



For the whole system to work, the whole system has to be working

Never has this been more evident than in the past two weeks when our Canterbury Health System has been tested under such sustained intense pressure.

As Autumn set in we were already seeing high numbers of acute presentations to general practices and our hospitals and health centres; we were managing a measles outbreak, we'd started a targeted MMR vaccination programme, and we had started to see influenza cases as well as planning for Winter.

On Friday 15 March all those issues faded into the background as the reality of the Christchurch terror attack became evident. Fifty people were killed, 48 were resuscitated and received treatment in Christchurch Hospital's Emergency Department, while across town primary care were first responders to the Linwood Mosque attack, injured people also presented at urgent care practices and a private hospital.

Quite rightly much of the focus has been on the immediate mass casualty response, but as theatres and the Emergency Department were cleared to make way for the large volume of patients with gunshot wounds, other parts of our hospital and wider health system stepped up and played their part to ensure things went smoothly.

All areas of Christchurch Hospital flexed to accept patients they might normally not receive to enable teams to focus on the incoming wounded. Two stable Intensive Care Unit patients were transferred out of Canterbury to allow for those injured in the mosque attacks to remain in Christchurch.



David Meates stands with the crowd of many thousands who attended the National Remembrance Service last Friday

Within minutes our primary care partners were activating the primary care emergency response to be in a position to continue to meet the health needs of our community.

Behind the scenes, orderlies, security, WellFood and supply all stepped up and played important roles to ensure that those providing direct care to patients were well supported and had everything they needed.

Alongside the surgeons, doctors and nurses, Allied Health teams including social workers had a big role to play. Emergency response, communications and administrative teams all helped to ensure our health system was able to step up and provide treatment and care to those in the greatest need.

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To our mortuary technicians and radiology teams who assisted the police with Disaster Victim Identification, and to those who helped analyse information to support the process, your work, under immense pressure, was outstanding.

To those who attended meetings with the Imams, supported families and individuals at the Welfare Centres, I hope you know what a difference you made to so many people at a time of intense need.

Our collective experiences have, at times, seen us face some very raw emotions. Being able to support people when they need it most has been a privilege. Through this tragedy we've witnessed outstanding kindness and generosity, and we've all learnt more about our Muslim communities.

Many of those who witnessed the tragic events first-hand, or via video or media, have been seeking support, and we know there are many others who are still processing what happened. The national text 1737 free counselling support

line has provided more than 8,700 counselling sessions [often up to 40 minutes each] to New Zealanders, resulting in many people being referred to other services.

General Practice teams in Canterbury are waiving fees for those patients they're seeing who are directly affected by the mosque terror attacks. These free consultations are available at the discretion of each practice and supported by Canterbury DHB.

Finally I want to thank the wider Canterbury public for their patience and grace, allowing us to focus our resources on those who were injured in the mosque attacks. For many locals it has meant delays to their surgery, and I thank you for your understanding.

At the time of writing there is now a total of 19 people who were injured in the mosque attacks in hospitals in Auckland and Christchurch. Four of them are still in a critical condition. It's wonderful to see that from the original 48 admitted on Friday 15 March, so many have been well enough to return home.

Christchurch Outpatients closed at least until Monday 8 April

As the saying goes, it never rains, but it pours. Last Friday 29 March we woke to find that our brand new Christchurch Outpatients building was flooded. Water was lapping down the stairs, and flooding out of the lift-shafts and there is significant damage to floors, walls and ceilings. Teams have been working on the massive clean-up and dry-out operation in the hope we'll be able to reopen next week.

The Ministry of Health's project manager who was responsible for overseeing the project is carrying out a review into what happened, and it appears a heating pipe burst, and large volumes of steam activated the fire sprinkler system which caused the flooding.

It's heart-breaking to see the damage caused, and the additional pressure this flood has put on teams. There are 300 staff to be re-housed this week and sadly more than 4000 people will be affected as their outpatient appointments will have to be rescheduled. Contacting and rescheduling so many appointments is a massive undertaking for our booking and administrative staff. It's not an easy job, as many of these patients have already had their appointments changed due to industrial action earlier in the year.



The reflection indicates water from the flood covering the floor of the demonstration kitchen in Outpatients

Urgent appointments for people who are acutely unwell will go ahead at alternative locations. The teams are making arrangements and contacting patients directly.

This is another disruption we could well do without, but once again, the can-do Canterbury attitude was to the fore on Friday as people pragmatically did what had to be done, retrieved whatever was salvageable and made arrangements for the building to be dried out, cleaned and repaired. I want to acknowledge those who worked another long day last Friday and over the weekend to ensure this remediation work is progressing.

We will know later this week whether re-opening next Monday is feasible.

We continue to receive heart-warming messages of support and thanks from around the world

Below is an excerpt from a Note of Thanks to the People of New Zealand received from Bait Al-Amanah, an independent and neutral research institute based in Kuala Lumpur, Malaysia, which conducts studies and research to provide valuable and in-depth insights regarding governance and democracy, economics, security and issues of national importance.



