



David Meates

# ceo update

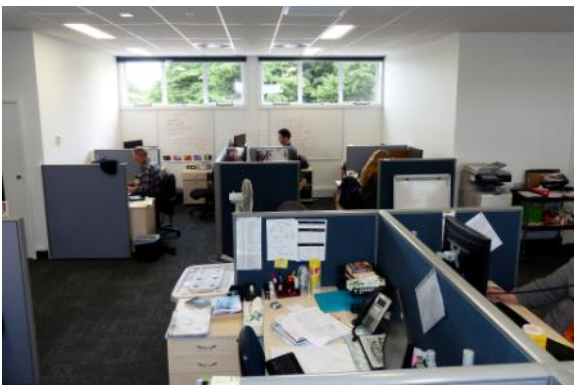
**Canterbury**  
District Health Board  
Te Poari Hauora o Waitaha

## 29 November 2013 - Celebrating 150 years of mental health services in Canterbury

I had the pleasure of attending the opening event of this week's mental health service celebrations. It was an opportunity to reflect on how much things have changed for people who are experiencing a mental illness. Mental health services have changed so much over the years with the move to more community based care and a stronger consumer voice being two of the most positive changes in recent times.

Now more than ever mental health services are a vital service in our health system. I would like to acknowledge the work of our partner non-government organisations who provide an increasing range of services in our community as well as the teams in specialist mental health services who continue to provide the care that is so important.

I'm thrilled to see staff have moved back into the first areas of the Fergusson building to be refurbished following the completion of earthquake repairs. The transformation of the adult inpatient facility has been a long time coming and I want to acknowledge the disruption that staff and patients have had to work with while contractors have been on site. The facilities we have created will leave a legacy for those who come after us.



South Sector team in the Fergusson building



Jenny Hercus and North Sector team in the refurbished Fergusson Building

We are seeing increased referrals to many of our mental health services as the ongoing impact of the quakes continues to affect people in our community. We know there are real challenges ahead. People are still fragile and are going to need our support and services for some time to come. Whether it's your colleagues or clients we need to continue to support each other through the challenging times ahead.

I encourage you to pop in to the 150<sup>th</sup> anniversary family fun day on the Hillmorton site this Sunday. There's a wonderful art exhibition and a host of activities on offer. See the details on page 9.

### Quality Accounts provide snapshot of consumer experience

A snapshot of how the Canterbury Health System is meeting the health needs of the region's people has been released this week.

It is the second year we've produced Quality Accounts which are now a requirement for district health boards throughout the country.

Enhancing the consumer experience is a central theme of the accounts with input from our Consumer Council who help us provide consumer involvement in all aspects of health care. The council is made up of representatives from different ethnicities and interests including disabilities, mental health, older people and those with long term conditions.

Our Quality Accounts 2012-13 are not a full report on every quality initiative at the Canterbury DHB but a 'snapshot' of how partnerships and alliances across the Canterbury Health System are enhancing the way services are delivered.

Story continued overleaf...

# ceo update

This year's Quality Accounts focus on the following 10 areas:

- Improving the consumer experience
- Responding to the needs of Māori and Pacific people
- Enhancing mental health and wellbeing
- Reducing alcohol-related harm
- Managing influenza
- Reducing avoidable hospital admissions
- Preventing patients in our hospitals being harmed
- Improving end of life care
- Embracing quality improvement and innovation and
- Transforming infrastructure and design

The Quality Accounts also include a section about the Canterbury DHB's performance against the National Health Targets and are available in hard copy and on the Canterbury DHB website [www.cdhb.health.nz](http://www.cdhb.health.nz)

Have a read – I hope you enjoy the stories and information about what we are doing to make it better for Cantabrians.

Take care  
David

## Milestone for Neurosurgeon marked in style

Colleagues of Martin MacFarlane, Consultant Neurosurgeon, Clinical Director, Department of Neurosurgery and Clinical Director of the South Island Neurosurgical Service gathered to farewell him recently and wish him well in his retirement.

Martin set up the Neurosurgery Unit at Christchurch Hospital and has become well known in Christchurch. In the last 32 years he has operated on 7966 patients.



