



# ceo update

## Monday 26 January 2015: Global interest in our health system

2015 has got off to a flying start and we've already hosted a number of international visitors from health systems wanting to learn more about what has been achieved in Canterbury. They are keen to take away the template and develop a similar whole-of-system approach in their own part of the world.

Last week we welcomed visitors from Western Sydney in Australia and Ontario in Canada who wanted to learn more about integrated care, our outcomes framework and how alliancing works in practice – and how to get started.

This week we hosted a delegation from Qatar. The group of 10 people were here on a follow-up visit for two days looking at how an integrated system works, how alliancing contributes to it, how strong community-based services can contribute to reducing acute demand, and the importance and benefits of ensuring best practice, equitable access and standardised care through the use of HealthPathways.

I was fascinated to learn more about the challenges faced in the Qatar health environment. While very different to our own situation, there are similarities in terms of ever increasing demand, always wanting the best outcome for patients and of course, value for money.



*Nicola Dymond from the Qatari delegation and Carolyn Gullery, GM Planning and Funding.*

Qatar's population of 2.5 million is growing by 20,000 people each month – largely due to the massive infrastructure and construction work underway. Many workers fly in from the Indian sub-continent and The Philippines to work on roading and construction projects. At one of their acute hospitals, they see about 1500 patients a day – and those patients enter the department via one of five entrances: Muslim Women; Muslim Men; See and Treat; All Other Women; and All Other Men. It's not unusual to see six fatalities from a car accident as wearing seat belts isn't such an accepted practice as it is in NZ. Obesity, diabetes and heart disease are also big issues in the State of Qatar.

The Qatari delegation first heard about Canterbury after the publication of [The Kings Fund Report](#) on our health system.

Next week I'm looking forward to hosting the Minister of Health from Tasmania – Tasmania was one of the first Australian Territories to adapt our HealthPathways model. It's now used in over 14 jurisdictions in Australia which provides care for more than 12 million people.

Also in my diary over the coming weeks are visits from people from Alberta Canada and the NHS. Even the World Bank are in on the action – they've commissioned someone to research and write a paper on our way of working – with a focus on person centred health care. This will be used for their work with other countries such as China, whose health systems are under enormous pressure facing an ageing population and increasing demand.

### Seeing our system

This week's visitors were particularly impressed by the data we are now capturing and the visibility we have, often in real time, about exactly what's happening in our system – they were taken by the fact that our communication and relationships with primary care are such that we work together to smooth demand on facilities when we experience a peak in either ED or at the 24 Hour Surgery in Bealey Avenue.



The group's leader, Nicola Dymond, said they were keen to come to Canterbury as our health system has an international reputation as world-leading when it comes to innovation, collaboration and getting results.

Special thanks to the team at the Design Lab and Vince's team at Pegasus Health for making the time to share their wisdom and learnings.

It's refreshing to start the year on such a positive note.

David Meates, Chief Executive Officer

*Right: Some of the members of the Qatari delegation.*

### Burwood

Concrete pours are continuing at the rear of the site, whilst the Back of House building construction now enters the home straight with external access and roading work.

*The photos below compare the scene at the Back of House on 23 January 2014 (top) and 22 January 2015.*



### Christchurch

This week a crackerjaw has made short work of the building at 41 St Asaph Street (see photo on following page). The work is not affecting access to the rear of the Labs building or to 33 St Asaph Street.

Work is continuing on the secure cycle parking area at the front of the hospital site, next to the water tanks. Extra motorcycle and scooter parking is being looked into at the eastern end of the site, near the river, to replace parking that has gradually been lost at the rear of the hospital sites. We will let you know when this is available.

*Continues on the following page...*





A reminder to staff to please avoid being dropped off or picked up from work at the main front entrance to Christchurch or Christchurch Women's Hospitals. This is because the main entrances are now very busy with patient traffic and shuttle buses. A nearby alternative is Oxford Terrace, which is now much quieter since the City Council made its roading changes. There is also new p120 angled parking along Oxford Terrace.

Left: A crackerjaw has made short work of the building at 41 St Asaph Street.

## New maternity services information

CDHB Maternity Services have a new website.

