



For the whole system to work it takes a whole system to work

Leaders from throughout our health system came together for a couple of powerful hours last Friday morning to listen and to learn what Canterbury's people are saying across the health system.

We discussed problems with access, capacity and demand and brainstormed solutions to inform how we are creating sustainable services into the future. Once again, the collective wisdom of people from a range of organisations, with different roles coming together to share their views, build on each other's ideas and come up with some practical actions.

Thank you to the organisers who pulled this session together at short notice, and to everyone who prioritised this workshop and made themselves available, despite busy schedules. It was so important to have a diverse range of views around the table all focused on what is best for the patients and the people we support, as well as best for our system.



Groups from throughout our health system discussed challenges we're currently facing, and came up with possible solutions to improve the flow of patients through the system.

Our aim is to feedback on the key themes, ideas and perspectives that came out of the workshop by the end of this week, and we will keep you updated on the work and actions on our next steps to improve flow, capacity and demand across our health system.

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COVID-19 in our community – keep calm and carry on scanning and masking up!

At the time of writing we have four cases of COVID-19 in Canterbury, and with the Auckland borders opening in under a month, we expect to see much greater numbers in our region towards the end of the year.

The most important thing you can do to protect yourself is to get fully vaccinated, if you're not already. Please remember to wear a mask when in public, where you can't maintain a safe physical distance from people you don't know (2 metres) and scan in using the QR code everywhere you go – including work, every day and at every building you enter.

If you had your second vaccination more than six months ago, you'll be eligible for a booster dose of the Pfizer vaccine when it becomes available next week. Bookings open on 26 November at www.bookmyvaccine.nz and booster doses will also be available at select drop in centres. I'll have more detail on that next week.

The PM has signalled the nationwide introduction of the new 'Traffic Light' (COVID-19 Protection Framework) system with confirmation expected next Monday 29 November and changes to follow a short time later. We will share more information when we receive it. You can keep up to date at the official COVID-19 Government website www.covid19.govt.nz where information is available in a range of formats and languages.



If you're fully vaccinated, now is a good time to get your vaccine pass loaded in your phone and a hard copy printed, as all indications are that we will need these to continue to do many of the things we enjoy, such as going out to cafes, restaurants and bars, as well as hairdressers and some retail outlets, businesses and events. If you have friends or whānau who are not tech-savvy, please offer to help them out – there is also a number people can call to arrange to get their pass over the phone: 0800 222 478. You'll need to have your NHI number handy. For more information and a how-to guide, check the info on page 8.

Annual Plan signed off last week – Board members thank and acknowledge the work of all staff

Canterbury DHB's 2021/2022 Annual Plan was approved by the Ministers of Health and Finance last week, and this is a significant achievement as it's the first time our plan has been signed off in four years. It represents a massive amount of work from so many of you – thank you. At last week's Board meeting, Chair Sir John Hansen, along with Board members acknowledged the work of the entire health system team in getting this across the line.

Of course, the journey continues, and we don't have time to rest on our laurels. We continue to strive to work more efficiently to deliver quality care. As a DHB, we are always reviewing how we work and ensuring our investments in services are relevant, appropriate and reflect contemporary models of care.

We are making steady progress to improve our financial position, and this means living within our means to eventually break-even. Getting the best value for every health dollar being spent is our collective responsibility.

Canterbury DHB Annual Plan 2021/2022

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The **Canterbury District Health Board Annual Plan** outlines the key activities planned for the Canterbury health system over the coming financial year (1 July 2021 to 30 June 2022).

The Annual Plan also explains our strategic context and shows how our intended activity and outputs relate to our vision and the achievement of our long-term goals for improving the health of our community.

You can also view the [Statement of Performance Expectations 2021/22](#), the Statement of Performance Expectations is our key accountability document to Parliament, which includes targets and measures of both financial and non-financial performance

[Download \(PDF, 3MB\)](#)

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Prime Minister supporting our vaccination drive last Friday

I had the pleasure of hosting the Prime Minister, the Rt. Hon. Jacinda Ardern in Canterbury last Friday and took time to meet with our vaccination teams working at New World Ferry Road and thanked them for their work in getting more of our community vaccinated.

Prime Minister Ardern also caught up with the crew at ACTIS (Aranui Community Trust Incorporated Service) to learn more about their work under the 'Choice Aranui' banner and all of the initiatives they promote to support the health and wellbeing of this community. They have recently held some successful vaccine education and vaccination events.



