



A new year & a busy schedule for our health system

Welcome back to work to those who have been away over the holiday period. I hope you all managed to get some down time to recharge. Special thanks to all those who worked to ensure our health services – both in our hospitals and in the community - didn't miss a beat while many of us were away on holiday.

Settling back into the routine of work after a relaxing break can be challenging. The [Mental Health Foundation](#) have some top tips to banish any back to work blues you may be experiencing.

Here are their top tips:

- » Create a harmonious work environment – Organise your workspace; if possible, have some flowers or photos of friends and family on your desk or work area.
- » Think about your personal growth – Do you have any skills that you would like to develop further? Are there opportunities for professional development you could seize this year?
- » Review your job – Is it still fulfilling your needs and does it still challenge you? Ask your manager for a job review. Speak about your wants and needs for the role. Discuss any areas of work you are finding difficult.
- » Take time out – Make sure you have at least 15 minutes a day to yourself. Go for a walk or read a bit of a good book.
- » Get organised – Get up earlier so you don't have to rush; set aside time for processing emails; break large projects into small steps.
- » After work activities – Arrange sporting or social activities with friends and family so you have something to look forward to in the evenings or at weekends.

- » Look after yourself – get more sleep, take part in more physical activity and eat well so you think more clearly and feel less stressed.

I would add that now is also a good time to think about what leave you would like to take during the coming year – a number of you have a considerable amount of leave owing, so why not get in early and think about when you can take a break. It's always good to have something to look forward to.

Now is also a good time to look at learning opportunities available through our Learning & Development team – there are a wide range of [courses and workshops](#) on offer. If getting fit, strong and healthy are goals for 2016 check out the [Staff Wellbeing](#) page on the intranet for details of a wide range of exercise classes, sporting groups and classes on mindfulness, yoga, Zumba and Pilates. Free and confidential counselling is available to all staff – for work or personal issues. [Click here](#) for more information.

We have another big year ahead with work continuing on transforming our health system. There are numerous projects on the go. These include:

- » Moving in to new facilities at Burwood later this year. You will see by the photos in this week's Fast Facts that excellent progress is being made, and in some areas they are already starting the landscaping.
- » We will soon be seeing further progress on the Acute Services Building, with two massive cranes due to be assembled on site.

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- » Later in the year many staff will be moving from The Princess Margaret Hospital to our new facilities at Burwood while others will be moving to offices in Oxford Terrace.
- » There's a pile of new IT projects and clinical systems to be rolled out across our health system
- » Models of care are continuing to evolve with an ongoing focus of more care in the community and people taking more responsibility for their own health
- » On the Christchurch campus Project Realign will pick up where it left off last year, with teams focused on designing more effective ways of working and connecting.
- » Progress is being made on Ashburton's new facilities, and
- » We will be celebrating with an official opening of our stunning new facilities in Kaikoura later this year

This is just a taster of some of the things keeping us busy. We're also starting to prepare for our annual flu immunisation campaign, which may seem strange in the middle of summer, but having a protected community is vitally important for the smooth running of our health system.

A special welcome to 82 new graduate nurses who started their first day as registered nurses today – well done to you all. It's great to see our health system partner organisations continuing to support new graduates: Pegasus, The 24 hour Surgery, Christchurch South, Nurse Maude, Health Care NZ,

Karadean Aged Care, Bishop Selwyn Aged Care, the Anthony Wilding facility and it was great to see Laura Fergusson and the Hornby Medical Centre taking new graduates for the first time.

We look forward to welcoming 32 new graduate nurses who will shortly start work in our specialist mental health services.

Finally, look after yourself, be kind to your colleagues, people are our most important resource. Make sure you take time out when you're not working to relax and enjoy the rest of summer. Let's make 2016 a year to remember for all the right reasons.

Take care

David



David Meates
CEO Canterbury District Health Board



Above: Welcome to the 82 new graduate nurses.

Facilities Fast Facts

Burwood

With around 6 months to go until the new facilities at Burwood are ready to move into, migration planning is now in full swing. The next staff briefings by Dan Coward will be in early February, open to all staff at Burwood and at TPMH.

The latest video on progress at Burwood is available on the [intranet](#).

The last main sections of roof were lifted into place before Christmas. The internal construction and fit-out of the buildings is now progressing, area by area. The photos below were taken on January 17.



Above: An internal corridor close to completion.



Above: The join between old and new is nearing completion, as seen from the outpatients building.



Above: Landscaping has begun in the courtyards within the Older Persons' Mental Health facility.

Christchurch

The main contractors for the Acute Services building were appointed by the Ministry of Health in December 2015.

CPB Contractors Pty Ltd, formerly known as Leighton Contractors, have now begun their initial work on site, which includes a detailed survey of the completed foundations, the installation of site sheds and renewal of some of the site fencing.

The next steps include the construction of two large cranes on site from February. Steel is currently being fabricated overseas for the frame of the building.



Bouquets

Burwood Hospital

Recently my son-in-law was working as a drain layer on an inaccessible site near Burwood Hospital. He had an accident with a concrete saw that cut through his bicep and caused a significant injury. Realising that he needed immediate attention, he and his workmates rushed him to Burwood Hospital, hoping that he could get medical attention and be able to get an ambulance to pick him up from there. His injuries were such that he and his workmates felt he may not make it to Christchurch Hospital, due to his blood loss and the severity of his injury.

Arriving at Burwood they pulled into Entrance 2 and his workmate rushed up to the reception window asking for help. One of the administrators called an ambulance and an alert went out that urgent help was needed. A number of staff members rushed to his aid, from Doctors and Nurses to Occupational Therapists and I am sure many others.

He has asked me to pass on his gratitude for the help that he received, which he feels could have saved his life. He acknowledged that Burwood is not accustomed to such emergencies, but felt under the circumstances that the team did an amazing job of keeping him safe and getting him the help he needed to stabilise him until such time as the ambulance arrived. It is impossible for us to identify and personally thank all of those who rallied round to support him, so, on behalf of my son-in-law and the whole family, I would like to express our gratitude for the care and

support that he was provided at a very stressful time.

