



What are you doing to look after yourself?

I have been asked a few times over the past week about what I am doing to look after myself. A few people have commented that I have been looking tired and worn out (I didn't think that I look that bad) and that I have been a bit scratchy and grumpy over a few competing issues (where had my sense of humour gone?).

A number of people have also asked what is important to me and what continues to motivate me in this health system when the competing demands and balancing acts sometimes look impossible.

I continue to be very very lucky to be working with so many talented people who continue day in and day out to do the right thing despite the challenges and obstacles that get in their way. Just about every day I am surprised by the brilliant things that so many different people in our health system are doing. I am humbled by the care and compassion that so many of you demonstrate every day to thousands of patients in so many parts of our health system.

There is so much to be proud of and to celebrate. But there is also so much that we can continue to make better. We have so many major processes underway that it can sometimes seem a little overwhelming and confusing - we have new health facilities from Kaikoura to Ashburton, changes in models of care, we're supporting staff, implementing new IT / information systems, meeting the needs of a community still dealing with the impacts of the earthquakes, shifting where services are being delivered to enable earthquake repairs to be undertaken – the list goes on.

This is both a really exciting time and a really frustrating time. It is also a time when people are balancing so many issues whether it be personal earthquake-related repairs or needing to have a service shifted (again). It is a time when it is easy to talk past each other. It is a time when it feels that no one is

listening. It is also a time when we all need to be taking a bit of care for ourselves and also being kind to others. Why? Well our community needs all of us to continue to be making a difference with and for them.

But there is also a little message that I need to take heed of – what am I doing to keep myself well and motivated because I do need to make sure that I do give this time and attention. Our health system needs everyone in it to be taking a moment to take care of themselves and their families, to continue to be refreshed and to continue to engage in how we collectively continue to make our health system better. Thank you all for your ongoing commitment to do the very best for our community, to make a real difference to those we “touch” every single day.

Influenza Immunisation is still the best protection available

Get protected for yourself, your patients as well as your family and friends.

More than 4000 Canterbury DHB staff have already had their free flu vaccination at work. This is a fantastic start to our staff flu vaccination programme. If you haven't had a chance to get yours, check out clinic times on the [intranet](#). It's our collective responsibility as health professionals to take all reasonable measures to provide the safest environment possible for our patients. Having your annual flu immunisation is an easy way to

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do this. It's still your best protection against the influenza virus. If you're not convinced, take a look at this clip from the news last week, where Northland DHB's medical officer of health [busts some flu myths](#).

This week is Immunisation Week – it runs from 2 – 8 May and this year's theme focuses on the beginning of life's journey - 'Protecting baby begins at pregnancy. Immunisation is a lifelong commitment, starting with pregnant women, through childhood and into our later years.

Immunisation for pregnant women is free and helps protect the baby from the serious effects of whooping cough (pertussis) and influenza. In fact, pregnant women are five times more likely to be admitted to hospital when suffering from influenza-related complications than women who are not pregnant. Immunisation against whooping cough during pregnancy protects nine out of ten babies in their first few weeks of life, until they are fully immunised.

Frances Mansell, Business Analyst for the South Island Patient Information Care System (SI PICS) and expectant mum to her first child, is doing all she can to protect her baby due in June.

She has been vaccinated against influenza and whooping cough (pertussis). You can read her story later in the update.

It's really important to immunise on time, every time so enrolling your baby with a general practice team as soon as they are born helps them get the care they need.

This week also highlights the role of all health professionals working with new and expectant parents - midwives, practice nurses, general practices teams and hospital staff. It's no coincidence that the timing of Immunisation Week was chosen to coincide with International Midwives Day (5 May) and just a few days before International Nurses Day (12 May).



Frances Mansell, expectant mother is already protecting her baby by getting her whooping cough and flu vaccinations.

immunise
for life

Don't forget your immunisation milestones

immuniseforlife.co.nz



"It's OK to ask me" if my hands are clean

I've spoken before about the importance of hand hygiene and given brief details about our Hand Hygiene campaign launching this Thursday 5 May. A really important part of this campaign is that we get behind the main message – "It's OK to ask me." It can be difficult for patients to ask their health care worker about hand cleanliness, so we need to make it easy for them.

The badges and stickers being provided for staff to wear are to encourage them to ask. I encourage you to promote this campaign and wear the badges proudly.

If you are asked by a patient, family member or colleague, please think about your response and remember they are trying to help.

We're keen to see what other initiatives your team has put in place to improve hand hygiene.

Full details about the "It's OK to ask me" campaign available on our [intranet](#) from 5 May 2016.

Condolences to the family and friends of Keith Gibb of our Consumer Council

It is with great sadness that I tell you that last week Keith Gibb, a long time stalwart of our Consumer Council, passed away.

On behalf of the many people in our Canterbury Health System that would have known and respected Keith, our thoughts and condolences go to his family and friends.

Even though he had so recently died, his daughter Carolyn had the presence of mind to call and let the HealthOne steering committee know ahead of their meeting. Keith would have liked that.

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Keith was committed to ensuring the consumer's voice was heard, most recently as a valued member of the HealthOne and Patient Portal steering groups. He lent a calm and considered wisdom to both. There were two main themes he was particularly passionate about – the consumer's right to know what is going on, and their right to expect their information to be kept secure and shared responsibly.

A former GP, he was able to bring a unique dual perspective to the table – he understood both the clinical environment, and what patients need. He had a few stories too, about how things used to be, that reminded us all how important it is to keep patients at the centre of our thinking.

To quote an old poet from his native Scotland, words that have since become a toast among Scots: "Here's tae us, wha's like us?' Damn few, and they're a' deid."

Keith, you will be sorely missed.

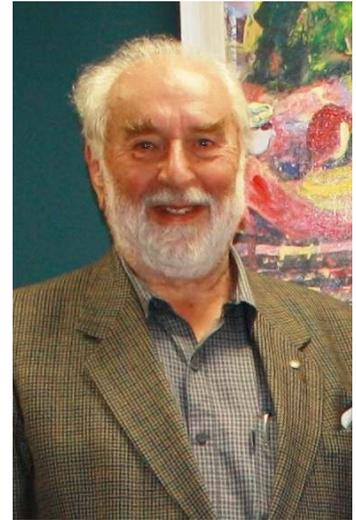
Keith's passing was sudden and serves as a solemn reminder to us all to make the most of every day, don't sweat the small stuff and be kind to those around you.

