



ceo update

Monday 18 August 2014 - Celebrating the completion of refurbished Fergusson Building at Hillmorton

Last week we celebrated a milestone when Dame Margaret Bazley officially opened the strengthened and modernised Fergusson Building.

Board chair Murray Cleverley, on behalf of board members thanked all staff working in our mental health services for the admirable way staff have continued to respond to the ever-increasing challenges faced by the service. The increase in demand has continued to grow. He acknowledged inpatient staff and the many more staff who work in community teams providing treatment and care to thousands of people in their own homes.

While we marked the occasion of the completion of the refurbishment – what goes on inside the building is what really counts. The impact of the earthquakes created an urgent need to bring services onto the Hillmorton site. North and South sectors lost their buildings and new ways of working meant a range of mental health services were working alongside each other on one site. Being closer makes it easier for inpatient and outpatient teams to work together.

I have been extremely impressed by the leadership and ongoing commitment of staff across our Mental Health Services both at the Hillmorton Site and also in the community and alongside our NGOs to help our communities in what continues to be our community's time of greatest need. The Fergusson Building has a long history and it's great to see its future being extended.

A history lesson

We were delighted that former mental health nurse, Dame Margaret Bazley, officially opened the refurbished Fergusson Building. She told us that it was back on the 26 February 1966 when the then 'Fergusson Clinic' opened. It had 140 beds – 70 male and 70 female. It closed as an inpatient unit in March 2001.

Since that time the building has been home to various community services. Mental health, community; alcohol and other drug services; psychiatric emergency services; cervical screening and dental services taking up residence. It was also a haven for a range of community services following the quakes.



*Dame Margaret and Toni Gutschlag,
General Manager, Mental Health CDHB.*



*Left: Dame Margaret unveiled a
plaque to commemorate the opening
of the Community Services Wing of
the Fergusson Building.*

NZ's top administrators

Congratulations to two of our fantastic administrators who recently took out first and runner up in the national Association of Administrative Professionals of New Zealand awards. Well done to Bronwyn Marshall, practice co-ordinator for the Canterbury Regional Cancer and Haematology service who took out first place, and Rhonda Faith, personal assistant to the clinical director of the intensive care unit who was an impressive runner up – judges said they struggled to decide between the three finalists. (Coincidentally the other finalist was also from Canterbury!).

Well done to both of you – this award speaks volumes for the calibre of staff we have, often working quietly in the background to ensure our health system runs smoothly. You can read more about their awards on page ten.

Top honour for Pat Chapman aka 'Pat the St John shuttle driver'

Further evidence of the top people working in our health system – is the promotion with the Order of St John, bestowed on Pat Chapman, by Sir Jerry Mataeparae. Pat has been invested as an Officer of the Order of St John. You can find out more on page seven.

Extra special bouquets

Some wonderful bouquets landed on my desk this week. It's heartening to read about the many and varied ways staff go out of their way, or simply do their job well, to make it better for the people we provide treatment and care for. I encourage you to have a read – it reminds us all what's important.

Have a good week,
David Meates

Senior doctor represents New Zealand in Masters Hockey

Senior Medical Officer, David McGregor, travelled to Rotterdam, Netherlands, to represent New Zealand in the Masters Hockey World Cup.

The tournament was run in June concurrently with the World Cup tournament played at the Hague, featuring New Zealand's Blacksticks teams.

With 74 teams across five different age categories the Masters tournament was the largest international hockey tournament ever held.

David says his team had prepared well with two training camps in Auckland in the lead up. However, in Rotterdam they lost two key players to injury in the first two games which made the going tough. The team missed out on the finals but played well in their later games finishing ninth.

"The skill and fitness levels of the European teams was very high," says David. "Although our matches were intense the other teams were very friendly afterwards and I enjoyed the social aspect."

Watching the World Cup games at the Hague was a highlight. The teams played in a converted football stadium with 18,000 Dutch fans cheering on, which was a lot different to watching hockey here in New Zealand.

"This was my first international tournament and it was great fun. Making the team was a great incentive to get fit again and hopefully if my body holds up I can play more tournaments in the future," he says.



Get those donations in for Dry July

Just a reminder that we have until the end of the month to get our Dry July donations in www.dryjuly.co.nz

We have surpassed **\$193,000** and are currently working on a survey to capture your feedback on how the campaign has been run this year– more details on this in next week's update.



Burwood

Monday this week saw the official launch of the CDHB's Releasing Time to Care initiative. Releasing Time to Care is a programme that aims to improve ward efficiencies, allowing more time for patient care. It is being run as a way to assess and, where necessary, improve current ward systems ahead of the move to new facilities at Burwood. More information will be made available shortly on the staff intranet.

The eastern part of the old nurses' hostel was finally flattened this week, as this early-morning picture from Catherine Rose Watson shows (looking towards the kitchen/café). The central section of the building is still to be demolished.



