

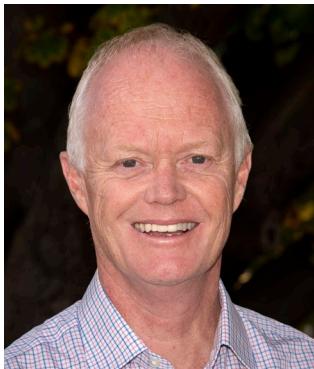
CEO UPDATE

18 October 2021 | 18 Whiringa-ā-nuku 2021

Canterbury

District Health Board

Te Poari Hauora ō Waitaha



What a smashing weekend - Cantabs rolled up their sleeves for Super Saturday in record numbers

17,090 Cantabrians had a vaccination on Super Saturday – 86 percent of our community have had their first dose and 60 percent are fully vaccinated

Records were smashed, and so much fun was had by staff and the public. Importantly 17,090 Canterbury people had either their first or second dose at one of our clinics that opened extended hours on Saturday. Thanks to everyone who went above and beyond to make this happen at short notice, with a special shout out to all of our providers and vaccinators who went all out to create an outstanding experience for those getting vaccinated. There are so many people involved behind the scenes and front and centre on the day, thank you to you all – I couldn't be prouder of what you have collectively achieved. I hope you have time to catch your breath this week as the pace has been relentless.

It was a perfect day for it, and so rewarding to see such a fabulous turnout. It was heartening to hear of the incredibly generous support of businesses in our community who put up some incredible prizes and giveaways and donated stacks of food and drinks to help keep everyone well fed and hydrated as they had their vaccinations.

The data showed that Canterbury earned the top spot in terms of most vaccinations given. Check the results [here](#).

The Christchurch Arena drive-through was one of the top three sites in New Zealand in terms of the biggest daily percentage increase for first doses given. I'm told the pizzas, tacos, sounds and snacks on offer were top of the pops too!



Answering vaccine questions from the public at Eastgate Mall

Our Ashburton teams deserve a shout out for a hard-earned increase in their vaccination rates on Super Saturday.

The Chatham Islands are off the charts with 95 percent of first doses given.

In this issue

- › Regulars – Kōrero ai... pg 4-5
- › Beyond the Super Saturday success... pg 6
- › Super Saturday sent the fun-o-meter into overdrive... pg 7
- › Thank you very much for your kind donations... pg 9
- › Paper contributes to global knowledge of intravenous catheter use... pg 10
- › Pain relief and having a baby: new campaign launched.. pg 11
- › Allied Health Professionals Day 2021 ... pg 12
- › It's Cyber Smart Week 2021 (18-22 October) ... pg 13
- › Call for volunteers for Kōwhai programme... pg 14
- › Poster helps quickly identify and teach about dermatitis medications ... pg 16
- › Significant progress for the Care Capacity Demand Management programme... pg 18
- › 'Doc' - tober: How to review policy and related documents in the Policy Library... pg 19
- › Climate change and our health system... pg 20
- › One minute with... Akira Le Fevre (he/him), Workforce Development Partner - Equity and Diversity... pg 21
- › Notices – Pānui... pg 22-24

Ministry of Health data showed a sizeable 6.9 percent increase in the percentage of the Ashburton territorial local authority (TLA) population who had either a first or second dose on Saturday with 1893 people having a vaccination (first or second dose).

The most important thing though, is that more people are getting vaccinated and protecting themselves and others. That's the only way to ensure we're looking after everyone and keeping our health system safe, too.

Despite our successes, and increased vaccinations for Māori and Pacific people on Saturday, we still have work to do to increase our rates for Māori, Pasifika and youth to match the general population.

Current data shows that 69 percent of Māori in Canterbury have had their first dose, and 43 percent their second.

77 percent of Pacific people have had their first dose, and 53 percent their second.

Christmas is only six weeks away, so if you want to enjoy a typical Kiwi summer, now's the time to get vaccinated.

A shout out to Allied Health Professionals

Another big shout out for our 2000 plus Allied Health Professionals employed by Canterbury DHB. It was their special day last Thursday. Allied Health professionals represent more than 40 workforces, from audiologists to dental therapists. I'm not going to name them all, but they include pharmacists, podiatrists, psychologists and more.



Rapid Relief Team volunteers serving food and drink at JabberWaka Kaiapoi pop-up vaccination clinic.

If you have your first dose this week, there's time to have your second before Christmas.

[Check pages 7 & 8](#) for photos of Super Saturday's festivities.

They are a vital part of the care team, and every day Allied Health Professionals do phenomenal mahi across our health system, integral to the delivery of care and they are key members of teams that supporting patients in a wide range of settings. Thanks so much for the contribution you make to improving people's lives.

Up close with the Interventional Cardiology team performing a TAVI

Last week I learnt a new acronym: TAVI – that's short for a procedure called a Transcatheter Aortic Valve Implantation.

A TAVI is described as a 'minimally invasive' procedure for severe aortic stenosis. The patient has conscious sedation and local anaesthetic to implant a new mesh valve delivered on the end of a cardiac catheter that inflates a balloon and pushes the existing heart valve aside. As the patient is awake during the procedure and we use the patient's femoral artery site, recovery time from this type of procedure is much faster than open heart surgery. They will have four hours in CCU (the Coronary Care Unit), return to the ward for the night and are usually discharged home the next day. The improvement for the patient in their symptoms is often felt immediately when they return to ward.

Canterbury DHB is celebrating its ten year anniversary of the TAVI programme this month and I was privileged to observe the 413th procedure as it took place in Christchurch Hospital last week.



Our extraordinary Interventional Cardiology team

While it sounds simple, it's a complex procedure that I think had about ten or more people in the room all playing their part all bringing their skills to support fantastic care during this transformative procedure that really does make such a difference to improve a person's quality of life.

Huge thanks to the team, and the extremely obliging patient who allowed me to witness their procedure taking place.

CCDM workshop a reminder that we're all about people, relationships and trust

Last week, we also had an excellent partnership workshop for the Care Capacity Demand Management programme. CCDM is the tool that supports teams to ensure we have the appropriate nursing resources in a particular ward or area that matches the acuity of patients in various care settings.

The workshop reminded me again of the importance of people coming together around the table, with the common

goal of improving health delivery. So often it's about working in partnership with others. Healthy relationships where challenging issues can be discussed are so important, and through discussion and debate resolution is found and trust is built. It was a great workshop with people who brought a diverse range of ideas to the table – always with the patient at the centre of decision-making. Great work team!

Resurgence planning

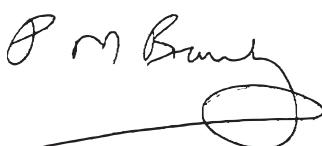
A huge amount of effort is currently being invested in resurgence planning – put simply, it's planning for how we will manage community cases of COVID-19 in our health system. Our hearts go out to the Auckland and Waikato regions where COVID-19 is emerging in various parts of the community. Increased hospitalisations put significant pressure on the health system.

We've been given a gift of time and a window of opportunity to make sure we're really well prepared. We are working to ensure we're ready when COVID-19 eventually appears in Canterbury. For now, let's make sure we're doing everything we can to keep it at bay.

