

Health New Zealand Te Whatu Ora Waitaha Canterbury Pānui

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Health New Zealand
Te Whatu Ora



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Cover photo: A celebration of Mataraki was held in the Heritage Rose Garden at Christchurch last Thursday

Kupu Arataki – Introduction

Winter wellness – beat the winter blues

Chilly weather and gloomy days can take a toll on our mental health during winter – so it's important to look after our health, wairua (spirit), hinengaro (mind), relationships, and overall wellbeing.

Having regular routines through winter is a great start to help you keep a positive outlook and lift your spirits. Aim to go to bed and wake up at the same time each day – it's a habit that will help you now, and in the future.

There are other simple things to do daily to support your mental wellbeing:

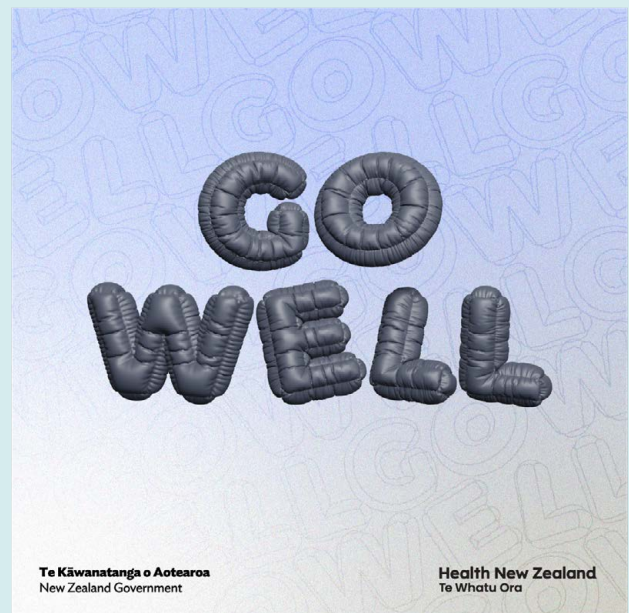
- › Move your body daily – how about a lunchtime or evening walk?
- › Get outside and spend time in nature – visit a local park or try an easy hike with a friend.
- › Stay connected with friends and whānau. Make time for people who bring you joy and help you feel supported.
- › Limit your time online and the amount of news you follow.
- › Notice and appreciate small moments of joy.
- › Plan things to look forward to – even little things like cooking a nice meal for yourself.

The Mental Health Foundation [website](#) has practical tips, stories, and resources focused on things we can all do to maintain our mental wellbeing.

There are also free digital mental wellbeing apps you can download to help you manage your mental wellbeing such as [Groov](#) for people of all ages and [Headstrong](#) specifically for young people.

Helplines – where to get support

- › Need to talk? (1737 – free call/text) any time for support from a trained counsellor.
- › The Depression Helpline (0800 111 757) 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions)
- › Healthline (0800 611 116)
- › Youthline (0800 376 633)
- › The Lowdown Text 5626 for support to help young people recognise and understand depression or anxiety Alcohol Drug Helpline (0800 787 797)



Masks matter – keeping whānau safe in hospital

Are you visiting friends or whānau in hospital this winter? Please mask up to help keep patients and staff safe from respiratory illnesses.

With the increase in respiratory and gastroenteritis conditions over winter, including RSV (respiratory syncytial virus), whooping cough and COVID-19, please remember that wearing a mask is an important way you can protect yourself and others.

Wearing a face mask continues to be an important tool in the fight against COVID-19. Masks help prevent the spread of COVID-19 in two main ways:

- › They reduce the number of virus particles someone with a respiratory illness can spread.
- › They prevent you from inhaling respiratory virus particles.

If you are unwell with COVID-19, have recently finished your recommended isolation, or you are a household contact of someone with COVID-19, even if you've tested negative, wearing a face mask also helps protect others around you – especially those who are at higher risk of getting very sick. This includes older people, people with compromised immunity and disabled people.



Mataraki – share your photos

Matariki is a time to acknowledge the past year and reflect on those who have passed, be thankful for the harvest, and especially to celebrate and share with family and friends as we look ahead to the coming year.