## **Support a family – thanks from the Methodist Mission**

*We have received a fantastic response from teams across the CDHB - with many making up hampers for a family and/or older persons. We thank you for your generosity - which reflects to true spirit of Christmas.*

Mary Richardson, Executive Director, Methodist Mission

# Bouquets

## **Ward 24, Christchurch Hospital**

*Lovely nurses (Rachael, Ella) looking after my mum, very supportive. Have also found Leighanne Hughes (consultant) incredible. Amazing manner, takes time to explain, supportive. I couldn't speak too highly of her.*

## **Ward 15, Christchurch Hospital**

*Very impressed by all staff including nurses, doctors and orderlies. Thanks very much.*

*All staff in ward and other staff that have dealt with me have been amazing and are a credit to CDHB.*



## **Emergency Department, Christchurch Hospital**

*Many thanks for the wonderful and professional care given by all your staff in this department on 14 November to my elderly neighbour who I supported at that time. Your care and kindness was appreciated by us both.*

*I wish to thank all the staff who were on duty on Monday evening 25th November when I was brought to the hospital suffering severe renal colic. My wife who was with me at the time was impressed at the way we were booked as she had to do that as I was in so much pain. We were quickly taken into the department and dealt with to alleviate the pain. I was given a CT scan within an hour, kept in overnight for observation, further medication and to await further investigations. I was released the following morning. The staff were all very polite and attentive for all my needs and I could not fault any of them. It was a comforting experience when you are in such agony. Thank you once again.*

## **Gynaecology/ Anaesthetics, Christchurch Hospital**

*Wonderful care in the ward – very relaxed atmosphere and brilliant staff. Two anaesthetists Graham/ Graeme wonderful job, no nausea, no grogginess! Thank you.*

## **Ward 11, Christchurch Hospital**

*My father was operated on by Dr Keast. His anaesthetist was Bryce Curran. His two particular nurses were Lisa and Rachel. From the moment he was admitted he was treated with respect, intelligence, patience and good humour by a team of clearly talented people all of whom required a high level of emotional intelligence as well as technical prowess. We are very grateful to have had access to such expertise and I would like to pass on our thanks and admiration.*

## **Haematology Department and Clinical Trials Team**

*"Christchurch Show Week has come around again and now is the time to Show Case the Very BEST of what we have right here in Christchurch. Please take a few minutes to celebrate with me while I 'show case' for you the CDHB's Haematology Team and Clinical Trials Team.*

*Some team members work behind the scenes while others work in a calm, smiling way that makes the anxiety of Cancer patients decrease as they feel the safe arms of knowledge and understanding fold around them. I know this because I have been talking with patients for nearly 13 years while waiting in the Haematology Outpatients with my husband....*

*It is the little things that these people do besides the BIG medical challenges they face that make them 'stand out' in Christchurch. They 'rebuild lives' every day with silent dedication....Over all these years we have not had even ONE CONCERN, we feel so safe in the care of Haematology. Dr Butler must work 24 hours as he is always there when we need him un-expectedly...*

*...my husband was very fortunate to be offered a place in a trial...Thank you CDHB for being part of these Clinical Trials...you can be justly proud of your team. They deserve a supreme champion rosette.*



# ceo update

## Friday Facilities Fast Facts

### Friday's fast facts – Burwood

**An AM with the PM:** Prime Minister John Key visited Burwood Health Campus on Thursday morning. He was briefed on the development and given a tour of the site. Mr Key stopped at the Brain Injury Rehabilitation Service, the Allan Bean Centre and in the café to talk to patients and staff. He also planted a Liriodendron, or Tulip Tree.



**Digging in:** Major ground work is continuing at Burwood ahead of construction, which is due to start early next year.



**Pile drivers:** Two carpet alternatives have been on the floor in the reception area near the café to give everyone a look at the options being considered for the lobby area. Feedback was good although it will be a while before the final look is confirmed.

**Loading up:** The new temporary loading dock is now operational.

### Friday's fast facts – Christchurch

**More sign off of preliminary plans:** Acute Services Building: The Clinical Leaders Group has signed off the preliminary design layout plans for the AMAU, Oncology and Haematology/Adolescent and Young Adult wards.

**Ways in:** The CDHB and the design teams are now looking at various traffic flows into and out of the site.

### Friday's fast facts – Design Lab

**Room for manoeuvres:** Allied Health is looking at therapy spaces planned for the new build and what the requirements will be for each floor.

**Your future workspaces:** check out the new designs and layouts for administration areas in our new facilities. All staff are welcome to go along to the Design Lab and view the mocked-up office areas. Contact Margo Mainwaring (margo.mainwaring@cdhb.health.nz) to book your visit.

More information on our facilities redevelopment projects check out the It's all happening intranet site:  
<http://cdhb.intranet/corporate/FacilitiesDevelopmentProject/SitePages/Home.aspx>

## White Ribbon marchers stand against family violence

Nearly 200 people marched from the central police station to Christchurch Hospital on Monday morning to mark White Ribbon Day and stand against family violence.

The march, led by the White Ribbon motorcycle riders, was to symbolically recognise the women and children who are affected by family violence in Canterbury each year.