COVID-19 Vaccination Events Lead, Satish Mistry meets Prime Minister Ardern

Child health teams marked one year since they moved into Waipapa

Time flies....and the child health teams know how to celebrate – by dressing up as Bob the Builder of course. Much fun was had by all – and the one-year anniversary brought smiles to the faces of the young and the not-so-young who looked the part. Can they fix it? Yes, they can!

Image right: From left, Clinical Nurse Specialist Tara Newitt, Charge Nurse Manager Becky Conway and Registered Nurse Tracey Johnstone (sporting a fully equipped tool-belt)



CEO Peter Bramley chats with Prime Minister Jacinda Ardern



The Prime Minister meets volunteers and staff at ACTIS (Aranui Community Trust Incorporated Service)



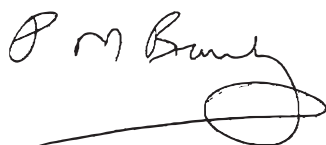
Vaccination rates

Our current rates for all ethnicities are 94 percent first dose and 85 percent of eligible people fully vaccinated.

Our Pacific Peoples hit the 90 percent first dose mark over the weekend – well done! See [page 7](#) for more. They also have 76 percent fully vaccinated and our eligible Māori population is at 84 percent first dose and 68 percent fully vaccinated. Our teams are working hard to close the gaps, with everyone at least 90 percent first dose and more people fully vaccinated.

To enjoy more freedoms this summer you need to have had your first dose by 1 December (and your second three weeks later – just before Christmas!)

Kia pai tō koutou rā



Peter Bramley, CEO
Canterbury District Health Board

Canterbury's vaccination rollout, by the numbers:

First doses - 455,322	Second doses - 410,227
First doses - 94%	Second doses - 85%
First doses to 90% - 0	Second doses to 90% - 24,374
Eligible Population 482,890	

Please email us at AskPeter@cdhb.health.nz you have any questions for Peter.

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

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

SHINE A LIGHT ON VIOLENCE PREVENTION

**Respectful relationships,
healthy masculinity, aroha**



whiteribbon.org.nz





Bouquets

Emergency Department (ED), Christchurch Hospital

I visited ED suffering from extreme pain. Your staff were terrific – efficient, professional, kind and calming. The doctor, nurses, X-ray specialist, and physiotherapist, were all attentive and reassuring. They are a credit to our community.

ED and Atrial Fibrillation Clinic, Christchurch Hospital

Please convey my thanks and appreciation to all the staff involved. I am grateful for the treatment, and the manner in which it was provided. A shout out to all involved.

Mary Beech, Registered Nurse, Crisis Resolution East Sector, Specialist Mental Health Services

I want to thank Mary for what she did for me and for her observations during my presentation to the Emergency Department. I felt heard and understood and this connection was very important when I felt so alone. I shall not forget that.

Ward 14 and orderlies, Christchurch Hospital

Great staff, so helpful, patient and caring. Thank you for looking after me. The orderlies are awesome.

Diabetes Outpatients, Christchurch Hospital

What an awesome team. From the lovely lady on reception, to the check-in nurse and the whole medical team. Thank you very much. My anxiety was reduced greatly by the first friendly face I saw on reception. Keep up the excellent work.

Kumeei, WellFood Assistant

I would like to take this opportunity to bring to your attention the outstanding service and care your staff member Kumeei from WellFood has shown to me during my four-week stay in Ward A8. I looked forward to Kumeei's visits to my room, either collecting my meal options, or delivering my meals. She always had a bright and cheerful manner, and this, along with her infectious smile, made my stay one that I will look back on with great affection. She always carried out her duties with care and attention, and nothing was ever a problem. She is a credit to the hospital. Thank you.

‘Kōrero Mai’ family escalation process launched



Empowering patients and their whānau to speak up if they notice a deterioration in their own or their whānau member's condition is the aim of the Kōrero Mai (Talk to Me) programme, now operational in Christchurch Hospital's Maternity and Paediatric wards.

This project is a part of the Health Quality and Safety Commission's national patient deterioration programme which also includes the use of Early Warning Scores to help clinicians recognise a deteriorating patient sooner.

Family and whānau at times voice concerns to health care professionals about their loved ones or themselves getting sicker, often expressed as "not right" or "not usually like this", says Director Quality and Patient Safety Susan Wood.

"They know their whānau best and will recognise subtle changes or signs of distress sooner than others. It's important that this information is valued and explored.

"At the beginning and during the hospital stay, staff ask if there are any concerns and we encourage patients and their whānau to talk to us at any time."

