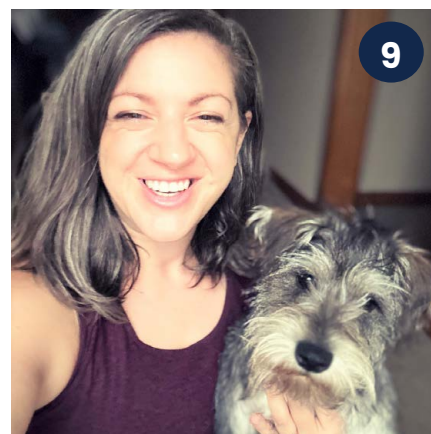


# Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

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**Te Whatu Ora**  
Health New Zealand  
Waitaha Canterbury



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Cover photo: Charge Nurse Manager Wendy Cuthill and Nephrology Clinical Director Nick Cross in the recently opened 'pop-up' unit at the Christchurch Hospital Acute Dialysis Unit

# Kupu Arataki – Introduction

## Rainbow Kaimahi Connect network returns for 2024

The Rainbow Kaimahi Connect network is back up and running for 2024.

Rainbow Kaimahi Connect is an employee-led network that was established last year by the Equity, Diversity and Inclusion team. This networking group is a safe space for rainbow kaimahi and allies to share professional and social opportunities and updates with the goal to nurture, support and empower a diverse and inclusive workplace.

The group is open to all Health New Zealand | Te Whatu Ora kaimahi here in Waitaha Canterbury and Te Tai o Poutini West Coast. Meetings are once a month over a shared lunch, both in person and virtually online.

If you are interested in attending or would like to be kept up to date about future get-togethers, or if you have any queries please feel free to contact National Lead Rainbow Communities Akira Le Fevre (he/him), [akira.lefevre@cdhb.health.nz](mailto:akira.lefevre@cdhb.health.nz)



Some of those attending the first Rainbow Kaimahi Connect network for 2024, which was held at the Antigua Boatsheds on Valentines Day

## New tool available to combat phishing scams

Do you know the difference between spam and phishing?

Do you know what to do when they arrive in your inbox?

A quick, easy-to-use tool is now available to help Health New Zealand | Te Whatu Ora Waitaha Canterbury kaimahi deal with annoying and potentially dangerous phishing scams that turn up in your inbox.

The Phish Alert Button (PAB) is now built in to our organisation's Microsoft Outlook interface and is the key part of a new process for reporting suspicious emails.

Transalpine Digital Risk and Security Manager Michael de Ruiter says phishing is one type of cyber-attack where hackers try to gain access to your personal information such as usernames and passwords, by pretending to be someone they're not.

## Phishing?

Emails trying to get your personal info



## Report it!

Click the Phish Alert button in Outlook  
Training and more info: [training.knowbe4.com](https://training.knowbe4.com)

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“Recently we ran some simulated phishing tests across our region, to see how we’d react if a real phishing attack were to occur.

“The percentage of users who clicked the link in this simulated attack was 17.2 percent – which is less than the average of 33.2 percent for clicking on these types of links. That’s a good result, but still leaves our systems exposed to significant risk.”

To help combat the rise in phishing attacks, and improve our overall cyber security awareness, we’ve partnered with leading security awareness training organisation KnowBe4, to provide all our people with training.

You will be enrolled in KnowBe4 security awareness training to help you identify spam and phishing, and learn how to report phishing emails. It will also increase awareness of many other types of security threats. All staff will need to complete the training periodically.

The first training activity is now available for Canterbury and West Coast Health New Zealand Te Whatu Ora staff, at [training.knowbe4.com](https://training.knowbe4.com). It introduces our new process for reporting suspicious emails – using the Phish Alert Button (PAB).

The training follows a series of short, simple steps that can be completed when you have time. Captions can be turned on or off depending on whether you have sound, using the link or captions button on the screen. If you have any issues with the training, please contact the service desk.

Thanks in advance for your help – we depend on you as the first line of defence against cyber-attacks!

## Increase in funded places for Nurse Practitioner Training Programme

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121 places on the Nurse Practitioner Training Programme (NPTP) will be fully funded in 2024 by Health New Zealand | Te Whatu Ora – a 51.3 percent increase compared to last year.

Training places, funded by Health New Zealand, have risen from 50 in 2022, 80 in 2023, to 121 this year – up from the 100 promised in the Health Workforce Plan.

This is due to a higher number of eligible nurses applying to take part. The nurse applicants come from across Aotearoa and will join just over 750 nurse practitioners already in practice who are delivering healthcare across the sector, improving access and reducing pressure on medical practitioners.