We are deeply grieved by the horrifying terrorist attack in Christchurch. First, we would like to extend our sincere condolences to the families and loved ones of the victims. More importantly, words cannot express our admiration and awe of the people of New Zealand and the residents of Christchurch for their genuine benevolence in light of the recent terror attacks.

Thank you for being a beacon of hope in times of hopelessness, a source of strength for the weak and helpless, a candle shining bright in the midst of darkness. Indeed, New Zealand has become a great example to the whole world through your remarkable response and big-heartedness as an open and tolerant society. Thank you for inspiring us as citizens of this world with your strong solidarity and unity in diversity; a true testament of heartfelt humanity.

To the empathetic and efficient emergency response team, Thank you for working round the clock to serve courageously, often behind the scenes. We are eternally grateful to the medical team who gave their very best to treat the three Malaysians and many more victims who were critically injured, restoring them to wholeness with your tender loving care.

The full letter is available to read [here](#).

National Remembrance Service

The National Remembrance Service last Friday was beautiful. The incredibly powerful messages of love and forgiveness were brought to the fore and gave strength and hope to the large crowd. To those who attended or watched the live stream, I hope it provided light and helped in the process of coming to terms with the reality of what has happened in our community.

The theme from all the speakers was that from this tragedy we have, and will continue to, respond with kindness, inclusion and love. On Friday morning when so many people from all walks of life came together to show support for our Muslim community, there was a real sense that we are all in this together.

The words of the Muslim speakers, in particular, were humbling and left us feeling united as a community.

Our Prime Minister, Jacinda Ardern, delivered a moving and powerful speech. An excerpt is provided below:

Racism exists, but it is not welcome here.

An assault on the freedom of any one of us who practices their faith or religion, is not welcome here.

Violence, and extremism in all its forms, is not welcome here.

And over the last two weeks we have shown that, you have shown that, in your actions.

From the thousands at vigils to the 95-year-old man who took four buses to attend a rally because he couldn't sleep from the sadness of seeing the hurt and suffering of others.



Prime Minister Jacinda Ardern embraces a member of the community, as Governor General Dame Patsy Reddy watches on

Our challenge now is to make the very best of us, a daily reality.

Because we are not immune to the viruses of hate, of fear, of other. We never have been.

But we can be the nation that discovers the cure.

And so to each of us as we go from here, we have work to do, but do not leave the job of combatting hate to the Government alone.

We each hold the power, in our words and in our actions, in our daily acts of kindness. Let that be the legacy of the 15th of March.

To be the nation we believe ourselves to be.

To the global community who have joined us today, who reached out to embrace New Zealand, and our Muslim community, to all of those who have gathered here today, we say thank you.

And we also ask that the condemnation of violence and terrorism turns now to a collective response. The world has been stuck in a vicious cycle of extremism breeding extremism and it must end.

We cannot confront these issues alone, none of us can. But the answer to them lies in a simple concept that is not bound by domestic borders, that isn't based on ethnicity, power base or even forms of governance.

The answer lies in our humanity.

But for now, we will remember those who have left this place.

We will remember the first responders who gave so much of themselves to save others.

We will remember the tears of our nation, and the new resolve we have formed.

And we remember, that ours is a home that does not and cannot claim perfection. But we can strive to be true to the words embedded in our national anthem

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



The community gathered in their thousands to remember the victims of the mosque shootings

In tough times we can go through a range of emotions

However you're feeling right now is ok – there are no rules about individual reactions to a terror attack. Being sad, angry, scared, confused or just wrung out from the emotional rollercoaster – they're all expected and natural emotions after such an event. Talking can help.

Feeling a range of emotions and physical reactions is normal. And it's also usual for your emotions to change over the course of a day. You might also experience some physical symptoms, most notably fatigue, exhaustion and muscle tension. While these reactions can be uncomfortable and, for some of us, new, they're normal reactions to the very abnormal events we're continuing to navigate. They'll usually settle over time.

See the practical tips for looking after yourself, and how to access support on page 6.

Importantly, be kind to yourself, and look out for others. If you're having trouble sleeping or getting through the day is a struggle, don't hesitate in reaching out for support – there are a range of options available to everyone.

Haere ora, haere pai
Go with wellness, go with care

David Meates
CEO Canterbury District Health Board

If you have a story idea or want to provide feedback on *CEO Update* we would love to hear from you! Please email us at communications@cdhb.health.nz. Please note the deadline for story submissions is midday Thursday.

If you're not a staff member and you want to subscribe to receive this newsletter every week please [subscribe here](#).

Message to all who work in the Canterbury Health System

Kia ora tatou katoa

At its meeting last week the Board received and discussed detailed reports from the Chief Executive and Executive Management Team of the response of all staff to the dreadful events of Friday 15 March. In addition I was able to convey the assessments of the Prime Minister, and Minister of Health on behalf of the Government of how well our system had responded to all the challenges, based on their several visits in the interim to meet with staff, patients and the families of the victims.

All who have watched our collective health response unfold and evolve over this testing time have been hugely impressed by the skill, empathy and dedication which all of you have brought to your many tasks. We should all be pleased that we have provided excellent care to the original 48 patients, and that now fewer than half of them are still in hospital. But the complexity of their injuries and the care they continue to require emphasise that our job is not yet done. This is just the beginning of a long journey of healing for them, and for us all.