We'd love to see the many ways our kaimahi mark this occasion. If you're gathering with friends or whānau, enjoying a time of reflection, sharing kai, or getting out and about to explore our winter landscapes, please consider taking some photos and sharing them with your colleagues through Pānui.

If you're happy for your photos to be included in a future issue of Pānui, please email them to communications@cdhb.health.nz with a short caption or information about the photo, and we will publish a selection in an upcoming Pānui.

National Chief Medical Officer appointed

Professor Dame Helen Stokes-Lampard DBE has been appointed to the position of Chief Medical Officer for Health New Zealand | Te Whatu Ora.

Dame Helen is a vastly experienced medical professional with decades of experience at all levels of the National Health Service (NHS) in the United Kingdom. She is currently a Non-Executive Director at NHS England, a Professor of Medical Education in the University of Birmingham and a frontline NHS GP.

Read more about Dame Helen's background at [Health NZ](#).



Chief Medical Officer Professor Dame Helen Stokes-Lampard

Changes to prescription charges

A reminder that changes to some prescription charges apply from today, with the \$5 co-payment reinstated.

From 1 July 2024 most people will have to pay \$5 for each medicine prescribed, except for those aged 65 and older, Community Services Card holders, under 14s and 14–17-year-olds who are dependents of Community Services Card holders.

The cost of medicines in Aotearoa New Zealand depends on a number of factors, such as immigration status, your age, whether you have a Community Services Card, how much the medicine is subsidised and who has prescribed the medicine.

Find out more about prescription charges at [Healthify](#).

Stories and news from around the district

If you have a story idea or a success story to celebrate – from anywhere across Waitaha Canterbury – we would love to hear from you!

Pānui is always looking for stories about new services and facilities, innovations in care, awards, and achievements, and celebrating our colleagues' successes and milestones, both at work and elsewhere. We'd especially like to hear about people and projects around the district, including from our rural teams and services and facilities.

To share a story, or to find out more, please email us at communications@cdhb.health.nz

The deadline for story submissions is **5pm Wednesday** each week. If you're sending photos, please email them as high-resolution attachments.

Ā mātou kōrero – Our people

Outstanding role in neonatal care recognised

Debbie O'Donoghue has been made a Distinguished Fellow of the Council for International Neonatal Nurses (COINN).

She was presented with the award at the non-profit organisation's international conference in Alborg, Denmark for her services to COINN and neonatal nursing. Only three of these awards (including Debbie's) have ever been given out.

Debbie, who is the Neonatal Nurse Manager of the Neonatal Intensive Care Unit at Christchurch Women's Hospital and was presenting at the conference, says the honour came as a complete surprise.

"I had no idea and am very humbled to receive this award. Neonatal nursing is my passion. I have been a neonatal nurse since 1987, starting in the UK. Working with COINN to improve neonatal nursing as a specialty and a practice has opened my eyes to what is happening around the world and where we can make a difference."

Nursing Director, Women's and Children's Nikki Scott says the award is significant recognition for Debbie and all the mahi she has put in locally and internationally.

"It is lovely to see this level of excellence and achievement recognised."

Debbie has been a Board of Director at COINN and represented New Zealand Aotearoa for over 15 years. She is also the Treasurer of the organisation. She got involved after being on the Committee of the Neonatal Nurses College Aotearoa and a lot of her work is focused around obtaining grants and sponsorship to support the work of COINN, including working with the Gates Foundation.

COINN is a recognised global leader in neonatal nursing care, representing over 100 countries. Its mission is to advance neonatal nursing and improve health outcomes for newborns and their families.

Through engagement/participation in global policy development, COINN's vision is that every small and sick newborn and their family receive nursing care by trained neonatal nurses.

Their work includes:

Facilitating education programmes, developing competency frameworks and the development of on-line education resources and new resources that can be accessed worldwide in collaboration with the World Health Organization.

The latest successful launch has been the Community of Neonatal Practice Partnership and Education platform in Africa with the support of a number of world-leading foundations, Debbie says.



