

# Health New Zealand Te Whatu Ora Waitaha Canterbury Pānui

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Health New Zealand  
Te Whatu Ora



## In this issue

**Kupu Arataki – Introduction... [pg 3-6](#)**

**Ā mātou tāngata – Our people**

- › **New focus on Sustainability in Waitaha Canterbury... [pg 7-8](#)**
- › **Patient information team recognised as Privacy Champions... [pg 9](#)**
- › **One minute with... Jill Oetgen, Court Liaison Nurse, Specialist Mental Health Service (SMHS)... [pg 10-11](#)**

**Whakamihi – Bouquets... [pg 12-13](#)**

**Ā mātou korero – Our stories**

- › **Dedicated space for breastfeeding staff welcomed... [pg 14](#)**
- › **Final year health students explore leadership ... [pg 15](#)**

**Pānui – Notices... [pg 16-17](#)**

Cover photo: Ashburton Hospital Ward Assistant Hayley Raj and her daughter Wren try out the facilities in the new lactation room at the hospital, established for staff who have returned to work but are still breastfeeding



# Kupu Arataki – Introduction

## Making your home healthy for winter

This winter, Health New Zealand | Te Whatu Ora is supporting the Healthy Homes Initiative (HHI) to provide education and information to help people enjoy warm, dry and healthy homes.

Cold, damp, crowded homes can increase the risk of respiratory issues and other preventable health conditions, such as rheumatic fever and skin infections. There is strong evidence, nationally and internationally, of improved health outcomes resulting from warmer and drier homes.

The aim of the Healthy Homes Initiative is to increase the number of children and their whānau/families living in warm, dry, and healthy homes and consequently to enhance their health and wellbeing, and reducing the number of housing-related hospitalisations.

**Here are some steps anyone can take to help get their home ready for winter:**

- › Find out if your home is insulated. You may qualify for a subsidy to have insulation installed. [Check here for more information](#)
- › Check you have the best heating option for your home. You may qualify for a subsidy to have an efficient form of heating installed in your main living area. Visit the [Warmer Kiwi Homes website](#), or check out these [tips for healthy home heating](#)
- › Remove mould from ceilings and walls with warm water and household soap and dry well.
- › Open your curtains during the day and close them at night.
- › Open your windows for at least a few minutes each day and close them again.
- › Dry your washing outside or in the garage or carport.
- › Let steam out in the kitchen and bathroom.
- › Wipe off any water that has collected on walls and on the inside of windows.
- › Stop cold air getting into your home by stopping draughts around doors, windows, and fireplaces.



## Samoaan Language Week: Tautua i le alofa, manuia le lumana'i – Serve in love for a blessed future

Samoaan Language Week is celebrated from 26 May to 1 June. The theme for this year is 'Tautua i le alofa, manuia le lumana'i – Serve in love for a blessed future'. This highlights that true service stems from love.

Try some of these simple phrases to nurture and support the sustenance of Samoaan language in our communities:

<b>Malo!</b>	<i>Hi</i>
<b>Manuia le aso</b>	<i>Have a good day</i>
<b>Fa'afetai</b>	<i>Thank you</i>
<b>Manuia!</b>	<i>Cheers</i>



# Scholarships available to support rural health workforce

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Health New Zealand | Te Whatu Ora and Rural Women New Zealand (RWNZ) have launched a new scholarship programme designed to grow the rural health workforce.

Grants of between \$2500 and \$5000 are now available, from a total funding pool of \$90,000 provided to RWNZ by Health NZ.

"These scholarships are specifically designed for students whose study will benefit healthcare offerings in rural communities including in the areas of Medicine, Midwifery, Nursing and Allied Health," RWNZ National President Gill Naylor says.

"We're really pleased Health NZ has devolved this funding to us to distribute, as we've consistently advocated for government to incentivise health professionals to move to and remain in rural areas to improve equity of access to healthcare in rural communities."

RWNZ will distribute these funds as part of its broader suite of scholarships, educational grants and boarding and textbook bursaries.