Ward 1A, The Princess Margaret Hospital

We cannot thank you enough for the wonderful treatment you gave Mum during her recent stay in Ward 1A. Because of your expert care we now have a rejuvenated 95 year old back in her home, feeling better than ever and enjoying life. We wish you all a very happy Christmas and all the very best for 2016. Again, our thanks.

Ward 23, Christchurch Hospital

The scrubs with the Christmas patterns were bright and cheerful and it promotes a conversation – no breaking of the ice! They look like a happy uniform, great.

Activity Room / Ward 22, Christchurch Hospital

Wonderful staff. My son was admitted for two weeks. I feel the care and support of the playroom staff was exceptional! We wouldn't have coped here without them. Keep up the great work ladies.

Birthing Unit - Burwood

We would like to thank the staff at Burwood for all their help and care. No matter how small the question or worry, they went out of their way to ease our worries. I couldn't have asked for a better team, every one of them was amazing. We are forever grateful to them for helping with our first child.

Birthing Unit - Burwood

Amazing staff and very nice service ... neat and tidy facilities. Well done and keep up the good work.

Birthing Unit - Burwood

Thank you for your kind service. Absolutely commend the service here. Thank you.

Ward 17, Christchurch Hospital

Herewith my heartfelt appreciation of Dr McCormick and his team for my abdominal cancer operation. I include the nurses in the ward for this excellent care and empathy. And I'm happy to report that I am doing very well indeed!

Emergency Department, Cardiac Care Unit, Christchurch Hospital

I wish to take this opportunity to say a big thanks to the teams that work at Christchurch hospital in particular in the emergency care and CCU areas. Much to my surprise, I suffered a heart attack on 27 November. I am pleased to say that my treatment from the point the ambulance picked me up at home, though to the very professional and compassionate hand-over through each stage of my treatment and recovery process was exemplary.

I know that each person in that process plays a part in a very large team. I also know that getting that total team approach to function smoothly is very difficult and accordingly is a testament to each person who plays a part in making it work. If possible I would ask that my thanks be passed on to each of the team involved in my care, though I accept that might a bit of an ask. A big thank you again and I hope the coming very busy Christmas and New Year period is as kind as it can be to you and all your team members.

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Surgical Assessment & Review Area (SARA), Christchurch Hospital

The nurse, Samantha, gave an excellent service, always bright and bubbly and smiling. Answered my questions thoroughly. A++++ recommend to everyone.

CREST

Can I take this opportunity to thank you and your whole team as well for all the sterling work you have put into our patient's post hospital stays this year. It is such a comfort and stress reliever to know such holistic, dedicated and intelligent nurses and allied staff are going in to help the transition to home for our patients post the stress of hospital.

I have personal experience of your excellent work as well after my father was discharged post a stroke. It took so much of the anxiety away to know that people were seeing to his every need and it was also appreciated very much by my mum. Thanks again, happy Christmas and a peaceful New Year to you all.

Birthing Unit - Burwood

I would just like to say that I am really happy with the service at Burwood Birthing Unit. The staff were really friendly. They talked to me, made sure I understood and explained more if I didn't. They gave me lots of advice, help when I needed it (very happy to hold my little girl if I needed to do something requiring two hands), and were very considerate and didn't disturb me if I needed sleep. I am very very happy. The food was amazing!

Birthing Unit - Burwood

I have nothing to offer but praise and gratitude for the professional team at Burwood Birthing Unit. As a first time mom, the entire process was surreal, but I felt so taken care of and supported during our two day stay. This allowed for me to recover and focus on the task of taking care of the baby. From nurse, to housekeeping, each person I came into contact with was so friendly, caring and understanding - the team just go above and beyond. The meals, kitchen, free info and other goodies were just adding to my experience. Well done team.

Birthing Unit - Burwood

The ladies are fantastic, very, very impressed.

Birthing Unit - Lincoln

Great care was provided. Felt welcomed and when help was needed it was given. Food was great. Was nice to be given a meal that I felt would actually help me gather some energy.

Birthing Unit - Lincoln

Lincoln midwives have been absolutely amazing. What a credit to the CDHB. I'm not originally from NZ, NZ being my second home. Services like this make such a hard thing to do in life that much easier. Thank you so much. Lots of love.

Birthing Unit - Lincoln

I only have compliments! All of the team at Lincoln are simply the best. From my antenatal visits, the birth and after. They all made my experience of giving birth the most calming and relaxing environment possible. All of the checks were done with the greatest care. Left me feeling confident and happy. I can't thank the staff enough, you truly are angels. Midwives all deserve a huge pay rise! I will be back here for my second baby for sure.

Entrance to Christchurch Hospital

Many thanks for getting the path where the smokers go cleaned. It looked so much better and didn't feel so grubby. Wonderful – made my day, thanks to whoever did it and whoever asked for it to be done.

Children's Acute Assessment Unit (CCAU), Christchurch Hospital

Dr Amy Irons attended my daughter today. She was so good on explaining the plan, courses, etc. I appreciate how she communicated and provided what my daughter needed. Thank you!

Children's Haematology and Oncology Centre (CHOC), Christchurch Hospital

Friendly nurses and hospital staff very helpful.

Convalescent - Rangiora

Relationships staff formed with me have been positive and respectful. Meals are delicious - yummy morning teas. I have enjoyed my time here

and wish all staff a safe and happy working environment! The garden is looking amazing!

Security Team, Christchurch Hospital

I am writing to express my sincere gratitude and appreciation for the way your team assisted us today. A patient was pre-admitted to us today for a scheduled procedure tomorrow. For a variety of reasons her procedure was brought forward to this afternoon at short notice which posed several issues for her, including an overnight stay.

One of her concerns was her car which was parked in the Dean's Avenue car park. I contacted security staff to see if the car could be left overnight. I can't remember the name of the male staff member I first spoke to, but he was extremely helpful and said that they could move the car to a more suitable location and for which there would be no charge. He sent Eve to our aid and she went to collect the car and moved it to the staff car park where the patient could be assured it was secure overnight. She also brought back some items from the car which the patient had requested.