Of all hospital-related complaints to the Health and Disability Commissioner from January – June 2016, communication was identified as a concern in 42 percent and as the primary concern in 10.2 percent.

Kōrero Mai provides a clear, easy-to-use way for consumers to get help if they are concerned that they or their whānau member is getting worse, not doing as well as expected or not improving, says Maternity, Quality and Safety Programme Coordinator Sam Burke.

"The aim is to give patients and whānau a clear process for escalating their concerns when they believe a patient is deteriorating. It might be a gut feeling or a subtle sense that is picked up on."



From left, Charge Midwife Manager Maternity Ward Shae Bishop, with Corrie, Kingi and baby Maziah

Kōrero Mai has come about because some families have not felt listened to or acknowledged when raising concerns about their loved one's clinical condition and this can delay treatment, says Quality Co-ordinator Child Health Graeme Webb.

"The hope is that this initiative will help catch patient deterioration as early as possible."

Paediatrics was a pilot site for Kōrero Mai which is likely to be rolled out into adult areas across the Canterbury DHB in future. The programme, co-designed with consumers and staff, was launched on 26 October in the maternity wards at Christchurch Women's Hospital and has been gradually introduced to paediatric inpatient areas since 2019.

More information and resources are available on Prism [here](#).

Canterbury Pasifika community reaches 90 percent milestone

The latest data from the Ministry of Health shows Canterbury's Pasifika population has reached the 90 percent first dose vaccination milestone.

Tangata Atumotu Trust General Manager Carmen Collie says there has been a massive community effort to get over 11,463 members of Canterbury's Pasifika community vaccinated.

"It's been an incredible response. Pasifika health and social service providers have worked hand in hand with our community leaders to get the message out that vaccination is our best defence against COVID-19.

"The data shows our approach is working. We know our community, we know the places we need to be, and we're a trusted voice."

Misinformation and fear continue to be some of the biggest issues facing her team, she says.

"While we can't stop people going down social media rabbit holes, we can encourage them to discuss any vaccine questions they have with people they trust. Our team of nurses and navigators have conversations every week with those who are hesitant, and while some people require more time, most really appreciate the opportunity to talk and be reassured," says Carmen.

Tangata Atumotu is at the Māui Clinic at The Hub Hornby every day and has been reaching the community with their mobile clinic in the 'Vaccination Vaka'. The Vaka has visited many locations around Ōtautahi, including primary and secondary schools, tertiary institutions, churches and communities at Rowley, Papanui, Woolston and Aranui.



For more information visit [Tangata Atumotu's website](#) or phone 0800 PASIFIKA (800 727 434).

IT'S THE SIMPLE
THINGS WE REMEMBER
AHAKOA HE ITI
HE POUNAMU



Vaccine Pass available

People who have been double vaccinated against COVID-19 can now request a vaccine pass.

Launched by the government last week, the 'My Vaccine Pass' is an official record of a person's COVID-19 vaccination status. It means they are legally allowed to enter premises that require a vaccine pass under the soon-to-be-introduced [COVID-19 Protection Framework](#) (traffic-light system).

This includes a range of public settings such as hospitality venues, festivals, faith-based gatherings and sporting

events. It is expected that the pass will become part of daily routine, like carrying a driver licence, scanning in using the QR Tracer App or wearing a mask.

The vaccine pass can be saved on a digital device, such as a phone, or be printed as a physical copy. It has a QR code, which has the same information encrypted with a private key held by the Ministry of Health. This allows the Ministry of Health to prove that they generated the genuine QR code and prevents anyone else from being able to make a copy, which mitigates fraud.



Go to the [My Covid Record | Ministry of Health NZ website](#)

Log in to your account

Email Address

Password [Show](#)

[Forgot password?](#)

[Log in](#)

OR

Log in with RealMe, only if you have already created a My Health Account with RealMe.

[RealMe](#)

Don't have a My Health Account? [Sign up](#)

Log in, or if you haven't yet made a 'My Health Account' click on 'Sign in' to create one. To do this you will need an email address, a password and proof of identity – such as a driver licence, passport or birth certificate.

Proof of vaccination status

Request **My Vaccine Pass** for use in Aotearoa New Zealand or an **International Travel Vaccination Certificate** for use overseas. This will take 1-2 minutes and your pass or certificate will be emailed to you within 24 hours.

[Request pass or certificate](#) [About passes and certificates](#)

COVID-19 vaccination record

	Pfizer BioNTech COVID-19 Dose 1		
	Pfizer BioNTech COVID-19 Dose 2		

'My Health Account' shows your vaccination status, including the dates you received each shot. If the information is correct, click on 'Request pass.'