Have a great week

David



David Meates
CEO Canterbury District Health Board



Above: Keith Gibb

Canterbury Grand Round

Friday 6 May 2016 – 12.15pm to 1.15pm with lunch from 11.45am

Venue: Rolleston Lecture Theatre

Speaker one: Dr John Croese, Gastroenterologist at The Prince Charles Hospital, Brisbane

"Hookworms in Coeliac Disease: A Queensland-Canterbury Collaboration"

Hookworms induce immune tolerance to survive. Can we piggyback gluten on to that framework to treat coeliac disease? Can the Reds do the Crusaders?

Speaker two: Mr Giovanni Losco, Adult and Paediatric Urological Surgeon

"Creating efficiencies in health care and improving lives: the Christchurch "trial of void" pathway"

The urology service has developed a number of initiatives to reduce surgical waiting lists, reduce wait times for specialist assessment and reduce "waste" in the system. Urinary catheters are a source of morbidity and distress for many

elderly men. This talk will outline how a "checklist" approach has streamlined the management of men needing a trial of void in Canterbury.

Chair: Michael Ardagh

Video Conference set up in:

- » Burwood Meeting Room
- » Wakanui Room, Ashburton
- » Administration Building, Hillmorton
- » TPMH, Level 1 Meeting Room
- » Pegasus, Room 2, 160 Bealey Avenue

All staff and students welcome.

Talks will be available within two weeks on the [intranet](#)

Next Grand Round is on Friday 13 May 2016

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

Facilities Fast Facts

Fast Facts – Burwood

The countdown continues – only five weeks to go until the first of the moves into the new facilities begins!

Dan Coward's latest staff forum (Thursday 28 April) and a video about the new telephony and other IT at Burwood are now available to view on the [intranet](#). The final staff forums ahead of the moves will be on Tuesday 24 May.

Fast Facts Christchurch

The first tower crane for the Acute Services building was erected last week. The photos show that it takes a crane to build a crane. The cranes will be used to lift the steel framing of the building into place.



Here are some Fast Facts about the steel from the Ministry of Health:

- » The steel for the Christchurch Hospital Acute Services building project has been procured through Thai Herrick, a large international steel fabricator that works on projects around the world. Their parent company, Herrick, is one of the world's leading fabricators, out of the United States. The Thai Herrick steel has been sourced from a number of internationally reputable mills.
- » All imported steel under the contract has to meet a steel compliance testing regime which is higher than that required of local steel. This testing specifically deals with: Product, Fabrication, Protective Paint Coatings, and Installation.
- » The process implemented – tracks the quality of the steel in relation to NZS3404, from manufacture at the mill through fabrication and final installation on site.

Elsewhere on the hospital site

- » Preparation work is beginning for the forthcoming land remediation project by the Avon River, which will involve raising the land down by the river up to 1 metre above its present level to protect against future flooding. A new, larger oxygen tank will eventually be installed at that end of the site, where part of the ED car park is now.
- » Some exploratory boreholes were drilled at the weekend near Hagley Outpatients to test the underlying ground conditions for the Acute Services building's intended "front of house" car parks / drop-off zone.
- » Trenching work is going on around St Andrews Triangle – this is to install new high-voltage cabling.



Bouquets

Ward 27 (Endocrine and General Medicine), Christchurch Hospital

Thank you all so much for the superb care you gave our dear Dad during the last two weeks of his life. We were shocked by his diagnosis and witnessing his rapid deterioration was very painful. The compassion, kindness, humour and professionalism with which you treated us and our Dad was a great source of comfort during his stay and even more so now that he is gone. We will be forever grateful. Heartfelt best wishes to you all. You are wonderful.

Ward 26 (Oncology), Christchurch Hospital

Been in here a lot this year with my Dad. I'm writing this when he only has a few days left on this side of the grass. Over 35 years he has been in and out of here (referred from Timaru). I can't believe how well he (and us the family) are looked after. The place is bursting at the seams and running on three cylinders – but the staff are incredible. Thank you so much.

Ward 10, Cardiothoracic, Christchurch Hospital

Amiee, Amy and Jo as well as the daytime home IV registered nurse were all awesome to deal with, very helpful and informative in every encounter, keep up the good work ladies.

Hagley Outpatients, Christchurch Hospital

Shwan gave us very good advice and had an excellent professional manner. Thanks.

Oncology, Christchurch Hospital

Nurse Katrina is a wonderful, happy, friendly, professional, skilled nurse. A joy to have her as my nurse this morning.

Oncology, Christchurch Hospital

Heaps of praise for Laura and the team in Oncology. Everyone we had contact with were kind, respectful and honest. It was greatly appreciated.

Ward 20 (Plastic Surgery), Christchurch Hospital

Most amazing care, all staff, just great. Huge compliments.

Emergency Department/Acute Medical Assessment Unit (AMAU), Christchurch Hospital

My mother was admitted to ED before dying in AMAU the following day. I would like to convey my family's thanks for the kind nursing care my mother received from Bronwyn (sorry don't know last name) in the Emergency Dept on Sunday 10 April afternoon. I also wish to give a warm thanks to the medical team that came and took over her care - they were sensitive and kind. The nursing staff in AMAU were also respectful and kind with a special thanks to Kerry who was with us at the end.



eCALD[®]

Supporting the health workforce
to develop CALD Cultural Competence

eCALD[®] 6th Special News Edition - April 2016

In this [edition](#) you can find out more about Benzodiazepine Misuse in the Asian population, the Cross-Cultural Resource for Health Practitioners working with CALD clients, and the Toolkit for Staff Working in Culturally Diverse Health Environment.