I have spoken to the staff involved to say how impressed I am with their service, but wanted to formalise that in writing. It seems to me to be over and above what was expected, but alleviated a lot of anxiety for the patient who was already under a good deal of stress in having to make a lot of decisions and arrangements under pressure.

....Once again, thanks to your team for helping to make a significant and positive difference to our patient's experience. Lorraine Owen, CNM, CDU

Ashburton Hospital

I just attended the hospital urgently after my son spilled boiling water on his lap. Can I just say we received the most amazing service and treatment from the reception staff, administration staff and the nurse on duty. Your hospital is to be commended for exceptional care. Thank you to all those who helped.

Canterbury Grand Round videos on intranet

There is a wealth of expert information on Canterbury DHB's intranet, including fantastic research and findings by our own staff filmed at the weekly Grand Rounds.

Videos of the Canterbury Hospitals' Friday Clinical Meeting "Grand Round" presentations can be located from the front page of the intranet by clicking "Clinical Resources" (4th tab along on the top bar) and then going to "More Clinical Resources" and clicking down to the letter 'G' where you will find "Grand Round". The videos can be accessed by any CDHB employee.

<http://cdhb.intranet/SitePages/Canterbury-Grand-Round.aspx>

The Grand Rounds cover a wide range of topics and are aimed at a wide audience. Some are clinically based, others cover non clinical issues affecting all health professionals.

The sessions are held in the Rolleston Lecture Theatre and streamed live by TeleHealth at The Princess Margaret Hospital (TPMH), Burwood, Hillmorton, Ashburton and Timaru hospitals and on the West Coast each week from February to December between 12.15 and 1.15pm.

However, we know that there are many of us who are just so busy during the working day that we are unable to attend even a lunch time meeting. In 2015 we therefore started recording the Grand Rounds (with the speaker's permission) and putting them on the intranet.

As a result we now have an amazing set of talks available on the Grand Round Intranet site including:

- » Protecting vulnerable children – a talk by the Commissioner for Children.
- » Fertility preservation in oncology. Options for the present and future.
- » Managing bleeding patients.
- » Digital Healthcare 2020: Supporting health professionals to form effective partnerships with consumers / patients.

- » Tips for working with Māori and Pacific people.
- » An isotope's journey.
- » Patients admitted with vertigo keep going round and round and round.
- » Overview of progress within the Canterbury Health System.

Over the past few years the Grand Round talks have been organised by Ruth Spearing, in her role as present Chair of the Canterbury Hospital Medical Staff Association. She stresses that the aim of the meetings has been to make them relevant to the wider hospital community and has been delighted that at some of the sessions that there have been up to 185 people in the Rolleston Lecture Theatre alone which is an indication of the quality of the speakers.

Nurses can count the sessions towards their continuing education requirements. Medical students are encouraged to attend and the Dean has requested that other teaching doesn't occur during this hour.

Ruth is always keen to hear of possible outside speakers who might be able to present especially if they are, for example, in Christchurch to speak at another meeting.

Special thanks goes to Clinical Manager, Medical Illustrations, Bob Ashford, and Senior Online Advisor, Matt Elliott, for their hard work getting the videos onto the system usually within a matter of a few days from the time of the presentations.

So if you have a spare half hour at some stage, I can guarantee that you will find some really interesting viewing on the Grand Round intranet site.

The first grand round for 2016 will be held 26 February. More details to come in future updates.

Skilled Technician retires after 28 years



Yvonne Radford Vision Hearing Tester is retiring after 28 years as a Vision Hearing Technician. She has provided a service to the children of Canterbury screening for vision and hearing concerns from age four years to in the past secondary school aged.

Yvonne is a skilled technician who has provided support and knowledge to the small team of technicians during her years with the service.

Yvonne will be missed for her depth of knowledge, skills and the support she provided to her colleagues, schools and preschools; she has made a huge contribution to the health and wellbeing of so many of Canterbury's children.

Sexual Health moves

The Sexual Health Centre has relocated to new premises at 314 Riccarton Rd, near Bush Inn shopping centre.

Opening hours for the centre and phone numbers and email addresses for team are unchanged. The new centre is located on a main bus route and parking is available.

The team spent two days moving-in and setting up the new offices before opening the doors to the public on Wednesday, 20 January.

The Sexual health Centre held a goodbye party to farewell the old premises earlier this month. And while there was some sadness at leaving a familiar, well lived in and loved home, the team is very excited about the new building which has been repurposed for its needs.

The building at 33 St Asaph Street is to be demolished.



Above: Enjoying their new purpose built offices at 341 Riccarton Rd (near the Bush Inn shopping mall), are members of the Sexual Health team (from left) Clinical Director Edward Coughlan, Dr Megan Reynolds, Nurse Keith Fraser, Secretary Sally Craighill and Rec team leader Angie Milner.

Mary Poppins visits hospital

There were smiles all round when the cast of the Court Theatre's Mary Poppins show popped into Christchurch Hospital just before Christmas to sing some merry tunes for patients and their families.

One of the Mary Poppins cast, Ali Harper, had a recent visit to the hospital's Bone Shop with her son and suggested to Child Acute Assessment Unit (CAAU) Clinical Nurse Manager, Warren Nairn, that she would love to spread some Christmas cheer by bringing the cast in.

The cast volunteered their time and visited the children's Activity Room, then CAA, the Bone Shop and the Child Health Oncology Centre.

The beautiful and strong vibratos could be heard down the corridors and had people stopping to locate the sound. There were smiles all around!



National Certificate for TPMH Orderly

Congratulations to Brian Marsh who recently received a level 3 National Certificate in Orderly Services. Brian is the third orderly at The Princess Margaret Hospital (TPMH) to receive this level of qualification, Orderly Supervisor Tony Danenburg being the first and Sue Stratton (now a physiotherapist) the second.

The course entails dedicating perhaps 40-60 hours over the period of a year. Brian says the course was both challenging and interesting.

"It covers all aspects of the job such as working safely in a number of environments, ensuring your colleagues and patients are also kept safe - for example, handling and disposing of infectious material properly.