Those expert in these kind of events tell us that there comes a time, after we have processed what has happened and shared our grief; when we have expressed our outrage and determined that adversity will only make us stronger and more cohesive as a community, that we must begin the process of recovery. It is my sense and hope that following today's National Remembrance Service we can begin that transition to supporting the long term recovery and wellbeing of our people. As well as providing continuous community-based care for those that were hurt, we must be prepared to support everyone who has been traumatised by recent events for the foreseeable future.

Out of this disaster has come reaffirmation. Never has there been a clearer demonstration of the importance of an integrated health system. From primary and other

community based care, through to the hospital and specialist care, all have played a vital role and will continue to do so. There is every faith that you will continue to do an outstanding job.

Throughout this most testing of times the Board has been very proud of you and of us as a system, of all you have done for this community, and for the world class care you have shown when it was needed most. I have been particularly moved by the acknowledgements and tributes which continue to arrive: so richly deserved but so easily overlooked as we take care of the more immediate challenges we face. Many of you will be physically and mentally exhausted but I hope you can take some comfort in the knowledge that the part you have played is so greatly appreciated by our community.

So, thank you from me personally, from the Board who has asked me to be sure and pass on to you their sense of pride and gratitude, and from the community that lies at the heart of all you do and from the nation gathered here today.

Ka mahi te tawa uho ki te riri – Well done, you whose courage is like the heart of a tawa tree.

Ki te kotahi te kākaho ka whati, ki te kāpuia, e kore e whati – If there is but one toetoe stem it will break, joined together they are unbreakable.

With kind regards

Dr John Wood,
Chair, Canterbury
District Health Board



LOTS ON YOUR PLATE?



For ideas on looking after yourself even when life's busy, visit: allright.org.nz/work

Understanding how we are feeling

We know after events like this people feel a range of emotions and physical reactions.

Emotions swing around and change over the course of the day. These can include, anger, irritability, guilt, sadness, fear and being overwhelmed.

You may also experience some physical symptoms, most notably fatigue, exhaustion and muscle tension.

While these reactions are uncomfortable and new, they are normal reactions to the very abnormal events we've gone through. They will usually settle over time.

Practical tips for looking after yourself



Rest – your body needs time to recover.

Take breaks during the day and on your days off.



Focus on your relationships – emotions are really high.

Don't take outbursts personally, avoid withdrawing, be kind to yourself and to others.



Stick to routines if you can – they help us feel in control and free up our brains.

Eat regularly, try to go to sleep at the same time each night, and spend some time moving your body.



Do what makes you feel good – this will help your brain and body refuel.

Remember to make time for the things you enjoy as they're the first things we stop doing when under pressure.



Head outside – nature and activity are good for you.

Getting outside and moving reduces muscle tension and helps you feel better.



Take a break from news and social media. It pulls us in and makes us focus on the worst.

Turn it off.

Options for accessing help include:

- › Contact 1737. This free helpline can be called or texted **anytime**.
- › Consult your GP.
- › Speak with your team leader, manager or clinical leader.
- › Call our Employee Assistance Programme [EAP] on **0800 327 669 anytime**. EAP provides free counselling for people and their families. This service is available for all staff, contractors, students, volunteers, interns, and spouses/partners to access as needed.
- › Contact Workplace Support on **0800 443 445** to arrange face-to-face support while at work.



Special bouquets

It is heart-warming to know that our colleagues all over Aotearoa and the world are thinking of us all. Here are some messages that we have received.

God bless you all, from North Shore Hospital, Auckland

I am a Night Lead for the orderlies at North Shore Hospital in Auckland. Our team would like to thank the staff at Christchurch Hospital for all the work you do in saving lives and helping the families that were hurt. Our team are thinking of you. God bless you all and keep up the good work.

Thank you, from a social worker at the Perth Children's Hospital

I want to extend my regards, respect and compassion to my social work colleagues in Christchurch. I want to acknowledge the current horror you are all dealing with while also trying to assist others. I am feeling it here as a Christchurch native. Our city has been through too much. Thank you and your extended network of colleagues for the work you are doing.

Suzy Ruddenklau, Child, Adolescent and Family Mental Health Service, School Based Mental Health Team

A big thank you to Suzy for collaborating with the teachers at Te Waka Unua Kura in the last term of 2018 and teaching my daughter's Year 2 class about how to handle worries. My daughter told me she coped with the recent March 15 lockdown at school by using the breathing exercises that Suzy taught her. She was able to notice the changes in her body and brain and chose strategies to help herself feel calmer. Thank you for giving our children such valuable skills.

A big cuddle, from a family in Papatoetoe

Hi, just a quick note to congratulate everyone who was and still is helping the shooting victims and their families. We send a big cuddle to you all.

Letter from a student at Rolleston College

Dear doctors, nurses and surgeons,

Thank you for everything you have done for our community especially these past few days. We really appreciate how many lives your teams have saved in these last horrific days. We acknowledge all your sleepless nights trying to save the people in critical conditions and we respect you. Thank you for everything you have done and for showing kindness and love to our community.