Protecting baby starts in pregnancy

Frances Mansell, Business Analyst for the South Island Patient Information Care System (SI PICS) and expectant mum to her first child, has been vaccinated for influenza in preparation for the flu season and the birth of her baby in June.

Already the protective mum, Frances wants to ensure she is doing all she can to help shield herself and her baby from the flu.

“It would be dangerous for me and my baby to get the flu, so I was one of the first in line to get my vaccination at our staff clinics,” Frances says.

“I had a simple cold in my first trimester and it was terrible. I also had the flu a few years ago and it turns you into a miserable, sweaty pile of a person so I don’t want to risk getting it again.”

Dr Ramon Pink, Canterbury DHB Medical Officer of Health says catching influenza during pregnancy can be serious for mothers and babies. Pregnant women are five times more likely to be admitted to hospital suffering from influenza-related complications than women who are not pregnant.

“Get immunised while pregnant. It helps protect your baby from the serious effects of influenza. It’s free, recommended, and has a proven safety record. Talk to your midwife or general practice team,” Ramon says.

Frances’ family live in Auckland and her partner can sometimes be away for work, so she needs to stay well as she doesn’t have the support system of her family close by.



“Being pregnant I am at greater risk of getting influenza and suffering complications. For the sake of a slightly sore arm, why wouldn’t you get your vaccination,” she says.

Frances and her partner have also been vaccinated for whooping cough (pertussis).

Whooping cough can cause babies to become seriously ill, and can sometimes be deadly, Ramon says. “Immunisation against whooping cough during pregnancy protects nine out of 10 babies in their first few weeks of life, until they are fully immunised.”

Frances’ message to other pregnant women is to talk to your lead maternity carer and if you are ‘on the fence’, just get vaccinated. It’s better to be safe than sorry.

For more information:

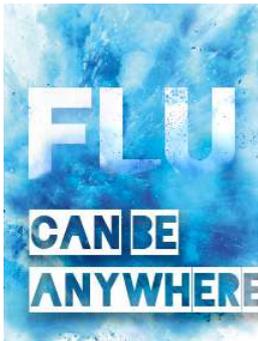
www.fightflu.co.nz/pregnancy

www.immune.org.nz

www.health.govt.nz/immunisation or phone 0800 IMMUNE



Above: Protective mum, Frances Mansell getting her flu vaccination.



Flu can be anywhere - Board Members take action

Canterbury District Health Board members rolled up their sleeves last week for their annual flu vaccination. It's your best protection against catching the flu and they were glad to do it.

Board Member Jo Kane says getting the flu vaccination is about leadership.

"I get the flu vaccination every year. It made a big difference to my health last year, I still got a couple of colds but nothing like others who were unwell for weeks. It's about leading from the top. I need to protect my family too, I spend a lot of time with my grandchildren and they seem to pick up everything going," says Jo.

Right and Below: CDHB board members getting their annual flu vaccination.



Above: Jo Kane receiving the flu vaccination.



Above: Edie Moke.



Above: Susan Wallace



Above: Anna Crighton

Staff influenza vaccination clinics

Influenza can be anywhere - get immunised

It's time to protect yourself, your whānau, your patients and your community from influenza (flu).

[View the clinic times here.](#)

immunise
for life

Don't forget your immunisation milestones

immuniseforlife.co.nz

Celebrating 25 years with a smile



Above: Frances Milne

It was smiles all around for 28 Community Dental staff members who collectively celebrated 975 years' of continued service last week.

Each staff member had between 20 to 49 years, averaging 34 years in the job overall.

Dan Coward, General Manager says it's very heartening to see such a large number of staff who have dedicated their professional lives to looking after the oral health of our children.

Frances Milne, who is based in the South Canterbury Community Dental team, has provided the longest continuous service – clocking up almost half a century. Frances says she loves her job because of the people.

“It's all been good. There's been a lot of change over time but I think the way we work now is just great. It's very rewarding when you can make a real difference to the health of kids' teeth.”



Above: Community Dental team

“Every one of you deserve a big thank you for your commitment to serving your communities.”

Megan Gibbs Community Dental Service Manager says the Community Dental teams have worked through a lot of changes over the years and so it was fantastic to recognise their hard work.

“We just wanted to acknowledge the work they've done during a lot of changes to how dental care is delivered and for their continued drive towards making sure kids' teeth are cared for.”

Ask a family member to spare five minutes to improve our quality reporting



The Canterbury Health System is committed to improving the quality and availability of health services for the people of Canterbury. But, how does the general public know what we are up to, and whether we are

being successful or not?

One of the ways we keep people informed is to publish the Quality Accounts each year - all New Zealand District Health Boards produce them. Ours is called “A Snapshot of How we're Doing” as that title better describes what it does.

Each set of quality accounts must include certain content, as required by the Health Quality and Safety Commission, such as performance against national health targets and reporting against quality and safety markers. “Snapshot” also uses stories of patient and staff experiences to illustrate achievements to the general public.

We are working towards publishing our next Snapshot later this year and need your help in recruiting a family member or friend to complete a short and simple online survey. You can complete it yourself if you want to, but we appreciate it's harder to be truly objective when you work in health.

It has just five questions, should only take a few minutes, and will help ensure we report on the things that are meaningful in a format that will encourage more people to read it.

[You'll find the current survey here.](#)

[Last year's document is here.](#)

For people who aren't able to access this survey online, we would be happy to send a printed version that can be returned by Freepost. Please call 03 337 8713 or email communications@cdhb.health.nz to request a paper copy, stating the name and postal address of the person you'd like it sent to.

Thanks again in anticipation of your help.

MedRec goes live at Burwood

The Electronic Medications Management (eMeds) team was celebrating this month, as one of its initiatives to move medicine management from paper to electronic went live.



Above: Linda Joe

MedRec, otherwise known as eMR or electronic medication reconciliation, went live for Geriatric Assessment and Rehab at Burwood Hospital.

Linda Joe, pharmacist on the eMeds implementation team, and the team's MedRec lead says that the staff involved in MedRec going live have been very engaged and supportive.

"The training went very well and staff seemed confident using the new software."