"The cultural aspects that people might not intuitively associate with an orderly's role, but are actually really important, were especially interesting. "We talk to patients and visitors from many cultures and backgrounds and this course provided some really helpful information on how to do that better."

Brian has been an orderly at TPMH for seven years now, having previously worked as a joiner. He became interested in the role through talking to staff while visiting his father in Christchurch Hospital.

"I liked the fact that the job was so varied and keeps you active. I work mostly evening shifts which fits nicely with the preferences of the rest of the team here, and allows me time during the day for other outdoor activities," Brian says.

Brian, together with his wife, is a keen cyclist and gardener and is proud to have received an award for his native garden from Christchurch City Council and the Canterbury Horticultural Society.



Above: Tony Danenburg, assessor (right) presents the certificate to Brian Marsh.

Elvira Bebris - Histology MLT retires after 42 years



Above: Elvira pictured at farewell function with previous Section Heads of Histology Kevin Alderton and Rowena Hunter and workmate Eleanor Chaney.

Current and past staff of the Anatomical Pathology Department came together to celebrate Elvira Bebris's career as a Histology - Medical Laboratory Technician last Friday.

Elvira has been part of the histology team at Canterbury Health Laboratories for the past 42 years starting work immediately after leaving school in 1973.

Her long standing commitment and dedication to the Anatomical Pathology Department and Canterbury Health System has been much appreciated.

She has always been well-known and liked around the lab, and has always been friendly, kind, considerate and caring of others, she will be missed by us all.

We wish Elvira well in her move to Cheviot and the new adventures that will bring.

InterRai expert in town



Professor Vince Mor.

The Canterbury District Health Board (DHB) is very pleased to support Professor Vince Mor, an International InterRAI expert to attend the Canterbury DHB from Thursday 21 January to Friday 29 January 2016.

InterRAI is the standardised older person's assessment that is being used by Canterbury DHB. Information from the interRAI will be useful to help us improve care for older people.

"Professor Mor is a true world leader in Ageing research and has made many significant changes to improving older persons care in America. I am delighted to have someone of his stature visiting the Canterbury DHB" says Dr Nigel Millar, Chief Medical Officer.

Professor Mor is a very experienced researcher from Brown University, Rhode Island in the USA. He has also had an important role in establishing New Zealand's InterRAI database. Dr Nigel Millar, also said he is delighted Professor Mor is here. He will help with using InterRAI data to maximise its potential. This will help improve services and service delivery to older people."

Professor Mor has been involved with establishing the NZ InterRAI database since 2003. After his time in Christchurch he will also spend a week at the Ministry of Health liaising with National leaders regarding establishing and improving standardised assessment from national InterRAI data.

His time in Christchurch will be characterised by a number of seminars as well as giving presentations to clinicians, InterRAI assessors and management leaders. His talks will cover multiple areas, particularly quality measurement and outcome measurement to test the impact of intervention. There will also be talks on using clinical and administrative data to identify sources of disparities in health care.

A full timetable of his presentations is at the end of the CEO update.

HPV vaccination Year 8 Programme

As you are reading this the public health nursing service is busy preparing packs of information to go out to Canterbury schools with female year 8 students and from there to parents and caregivers.

The Human papillomavirus (HPV) vaccine became available nationally in 2008. It is free for girls and young women up to their 20th birthday. It is also free for non-residents who are under the age of 16 and are living in New Zealand for nine months or more.

Nationally it is available through participating schools or from family doctors, local health centres and some Family Planning clinics. In Canterbury there was not an in-school programme operating until 2013, instead it was available from general practice teams and promoted along with the scheduled 11-year-old immunisation.

In 2013 an in-school vaccination programme was run for Year 10 (High School) female students. This year the programme has been brought forward to female Year 8 students (Intermediate school age).

Dr Ramon Pink, Chair, Immunisation Service Level Alliance says being immunised against HPV and having regular smears is the best protection against developing cervical cancer and genital warts.

"The HPV virus can lead to genital warts, cervical cancer and other cancers later in life. In most cases, three doses of HPV vaccine can prevent infection with the virus. It is great that now the vaccine is available at school for this age group in addition to general practices and health centres," says Dr Pink.

Read more about [HPV Immunisation](#).

Smart girls get their HPV IMMUNISATION
 (Human Papillomavirus Vaccine - A vaccine to help prevent cancers caused by HPV infection)

immunise
 their best protection

For more information about HPV infection and HPV vaccination, talk to your General Practice Team, Public Health Nurse or visit cervicalcancervaccine.govt.nz

Canterbury
 Canterbury Clinical Network
immuniseforlife.co.nz

Canterbury man receives world's smallest pacemaker

When 83-year-old William (Bob) Moffit was checking a route for his voluntary Christchurch City historical walking tours, he never expected he would end up becoming involved a New Zealand first.

It was during the part of his route near Christchurch Hospital where Bob had a sudden cardiac arrest. He was taken to the Emergency Department where it was established he needed a pacemaker.

All was going well until about six weeks later when he experienced some complications as a result of the procedure.

Fortunately for Bob, Christchurch Hospital had recently been chosen to be the only centre in New Zealand to implant the latest in pacemaker technology.

You could say he was in the right place, at the right time, and was seen by the right person because Bob is the first person in New Zealand to receive the world's smallest pacemaker.

One tenth of the size of a traditional pacemaker, the Medtronic Micra Transcatheter Pacing System delivers the most advanced pacing technology available to patients.

Dr Ian Crozier, Christchurch Hospital Electro-physiologist Cardiologist, and his colleagues including Dr Iain Melton and Dr Matthew Daly, are part of the few clinical teams in the world trained in implanting the device, which is the size of a large vitamin and weighs less than a coin.

"This pacemaker has been developed over the last decade with extensive testing. Only 700 have been implanted worldwide," Dr Crozier says.

While it's hoped these pacemakers will eventually become a standard device, Dr Crozier says at this stage patients will need to meet certain criteria to be eligible for these implants.

"This tiny leadless pacemaker suits those who don't respond well to conventional devices, such as those with blocked veins or abnormalities in their chest wall."

Unlike traditional pacemakers, Micra does not require a surgical pocket under the skin, so potential sources of

complications are reduced - as are any visible signs of the device.