Christchurch

This week was the end of round 5 of the developed design meetings. The design team are now taking three weeks to populate every room on the ward plans. They will then have a series of fortnightly meetings with all the user groups to discuss the developed design plans. The user groups will use the next 3 weeks to finalise ongoing work and meet with the service engineers.

The Oncology User Group went to the Design Lab to mock up and test the usability of the patient/family education room. The Wards user group also went to the Design Lab to review the Progressive Care Unit and consider feedback and comments from other staff.

Two groups of CDHB staff have had site visits to the Police District Headquarters in the last week. They were particularly interested to see the open-plan office spaces and reception areas. Staff also picked up lots of useful ideas on furniture, fixtures and fittings.



University dialogue replaces this week's Canterbury Medical Grand Round

There is no Grand Round this week. In its place is the University of Otago, Christchurch's Midwinter Dialogue. The Dialogue will be given by the Minister of Health, Tony Ryall. CDHB staff are invited by the Dean Professor Peter Joyce to attend.

Date and time: Friday, 22 August, starting at 12.15 in the Rolleston Lecture Theatre.

Topic: The Minister will give his reflections on being Health Minister for six years and discuss the major challenges facing health in the future.

Bouquets

Ward 10, Christchurch Hospital

My mother has been in Ward 10 and ICU. All staff have been incredibly supportive and caring towards her and family. Dedicated professionals and lovely people! Thank you so much.

Christchurch Hospital

A compliment to staff at all levels who have the courtesy to introduce themselves and use the patient's name. Similarly to those staff who realise that within the shell of an older body is the young person who dislikes being addressed with a patronising 'love', 'dear' etc. We all have names.

Christchurch Hospital

The nurses were really friendly and had great humour. The waiting time was not very long as well.

Plastic Surgery, Outpatients, Christchurch Hospital

Lovely, friendly team. Big hugs to the women who held my hand throughout surgery.

Ward 16, Christchurch Hospital

A huge thank you to William of the palliative team who was fundamental in liaising my mother's care and subsequent thanks back to RH. His professionalism, compassion and practicality is to be applauded. Thank you also to Sister Mary and Fr Peter for their kindness, love in faith and support. May God bless you all as you have blessed our family's very difficult time.

K1, The Princess Margaret Hospital

I wanted to let you know how impressed I am with the dedication, alertness and integrity of all of the doctors, nurses and nurse aides that I have met since my family member was first admitted. It is truly amazing to observe such across-the-board sensitivity. You have created what I would call a "prepared" environment for challenged older adults. It is prepared in the sense that you have all the equipment and necessities.

Wards 23 and 24, Christchurch Hospital

Having presented twice in the past months with breathing difficulties I wish to commend the staff, ALL the staff of both Ward 23 and 24. I was shown tremendous kindness over and above the nursing care, consideration and genuine caring by all staff. The "extra mile" was evident every day in many small, but to me, important ways all of which went to create a positive return to a manageable living level again.

A lamp for me to read with at night that would not disturb others, a glorious window with such a great view, consideration for dietary allergies, a hot lemon and honey drink offered but regrettably not able to be taken, due to allergies, to ease the wracking coughing, the stopping to chat for even just a minute by staff introducing themselves as they came on shift.

Small things but very human things, the night checking to see that all was well. So many staff so many kindnesses, all over and beyond the expected. Thank you ALL and this includes the catering staff who knew within one day that I had tea with milk! It's has been a wonderful experience for a person who is not usually ill at all. As an ex RN-- and everyone knows how HARD we are to please, I am deeply, deeply proud of this profession and the gentle, knowledgeable delivery shown by the men and women of Ward 24.

Ward 25, Christchurch Hospital

Recently my father was patient on Ward 25 for a week before he passed away (on the ward). The staff were amazing. They went out of their way to make us comfortable and treated my father with kindness and respect. When he passed we were given time to spend alone with him and were encouraged to take our time before leaving. Special thanks to Tim, Tinco, Rob and Angela.

CCU, Christchurch

What a fantastic unit and wonderful caring staff. I could not speak more highly of the care and kindness myself and my family have received. Thank you so very much.



SARA 16 & Ward 11, Christchurch Hospital

Last weekend I was admitted to Christchurch Hospital for an urgent operation. With all the negative publicity the CDHB receive I couldn't speak more highly of all staff I encountered from the emergency department admission to all staff within the wards. The care I received was of the highest standard by caring and dedicated staff. A special thanks to the staff of wards 11 and 16. Carry on doing a magnificent job.

Ward 16, Christchurch Hospital

I thought I would give some feedback from my experiences as a parent of an inpatient at Christchurch Hospital. My daughter, for the second time in 14 months, had surgery last Wednesday and was discharged today, seven nights in hospital on Ward 16. As a staff member I, at times, felt like a secret shopper but was always treated as a concerned parent.

The care and attention that my daughter received was outstanding. Many different specialties dipped in and out of her care over the seven days. I will list them as I feel they all deserve a mention: Oncology, pre-admission, anaesthetists, DOSA, Mr Flint's surgical team, theatre, PACU, Ward 16 (nursing, healthcare assistants & housekeepers), the pain team, dieticians, occupation therapy.