Aroha from Hamilton

On behalf of the Braemar Charitable Trust, I want to pass on our heartfelt thanks to our Christchurch colleagues for not only providing compassionate care and support to the many victims and grieving families resulting from the terror attacks last Friday, but also to acknowledge the tough road ahead for you and your team. We appreciate the challenging and traumatic circumstances faced by, in particular, your emergency team and the tireless around the clock care they have provided and know this will have taken a personal toll on them and their families. We hope that our message of thanks will provide some comfort, as they seek to process and reflect upon this terrible tragedy. We, like all New Zealanders, are shocked and saddened by

these events, but know this has brought us together and made us stronger and more united, as New Zealanders.

Kindest regards and aroha to all, Manager Braemar Hospital Paula Baker.

To our dear colleagues in Paediatrics, from Southland Hospital

We can't imagine the terror of Friday and know you will have all been impacted on the wards. Please know we are all thinking of you and your families. New Zealand is truly a wonderful country and we will rise above this hatred and move forward.

All our love, Charge Nurse Marie Irvine and all the staff in Paediatrics in Southland Hospital.

From a member of the public who sought refuge in the Patient Information Office on Friday 15 March

I want to apologise for my expectations on Friday but at the time I just felt overwhelmed as to how to get home. In retrospect I realise it would have been quite safe to walk in to the bus exchange but at the time, as on the night of the first earthquakes, it was like being alone and completely inadequate in knowing how to cope. Thank you and your co-workers for the safe haven of your office and your kindness in getting me home safely when all you really needed was to be home with your loved ones. Many, many thanks.

Big Shout Out

To Canterbury DHB's Communications team

I just wanted to acknowledge what a wonderful role your team have had over the past week (always actually but specifically the past week). It has been such a high emotion time for everyone and the way you have all reported this from a DHB perspective reflects the professionalism of Canterbury DHB. I watched the Facebook stream of the interviews and was so proud of them all and that I am part of this organisation. Many thanks and I am ensuring all our team at Christchurch Women's know this is on Facebook should they choose to watch it as we have held them all up in admiration since last week for their collective response to such tragedy.

From: Director of Midwifery Christchurch Women's Hospital Norma Campbell.

#carestartshere

NEED TO TALK?



**free call or text
any time**



Bouquets

Ward 16, Christchurch Hospital

I can't even wait until the end of my day to write this. Every single nurse looking after me on this ward has been amazing. They provide a high level of care whilst ensuring your dignity is intact. Additionally the staff talk to each other in a very respectful manner. I'm guessing the charge nurse of this ward is an excellent person, as the culture within the ward is one of kindness and respect. As a patient I feel as though I have an advocate at all times. Thank you for supporting me through a huge time in my life.

Rex, Radiology Department, Christchurch Hospital

Rex was tending to my husband as a follow up to surgery and noted that he had pain in his left thigh. Rex decided to take my husband to the Emergency Department. This move saved my husband's life as unbeknown to Rex or myself he was struggling with a chest infection which developed into a critical situation. I would appreciate the opportunity to personally thank Rex myself.

Emergency Department (ED), Special Progressive Care Unit (SPCU), Ward 15, and Occupational Therapy, Christchurch Hospital

I was admitted to hospital through ED which ended with an emergency operation. The care I received from

the front desk at ED right through to the X-rays, operating theatre, recovery, SPCU, the people who take the blood, Occupational Therapy and finally being discharged from Ward 15 was amazing. The total care, respect and understanding could not be faulted. I am grateful for the amount of kindness everyone showed me. The food service staff were wonderful, as were the cleaners. Everyone played a major part in my care. Thank you all. Your selflessness, compassion and integrity is amazing.

Urology Department, Outpatients, Christchurch Hospital

After many visits to Urology I have found the reception staff and volunteer support person to be most courteous, friendly and helpful to everyone who attends this department. The service of all the doctors, nurses and staff is exceptional. From the time you arrive they are great. It is a lovely friendly atmosphere and makes attending appointments much easier and happier. Once again, thank you for making these appointments a lot easier to contend with.

Rachael, Dietitian, Level 3, Outpatients, Christchurch Hospital

Dietitian Rachael is very good. I thoroughly recommend her and would like to thank her very much.

Level 4, Outpatients, Christchurch Hospital

Awesome nurses and doctors. Receptionist was lovely. Good communication for us to follow, love the area and didn't wait long for an appointment. Thank you for a wonderful service.

Security, main reception, Christchurch Hospital

Thank you for letting me stay here to wait for my ride. I come from Invercargill. I wasn't a patient but I am type 1 diabetic. Just thanking you.

Ward 19, Christchurch Hospital

The staff are amazing. Thank you.

Emergency Department (ED) Christchurch Hospital

Just wanted to thank the team in ED for seeing me and being very thorough with their testing of me. Everyone was very professional and friendly, good at keeping me informed at every stage of what was happening. Thanks again.

Christchurch Hospital

All the staff here are absolutely amazing. So helpful and kind.