Participants included District Police Commander Superintendent Gary Knowles, Christchurch Mayor Lianne Dalziel, Councillors, Members of Parliament and representatives of many different agencies working to prevent family violence and support those affected by it.

Special guest Lesley Elliott, mother of Sophie Elliott and founding trustee of the Sophie Elliott Foundation, told the marchers she hoped that others would never have to experience what she has been through.

"Since Sophie died there have been about 80 family violence-related deaths. That is shameful.

"If you know of someone being abused don't be a bystander. Do something about it. And if you are personally being abused, seek help - you don't have to put up with it."

Pauline Clark, General Manager of Christchurch Hospital, noted that the hospital's emergency department was a salient reminder of "some of the most serious and devastating outcomes for women experiencing family violence.

"It is only with the combined efforts of all within our communities that we will achieve the necessary change in behaviour and attitudes to reduce and ultimately eliminate family violence."

Superintendent Knowles told the marchers that one in three women experience violence from a partner in their lifetime, while on average, fourteen women are killed each year by a member of their own family.

"Police staff face the grim reality of family violence every day, and we see it occurring right across our community, among every ethnicity, every age group, and every socio-economic level of society.

"My challenge to us all today is to stand for non-violence, to wear the White Ribbon to show we will not tolerate violence towards women; and to not be afraid to speak out against domestic violence, wherever we find it."

As part of the White Ribbon campaign men are encouraged to take The Pledge – to never commit, condone or remain silent about violence towards women.

The Pledge can be signed online at: [www.whiteribbon.org.nz](http://www.whiteribbon.org.nz)





## Roses fill TPMH café with perfume

The Princess Margaret Hospital's annual rose show provided a glowing interval in a rainy week on Tuesday.

The show is the third to be held after it was initiated in the spring following the February earthquake. Co-organiser Jill Wreford, AHP Administration at TPMH says the idea came from Wendy Fulton, as Burwood Hospital has had a tradition of having a Rose Show for some years, judged by Helen McGowan from Roses at Cust.

"It was really to give people something pleasant to think about and lift their morale, it worked and we were overwhelmed with entries. Although the last two shows have had slightly fewer entries there has been no less enthusiasm, and it was good to again see the displays of beautiful roses being enjoyed by staff and patients alike," says Jill.

In addition to judging the entries Helen brings in a range of roses from Cust, giving people the opportunity to purchase new varieties for their gardens. The TPMH café was filled with colour and perfume.

Congratulations to the following:

### Classes:

**Miniature / Patio:** 1<sup>st</sup>: Dan Coward, "Little Opal"  
2<sup>nd</sup>: Diana Gunn, (name unknown)

**Floribunda:** 1<sup>st</sup>: Angela Heard, "Raspberry Ice"  
2<sup>nd</sup>: Gail Thomson, "Romance"  
3<sup>rd</sup>: Pete Burns, "Tequila Sunrise"

**Hybrid Tea:** 1<sup>st</sup>: Liz Coulter, (name unknown)  
2<sup>nd</sup>: Natalia Abdrashitova, "Olympic Torch"  
3<sup>rd</sup>: Bernie Taylor (name unknown)

**Climbers:** 1<sup>st</sup>: Debbie Allen, "Leaping Salmon"

**English Roses/David Austin**  
1<sup>st</sup>: Liz Coulter, "Evelyn"

**Extra class: Lovely Buds:**  
1<sup>st</sup>: Debbie Allen, "Sunset Moment"  
2<sup>nd</sup>: Debbie Allen, "Alexander"

**Best in Show and winner of cup:**  
Liz Coulter, Hybrid Tea Rose.



# ceo update

## The PM visits Burwood Hospital

It was smiles all round at Burwood yesterday as Prime Minister John Key toured the hospital, saw the plans for the new build, visited patients in the relocated Brian Injury Rehabilitation Unit and stopped in at the Allan Bean Centre to join in Burwood volunteers for Christmas lunch.

Members of the user groups involved in the planning of the new hospital talked him through the plans and concepts for the different clinical spaces. He also planted a tulip tree in the new car park.



## Alcohol Symposiums spotlight tools for reducing alcohol-related harm

Canterbury hosted two very successful alcohol symposiums in early November.

### Canterbury Alcohol Symposium 2013

The development of Local Alcohol Policies (LAPs) across Canterbury has brought alcohol stakeholders together across the region. They are recognised as an important tool for reducing alcohol-related harm but are only one part of an armoury of interventions to reduce alcohol-related harm.

On 7 November more than 100 alcohol stakeholders working across Canterbury came together for the second Canterbury Alcohol Symposium in Christchurch's Netball Centre.