Highlights

- My daughter's pain was effectively managed, during the week and at weekends. It was this well managed pain that helped keep her positive, keep her mobile and get her out of hospital quickly – which is what everyone wanted.
- Mr Flint's surgical team were very hard working, professional and always had time to answer questions.
- It seemed that whenever there was contact with a professional there was a student or trainee attached and always appeared in safe hands. This future proofing of our clinical professions was fantastic to see but also identified the additional workload that our trained professional have to take on.
- Caring and competent nursing staff on Ward 16. Knowledgeable, proficient & professional in appearance.

Staff Wellbeing Programme, Canterbury District Health Board

Just want to say thank you so much for sorting out all these wonderful supports for staff, we are very spoilt.

Liz Barnard, Clinical Manager, CREST, OPH & R @ TPMH.

Post Fall Staff Survey

A fall in hospital may cause injury but provides staff with an opportunity to prevent the next fall (secondary prevention). The need to standardize post fall care across our hospitals and ensure current practices are aligned to best practice has been identified as a key area of work by the Hospital Falls Prevention Programme Steering Group.

The Post Fall Project Team need your help to collect information on what happens when a fall occurs in your area and identify what procedures and tools are being used. The survey is available in survey monkey by clicking on the following link <https://www.surveymonkey.com/s/StaffPostFallSurvey2014> or hard copy via your line manager.

The survey runs until 24 August. This is your chance to help us improve the post fall care and review process.

Latest from the Consumer Council

- The Consumer Council is developing its work plan for 2014/2015
- There is vigorous on-going discussion on the Patient Portal Proof of Concept.
- Mentoring planning is underway for new Council members
- Recruitment is underway for a Consumer Council representative for Intellectual Disability.

If you have any questions regarding the Consumer Council or would like to engage a consumer representative for work you are involved in please contact Wayne Turp, ConsumerCouncil@cdhb.health.nz; Phone (03) 364 4130.

Improving dental general anaesthetic confirmation rates

A simple change to a patient letter is saving time and money in Oral Health.

The idea came out of a Collabor8 Lean and Leadership programme attended by Oral Health Administration Assistant, Pauline Eagleton.

Christchurch Hospital's Dental Department has the capacity to treat 760 patients under general anaesthetic (GA) each year. To ensure they utilise as many of these appointments as possible, the department asks for confirmation on a dedicated telephone number by a specific date.

"But if we have no confirmation and are unable to make contact with the parent/carer/patient then the appointment is cancelled and reallocated," says Pauline.

The problem Pauline and Supervising Dental Assistant, Adrienne Hay, identified was that on average there were two non-confirmed appointments per GA list. This was leading to:

- cancelled appointments
- time spent chasing confirmations
- time spent reallocating appointments

Out of 760 appointments each year if two appointments are not confirmed per list, this means 253 appointments a year need to be followed up.

When following up non-confirmations, it appeared in many cases that people were not aware they needed to confirm the appointment and/or were not aware of the importance of confirming the appointment, Pauline says.

"I decided to see whether changing the layout of the letter and putting more importance on the confirmation aspect would lead to improved confirmation compliance."

So Pauline restructured the GA Letter, separating the confirmation instructions from the appointment information with the confirmation instructions on the first page.

"To measure any difference, over a period of six weeks, myself and Adrienne Hay sent half of the patients the old format letter and half the new format letter. I then monitored the confirmations and noted whether appointments were confirmed by the requested date," says Pauline.

The results were a 66 per cent confirmation rate for the old letter and a vastly improved 95 per cent confirmation rate for the new.

The time saved works out to 165 hours a year or \$4,950 per year (based on \$30 an hour).

But an even bigger cost saving to the organisation is the potential that 'lost' GA slots will be avoided, as once a slot is unused, we can't get the capacity back.

Pauline says she feels proud that she was able to make a difference and would encourage colleagues to take time to think about their everyday tasks, be critical and evaluate whether they do things a certain way because 'that is the way it's always been done'.

"If they feel there is a better way of doing things to eliminate waste in time/money then don't be afraid to suggest and make changes. You may find that others have always thought there could be a better way to do things," she says.

Collabor8 is run by Lynn Davies, Process Improvement Leader, BDU and Brian Dolan, Director of Service Improvement. Lynn says "what's great about this project is that Pauline collected evidence of the problem and showed the difference that could be made with even a relatively minor change of communication. It also shows you can reduce waste, waiting and costs while valuing patient and staff time too".

Day One of the next Collabor8 courses will be held on 26 and 27 November and they are open to anyone in the Canterbury Health System. For further information, please contact heather.manson@cdhb.health.nz



Pauline Eagleton

Special honour for Pat

Many people know Pat Chapman for his friendly and professional manner as one of our health shuttle drivers. He is also a member of The Most Venerable Order of the Hospital of St John of Jerusalem, The Priory in New Zealand.