Ward 25, Christchurch Hospital

To all the amazing staff on Ward 25. Each one of you made my friend's time here on the ward so special. She shared with me often how wonderful

you all were and how committed you are to your nursing careers. You made her feel looked after and special every day. Heartfelt thanks.

Ward 27, Christchurch Hospital

Thank you all so much for the caring and dignified way you treated Mum during the time she was with you. The kindness and compassion shown to both Mum, my sister and myself was simply wonderful. Thank you all so much.

Ward 16 and 17, Christchurch Hospital

Great nursing staff, very efficient and caring.

Wards 12 and 10, surgical theatre and Intensive Care Unit, Christchurch Hospital

This is to say a big thank you to all staff associated with my stay in Christchurch Hospital for a double bypass and valve replacement operation. All staff members of Wards 12 and 10, the surgical staff, the follow-on care staff and the ancillary staff were professional and patient, putting their medical knowledge and skills into practice with tremendous compassion. I am recovering well and getting stronger every day.

Physiotherapy team, Burwood Hospital

This is to say a big thank you to your fabulous team at Burwood Physio! I (unfortunately) have had two significant accidents in the last two years and have been wonderfully looked after by Sandra to (literally) get me back on my feet, with other physios along the way and sessions in the pool. There is always a calm, happy atmosphere in the department. Your receptionists are great too and a special mention to Caro, who has to be the best receptionist I have ever come across! She is always chirpy, polite, positive and very efficient, always rings back if she says she will. Despite my circumstances it was always a pleasure to come to your department so please pass on high praise to all.

Lysa Coburn, Physiotherapist, Christchurch Hospital

I want to say a huge thank you to Physiotherapist Lysa Coburn. Her knowledge and ability to clearly explain things were so incredibly helpful. She was efficient and professional in every way.

Emergency Department (ED) and Bone Shop, Christchurch Hospital

I received fantastic treatment right through, from arrival at reception to ED, X-ray and the Bone Shop. I would especially like to give feedback about Nurse Jill and the team in the Bone Shop who were awesome. So caring, skilled and knowledgeable. They went the extra mile for me after a long and difficult day coming in from Mount Cook. You should be proud to have them on your staff. Thanks again, awesome work.

Ear Nose and Throat Department (ENT), Christchurch Hospital

During early January I experienced a sudden onset of hearing loss. I wish to bring to the attention of Canterbury DHB what a wonderful service you have. In the first instance I went to my local GP. I was treated kindly and made to feel cared for. A referral was made to ENT and I had an appointment booked for the following week. My health and hearing deteriorated so I was placed on the Acute Demand appointment scheme. I was seen every day and my health monitored for changes. I attended two ENT appointments at Christchurch Hospital and felt that I had amazing care and support from everyone I interacted with. I also had a MRI scan at Burwood Hospital a few weeks later. The care and attention was second to none. I can't remember the name of the Irish gentleman who looked after me during this visit but he was incredible, putting me at ease and explaining everything really clearly. Against everyone's expectations I am pleased to say that my hearing has returned to normal. I put this

down to the speed at which I was seen in the first instance and the ongoing care I received on the Acute Demand scheme.

Radiology Department, Christchurch Hospital

Thank you for care and X-rays.

Christchurch Hospital

As a visitor I am constantly very pleased with the care and courtesy shown to both my sister who is a patient and myself.

Ward 16, Christchurch Hospital

Caring, supportive team. Well looked after. Thank you.

Ward 23, Christchurch Hospital

Sincere thanks to the very professional medical staff. All the doctors, Heidi from surgery and the incredible nursing team – Willy, Monica, Violet, Aleisha, Grace and Rhoda. Donna was very kind and helpful too.

Nurse Roy, Ward 19, Christchurch Hospital

I would like to give a huge compliment to Nurse Roy on Ward 19. Thank you for all you have done over the weeks for our mum. Not only were you a lovely nurse, you treated us like humans, not just patients. Thank you.

Helicopter service, Emergency Department, Intensive Care Unit (ICU), and Special Progressive Care Unit (SPCU), Christchurch Hospital

Thank you more than anything. You saved my stepdad after a car accident that should have killed him. I can never thank you enough. You're all heroes. Much love.

Ward 28, Christchurch Hospital

We appreciated the effort Catering Assistant Shirley went to. She went beyond the call of duty. We also want to acknowledge the effort by all staff in assisting with my care.

Outpatients, Christchurch Hospital

Today was the best hospital appointment I have ever had. Check in was super-efficient, receptionists Steph and Karen were smiling, kind and respectful, and the doctor was on time. The area was clean and quiet and flowing well. Self-check in is easy, overall it was fantastic. I can honestly say that a smiling, genuinely kind receptionist is a huge plus.

Emergency Department, Christchurch Hospital

I had the misfortune to be kicked in the face by a horse. I was rushed to ED at Christchurch Hospital. I would like to compliment the staff on their care and the first class service I received. Nurses Wendy and Carla, Registrars Ryan and Zoe and many others. I can't speak highly enough of your care.