The main aim of the event was to throw the spotlight on the diverse range of alcohol interventions that could be deployed in Canterbury and support the work of the City Council to date in reducing alcohol-related harm. Delegates working in Police, Justice, Christchurch City Council, licensing, primary and secondary care, voluntary and NGO services came together to learn about these approaches and share ideas.

The Chateau on the Park on the 8<sup>th</sup> of November was the venue for another successful symposium this time on Co-existing Problems. Participants gathered to look at developing a co-existing problem responsive mental health and addiction sector. The aim of the Co-existing Problem initiative is to ensure 'any door is the right door' for people experiencing co-existing mental health and addiction problems.

Working with people with co-existing mental health and addiction problems is a challenge facing mental health and the addictions services in New Zealand and overseas. The co-occurrence of these problems adds complexity to assessment, care planning treatment and recovery. We are all charged with addressing the needs of CEP clients in a person centred, co-ordinated and effective way.

### Canterbury Co- Existing Problems Symposium 2013

Speakers from Canterbury and around New Zealand shared their knowledge and experiences in understanding, developing and implementing Co-existing problems (CEP) initiatives and practice within their clinical work. Speakers also reflected upon CEP within a consumer, bi- cultural and Pacific context.

In keeping with the principles underpinning Co-existing Problems, the symposium attracted a diverse audience from across the mental health and addiction centre, with significant representation from community organisations, including Peer Support.

The evaluations from the symposium have been overwhelmingly positive, with many people describing it as a great day and they are inspired to be part of the CEP journey. Our thanks go to all our wonderful speakers and everyone who took part in the day.

[Read more about these symposiums.](#)





## Canterbury Hospitals' Friday Clinical Meeting (Grand Round)

6 December 2013, 12.15-1.15pm  
(lunch from 11.50am)

Speaker:

Prof Tim Coats, Professor of Emergency Medicine,  
Department of Cardiovascular Sciences, University  
of Leicester, UK

*TXA and Bleeding*

An overview of the recent, and current trials in  
trauma, GI bleeding and postpartum haemorrhage.

Speaker:

Dr Peter Moodie – Wellington GP and Medical  
Director of Pharmac

*Success in Wellington at reducing the amount of  
oxycodone prescribed*

The increasing street sales and misuse of  
oxycodone, along with addictive problems for  
patients not fully appreciating that they are on a  
strong opioid, has led the medical community to  
appreciate the need to only prescribe oxycodone  
when there is a definite contraindication to using  
the M-Eslon and other forms of standard  
morphine.

Chair: Dr Kate Grundy

Venue: Rolleston Lecture Theatre

Video Conference set up in:

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

### Friday Grand Round – 13 December 2013

Dr Sean MacPherson, Consultant Haematologist

Dr Rick Acland, Spinal Consultant

Chair - Dr Ruth Spearing

## CREST seeking feedback

The Community Rehabilitation Enablement and  
Support Team (CREST) is for people:

- 65 years or older, or 50 years+ who identify  
themselves as Māori or Pacific Island
- who would benefit from a short period of reha-  
bilitation in their home for up to six weeks.

CREST's better, timely and effective rehabilitation  
decreases hospital length of stay for medically stable  
patients by providing an immediate, intensive  
coordinated programme of visits into the person's  
home. It also decreases the need for long-term home  
based support services and readmissions to hospital  
by building on the functional capacity and reserves of  
the individual.

CREST is seeking feedback from staff about how the  
service is working for them and their patients. This  
will help identify further education needs of staff and  
process streamlining.

The CREST survey will only take 5 minutes, is open  
until 15 December and available here:

<https://www.surveymonkey.com/s/P7C6WL2>

Please phone 0272309295 for all referrals and  
questions in relation to CREST.

CREST is also available in the community by GP  
referral to CREST Primary Care Liaison.



## Check out 'YourSelf' and win a great prize!

[YourSelf](#) is a self-service tool, providing easy and enhanced access to your human resources data such as electronic payslips, leave balances and an updated staff directory. You can also update your personal details if for example you change address, phone number or your bank details.

We want to encourage more people to make better use of YourSelf and have provided a little incentive for you to at least try it out.

Simply log into YourSelf before 22 December and check your personal details, your leave balance or whatever, and your name will go into a prize draw to win one of three \$50 New World vouchers – handy for Christmas shopping or to help you get over the cost of Christmas in the New Year!

Your log in is your usual network ID and password. There's an FAQ section, otherwise you can email [YourSelf@cdhb.health.nz](mailto:YourSelf@cdhb.health.nz) if you have any questions or difficulties.