Pat has recently been promoted within the ranks of St John. He has been invested as an Officer of the Order of St John by His Excellency the Prior, Lieutenant General the Rt Hon Sir Jerry Mateparae, GNZM, QSOM KStJ. The ceremony took place at St Patrick's Cathedral, Auckland on 21 June 2014.

The Order of St John is a working Order – members are admitted and promoted on merit – for the quality of their contribution to the work of St John and ongoing potential, rather than the work they have done.

Members of the Order of St John achieve one of five grades as follows:

Grade	Title	Letters of Title
V	Member	MStJ
IV	Officer	OStJ
III	Commander	CStJ
II	Knight or Dame	KStJ or DStJ
I	Baliff Grand Cross or Dame Grand Cross	GCStJ

Pat served as a volunteer and as a member of St John on the Area Committees of both Rangiora (early 80s) and Ellesmere (early 2000s) and then joined the ambulance service in Nelson. He was involved in the early days of the health shuttle when it began with community work in 1999 and went on to provide scheduled runs for Healthlink South and CDHB. The CDHB service was revamped in 2009.

In addition to providing a friendly, reliable and professional service to staff and patients, Pat has been instrumental in raising substantial funds for the purchase of new vehicles and equipment. He was heavily involved in the donation of a new Mercedes health shuttle. A story about this featured a couple of week's ago in the update. Pat is known as 'an excellent ambassador for St John'.

Pauline Clark, General Manager (Med/Surgical and Women's & Children's) says "The health shuttle service plays a critical role in the day to day operation of Canterbury DHB. It safely and economically moves patients, staff and laboratory specimens between our clinical sites. The savings in taxi fees alone prove its worth and the extra care taken of patients being moved between Christchurch and The Princess Margaret Hospitals is invaluable.

"Pat has been with the health shuttle service since it was initiated. Now many staff set their meetings to fit in with shuttle arrival and departure times. The service and Pat, who we think of as 'the face of the service' are integral to how we operate," says Pauline.



Pat Chapman with his Investiture medal



Pat with the Rt Hon Sir Jerry Mateparae at the ceremony.

Staff engagement Older Person's Health & Rehabilitation (OPH & R) and the Workforce Transition Project

The Workforce Transition Project has been set up to prepare and to guide OPH&R staff on the journey towards our new facilities.

Over the next 15-18 months OPH&R staff will be making ready for their eventual moves into the new facilities at Burwood Health Campus. It is a great opportunity to look closely at our existing systems and to improve them where possible.

First steps

- A governance structure has been set up. Staff and unions are well represented in the process.
- Governance group – sets strategy for the organisation and ensures accountability of delivery (meets fortnightly)
- OPH&R Leadership group – ensures expectations and engagement of leadership group across OPH&R. Allows for reprioritisation of resourcing and support (meets fortnightly)
- OPH&R Workforce Planning Steering group – a forum for engagement with unions surrounding workstreams in workforce planning (meets monthly)

Workforce transition workstreams

Workstreams have been identified – for example: after hours care, relief staffing.

Each one has a leader responsible for delivering on the workstream, bringing together a group of representatives, undertaking scope, and reporting on progress to the steering group and/or leadership group.

This provides a platform for staff representatives to be involved in the development of the workstream. This could include Professional Nurse Advisors (PNAs).

IT'S ALL HAPPENING

WORKFORCE TRANSITION PROJECT

Staff Wellbeing Programme: New classes & instructors - including Pilates...

New classes/instructors – [click document for information on new classes and/or instructors](#)

These classes can only continue if you support them. With spring approaching it's a great time to get together with colleagues and actively manage your wellbeing.

Managing Menopause – if you missed this very popular session in February you can now view a recording of the presentation and download the speaker's notes from the Tracksuit-inc website. Just go to www.tracksuitinc.co.nz and enter the company code: dnbstaffwellbeing. Then click on the 'Menopause Video' link.

CDHB Earthquake Support Coordination Service

Our Earthquake Support Coordinators (ESC) are dedicated to helping CDHB staff deal with issues related to EQC, insurance, accommodation etc.

Contact an ESC directly on 371 5598 or visit the [Staff Wellbeing Programme intranet page](#) for more information.

Staff Wellbeing Programme intranet page – Pilates, Zumba, Yoga, Mindfulness...

<http://cdhb.intranet/corporate/HealthandSafety/SitePages/Staff%20Wellbeing.aspx>

Check out this page for information on yoga, Zumba, Pilates, mindfulness, 30 minute walk 'n workout groups, Earthquake Support Coordinators, Employee Assistance Programme (EAP - free counselling for staff), and more...