MedRec is an electronic process which replaces the current green paper form that ward pharmacists use to record a patient's medication history and discrepancies in prescribing.

"It improves medication safety by providing one source of truth about patients' medications throughout their journey in primary and secondary care. MedRec will also be used to verify medications on admission and at hand-over, and will automatically feed into the discharge summary that is sent back to GPs.

Burwood Hospital is the second Canterbury DHB site to go-live with MedRec – it was successfully piloted at The Princess Margaret Hospital (TPMH) late last year. The rest of Canterbury DHB will go-live with MedRec following the Christchurch Campus roll out of MedChart/ePA (electronic prescribing and administration).

For more details, visit the eMeds [intranet page](#).

MedRec – the benefits

- » Easily accessible wherever there's a computer, through Health Connect South (HCS), which supports communication between healthcare providers.
- » Improves medication safety by streamlining the medication reconciliation process, because:
 - » It's integrated with the national drug list (NZULM)
 - » It auto populates the medication list using reliable sources
 - » The information is sent electronically to the GP on discharge
 - » Supports timely corrections of prescribing errors

Canterbury District Health Board
Te Poon Haurua o Waitaha
Pharmacy Service

NAME: _____ DOB: _____ AGE: _____ WARD: _____

Information Sources (tick where used)
 Patient Carex Pts needs
 Yellow medb card - Date: _____
 GP phoneid / letter / fax
 Pharmacy phoneid / fax / eGCV

Adverse Drug Reactions / Allergies
 No known adverse reactions

Substance	Reaction
1.	
2.	
3.	
4.	
5.	

Medications and Supplements Prior to Admission – regular and PRN
(Prescribed, over the counter, complementary)

Name & Form	Dose	Frequency	Discrepancy	DOCTORS - Complete Reason for Discrepancy

Clinical Notes / Comments _____ Train Contacted: _____ Doctor's Name (Signature) _____ Page: _____

Information Sourced by: Pharmacist Pharmacy Technician
 Name: _____ Date: _____ Page: _____
 Pharmacist Clinical Review by: _____ Date: _____ Time: _____ Page: _____

Above: MedRec Green form.

Doctor Alert

Medication	Recommendation	Outcome	Comment
Paracetamol	Omitted from chart		
Levothyroxine	Update chart - dose taken at bedtime		
Warfarin	INR		

Medication Reconciliation *

Charted Medications from the external e-prescribing system were not recorded with this reconciliation.

Medications Prior to Admission (7)	Same as Chart?	Reason
citalopram 20 mg tablet Arrow-Citalopram 20mg mane (Supply on Discharge) Edit Remove	Same Different	
furosemide 40 mg tablet Diurin 40mg mane (Supply on Discharge) Reset	Same	furosemide 40 mg tablet Diurin 40mg mane (Supply on Discharge)
pantoprazole 40 mg tablet; enteric-coated Pantoprazole (Actavis) 40mg breakfast and dinner (Supply on Discharge) Reset	Same	pantoprazole 40 mg tablet; enteric-coated Pantoprazole (Actavis) 40mg breakfast and dinner (Supply on Discharge)
Marevan - warfarin sodium 1 mg tablet As per INR (Supply on Discharge)	Different	Intended Unintended Go Back
levothyroxine sodium 100 microgram tablet Levothyroxine (Mercury Pharma) 100 microgram at bedtime (Supply on Discharge)	Unintended Difference	Chart Updated? Yes No Go Back
paracetamol 500 mg tablet Parafast 1g TDS (Supply on Discharge)	Intended Difference	Stopped Changed Withheld Go Back
hydroxocobalamin 1 mg/mL injection Hydroxocobalamin (ABM) Last administered 1 June 2015 Reset	Intended Difference	Withheld Edit next dose due 1 Sept 2015

Above: MedRec screenshot.

Car park role more than just security

People who work in security don't routinely get grateful hugs from members of the public. However Security Guard for Canterbury DHB's Park N Ride car park in Deans Ave, Tony Faalilo, frequently gets warm embraces from car park users who appreciate his assistance and compassion.

"This man is marvellous," says a woman whose young granddaughter is ill in hospital.

"It's my 22nd day of coming here and this man has let me cry on his shoulder. He is such a support to everyone here. He always has a smile on his face and does much more than what's expected of him."

As the woman speaks, Tony dabs away a few tears with his blue handkerchief.

"I just say to her I hope everything turns out fine. One morning she just cried and cried. At the end of the day this is a community thing.

"You meet a lot of good people and you do get to know some of them. Sometimes they can be a bit down and I like to cheer them up. Talking to them makes my day," he says.

Tony's duties are to maintain a security presence at the car park and help with providing correct change for the meter but he does a lot more than this.

"I find with elderly people they can forget their car registration number (needed at the pay machine), so I go to their car and write it down for them. I just want to save them the walk," he says.

He is always on hand to help those not sure how to operate the pay machine and is supported by the CDHB Volunteers at the Park n Ride who also do a wonderful job.

Tony has a stern side, directing those who aren't eligible away from the mothers with children section of the car park and admits that as a result there are "a few grumpy ones".

Allied Security CDHB Contracts Manager, Stephen Southcombe, says you can always rely on Tony's warm nature, dedication to his job, and the way he deals with people, making them smile "with that cheeky grin of his."

"Tony shows a high level of professionalism, warmth and sincerity."

People are already naturally stressed coming to hospital, says Stephen. Knowing there is someone like Tony looking after the Park N Ride car park gives general piece of mind. I cannot thank him enough.



Above: Tony Faalilo

New look Transalpine Orientation for all new employees

Transalpine Orientation is for all new employees (full-time and part-time) at both Canterbury District Health Board (CDHB) and West Coast District Health Board (WCDHB).

Two new online Programmes have been developed and are in HealthLearn, our on-line learning site.

Programme One – 'Required Information for New Employees', is mandatory for all staff to complete. We are required through legislation and certification to provide evidence of completion for compliance purposes.

Programme Two - 'Recommended Information for New Employees' includes other important information e.g. Payroll, Staff Wellbeing, Something for You, Information Services, Learning in the Organisation etc.