Select a pass or certificate

- ☒ **My Vaccine Pass**
for use within Aotearoa New Zealand
- ☐ **International Travel Vaccination Certificate**
for use overseas

Continue

Quit

'There are options to choose either 'My vaccine pass' or 'International Travel Vaccination Certificate.'

Your details

These details will appear on your vaccine pass.

First name

[REDACTED]

Last name

[REDACTED]

Date of birth


[REDACTED]

Email address

[REDACTED]@gmail.com

Your pass will be sent to this email address.

Changing your details

- You can't edit your name or date of birth. These details come from your [NHI number](#)
- If you would like to update your details complete this [change of details form](#) 

Request pass

Quit

Verify your details and click on 'Request pass'.



Your request was successfully submitted

Your vaccine pass will be emailed to
[REDACTED]@gmail.com

If you don't receive an email with your pass within 24 hours, email the My Covid Record team on help@mycovidrecord.min.health.nz or call **0800 222 478**. Check your spam folder first.

Return to homepage

You'll be advised if your submission was successful and an email will be sent to you.

When the email arrives, you can download and save, or print the pass. You can also add it to your Apple wallet or Google Pay.

People without a smartphone or access to a computer can call 0800 222-478 to request a My Vaccine Pass.

You might also like to look at this animated video put together by Unite Against COVID-19, which explains how to use the vaccination pass. [How to use My Covid Record - YouTube](#).

Parkside Ground Medical blessed

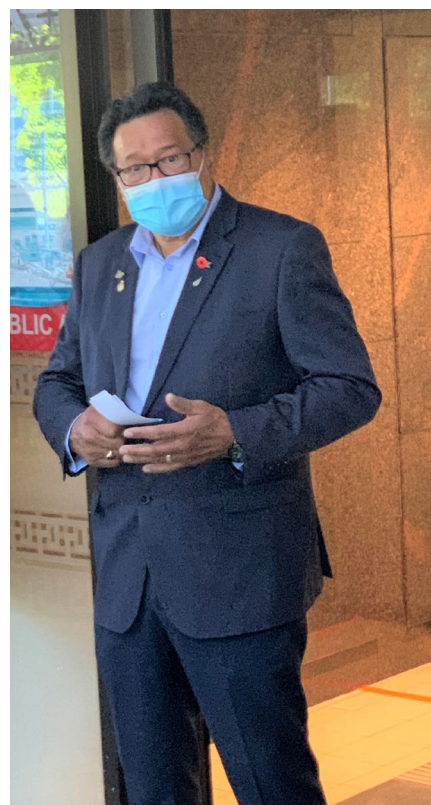
The new site for Ward 27 (General Medicine), which is now referred to as Parkside Ground Medical (PGM), was blessed last Tuesday, before patients, staff and equipment moved in on Thursday.

Taking over the old Acute Medical Assessment Unit (AMAU) site, the ward's new location was recently upgraded with enhanced ventilation. PGM will operate business as usual but will also be the primary unit for treating any patients admitted with COVID-19 as their predominant health issue.

The blessing began with a warm welcome and karakia by Pou Whirinaki for Burwood and Hillmorton Hospitals, Ruru Harepeka Nako Hona. Māori Chaplain Whaea Helen Gray also offered a karakia and led the group, along with Chaplain Donna Reid, through the new ward.

The songs and smiles were joyful but there was also a strong sense of the significance of this space and the purpose it will serve in the event of a further COVID-19 outbreak.

Following the blessing, the group gathered to acknowledge the efforts of those who coordinated the move, particularly Charge Nurse Manager Donna Galloway and Nurse Coordinator Projects, Yvonne Williams, before enjoying some kai.



Pou Whirinaki for Burwood and Hillmorton Hospitals Ruru Harepeka Nako Hona welcoming the blessing attendees



The new Parkside Ground Medical



Sofa beds welcome in Maternity

Partners of those giving birth at Christchurch Women's Hospital are enjoying being able to catch some sleep, in comfort, after 10 sofa beds were donated to the Maternity Ward last month.

Nine of the \$2500 Belgian-made hospital-grade sofa beds were provided by the Christchurch Hospital Volunteers and one by the Hugo Charitable Trust.

Charge Midwife Manager Shae Bishop says the sofa beds are giving partners who are supporting women in hospital the opportunity for a much better sleep.

"Previously they would have to sit on a chair or lie on a mat on the floor. It's absolutely fantastic that the volunteers have been able to provide these items – which women have identified their partners need.