“We are pleased to be able to fund training positions for every nurse who applied and met the

programme’s criteria. Nurses have to go through rigorous training before they can even apply to join the training programme. It is fantastic to see how many of our nurses are ready to expand their scope of practice,” says Emma Hickson, Chief Nursing Officer at Health New Zealand.

The NPTP is a national programme funded by Health NZ that includes the final year of preparation to become a registered nurse practitioner. In 2024, nurse practitioner training is provided through a consortium of six partner universities: University of Auckland, University of Otago, Victoria University of Wellington, Massey University, Waikato University and AUT.

For more information on the Nurse Practitioner Training Programme, see <https://nurseworkforce.blogs.auckland.ac.nz/nptp/>.

## Wellbeing spotlight – healthy eating

In this week's Wellbeing Spotlight Series, we shine the spotlight on the importance of nutritional wellbeing. Keeping a healthy diet is not only good for the body but it can also benefit our mental and emotional wellbeing.

You Are What You Eat: The Importance of Nutrition for Well-Being

Click on the link: [Healthy eating basics | Healthify](#) to read and watch more about healthy eating basics.

- › Healthy eating is about making healthy food choices from a variety of foods every day
- › By eating a wide range of foods, we can get all the energy, vitamins and minerals we need to live well, have more energy and maintain a healthy weight
- › What we eat and drink has a big impact on our general health and wellbeing, our immune system and our risk of getting major diseases

### Mental Wellbeing and Nutrition

Keeping a healthy diet is not only good for the body but it can also benefit our mental wellbeing. Click here to read more: [Mental wellbeing and nutrition | Anxiety NZ](#)

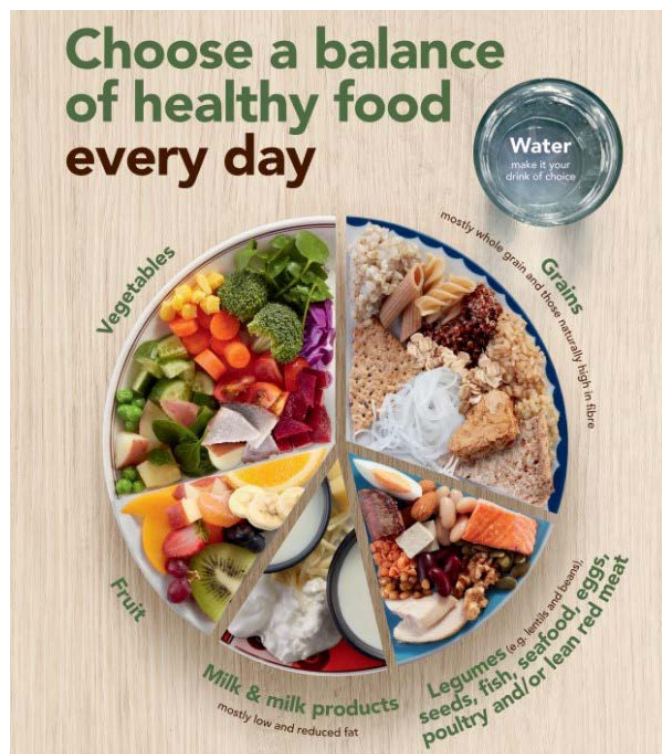
### Healthy Eating by Life Stages

In our quest to eat healthy, it is important to consider that we need different foods at certain times of our lives, for example, a pre-schooler who is rapidly growing and very active compared to an elderly person will have vastly different food requirements.

Click here to read more: [Healthy Eating by Lifestages - NZ Nutrition Foundation](#) or watch the Just Cook Recipe Book and recipe videos from the New Zealand Nutrition Foundation: [JUST COOK Recipe Book and Recipe Videos - NZ Nutrition Foundation](#)

### Healthy Eating, Active Living

What and how much you eat and drink, as well as being physically active are important for your health. Being healthy improves your quality of life and your sense of wellbeing. Being healthy also means that you are more likely to be around longer for your whānau.



The Healthy Eating, Active Living booklet will help you:

- › Choose healthy foods and drinks
- › Have a healthy bodyweight
- › Be active in everyday life

Click on the link to download the booklet: [HE1518-Healthy Eating, Active LivingV2.indd \(accentuate.io\)](#)

## Our Name

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We're making a change to align with the Government's expectation for agencies to have their primary name in English. We will be formally known as Health New Zealand | Te Whatu Ora, or Health NZ in subsequent references.

The formal name honours our gifted Māori name, and its important mauri and symbolism of weaving people, knowledge and organisations together to deliver better health outcomes for New Zealanders.

Electronic templates are being updated, and websites and social media channels will follow. To avoid significant cost, most other parts of our visual identity will be considered as they naturally come up for replacement or renewal.