Kōwhai Companions – a new volunteer scheme being established at Burwood

There's a fantastic programme getting underway called Kōwhai Companions out at Burwood Hospital. This is a special programme where we're encouraging people to volunteer to support older people who are inpatients at Burwood Hospital. If you, or someone you know has a few hours to spare each week and might be interested in being part of this programme please check the story on [page 15](#) for more information.

Kia pai tō koutou rā



**Peter Bramley, CEO
Canterbury District Health Board**

Mandatory vaccinations for health staff

While we've made great progress with our rates of staff vaccination have increased, we know there are still some staff who aren't fully vaccinated. The Minister for COVID-19 response announced last week that those involved in health care will need to have had their first vaccination by 30 October 2021 and be fully vaccinated by 1 December.

As we all mingle with clinical staff it may well translate to all staff who work in health needing to be vaccinated – the detail is not clear at the moment, but we will share more on this as soon as we receive advice on what is detailed in the Health Order when become available.

My simple message is if you're not vaccinated, today is a great day to take yourself off to get protected.



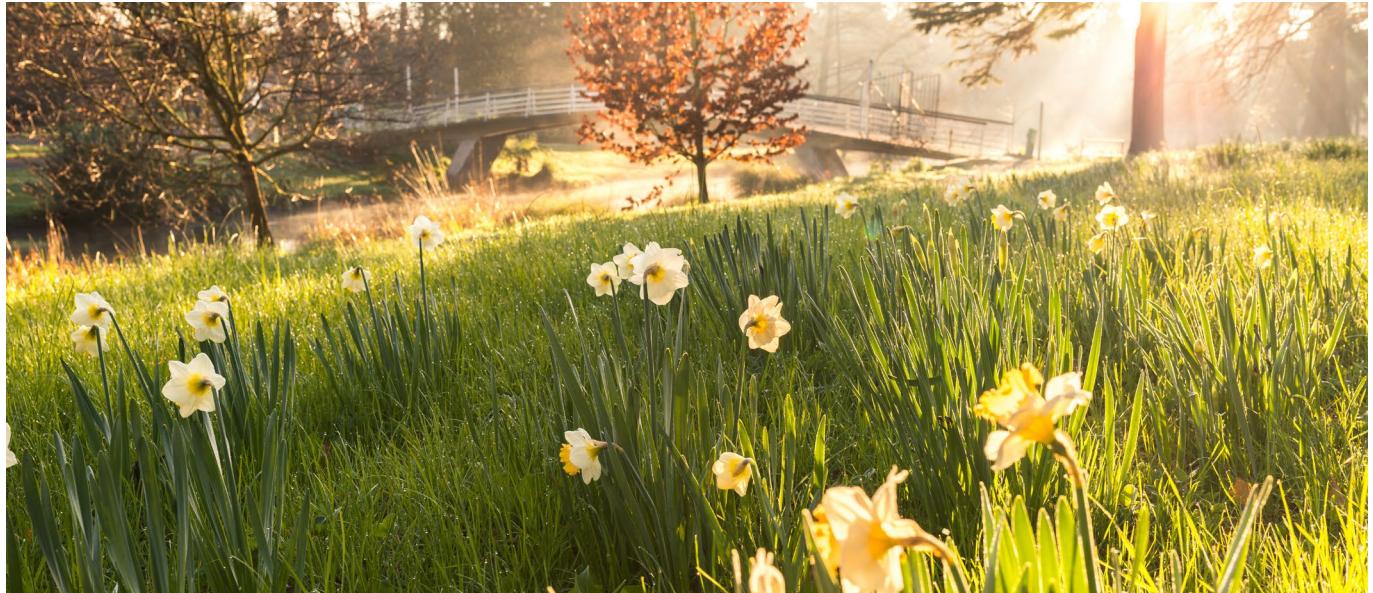
18 Whiringa-ā-nuku 2021

Click [here](#) to watch the This week with Peter video

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](#).



Bouquets

Neurology, Christchurch Hospital

I would like to thank the staff in the Neurology ward, especially Charlotte, who was one of the nurses taking care of me. She was friendly, professional, and very knowledgeable. She kept in regular contact with my partner who was very concerned about me, and she provided some much-needed comfort and reassurance during an uncertain and unsettling time

Ward 24, Room 6 Christchurch Hospital

The family of [patient name] would like to express our thanks to the staff of Ward 24 for providing the care and support needed for our father during his recent hospital stay, even when he didn't always agree with the plan of care. You all do an amazing job that is often not seen or recognised as much as you deserve. From his family, we are truly grateful, thank you.

Ward B2, Burwood Hospital

Thank you to all for the wonderful care our mother received. She was treated with the utmost dignity. You enabled us to share this sad but special time with her.

COVID-19 Vaccination Clinic, The Princess Margaret Hospital (TPMH)

We travelled to TPMH for our COVID-19 vaccinations. On both occasions the staff were friendly and professional. The vaccine clinic was very well operated, and it was a smooth process.

COVID-19 Vaccination Clinic, Orchard Rd

My family of five went to Orchard Rd for our second COVID-19 vaccination. I wanted to let you know what a fantastic group of people you have working there. From the moment we arrived, to the lovely Wendy who administered the vaccine, to the waiting area, we all felt welcome, safe, heard and cared for, so, a big thank you.

Emergency Department (ED), Christchurch Hospital

The nurses and doctors we interacted with couldn't have been nicer, more thorough, informative, caring and professional. Our experience, under the circumstances, was excellent and we are most grateful for a great team.

Pregnancy care, diabetes appointments, Christchurch Women's Hospital

Just wanted to pass on my compliments to the lovely doctors and diabetes midwives and nurses who work in the area of pregnancy care at Christchurch Women's. They are so very friendly, fun and enthusiastic about helping me and other patients. This is my second time receiving pregnancy care through them and they have certainly not lost their wonderful friendly and kind manner since my first pregnancy. My appointments are always such a positive experience in an otherwise not so ideal situation. I'd love if they could receive recognition for this.

Surgery, Burwood and Christchurch hospitals

Thank you for two major operations this year. Excellent care, amazing facilities and competent and caring staff.

Ward 14, Christchurch Hospital

The nurses on Ward 14 were lovely and understanding, especially Charlotte, Kristen, Gina, Emily and Medusa.

Navin Deo and Belle Mardon-Chivell, Ward 11, Christchurch Hospital

[Patient name] had a recent stay in Christchurch Hospital, her first week was in Ward 11 under the supervision of Navin and Ara Institute of Canterbury nursing student Belle. She has asked me, as her daughter, to pass on her thanks to that duo for their professional care, concern and kindness. When Belle saw that my mother was upset at moving from Ward 11 where she had got used to the people and her surroundings, she stayed for an hour after her shift to go with my mother and see that she settled into Ward 8. That is a terrific example of empathy, kindness, caring and going above the call of duty for which we would like Belle to be recognised for. Thank you, Belle, you are certainly in the right profession. Ara and Canterbury DHB are fortunate to have you. Best wishes for your future career.

Gastroenterology, Christchurch Hospital

I would like to send out a big thank you to Dr James Falvey and his team in Gastroenterology for making me feel so at ease a few weeks ago when I had a procedure done. I work at the hospital and it was nice to know that people care, it made things so much easier.