Andy Hearn
Staff Wellbeing Coordinator
Canterbury and West Coast DHB

Phone: 03 337 7394 | Ext: 66394 | Mobile: 027 218 4924

andy.hearn@cdhb.health.nz

Canterbury DHB's Health & Safety Investing in your Health	
Staff Wellbeing Programme	
What's New?	
This is not the full list of all the classes available - please go to the Staff Wellbeing Programme intranet page for the most up to date information.	
PILATES – new instructors and classes. Contact the instructor to reserve a space for the full list of all PILATES classes go to the Staff Wellbeing Programme intranet page	
Burnwood	Friday 12th-13th, The Chapel, starts 20 Sept until 21 Nov Contact to reserve a space: 027 471 2053 or janet@cdhb.co.nz
CHCH Campus	Wednesday 14th-15th, Lounge off the Great Escape, starts 20 Sept Contact to reserve a space: 027 471 2053
Information	Thursday 12th-13th, Lounge off the Great Escape, starts 4 September Contact to reserve a space: janet@cdhb.co.nz
YOGA	Tuesday 12th-13th, The Chapel, starts 20 Sept Contact to reserve a space: janet@cdhb.co.nz
Weight Watchers @ Work next 12 week series. Register your interest now. Name & telephone number required to join. All spaces to the weight watcher leader listed	
Burnwood	Thursday 12th-13th, 20th September to 20th November 2014 Weight Watchers leader: Jane Smith, jane.smith@cdhb.co.nz
CHCH Campus	Wednesday 12th-13th, 20th September to 20th November 2014 Weight Watchers leader: Jane Smith, 027 471 2053 or janet@cdhb.co.nz
Information	Wednesday 12th-13th, 20th September to 20th November 2014 Weight Watchers leader: Jane Smith, janet@cdhb.co.nz
YOGA – new instructors and classes. For the full list of all YOGA classes go to the Staff Wellbeing Programme intranet page	
Burnwood	Thursday 12th-13th, 20th September to 20th November 2014 Contact to reserve a space: 027 471 2053 or janet@cdhb.co.nz
CHCH Campus	Monday 12th-13th, Lounge off the Great Escape Contact to reserve a space: janet@cdhb.co.nz
Information	Monday 12th-13th, Lounge off the Great Escape Contact to reserve a space: janet@cdhb.co.nz
ZUMBA – new instructors and classes. For the full list of all ZUMBA classes go to the Staff Wellbeing Programme intranet page	
Burnwood	Monday 12th-13th, 20th September to 20th November 2014 Contact to reserve a space: 027 471 2053
CHCH Campus	Thursday 12th-13th, Lounge off the Great Escape Contact to reserve a space: 027 471 2053
Information	Thursday 12th-13th, Lounge off the Great Escape Contact to reserve a space: 027 471 2053
Mindfulness – change of day from Monday to Tuesday at CHCH Campus. For the full list of all MINDFULNESS classes go to the Staff Wellbeing Programme intranet page	
CHCH Campus	Thursday 12th-13th, The Chapel, starts Tuesday 20 August Contact to reserve a space: janet@cdhb.co.nz
Continued Below	

Count down begins to September eMeds 'launch' at Hillmorton

Last week, the countdown to a September launch of the first live eMeds initiative at Hillmorton Adult Inpatient Services (AIS) began in earnest as a three week training programme for staff got underway. In the first week alone, more than 70 staff received training. The training in how to get the most from MedChart takes 1-2 hours, depending on the role, and will cover 90 percent of Adult Inpatient Services clinicians, including all nurses.

Project executive sponsor Stella Ward is elated to be able to get the project off the ground on the planned date.

"This is such a significant achievement as part of our Paperlite strategy, and a massive gain for safer patient care through superior medication management. As always our team has pulled out all the stops to make this happen and has every reason to be proud of their ongoing contribution. Thank you all!"

"The launch of eMeds at Hillmorton is just the beginning of a very exciting journey. Like all new things, it'll take some initial investment from the staff involved until they get used to the new system and learn to make it work for them, but the payback for both staff and patient will be huge," Stella says.

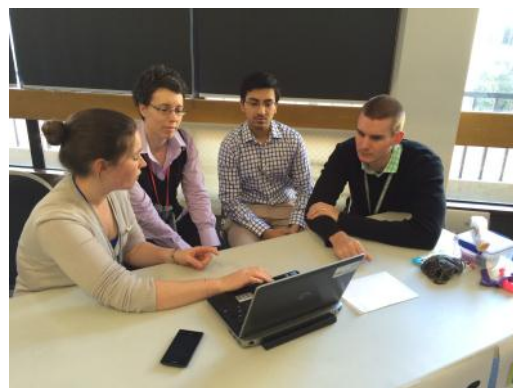
In the past, safely administering medications had its challenges – deciphering hastily scrawled handwriting, and tracking down a hard copy drug chart made demands on clinician's time and any mistake could have potentially dire consequences for the patient.

Well, no longer – as of mid September (in AIS at least). E-Prescribing using MedChart drastically reduces the chances of accidental error by creating a 'single' electronic drug chart that can be viewed by an authorised clinician using a unique login and password. This not only makes it secure but also makes it possible to track each access and entry to an individual, in case any follow-up is required.

Alison Cain, Project Manager for eMeds says the goal is that by week beginning September 8, AIS staff will be comfortable using MedChart so that they can concentrate on their clients, completely unfazed by the new system.