The upgraded web pages, within CDHB's wider website, provide information on all CDHB's maternity facilities and services, and have numerous links to useful external websites and internal CDHB information. Links throughout the site to other relevant parts make for a cohesive network of information and easy navigation.

The project to revise and expand the CDHB Maternity Services website emerged out of a goal of the Maternity Quality and Safety Programme (MQSP) to improve communications for maternity consumers.

The project team was led by Administrator, Safety & Quality Unit, Women's and Children's Health, Colette Meehan, and comprised MQSP Co-ordinator, Dr Lesa Freeman, Charge Midwife Manager, Bronwyn Torrance, Lead Maternity Care Midwife Liaison, Kelly Dorgan, and a Consumer Representative, who each helped guide the design requirements and content development, in conjunction with Webmaster, Matt Elliott.

The aim of the new site is to provide pregnant women in the CDHB region with an all-inclusive, comprehensive range of consumer information from the time of early pregnancy, says Colette.

"The information is engaging and useful, and promotes keeping mother and baby safe and healthy during pregnancy and childbirth."

The project team wanted to emphasise important messages, such as encouraging women to register early with a midwife, and encouraging women with low-risk uncomplicated pregnancies to consider birthing at a primary birthing unit.

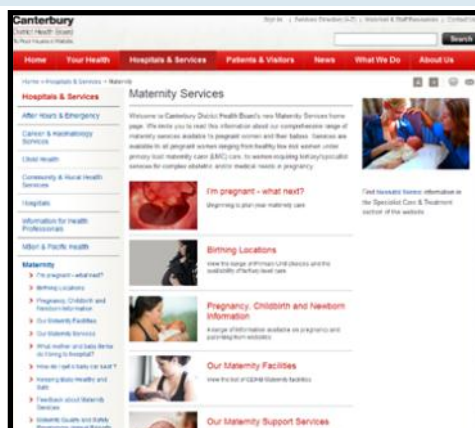
It answers common questions, such as what mother and baby items to bring to hospital, how to get a baby car seat and how to access the various support services available.

The recently developed Maternity Services Feedback form 'We care about your care' is available as a download or an online survey to enable women to provide comments on their experiences with the service. Past years' MQSP Annual Reports are also available for interested readers.

Christchurch Hospital General Manager, Pauline Clark says it is great to see the site up and running.

"Congratulations to the very hard-working team who pursued the dream."

Find the [Canterbury DHB Maternity Services website](http://www.cdhb.health.nz)



# ceo update *Bouquets*

## **Ward 20, Christchurch Hospital**

I have never experienced the level of care and kindness before in any hospital as I have on Ward 20 this week. The day starts with a bright smile and 'good morning' from I believe she is a receptionist or desk manager. The nursing staff made me feel included in my care and made sure I understood every procedure....each of them gave me kind and caring care. I look forward to the next shift all week to 'catch up' with all the staff.... Sure hope the CDHB realises what a gem of a team they have on Ward 20! I am also blind in one eye and have very low vision in the other. My nurses also considered how this might affect each thing that needed to be done, ie always mindful of how glare/lights might bother me.

## **Cardiac Department—Christchurch Hospital**

My wife and I would like to express our grateful thanks to the Cardiac Department at Christchurch Hospital for the wonderful service and care she has been receiving at home for the past 3/4 months in particular from Cardiac Clinical Nurse Specialist Julie Chirnside who has been outstanding. Also the arrangement for the Nurse Maude services to attend daily for infusion changing and taking of blood samples, they too have shown us great care and consideration. We feel very privileged to have such a first rate health service, we cannot speak too highly of....Cannot be faulted.