ED and Orthopaedics, Christchurch Hospital

I hurt my knee playing touch rugby and was blown away by the care and support received in ED and Orthopaedics. I was seen very quickly by Registrar Matt D'Arcy. He was very gentle but thorough when examining my sore knee and made me feel very cared for and reassured. Five stars!

Ward B6, Christchurch Hospital

The nurses on Ward B6 are awesome – patient, kind, and compassionate. Jaimee, Ashin, and two others, sorry I don't remember all the names. You make a difference.

Ward 24, Christchurch Hospital

Our son only spent a few hours in your care in August. We were so grateful to be allowed to be with him the last 10 hours of his life. COVID-19 restrictions did not allow us to be with him the four days he spent in the Intensive Care Unit and Ward 24. He was a very special young man and greatly loved by us. Thank you all so much for all you did for our very special son.

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**



Beyond the Super Saturday success

Canterbury heeded the Super Saturday call to arms and recorded more than 17,000 vaccinations on 16 October. Behind the scenes of this success were hundreds of healthcare system staff and volunteers, including numerous businesses across Canterbury who donated time, money, goods, and resources to make Super Saturday happen.

At Eastgate Mall, all three vaccination clinics had long queues, but people waited patiently for their turn. There was a team providing information, answering questions and also doing a bit of wayfinding. People were coming up to proudly share that they have been vaccinated.

'Kim' wasn't planning on getting vaccinated on Super Saturday. She was lingering around the information booth when Jennifer from the Immunisation Advisory Centre (IMAC) noticed her and encouraged a kōrero with herself and Dr Maira Patu. After 10 minutes, she joined the queue to get vaccinated.

Kim shared, "I wasn't willing to take anything but thinking about it, it's the only way I could go to the North Island to see my new granddaughter." She said she's looking forward to her seventh and newest mokopuna.

"I want to keep my grandchildren safe and keep my travelling stress-free."

She said she has seen information on the negative effects of the COVID-19 vaccine, but she trusts her doctor, Dr Maira Patu.

"I think it's really important to answer people's questions in a clear, kind and easy to understand way" said Dr Patu.

At this stage of the vaccination campaign, Dr Patu said that, "having good people, trusted people, making time to answer questions is really important."

At the Etu Pasifika vaccination clinic, families came in car loads to get vaccinated together. The team were welcoming people with huge smiles behind their masks. There was music, free food, and Dr Monica Nua-George was there to answer questions.

The mahi doesn't stop on Super Saturday says Dr Monica and encourages everyone to get vaccinated. She says, "Don't wait. It's ok to get vaccinated. The longer we wait, the longer we remain in this unknown. We don't want to see hospitals overloaded."



Upbeat team at the Etu Pasifika vaccination clinic



Mayor Dan of Kaiapoi joined the community and is now fully vaccinated

"Do it now, so we can enjoy Christmas," Dr Monica says cheerfully.

At Kaiapoi, the community came out in full force. Mayor Dan is really pleased with the turnout. He came to get his second vaccination along with everybody else. Mitre 10 gave away a \$500 gift card which Mayor Dan awarded to the hundredth person to be vaccinated. It turned out to be the person next to him in the queue!

The mahi continues with vaccination clinics open during their usual hours with many now accepting drop-ins. Pop-up vaccination events are organised and continue to be organised.

Let's keep going Canterbury. Let's get vaccinated to enjoy a classic Kiwi summer.

Super Saturday SHOT

**Super Saturday
sent the fun-o-meter
into overdrive**



Vaccinated and entering the draw for some great prizes



The community coming out to get vaccinated at Eastgate



Local Police serving up the sausage sizzle



Yummy kai at the Christchurch Arena



Department of Conservation volunteers at the Kaiapoi pop-up vaccination clinic with Mayor Dan



Delicious tacos on offer at Christchurch Arena



Staff from The Warehouse volunteering and giving away gift cards at the Etu Pasifika Pacific Health Clinic



The JabberWaka pop-up clinic in Kaiapoi



Superhero staffer at the Maui vaccination clinic in South City



Preparing the vaccines at the Maui Vaccination Clinic, South City



People waiting to be vaccinated at the JabberWaka pop-up clinic in Kaiapoi

Thank you very much for your kind donations, thank you very much, thank you very, very, very much

There were giveaways and prizes galore given away as part of Super Saturday – and we'd like to give a massive shout out to some very generous businesses to donated prizes to our Super Saturday prize pool which was available at some of our vaccination centres.

In addition to the prizes, grateful thanks to **Countdown Supermarkets** who donated two massive ute loads of bottled water, crates of fresh fruit and snacks including chocolate and crisps. They also threw in 400 sausages which were sizzled by the Rotary Club outside New Brighton Health. Thanks too to **Pak'nSave Moorhouse** for mates' rates on an emergency order of a thousand bottles of water. Getting vaccinated was thirsty work on a balmy 25° Canterbury day.

Nestlé came to the party with milo drinks, **The Warehouse** gave out vouchers throughout the country, **Christchurch International Airport** sponsored a Mr Whippy truck and the team from **FUSH** provided free kai at Ngā Hau e Whā National Marae. Over at Eastgate Mall **Harvey Cameron** sponsored Rollickin' Gelato, **Canterbury Rugby** came to the party with free rugby tickets and **Christchurch Mitre 10s** donated barbecued sausages and bread which were given away.

There was loads more donated to and by individual sites. Free kai and giveaways certainly added to the festivities.

Lucky Super Saturday prize draw winners were drawn today by Canterbury DHB Chief Executive Peter Bramley. There are some very happy people who were vaccinated on Super Saturday and are taking home one of these incredible prizes:

- › An iPhone courtesy of **2degrees**
- › A Samsung Smart watch from **Spark Health**
- › An iPad from Vodafone
- › A \$500 voucher from **Countdown**
- › One of 20 x \$50 **Bunnings** vouchers
- › One of two luxury accommodation vouchers from **Ohana Properties**
- › Ten passes to **He Puna Taimoana Hot Pools** New Brighton
- › A Cricket Set from **Spark Health**

It takes a community to vaccinate a community, and we're extremely grateful to everyone who volunteered time or donated goods to support Canterbury's sensational Super Saturday – it really made a difference



Canterbury DHB CEO Peter Bramley drew the lucky winners today



Water, fruit and snacks generously donated by Countdown

Paper contributes to global knowledge of intravenous catheter use

It's hoped that an article by local nursing professionals and published in the Journal of Clinical Nursing (JCN) will contribute to improved outcomes for patients needing peripheral intravenous catheters (PIVCs).

JCN is an international, peer reviewed, scientific journal covering all aspects of nursing.

The paper was written by Nursing Director, Infection Prevention and Control Service (IPC) Sarah Berger, Clinical Nurse Consultant Vascular Access Elizabeth Culverwell, Charge Nurse Manager, Managed Isolation and Quarantine Facilities Kerry Winchester and Nurse Educator General Medicine Rom Principe.