"Having that little bit of extra support is making a huge difference. It's a wonderful, generous gift, and people really enjoy having them here."

Christchurch Hospital Volunteers Treasurer Chris Teasdale says the volunteers were happy to support such a good cause and found it rewarding to know their hard work was making a difference.

More than 200 people volunteer at Christchurch Hospital. They run the gift shop and trolley, help patients and visitors find their way, and much more.

Since 1999, the Christchurch Hospital Volunteers have used profit from the goods they sell to make donations worth a total of more than \$2 million to the Christchurch campus.

This goes towards purchasing equipment, as well as grants for staff training and conferences, and furnishings to make patients more comfortable.



From left, Emma, her husband Simon sitting on one of the new sofa beds holding their daughter Chloe, and Christchurch Hospital Volunteer Julie Owens



Right, Simon enjoying being able to stretch out on one of the new sofa beds. Emma with their daughter Chloe in Christchurch Women's Hospital

2021 Canterbury Healthcare Challenge completed

Canterbury Healthcare
CHALLENGE
Health Professionals learning together

Sponsored by Te Papa Hauora
TE PAPA HAUORA
Māori Health

The 2021 Canterbury Healthcare Challenge presentation event took place last Wednesday and was a resounding success.

Four multi-disciplinary teams made up of health professionals and health students from Canterbury DHB, Canterbury community and tertiary institutions, worked together to develop a management plan for a fictional patient with complex needs.

The Te Papa Hauora sponsored challenge saw teams present their management plans to a live audience and judging panel at Manawa. The judges' feedback was that the plans were comprehensive and of exceptionally high standard. Team spirits were also high, and recognition was made of the new professional relationships and friendships that were formed.

It was still a competition though and there could be just one winner. Congratulations to team Mahi Tahi, chosen by the judges for having the most effective and comprehensive plan for 'Eddie', our fictional patient.

Mahi Tahi team captain Physiotherapist Sadhana Ravichandran, said the Healthcare Challenge is certainly something she would recommend to colleagues. "It is a great opportunity to actually learn and explore our health system and what hauora actually means to the people of Aotearoa, and how we need to really emphasise cultural health models into our clinical practice."

She acknowledges that good teamwork was key to Mahi Tahi's success, "It was a collaborative journey where we as a team shared our knowledge and experiences with each other and have truly enjoyed each other's company. The team put our hearts and souls into our work, and we are all so happy to have won."

The aim of the Healthcare Challenge was to promote inter-professional collaboration and to foster a better understanding and appreciation of different health professions. This was well and truly achieved. Thank you to everyone involved.



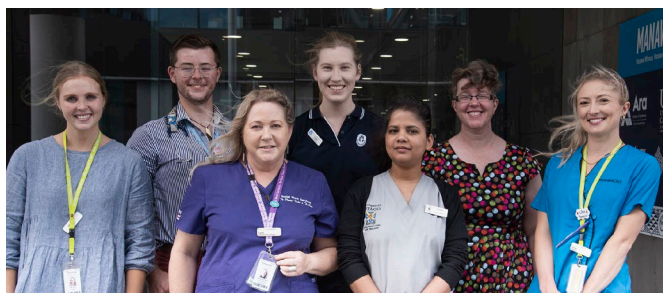
The winning Mahi Tahi team from left: Social Worker Alexandra O'Brien, House Officer Georgia Brownlee, SLT Student Parima Sadindum, Pharmacist Ajay Patel, Physiotherapist Sadhana Ravichandran (team captain), Dietitian Emily Sycamore and House Officer Angela Huor. Absent: team mentor Pharmacist Jess Allison



Team Med Zeppelin from left: Pharmacist Laura Pidcock, House Officer Vinny Karunasekera, Dietitian Caitlin Davenport (team captain), Enrolled Nurse Kate Gillies Absent: Psychology Student Eden Wilson-Suttie, Social Worker Angie O'Neill and team mentor, Medical Specialist Maggie Meeks



Team Daffodils from left: Pharmacist Ashveer Singh, Social Worker Guiping Xiao, House Officer Juliette Phillipson, team mentor, Nurse Educator Lisa Frame, Occupational Therapist Tayla McDonald and physiotherapist Lea Dumaine (team captain) Absent: Radiographer Tylie Cridge



Team In Stitches from left: Dietitian Isla Foote, House Officer Robin Page, Social Worker Tanya Jephson, Physiotherapist Claire Swarbrick (team captain), Nursing Student Arsh Nadeem, Registered Nurse Laura Bates and Pharmacist Jessie Sims Johns. Absent: team mentor Clinical Nurse Coordinator Jane Evans



TIME TO CHANGE

M-ACE is NZ's recommended dementia screening tool.