"We recognise the extra challenges faced by health students from rural backgrounds, such as travel, and studying away from whānau and connections. This funding can help overcome some of those challenges" says Dr Sarah Clarke, National Clinical Director Primary and Community Care.

Applications close on 1 July 2024 and the grants will be made in August.

You can find more information on the scholarship criteria and the application form [on the RWNZ website](#).

## Strike action this week

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At the time of publication, a 49-hour strike by some junior doctors was planned to go ahead this week – from 7am on Thursday 30 May until 8am on Saturday 1 June.

At the same time, some staff from the separate NZ Blood Service (NZBS) will also be taking industrial action.

Most services will continue to operate, with the help of other clinical staff including doctors. Longer wait times can be expected, however our priority is always ensuring safe and timely care for patients.

All emergency departments will remain open. Please help by keeping our emergency departments for emergencies only.

Anyone with a scheduled outpatient appointment or surgery should attend as planned, unless we have contacted them to advise otherwise.

For non-urgent care, medical advice or assistance, all other healthcare services remain available, and we may refer you. For non-urgent medical advice or assistance, please visit your GP or call Healthline free on 0800 611 116, available 24/7.

## Staff flu vaccinations available

Flu season is here – and we’re encouraging kaimahi to protect themselves, patients, colleagues and whānau by getting the free flu vaccine as soon as possible.

Some flu facts to remember:

- › Each year the strains of the flu virus which are predicted to affect New Zealanders are reviewed and the vaccines are developed according to the strains identified. The protection provided by flu vaccines decreases so people need to be re-vaccinated each year before winter.
- › Having side effects after your flu vaccination is a sign that your body’s immune system is working well. You might experience pain, itching, redness at the vaccination site, aches and pains, fever and feeling generally unwell and tired. Most side effects shouldn’t last long.
- › The vaccine used in New Zealand doesn’t contain any live influenza virus.
- › If you catch the flu, it can make an existing health condition a lot worse. The flu can be a severe illness, particularly for older people, young children, pregnant people and their unborn babies, and people with serious health conditions.

- › While it is possible to still catch flu after immunisation, your symptoms are less likely to be severe and your risk of complications is reduced.
- › If you are sick, it is still important to stay away from others, wash your hands, and cover your mouth when coughing or sneezing.
- › Even if you don’t feel sick, you could still be infected with flu and pass it on to others.

Free flu vaccinations are available to all Health NZ staff from an authorised vaccinator on your ward, or staff influenza vaccination clinics at Ashburton, Burwood, Christchurch, Hillmorton and The Princess Margaret hospitals, and West Coast locations.

Check for clinic details and updates on PRISM (local intranet) or the internal email staff communications update.

Want to dive into the data? You can [use this tracker](#) to see latest New Zealand-wide stats on flu and respiratory illness.



# Get your FREE flu vaccine

Protect yourself, patients, colleagues, and whānau.

*We're fighting flu together*

## FLU2024

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## New workforce delivery manager appointed

Professor Joanne Baxter, of Poutini Ngāi Tahu and Ngāti Apa ki te Rā Tō descent, has been appointed to the national role of Group Manager – Workforce Delivery, from 1 July.

Jo is a Public Health Medicine Physician. She is currently the Dean of the Dunedin School of Medicine. She has also been Co-Director of the Māori Health Workforce Development Unit at the University of Otago, a member of the Ministry of Health's Health Workforce Advisory Board, and a member of the Health Workforce Taskforce.

Her research focuses on Māori mental health, ethnic health inequalities, indigenous medical education, and Māori health workforce development.

Jo is committed to growing the number of Māori training in health professional programmes and increasing Māori working in diverse health roles.



Joanne Baxter

## Do you have a story to share?

If you have a story idea or a success story to celebrate, we would love to hear from you!

Pānui is a great way to share our news and successes with kaimahi across Waitaha Canterbury, and with the wider health sector.

We are always looking for stories about new services and facilities, innovations in care, awards and achievements, and celebrating our colleagues successes both at work and elsewhere.