## **Emergency Department**

I'm writing to pass on my sincere appreciation for the quality of care and attention I received from the team in the ED unit at Christchurch Hospital last Saturday night. I had been concerned at a continuing pain in my chest during the course of Friday and Saturday and went to the ED unit on Saturday evening. I suspected the cause of the pain might have been muscular but feared it might have been more serious. I was somewhat reluctant to go to the hospital because I didn't want to waste their time on what was a busy night. From the moment I presented myself I found the quality of the care to be of the highest order: from the triage nurse at the counter who quickly allayed any misgivings I had about "wasting their time", to the nurses who took the blood tests and monitored the various tests, to the doctor who was empathetic and took the time to explain what was going on, to the radiologist who took the x rays...all were models of thorough health professionals. It turned out, thankfully, that the problem was not cardiac and the final diagnosis, after three hours of tests was that it was a muscular problem and I was able to go home late on Saturday night. I spent three or four hours in the ED unit and was able to observe the significant workload that the doctors, nurses and ambulance staff faced. I have nothing but praise for what I saw. They were dealing with a wide variety of patients, some of whom were aggressive and extremely difficult. But the professionalism of the staff never wavered and they treated everyone equitably and efficiently. I would be grateful if you could pass on my thanks to the staff for their care and my congratulations to them for their unwavering professionalism. It's great to see that our public health system is in such good heart.

## **Children's Wards—Christchurch Hospital**

My daughter recently had surgery to treat her broken arm and she needed to stay for two days. She received really good treatment. I really appreciated the playroom, the never-ending ice-blocks, the clowns and the teddy bear. This all really cheers up the children.... Showers and the tea-room for parents are great too. She was monitored physically and mentally too, which I think is excellent. She was asked what she feels if she needed to go back [to hospital] and if there's anything that she was scared of or did not like.....

## **Park and Ride Shuttle Service**

The shuttle service is genius! Great idea.

## **Ward 10—Christchurch Hospital**

Very very lovely nurses,  
Treated very very well with  
respect and caring  
Great attention to detail and  
patient needs,  
Come quickly to help,  
Wish I could stay here  
forever  
A real privilege to be looked after.





# ceo update

## Hospital community valued aspect of job

Working in the hospital community has been one of the best things about her long career with CDHB, says Medical Secretary Geraldine Hazlett.

Geraldine retires on January 29, after 27 years, eight months, in the role. She has worked in Burwood Hospital's Spinal Unit, and Christchurch Hospital's Oncology and Respiratory departments. Prior to that she worked briefly for the former North Canterbury Hospital Board, before taking time out to have a family.

"I like it because you are part of the whole health team and there is a real community aspect to it. You really get to know people, especially when you have been here a long time."

In the 1960s Geraldine worked in Royal Perth Hospital, Royal Melbourne Hospital and the Alfred Hospital and found she really liked the hospital environment with its constant activity.

"If I worked in another type of office I don't think I could cope – they seem so quiet in contrast."

She had particularly enjoyed working in Respiratory Services as the job involved organising clinics, dealing with patients and liaising with other departments and consultants.

"Your brain is going the whole time," Geraldine says.

Clerical Team Leader, Respiratory Services, Marie Campbell, said Geraldine had been a valued and respected member of the respiratory team and will be missed by the doctors and administration staff alike.

"We will miss her chatter and quirky mannerisms as well as her commitment and professionalism in ensuring that patients get fair and appropriate treatment. We wish her well in retirement and hope she enjoys life to the full with her grandchildren, family and travel."



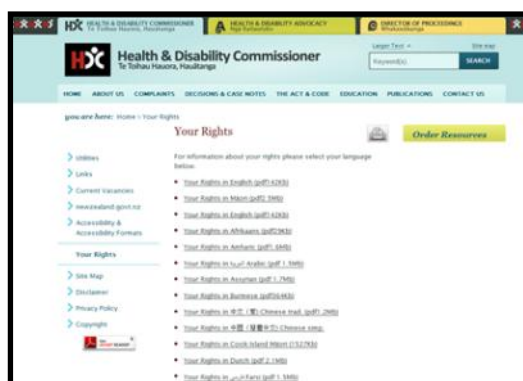
Medical Secretary, Geraldine Hazlett.

## Health and disability services consumer rights - now available in over 40 languages

The Office of the Health & Disability Commissioner has translated health consumer rights information into many languages including Māori, Chinese, Japanese, Korean, Hindi, Spanish, Portuguese, Somali, French and German.