The Micra is placed inside the heart and is attached with small tines. It delivers electrical impulses through an electrode at the tip of the device rather than using thin wires, known as 'leads' to deliver pacing therapy.

Once positioned, the Micra can be repositioned or retrieved, if needed.

"It is easier and quicker to implant than a conventional pacemaker and the risk of complications is considered less, Dr Crozier says.

"Despite its tiny size, its remarkable engineering means it will last about as long as a conventional pacemaker; about 10 years."

Bill, who loves to walk around the city, says he will be thrilled if the Micra helps to see him out another decade.

"Although I've had to give up my tours and my other love of playing golf in the last year or so, I'm sure I'll be able to find something else to make the most of having this amazing wee device keeping my ticker going for a wee while longer," Bob says.

Pacemaker therapy is the most common way to treat bradycardia, a slow or irregular heart rhythm. When the heart beats too slowly, the heart is not able to pump enough oxygen-rich blood to the body. A pacemaker sends tiny electrical impulses to pace the heart when the rhythm is too slow and restores it to a normal level (around 60 - 100 beats per minute).

Patients generally experience results instantly with their heart pacing at a normal rhythm, and return home the following day.

Check out One News' coverage of this [story](#).

**Transforming
Canterbury's
Health Services**

Our Year In Review
Jan-Dec 2015

Canterbury
Clinical Network
Transforming Health Care. Whānau Ora ki Waitaha.

www.ccn.health.nz

Canterbury Clinical Network

Take a look through some of the system successes and achievements during 2015 in this publication.

[Read the report here.](#)

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Managing technology to make sure patient information stays confidential

Message from Dr Nigel Millar, Chief Medical Officer - The proliferation of smart mobile devices has revolutionised the way we deliver healthcare by making high quality patient health information more accessible where and when we need it. Such enablement does however bring with it an elevated risk to patient privacy if we don't take the proper steps to safeguard it. I'd like to take this opportunity to remind clinical staff of their responsibilities in relation to the security and privacy of patient information.

Just before Christmas I included a message in the daily global email outlining the minimum standard required to make sure patient information remains secure if the device on which it is accessed is lost or stolen. I am going to repeat those messages, and will elaborate later on the reasoning behind our privacy protocols and suggest some additional precautions you could take.

As I said, these are the minimum standards required. Some suggestions for other precautions you could take are explained further down this message.

All personal devices such as tablets, laptops and phones must be password protected and set to lock automatically after a short period of inactivity.

No identifiable* patient data should be held on a laptop, tablet or phone.

Identifiable patient data should not be held on USB sticks or other portable memory devices.

Lists of identifiable patient information should not be sent by email.

*Note that an NHI is considered an identifier.

Here is a little more explanation and other suggested precautions:

- 1 All personal devices such as tablets, laptops and phones must be password protected. Without a password a lost device may give an unauthorised person access to emails and potentially other systems that hold identifiable patient information. Suggested additional steps to prevent this: You could ensure that 'find my device' options are enabled, and that you have activated any systems that allow you to delete data remotely if your device is lost or stolen. See item 5 below for more detail.
- 2 No identifiable data should be held on a laptop, tablet or phone. Password protection is not a complete protection. On a laptop it is a relatively simple matter to access the hard drive, despite the password. It is best practice to ensure that the hard drive is encrypted or at least the user files. This is planned for DHB laptops to protect files saved directly to the hard drive (C:).
- 3 Identifiable patient data should not be held on USB sticks or other portable memory devices. These devices are easily lost or stolen and are therefore high risk. There have been

a number of high profile cases from government agencies such as ACC, WINZ and EQC where large amounts of data have been accidentally disclosed in this way.

- 4 Lists of identifiable information for multiple patients should not be sent by email. There is always the risk of sending an email containing patient identifiable data to an unintended recipient – most commonly where the device auto-populates the 'To' box based on the first few letters you type. Double check before you hit 'send' and avoid using 'reply to all' except when you have checked all recipients are appropriate. When such an accident involves information about a number of a patients it becomes a much more serious matter. Emails in general are particularly vulnerable as they are likely to be accessible through mobile devices.

Where it is necessary to send lists of patient data then it should be de-identified, and indexed with a code to a second list containing the identifiers. The list of identifiers should be encrypted, then both lists sent separately. The passcode to decrypt the identifier file should not be sent by email – it should be communicated by a different method such as phone or text.

- 5 Remotely wipe your mobile phone if you lose it.

If you lose a CDHB smartphone with email on it you can erase it yourself by following these instructions. The next time your device connects to the Internet it will be wiped.

- a. Log onto webmail <https://mail.cdhb.health.nz>
- b. Select 'Options' from the top-right of the screen (below your name)
- c. Select 'See all options'
- d. Select 'Phone' from the left-hand column
- e. Select the 'Mobile Phones' button
- f. Select your lost phone
- g. Press the 'Wipe Device' button

- 6 De-identification includes removing all data that may link a record to a patient including but not limited to: - Name, date of birth, age (may be replaced with an age band), address – particular care should be taken when dealing with unusual diagnoses and situation where the identity could be inferred.

Family donate to Activity Room

The McEachen family have donated \$500 to Christchurch Hospital's Activity Room.

Daughter, Sophie McEachen, wanted to hold a charity quiz event so they could give the proceeds away to a worthy cause. She Googled charities in Christchurch and decided on Christchurch Hospital's Child Health Division.

"We had several of our friends over as well as family members who were happy to donate via quiz entry fee and also mystery bottle auctions. We were very happily surprised when we did the final money count and realised we had raised \$500," says Buffy McEachen (Sophie's Mum)

"Thank you very much for allowing us to visit the activity room and see where the money would be used."



Above: McEachen family with Team Leader, Hospital Play Specialist Service, Allie Bower

New cricket kit for hospital cricket team

A very smart, new cricket uniform has been donated to the Christchurch Hospital Cricket team. It was gifted by Essentials Helpcare, which provides an excellent service to CDHB hospitals supplying bariatric equipment to wards and departments.