"We have all bases covered though, just in case. From the go-live date, there will be dedicated on the spot clinical support from 6am 'til late in the evening and on-call clinical assistance to cover the remaining hours. This will be a steep learning curve for the users and our support team, but as anyone at Southern DHB who has been using MedChart for some time will tell you, it'll be so worth it."

For more information please contact eMeds@cdhb.health.nz or check out our eMeds project site at <http://cdhbintranet/corporate/ElectronicMedicinesManagement/SitePages/Home.aspx>



CDHB administrator named Administrative Professional of the Year

One of our own has won the prestigious Administrative Professional of the Year award, Bronwyn Marshall, Practice Co-ordinator for the Canterbury Regional Cancer and Haematology Service. The award was presented to Bronwyn on Saturday 9 August at the AAPNZ (Association of Administrative Professionals of New Zealand) awards dinner in Hamilton after a gruelling selection process.



Bronwyn Marshall

Kay Strang, Administration Manager for the Combined Christchurch Campus said that all three finalists were from Christchurch and two of them from the Canterbury DHB, which is a fantastic result.

"Rhonda Faith, Personal Assistant to the Clinical Director of the Intensive Care Unit was an extremely impressive runner-up and the judges struggled to decide between the three finalists," said Kay.

"Bronwyn and Rhonda represented CDHB magnificently. I'm extremely proud of our ladies and the very professional way they have approached these awards. They are truly a credit to CDHB," says Kay.

Bronwyn said she found the experience very exciting, but stressful at times as she had to speak to a large audience. She appreciated the opportunity to push herself and it was really beneficial for her professional growth.

"I was shocked when they read out my name as I had been worried about my speech in the morning. It was great having my husband with me for support throughout the night," says Bronwyn.

During Bronwyn's term as administrator of the year she is expected to publicly promote and market AAPNZ and administrative positions as a potential career choice. She will also attend local and regional AAPNZ meetings and speak to the members about the award journey, serve on her local AAPNZ group management team, be a chair or presenter at a Conferenz/Bright*Star administrative training course and provide assistance and support to the 2015 Administrative Professional of the year project team. Next year the AAPNZ conference will be held in Christchurch.

Rhonda says she "found the journey both challenging and emotional. I received huge support and encouragement from Dr Seton Henderson, Lesley Owens, and the rest of the Intensive Care Team."

"The final Saturday of delivering a speech and interview, was an extremely long day, for which I was grateful to have support from Lesley Owens and my brother – who made it to the gala dinner (despite being on call) in lieu of my husband. This made the event even more special. Professionally, some doors have been opened and I am excited about my future," says Rhonda.

Lesley Owens, Service Manager travelled to Hamilton to support both CDHB finalists. Lesley said it was amazing that two of the three finalists were from the CDHB, which is a credit to our organisation.

"The competition took Bronwyn and Rhonda out of their comfort zones, but they coped extremely well under pressure," says Lesley.

"They represented the CDHB brilliantly and are fantastic ambassadors. It was a pleasure to be there and support them."

Bronwyn and Rhonda had to undergo an exhausting testing process that included critical thinking and reasoning assessments. They each gave a short presentation and were interviewed by a panel.

Bronwyn joined the CDHB 10 years ago. She manages 18 direct reports, rosters doctors and implements new processes and systems amongst other tasks.



Rhonda decided to pursue a career in secretarial work after working eight years as a Laboratory Technician. She started in the role of medical secretary and five years later is now a personal assistant in ICU.

If you'd like to know more about to know more about AAPNZ please go to www.aapnz.org.nz or contact kay.strang@cdhb.health.nz Administration Manager for more information.

From left: Debbie Carter, EA for Foodstuffs South Island Limited, Rhonda and Bronwyn at the awards ceremony.

Keeping patients and their family/ whānau informed

Canterbury DHB has five key themes around improving patient flow this year – one of which is the Frail Older Persons Pathway.

Canterbury has the fastest ageing population in the country and they are the highest users of health services and are most likely to continue to be. This is our biggest patient group and we want to save their time and ensure a seamless pathway in and out of our hospital system.



Canterbury DHB has developed a new Frail Older Persons' Pathway (FOPP), which consists of eight initiatives working across all divisions with the aim of improving the quality of care to help get frail older people well and home as soon as possible. Our goal is to achieve the best outcome for the patient, in a timely way with no delays, while avoiding harm and optimising their independence. Importantly patients should know – at all times - what their care plan is.

One of the most common questions patients ask is “When can I go home?”

It's a fact that most people are happiest in their own home environment, and our job is to ensure their hospital stay is no longer than it needs to be. One thing the patients or their family/ whānau may have noticed is a little card displayed on the locker beside their beds with four questions - or what we call the '4Qs'.

This is to ensure the patient and their family are kept informed of key decisions and planned date for discharge.

The 4Qs – These are the four questions patients should be able to answer:

- What is wrong with me?
- What is going to happen today, and tomorrow?
- What needs to be achieved to get me home?
- When is this going to happen?

