada speak about the cannabis reforms enacted in their respective countries.

You can register for this free event [here](#).



Feedback from PHARMAC's consultation on managing fairer access to hospital medical devices

PHARMAC's consultation on managing fairer access to hospital medical devices was open from early March until the end of June 2019. During this period PHARMAC held promotional forums at all 20 DHBs.

The [feedback summary](#) from this consultation is now available.

PHARMAC received 74 submissions from a range of DHBs, professional organisations, health consumer organisations, suppliers and others.

The main themes were the:

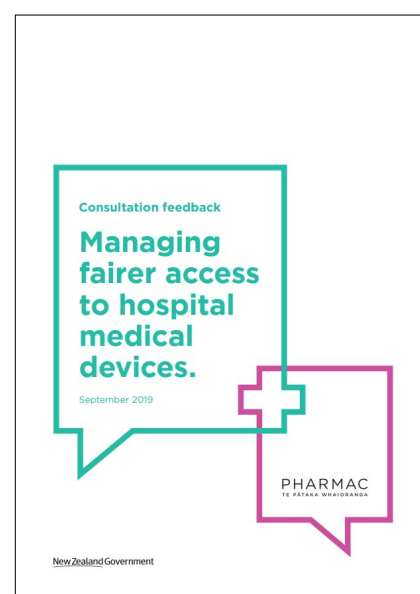
- › need for transparency
- › differences between medicines and medical devices
- › importance of appropriate expertise in decision-making.

Other themes included timeliness of decision-making and the need to take all relevant factors into account.

PHARMAC will consider all the feedback it received during

consultation as it determines the next steps.

In the first half of 2020 PHARMAC will engage further on operational details and announce an implementation timetable for the PHARMAC management of hospital devices. The "fairer access" approach will not start until 2021 at the earliest.





World Sight Day 10.10.2019

*Created by Anjali Rigby, Orthoptist,
Canterbury Eye Service*

The white cane is a universally recognised symbol of blindness. However not every blind/visually impaired individuals will use a cane. A cane is a tool to make an individual's life easier. However at the end of the day it is a personal preference.

WHITE CANE



Yes vision loss can limit you in some ways- however for every challenge there is almost always a solution. Particularly in the day and age of technology and with advice on adaptation blind and vision impaired people can live independently.

NO

INDEPENDENCE



Guide dogs are highly trained animals that assist visually impaired people particularly with mobility. However they do require extensive care like any animal and are not suitable for every blind individual

GUIDE DOG



90% of individuals classified as legally blind have some usable vision. Therefore it is very rare to see nothing at all.

Can't see ANYTHING

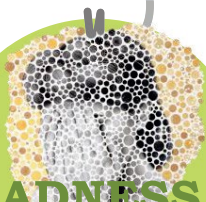


What does blindness mean to you?

As a vision impaired person and an eye health professional, I'd like to challenge some of the misconceptions and ideas surrounding vision loss. This reflects my personal experiences and views and does not represent every individual's experience.

SADNESS

This is definitely an emotion that occurs during or after vision loss. However this is just one small component. There are many more emotions experienced, more representative of the stages of grieving. It is a very individual experience.



SUPER-HUMAN HEARING

Senses such as hearing do not improve in quality, rather the brain is able to focus more attention towards one sense without the additional visual stimulation.



SYMPATHY

Feeling sympathetic towards a blind individual is a commonly expressed and well intentioned emotion. However it is also a form of judgement on a person's quality of life. Many blind and visually impaired individuals are leading fulfilling and happy lives.



FEAR

A lot of people's worst fear is going blind. However I think this fear relates to the various misconceptions about vision loss and a fear of the unknown. It's a natural fear but not one that is insurmountable.



7 October 2019



Annee, recipient



NEXT BLOOD DRIVE



Chch Hospital – Annex Room
by the Great Escape Café



Wednesday 9 October
10:00am – 3:00pm

Please book your appointment to be a Lifesaver.

Remember to **eat & drink plenty before donating** & bring your donor card or photo ID.
Eligibility criteria applies – please read the **Blood Donor ELIGIBILITY Checklist** or do the Am I eligible? quiz on our website. Also, check the online Travel information.

0800 448 325
www.nzblood.co.nz

To donate, contact us today to book your appointment.

Download our app now





CYBER SMART WEEK
14-18 OCTOBER 2019

Are you secure online?

**No one
would
target
me...**

**MAKE
SURE
OF IT.**

Check your privacy settings.
cert.govt.nz/cybersmart

New Zealand Government