This information is part of the new employee's induction to the work place.

It is important that managers allocate time for the new employees to complete the 'Required Information Programme' (mandatory) and 'Recommended Information Programmes' in work time.

[Read more here.](#)

Update from the Canterbury Clinical Board

The Clinical Board's priorities for 2016 continue to solidly focus on facilities and quality improvements around patient care. At the March meeting board members were given a patient story about a trans-gender individual who since the age of about five felt different to others.

Board chair Diana Gunn says it was an interesting insight into the experience of a trans-gender patient.

"It highlighted what is and what is not available through the health system and therefore the subsequent unmet need of access and health resources for transgender people."

Diana says another top priority is the pressures on mental health that are still facing our community and the population drifts effect on funding mechanisms.

"Because of the quakes a large number of people have been forced to move from lower deprivation areas into more affluent areas, according to census data.

"However just because they've changed post-code it doesn't mean they're more affluent and in many cases they are actually more deprived because they are facing ongoing quake stressors such as higher living costs.

"The outcome is Canterbury is essentially still being underfunded for those people and this remains a challenge."

Diana says another concern for the health system discussed at the meeting is the wellness of the health of the workforce.

"We need to ensure our people are supported to stay well to ensure they are able to keep providing quality care," she says.

On a more positive note, Canterbury is celebrating 585,000 people now on HealthOne and we're gearing up to move into new facilities.

"This is a major shift of Older Persons Health to Burwood in early June and then the formal opening of the new Burwood Hospital in August," Diana says.

"It's an extremely busy yet exciting time."

Another great achievement for our health system is the use of data to make improvements and to make visible what is happening throughout the system.

Diana says at the April meeting board the focus was on Sustainability Advisor James Young's work.

Diana says the clinical board was very impressed with the results of the Clever Commuters Programme piloted at Hillmorton Hospital and how James is keen to replicate the travel plan programme on the Christchurch Hospital campus.

"James talked about how the travel plan pilot could cover the strategic fit, economics, commercial and financial viability and health benefits. He is also working closely with ECan and the City Council. The clinical board supports the work James is doing."

The board was also interested in learning about the work happening with Canterbury DHB, the City Council and Police on the Liquor Alcohol Policy and ACC's recent involvement.

Both the City Council and the Police are very pleased that they are working in partnership with the CDHB and how much they value this support.

Finally the board has a keen interest in the Quality Accounts publication and the upcoming public survey, which is to go out soon to gain feedback on how it might be improved.

"We already think this is a great publication but welcome any effort to gain public feedback."



Cancer Psychological and Social Support Initiative

Broadening cancer care

Cancer PsychoSocial Service

This new service started on 29 March 2016 as part of a Nationwide Ministry of Health Initiative.

The new 'Cancer PsychoSocial Service' is intended to build on and support already existing services across the South Island DHBs, and the Primary/Community sectors: to further meet the psychological and social support needs of cancer patients and their family/whanau. The focus of these clinicians will be those patients either under a high suspicion of having a cancer, or those recently diagnosed with a cancer (primary, or recurrence), across all tumour streams. The needs of these patients will have been identified as being 'high and/or complex' in terms of psychological and/or social work early intervention required. The service is intended to interface with patients under GP care, or under the care of any service/ward, i.e. - it is not confined to Oncology.

The new roles will:

- » Primarily have a clinical focus.
- » Have a role in educating other health professionals to further develop or utilise their skills in providing supportive care and in improving supportive care systems for cancer patients.
- » Promote collaborative care.
- » Sit at the front of the secondary cancer care patient pathway, with links to palliative care, community health, other allied health services and non-government service providers.

Leading this team of six clinicians (three clinical psychologists and three social workers) is Julie Zarifeh, Consultant Clinical Psychologist and now, recently appointed: Regional Lead (Upper South Island) – Cancer PsychoSocial Service. There are six similar teams across N.Z. It is the team's intention that, in the first instance, they will be visiting and meeting with anticipated referrers over the next 2-3 months: introducing this service, explaining the clinical roles and responsibilities, and the processes involved re referrals and so forth. This will occur within appropriate CDHB forums, and across the Upper South Island territory. (Canterbury/West Coast/ Nelson -Marlborough and all areas in between).

Julie will be working closely with the National lead for this initiative, Clare Greensmith, and her Lower South Island counterpart, Malgosia Szukiel, with the overall aim being to make this a service that is responsive to the needs of the entire South Island, and particularly to those patients whose psychosocial needs, to date, may not have been as well met, whether geographically or socially or culturally.

We anticipate further updating all parties concerned in approximately six weeks to two months' time including details of who we are, how we shall be practising, referral criteria, and most importantly of all – how to refer.

Diabetes Symposium and Diabetes Christchurch 60th Diamond Anniversary Dinner



Dr Helen Lunt

One of the key messages from the World Health Organization's recent World Health Day was that diabetes in its many forms is treatable. Diabetes can be controlled and managed to prevent complications. Increasing access to diagnosis, self-management education and a variety of affordable treatments are vital components of the response to the diabetes epidemic.

Diabetes Christchurch is seizing the opportunity to educate their members and other interested parties by way of a Diabetes Symposium that coincides with the 60th Anniversary of the society's formation. The society, the first diabetes society in New Zealand, came about through Professor Don Beaven's initiative in May, 1956.

The Symposium begins on Saturday 28 March at 9am with Dr Helen Lunt taking us through some of the newer diabetes technologies, treatments and research, followed by Steve Percival talking about High Risk Feet and preventing foot complications.

The venue is the new Te Hāpua: Halswell Centre community facility at 341 Halswell Road, Christchurch using the 300 seat Mohoao room and 150 seat Hao room.

[Read more about the symposium.](#)

The Canterbury Health System Quality Improvement and Innovation Awards are back!

Improvement projects can be submitted in poster format or the standard written submission.

Entrant materials are now available, please visit the [Awards Page](#) at Quality and Patient Safety.

We are accepting Expressions of Interest for written submissions from project teams until 20 May.