Neonatal Nurse Manager of the Neonatal Intensive Care Unit at Christchurch Women's Hospital Debbie O'Donoghue with her award

"The focus is on Africa because neonatal mortality and morbidity is of great concern there, with sub-Saharan Africa accounting for the highest mortality rate in the world, at 27 deaths per 1,000 live births. This is coupled with high mortality of small and sick newborns, and the risk of long-term health outcomes (WHO 2022)."

For more information go to [COINN's website here](#).

One minute with...

Erin Dellaway, Charge Nurse Manager, South Inpatient Unit, Specialist Mental Health Service, Hillmorton Hospital



What does your job involve?

My roles as a Charge Nurse includes co-ordination of staff to ensure the delivery of safe and effective care to adults experiencing a wide variety of mental health issues along with management of resources and the ward environment. I also provide overall clinical oversight and really enjoy spending time with consumers. I am so lucky to have an exceptional team behind me which allows us to deliver a very high standard of care.

What pathway got you to this job?

I have been a Registered Nurse since 1994 and spent the first eight years working in the role in an adult acute inpatient at what was then known as Sunnyside Hospital (now Hillmorton Hospital). In 2004 I was offered a Charge Nurse role after being in an acting position for some time which has continued to the present day. In 2009 I transferred to Seager Clinic at The Princess Margaret Hospital and spent six very happy years there before transferring back to Hillmorton into the adult acute inpatient unit where I remain today.

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

Lead by example and give the best care possible. Never underestimate the value of therapeutic relationships, see the bigger picture and stay calm. Most importantly find some joy in every day and remember working in mental health is such a privilege.

Who inspires you and why?

My late Mum who passed away in 2016 following a battle with motor neurone disease, she taught me how to be strong, non-judgemental, the importance of kindness and that life is short so enjoy it!

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?

Providing the best outcomes for our consumers and their whānau is the goal that comes with inclusion, respect, care, kindness and empathy. These are the values I promote and role model with both the consumers and staff.

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

Fiji! Sun, sand, sea, I holidayed there last year and loved it.

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

Olivia Coleman, such an acclaimed actress with a wide variety of talents ranging from serious to funny which pretty much sums me up!

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

Active recycling and taking care to avoid plastics. My daughter also loves growing fruit and veges which we are able to both eat and share with our wider community.

What are your hobbies/interests outside of work?

I am an avid cat lover so spend time involved in cat rescue working alongside a non-profit organisation where we trap, desex and rehome unloved cats. I also enjoy travelling especially anywhere there is a beach, reading, walking and spending time with my wonderful family.

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

Whakamihi – Bouquets



Christchurch Opioid Recovery Service and Community Alcohol and Drug Service

I believe that the care team have been very professional and uplifting towards my road to recovery. Having a good team, in my opinion, is necessary when receiving this treatment. Thank you.

Ward B3, Gynaecology and Gastrointestinal department, Christchurch Hospital

I am so impressed with the Gastrointestinal team for their expert care of me. Everybody was so professional, caring, and attentive, and I was kept informed throughout my time in hospital. I was equally impressed with the information, speedy appointment, and professional care during my colonoscopy procedure. I was very nervous, and everybody was so kind, and I felt totally supported and cared for in every facet of my procedure. Thank you all, A+ care and professionalism.

Jessica, Ward B4, Christchurch Hospital

I would like to give feedback on my nurse Jessica. She was very caring, not leaving my side and gave me any help I needed. She is so very caring. I am lucky to have had her looking after me during this traumatic time.

Ward B3, Christchurch Hospital

The staff are awesome, they look after you so well and ensure you get what you need. Love this hospital.

Emergency Department (ED), Ward A4, and Operating Theatre, Christchurch Hospital

Thank-you all for the incredible service your teams gave me. ED were onto me quickly, then I was moved to Ward A4, and they were so professional. The meals were great! The Orthopaedic team made a decision on Saturday, and I was operated on the following day. I have no pain now and am ready to go home.