## Data breach update

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Last Friday Health New Zealand | Te Whatu Ora started notifying individuals impacted by the alleged unauthorised data release by a former staff member late last year.

Included in the data release is a large number of Covid-19 vaccinators whose personal information was contained in a file that could be downloaded from a United States-based blogsite.

We are deeply disappointed that people's personal information has been impacted, including some of our hard-working vaccinator kaimahi who do so much to support the country's ongoing Covid-19 health response.

This personal information has since been removed and we are in the process of contacting all those affected to offer advice and support.

If you are or have been a Covid-19 vaccinator and you have questions or are concerned about your information, please call our dedicated free helpline on 0800 321 671 between 8.30am-5pm Monday to Friday and 8am-6pm Saturday and Sunday.

You can also email [securityinfo@tewhatauora.govt.nz](mailto:securityinfo@tewhatauora.govt.nz).

We have a range of supports in place for anyone who needs it. [Find out more on our website.](#)

## Reminder: Free MenB catch up period ends 28 February 2024

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Meningococcal B and Meningococcal ACWY vaccines are free for those aged between 13 and 25 years (inclusive) who are entering within the next three months, or in their first year of living in boarding school hostels, tertiary education halls of residence, military barracks, Youth Justice facilities or prisons.

Until 28 February 2024, there is also a free catch-up period for MenB vaccines, for those aged 13 to 25 years in any year of a close living facility.

Te Whatu Ora issued a media statement on 23 January to encourage young people get immunised.

Eligible young people are encouraged to have free meningococcal vaccines

As long as the first dose is given before the free catch-up period ends, the second dose can be claimed even if it's administered after 28 February 2024.



## Many advantages to new vascular access service at Christchurch Hospital

Improved patient outcomes and experience, and healthcare efficiencies, are expected from a new nurse-led vascular access service at Christchurch Hospital unique to Aotearoa and Canterbury.

Interim Director of Nursing Tracy Jackson says the VIVA (Vessel Health Preservation and IntraVenous Access) team, composed of two associate charge nurse managers (one full-time role as a job share position) and seven registered nurses will deliver a seven-day service and prioritise after-hours work, starting in early April.

"Their rapid response to requests and referrals will create better workflow and improve outcomes and quality care for patients. We are really excited to see the benefits," says Tracy.

Most patients admitted to Christchurch Hospital require intravenous access to deliver essential therapeutic treatments, says Infection Prevention and Control (IP&C) Nursing Director Sarah Berger.

This includes a PIVC, a device inserted into a person's peripheral vein (these are located in arms, hands, legs and feet), allowing for short term intravenous administration of fluids, blood products and medications.

It was recognised that there was a need for a formal escalation pathway after two failed PIVC insertion attempts, as well as for patients with difficult intravenous access (DIVA). Over a third of adults and up to half of children who present to hospital meet DIVA criteria, which is characterised by non-visible and non-palpable veins where a highly experienced operator is required with the use of vein location technology to insert a PIVC (about 15,000 patients annually at Christchurch Hospital).



From left, Interim Director of Nursing Christchurch Hospital Tracy Jackson, Executive Director of Nursing Waitaha and Te Tai o Poutini Becky Hickmott, Nursing Director Infection Prevention and Control (IPC) Service Waitaha and Te Tai o Poutini Sarah Berger and Vessel Health Preservation and IntraVenous Access (VIVA) team members Associate Clinical Nurse Managers (ACNMs) Jan Baldecir and Pip Francis

"Vascular access teams improve patient outcomes and experience, and healthcare efficiencies, however uptake globally has been limited.

"This VIVA team is a first of its kind in New Zealand and the first-year pilot venture here will be watched closely around the country," she says.

A dynamic nurse-led specialist vascular access service has many advantages from both an organisational perspective and for the patient. Benefits include optimising the most appropriate vascular access device selection; fewer delays to starting treatment; a reduction in bloodstream infection rates and other complications; better patient experience; and improved organisational efficiency by contributing to a reduction in excess length-of-stay and excess costs (linked to premature device failure).

"Internationally, such teams are gaining an increasing profile due to their positive impact on patient care."

Determination and commitment to a vision, a lot of time and hard work brought the vision of the Christchurch Hospital VIVA Team to reality, Sarah says. "We faced a challenge with not only significant volumes of patients requiring PIVC replacement due to premature device failure, but also increasing numbers of patients that were difficult to cannulate due to their chronic and complex conditions.

"This could not have come about without Financial Controller David Green. He recognised the potential but told me I had to find cash savings to fund the initiative. I am not sure at first that he really believed I could do it! What he didn't know was that I had Supply Chain Manager Renee Montgomery on speed-dial, and I was already calling her when leaving his office.