Canterbury Health System Quality Improvement and Innovation Awards 2016

The Awards recognise, reward and publicly acknowledge the excellent quality improvements and innovations taking place within the Canterbury health system.

Entrants are invited to submit EITHER the FULL Written Improvement Project Submission OR an Improvement Poster Submission outlining the quality activity

Enter your improvement project in 2016

Improvement Project Submission

Expression of Interest form due 20 May
Written Project Submission due 22 July

Improvement Poster Submission

Expression of Interest form due 26 August
Poster Submission due 30 September

Quality Improvement and Innovation Awards

31 October

The awards are open to all DHB staff and providers whose services are funded by the DHB. For more information including entrants guides visit the Awards page on <http://cdhbintranet/Corporate/Quality/SitePages/Home.aspx> or email Amanda.Bielski@cdhb.health.nz

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Canterbury Health System Quality Improvement and Innovation Awards

2015 Award Winners



Supreme Award Winner: Integrated Service Delivery for a Major Mental Health Service: Adult Service Model of Care

The Adult Service Plan was instituted by the Specialist Mental Health Service located at Hillmorton Hospital Christchurch. The plan was developed in response to a lack of flexibility in acute community assessments, delays in non-urgent assessments, recurrent problems with internal referrals and delays in patient transitions, overcrowding of the acute inpatient service (resulting in 'sleep-overs' to other units) and inpatient service with a high number of locked beds and high seclusion rates.

The core of the plan envisaged the integration of emergency, routine community and inpatient work into four sector teams with the goal to provide a service without barriers to entry or availability of care. It also focussed on an enhanced crisis resolution service to support alternatives to inpatient treatment and attended to the provision of extended care in hospital and community settings.



Poster Award Winner: Introducing E- Handovers within the Christchurch Campus

Communication of patient status is an essential element of safe clinical care. Without providing information to the next clinician, the risk of harm to the patient increases. The *Plan Do Study Act* cycle of quality improvement was used to review and improve our handover processes.

Joint Runner-up

Development of an Electronic Reporting System: Integration of Audiological Results

Paediatric Outpatient CF Clinic: The Way Forward with Quality Prescribing

People's Choice Award Winner

Allied Health Promotion and Education in Stroke Management

Written Improvement Project Category Winners

Best value for public health system resources

Award Winner: Integrated Service Delivery for a Major Mental Health Service: Adult Service Model of Care

Runner-up: Can the One Minute Sit-to-Stand Replace the Six Minute Walk Test in the Community Pulmonary Rehabilitation Programmes?

Improved quality, safety and experience of care

Award Winner: Improving Patient Care and Patient and Staff Safety in a Secure Intellectual Disability Unit: The Assessment Treatment and Rehabilitation Unit Model of Care project Fractures

Runner-up: Rationalising Treatment for Anxiety Disorders: Introducing a Transdiagnostic Group Approach

Improved health and equity for all populations

Award Winner: Mothers' Milk

Runner-up: Canterbury Fruit and Vegetable Co-operative

Consumer Council Award:

Improving Patient Care and Patient and Staff Safety in a Secure Intellectual Disability Unit: The Assessment Treatment and Rehabilitation Unit Model of Care project

Highly Commended: The Hauora Village at Te Matatini

For more information email Amanda.Bielski@cdhb.health.nz

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One minute with...Michelle Cole, Registered Nurse, School-Based Mental Health Team

What does your job involve?

I am part of a small, incredible team. I get to develop relationships with schools, their communities and support agencies, through this we collectively co-design creative responses to their needs. I get the opportunity to support schools with mental health consult liaison around students and families. There is great project work and heaps of it. Many of my schools are rural so I get to support the communities I live in and love. We get to develop and provide many workshops for school staff and families.

Why did you choose to work in this field?

It offers the potential to offer benefit to many people, it's new to New Zealand and collective impact and co-design make the most sense to me.

What do you like about it?

The relationships, getting to create and grow things and be able to work with micro and macro focus. I like the responsibility, the autonomy and the people I work with.

What are the challenging bits? The missed opportunities for our Child and Family Mental Health Service to thrive and for staff to feel valued, excited, connected and proud.

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

I really admire Ruth Cochrane and Lindy Elliot from Jumpsuit Consulting who provide our supervision training because they encourage compassionate appreciation of colleagues and clients. Also Brian Dolan for creating precious opportunities for us to lead change and Dr Sue Bagshaw for remaining fearless and forthright in her mission to enhance youth voice, health and research.

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?

Manaakitanga (hospitality, kindness, generosity, support - the process of showing respect, reciprocity and care for others) is deeply meaningful in my roles with schools, colleagues and other service providers. We strive to benefit people and create memorable, quality encounters. I think the missing CDHB value is whakawhanaungatanga (I am using whakawhanaungatanga here in a contemporary context to describe multi-dimensional, inter-relational aspects of being in the world we share) and if we include this in our values we will improve conditions that enable staff to flourish.

The last book I read was...

Being Mortal, Medicine and What Matters in the End, by Atul Gawande.

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

In Tibet watching the occupying country leaving for good and making a huge celebration feast for Tibetans.

My ultimate Sunday would involve...

Being at home on our rumpy property (a bit wild and rough - certainly not 'House and Garden' material!!), hanging with the family and our big furry and feathered whanau while we grow more fruit and veges and create the retreat.

One food I really dislike is...

Wasted food, inconceivable that there is so much waste when people go hungry.

My favourite music is...

Whatever matches the mood, I love having access to a big fat bandwidth of every type of music.



Above: Michelle Cole

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

Staff Wellbeing Programme: Financial/retirement/home loan planning: RAS-free legal advice for EQC/insurance issues



Residential Advisory Service (RAS) – FREE legal advice for EQC/insurance issues

This service is currently only funded until the end of the year, so contact them now if you'd like FREE independent legal advice.

[Click here](#) for more information.

Financial/retirement & home loan planning – next sessions at Christchurch Campus 10 and 11 May

Following the success of last year's programme we are again teaming up with Westpac to offer free onsite appointments (30 minutes) with a registered financial advisor or home loan expert. [Click here](#) for more information and to book an appointment.