Their article describes the results of a study carried out at Christchurch Hospital to determine prevalence and policy adherence for PIVCs in adult inpatients. PIVCs are small catheters which are inserted in a vein, usually in the forearm or hand, to administer intravenous fluids and medications, and are commonly used in all healthcare facilities.

A significant proportion of patients (47 percent) presented with a PIVC on the day of the survey. Data on the insertion, management and documentation of PIVCs was collected by a team of senior registered nurses at Christchurch Hospital working in pairs.

The study found discrepancies between evidence-based guidelines and local policy in clinical practice, including high rates of PIVC insertion near movable joints such as wrist and elbow and poor documentation. These quality problems increase the likelihood of adverse patient outcomes especially when associated with limited patient awareness of the reason for their PIVC.

Nursing Director, Oncology and Haematology, Debbie Hamilton says the whole Department of Nursing at Christchurch Hospital is proud of Sarah, Kerry, Rom and Elizabeth.

"It's the first time that senior nurses have been published on this important subject in an international nursing publication."



From left, Charge Nurse Manager, Managed Isolation and Quarantine Facilities Kerry Winchester, Nurse Consultant Vascular Access, Elizabeth Culverwell, Nursing Director IPC Sarah Berger, and Nurse Educator General Medicine Rom Principe

PIVCs are not without risk, says Elizabeth.

"Significant complications can occur such as localised infection or septic blood poisoning. This survey has identified priority areas for improvement related to PIVC insertion and management, which are key to preventing PIVC failure and associated complications in the future for patients in our care."

"We hope this article will be a powerful driver for change generating wider discussion with the aim of improving patient outcomes for all patients across New Zealand and around the world."

Sarah says failure of PIVCs is costly to both patients and the health system.

"Poor adherence to best practice standards is accepted but unacceptable. A strong focus on improvement in PIVC care and management is needed. This includes informing and partnering with patients about their need for the device, insertion preferences, and encouraging them to play an active role by being alert to signs and symptoms of complications where possible. This would assist in patient empowerment and contribute to improving outcomes".

[You can read the full article here.](#)

Pain relief and having a baby: new campaign launched

A new pregnancy information campaign developed by anaesthetists is being launched today to inform patients about pain relief before, during, and after childbirth.

The Australian and New Zealand College of Anaesthetists' (ANZCA) 'Anaesthesia and having a baby' campaign is aimed at those who are not only preparing to give birth, but also patients who may require an operation during their pregnancy.

The campaign coincides with National Anaesthesia Day which is today, 18 October.

ANZCA President and Specialist Anaesthetist Vanessa Beavis says while every birth is different, it is common and natural to experience some degree of discomfort during labour.

"Midwives and obstetricians can help manage mild and moderate birthing pain, but if stronger, longer lasting relief or a caesarean delivery is needed, they'll invite an anaesthetist to join the birthing team."

It is also not uncommon for people to undergo operations or procedures that aren't related to their pregnancy, she says.

"If someone does require an operation before giving birth, their anaesthetist will ensure they are given the appropriate treatment that will not harm their baby."

Surgical procedures involving all types of anaesthesia are generally safe at any stage in pregnancy, as well as during breastfeeding.



"But everyone is different, and some anaesthetic drugs or techniques may not be suitable in some situations."

Anaesthetists can assess and tailor treatments to individual needs and can talk through the process and answer any questions. New Zealand is one of the safest places to have a surgical procedure involving anaesthesia, and our anaesthetists are among the most highly trained specialist doctors in the world, she says.

ANZCA have a [suite of resources](#) including [a short animated video](#) that anaesthetists and hospitals can use to inform pregnant patients about what to expect before, during and after childbirth.

Key questions about anaesthesia for pregnant patients that are answered in ANZCA's [National Anaesthesia Day](#) fact sheets include:

- › Why would I need an epidural?
- › Can I have anaesthesia when I'm pregnant?
- › How soon can feed my baby after having anaesthesia?

ANZCA, as one of Australia and New Zealand's largest specialist medical colleges with 7500 specialist anaesthetists (fellows) and 500 specialist pain medicine physicians, is responsible for the training, examination and specialist accreditation of anaesthetists and pain medicine specialists and for the standards of clinical practice in Australia and New Zealand.



Allied Health Professionals Day 2021

Thursday 14 October was International Allied Health Professionals Day. It is a day to celebrate the people working across 43 professions that make up the allied health, scientific and technical workforce in New Zealand.

Allied health is a large and diverse range of professionals who make up about one-third of the health and disability workforce in New Zealand. Representing such a broad range of disciplines, some of the greatest value added by Allied Health are the services that prevent hospital admissions and deterioration. They help sustain community health and wellbeing and allow our vulnerable, elderly and disabled to maintain their independence.

Director of Allied Health Helen Little marked the day at a Public Service Association delegates day where the group celebrated with a cake.

It is important to recognise the more than 2200 Allied Health staff across the Canterbury and West Coast DHBs, and their contributions to patient care plus the acknowledging the value they add to the system, says Helen.

"Allied Health has also been integral to our COVID-19 response".

The Pharmacy department for example has made an enormous contribution to date in managing the COVID-19 vaccination programme for Canterbury DHB in the hospital and community setting. The tireless Canterbury Health Laboratories (CHL) teams also effectively and efficiently manage COVID testing on a massive scale.

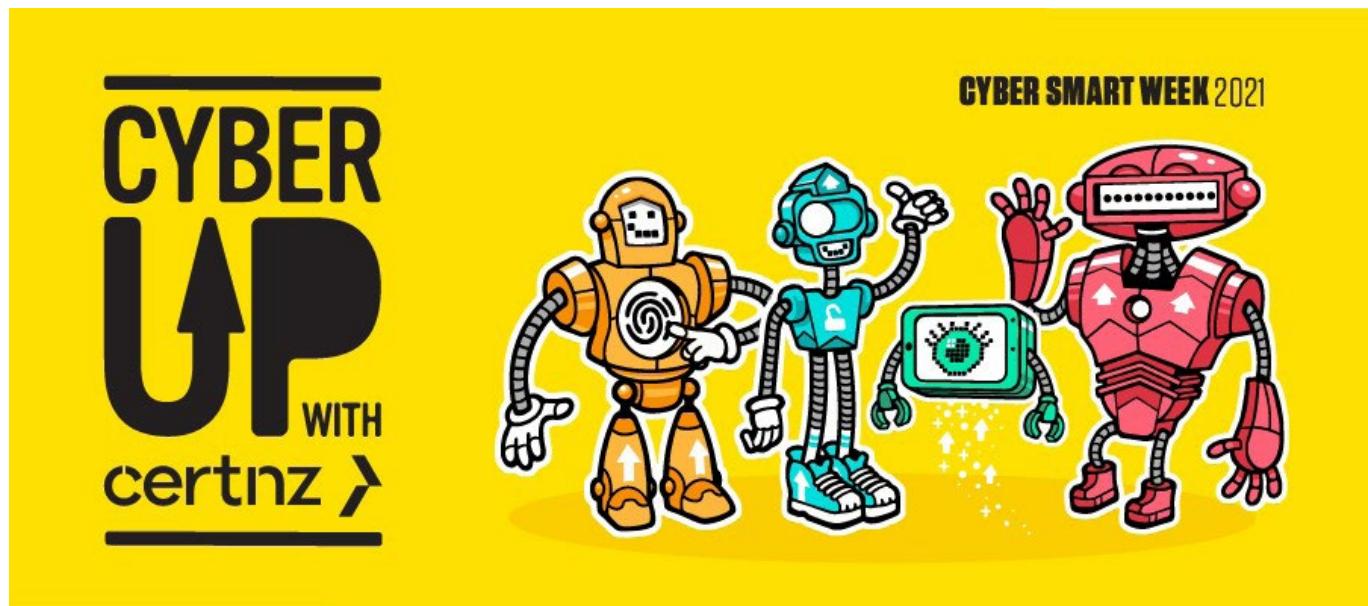
Executive Director of Allied Health Jacqui Lundy-Johnstone says Allied Health professionals are integral to the care and ongoing rehabilitation of patients through COVID-19 and they will step up again should it emerge once more in our community. Our most vulnerable count among those relying on these services and support.