To share a story, or to find out more, please email us at [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz)

The deadline for story submissions is midday Thursday. If you're sending photos, please email them as high-resolution attachments.

# Ā mātou kōrero – Our people

## Spotlight on Sustainability in Waitaha Canterbury

There's a renewed focus on sustainability in Health Zealand | Te Whatu Ora Waitaha Canterbury, with two new appointments to the Sustainability Team.

Regional Sustainability Lead South Keith Tallentire, who is based in Ōtautahi Christchurch, started last month and manages advisors across both the Te Waipounamu and Central Regions.

A new Sustainability Advisor in Waitaha Canterbury, Sarah Pritchett, joins the team shortly and recruitment is under way for a further advisor to support other mahi across Te Waipounamu.

The Health NZ Sustainability Team combines national and local level roles, bringing together sustainability advisors who had previously worked in individual district health boards with some new faces.

Rick Lomax heads the national team, which sits within the Office of the Chief Executive. Three principal advisors work across the motu in organisation-wide roles: Vicktoria Blake (Climate Risk and Adaptation), Debbie Wilson (Infrastructure and Investment) and Valentino Luna Hernandez (Procurement and Supply Chain).

The rest of the team support delivery of local, regional and national sustainability work programmes.

### About the team's work

The Sustainability Team has three core work areas across Health NZ:

- › Helping the organisation improve its environmental practices such as waste minimisation
- › Supporting efforts to 'decarbonise' its activities through energy transition projects
- › Strengthening our resilience to climate-related risks that may impact our facilities and services

A big programme currently under way nationwide is a \$100m investment to improve our sustainable energy use through new boiler technology, chiller units, and energy efficient lighting across our facilities.

Working with the Infrastructure and Investment Group and with part funding from the Energy Efficiency & Conservation Authority (EECA), this programme is helping us play our part in the wider Carbon Neutral Government Programme that aims to demonstrate leadership in minimising carbon emissions.

"Waitaha Canterbury has been a leader in many sustainability areas over the years and continues to do some great work – the new biomass boiler at Christchurch Hospital and the integration of bike facilities on the campus are just two examples of the big advances being made," says Keith.



Regional Sustainability Lead South Keith Tallentire



Sustainability Advisor Sarah Pritchett

"So our role will be to keep this momentum going, extend environmental improvements into new areas and help share and replicate this experience in other districts."

### About Sarah and Keith

Sarah and Keith are both passionate about doing good for people and the planet. Sarah has worked for not-for-profits, councils and community organisations with a focus on waste minimisation, including for the last six years at WasteMINZ, a pre-eminent waste sector body.

Keith has a strong sustainability strategy background, particularly in local government and partnerships, often connecting with public health colleagues.

Both live in or near Christchurch and are keen to get stuck into their roles.

### How you can help

As the Sustainability Team has only recently come together into a single unit there is a bit of work still to do to understand where it can make the biggest difference and add the greatest value to the work of others across the organisation, matched to the team's capacity.

"There's still a lot to deliver on, and hopefully we can be the seeds of change, but we'll need everyone to help us on the journey. We'll aim to reach out to hear from you and work with decision-makers to integrate sustainability into how we operate," says Keith.

In the meantime, if Health NZ kaimahi want to find out more, have any ideas or issues to raise, or wish to join a mailing list to stay in touch, visit the [Te Haerenga sustainability page](#).

## Environmental Sustainability and Climate Resilience work streams

### Health System Decarbonisation



To reduce health system carbon emissions in line with a 1.5-degree scenario.

### Environment in All Practices



To realise co-benefits that include the environment alongside health, equity, social and economic values.

### Health System Resilience and Adaptation



To ensure sector resilience by planning for and adapting to the impacts of climate change.



# Patient information team recognised as Privacy Champions



From left, Patient Information Officers Maria Hayes, Julie Ferguson and Steph Forsyth, Team Leader Claire Thornton, and Patient Information Officers Amrita Singh, Minal Lamghare, Sharon Reid and Katrina Logan

Congratulations to the Patient Information Office team at Waitaha Canterbury, who have been recognised as Privacy Champions.