"I had a hunch where we could find potential cash savings and that it would be in product 'wastage' from premature device failure.

I believed a VIVA team could deliver improved patient outcomes and create operational efficiencies in terms of product usage. I just had to prove it, so when David eventually told me 'the numbers stack up', it was pretty exciting."

The successful business case was shaped by collaborative engagement with the Finance department, clinical product management and expert vascular access and infection prevention clinicians.

This nurse-led initiative demonstrates how clinicians can bring about evidenced-based change in clinical practice by translating costs and benefits into quantifiable terms outlining return on investment and business advantages of investing in health care improvement initiatives, Sarah says.

**Stay cool and well this summer**

- 1 Drink plenty of water
- 2 Stay in cool places out of the sun
- 3 Wear light, loose cotton clothing

**GO WELL**

Te Aka Whai Ora  
Māori Health Authority

Te Whatu Ora  
Health New Zealand



# One minute with... Laila Strathdee, Medical Laboratory Scientist, Canterbury Health Laboratories

## What does your job involve?

I work in the Virology/Serology department. Our job involves the detection and identification of microorganisms that cause infectious diseases. We do this by running PCR (polymerase chain reaction) tests on a variety of samples or by looking for antibodies in blood. We can detect lots of different viruses, bacteria and parasites.

## What pathway got you to this job?

I did a Bachelor of Medical Laboratory Science at Massey University, Palmerston North. I have always loved science and I was really interested in infectious diseases so that's what I specialised in.

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

If you like science and are interested in the diagnosis of disease this could be right for you. Our job involves a lot of precision and problem solving, and communication plays a big role.

## Who inspires you and why?

My little brother Adham. Adham passed away in 2022 from cancer, he was only 32. He was so loved by everyone that met him and he always led a super fun and positive life. I was in awe of how connected he was to people and how he could make the most out of any situation. Though it's been very hard for my family, I strive each day to have fun and be positive because I know that's what he would want.

## 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?

Everything we do reflects those values. It's important that we give timely and accurate results. Though we do not interact directly with patients, we know exactly how important these results can be.

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

Probably on an island beach somewhere. I've never been to the Maldives so would love to go.



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

I'm going to pick Lizzy Caplan. She played Janis Ian in 'Mean Girl's' and is in a few TV shows that I really like.

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

We are very big on recycling in our house. I always recycle all our soft plastics and would recommend everyone to do it! We love planting trees and flowers for all the birds and bees.

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

I love baking! I'm always creating something new, and it is definitely my creative outlet. I don't sell them, but I do have an Instagram (debaucherous bakes) where I post everything I bake. I also love reading, gardening, binge watching shows, walking my doggie and hanging with my fam.

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).

# Akoranga rua – Lesson #2

## Ngā tohumate – Symptoms

He mihi tēnei ki a koutou – Tangata Whenua mai, Tangata Tiriti mai, tēnā koutou katoa

This acknowledgement goes out to you, both indigenous peoples of this land and those here by rights inherent within Te Tiriti o Waitangi, greetings to you all.

This month we are going to examine ngā tohumate, symptoms related to hauora or holistic wellbeing. We will first look at a few words that can be used to describe some common symptoms that we might encounter on a regular basis. We will follow that up with some phrases that we could use with individuals and whānau within our care, relating to the symptoms that they might be experiencing.

### Ngā tohumate – symptoms

<b>Anini māhunga</b>	Headache
<b>Hēmanawa</b>	Breathless
<b>He rerekē te whanonga</b>	Behavioural changes
<b>Hiamoe</b>	Sleepy/drowsy
<b>Hūpē</b>	Running nose
<b>Kakī mārōrō</b>	Stiff neck
<b>Kōpukupuku</b>	Rash
<b>Kirikā</b>	Fever
<b>Mamae</b>	Pain
<b>Manawapā</b>	Anxiety
<b>Maremare</b>	Cough
<b>Mataku</b>	Scared
<b>Mate pāpōuri</b>	Depression
<b>Nohopuku</b>	Quiet/ uncommunicative
<b>Pare te kai</b>	Avoiding food
<b>Pōhewatanga</b>	Hallucination
<b>Rangirua</b>	Confusion
<b>Ruaki</b>	Vomiting
<b>Tangi aurere</b>	Inconsolable
<b>Tangi</b>	Crying

### Ngā āhua – states

<b>Improved</b>	Pai ake
<b>Worse</b>	Hē kē atu
<b>Same</b>	Ko taua āhua tonu
<b>Different</b>	Rerekē
<b>Increased</b>	Piki ake
<b>Decreased</b>	Heke iho
<b>Mutu</b>	Ceased