The hospital has had an active Cricket team since 1936 and is affiliated to the Sydenham Cricket Club. It plays at President's grade in the Christchurch Metro League.

Team member Aidan Hegarty says the team is delighted with the donation.

"Essentials Helpcare made it very clear this was a donation to recognise the dedication of hospital staff, and not any kind of commercial sponsorship. I designed the kit with Perry from Essentials Helpcare. We love our sport and it is great to be able to be so well presented while we are playing it," says Aidan.



Above: Essentials' Operations Manager (South Island) Perry Robertson (right), presenting a shirt to our Team Captain, James Boyd.



Above: The Christchurch Hospital Cricket Team in their new uniform.

A new year and a new name for Psychiatric Service for the Elderly (PSE)

The Psychiatric Service for the Elderly (PSE) has changed its name to Older Persons Mental Health (OPMH) and the necessary administrative work required to implement the name change is currently in progress.

The rationale behind the name change is as follows:

- » The new name is more consistent with similar services across New Zealand and internationally.
- » Having Older Persons at the beginning of the name identifies the service as an integral part of Older Persons Health and Rehabilitation (OPH&R) rather than being assumed to be part of Specialist Mental Health Services.
- » The word psychiatric can conjure up many negative images for consumers/patients and their families. Mental health is broader than psychiatry and the terminology of mental health has a more positive connotation.

- » The concept of mental health acknowledges that we are all on a continuum, as we are for other aspects of our health, and therefore is less discriminatory (i.e. it does not single people out).

Why now?

Now is a good time to make the change as part of the whole facilities process, rather than an additional “stand alone” change. As teams move away from The Princess Margaret Hospital into the community and Burwood Hospital, a name change can be seen as integral to the change process. A name change now is also a cost effective option, allowing it to be incorporated into new signage being produced in conjunction with the facilities move.

For further details contact Vanessa Roberts, Quality Facilitator, OPH&R - Vanessa.Roberts@cdhb.health.nz; or extension 66858.

Fossil Fuel Free Coast to Coast (& back)

Two Canterbury DHB staff are currently pedalling, kayaking and jogging their way to a World first - a fossil fuel free Coast to Coast.

On Friday Meg Christie from Community and Public Health, and Steven Muir, from Medical Physics and Bioengineering began a journey on their tandem bicycle. As well as carrying all their provisions, they set off into a howling nor'wester towing a kayak on a trolley designed and created by Steven.

Once they arrive at Kumara Beach they will turn around and do it all over again, in reverse.

“The idea of Fossil Fuel Free multi-sport outings is to show you can have lots of fun doing multi-sport activities or holidaying, without burning a single drop of fossil fuel to achieve it. This is in contrast to many multi-sport events which rely on lots of fossil-fuel-burning support vehicles to transfer gear around the country,” says Steven.

One of the pair will do the walk over the Mingha – Deception from east to west then the other partner will do it west to east on the way back. Only one person in each pair will do the kayak leg down the Waimakariri on the way back while the other ferries the bike and trolley to Woodstock.



One minute with... **Janette Philp, Communicable Diseases and Refugee Nurse, Community & Public Health (C&PH)**

What does your job involve?

A lot of my work involves contact tracing of tuberculosis, Hepatitis B and C cases, also the vaccine preventable diseases such as pertussis and measles amongst others. I visit the refugees who come to live in Christchurch to ensure their public health screening tests are either done or followed up on if they have come into New Zealand through the Refugee Centre in Mangere. I get involved in outbreaks, such as when we had 'swine flu' in 2009 and during the early days following the earthquake in 2011 I was an assistant to water testers and visited the welfare centres when all hands were on deck.

Why did you choose to work in this field?

I'm not sure I can say I chose it, I think I morphed into it. I was working in C&PH in another role, helping out in the communicable diseases team during emergencies such as 'swine flu' and the earthquakes amongst other things. I realised I really liked the work so when this position came up, I was lucky enough to get the job.

What do you like about it?

The variety of work and the fact it is still people focused even though I now work in an office environment.

What are the challenging bits?

Information gathering, we rely a lot on health professionals and other people to provide the information we need to allow us to do our job well.

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

It's hard to pin it down to one particular person. I think one of the things I've noticed in public health is how well we work as a team when things get tough. Whenever we have a "big event" on we adopt the CIMS structure and it all just seems to fall into place with everyone knowing their role and the outcomes are always very good.

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?

As a nurse I am privileged to work with people to assist them with their health outcomes, so feel a great deal of responsibility in guiding them in the right direction. Care and respect plays a large part in what I do to get the best outcomes and it is just as important to apply it to colleagues as well as clients.

The last book I read was...

The Good Doctor, by Lance O'Sullivan. I would say a must read for those working in health, I found it inspirational.

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

I love to walk in the hills, that might be from the Port Hills to the local foothills to somewhere along the Main Divide providing there is a view and some bird song.

My ultimate Sunday would involve...

Finding that hill with a dog by my side. Since I lost my trusty tramping companion I tend to borrow other people's dogs and take them along with me. Having a picnic looking down on the world below with nothing but peace surrounding me.

One food I really dislike is...

Seafood – too slithery

My favourite music is...

Where do I start, I'm pretty easy to please but the album I listen to most on my IPOD is God's Home Movie by Horse (an unheard of Scottish band from the '90s).



Above: Janette Philp

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: yoga, Zumba, Pilates, mindfulness...and GOLF

2016 class times now available – yoga, Zumba, Pilates, mindfulness.

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

CDHB Staff Golf Group – register now for the February game

First game of 2016 is on 14 February - tee off 10am - Waimairi Beach Golf Club.

Suitable for all levels. To register contact Jamie.Browne@cdhb.health.nz.

[Click here](#) for information on other CDHB Social Interest Groups.

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.

For more information on all wellbeing initiatives visit the [Staff Wellbeing Programme intranet page](#).

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



**Already tired of sitting at your desk?
Need some activity?**

Let's Get Physical!

We are offering two free exercise sessions with our friendly team to start your New Year with inspiration!