There's good news too for managers: I'm pleased to announce that a full set of functions will be available from Monday 2 December. Managers will now be able to go in and view leave and pay details for their staff – and make changes to their employees' details online.





## Rain not enough to dampen spirits at anniversary events

More than 200 people gathered at Hillmorton Hospital on Monday to commemorate 150 years of mental health services in Canterbury.

It was a heart-warming afternoon of karakia, connections, waiata, remembrance and talk of the future. While the rain curtailed many of the outdoor elements of the afternoon, a raft of speakers shared their experiences of their involvement in Canterbury mental health services.



*Toni Gutschlag*

Toni Gutschlag, General Manager, Mental Health for Canterbury DHB spoke of how proud she was of Hillmorton Hospital and the people who work there. Despite changes to the care of people with mental health issues and resulting decentralisation of services, there is, she said, still a need for facilities like Hillmorton which has become a place for rest and recovery.

Toni paid tribute too, to the work done by Edward and Esther Seagar who first set up the mental health facility that was to become Sunnyside.

Dame Margaret Bazley opened the historical display and shared her memories of her time as Matron of Sunnyside hospital from 1965-1972. She especially remembered the tea chests of donated clothing that were provided for consumers and her farewell at which staff and consumers were present.

Rose Henderson and Calum Hay opened the Artist exhibition – Destination Wellbeing and passed on artist Tony Cribb's best wishes.

Calum spoke of how the artists have created art that "comes from our hearts in all honesty and dedication. For a while we believed in ourselves and what we were capable of producing, and these are the results. Tread lightly for you tread on our dreams."



*Ian Bensemman*

Calum's full dedication can be [read on our website](#).

A lone piper, former SMHS Health and Safety Officer Ian Bensemman, led the brave out into the weather to complete the planting of two Dogwood trees in the grounds. While not native to New Zealand, the Dogwood was chosen to mark the anniversary because of its resilience and how it moves with the seasons. The tree blossoms in spring, before its leaves unfurl. Autumn sees those leaves turn to rich oranges and browns and red fruit adorns the branches. It is a symbol of endurance and durability.

The final spades full of dirt were put in place by Tareha Kipa and Ada Barrett, two long-time residents at Hillmorton and Alan Burlton secretary of the local branch of the Schizophrenia Fellowship. The plaques were unveiled by Marion James, the longest serving current employee at Hillmorton and Caitlin Ruddle, the newest employee.

The afternoon concluded with the cutting of an impressive cake and afternoon tea. Guests were then invited to enjoy the historical display and the art exhibition.



*Dame Margaret Bazley and Toni cut the cake*

Make sure you take the time to visit both the historical display and art exhibition which are open for viewing 10am-4pm until 4pm on Sunday 1 December. Read more about the [opening events on our website](#).

## Bring the family along to a Mental Health Community Family Day

**Sunday 1 December  
Hillmorton Hospital  
11am-3pm**

Entry is free. There will be stalls, rides, activities and musical performances on a big stage. In addition some fantastic prizes can be won on the day. These include return airfares for two people to Singapore (courtesy of Singapore Airlines) and a \$500 travel voucher from Orbit Travel.

Prize entry is subject to [terms and conditions](#).



# ceo update

More photos from the opening of 150th Anniversary events



*Waiata played a key role in the opening*



*Organiser Cathy King receiving flowers*



*George Schwass, Senior Operations Manager*



*Director of Nursing Stu Bigwood*



*John Coleman*

*Right: George Schwass assists Tareha Kipa*



*Caitlin Ruddle and Marion James*



# ceo update

## Thank you to our sponsors and supporters:

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Hanmer Springs Thermal Pools and Spa \* Hoyts \* Just Cuts \* Milieu Café  
Muffin Break, Barrington \* NZ Army \* NZ Fire Service \* Oderings \* ProfessioNail \* Pearsons \* Redcliffs  
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MENTAL HEALTH SERVICES IN CANTERBURY – A JOURNEY 1863-2013



## Rewarding career in nursing

Jill Lyall was following a family medical tradition when she started nursing training at Christchurch Hospital in 1965.

Her father, Denis Stewart, was the Director of Pathology for 37 years and her grandfather, P. Stanley Foster, was a surgeon at Christchurch Hospital from 1910.

"I was frequently told I should be a nurse but resisted until a change of heart when 17 or 18 years of age."

It was a decision she has never regretted over 46 years of nursing, Jill says.

"It's been a wonderful career. You can travel with it and work in so many different fields."