Thank you to all the Allied Health professionals who provide our community such extraordinary care and support.



Helen Little, Director of Allied Health cuts a celebratory cake marking International Allied Health Professionals Day





It's Cyber Smart Week 2021 (18-22 October)

It's a timely reminder for all of us to Cyber Up and stay safe online.

Cyber security threats are on the rise and anyone can be a target. In the past there have been successful phishing attacks against Canterbury DHB staff, resulting in email accounts being compromised, sending of thousands of Spam emails to both internal and external recipients, and Canterbury DHB being blacklisted, meaning that staff were unable to send emails externally for a brief period.

Starting next week, ISG will be rolling out a Security Education Platform by Proofpoint. The platform will provide phishing education and security awareness training for all staff. The mandatory training aims to help staff become more adept at recognising and deleting malicious emails without clicking on links or replying to them, both at work and in their personal environment. Staff will also be required to complete the annual Digital Security training course on [healthLearn](#).

It may come as a surprise, but your personal and financial information is highly valuable to attackers, so it's worth putting some simple steps in place to defend against them. The good news is, it's easy to do!

So, up your online defences and help keep cyber attackers out by taking these four simple steps:

Step 1. Upsize your passwords

- › Upsizing your passwords is one of the best ways to protect yourself online.
- › Long and strong passwords are much harder for attackers to crack. We recommend creating a passphrase, that's a string of four or more words as it's easier to remember and is stronger than a random mix of letters, numbers and symbols.
- › It's also important to use different passwords on each account. If an attacker gets hold of one of your passwords, they can't get access to all of your other accounts. It also means you only have to change the password for that one account.
- › Check out [Guide to Good Passwords](#) and how to keep them safe with a [Password Manager](#)

Step 2. Upgrade to two-factor authentication

- › Upgrading to two-factor authentication (2FA) adds another layer of security to your accounts.
- › It's a simple extra step after you log in, like using your thumb print or entering a code from an app.
- › You can enable 2FA on most of your online accounts, and your devices. You'll usually find the option to turn it on in the privacy settings
- › Check out this guide for [turning on 2FA](#)

Step 3. Uphold your privacy

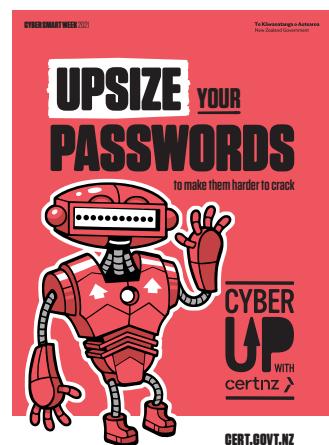
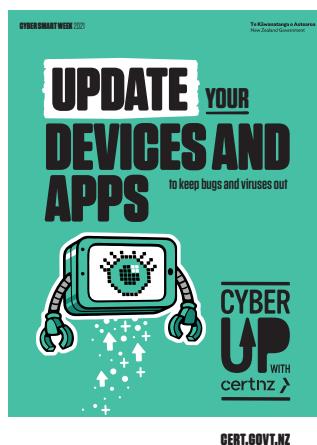
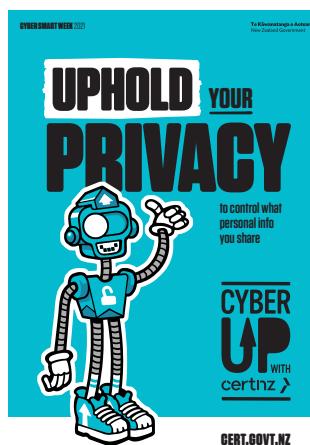
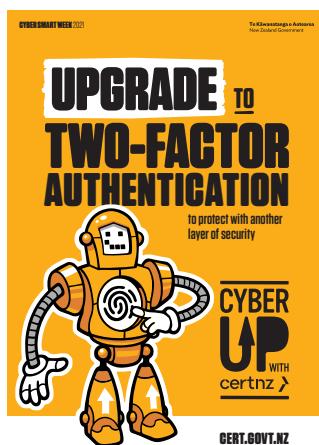
- › Uphold your privacy and keep a check on what information you're sharing online, and who you're sharing it with. We're so used to sharing things online that we don't always think about how it affects our privacy.
- › Check that the privacy settings on your social media accounts are set to 'Friends Only' so only those you know can see what you're up to.
- › And when signing up for a new online account, just provide the information that the account requires to be functional for you. Do they really need to know your middle name and phone number?
- › The information you share could enable attackers to impersonate you online or even try to steal your identity.
- › Check out this guide to [protecting your privacy](#)

Step 4. Update your apps and devices

- › When you're alerted to an update for your device, don't ignore it — install it as soon as possible. As well as adding new features, updates keep bugs and viruses out and fix security risks that attackers can use to gain access to your information.
- › Try setting updates to take place automatically whenever a new version is available. That way, you don't have to think about it!
- › Check out this guide for [keeping apps and devices up-to-date](#).

Report it

- › If you, or someone you know, experiences a cyber security incident, report it to CERT NZ. They're here to help New Zealanders protect and recover from cyber security threats and incidents.
- › Report an issue www.cert.govt.nz/report.



How do you talk to someone who's unsure about having their vaccination?

If you know someone who hasn't had their COVID-19 vaccinations, here are some handy [conversation pointers](#) to help when you are speaking with colleagues, friends or whānau who may be hesitant, unsure or have fears or concerns about having their vaccinations.

This [simple brochure](#) addresses many of the most common questions and misconceptions about the vaccine, and is available in several different languages. Check out the awesome [resource pages](#) on the Unite Against COVID-19 website for translated versions of the brochure and a stack of other useful information.

There's also great information for people who are pregnant and breastfeeding pregnant and breastfeeding in this new resource. The COVID-19 vaccination is recommended for those who are trying for a baby, [pregnant and breastfeeding](#).

Check this [webinar](#) with our local experts talking about vaccination for pregnant people.

The higher our vaccination rates, the more freedoms we can all enjoy!

Call for volunteers for Kōwhai programme

The Kōwhai programme, a new initiative offering patient-centred support by volunteers, is being rolled out in the Older Persons' Health inpatient wards at Burwood Hospital.