Medical Assessment Unit, Christchurch Hospital

I just wanted to pass onto the staff that they do an amazing job. They had some very confused patients and the way they look after them was incredible, they were very caring and understanding. My care was just amazing as well.

Anna, Ward B4, Christchurch Hospital

I would like to give feedback on my nurse Anna who went above and beyond with my care. I am very grateful to have her as my nurse during this hard time of breaking my leg.

Ward A4, Christchurch Hospital

I am very impressed with the professional and efficient care my elderly mother has received. Everything has been explained and further questions invited at every point. All procedures, however unpleasant, were performed gently and sympathetically by a very busy (and I am sure exhausted) staff.

Ward B5, Christchurch Hospital

You are an amazing team who helped a lot in the last days of my brother's life. Thank you all.

Post Anaesthesia Care Unit, Christchurch Hospital

The nurses were exceptional in dealing with Mum who has dementia and while in Recovery she was extremely distressed. The nurses were caring and professional despite the challenging situation.

Josie, Ultrasound, Christchurch Hospital

I came in for an ultrasound and was treated with such kindness and compassion by Josie. I had been nervous, but she made me feel relaxed. Her kind manner and funny conversation went a long way in making me feel better. Thank you.

Christchurch Hospital

Excellent emergency and ward care, very cheerful, uplifting, empathetic staff across all levels. I couldn't have asked for better. Highly recommend Christchurch Hospital.

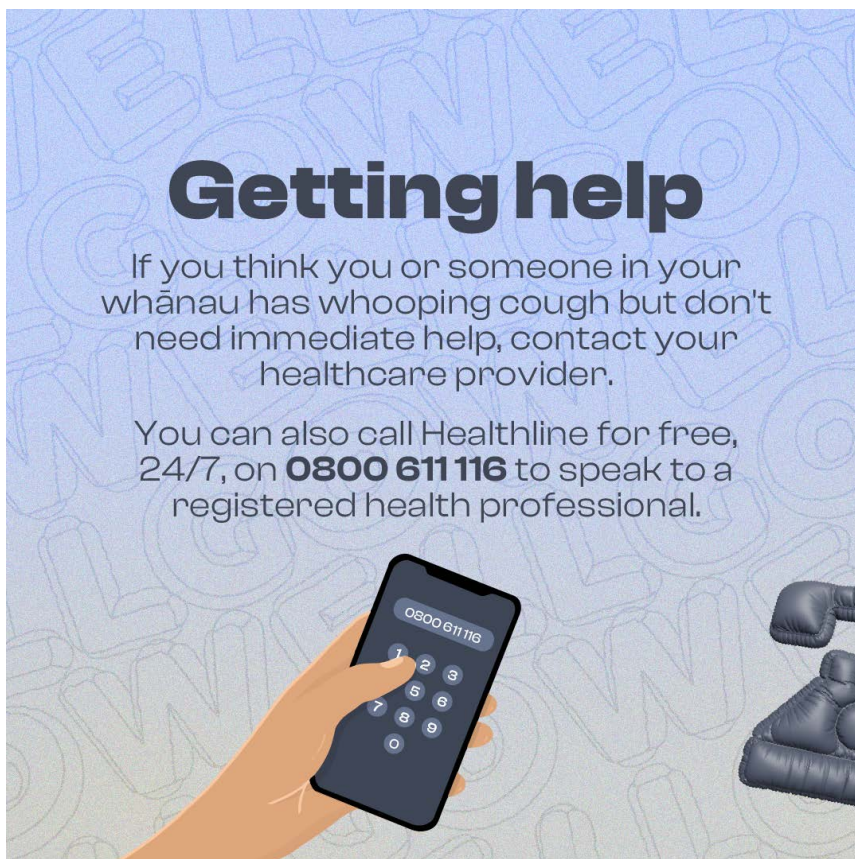
ED and Acute Care, Christchurch Hospital

Recently my 85 year-old mother ended up in ED with a broken shoulder. The care from the triage nurse and the Acute team was outstanding. It was a busy evening, but my mother's care was a 100 percent at all times. She was readily visited by a nurse and monitored for pain levels etc. Mum spent the night in a ward and the care was exceptional. Tonight my 17 year old daughter was in ED and again amazing service. ED was extremely busy but the level of care was outstanding. So grateful for our wonderful staff, nurses and doctors. You do an amazing job, and we are very grateful.