The award was announced as part of Privacy Week, which was held earlier this month.

The team was nominated for the recognition by a Health New Zealand Privacy Team Member, acknowledging team members for being fantastic advocates for privacy.

Health Information Manager Sandra Pugh says the release of information is a critical aspect of healthcare.

"It involves disclosure of confidential information about the patient's health condition, treatment and medical history to authorised individuals or entities.

"The process is governed by the Privacy Act 2020 to ensure compliance with the privacy principles and to safeguard patient confidentiality.

"We have over 400 patient requests per month, as well as around 300 ACC requests for information about patients.

"We are grateful for the team's commitment to privacy and thank them for understanding the importance of patient confidentiality and privacy."

# One minute with... Jill Oetgen, Court Liaison Nurse, Specialist Mental Health Service (SMHS)

## What does your job involve?

Working as a mental health nurse at the Criminal Court Te Koti Taihara to provide assessments and advice to the Court regarding people who may, due to experiencing mental illness or intellectual disability, be unfit to stand trial or have a defence of insanity available to them. The role requires extensive experience of working within SMHS and specialised skills and knowledge that are specific to the role. These include a working knowledge of legislation that pertains specifically to this area of practice, a working understanding of the medicolegal issues which fit within the legislation and an awareness of the underpinning principle of fairness within the Justice processes. I need to be up to date with current case law, ensure that privacy of health information is always maintained, have excellent risk assessment skills and a working knowledge of both the mental health and Justice systems. There is a liaison and educational aspect to the role and building relationships with other professionals and stakeholders is important.

## What pathway got you to this job?

I worked in a forensic mental health inpatient setting while on my OE in the early 90s. When I returned to New Zealand, this area of mental health services was in its infancy, and I started at the newly established Forensic Mental Health Service in Christchurch. I worked in the medium secure forensic unit and the Forensic Community Team (Te Whare Rangihau). The role at the Court wasn't planned but it was offered due to staff illness. I was sent to court with almost no knowledge of how a court worked or what I was supposed to do. That was 25 years ago and I'm still there. I have a passion for the role and particularly to provide support and mentoring to new nurses coming into the role.

## What advice would you give someone keen to enter your field?

It's the most complex, challenging and rewarding job I have had since I have been a mental health nurse. I would strongly encourage any mental health nurse who is wanting to expand their knowledge and skills and who enjoys a challenge to come and speak with me.



## Who inspires you and why?

All my colleagues in the Forensic Mental Health Service. They are a group of the most dedicated, skilled and caring people and I am always so proud of working within this service.

## What do Waitaha Canterbury's values (Care and respect for others, Integrity in all we do and Responsibility for outcomes) mean to you in your role?

Knowing that I can make a difference for some of the most marginalised people in our community. Court can be a harsh place to find yourself if you are unwell and knowing that I can help people in their journey through this system is a great feeling. To be able to work with a person and their whānau to try and find a pathway to change for them no matter who they are or what they have done to end up where they are.



**If you could be anywhere in the world right now where would you be and why?**

The Abel Tasman National Park is my happy place. I love the beauty, the wildlife and the stars on a clear night.

**Who would you want to play you if there was a movie made about your life, and why?**

Robyn Malcom as she is both dramatic and comedic.

**What are some of the ways you and your whānau show their aroha/love for our planet?**

I have a worm farm and I compost. I try to have nothing green leave my property. I also love riding my e-bike as much as I can.

**What are your hobbies/interests outside of work?**

I love the outdoors, camping and walking in the hills. I have a love of exercise and I like to keep fit. I love live music and outdoor concerts and to travel with my partner. I enjoy cooking and trying out new recipes on my friends and family.

If you would like to take part in this column or would like to nominate someone please contact [Naomi.Gilling@cdhb.health.nz](mailto:Naomi.Gilling@cdhb.health.nz).