Friday 29th January
12:00pm or 12:30pm

Retro Sports Facility
(cnr Kilmore & Durham Streets)

For more information [Like us on facebook](#) [GreenPrescriptionChristchurch](#)

BE ACTIVE
Term 1, 2016

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

Woolston
St John's Church Hall
Cnr of St Johns Street & Ferry Rd
Monday 1.00pm – 2.30pm
Starting Monday 15 February

New Brighton
North New Brighton War Memorial Hall & Community Centre
93 Marine Parade
Tuesday 10.00am – 11.30am
Starting Tuesday 16 February

St Albans
Mary Potter Community Centre
442 Durham Street North
Tuesday 1.00pm – 2.30pm
Starting Tuesday 16 February

Hornby
Harvard Community Lounge
31 Corsair Drive
Wednesday 6.15pm – 7.45pm
Starting Wednesday 17 February

For more information and to register please contact:
P 03 373 5042
E dave.jeffrey@sportcanterbury.org.nz
www.sportcanterbury.org.nz

Suitable for all ages (18+) and levels of ability. Join us each week to try a range of low-impact activities, eg circuit, badminton, Tai Chi and Zumba. Discuss ways of maintaining a healthy lifestyle and enjoy the support of others in the group. Cost is \$3 per session.

The Preceptor Education Programme is changing for 2016

All health professionals are required to teach and facilitate learning within their workplace. This can be with patients/clients, family/ whānau, colleagues and students. This is upheld in the Nursing Council of New Zealand's Scope of Practice for Registered Nurses (NCNZ, 2007) and the Code of Conduct for Nurses Principle 6.7 (NCNZ, 2012). A review of the CDHB Preceptor programme, DEU workshops and CPIT's Introduction to Clinical Teaching and Learning paper showed we had duplication of content, course aims and objectives. Over the last year CPIT and CDHB have worked together to combine these three programmes into a new programme called Introduction to Clinical Learning and Teaching for Nurses. Our vision is to have a clinical workforce that has the knowledge and skills which enables learning in the clinical environment, promoting quality and patient safety.

Clinical education is across all healthcare settings. The learning is built around the six foundational topics: relationships, environment, evaluation, assessment, education approaches, and facilitation. We want to develop a community of clinical learning encompassing health care and education settings.

The new programme consists of an online theory course and a face to face workshop to consolidate the learning. For more information please visit the nursing home page on the Intranet, talk to your Nurse Educator or give us a call at the Professional Development Unit 80646.



100 Days Programme Workshops on offer

The 100 Days Programme Implementation team is holding further workshops in early 2016 for CDHB staff who are keen to attend.

Workshops for all services are being held on February 24 (BDU) and March 10 (PMH);

Please RSVP by 5 February to
Colette.meehan@cdhb.health.nz

Visit the [Intranet site](#) for further information.

Working to 100 Days Workshops *Saving time for the patient and system*

Who should attend?

The workshops are designed for:

- clinical directors
- triaging clinicians
- service managers
- booking coordinators
- quality team members

Services will get the most from the workshops if they attend the same workshop as a team (e.g. booking coordinator, service manager and triager all attend the same session)

What will be covered?

The 2016 workshops will provide an interactive opportunity for CDHB staff to better understand optimal elective patient flow and the knowledge to apply the approaches learnt as part of the 100 Days Programme

The workshops will focus on the following three topics:

1. clinical prioritisation (triage)
2. smart booking processes
3. reporting tools for data driven flow management

Workshop details:

The workshops will be held on:

- 24 February 2016 - 0900-1100 (Design Lab), all services
- 10 March 2016 - 0900-1100 (Princess Margaret Hospital), all services

Morning / afternoon tea will follow both sessions

Please RSVP, indicating your preferred workshop date by the 5th February 2016 to Colette Meehan, 100 Days Programme Administrator
Colette.meehan@cdhb.health.nz



Learning and Development Calendar

Start your New Year with some great learning opportunities coming up next month February 2016 – [click here](#).

Valuable ACP Training Opportunity coming to Christchurch



Conversations about the end of a person's life are often challenging, however a dedicated training course is being held in Canterbury to assist health care providers to initiate and participate in discussions with patients about their future health and end of life needs.

Advance care planning (ACP) enables health care providers to talk with patients about what is important to them regarding their future health care, what matters to them and what makes life meaningful to them.

A comprehensive Level 2 ACP training course is being delivered by the National ACP Co-operative with support from Health Workforce New Zealand (HWNZ) in conjunction with the South Island Alliance. The 2 day course is designed to help develop advanced communication skills to help clinicians effectively initiate and participate in complex communication conversations. The course focuses on advance care planning; however these skills are applicable in any situation.

The course has rated highly with attendees to date, 97% of attendees say the course met expectations and 93% would recommend it to a colleague

The training is ideally suited to doctors, nurses and allied health workers looking after patients, particularly those with long term conditions, in hospitals, community health settings and residential aged care facilities.

Now fully funded

Changes have been introduced recently to improve access to the course for all health staff working in the South Island. The \$1350 +GST course fees are being funded by the South Island Alliance and HWNZ to enable more health professionals working across DHBs, PHOs and community organisations to access this important training opportunity.

The next Level 2 ACP training to be run in Christchurch will be on the 26-27th April 2016 (applications close 23rd February 2016). The course has been accredited with up to 17.2 CME points from the Royal New Zealand College of General Practitioners.

Limited Availability

Only 10 spaces are available per course, all applications will be reviewed by the national cooperative, HOPSLA and district representatives prior to confirmation of selection to attend training. 100% attendance at the course is mandatory and this course is not suitable for new graduate staff in their first year of practice. In the event of a delegate failing to attend the course, if no replacement can be found then the delegate may be held responsible for course fees.

Pre-work Required

Please note there is compulsory pre-work to be completed prior to attending L2 training. This includes background reading, and the completion of the L1 eLearning module.

Preference will be given to staff who have completed the L1 eLearning modules prior to submitting their survey monkey application.

For more details please see

<https://www.surveymonkey.com/r/febtojun2016>

Or if you have any questions please email:

acpadmin@adhb.govt.nz or jane.large@cdhb.health.nz

"I'd absolutely encourage others to do this course!"