Health consumer rights pamphlets can be downloaded or printed from the Health & Disability Commissioner website [www.hdc.org.nz/utilities/your-rights](http://www.hdc.org.nz/utilities/your-rights)

A link is also published on the CDHB website [www.cdhb.health.nz/Patients-Visitors/Pages/Your-Rights.aspx](http://www.cdhb.health.nz/Patients-Visitors/Pages/Your-Rights.aspx)





## HAND HYGIENE SNAP SHOT OF A NURSE...

### #GLOVESOFF

Yes, always clean hands when removing gloves.

Evidence shows that potentially infectious germs can transfer from and to the wearer's hands via tiny holes in the gloves.

Contamination on the wrist, fingers or hand can also occur even on careful removal of gloves.

The wearing of gloves does not remove the need for Hand Hygiene.

## Midwife, Nurse Practitioner (NP), and Nurse Initiated Radiology Referral

If you are a Registered Nurse or Midwife and are referring or wish to refer patients for radiology examinations performed by CDHB Radiology, you will need to follow the [Midwife, Nurse Practitioner and Nurse Initiated Radiology Referral Policy](#).

This policy recognises the evolving role of Midwives, NPs and Nurses in the provision of healthcare at CDHB and the associated need for them, in approved circumstances, to be able to complete radiology referrals for imaging or simple imaging guided procedures in order to expedite the clinical assessment and management of patients.

The policy outlines the need for your service to have a standing order or service specific policy agreed with the Radiology Service. This must clearly define the circumstances under which, or indications for which, you can refer, and identify who will take responsibility for the associated reports.

Radiologists remain ultimately responsible for ensuring that any examination undertaken is justified, and that an appropriate imaging investigation is performed. This is a requirement of the Radiation Safety Act.

In addition to having a standing order/service specific policy to work under you will need to:

- have completed [The Midwife, Nurse Practitioner and Nurse Initiated Radiology Referral](#) package on healthLearn,
- have authorisation from the Clinical Director or Chief of your service
- have authorisation from the Director of Nursing/Midwifery (where applicable)

## Staff Wellbeing Programme: Yoga/ Zumba / Pilates Classes

### Yoga, Pilates, Zumba – 2015 classes

2015 classes are resuming in late January and early February at main hospital sites. Details of classes are currently being updated on the [Staff Wellbeing Programme intranet page](#). This process will be completed by Friday 30 January. Until then most of the 2014 information on the intranet site remains accurate (check with instructors directly if you're unsure).

Select [poster](#) to view further details about Pilates at Christchurch Hospital.

### Help needed to run Mindfulness sessions at Christchurch Campus

No previous knowledge of mindfulness necessary – you just need to be available for 30 minutes each week to set up and play a CD track on mindfulness in the Chapel.

Andy Hearn, Staff Wellbeing Coordinator would appreciate hearing from anyone who'd be happy to run mindfulness teaching/practice sessions for beginners. Times/dates/frequency totally negotiable. Andy's contact details are below.

Reduce stress, boost self-esteem, increase energy levels, Improve muscle tone and strength, AND improve sleep!

# PILATES

CDHB STAFF WELLBEING PROGRAMME

Wednesdays, 4.30pm-5.15pm

Classes in the LOUNGE OFF THE GREAT ESCAPE  
Christchurch Hospital  
\$10 per class

Suitable for ALL Fitness Levels  
(YES even total beginners!)

Pilates offers so many health benefits that improve both your body and mind, including a rock solid core (core stability, protect your back!), improved posture and flexibility, toned muscles and increased strength.

It reduces stress and toxins by improving circulation, and teaches you overall body awareness and control.

Contact Lisa Hansen to register your interest

Call/text: 021 171 5777

Email: [lisa.hansen.design@gmail.com](mailto:lisa.hansen.design@gmail.com)

[facebook.com/HARDCOREFITNESS.CHCH](https://www.facebook.com/HARDCOREFITNESS.CHCH)

## Free Counselling available for all staff – EAP Services

For more information [click here](#) or visit the [Staff Wellbeing Programme intranet page](#)

**Canterbury**  
District Health Board  
Te Haukei Rau Te Haukei Rau

**Richmond**  
District Health Board  
Te Haukei Rau Te Haukei Rau

### Need help with Earthquake Issues?

Free Earthquake Support Coordination Service

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

Earthquake Support Coordinators can:

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

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

The support provided is based on your individual circumstances.