# Protect against HPV

The HPV vaccine is **FREE** for everyone aged 9 to 26

**Te Aka Whai Ora**  
Māori Health Authority

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# Whakamihi – Bouquets



## **Emergency Department (ED), Surgical Assessment and Review Area (SARA), and Ward B8 Christchurch Hospital**

I was admitted to hospital unexpectedly and I want to commend the kind and welcome care I received. Despite the long hours there was a consistent comforting approach from Nurse Georgia in the SARA ward and the very kind team in Ward B8 – Ezra, Jo, Toby, and Nicola. The surgical team, including Maisey and Anaesthetist Lucy, gave a sense of manaakitanga in the surgical environment too, especially as I was quietly nervous about the routine procedure. Please pass on my thanks, and I hope this serves as an acknowledgement for the care that health professionals offer to strangers in times of need.

## **Ward 17, Christchurch Hospital**

My mother was recently at Christchurch Hospital. She has dementia and was on Ward 17 before being transferred to Burwood Hospital. We had some wonderful hospital aides, but I'd like to make a special mention of Kerry who was very kind, caring and patient with Mum. Kerry went out of her way on a number of occasions to help Mum, who was at times a very difficult patient. So please pass on our thanks to Kerry and the other hospital aides and nurses who put up with a lot from her!

## **Gynaecology Ward, Christchurch Women's Hospital**

Really happy with the Gynae team and nurses.

## **Maternity Unit and Neonatal Intensive Care Unit (NICU), Christchurch Women's Hospital**

Overwhelmingly excellent service. Amazing staff and a perfect facility. I felt so comfortable during my stay while I gave birth to my first child, and while there were complications, I felt informed and very much heard. At a time in my life where I was vulnerable and so helpless, this hospital helped me be strong and I was able to show up for my daughter. The woollen baby items and gifts for mothers was so touching. The food and cleaning staff are awesome. The doctors and nurse are very nice. Thank you so very much.

## **Maternity Unit, Christchurch Women's Hospital**

Just wanting to say a big thank you to the angels that looked after us and our wee son over the five days we stayed. Although he won't remember your kind hearts, we certainly will! So, thank you to Ruth, Ana, Arahia, Misha, Veronica, Wendy and our night nurse and anyone else who helped. Arohanui.

### **Children's Emergency Care, Christchurch Hospital**

I have been very happy with the professionalism displayed by the team. Thank you Dr Emma Anderson and Nurse Michelle Kok for your care.

### **Kurawaka: Waipapa Community Birthing Unit**

Absolutely superb from start to finish! Facilities outstanding! The midwives were beautifully attentive, fully present, and genuinely interested in my journey and baby's health. The rooms are fantastic and well appointed. We have had a very positive experience and thank each and every one very much.

### **Ward B7, Christchurch Hospital**

Amazing team! We loved everyone. The professionalism and care shown by all was incredible. Thanks so much.

### **ED, Christchurch Hospital**

I wish to record my compliments to your Acute team members who provided me such excellent healthcare during my brief visit. Specifically, Mary (Registration), Destiny (Reception), Anna (Triage) and Graham (Eye specialist). I would be appreciative if you could acknowledge these fine people directly for their efforts.

### **Christchurch Hospital**

Thank you to the lovely nurses, doctors, CT staff, and everyone else involved in our care after a car crash. We are grateful for all the hard work that they did for us that night. Thank you for being so patient, kind, and reassuring. Thank you for saving our lives. Thankfully we have suffered no long-term injuries. We both appreciate the massive amount of effort you put into us. Thank you all again very much!

### **ED, Christchurch Hospital**

Excellent service by excellent dedicated people.





# Ā mātou tāngata – Our stories

## Dedicated space for breastfeeding staff welcomed

A newly established room in Ashburton Hospital will provide the supportive environment that is so necessary for women returning to the workplace who continue to breastfeed, says Ward Administrator Hayley Raj.

"It's amazing, such a cool setup and really going to get lots of good use. I like that you know you aren't going to be disturbed, it's out of the way and feels nice and safe."