Based on a model developed by the New South Wales Agency for Clinical Innovation which has been successfully running in Australia for several years, it will recruit and train volunteers who will be known as Kōwhai Companions, says Programme Co-ordinator and Nurse Educator Fiona Graham.

"Centred on the Te Whare Tapa Whā model of health and wellbeing, the Kōwhai Companions will provide patient-centred support through meaningful engagement and practical assistance to maintain and improve physical and emotional wellbeing for vulnerable patients potentially at risk of developing delirium."

The model describes health and wellbeing as a wharenuī/meeting house with four walls. These walls represent taha wairua/spiritual wellbeing, taha hinengaro/mental and emotional wellbeing, taha tinana/physical wellbeing and taha whānau/family and social wellbeing.

Delirium is a confused mental state that causes disorientation. It starts suddenly and can come and go. Its causes include fever, severe or chronic illness, and infections.

It is anticipated that, along with other innovative initiatives currently in place, the Kōwhai programme will contribute to a reduction in delirium rates and patient harm from incidents such as falls, pressure injuries, dehydration and malnutrition, she says.

The Kōwhai conversation posters, which will be on the wall of patients' rooms, have words written on each of the flower blooms.

"These are headings under which information about the patient can be written and used as prompts for conversations with them, using a patient-centred approach, for instance, their interests and hobbies, places they've lived, their pets or past occupation."



Kōwhai Programme

A comment from a staff member illustrates the positive impact this initiative is likely to have for both patients and their whānau, Fiona says.

The staff member said:

"This would be perfect for my relative who is in and out of hospital a lot, he has dementia and gets really frightened when he hears unfamiliar noises. As soon as the noise is explained to him he settles down, but there isn't always someone around to do that. He would love this, and we would be so much happier knowing there are people around when we can't be."

If you are interested in being a Kōwhai Companion or know anyone who would, a Kōwhai Programme 'expo' will be held in the Manawa Atrium on 22 October from 10.30am-1.30pm and in the Burwood Atrium on 28 October from 10am - 3pm.

"Please spread the word through Burwood and beyond, as this will be great opportunity for potential Kōwhai Companions to find out more. As well as the known benefits for our patients, Kōwhai Companions will gain a great deal of satisfaction from knowing they are making a difference.

"Additionally, this is a unique opportunity for people to gain work experience in health care which may benefit your career pathway. We are recruiting now," Fiona says.

If you would like to know more, please email Fiona.Graham@cdhb.health.nz or phone Fiona on 021374987.

Poster helps quickly identify and teach about dermatitis medications

A poster designed here at Canterbury DHB showing the various funded creams and ointments for dermatitis is helping patients and healthcare staff quickly identify the correct available treatment and may become a nationally used resource.

Remembering the names and potencies of dermatological treatments can be complex for some patients, says Dermatologist Caroline Mahon.

"A recurring theme with our patients with dermatitis conditions such as eczema is that the names of topical formulations are difficult to remember and pronounce. This has contributed to confusion around prescribing."

After caring for a patient who was not managing their dermatological condition, and needing frequent reviews, Caroline, Dermatologist Fellow Julia (Xiaoyu) Zhu and Pharmacist Lye Jinn Ng realised that it would be useful to have a visual tool to help support patients' understanding of their prescribed creams and correctly identify treatments that they had not tolerated or found helpful in the past.

"Our aim was to make an easy-to-read visual tool for patient and medical staff education to help provide better care," Julia says.

"We reviewed the list of funded emollients and steroid formulations and designed a poster with photographs of each product. Medical Illustrations were so helpful. We had a small photoshoot session with the creams from the hospital pharmacy dispensary."

There were a few that the hospital doesn't carry, and Lye Jinn reached out to community pharmacists for photos of these.

"We wanted it to be accessible to all health professionals in Canterbury DHB and designed it in a way that it would be printable," Lye Jinn says.

With the help of Graphic Designer Kirsty Bowden, the visual guide was completed, and it has now been given to the Dermatology Department, the Paediatric team, and the Emergency Department.

FUNDED EMOLLIENTS AND PLAIN STEROID CREAMS IN NEW ZEALAND 2020

This document has been prepared by the CDHB Dermatology Department & Pharmacy Department for reference purposes only and no statement of preference is being made.

It reflects available information and policy that is current at the time it was produced. Any person accessing clinical documents must exercise their own clinical judgement on the validity & applicability of the information in the current environment and to the individual patient.

Please note this list is not exhaustive and is subject to funding or brand changes. Refer to PHARMAC schedule for current information.

EMOLLIENTS



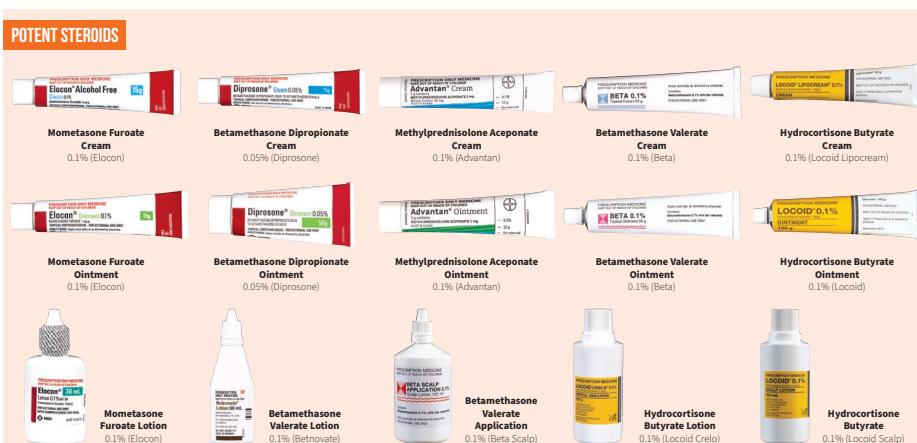
MILD STEROIDS



MODERATE STEROIDS



POTENT STEROIDS



VERY POTENT STEROIDS



*May be subject to funding restrictions, see PHARMAC schedule

'For most people, visual recognition of a medication is so much easier,' Caroline says.

"We've gone from spending 15 minutes in a consultation trying to figure out which topical therapies have been prescribed and which ones have caused problems, to within a few minutes being able to correctly identify what our patients have or are using."

"Nurses and doctors in the Dermatology Department appreciate this time-saving poster and use it on a daily basis. Across the services, other health professionals have also found it useful," Lye Jinn says.

The guide is also a resource for identifying therapies currently funded by PHARMAC (funding changes frequently, especially for the emollients). The poster will be presented at the Paediatric Society Annual Meeting in November and the New Zealand Hospital Pharmacist Conference in December.

"The New Zealand Formulary have contacted us with interest in sharing this resource on a national level. We hope this will result in helping more New Zealanders manage their skin and help doctors easily learn and identify



Clinical Pharmacist Lye Jinn Ng and Dermatologist Caroline Mahon

funded products. The poster is due to be updated in January," Lye Jinn says.

If you would like to download a poster go to Prism here It is also available in the Hospital and Community Health Pathways, under the section for health professionals.

Get your Covid-19 vaccination today!