Jill worked as a Staff Nurse in what was then called Accident and Emergency (A&E) before leaving for Europe on her OE for six years doing agency nursing and working as a Junior Sister in England. On her return she worked briefly in the Orthopaedic Outpatients Department and was then appointed Charge Nurse in Christchurch Hospital's early Intensive Care unit in 1976-77.

In 1986, after time off to have children, she began working as a Staff Nurse in the Neo-natal Intensive Care Unit before transferring to night shift on Ward 22 and then to the Children's Acute Assessment Unit (CAA) in 1996, where she has remained.

"I have enjoyed nursing children, they often present a challenge, but working with them has been rewarding and very satisfying."

She will miss the companionship of her nursing colleagues.

"CAA is a fantastic place to work, it is a small unit so you get to know all the staff well. They are a very skilled, supportive and caring group of nurses, and we enjoy socialising together."

Jill, who has also been a New Zealand Nurses' Organisation delegate for 15 years, says nursing has changed immensely during her career, particularly in the last three or four years with huge technological advances.

She is looking forward to playing tennis, tramping, cycling, travelling and spending time with her grandchildren. Good luck in your retirement, Jill!



# ceo update A minute with...

## Tammy Horton-Davey, Clinical Nurse Specialist, Oncology

### What does your job involve?

Working within a multidisciplinary team to address physical, emotional, spiritual and social concerns that arise with advanced illness.

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

It was completely by chance 22 years ago when I was asked to fill in for a colleague in the community. I didn't even know what palliative care meant. However I have never looked back and enjoy all aspects of it.

### What do you love about it?

The diversity it entails. The people and their families. The privilege to work within this field. The humbling effects it has on those involved.

### What are the challenging bits?

The biggest is at times getting transition of cares stages acknowledged by those involved to allow the same goal to be achieved.

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

My consultant, for their wisdom, knowledge and mentoring.

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

Tom Clancey, Live or let die.

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

A Caribbean island or in the south of France.

### My ultimate Sunday would involve

A catered brunch outside with family and friends.

### One food I really dislike is

Broad beans.

### My favourite music is...

Easy listening, no head banging stuff and I like to be able to understand the words.

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). If you are interested in working in nursing or wish to inquire about any vacancies in this area please email [nursing@cdhb.health.nz](mailto:nursing@cdhb.health.nz)



## Something For You – 12 Days of Christmas style

*Have you heard the sound of singing? Something for you has been working on some extra special, "12 Days of Christmas", December/January deals starting as of Monday... keep your eye on the global emails each day and our intranet page to see what's on offer... and check out our new permanent partners as of today...*

**Kaizuka Café** at 91 Centaurus Road in Cashmere have set up an express menu especially for CDHB staff. Phone your order through before 11am and they will have it ready for you when you arrive. All meals ordered with receive a complimentary drink when showing your ID on payment. Phone 332 6927 – and see the menu attached.

**ASB Bank** Great news ASB has joined the CDHB benefits package. Whether you are an existing customer or are looking to move to ASB, these special terms are available to you. So what will you receive? There are reductions on fees for your accounts and credit cards, discount rates on the home loans and personal loans, (the details for these are included on the attached flyers along with the conditions). To mark the occasion ASB are currently offering a great package for home loan customers, you will receive up to 0.50% of our floating rate or 0.25% off our fixed rate loans, if you are borrowing over \$100,000 you would also receive a TV, sound system and up to \$1,000 cash (Minimum of 20% equity required please look at the attached documents for details on conditions). If your school banks with ASB they may also receive a cheque for \$500 or a Sony tablet.

To find out more about our new partners and view our existing partners, please check out the [intranet page](#).

CHOOSE SOMETHING  
**FOR YOU**



## Staff wellbeing programme

### CDHB Earthquake Support Coordination Service

Earthquake Support Coordinators will be on site to answer your questions, as follows

All sessions from: 10am-3pm

- TPMH 5 December
- Burwood hospital café 6 December
- Hillmorton hospital café 13 December

We have two Earthquake Support Coordinators (ESC) dedicated to helping CDHB staff deal with issues related to EQC, insurance, accommodation etc. Contact an ESC directly on 371 5598 or see [Something for You](#) for more information.

### Wednesday Walk 'n Workout @ TPMH

12.30- 1.00pm Wednesdays for the 5 weeks running up to Xmas....Nov 20<sup>th</sup> – Dec 18<sup>th</sup>. Meet outside main door at 12.30 sharp. \$5 each session

Here's what walk 'n workouters have to say about the sessions:

*"Didn't seem like a chore and was fun"*

*"Got me moving and out into the fresh air"*

*"Don't have to be fit at all"*

To register email [kris.tynan@xtra.co.nz](mailto:kris.tynan@xtra.co.nz)

**Zumba, Yoga, Pilates** – multiple classes running at main hospital sites. Check out the [Something for You](#) page for timetables

**Mindfulness sessions:** running at CHCH Campus, Hillmorton, Burwood and TPMH

**EAP Services:** free confidential off-site counselling available for all staff. More information available on the [Something for You](#) page or by contacting Andy Hearn.