Ward 11, Christchurch Hospital

My mother-in-law has been a recent patient in Ward 11. I spoke to her last night upon getting home and her words to me were "I couldn't have asked for better care from any of the staff all of the time that I was there". Thanks so much for all that you did for her. Please pass on the family's thanks to all concerned.



SICK CHILD?

Make your GP team your first call 24/7

Canterbury
District Health Board
Te Pori Hauora o Wairarapa





The SI PICS Regional Support team – ISG’s first virtual regional support team

The Regional Support team that was formed as part of the SI PICS rollout across Canterbury and Nelson Marlborough DHBs is now fully operational.

This team works alongside these two DHBs, troubleshooting application issues, facilitating enhancements and managing the many upgrades to the application, among other things.

This is truly a virtual regional team with members based in Canterbury, Nelson and on the West Coast who share their individual skills and experience to support the application in a coordinated approach.

Between them, they bring capabilities in supporting and implementing patient management systems, Emergency Department nursing experience, training skills, proficiency in extracting statistical information for the Ministry and years of experience working with projects and business applications.

While the concept of working in a virtual environment is relatively common these days, it has taken a high level of creativity for the team to overcome the challenges of geographic dislocation. By defining and setting up the communication channels at an early stage, they have been able to engineer well-defined work systems, multiple communication tools and establish regular team meetings.

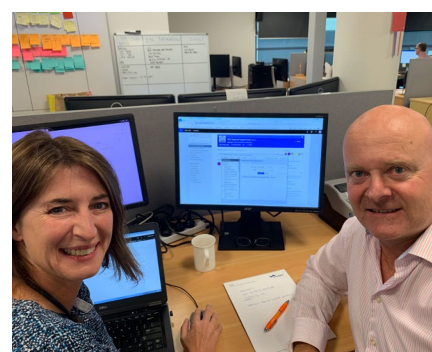
For example, they catch up through two scheduled teleconferences per week, use tools such as Yammer to share information and collaborate, use SharePoint as a document repository, and Jira for their Scrum boards (a board that displays issues from one or more projects).

The plan for the future includes having a fully cross-skilled team with a

rotating roster of work that will potentially expand as SI PICS is rolled out to the rest of the South Island.

Having a team of subject matter experts focused on continual improvements should bring substantial benefits to all the DHBs across the region. The team aims to provide quality regional support, working closely with all SI PICS operational groups to prioritise enhancements and facilitate requested changes to improve the user experience. Over time, all DHBs that use SI PICS can expect enhanced business processes, improved usability and better data quality.

Although you may not see the team members in a more conventional, standard office, they are working tirelessly in the background to ensure that SI PICS is a valuable tool in the workplace.



Karen and Leon (Canterbury DHB)



Deb
(West Coast DHB)



John
(Nelson Marlborough DHB)



Michelle
(Nelson Marlborough DHB)

Symbol of love and peace presented to Christchurch Hospital

A group from Hawaii placed part of a large lei at Christchurch Hospital last week as a sign of peace, love and unity.

The 'Lei of Aroha for World Peace' was made from 14 trucks' worth of hand-plaited ti leaves (the Hawaiian cabbage tree). It took 400 people three-and-a-half days to create the 1.6 kilometre-long lei.

The leaves were cut off the tree then boiled before being woven into the rope-like lei that was flown 7000 kilometres to New Zealand under careful quarantine.

Other parts of the lei were placed at the Masjid Al Noor and Linwood Masjid mosques, as well as places such as the Police, Christchurch City Council and the Justice Precinct. Leis of Aroha have also been presented to other places where there have been mass killings, such as France, Orlando and Las Vegas.

The message from the Hawaiian people is that we are divided by the Pacific (which means peace) Ocean but even though this sea separates it also joins us. The lei brings us together to grieve, to heal, to connect and to lift our collective spirits.

Nursing Director Haematology, Oncology, Palliative Care, Ambulatory Care and Afterhours Debbie Hamilton says staff were honoured to receive the lei.

"They felt privileged to be supported in such a lovely and thoughtful manner by our Hawaiian connections."



From left, Senior Operations Manager George Schwass, Kahu (Hawaiian priest) Kimokeo Kapahulehua and Intensive Care Unit Nurse Manager Nikki Ford



Hawaiian group singing to Christchurch Hospital staff



Some of the Christchurch Hospital staff who have been directly involved in the emergency response holding the lei

It takes a team to prevent a fall – Be part of the team

It's that time of year again. It's getting darker earlier and cooler in the morning, leaves are beginning to turn and everyone except the Saturday night shift gets an extra hour's sleep.

A morning tea shout might be just what your team needs! Check out the next page for this year's April Falls competition. It encourages you to refresh your falls knowledge by doing the new South Island Generic Fall-Prevention Self Learning Package (RGHS104) in healthLearn.

Everyone who successfully completes the package between November 2018 (when it was released) and 30 April 2019 can enter. Just email a copy of your certificate (a photo taken on your phone will do) with the name/number of your ward to Zoe.Protos@cdhb.health.nz or send to Corporate Quality & Patient Safety, Level 1, 32 Oxford Tce.

Each division has a morning tea shout up for grabs for the ward with the highest percentage of staff completing the package, and a lucky dip draw for a coffee card.