Dr Rachel Wiseman

Dr Rachel Wiseman, a consultant in Respiratory and Palliative Medicine at Christchurch Hospital undertook the L2 ACP training in March 2014, and has since managed to bring the learnings back to her department, to her team, their patients and to embed it into the daily care being delivered to her respiratory patients.

"I wanted to take the course more to assist my work in respiratory care than palliative care, as we see a lot of people arrive into the ward in crisis, and at that point they often haven't thought about the end of life care they'd like to receive and are often too sick to be able to have that conversation."

Rachel says she realised that having the opportunity to talk about advance care planning with patients before they were in crisis point would be hugely valuable to the patients and helpful for staff: "We'll often see a patient once or more before they arrive in crisis, such as in an outpatient clinic or they'll see their GP, and I realised that those interactions give us the perfect opportunity to talk about future health options, at a time that is less stressful and pressured".

Completing the pre-work and 2.5 day training was a valuable experience according to Rachel: "I thought that training was really good and very helpful for my work. The Pre-work was very useful, and understanding the legal side of advance care planning from a New Zealand perspective was helpful too. It was also hugely valuable to be able to practice having those types of conversations in a non-threatening environment, with other staff rather than directly to patients."

The communication skills that Rachel learnt through completing the course have also assisted her in her work, not just in advance care planning but in wider aspects of her work, as Rachel explains: "The communications skills training has been useful for all areas of my work with staff and patients; It's been really useful."

Since undertaking the training Rachel has brought the learnings back to her team and started up a small group whose aim is to raise awareness of advance care planning, to build competency in this area amongst the department and to embed conversations about end of life care into normal, everyday delivery of care. She views their team's role as to start off the conversation about end of life care, and to encourage patients to develop an advance care plan at a considered pace with their GP's assistance....[more](#).

Intravenous Nursing New Zealand (IVNNZ Inc.) 2016 Conference

When: 18 and 19 March

Where: Wigram Air Base Museum, Christchurch

Speakers include:

- » Dr Lisa Dougherty OBE RN MSc DClinP. Clinical Nurse Specialist/Manager, IV Services, Royal Marsden Hospital NHS Trust, London, UK
- » Dr Jane O'Malley, RN MN PhD. Chief Nurse, Ministry of Health. New Zealand
- » Dr Maggie Meeks MB ChB MD Dip Ed FRCPCH RRACP. Professional Practice Fellow, University of Otago, Christchurch. New Zealand

Plus numerous presentations from New Zealand IV Nurse Therapists. Topics include: Nurse Insertion of tunnelled PICC, changing culture in relation to CVADs, OMG study findings, Intravenous therapy in the community and much more.

Access registration information from ivnnz.co.nz

InterRAI Seminar Series

Professor Vince Mor
International interRAI expert
Brown University, USA

Grand Round.

Tues 26th January 2016.

Fifth Floor Lecture Theatre. TPMH. 12.30-13.30.

"Using interRAI data to improve outcomes; Experiences from the USA".

InterRAI Seminars.

Tues 26th January. First Floor Seminar Room TPMH.
09.00-10.30.

"Implications of aggregating individual and event level data up to the level of the community and how to compare areas with age, sex and Maori status".

10.30-12.00.

"Outcome measurement to test the impact of interventions".

Wed 27th January. First floor Seminar Room TPMH.
14.00-15.30.

"Using interRAI data to identify sources of disparities in health and health care".

Any questions please contact either, Hamish.Jamieson@cdhb.health.nz or, Richard.Scrase@cdhb.health.nz

15th Intravenous Nursing NZ Conference

Welcomes all infusion enthusiasts on board

the sky's the limit

for collaborative care in infusion therapy

INFLIGHT ENTERTAINMENT

Key Note Speaker:

Lisa Dougherty >>

CLINICAL NURSE SPECIALIST/MANAGER,
IV SERVICES, THE ROYAL MARSDEN
HOSPITAL NHS TRUST, LONDON, UK

Sponsored by:

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Don't miss out on the IVNNZ inflight experience!

Location: Wigram Airbase Museum, Christchurch, New Zealand
Clinical Nurse Specialist Forum 17th March 2016
Conference 18th-19th March 2016



REGISTER ONLINE AT IVNNZ.CO.NZ TO SECURE YOUR SEAT!



Clinical leadership in health quality and safety

PROGRAMME AVAILABLE HERE

REGISTER HERE

WITH



HENRY MARSH



MARTIN SNEDDEN

AN ADDRESS
FROM MINISTER
OF HEALTH HON
DR JONATHAN
COLEMAN

The Health Quality & Safety Commission is pleased to present 'Clinical leadership in health quality and safety', featuring:

Henry Marsh – top British neurosurgeon and pioneer of 'awake' craniotomy. Henry will talk about role-modelling, openness and learning from mistakes, making hard decisions and teamwork.

Martin Snedden – recognised for his strong leadership skills on the sporting field, at the highest level in sports management and in business, Martin led the successful bid for the 2011 Rugby World Cup, the delivery of an event that engaged the country and world. He wrote about it in the book *A Stadium of Four Million*.

Senior New Zealand health leaders will also discuss growing clinical leaders locally and nationally.

WHEN

Wednesday 9 March 2016, 9:00am – 4:30pm

WHERE

Soundings Theatre, Museum of New Zealand. Te Papa Tongarewa, 55 Cable Street, Wellington

Topics covered will include:

- role-modelling
- leadership in engaging consumers
- health equity
- openness and learning from mistakes
- communication with colleagues and patients
- team work
- growing clinical leadership locally and nationally.

REGISTER HERE

Join us for this unique opportunity to hear specialist points of views and expertise, and take part in some thought-provoking and interesting discussions.

Registration fee: NZ\$295.00 including GST

Includes: *Open Forum* attendance, buffet lunch, morning and afternoon tea.

Confirmation of your registration and a tax invoice will be sent upon receipt of your online form and fees.

Interested in becoming a sponsor? EMAIL jess.bilton@hqsc.govt.nz to discuss

This event is presented in partnership with the *New Zealand Festival*, where Henry Marsh is also presenting a public event during Writers Week.