Kia haumaru ai te whānau
Protect the whānau
Visit www.hauoratairawhiti.org.nz

Unite
against
COVID-19

Significant progress for the Care Capacity Demand Management programme

Great news - we have just completed fulltime equivalent (FTE) calculations for Christchurch Hospital wards 27, 11 and 14 and the Coronary Care Unit (CCU).

Also, for Ashburton Hospital, wards 1 and 2 and the Acute Assessment Unit. They have all now been approved by the Care Capacity Demand Management (CCDM) Council.

This means we are just one step away from the necessary changes to the roster model for those wards, such as whether more or less FTE is required overall or for certain shifts/days; or whether a different staff mix is needed.

Full Time Equivalent (FTE) calculations are part of the [Care Capacity Demand Management \(CCDM\)](#) programme. FTE calculation is about better matching nursing and midwifery staff capacity to demand.

Over the past year, nurses and midwives in wards across Canterbury DHB have done an amazing but arduous job of recording data in TrendCare – such as patient acuity and patient care provided, versus staff hours available.

To complete the FTE calculation, data is also taken from other sources includes overtime, extra shifts, staff and patient incidents, unplanned leave, professional development time, shifts below ideal safe staffing target, staff mix, staffing pool and agency use.

Executive Director of Nursing Becky Hickmott had this message for all those who helped collect this important information:

"A huge thank you to the nursing and midwifery teams for your time, your dedication and your commitment to helping get this important process right – it gives us the information we need to recruit to safe staffing levels, both in terms of hours and the skills required to provide better and safer patient care."

"This year has been perhaps the most challenging year ever to be in nursing, but for me it has also reminded us all (as if it were needed) of just how vital a role we play in delivering the best possible care."

"I'd like to introduce you to the CCDM Council who consider and endorse recommendations based on FTE

CCDM Council members	
Becky Hickmott (Chair) Executive Director of Nursing	Helen Skinner Chief Medical Officer
David Green Chief Financial Officer	Patrick Mcallister Nursing Director (ND), Specialist Mental Health Services (SMHS)
Kate Lopez General Manager Burwood Hospital	Joan Taylor Director of Nursing SMHS
Tracey Maisey Executive Director Planning and Funding	Christine Christian - Organiser (Public Service Association)
Peter Bramley Chief Executive	Marg Bigsby – Professional Nurse Adviser New Zealand Nurses Organisation (NZNO)
Mary Johnston Chief People Officer	Lynley Mulrine - Organiser (NZNO)
James Allison Chief Digital Officer	Karen Gray - Organiser (Midwifery Employee Representation & Advisory Service representative)
Hector Matthews Executive Director Māori and Pacific Health	Tania Forest (Safe Staffing Healthy Workplaces (SSHW) Unit Consultant)
Jacqui Lunday Johnstone Executive Director Allied Health	Jon Buchan (SSHW Unit Consultant)
Lynne Johnson Director of Nursing Christchurch Campus	Marg Burns Care Capacity Demand Management (CCDM) Coordinator
Karalyn van Deursen Executive Director Communications	Janette Dallas Nursing Director CCDM
Norma Campbell Director of Midwifery	Nicky Topp Nursing Director operations Christchurch Campus

calculations, by way of a shout out to them too for their excellent work.

Later this week FTE reports for Urology Unit, and wards 23, 18, 12 and 25 will go to the CCDM Council for consideration. Over the next three months we will be working on data from the Specialist Mental Health Wards to determine their correct FTE and corresponding safe staffing levels.

"I look forward to being able to update you on the positive changes we will be making as we complete reports and recommendations to better match staffing and demand for nursing skills for more and more wards," Becky says.

'Doc' - tober: How to review policy and related documents in the Policy Library

The Policy Library, the single source of truth for controlled policy and supporting documents has built-in review workflows.

It holds the organisation's information on what and how we do things around here, the rules and guidance, and how we know it is happening (measures). Both Hospital and Community HealthPathways link to the supporting documents in the Policy Library.

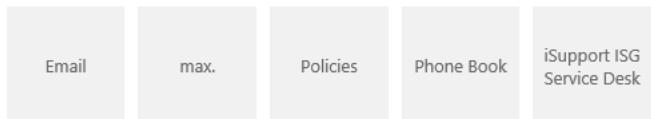
The Review Workflow supports a three yearly review process. If you are the owner of Policy Library documents, you can keep track of those documents in the Policy Library.

There is a 'Working Library' which is a permissions-based repository with a dedicated working space for document 'owners'. Reviewers (representatives of a stakeholder group) are given access to each workspace. They review policy and supporting material as subject matter experts, and on behalf of their group for the policy owner and authoriser.

You will find a link to 'My Working Area' in left navigation menu on the [Policy front page](#). A Policy Library – [Reviewer Resource has been developed to guide you](#).

When logged on and working in Internet Explorer, access your documents:

- › From the [PRISM home page](#), in "My Work Tools", click "Policies" (middle box, as below). "Policies" is a permanent fixture. Doing so takes you to the [policy front page](#).



- › In the left navigation bar, click "My Working Area".

*My Working Area
(Owner/Contact)*

The list you see will be workspaces for your documents. As an owner or contact you will be able to:

- › Sort "Date authorised" to see the oldest documents and prioritise review of those first.
- › See what is outside the three-year timeframe and requires review.

Please make good use of this excellent resource as a source of information, and to store the latest version of policies and procedures others need to share.



Minister Henare's visit

Associate Minister of Health (Māori Health) Hon Peeni Henare visited Christchurch last week. Pictured here (right) with Canterbury DHB CEO Peter Bramley, Minister Henare met with COVID vaccination teams and Canterbury DHB's clinical board during his time in the garden city.

Climate change and our health system

Public Health Physician Anna Stevenson, supported by Christchurch Hospital Energy Manager Tim Emson, presented to the Canterbury DHB Clinical Board members on 'Climate change mitigation and adaptation in our health system'.

Both Anna and Tim are members of the Canterbury DHB Transalpine Environmental Sustainability Governance Group.

With the world on course to be at least 1.5 deg Celsius warmer within 20 years, transformational change is required to ensure the temperature increase is not in fact higher than this. The consequences of this average temperature change and the impact on the health system include:

- › Impact on farming and food production – food shortages
- › Illness and disease related to poor air and water quality
- › Increase in air and water-borne diseases
- › Greater demand on the health system – including mental health
- › More frequent and ferocious extreme weather events:
- › Direct injuries
- › Supply chain disruption
- › Infrastructure damage and inability to access services
- › Healthcare staff personally affected, limiting their response

Healthcare systems in general are large contributors to global warming.

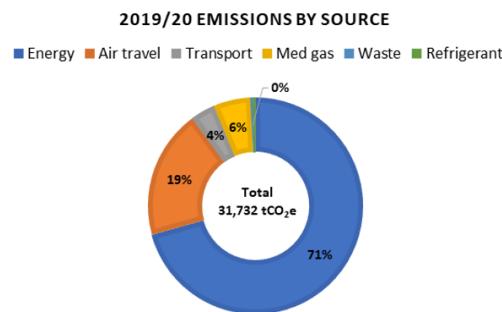
If global healthcare was a country, it would be the fifth largest greenhouse gas emitter on the planet.