Each year we look for different and creative ways to highlight the importance of preventing falls and the harm they cause. This year we are redesigning posters, and there'll be a new screensaver, an email signature and an intranet banner.

The theme this year is 'It takes a team to prevent a fall' and emphasises that the patient and their family are important members of the team. By partnering with patients and their families we empower them to take control and seek help if they need it– it could be as simple as reminding them to 'call, don't fall' while in hospital, or check their home for hazards that could contribute to a fall.

In addition to the new healthLearn package, a number of other key fall prevention resources were updated last year – make sure you check them out if you haven't already:

- › NEW [Hospital Fall Prevention Procedure](#) – approved late December 2018. This procedure replaces the old Hospital Fall Prevention and Management Policy

It takes a team to prevent a



- › [Safe Mobility; Reducing your risk of falling while in hospital](#) patient and family information pamphlet – the revised version was released in October 2018. Please make sure you are using the latest version
- › [CDHB Hospitals Visual Cues for Safe Mobility](#) staff user-guide – the revised version was released on 28 June 2018
- › [Guideline for the use of appropriate footwear while in hospital to promote safe mobilising and functional recovery](#) – This replaced the guidelines for non-slip sock use in April 2018
- › [Education and Resources for Falls](#) intranet page – this is regularly updated and contains key fall prevention resources and useful links for staff.

For more information on the competition and what's planned for this year's April Falls Awareness Campaign check out the [April Falls 2019 Campaign intranet page](#). This will be refreshed regularly as activities take shape and grow. It also has the names of key contacts in your area in case you want to get more involved.

APRIL FALLS

WIN A MORNING TEA SHOUT

April is Falls Awareness Month

Complete the **NEW** falls prevention healthLearn package by 30 April 2019 and be in to win a coffee card for you or a morning team shout for your team.

To Enter

If you've successfully completed the RGHS104 falls prevention package on healthLearn, email or send a copy of your certificate with your ward name/number to

Zoe.Protos@cdhb.health.nz

Corporate Quality and Patient Safety
– Level One, 32 Oxford Tce.

Entries close on 30 April 2019

[It takes a team](#)

Innovative peer support model set to be a game changer for consumers of opioid substitution

A new peer support model for Canterbury consumers of opioid substitution treatment has been described as a first for New Zealand.

The model, launched 18 months ago, was co-designed by Canterbury DHB's Christchurch Opioid Recovery Service (CORS) and the non-government organisation (NGO) Odyssey House.

What makes the initiative unique is that peer workers are based at the NGO rather than inside the Canterbury DHB's addiction services.

"It's the first time in New Zealand that we've had a peer support model specific to opioid substitution treatment and led by the NGO service," said Christchurch Central Service (CCS) Peer Support Team Leader Marc Beecroft.

"Peer support has usually been done from inside the treatment service's organisation," he said.

"Clients see this level of independence as beneficial. It encourages more trust and they are more likely to engage in treatment."

The CCS peer workers were using their own computer database so that information passed between the patient and the peer worker was kept confidential.

Beecroft said peer support had been the catch-cry from across the addiction consumer network for at least a decade.

"To have Canterbury DHB's Planning and Funding unit respond to this call is very pleasing indeed," he said.

A recent survey of opioid substitution treatment (OST) consumers at Hillmorton Hospital's Kennedy Detoxification Unit showed overwhelming support for the initiative.

The vast majority of survey respondents said they "agreed" or "strongly agreed" that the co-designed peer support model was helping in their treatment.

One recent example of the initiative's success was a consumer who had been struggling to be stabilised on OST and was reporting illicit drug use to manage withdrawals.

The consumer met with a peer worker for eight face-to-face contacts over a four-week period. The meetings helped the consumer to reduce illicit drug use and discuss their issues with the establishment nurse at CORS.



Christchurch Central Service (CCS) Peer Support Team Leader Marc Beecroft

The consumer was now stable after being successfully established on OST and was in weekly contact with the peer worker.

"Consumers believe that because the peers have had the same lived experience as them, they understand what it is like to be on OST," said Beecroft.

Beecroft acknowledged the contribution of the initiative's governance group – Dr Alfred Dell'Ario (Clinical Director Specialist Mental Health Services Addiction Services), Dr Carmen Lowe (CADS/CORS Clinical Head), Kaye Johnston (CADS/CORS Service Manager) and Nigel Loughton (Odyssey House Clinical Director).

The governance group saw the co-designed peer support model as fitting within the recommendations of the Government's recent Mental Health and Addictions Inquiry.

Alfred Dell'Ario said the impact of peer support on alcohol and drug treatment could be compared to world-changing medications.

"The innovation of peer support in alcohol and drug services will have the same impact as when penicillin arrived," he said.

Macintoshes will soon be out, and Haines TouchDRY™ will be in

A planned change in the product used to keep patients dry and damp free is being rolled out in May, when the Haines Medical Australia TouchDRY™ Absorbent Pad (TouchDRY) will be replacing the Macintosh (a waterproof sheet) and draw sheet combination currently used across Canterbury DHB.