### Ngā rerenga kōrero – sentences

<b>Kua pai ake te anini māhunga?</b>	Has the headache improved?
<b>Kua hē kē atu te hēmanawa?</b>	Has the breathlessness gotten worse?
<b>Kua pai ake te mamae, ko taua āhua tonu rānei?</b>	Has the pain improved or is it still the same?
<b>Kua rerekē tana whanonga?</b>	Has his/her/their (one person) behaviour changed?
<b>Kua piki ake te rangirua?</b>	Has the confusion increased?
<b>Kua heke iho te manawapā?</b>	Has the anxiety decreased?
<b>Kua mutu ngā pōhewatanga?</b>	Have the hallucinations stopped?

### He Whakapātaritari – A Challenge

Create two identical sets of cards with pictures depicting some of these tohumate as well as the associated kupu or words. Use them to play a game of memory.



Kia pai ēnei rā whakamutunga o Raumati. Kua poto iho haere ngā rā, nā te hokinga of Tamanuiterā ki a Hine Takurua. Kia haumaruru te haere.

Enjoy these final days of Summer. The days have been getting shorter as Tamanuiterā is returning to his Winter maid. Go safely.

If you have any questions or feedback, please make contact via the email below.

[Hauora.Maori@cdhb.health.nz](mailto:Hauora.Maori@cdhb.health.nz)

# Whakamihi – Bouquets



## **Evenjaline, Catering Assistant, Christchurch Hospital**

I was recently and unexpectedly admitted into hospital. I was very uncomfortable and anxious being in hospital as I had never had a surgery before, and I was quite upset. Luckily, I was being served my meals in Ward 11 by Catering Assistant Evenjaline (Eve), her bright and happy personality made me feel so more at ease. Eve went out of her way to make me smile and make sure I had everything I needed. I don't often leave a review, but Eve had such a positive effect on my stay that I needed the time to let you know that you have a very valuable employee there. She really changed the whole dynamic of my stay.

## **Emergency Department (ED), Surgical Assessment and Review Area (SARA), and Ward 11, Christchurch Hospital**

I had to visit the ED again this month which resulted in having surgery. I'm writing to you to inform you that the care provided, from a minimal wait in ED to the SARA unit, followed by a stay in Ward 11 was outstanding. All hospital staff involved with my care were caring and supportive as well as having a high standard of professionalism. I understand the struggle the health system is under, however not once did this show towards the care each patient received. I wanted to say thank you for making me feel heard and supported.

## **Gastrointestinal unit, Christchurch Hospital**

I can't thank the staff enough. I was welcomed and put at ease by the warm and friendly staff. My questions were answered by very professional and knowledgeable staff, I could not have received a higher standard of care. I would not hesitate to tell anyone coming for a colonoscopy that they will receive excellent care. Thank you, you are amazing.

## **Ward 18, Christchurch Hospital and Burwood Hospital**

I was admitted via ED to Christchurch Hospital, for a broken elbow and dislocation earlier this year. The care was outstanding, and no effort was spared to help me, including doing my cast three times because the elbow kept dislocating. Despite waiting a week for surgery, which was ultimately carried out at Burwood, the staff in Ward 18 were amazing. They would check with Theatre every day to see where I was on the list and then let me know, apologising for the further delay. Help was always forthcoming, and the tea was always hot! I am on the road to recovery, and I would like to thank the wonderful staff both at Christchurch and at Burwood who made the whole 10-day experience bearable; and it was done with grace and care despite heavy workloads and some very demanding patients.

## **Ward 11 and Outpatients, Christchurch Hospital**

From first contact/referral everyone was very professional. Diagnosis/surgery and follow ups very efficient. Very glad to be living in Christchurch at time of this required treatment.

### **Ward 14, Christchurch Hospital**

I want to say the support lady who dealt with a patient with dementia who had a major episode at night worked for hours to try and calm her. This staff member is priceless.

### **ED and Ward 14, Christchurch Hospital**

Had amazing staff look after me on my recent stay. First in ED where everyone who looked after me was awesome, very calm and caring. And then Ward 14. I wish I could remember all the names. I first had Chanelle who rose to the challenge with lots of hard work and humour. Second was Petra who also works hard along with plenty of competence and smiles.

### **ED, Christchurch Hospital**

I wanted to pass on my sincere thanks to all the staff for the care and attention that I received. I was seen very promptly and based off the testing and scans performed the staff took my concerns seriously. I think the names of the nurses who saw me and cared for me were James and Charles, along with Dr Richard among others. This was a worrying situation for me, as I had never experienced anything like that before. The level of care delivered (ECGs, blood tests and an X-ray) in such a short time was very reassuring and I was given lots of opportunities to ask follow-up questions. So, thank you to the team in the ED, and all the other staff who support the operation of the hospital.