Another important initiative we've introduced to improve patient flow is Assertive Board Rounding.

This is like a mini team meeting, where allied health, nurses, doctors and others involved in a patient's care, get together around a whiteboard which lists each patient, and information on their condition and expected discharge date. It also lists how many days they've been in your ward, and their total length of stay.

These stand-up meetings are held daily and take a proactive approach to case managing each patient. This meeting ensures everyone involved in a patient's care knows what needs to happen for a patient on a particular day. They also know who's responsible for what – and who the 'go to' person is if there are hold ups.

Everyone has a role to play in helping reduce a patient's length of stay, including the patient and their family/ whānau. For the whole system to work, the whole system has to be working. We encourage the public to play an active part in this too. So if you have a relative, loved one or friend in hospital and notice their 4Qs card isn't filled in, please feel free to remind the staff to get it done.



Need to book in portfolios with the PDRP Office

Just a reminder for all nurses wishing to submit a new portfolio to the Professional Development and Recognition Programme (PDRP) Office. There are only 10 submission spaces available per submission date – 4 September, 7 October and 4 November.

All nurses with a **NEW** portfolio that are planning to submit on any of those dates will need to book in with the PDRP office.

Please call Serrani Bell 337 8835, serrani.bell@cdhb.health.nz. If you are unable to secure a submission date for your portfolio you can still submit your portfolio to the PDRP Office and it will be assessed on the first submission date in the New Year. Any **resubmissions** of portfolios can be submitted at any time to the PDRP Office.

One minute with... James Young, Environmental Sustainability Officer

What does your job involve?

Understanding and then assisting in improving the environmental performance of CDHB. Specifically we are following the "global green healthy hospitals" framework which focuses on 10 key areas like waste, energy, water, transportation, buildings, and purchasing. I'd encourage people to look it up on the internet if they want to find out more.

Why did you choose to work in this field?

If I am lucky enough to have grandchildren, and they look back at this point in time, where we have the resources of the world at our disposal, and they ask "what did you do?" I want to be able to say I made a positive contribution. We all want that I think, and this is the area I am passionate about.

What do you love about it?

It's been great to meet such a supportive positive bunch of people. It's an opportunity for all of us to make a positive change that's going to improve our surroundings. I am working on something I truly believe in.

What are the challenging bits?

The scope of the opportunity. Being able to integrate with incredibly busy people who have so many other urgent things they are working on. Understanding an incredibly complex operation. I want to hear from you if you have an initiative or area we could improve our environmental performance. Please email it to me

James.Young@CDHB.health.co.nz

Who do you most admire in a professional capacity at work and why?

The facilities and engineering team who are keeping the hospitals heated and operational whilst dealing with earthquake builds, repairs and at the same time have had the foresight to implement sustainable practises and technology.

Also Anna Stevenson for her holistic view of the healthcare system, its impact on public health and for her persistence in agitating for the sustainability role.

The last book I read was...

"The Cat in the Hat" to my nieces

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

On the Summit of Mount Yasur volcano in Vanuatu, watching it erupt.

My ultimate Sunday would involve...

Sleeping in, fishing, BBQ with family and friends.

One food I really dislike is...

At a Korean restaurant I ordered the "porcine intestines". It's a once only experience!

My favourite music is...

New Zealand music: Fat Freddies, those talented Lyttleton muso's, Warren Maxwell. Anything at festivals.

If you would like to take part in this column or would like to nominate someone please contact

Naomi.Gilling@cdhb.health.nz.



Enrol to vote by 20 August

You need to enrol by Wednesday 20 August so you can receive an EasyVote pack just ahead of Election Day. It's important to make sure you're enrolled and ready to vote. How else will you be able to have your say on the issues that affect you, your family and New Zealand?

Anyone enrolled after August 20 will have to cast a special declaration vote. A special declaration vote can take five times as long as an ordinary easy vote, and means filling in extra forms.

Enrolling is easy. Voters can freetext their name and address to 3676, get a form from a PostShop or call Freephone 0800 36 76 56. People can also enrol or update their details online at www.elections.org.nz.



LATEST OPPORTUNITIES

[Registered Nurses Intensive Care Unit](#)

[User Support / Application Trainer](#)

[Coordinator – Child and Youth Mortality](#)

[Senior Administrator/Medical Secretary](#)

See all vacancies at:

<https://cdhb.carecentre.net.nz>

To follow us on Social Media

Things move fast in recruitment. That's why we're on:



[LinkedIn](#)



[Facebook](#)



[Twitter](#)

We'd love you to join us and share, like, or retweet our posts.

Want to know more about roles available at the Canterbury District Health Board?

Visit <https://cdhb.carecentre.net.nz>

Education Fairs August 2014

"Learning is a journey, not a destination" "E kore e mutu to ako.

Have you been thinking about your development?

We have some good news for you. Our annual education fairs are on the way we have listened to what you have been asking for, and will be delivering a wider range of options to you, but with a twist.....