Getting help

If you think you or someone in your whānau has whooping cough but don't need immediate help, contact your healthcare provider.

You can also call Healthline for free, 24/7, on **0800 611 116** to speak to a registered health professional.



Ā mātou tāngata – Our stories

Clean energy unveiled at Ashburton Hospital

It was a quick press of a button but marked a significant moment in the history of Ashburton Hospital.

The last coal boiler was officially turned off last week, meaning all of the hospital's heating and hot water systems are now provided by a ground-source heat pump (GSHP), delivering clean energy to all the buildings on the site.

Local newspapers, the *Ashburton Guardian* and *Ashburton Courier*, were there to witness and record the moment which saw the last coal boiler shut down across Canterbury.

The new GSHP will reduce Health New Zealand | Te Whatu Ora's carbon emissions by 2,385 tonnes a year. The project was funded by Health NZ and the State Sector Decarbonisation Fund, which is administered by the Energy Efficiency and Conservation Authority.

It is one of 19 coal boiler replacements undertaken by Health NZ since 2020 and is the last Health NZ coal boiler to be replaced in Canterbury, which makes it a significant milestone in the decarbonisation programme.

The process to replace the boilers began in late 2018 with a range of options – such as wood chips and woody biomass – considered as options but the GSHP was the preferred pick due its lower whole-of-life costs while it meant the limited quantities of biomass could be saved for those projects that could not use electricity.

It draws water in from two extraction bores, extracting heat from the groundwater using a refrigerant cycle to produce 72°C water used for heating and domestic hot water, before returning the water to the ground.

The groundwater is warmed by the sun and residual heat from the Earth's core. The GSHP uses this low-temperature heat store in the ground or large bodies of water as an energy source.

Heat is transferred from the ground or water source and delivered to a building in the winter months.



Ashburton and Rural Health Site Maintenance Manager Dan Wilson turns off the last coal-fuelled boiler at Ashburton Hospital while local media photograph the significant moment



Ashburton Guardian Reporter Jonathan Leask chats with Ashburton and Rural Health Site Maintenance Manager Dan Wilson alongside a new diesel back-up boiler inside the new Energy Centre at Ashburton Hospital

The annual estimated running costs of this new system are also more efficient at about half the costs it took to run the old coal-fired boilers.

Bernice Marra, General Manager, Rural Health Services, said it was fantastic to see new clean technology introduced at the hospital.

Here's the Ashburton Guardian's story: www.guardianonline.co.nz/news/hospital-powers-down-coal-switches-to-efficient-energy/

Excellent results in child cancer audit

The Children's Haematology/Oncology Centre (CHOC) in Christchurch Hospital has just received an excellent audit result.

Child cancer is rare and treatment protocols are developed through successive clinical trials, says Paediatric Oncologist Andrew Dodgshun.

"As such, clinical trials are embedded into our standard of care for these young patients. Access to clinical trials allows children and young people to access new medicines as well as guidance and review from international experts.

"We belong to an international cooperative group called Children's Oncology Group (COG) which runs dozens of trials across the cancer spectrum."

Every three years auditors are flown in from the USA and elsewhere to perform a detailed audit of patient care for selected patients who have been enrolled in clinical trials. It is a meticulous, demanding process and requires huge amounts of preparation, he says.

The consequences of negative findings on the audit can be significant, including suspension from membership. The CHOC has just had such an audit. The medical auditor this year was from the USA and her comment at the end of the audit was, "If this was my unit and we had prepared this well, we would be throwing a party".

"She said the reason we performed so well was not so much the last-minute preparation, but the way our research team function every day. So, I want to show my gratitude to our Clinical Research team, led by Kirstie Copeland and including Meredith Woodhouse, Amanda Taylor and Katherine Denton.