### **Ward A3, Christchurch Hospital**

I am a British citizen on holiday visiting a friend in Ashburton, I became unwell and ended up having my appendix removed in your hospital in Christchurch. I just wanted to share what a positive experience it's been, all the staff have been lovely, especially Bella and Ruth who looked after me on Ward A3. Special mention to Ruth who has only been here for a short time but is a huge asset to your service. It was a very comfortable stay and is a great example for other countries to aspire to, even the food was delicious. I've only been in New Zealand a few days and spent two of them in hospital but so far, I'm a big fan of New Zealand.

### **Radiology, Christchurch Hospital**

Wonderful, professional treatment. The kindness was much appreciated.

### **Michael, Physiotherapist, Christchurch Hospital**

Michael Loveridge was so thorough and caring in his approach to patients in the last two days. He answered all patients' questions and after he left, patients were greatly moved/touched by his professionalism and care.

### **Intensive Care Unit (ICU), Christchurch Hospital**

The receptionist at the main entrance was lovely and understanding, she was patient and friendly. The ICU receptionist was outstanding, and the nurses were equally as lovely, professional, personable, informative, and compassionate of me being emotional.

### **Radiology, Burwood Hospital**

As always, the staff were so wonderful, and the service was very fast. The best hospital by far I've been to in New Zealand. Keep up the good work, you're all amazing.

### **Interventional Radiology and Nuclear Medicine, Christchurch Hospital**

I want to thank the amazing nurses in Interventional Radiology for their skills and kindness. Also, the young man orderly who took me to Nuclear Medicine afterwards. His soft, cool, and fun demeanour was a really nice experience. Big assets you have here. Thank you from the bottom of my heart.

### **Parkside Ground Medical, Christchurch Hospital (PGM)**

I want to express my admiration for the nurses who work in PGM. The way they respect and work with COVID-19 patients is outstanding. I experienced it first hand and never felt judged by anyone. Wearing a mask all shift must be tiring, but they do it with grace and dignity. Everyone seems very happy. They are a credit to the hospital.

### **Renee, Radiology, Christchurch Hospital**

Radiation Therapist Renee Smith is an absolute credit to the hospital. She made the visit feel so comfortable. I was the support person with my sister in hospital. I can't say enough great things about the staff member, Renee. 5/5 stars, thank you.

### **Radiology, Burwood Hospital**

Thank you very much for your quick, friendly service today in the taking of my X-rays of my knees.

### **Sarah Dental department, Christchurch Hospital**

I recently had some dental work done by Dentist Sarah Bradley. I wish to compliment her on her outstanding skill, patience, and care that she took. She was excellent in her relationship with me, and the extractions were as painless and proficient as I never expected. She is a treasure.

### **Gastroenterology, Christchurch Hospital**

Very good nursing care. Well taken care of patient, she felt so comfortable and understood every step of the procedure. She was so grateful, thank you so much.

### **Renee, Radiology, Christchurch Hospital**

I had an education visit with Radiation Therapist Renee Smith. She was very patient, informative and her hospitality skills were outstanding. I came out of my appointment with confidence for my future visits.

### **Respiratory Medicine, Christchurch Hospital**

The care and efficiency have been outstanding. No waiting for scans, office appointments and really good communication by everyone. Respiratory Physician Michael Hlavac has been wonderful.

### **Radiology, Christchurch Hospital**

The staff in the Radiotherapy department are excellent. They are patient, respectful, competent, and extremely helpful. My experience was very positive. Thanks to all involved.

## *Big Shout Out*

### **To: Ivy Ryan, Hospital Aide**

I just wanted to reach out and pass on Medical Progressive Care's sincere thanks, particularly from Rebecca, for Ivy's assistance on a night shift just recently where it was a pretty tough one. Rebecca couldn't sing your praises enough, highlighting your initiative and willingness to get stuck in and help with whatever needed to be done! It made a tricky night somewhat more manageable. Keep on doing what you are doing! It doesn't go unnoticed!

**From: Kerry Winchester and the Medical Progressive Care team**

#carestartshere

### **Ward 24, Christchurch Hospital**

To Margaret and the staff of Ward 24; thank you for all your wonderful, outstanding care and support you gave [patient name] and me at a very difficult time during her recent illness. We greatly appreciated all you did for us. [patient name] is improving and I am very thankful for the progress she has made.