[Find out more here.](#)

Mini-Addenbrooke's Cognitive Examination (M-ACE) the recommended cognitive screening tool

For just over a year now, the M-ACE (Mini-Addenbrooke's Cognitive Examination) has been the recommended cognitive screening tool in cases where dementia is suspected.

This reminder is because its use throughout health in New Zealand is not as widespread as had originally been hoped. The M-ACE has been available on HealthPathways since September 2020 and is accompanied by a guidance document.

A kaupapa Māori Assessment of Neuropsychological Abilities (MANA) tool is being developed that will be integrated into the country's cognitive impairment HealthPathways alongside the M-ACE. The anticipated launch of the MANA instrument is in 2022.

The recommendation that the M-ACE should be the default diagnostic tool of choice was endorsed by the Ministry of Health, the DHB Health of Older People Steering Group and the Cognitive Impairment Assessment Review working group - convened by the New Zealand Dementia Foundation.

The M-ACE was chosen for three main reasons:

1. Time: The M-ACE typically takes less than five minutes to complete.
2. Ease of use: The M-ACE is simple, familiar and easy to use.
3. Ease of transition: The M-ACE is free and doesn't require markedly different testing techniques.

The M-ACE forms only part of the process of diagnosing dementia. It is a brief cognitive screening test that evaluates four main cognitive 'domains' (orientation, memory, language and visuospatial function) with a maximum score of 30 points.

Online training for M-ACE is available on the regional DHB ([healthLearn](#)) and Ministry of Health ([LearnOnline](#)) learning platforms. The training includes videos and takes about 30 minutes to complete. For more information, visit the [New Zealand Dementia Foundation website](#).

Have you scanned in today?

Everyone, including all DHB staff, should scan in at work every day using the **COVID-19 Tracer App**.

Unite
against
COVID-19



Solving some common mask issues

Masks have recently become a fact of life for us in New Zealand and the emergence this year of the highly contagious Delta variant of COVID-19 means that face coverings will be with us for the foreseeable future.

Most of us are adapting to this new normal but it isn't without a few annoying consequences. Here is some advice for managing the most common mask complaints.

Skin breakouts - 'maskne'

We have learned a whole new vocabulary thanks to the COVID-19 pandemic and 'maskne' (or mask acne) is one word frequently being said by frustrated mask-wearers.

Moisture, sweat and with it, bacteria, build up behind a mask over time causing breakouts, rashes and irritation. What can you do?

- › If you wear a fabric mask, wash it after every use – keep it clean
- › Replace your surgical mask regularly, after eating/drinking or if it becomes soiled
- › Keep your face clean and moisturised – a soft cloth with warm water during the day can also help
- › Speak to your pharmacist/skin care specialist about the products that might be better for your skin under a mask
- › Go easy on the make-up. Try a lighter foundation or a tinted moisturiser instead, to reduce clogging your skin
- › Take the time to find a safe environment, preferably outdoors, to remove the mask and give yourself (and your skin) a breather.

Fogged up glasses

Trying to read, work or even drive with glasses fogged up is one of the most frustrating things about wearing a mask. There are some mask manufacturers who claim their brands eliminate fogging, but there are also a few things you can do with your standard fabric or surgical masks.

- › Forming a tight seal at the bridge of the nose helps prevent fogging. You can do this by using masks with a band or wire across the top that can be shaped to form a better seal that stops your breath from being directed upwards
- › You can buy nose clips that fit on all masks to create this seal through some pharmacies and optometrists or [HERE](#)
- › Anti-fog spray or wipes are available from pharmacies, optometrists and some department stores
- › A low budget trick is to wash your glasses in a little soap and water before wearing. The residual soap on the lens helps reduce fogging.



Difficulty communicating

Whether voices sound muffled or you are missing facial cues, it is certainly more difficult to communicate effectively in a mask, particularly for the hearing impaired.

- › Where possible, using a face shield or clear mask allows for the hearing impaired to lip-read
- › With standard fabric and surgical masks, the key is not to speak louder, but rather a little slower and more clearly. Ask others to do the same
- › Look at each other when you speak and still smile, laugh and use your facial expressions. The eyes are very telling and help convey your message. For the same reason, it can be a good idea to remove your sunglasses when speaking to someone while wearing a mask.