**Quitting smoking** – we can give you support, advice and free nicotine replacement therapy. For more information on the activities above check out the updated [Something for You](#) intranet page.

## Corporate Christmas cards

### – order yours now

It's all happening at CDHB and that message has been translated into this year's Corporate Christmas Card.



The card will be available in a printed version, as a PDF that can be emailed and as an animation that can be viewed via website.

Staff can order **printed cards** for work purposes from [Natasha.capon@cdhb.health.nz](mailto:Natasha.capon@cdhb.health.nz). Please provide name, department, number required.

The email and animated versions will be available within the next couple of weeks.

There may also be a choice of other PDF versions that can be emailed – we are currently investigating using artwork from the Destination Wellbeing art exhibition. News on this will appear in subsequent updates.

## Tips from the CDHB Communications Guide

As reported last week, the new CDHB Communications Guide can be found here:

<http://intranet/manuals/Documents/PDF/Commsguide%20November%20interactive.pdf>

It can also be found on the intranet under:

Library & Manuals – CDHB Policies – Handbooks – Communications Guide.

### Some quick solutions

#### Q. What is the correct name for our organisation:

A. Canterbury District Health Board is the correct name for our organisation. The abbreviation Canterbury DHB can be used and the district health board of CDHB in text where it is clear the reference is to Canterbury DHB.

#### Q. Where do I find the CDHB logo?

A. You can find the jpeg file here. If you require anything else, please contact the Communications Team.

#### Q. I have been asked by someone in the media to comment on a topic. Who do I need to speak with within the CDHB before I agree?

A. CDHB has strict policy rules about talking with the media. Please check the CDHB media and communications policy and speak with the Communications Team **before** responding to the request.

#### Q. Someone wants to film me at work or write about what I do. Who do I need to check this out with?

A. CDHB has strict policy rules about working with the media and filming or photography at work. Please speak with the Communications Team **before** responding to the request.

#### Q. I need to send some information to a patient. What are the guidelines around patient privacy and sending CDHB branded stationery?

A. Please check with the Patient Information Office.

#### Q. I want to create a new, or reword an existing patient information leaflet, who should I contact?

A. Please speak to the Document Coordinator/Administrator working in your division. They can provide a copy for you to update and advise on formatting, fonts, reference numbers and printing requirements. Medical Illustration can help with design.

#### Q. I need new business cards. How do I order these?

A. Please submit an iProc internal requisition using oracle # 135837 (Regular size) or oracle # 135836 (large size). When you “click to cart” a template will pop up to enter your details. A proof will be sent to you for approval which will need to be signed and returned to the printing purchasing Officer at Supply (the fax number will be on the proof).

#### Q. I've been asked to advertise in a publication – how do I get an advertisement made?

A. Please speak with the Communications Team. They can help you with content and will work with Medical Illustration on design etc.

#### Q. I need to send out patient information. How can I do this confidentially?

A. Refer to the CDHB privacy policy and check with the Patient Information Office.

#### Q. I'm on facebook. What am I allowed to say about my work on social networking websites?

A. Check the CDHB Social Media Policies:  
A nurse's guide to social media and electronic communication  
Social media in Government high level guidance  
Social media and the nursing profession  
Guide for medical practitioners

**Please note:** CDHB Templates to which the guide links, are in the process of being updated and the format currently shown is not correct. It is planned to have the new templates on the new intranet by 20 December.





# ceo update



Nurse Educator - Ashburton  
IS Service Desk Technician  
Registered Nurse – Hyperbaric Medicine Unit  
Registered Nurse - Kaikoura Hospital  
Social Workers

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

## Yellow Envelope Update

On 1 October a new system was introduced throughout Canterbury to assist with communication between Aged Residential Care (ARC) and Hospital facilities known as the Yellow Envelope.

### The Yellow Envelope

- Identifies the individual as belonging to an ARC facility.
- Provides checklist on the outside of the envelope relevant to the current episode between ARC and Hospital facilities to ensure relevant transfer information is provided.
- holds information relevant to the current episode of care in one place so it can be located easily.

The implementation of the Yellow Envelope has been very positive with high uptake across all wards and Aged Residential Care facilities to the extent that many areas have already ordered replacement envelopes.

Another example we see as a measure of the envelope's success is when the ambulance officer has asked nursing staff for the Yellow Envelope before transferring the patient.