### **Christchurch Hospital and Burwood Hospital**

From my trip in the ambulance and treatment in ED, Radiology, Ward A4 and Ward 12 at Christchurch Hospital and subsequently at Burwood Hospital in Ward D1 my treatment was first class. Whilst obviously not wanting to be there I knew it was the best place to be and that I was in safe hands. My family and I are very grateful for the care and attention I received during a very stressful time. Te Whatu Ora Waitaha is a huge machine with lots of moving parts, from my perspective its working very well and I am sure I could not have received better treatment anywhere else. I would like to thank all the staff who looked after me so well who at times I think went above and beyond to make sure I was comfortable. Also, the wider staff members behind the scenes doing the blood tests and medical reports and paperwork etc. that ensures it's a functioning system.

### **Surgery, Burwood Hospital**

Over the past year I've had a new hip, my surgeon was James Burns. I feel very humble and appreciate the wonderful care and attention I received by all staff. A huge thank you, I have my life back again. Thank you, James Burns and your amazing team.

### **Radiology, Burwood Hospital**

Wonderful service, very kind staff. Much appreciated.

### **Burwood Hospital**

Very helpful.

### **Christchurch Women's Hospital**

I would like to express my gratitude to everyone who helped my son to be born, and for me to stay safe. It was a very fast birth, and the hospital team provided us with all the necessary assistance, as well as care during the postoperative period. Thank you, we are very pleased with the time we spent in the hospital.

# Ā mātou kōrero – Our stories

## Acute dialysis 'pop-up' unit adds vital treatment capacity

A new extension to the Acute Dialysis service at Christchurch Hospital is providing much-needed extra treatment capacity, relieving pressure on ward space and busy staff.

The new extension in Ward 14, affectionately known as the 'pop-up', opened last month, with up to six additional spaces available for patients who need in-hospital haemodialysis.

Charge Nurse Manager Wendy Cuthill says the extra capacity has made huge difference to the service's ability to meet an increasing demand.

"We had reached a point last year where our patient numbers were increasing, and we were running out of space. The Acute Dialysis Unit was originally built for six patients, but over recent years we've regularly had eight patients in there. We were over capacity, and it was very crowded both for patients and staff – the space wasn't really fit for purpose."

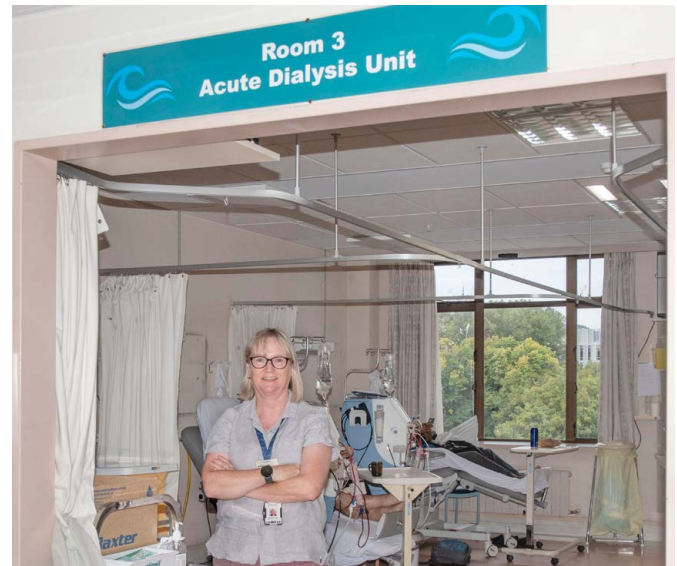
The lack of capacity meant the service often couldn't take in new patients, or accept patients from Intensive Care who needed dialysis. It also meant patients from other centres who needed dialysis while in Christchurch for other treatments couldn't be accommodated.

A team looked at options for finding additional space, and came up with a proposal to re-purpose a six-bed room in the adjacent Ward 14.

"It's an ideal solution," says Wendy. "It's right next door to the existing unit, so nursing staff can easily work between the two locations. It's also close to the Nephrology department, who we work closely with. The room required new plumbing, which was installed late last year. All other equipment was sourced internally, and no additional dialysis machines were needed.

As part of the project the unit was also able to recruit additional nursing staff, including from overseas, who already had dialysis experience.

"The pop-up unit opened on 9 January. It has capacity for six patients, but we are just using four at the moment, so that we have space for nursing staff and storage.



Charge Nurse Manager Wendy Cuthill in the Acute Dialysis 'pop-up' unit at Ward 14, which is providing up to up to six additional spaces for dialysis patients

It's meant we could return the original unit back to six patients, which is what it was built for.

"Overall we've been able to increase to an initial capacity of 10 patients, for 12 shifts a week, Monday to Saturday, mornings and afternoons. It's made rostering a whole lot easier, and it's freed up space for staff in the original unit."