What makes healthcare such a significant contributor to global warming? Primarily it is the energy required to power our hospitals and facilities. Here in Canterbury, based on 2019/20 figures, the DHB's energy output makes up 71 percent of our emissions.

Air travel is 19 percent*, medical gases six percent and transport (vehicle fleet) four percent. Waste and refrigerants make up less than one percent of emissions.

**Note: Since the emergence of COVID-19 and subsequent travel restrictions, the impact of air travel has been significantly reduced.*

According to section 23 of the New Zealand Public Health and Disability Act 2000, DHBs are required to promote the



reduction of adverse social and environmental effects on the health of people and communities.

As a participant of the Carbon Neutral Government Programme, Canterbury DHB is also expected to:

- › measure, verify and report emissions annually (something that Canterbury DHB has been doing for seven years and will soon start on the West Coast)
- › set gross emissions reduction targets and long-term reduction plans
- › introduce a plan to reduce the organisation's emissions
- › offset remaining gross emissions from 2025 to achieve carbon neutrality.

Canterbury DHB has already made significant inroads by converting the Burwood Hospital boiler from coal to biomass, and with the construction of two Christchurch campus biomass boilers well underway. These will replace the current coal-fired boilers and dramatically reduce our carbon emissions as outlined in a [CEO Update story from 31 May](#).

A recent report commissioned by the Ministry of Health recommended that the sector needs an adaptation plan for climate change, and this plan should:

- › be founded on our Te Tiriti o Waitangi obligations
- › support equitable health outcomes for wellbeing and population health
- › provide a clear role for the health sector and health care services to support climate change adaptation planning and action.

Although we are living in the middle of a climate emergency, this is the optimal time, with all our available knowledge and technology, to do something about it. Our experience with the COVID-19 pandemic has proven our nation's ability to collectively and quickly respond to a major crisis. The climate change threat can be addressed the same way if we choose to do so.

One minute with... Akira Le Fevre (he/him), Workforce Development Partner - Equity and Diversity, Kaimātai – Mana Taurite me Kanorau

What does your job involve?

In the newly created Mana Taurite – Equity Team – my role is to help create a more inclusive and diverse Canterbury DHB for kaimahi. My portfolio is the LGBTQIA+, disabled and minority communities.

Why did you choose to work in this field?

I don't think I chose it, it chose me. Equity, inclusion and diversity is something I am very passionate about. Growing up as an adopted, diabetic, partially sighted, gay man of Māori and Japanese heritage on the poorer side of Ōtautahi, I struggled to find my place in the world. Being able to provide a more inclusive world for minorities or those who don't feel like they fit in is something I know can make a real difference in a tangata's life.

What do you like about it?

I love being able to whakamārama (enlighten) people to diversity and to really whakapiri (engage) with people on a manaaki level. I love being able to educate and make people feel valued and visible with kindness ... and also a bit of glitter!

What are the challenging bits?

Stigma, trying to break down the barrier of fear. I see a lot of people scared of getting things wrong or offending someone but if we come from a place of curiosity and aroha then if we just at least try then that's awesome.

We are all on a journey down the same awa, just in our own personal waka.

Who inspires you and why?

My parents (both from the West Coast) who have now both passed. They ran a foster home and already had five adult kids of their own before they chose to adopt me. They gave me the most amazing, loving (and loud) whānau. They always showed us unconditional manaaki, aroha and awhi.

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?

It means making these values visible so that our kaimahi can use these to be the most authentic versions of themselves at mahi, in turn providing the best care and service for the communities we serve.

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

Up to a couple of weeks ago I would have said my drag queen personas, but thanks to the Canterbury DHB Whaea (Aunty) Pipi probably gets more likes on there than me.

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

Right now, Ōtautahi, it's the safest place in the world, but in a COVID-19 free world I would love to travel to Japan.



What do you do on a typical Sunday?

My partner Alex and I love going to brunch at our favourite dog friendly café 'Ristretto' with our Kelpie 'Blaze'; then we'd probably be doing DIY on our house and maybe a movie with too much popcorn.

What's your favourite food?

The diabetic in me should say fruit but to be honest it's chocolate (or the creamy mushrooms from Ristretto). Although my favourite snack is nori (dried seasoned seaweed).

And your favourite music?

Spice Girls... which probably explains a lot!



The Pink Ribbon Walks in Auckland, Wellington and Christchurch have been cancelled for 2021.

The team at Breast Cancer Foundation NZ are incredibly disappointed to let you know that we've made the tough decision to cancel all of the Pink Ribbon Walks this November. However, in true 2021 style, we're holding a virtual walk on Sunday 31 October. Join us!

[FIND OUT MORE](#)

The latest edition of the e-CALD news is out now.

CALD refers to culturally and linguistically diverse groups who are migrants and refugees from Asian, Middle Eastern, Latin American and African (MELAA) backgrounds.



Read about a handbook providing helpful knowledge and information for providers supporting Afghan and other refugee background communities in mental health services, The Ministry for Ethnic Communities inviting feedback from the ethnic communities on their draft Strategy to guide their work over the next four years, and more [here](#).

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.



Terrace Downs Resort voucher giveaway

We have a free one-night stay voucher to give away thanks to CPG hotels! This voucher entitles you to one-night stay at Terrace Downs Resort in a one-bedroom villa, with breakfast included for two.

To enter the draw, email somethingforyou@cdhb.health.nz. Entries close Wednesday 20 October at 12pm and winners will be drawn Thursday 21 October. Winners will be contacted via your work email so please keep an eye out. One entry per person only.

HONOURING NURSES - OUR UNSUNG HEROES

Heritage Week 2021

Nurses' Memorial Chapel

Open 11am - 3pm

Wednesday 20th

Saturday 23rd

Sunday 24th October

- Enjoy the beautiful Arts and Crafts building with 12 stained glass windows
- Learn about the Chapel's history and its significance
- Wander around the stunning memorial gardens
- Visit the boutique museum and see the sinking of the Marquette display and those who lost their lives



Saturday 23rd October at 2pm Anna Rogers author of Stand for All Time will be in the Chapel to tell the story of the sinking of the Marquette and the scandal that surrounds it, and of the history of the Chapel.



Community Education Seminar- Via Zoom

Wednesday 20 October 2021

Dementia, Depression and Anxiety

Mental health symptoms such as depression and anxiety are common in people living with dementia and their care partners/support people. Lara Hitchcock, Registered Nurse at the CDHB Memory Clinic will discuss why these symptoms are so common and give some practical strategies to improve psychological health and promote wellbeing.

Email or phone your questions to Dementia Canterbury in advance or ask your questions at the time, using the chat function on zoom.

***Please ensure you register for this popular session via Zoom by emailing: admin@dementiacanterbury.org.nz
Once registered the Zoom connection details will be emailed to you***

Date: Wednesday 20th October 2021

Time: 7- 8pm

Venue: Via zoom invitation

Address: 3/49 Sir William Pickering Drive, Burnside, Christchurch **Postal Address:** PO Box 20567, Christchurch 8543
Ph: 03 379 2590 or 0800 444 776 **Email:** admin@dementiacanterbury.org.nz **Website:** www.dementiacanterbury.org.nz