Sore ears and bridge of nose

Elastic ear loops on masks and the band at your nose can cause pain and irritation after prolonged periods. It's mostly just uncomfortable, but if the skin breaks, it can lead to infection.

- › An over-the-counter wound cream or petroleum-based jelly behind the ears or on the bridge of the nose can prevent chafing and redness
- › For sensitive ears, there are masks available that do not loop over the ears but rather have ties or bands that go around the head instead.

Further resources:

- › [Ministry of Health: Use of face masks and face coverings in the community](#)
- › [Unite against COVID-19: Face coverings](#)

Commercial services appointment

Rachel Cadle has been appointed to the position of General Manager Commercial Services Canterbury and West Coast DHB.

Rachel will continue with her current responsibilities of the operational and contract management of services to all sites and providing leadership of the WellFood Service.

Rachel joined Canterbury DHB in 2005 and managed the provision of support services through contractors for a number of years before leading the transition projects that created the DHBs' WellFood business and Environmental Services.

She is also actively involved in developing our support workforce. In 2011 she joined the Transalpine team to manage West Coast DHB contracted services.

Rachel has spent more than 20 years in facilities management in both the education and healthcare sectors in the United Kingdom and New Zealand, working with both private and public organisations including the National Health Service (NHS) and has had short stints in Switzerland and Japan.

She has been involved in significant change projects over the years with some large multi-nationals; including work with Bethlam Royal Hospital and Maudsley NHS Trust in London and The Royal Ballet School.

Congratulations to Rachel on her change of role. Her expertise and ability in the commercial space is well known to the Canterbury and West Coast Health Systems and we warmly welcome her to the General Managers' Group.



General Manager – Commercial Services
Rachel Cadle

SHINE A LIGHT ON VIOLENCE PREVENTION

Did you know:

Police attend a report of family violence every 3.7 minutes in New Zealand?



whiteribbon.org.nz



One minute with...

Emily Sycamore, Clinical Dietitian (Mātanga Mātai Kai)



What does your job involve?

I work with the Canterbury DHB Adult Cystic Fibrosis (CF) Service seeing both inpatients and outpatients, and I also work across the adult general surgical wards. My role involves providing nutritional support and education on eating and drinking, tube feeding, or parenteral nutrition (providing nutrition intravenously).

With the CF patients, it's about working with them to keep them nutritionally well to optimise their lung function. Some CF patients can have incredibly high nutritional requirements due to fighting frequent chest infections, not being able to digest and absorb nutrients as well, and the increased work of breathing (think trying to eat at least one and a half to two times what you usually would in the day, and that might just be a starting point for some).

Why did you choose to work in this field?

I didn't know what to do after my undergraduate nutrition degree but always wanted to work in healthcare, so I applied for dietetics on a whim without really knowing what a dietitian did back then. From memory we received one lecture during training on nutrition and CF – as it's such a specialised area. So, I'd say the area of cystic fibrosis found me after I fell into it as a new graduate a few years ago and haven't left. I moved to Christchurch from the windy capital at the start of the year for my role.

What do you like about it?

I love getting to know patients across the longer term and working as part of a great team. It's a challenging area with so much continuous learning to keep up-to-date with.

What are the challenging bits?

Trying to convince people that dietitians are human too and aren't the food police! But generally, it's challenging the massive amount of nutrition misinformation on the internet with everyone having access to 'Dr Google' these days.

Who inspires you and why?

Many people, but more so female athletes who speak up against society's expectations of how you should act, look and exercise/train as a woman.

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?

They're values that I try to practice daily whether I'm at work or not. I value providing the best nutrition care I can to patients.

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

A lot! I have one but it's not the most up-to-date.

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

I'd love to keep it close to home and be able to get to the family bach in the Coromandel currently, but I'd go anywhere my sister in Aussie and family in Auckland could all be together.

What do you do on a typical Sunday?

It probably involves some form of coffee in the morning and catching up with friends/family, maybe with a walk chucked in there as a break from CrossFit. Lately, I've been spending time with my grandparents, it's lovely to be closer to them since moving to Christchurch.

What's your favourite food?

So tricky to ask a dietitian this! I love all types of food, but my weakness is probably skinny-dipped almonds and peanut butter. I was well known in my previous office for having a stash of multiple flavours of each in my desk drawer!

And your favourite music?

Tricky... my Spotify is a massive jumble of everything from the '60s to the latest!

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

Something For You



Something for You is the Canterbury DHB employee benefits programme. The deals offered are from the Canterbury business community to say thank you for all that you do.