For advice or to request an Earthquake Support Coordinator:

Call: (03) 371 5598  
After hours assistance available  
or  
Email: [earthquake.support@cdhb.org.nz](mailto:earthquake.support@cdhb.org.nz)

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

### Need help with earthquake issues?

Free Earthquake Support Coordination Service for CDHB staff and their families. Select the [poster](#) for further details.

### Andy Hearn

Staff Wellbeing Coordinator, Canterbury and West Coast DHB

Phone: 03 337 7394 | Ext: 66394 | Mobile: 027 218 4924

[andy.hearn@cdhb.health.nz](mailto:andy.hearn@cdhb.health.nz)



## National Hand Hygiene Audit Results July – October 2014

Inappropriate use of non-sterile gloves has been identified as one cause of MISSED hand hygiene opportunities and rates highly as one of the barriers to excellent hand hygiene practice



## One minute with... Di Brown, Charge Nurse Manager (CNM), Ward 16 and Surgical Assessment & Review Area (SARA)

### What does your job involve?

I manage the day to day running of the ward, including managing patient flow for our acute and elective admissions, liaising and communicating with the medical and allied health teams and addressing patient/family concerns. Managing a staff roster to ensure the ward is appropriately staffed. Recruitment of staff. Staff performance appraisals. Organising professional development, continuing education for staff. Investigating incident reports. Maintaining a safe working environment. Managing a budget. Reviewing audits and key performance indicators. Development and implementation of new projects/policies. The list could go on....

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

I have always loved nursing and been a strong leader. I was a Registered Nurse on Ward 16 for seven years prior to becoming the CNM and it just felt like the right thing to do.

### What do you like about it?

Working with such a great bunch of people, we have a wonderful team who are focused on delivering quality patient care at all times. In this role I am able to engage and look at ways we can improve our service and focus on improvements that allow nurses to have more time at the bedside and ultimately improve patient care. I enjoy that we can make a difference for people, we work closely with the medical and allied health teams to ensure the patient has as positive experience as possible during their stay and once discharged home.

### What are the challenging bits?

One year into my role as a CNM and I would say the challenge has been coping with the complexity of the job and the many different aspects involved in managing a busy surgical ward. I often feel torn between the leadership aspects of the job and the management aspects and wanting to spend more time leading, rewarding staff for their achievements and initiating and driving changes to improve practice. Being able to split time more evenly between leading the team and managing the team has been the challenge.

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

There are a number of people I admire for what they do within this organisation. But honestly I admire all my staff for the endless hard work they put in every day of the year, and for doing it with a smile.

### The last book I read was...

Night road by Kirsten Hanna.

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

Gosh... A little seaside village in Italy, Croatia or Turkey... Not fussy!

### My ultimate Sunday would involve...

Taking our boat up the river for a picnic lunch and reading a book in the sun while my husband catches me a fish for dinner.

### One food I really dislike is...

Not that keen on yams but I am pretty much a lover of food.

### My favourite music is...

Anything really, don't have a favourite.

### If you would like to take part in this column or would like to nominate someone please contact

[Naomi.Gilling@cdhb.health.nz](mailto:Naomi.Gilling@cdhb.health.nz).



## National Hand Hygiene Audit Results July – October 2014

When gloves are removed, the proportion of hand hygiene opportunities that were MISSED: The National audit had 11.4% MISSED opportunities.  
**CDHB audit had 18% MISSED opportunities.**





## Recruitment Team Update

### The Recruitment Team is on the move!

On **Friday 30 January** the recruitment team will be packing up and moving — during this time they will be unavailable via telephone or email, however for urgent requests, please contact the Recruitment Team Leader, Sarah Carnoutsos, on 027 472 7113, or email [recruitment@cdhb.health.nz](mailto:recruitment@cdhb.health.nz)

Things move fast in recruitment. That's why we're on:



[LinkedIn](#)



[Facebook](#)



[Twitter](#)

We'd love you to join us and share, like, or retweet our posts.

Want to know more about roles available at the Canterbury District Health Board?