The attractive dedicated lockable space has a temperature-controlled fridge that is checked daily by WellFood staff, washing facilities and a comfortable chair, as well as a change table.

Hayley described in a pānui article about her less-than-ideal experience of returning to her workplace at Ashburton Hospital when her son was nine months old in February 2022, and she was needing to express milk. Although her wish to continue breastfeeding was well supported by her manager, Hayley did experience some challenges.

She liaised with an Associate Charge Nurse Manager (ACNM), and they found a space which was not often utilised and made an area in a fridge where she could store her breast milk. The door wasn't lockable, but the ACNM arranged a privacy window and a note for the door to make people aware that expressing could be happening in there.

The room didn't have an easily accessible power supply and nowhere to wash her expressing equipment.

"Reading Hayley's words about the challenges she faced, made me feel incredibly sad, I was disappointed in myself that one of my team was not provided a fit for purpose space on her return to work, I wish I had been more proactive," says Operations and Administration Services Manager Ashburton and Rural Health Services Philippa O'Neill.

"Having said that, it certainly gave me the motivation to discuss with my manager how we could create this room as a priority piece of work."

The space that has been created is in a non-clinical area, so there is little foot traffic. Staff collect the key from Front of House and return it when they have finished.



Operations and Administration Services Manager Ashburton and Rural Health Services Philippa O'Neill (standing) with Ward Administrator Hayley Raj and her baby Wren

The room has been operational for a couple of weeks and has already been well utilised by the team on the Ashburton Campus.

"Hayley will be returning to work in a few months after having her second baby and I am excited that her experience will be significantly different now," Philippa says.

A conveniently located lactation room enables staff members to pump efficiently without major disruptions to their workday. This arrangement is good for mama and pepi, as well as helping maintain productivity and reducing absenteeism.



# Final year health students explore leadership

Te Papa Hauora has just completed its annual week-long full-time Future Leaders Programme at Manawa involving over 20 final-year health students from Ara Institute of Canterbury, University of Otago Christchurch and University of Canterbury.

Congratulations to all the enthusiastic graduates of the 2024 cohort, who represented disciplines including medical, nursing, social work, clinical psychology, osteopathy, health sciences, physiotherapy, pathology research, and public health.

During the week-long programme, the students were encouraged to explore their leadership potential, question how best to adopt leadership roles, and challenge the status quo and to recognise that leadership is vital at all levels and all parts of our health system.

The programme involves input from health leaders sharing their experiences, technical aspects of leadership, plus presentations from futurists and business leaders. This was an experiential course, with students expected to engage and challenge.

In addition, the Future Leaders Programme is embedded in the recognition of equity, with particular emphasis on Māori and learnings from a Māori perspective.

The programme concluded with the students presenting their individual ideas on leadership, diversity and inclusion, and how they were going to 'nudge the system'. These were all incredibly impressive, honest and insightful.

## **Feedback from some of the students included:**

*The course was life-changing.*

*I learnt that I don't have to change myself to become a good leader, I just have to learn how to apply my strengths in a way that works for me.*

We wish the students all the best finishing their studies, and in their future roles within our health system.

For more information about the Future Leaders Programme: [www.healthprecinct.org.nz](http://www.healthprecinct.org.nz) or [admin@healthprecinct.org.nz](mailto:admin@healthprecinct.org.nz)



2024 Future Leader Graduates, along with facilitators Alice Perkins (back row fourth from right) and Ross Denton (back row second from right)



## Get your **FREE** flu vaccine

Getting a seasonal flu vaccination is the best protection available, and if you do get the flu, symptoms should be milder.