Bouquets to you all, WELL DONE and keep up the fantastic work.

A reminder that the envelope is a mode of transport for the information that is essential for both hospital and aged residential care staff to enable effective handover of care across the health sector. Completed envelopes are filed in the ARC facility's patient file whilst hospital staff document that the Yellow Envelope has been completed in the clinical notes.

We have in development a system to make the documentation of the use of the Yellow Envelope easier with more information coming out on this soon – so watch this space.

A plea from ARC facility staff – having identified the patient as a facility resident - contact the facility and involve them in the care provision/discharge planning process to enhance the patient's journey across the sector.

To reorder the yellow envelopes or if you have any further questions please email: [aileen.smith@cdhb.health.nz](mailto:aileen.smith@cdhb.health.nz), Aileen Smith, Gerontology Nurse Specialist -Aged Residential Care  
Or [wendy.botfield@cdhb.health.nz](mailto:wendy.botfield@cdhb.health.nz) , ARC ADD Project Manager.

# TPMH Café Repairs

**THE PRINCESS MARGARET HOSPITAL  
CAFÉ WILL BE UNDERGOING EARTHQUAKE  
REPAIRS THROUGHOUT DECEMBER.**

**Between Saturday 7 December and Monday 18 December  
the café service area will be closed and there will be  
reduced café seating.**

**A food and coffee cart will be available in the main  
entrance of TPMH over this period. The cart will sell  
takeaway coffee, cakes, muffins, scones, fruit and some  
savoury items, and EFTPOS will be available.**

**Steamplicity meals will be available in the evenings.**

**CDHB thanks you for your patience during the repairs.**



**IT'S ALL HAPPENING**



## IS SLA Update

25 Nov 2013



### Alliance vision embodied in Information Services

The South Island Alliance's revised framework that calls for a whole of system and collaborative approach is being realised through the pioneering efforts of the Information Services (IS) Service Level Alliance (SLA).

As well being an integral building block within the new triple aim framework – *health information, knowledge and systems* – recent achievements by the IS SLA embody the 'whole of system' approach designed to ensure service sustainability, quality and safety while making the best use of limited resources.

An example of this is a new mental health module recently introduced for West Coast District Health Board's (DHB) Health Connect South (Clinical Workstation) that provides a complete picture of the client's clinical record in one system, saving administrative time, and providing a more streamlined process. The module went live in September.

[Read more about this project.](#)

More information about IS SLA, or contact:

Beth Dillon - Information Services, Service Level Alliance Facilitator/Workstream Project Manager

DDI: 03 378 6643, ext: 86643

Email: [beth.dillon@siapo.health.nz](mailto:beth.dillon@siapo.health.nz)

Frederique Gulcher - South Island Alliance Communications

027 520 9965

[frederique.gulcher@southerndhb.govt.nz](mailto:frederique.gulcher@southerndhb.govt.nz)



[Read more](#) about what is happening in the Mental Health Sector in Canterbury.

Issue #34 has information about:

- Commemorations marking the 150th Anniversary of Specialist Mental Health Services in Canterbury
- Integration of Certification
- Audits and Contract Audits
- Housing Minister Nick Smith opens Comcare's six new housing units in St Albans
- CDHB recruitment news
- Collective Impact Workshop
- PeerZone



## Need help with Earthquake Issues?



### Free Earthquake Support Coordination Service

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

Earthquake Support Coordinators can:

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

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

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

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

The support provided is based on your individual circumstances.

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

For advice or to request an Earthquake Support Coordinator,

**Call: (03) 371 5598**

After hours assistance available

or  
Email: [earthquake.support@richmond.org.nz](mailto:earthquake.support@richmond.org.nz)



Friends  
of the  
**Brain  
Institute**



[jointheFBI.org](http://jointheFBI.org)

The Mikado is one of those ageless productions featuring great characters Ko-Ko the Lord High Executioner, Poo Bah, the Lord High Everything Else, and the three little Maids from School.

Join the *Friends of the Brain Institute* ('FBI') for a special fund-raising session of The Mikado at the Court Theatre, on **Thurs 19 Dec 2013** with the evening starting at **6:00 pm** and the performance at 6:30 pm. Tickets \$62 per head with spot prizes and a raffle.

**To book, contact Gabrielle via:**  
**[events@joinTheFBI.org](mailto:events@joinTheFBI.org)**  
**Phone: 03 3514 158**  
**Mobile: 021 514 158**

*New Zealand Brain Research Limited is a charitable organisation that aims to improve our understanding and treatment of neurological disorders like Parkinson's, stroke, and MS.*