Visit <https://cdhb.carecentre.net.nz>

### Registrations open for seminar

Clinical Nurse Consultant, Tracy Nowicki is visiting New Zealand from Prince Charles Hospital, Queensland, Australia, next month to present seminars on bariatric care, with a strong focus on patient safety.

She covers the areas of bariatric care, pressure injuries reduction and also has an added passion for reducing falls injuries.

The Christchurch seminar is at Christchurch Hospital's Oncology Lecture Theatre on 20 February.

Seats are limited, so please register as soon as possible.

Registrations can be made by:

Emailing: [rental@activehealthcareessential.com](mailto:rental@activehealthcareessential.com)

By phone 0800 331 332

Faxing 0800 111 311 or

Online at [www.activehealthcareessential.com](http://www.activehealthcareessential.com)



[Click on the poster for more details.](#)

### Want to know more about PICS? The next Open Office is at Hillmorton Hospital

**Subject:** Patient Information Care System (PICS) - Open Office Session at Hillmorton Hospital

**When:** Thursday 29 January 2015, 9.00am - 12.00pm

**Where:** Hillmorton Lecture Theatre, Building 21

Whether PICS is new to you or you have been to a demo or an open office before, anyone who has any questions or would like to know more is welcome. In this informal setting, your questions are given individual attention. Screens related to inpatients will be covered from 9am and outpatients from 10.30am.

If you are interested in joining the CDHB PICS Project team as a Super User, this is a good opportunity to meet some members of the team and get a closer look at the system. See more information on the PICS intranet site here:

<http://cdhbintranet/corporate/PICS/SitePages/Home.aspx>

## WE NEED NEW DONORS WILL YOU LEND AN ARM?

Please bring your arm to our blood drive at

### Christchurch Hospital

Annex – Great Escape Cafe

Tuesday 27th January

10am – 3pm

Please make an appointment at

0800 GIVE BLOOD (0800 448325) or [www.nzblood.co.nz](http://www.nzblood.co.nz)

Please remember photo ID or donor card



0800 448 325  
[www.nzblood.co.nz](http://www.nzblood.co.nz)

**NZBLOOD**  
te Raukanga kōwhiri o Aotearoa

## Donors wanted

**We need new donors!** Will you lend an arm? The next Christchurch Hospital Blood Drive is on Tuesday 27 January 10am-3pm Great Escape Café- Annex Room. Please make an appointment at 0800 GIVE BLOOD or at [www.nzblood.co.nz](http://www.nzblood.co.nz). Remember your photo ID or Donor Card. Many thanks for helping save lives!

## International Medical Simulation Symposium - 28 April 2015, Christchurch

Interested in simulation? You are invited to attend a one day Medical Simulation Symposium being held at the Rolleston Lecture Theatre, University of Otago, Christchurch on Tuesday 28 April 2015. Information regarding programme, speakers and online registration can be found at [www.otago.ac.nz/mss-2015](http://www.otago.ac.nz/mss-2015). Cost for the day is \$57.50 (incl. GST) and includes catering.

## Invitation to women in science

Women who work in science, study science or are generally interested in science are invited to a networking event organised by the Christchurch branch of the Association of Women in Science (AWIS).

Those attending can meet the new Christchurch branch convenor, Kimberlee Jordan, and Catherine Smith from Futureintech, who will speak about inspiring the next generation of female scientists.

Attendees will also be canvassed on what type of events they would like to see AWIS convening.

The event is on February 2, starting at 5.30pm in the BNZ lounge at EPIC (106 Manchester St).

Drinks and nibbles will be provided.

RSVP before Friday 30 January to [Kimberlee.Jordan@callaghaninnovation.govt.nz](mailto:Kimberlee.Jordan@callaghaninnovation.govt.nz)

 **SCIRT** [Read the latest SCIRT news here](#)  
Rebuilding Infrastructure

## The 100th Giraffe!

Hope you had a chance to meet the 100th giraffe made from road cones outside Christchurch Hospital. It's been hard not to bump into these [giant giraffe sculptures](#) standing tall on the streets, parks and public spaces of Christchurch and surrounding areas.

The sculptures have now been removed and will be put up for sale at a charity auction on 11 February 2015.