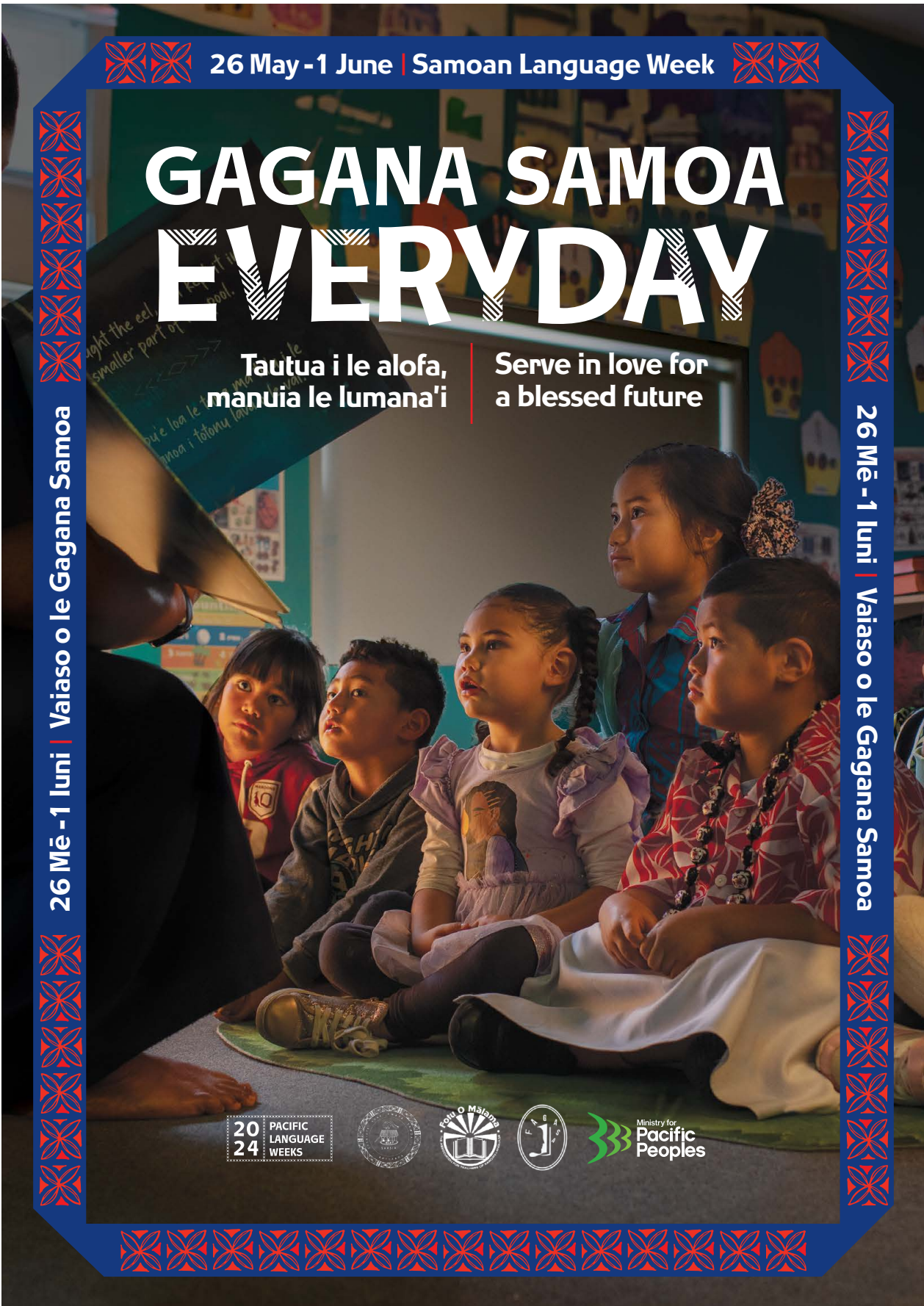
To view clinic times and locations,  
visit **Prism**.

*We're fighting flu together*

**FLU2024**

Health New Zealand  
Te Whatu Ora





26 May - 1 June | Samoan Language Week

# GAGANA SAMOA EVERYDAY

Tautua i le alofa,  
manuia le lumana'i

Serve in love for  
a blessed future

26 Mē - 1 Iuni | Vaiaso o le Gagana Samoa

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20  
24 PACIFIC  
LANGUAGE  
WEEKS

Kor O Malapa

Ministry for  
Pacific  
Peoples