From left, Clinical Research Associates Meredith Woodhouse and Amanda Taylor, Clinical Research Manager Kirstie Copeland, and Clinical Research Associates Katherine Denton

"They are an integral part of our team, and their hard work allows us to offer clinical trial opportunities to our patients and their whānau. On the medical side the outgoing Child Oncology Group Principal Investigator (PI) Siobhan Cross and incoming PI Tristan Pettit have helped keep the rest of the medical team on track, so my thanks to them also."

Congratulations to all who were involved, facilitating the very best of care for young people with cancer and their whānau.

"New Zealand has child cancer outcomes equivalent to the best in the world and our service can only provide this care where clinical trials are embedded into our approach", Andrew says.

Clinical Research Manager Kirstie Copeland says it's an incredibly rewarding job, seeing the difference access to international research protocols and testing can make in these children's lives.

Enhanced Therapeutic Engagement (including observation) Policy and Form – Effective 1 July 2024

On Monday 1 July 2024, a new way of working with some of our most vulnerable patients in inpatients areas and those identified at risk of harm to themselves and | or others or requiring observation for social reasons such as Oranga Tamariki will be introduced and implemented to improve care standards, (this policy and form has been trialled on several units).

The new policy will replace the Inpatient Close Observations Policy – Hospital Aide and Security Officer Policy and bring with it a purpose to provide a formalised, minimally restrictive intervention of varying intensity in which a member of the health care team observes, monitors, and maintains connection with a person under care to protect their safety and the safety of others. Conducting Enhanced Therapeutic Engagement (including observation) provides clinical staff with time to engage in therapeutic interventions and activities with the person under care in accordance with their plan of care.

Who does this policy apply to? All nursing and Healthcare Assistant staff and other staff arranging, managing, undertaking and reviewing Enhanced Therapeutic Engagement (including observation) in Canterbury and West Coast inpatient settings – Medical Staff, Allied Health Scientific and Technical staff but excludes people requiring care by a Registered Nurse or Midwife for special clinical care. It excludes the use of security staff which is site specific and indications for use are included in specific site documentation i.e. Christchurch Hospital Campus and Specialist Mental Health Service (SMHS), (SMHS who have their own specific policy and procedure and associated observation forms). Enhanced Therapeutic Engagement (including observation) offers

- › Guidance for staff when determining the level of Enhanced Therapeutic Engagement (including observation) and what is beneficial to support care needs e.g. sensory items, floor bed, de-escalation strategies and distraction activities and techniques

- › Implementing approved care standards for people under care who require Enhanced Therapeutic Engagement (including observation).
- › Promoting partners in care by including family/whānau/carer engagement in care needs, in a supportive manner, which can empower the person to feel safe and respected. Family/Whānau are important contributors to the treatment and recovery process, especially in knowing their person well and able to provide support, care and help guide decision making.
- › Outline roles and responsibilities of the team caring for the person including but not limited to direction and delegation, scope of practice, communication and documentation inclusive of handover of observation duties. Staff wellbeing is also recognised and considered around observation duties which can be challenging to staff safety and wellbeing i.e. length of time a staff member is allocated and ensuring adequate breaks from observation tasks.

The policy and form are currently live in the Policy Library

- › Form: <https://prism.cdhb.health.nz/site/policies/SitePages/Policy%2520View.aspx?ppid=2410326>
- › Policy: <https://prism.cdhb.health.nz/site/policies/SitePages/Policy%2520View.aspx?ppid=2410897>

We encourage you to read the new policy and familiarise yourself with the observation form. Nurse Educators (NE) will be able to provide onsite education around the policy and form. Please do hesitate to contact your NE if you have any questions and or queries regarding the Enhanced Therapeutic Engagement (including Observation) and Form.

The Garden Room documentary

Registrations are open and essential if you would like a ticket to this film.

You can do that by visiting www.thegardenroom.nz and signing up.



SAVE THE DATE
Sat Aug 3rd, 3:30pm
Hoyts Entx, Christchurch

Register at **www.thegardenroom.nz**
and be first in line for ticket releases!