This year we are providing you with a comprehensive look at next step education, training and development options to assist you with your thinking and decision making – through a virtual portal.

Our new website will allow you to review a wider range of options available to you now, and will also put you directly in touch with those experts who can answer your questions and assist you to take the next step in your development. The choice is yours, and as they say the world is your oyster.

Keep watching here for more details – coming soon.



Consultation opens for two Central City Transport projects

Christchurch City Council is inviting feedback on two key transport projects, Hospital Corner early works and Hagley / Moorhouse Corner.

Consultation opens on Friday 15 August 2014, and will close at 5pm on Monday 8 September 2014.

Both projects are aimed at supporting the new Central City anchor projects, such as the bus interchange, which is due to open in 2015. They also incorporate new ways of sharing the road space available to cars, buses, bicycles, and pedestrians in the face of changing and competing demands over the next 30 years.

[Read the full media release.](#)

For general information on the Recovery Plan and *An Accessible City*, visit www.ccd.govt.nz/the-plan

Clinicians' Challenge 2014 – call for entries

Are you a clinician with an innovative idea
for using IT to improve health care?

If so, you could win \$10,000.

Clinicians' Challenge is a chance for you to suggest new ways of using information systems to improve patient outcomes.

We're looking for ideas that could improve workflows, bring efficiencies or support a better integrated health care model.

Your idea may be a consumer mobile app, a clinical decision support tool, or a system that makes better use of the rich information sources now available.

Last year's winners, Dr Aniva Lawrence and Dr Kyle Eggleton, proposed an online survey to give youth clinics and general practices a greater understanding of the needs of their youth population.



Another previous winner, Dr Janet Liang, developed a language interpreter app called Listen Please to improve communication with patients. Her app went on sale this year.

The winning clinician will receive a \$10,000 grant, while two finalists will each receive \$5000. The grants will help the winners to conduct more research, carry out a site visit or continue working on their proposals.

To enter, go to the **Clinicians' Challenge** link at www.hinz.org.nz
Entries close **Friday 3 October 2014**.

See www.hinz.org.nz or <http://ithealthboard.health.nz> for more details.




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Nurses considering postgraduate study

Information sessions will be held at the following sites:

- TPMH – Wednesday 20 August, 11.00am – 1.00pm – café
- Burwood – Thursday 21 August, 11.00am – 1.00pm – corridor outside café
- Ashburton – Wednesday 27 August, 11.00am – 1.30pm – café
- Hillmorton – date to be advised

Representatives from University of Otago, CPIT and Postgrad Nursing Education (HWNZ funded) will be available to discuss your postgraduate study options.



Nurses and other Health Professionals

Are you considering postgraduate study in 2015?

Come along to:
postgraduate info

• HWNZ funding
• No appointment
• There will be six times

at Christchurch
at the following times:

Wednesday, 13 August and Thursday, 14 August 2014

Ground floor foyer, University of Otago, Christchurch,
Main Building, 2 Riccarton Avenue
11.00 a.m. to 3.00 p.m.

Service provided by:
Postgraduate Study, Academic Programmes,
University of Otago, Christchurch. Tel: 03 379 2599 (ext. 311)
For specific information relating to Postgraduate Nursing Programmes contact:
Nurse (CPN) Postgraduate Education, Centre for Postgraduate Nursing
Email: cpn@otago.ac.nz

August Bicycle Users Group newsletter

[Read about](#)

- the upcoming consultation on bike parking during the Christchurch Hospital redevelopment,
- the case for separating cars from cycles on our roads, and
- the latest evidence on the health and economic benefits of cycling.



SI PICS recruitment drive

We are about to embark on an exciting IT project, one that will change the way healthcare is delivered in Canterbury and the South Island.

The South Island Patient Information Care System (SI PICS) is an innovative patient administration and information solution. The CDHB team is looking for enthusiastic, innovative people to join the SI PICS team.

More information on positions available here

http://www.cdhb.health.nz/About-CDHB/staff-resources/Documents/SI%20PICS_CDHB%20vacancy%20ad%20Aug%202014.pdf



Help give sick kids a Fresh Future

From 1 August to 30 October they will be raising [much needed funds](#) for the children's wards across the country.

Please support the children's wards at *Christchurch Hospital*. Raffle tickets are available from:

- Warren Nairn, Charge Nurse Manager CAA Ext. 89926
- Chrissy Bond, Charge Nurse Manager CHOC Ext. 81824
- Neroli Bull, Charge Nurse Manager Ward 21 Ext. 86656
- Robyn Richens, Charge Nurse Manager Ward 22 Ext. 86657
- Karen Larkins, Receptionist Paed. Outpatients Ext. 88491
- Allie White, Team Leader Activity Room Ext. 88231
- Trish Graham, Research Nurse Neonatal Unit Ext. 85741
- Alison Clarke, Charge Nurse Manager Burwood Hospital Ext. 99613
- Kay Boone, Clinical Manager Beacon House Ext. 99918



[SCIRT traffic news - watch for cyclists Linwood Ave, new work from 18 August](#)