Wellbeing workshops – places are filling fast so be in quick to secure your place

New strengths based workshop – available to Managers / Supervisors. [Click here](#) for more information and [click here](#) to register.

We are also running another series of the very popular Staff Wellbeing Workshops – this is the same workshop offered in 2014 / 2015. [Click here](#) for more information and [click here](#) to register – available to all staff.

Be Active

An eight week programme for people wanting to establish or restart their activity, and have fun along the way.

Try a variety of activities – meet a bunch of new people.

[Click here](#) for more information.

There is also a programme specifically for those with Diabetes or Pre-Diabetes. [Click here](#) for more information.

CDHB Golfers – next game at McLean's Island 15 May at 10.00am

Anyone welcome. Contact Jamie.Browne@cdhb.health.nz for more information.

Over 30 classes a week across main DHB sites – yoga, Zumba, Pilates, mindfulness

Updated timetables available on the [Staff Wellbeing Programme intranet page](#).

Free counselling available to all staff

Free and confidential counselling is available to all staff – for work or personal issues. [Click here](#) for more information.

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

New Zealand Inter-professional Healthcare Team Challenge 2016

We are looking for healthcare students and/or new graduate health practitioners to participate in the 2016 Inter-professional Healthcare Team Challenge. The competition in Canterbury will be held on 17 June 2016.

The inter-professional Healthcare Team Challenge:

- » Provides an authentic and fun inter-professional experience.
- » Increases understanding of how inter-professional learning and working contributes to effective patient care.
- » Enhances knowledge, skills, attitudes and behaviours in relation to inter-professional practice.
- » Enhances knowledge of the roles and contribution of others.
- » Expands professional networks and develops friendships.

How to get involved: If you are a final year health student and are interested in participating in the inter-professional team challenge, please contact: keryn.burroughs@cdhb.health.nz or Julie.Grenfell@cdhb.health.nz

A meeting will be held on 13 May 2016 for all interested participants – details will follow as to venue.

The Inter-professional Healthcare Team Challenge Final will be held at the New Zealand

Inter-professional Health Conference on 4 July 2016. For more information on the conference visit www.nziphc2016.co.nz



Many benefits from Pilates

Many different locations across Canterbury DHB offer Pilates classes. Here are some reasons why you may like to give it a go:

- » Pilates can really make a difference to your health without taking a toll on your body.
- » It's a refreshing mind-body workout.
- » Pilates exercises focus on technique, emphasising proper breathing, correct spinal and pelvic alignment, and concentration on smooth movement. This helps you become more in tune with your body.
- » Pilates helps you develop a strong core, with flat abdominals and a strong back.
- » Pilates exercises integrate the trunk, pelvis and shoulder girdle. This gives support to the spine and the rest of the body.
- » Pilates elongates and strengthens, improving muscle function and joint mobility. A body with balanced strength and flexibility is less likely to be injured.
- » No muscle group is over trained or under trained. The whole body becomes evenly balanced and conditioned, helping you enjoy daily activities and sports with greater ease.

- » Pilates helps you learn how to move efficiently.
- » By developing proper technique, you can actually re-train your body to move in safer, more efficient patterns of motion. This is invaluable for injury prevention and recovery, sports performance, good posture and optimal health.
- » Pilates can be as challenging as you want it to be. You decide on the intensity of your workout. Modifications to the exercises allow for a range of difficulty from beginners to advanced.

One staff member says she finds Pilates challenging enough to create soreness in her muscles while performing the exercises but doesn't have sore muscles the day after.

"Taking a class at the end of the day really brings my stress levels down and I find I can enjoy the evening with my family much more. I would recommend it to anyone."

To find a class near you [click here](#) – or for more information on all physical activity classes available to staff, visit the [Staff Wellbeing Programme intranet page](#).

PILATES FOR STAFF



Pilates is a safe and effective workout for people of all ages and physical conditions

investing
in your
Health

Email: Perla Bucknell, perlabucknell@gmail.com

Please notify instructor before attending a class

Join Perla
TPMH
The Chapel

Tuesday

12.15pm – 1.15pm

Only

\$10

Please bring a mat, your
drink bottle and
comfortable clothing.

(some mats available if you don't
have one)

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In brief

Cancer Society Ball

After raising over \$120,000 at last year's record-breaking event, the Harcourts Cancer Society Ball is back for 2016 and promises to be another dazzling affair. Expect an evening of the finest local wine and food, a stunning list of auction items, great music, fashion and style. This is a chance for Christchurch to get together, light up the winter season, help contribute to an amazing cause and celebrate the changing face of this city.

Saturday 18 June 2016

6.30pm - Midnight

Air Force Museum, Wigram

Table of 10 - \$2 250

Tickets on sale now at cancersocietyball.co.nz

Follow all of the excitement in the lead up to the Ball on Facebook (fb.com/cancersocietyball) and Instagram (@cancersocietyball).



Educational Afternoon Tea

Join us for an informal gathering to learn about the Curtain Bank and what we can do for your clients

Thursday 26th May, 3pm-5pm

Drop in at any time during the event to learn about and discuss the ways we can assist your clients to be warm, dry and happy in their homes. There will be a 10 minute presentation at 4pm.

Discussions around our interactive display area will include:

- Correct curtain coverage
- Detachable washable linings
- Curtain washing tips
- Plastic window kits
- Solutions for mould and condensation
- Our energy efficient model home
- Behind the scenes in the Curtain Bank work room
- Our craft corner, transforming upcycled material

Please circulate this invitation to all staff who you think may be interested in coming and to those who visit people in their homes. RSVP to Barbara on 03 3747225 or barbara@cea.co.nz.

No onsite parking is available. \$3 all day parking available on the corner of Tuam and Barbados Sts, or free parking on the corner of Lichfield and Barbados Sts.

Wellbeing Workshops

ALL STAFF

For All Canterbury District Health Board Staff

To support your wellbeing, the CDHB Staff Wellbeing Programme and MHERC are continuing to run a series of 2.5 hour wellbeing workshops.