Ōpuke Thermal Pools and Spa

47 Mount Hutt Station Road, Methven

Get 20% off all experiences in the newly opened Ōpuke Thermal pools and spa. All bookings can be made online [here](#). You can see the information brochure [here](#) for the promo code.



Evo Cycles - 2/40 Carmen Road, Hornby

Get discounts on a wide range of bikes and accessories from Evo Cycles who is our provider as part of the Government E-bike scheme, see more information [here](#), you can order your bike from the website [here](#).



Neuron E-Scooter Free Monthly Pass

Neuron is offering Free monthly pass for healthcare workers.

Download the Neuron app, register with either your personal or work email, go to Rates & Passes section, click on the link "verify your email" and verify your Canterbury DHB work email and activate your free monthly pass.

See [here](#) for detailed instructions. Link to T&Cs are [here](#).

Mental health resource updated

An update to a key textbook was released last week.

Psychopharmacology: A Handbook for New Zealand Health Professionals is the third edition of this textbook, which is used both for study and by the medical community in their professional practice. Its authors are leading figures in the nursing and pharmaceutical field in New Zealand.

The new print-only edition contains updates on key prescribing information and mental health and wellness practices.

More information [here](#).



Mid-Summer Seminar



Please join us for our special evening highlighting:

Sustainability innovations happening within our local healthcare sector.

Share some nibbles and drinks and enjoy a number of short presentations on environmentally and financially sustainable innovations in healthcare from Te Papa Hauora partners, and others within our local health system.

Thursday 9 December, 4.30 – 6.30pm

Venue: Manawa Foyer

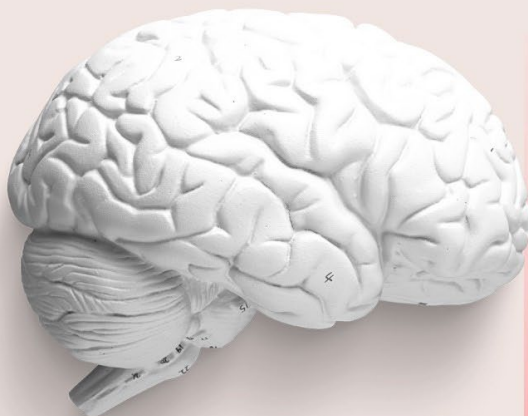
Numbers are limited so please RSVP to admin@healthprecinct.org.nz by Friday 3 December



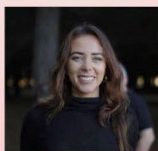
THE MISSING LINK

A CONTEMPORARY, SCIENCE BASED APPROACH TO MENTAL HEALTH & CHRONIC ILLNESS

BOUGHT TO YOU BY THE CDHB YOUTH ADVISORY COUNCIL



SPEAKERS:



BIANCA SMEEKES

[neuro.spark](#)



LIBBY RINGER

[the_wellnessplatform](#)



**8TH DECEMBER 2021
ALDRSGATE CENTRE
6.30 – 8.30PM**

**\$10 PER TICKET
BOOK VIA HUMANITIX**

Seven COVID-19-free conversation starters

The struggle to hold a conversation today without COVID dominating the topics is real!

While it's important we acknowledge the virus is in our lives, we can certainly choose to talk about more positive things.

Below are 7 Hot Tips for starting a convo and keeping the kōrero COVID-19-free.

7 COVID-FREE KŌRERO STARTERS

ALL RIGHT?

Mental Health Foundation
TE HIRI KŌRERO KŌRERO KŌRERO

GETTING
THROUGH
TOGETHER
WHĀNAU & ORANGA KŌRERO

WHICH SERIES, MOVIES, PODCASTS OR MUSIC ARE THEY FOLLOWING?

"Got any recommendations,
I've got a little extra time
up my sleeve..."

"WHAT'S THE BEST THING GOING ON RIGHT NOW?"

It might be little, it might
be huge. Be interested!

DO THEY HAVE ANYTHING EXCITING COMING UP?

"Things have been pretty
topsy-turvy lately, what are
you looking forward to?"

THERE'S ALWAYS THE WEATHER!

"How about these Spring
days? I wish they'd make
their mind up!"

HOW ARE THEIR WHĀNAU AND FRIENDS?

"What is (insert names here!)
up to these days?"

ASK HOW ARE THEY ARE. WE MEAN, HOW THEY REALLY ARE.

"What's good lately?
Are you well?"

WHAT ARE THEY DOING WITH THEIR SPARE TIME?

"Have you started a new
hobby? Or is there something
you want to give a go?"