Wendy says the pop-up space has had an immediate impact on treatment capacity. "We can now readily accept patients from Intensive Care and those from out of town. We've already had one patient from Nelson.

"Another option we can offer when capacity allows is away-from-home dialysis, where patients needing dialysis come to Christchurch to visit family and friends, or for significant family events. It's important for patients to be able to get that support, and people are so grateful for it."

Medical Nursing Director Mark Crawford says "it is great to be able to find a short-term solution to meet the significant issues faced by the Dialysis service and I thank everyone involved in making this happen."

Acute dialysis is a treatment for people with end-stage renal (kidney) failure. The Waitaha Canterbury service is currently providing treatment for around 57 people, while another 30 are receiving home-based dialysis. There are also around 70 people receiving home-based peritoneal dialysis.

# Dedicated clinical recruitment specialist role making a positive difference

The Specialist Mental Health Service (SMHS) is piloting a new role to improve the process of recruiting nursing and Allied Health roles.

The Clinical Recruitment Specialist role involves Clinical Nurse Specialist Jo Rea working in partnership with the Recruitment team, hiring managers and professional leads to support all aspects of recruitment for nursing and Allied Health roles.

The position is speeding up the time taken from application to signing a contract and is matching applicants' skills to vacancies, with a focus on hard to recruit areas.

Data is being captured and will be evaluated within the coming months however the initial impression of this initiative is that applicants are greatly appreciating the personal touch and managers are getting time back to focus on clinical work.

Jo, who has been a mental health nurse for 24 years in various roles within SMHS, says feedback from job candidates is that they find it valuable to have a clinical person who can answer their questions in detail about the service and the campus.

"There is a huge benefit to our clinical managers too as I take the shortlisting off them, which means they only need to see applications that are worth progressing. This saves their time looking at applications that are not suitable.

"Also, if someone misses out on a role, I can often help support them into another role that matches their skills. Previously we would have lost them.

"Improving the candidate experience is an important focus, and that means contacting applicants who we require more information from about their clinical experience and skillset within 24 to 48 hours," she says.

"I do a pre-screen phone call with them to get a sense of their experience and talk about what role they would be best placed in. This clinical lens then allows us to match their skills with our current vacancies."

"It's rewarding when I can help facilitate a job for them and they start working here. I love the idea of attracting nurses and Allied Health clinicians into SMHS in Christchurch, it is so satisfying when you get people across the line."

Director of Nursing Patsy Tarrant says having a dedicated role which provides all the support, liaison, negotiation, and promotion work that Jo does is so valuable.

"She has identified practical actions we can undertake as a division to recruit, and importantly, retain our staff."

The aim is better standardisation across job interviews, looking at how advertising for roles could be improved and themes to why people leave the service. There is scope to develop the role further.



Clinical Nurse Specialist Jo Rea

# Pānui – Notices

## Something *For You*

Something *for You* is the Health New Zealand | Te Whatu Ora employee benefits programme. The deals offered are from the New Zealand business community to say thank you for all that you do.

**Please see below offers for you.**

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**NIRVANA BEAUTY LOUNGE** – 11/21 Bealey Ave, Merivale, Christchurch [www.nirvanabeautylounge.co.nz](http://www.nirvanabeautylounge.co.nz)

Receive 20 percent off all services. Please [see here for code](#) when booking online.

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Get up to 50 percent off a huge range of gear, discounts are off the recommended retail price. If the product is already on promotion the customer will receive the lower of offer or promo pricing. Not all products are eligible for a discount.

[See here for terms and conditions](#) as well as the online code and instore barcode. Remember you can select Click & Collect to skip the queues and pick up local.

## CHIC newsletter

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The latest issue of the Community Health Information Centre (CHIC) newsletter is out now.

The monthly newsletter is produced by CHIC at Community and Public Health (C&PH). The newsletter highlights new and revised free resources available from your local CHIC office.

See it on the [C&PH website here](#).

**OPSM**

**OPSM**

Valid from 5 February to 25 February 2024, receive 50 percent off prescription sunglass lenses, [see more information here](#).



**Aroma Delight** – 90 Hills Road

Offering Halal Indian takeaways with 10 percent off to staff (excluding Tuesday and Thursday when there is already a promotion). Show your staff ID to redeem.



# Phishing?

Phishing is any email that tries to fraudulently access your personal information, like passwords or bank accounts



## Report it!

Click the Phish Alert button in Outlook

Phishing attacks are a risk to our systems. Learn how to identify and deal with phishing and other scams.

Training and more info: [training.knowbe4.com](https://training.knowbe4.com)

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