You play a crucial role in the delivery of high quality care to the Canterbury community. It is more important than ever to take time to focus on your own wellbeing.

We are running a number of workshops in 2016 encouraging you to put your wellbeing first. Evidence suggests that by doing this, those around you – your family and friends, your colleagues and patients – will also benefit.

2.5 hours to focus on YOUR wellbeing!

Workshop Overview:

- The importance of wellbeing; psychological and emotional effects
- Learn about stress response and how to cope with stressful environments
- Understand the science and practice of applications of self-care
- Gain skills and take ownership of tools for increasing your own and others' wellbeing
- Enhance positive relationships and social connections
- Improve your health and wellbeing: 5 Ways to Wellbeing, Staff Wellbeing Programme

Workshop Details:

- All workshops run for 2.5 hours, including refreshments
- Facilitated by Alison Ogier-Price MSc Psyc, B.Comm, BA Hons, C.AT, MNZAPP
- For dates and to register for a workshop – [click here](#)



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For more information contact:

Lee Tuki
Lee.Tuki@cdhb.health.nz
027 689 0285
Andy Hearn
Andy.Hearn@cdhb.health.nz
027 218 4924

[Click here to register](#)

Strengths Workshops

MANAGERS SUPERVISORS

NEW for 2016 - Strengths Workshops for Managers/Supervisors

In the current Christchurch environment it is more important than ever that we take time to focus on our own wellbeing.

With this in mind the CDHB Staff Wellbeing Programme and MHERC are running a NEW series of 2.5 hour workshops focusing on 'Harnessing our Strengths'.

On completing the workshop staff will have:

1. A theoretical understanding of the strengths based framework.
2. Tools to enable a greater understanding of themselves and others which can help improve personal wellbeing and interactions with others, both at home and in the workplace.

This NEW workshop is designed to extend the foundation of positive mental and emotional health developed in the Wellbeing Workshops run throughout 2014 and 2015. Managers/Supervisors are therefore encouraged to attend a Wellbeing Workshop before attending the NEW Strengths Based workshop (although it is not a requirement to do so).

Workshop Overview:

- Increase understanding of character strengths as personal resources
- Identify and measure personal strengths
- Experience strengths-based conversations
- Engage strengths in everyday life
- Practice tasks to increase wellbeing

Workshop Details:

- All workshops run for 2.5 hours, including refreshments
- Facilitated by Alison Ogier-Price MSc Psyc, B.Comm, BA Hons, C.AT, MNZAPP
- For dates and to register for a workshop – [click here](#)

Creativity HONESTY
Fairness Teamwork
PERSEVERANCE Hope
JUDGEMENT Prudence
Fifavour LEADERSHIP
BRAVERY GRATITUDE
Kindness Humility
Zest Forgiveness
Perspective Curiosity

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For more information contact:

Lee Tuki
Lee.Tuki@cdhb.health.nz
027 689 0285
Andy Hearn
Andy.Hearn@cdhb.health.nz
027 218 4924

[Click here to register](#)



CANTERBURY HOSPITALS FRIDAY CLINICAL MEETING



Affordable, quality health care. For everyone.

Harkness Health Care Policy and Practice Fellowship 2016 Report-Back Seminar.

Presented by: **Helen Mason** M.B.A, R.N (2014-15 Fellow)

Friday 13 May 2016 • 12.15-1.15pm

Rolleston Lecture Theatre, Ground Floor, University of Otago, Christchurch Campus
2 Riccarton Ave, Christchurch

The Commonwealth Fund, a U.S.-based foundation, brings promising mid-career professionals- government policymakers, academic researchers, clinical leaders, hospital and insurance managers, and journalists—from New Zealand to spend up to 12 months in the United States as a Harkness Fellow in Health Care Policy and Practice. Fellows are placed with mentors who are leading U.S. experts to study issues relevant to the Fund's mission to support a high performing health care system; cost containment; and other critical issues on the health policy agenda in both the U.S. and New Zealand. The Commonwealth Fund brings together the full class of Fellows—from Australia, Canada, France, Germany, the Netherlands, New Zealand, Norway, and the U.K.—throughout the year to participate in a series of high level policy briefings and leadership seminars with U.S. health care leaders.

Join this seminar to hear the project findings and highlights of the Fellowship year from the 2014-15 New Zealand Harkness Fellow, Helen Mason, who is currently Chief Executive of the Bay of Plenty District Health Board. Helen will share her principal findings and conclusions along with some of the highlights of her year as a Harkness Fellow based at the Institute for Healthcare Improvement, Cambridge, Massachusetts.

“Improving End-of-Life Care and Advance Care Planning”

The population older than 80 years of age is expected to grow almost 10 percent over the next 40 years for the OECD countries, including the United States and New Zealand. There is strong evidence that patients often do not get the care they want and / or need towards the end-of-life. Given this increasing cohort facing end-of-life, there is a strong imperative to identify options to improve quality towards the end-of-life.

The research objectives were to identify

- the strategic context/policy setting for embedding and supporting advance care planning,
- key success factors to implementation and whether there are existing systems which can be built on to support implementation.

All staff and students welcome

Convenor: Dr RL Spearing (email: ruth.spearing@cdhb.health.nz)

Video Conference set up in:

Burwood Meeting Room

Meeting Room, Level 1 PMH

Wakanui Room, Ashburton

Administration Building, Hillmorton

Understanding Incontinence



We are continuing to offer the very popular **Understanding Incontinence** presentations at main CDHB sites during 2016.

Presenter: Julie Day, physiotherapist CHCH Women's Hospital.

The session will cover:

- Types of incontinence
- Normal bladder function
- Role of the Pelvic Floor Muscles/Gadgets
- Bladder retraining and urgency strategies

Location	Date	Room	Time
Burwood	Wed 1 st June	The Chapel	1200-1300

Registrations will be processed on a first come, first served basis. The presentation is part of the Staff Wellbeing Programme and is free of charge. [Click here to register.](#)

Contact Lee Tuki lee.tuki@cdhb.health.nz or 027 689 0285 if you have any questions

For information regarding incontinence visit <http://www.continence.org.nz/>