Haines offer variations of TouchDRY for general use, including in maternity areas and in operating theatres

Two years ago, the Canterbury Linen Service (CLS) advised Canterbury DHB that the material used to make the plastic Macintosh sheets would become unavailable. In addition, clinicians requested a review of the use of Macintoshes on patients' beds due to the negative effect on skin integrity. The Canterbury DHB Clinical Linen Liaison Group decided there was a need to find a new product that would replace the traditional Macintosh and draw sheet.

Over the last two years, trials of non-disposable products were undertaken but many were found to not be fit-for-purpose because of the impact on skin integrity, as well as the inability to last multiple washes. The group then looked at disposable options, preferably with some biodegradable qualities, finding that, of the options reviewed/trialled, TouchDRY had the best combination of the desired qualities.

TouchDRY is a latex-free pad with a breathable backing that wicks away moisture to protect patients' skin. It is also partially biodegradable – a feature that is rare for these types of product in the market. As its primary purpose is removing moisture, it must not be used to move patients.

"Reduction in pressure injuries is an area of ongoing work for Canterbury DHB. The use of a product such as TouchDRY, which absorbs moisture while preserving the moisture balance of the skin, is paramount in maintaining skin integrity and preventing pressure injuries," says Director of Nursing Heather Gray.

Other benefits include reducing costs with appropriate usage, only needing to use one product (TouchDRY) instead of two (the Macintosh and a draw sheet), and the product being available through a New Zealand distributor, ensuring timely turnaround of supply.

"It's important to be discerning and selective around the use of TouchDRY and to only use it when indicated, and not just because we can," Heather says.

Before deciding on whether to use TouchDRY, staff will be encouraged to think of the following 'Three Rights' in order to make a call (adapted from the 'five rights of medication administration'):

Right patient, right assessment, right product.

"We must make sure the right product is used for our patients. This may be a MoliCare product in some instances, or a TouchDRY product in others. Assessment of this is a part of daily nursing practice," Heather says.

The use of TouchDRY will be a change to the way many of our frontline staff work, but rest assured – you won't be thrown into the deep end! Education sessions are planned, and further information on TouchDRY, such as how to use it (and not use it!), how to order it and how to dispose of it, will be communicated closer to the rollout time. Check out the tables below for the relevant dates.

An intranet page with further information is being worked on, and the link will be sent to Charge Nurse Managers to share with their teams in the near future.

Education dates

Christchurch campus, Burwood Hospital, Hillmorton, The Princess Margaret Hospital	From 1 April
Ashburton/Kaikoura/Greymouth and all other areas	From 16 April

Go-live dates for product launch

Christchurch campus, Burwood Hospital, Hillmorton, The Princess Margaret Hospital	6 May
Ashburton	13 May
Kaikoura	20 May
Greymouth and all other areas	27 May

New All Right? campaign reminds us we are all in this together

A new All Right? campaign reminds Cantabrians that in tough times we can go through a range of emotions, and we all work through them in our own way and at our own pace.

All Right? mental health strategist Ciaran Fox says tough times affect each of us differently.

"It's all right to feel upset, angry, helpless or on edge following the attack on our Muslim community. These are natural reactions to an extreme and upsetting event," says Fox.

The He waka eke noa campaign, meaning 'We're all in this together', reminds people that we need to be in the same waka, leaving no-one behind. It encourages people to think about where they're at and that others may be at different stages, feeling and doing different things and that's all right.

"Many emotions can be brought to the surface following a troubling event. Feeling a range of emotions is natural. The campaign highlights some healthy ways people can process what's happened and look after themselves and those around them."

Fox says that key to navigating this challenging time is to be aware of how you're feeling, and to give yourself time to do the things that feel right, such as sharing a cuppa or taking a breather.

If feelings of helplessness or sadness are too overwhelming, or you feel like you can't move on, support is available. You can free call/text 1737, 24 hours a day.

He waka eke noa draws on the skills and knowledge the Canterbury community has built up following the earthquakes, and builds on the incredible amount of kindness and compassion that has been on display since the 15 March attack.

Street posters, corflute signs and washroom posters are going up across Canterbury, and 8,000 postcards are being distributed through cafés. In a departure from previous All Right? campaigns, there will be no paid advertising on Facebook or Instagram.

"We're not advertising on social media until we're confident that Facebook's proposed actions to prevent offensive material being uploaded and shared are effective," says Fox.

Fox says He waka eke noa has been developed to support the mental health and wellbeing of the whole Christchurch population.

"While our pre-testing with some of those most affected by the attack on 15 March has shown the messages

are appropriate, there are other supports and services available and being deployed to assist Canterbury's Muslim community right now."

All Right? is grateful to those in Canterbury's Muslim community who have informed the development of the waka eke noa, and to the Mental Health Foundation of New Zealand for helping fund the campaign.

To view the campaign visit www.allright.org.nz



Artwork dedicated to manager helps brighten up the Avon Café

Last week, a beautiful, bright piece of art was unveiled in the Avon Café at Hillmorton Hospital. The artwork was created by the sensory craft group of Tupuna Villa with the guidance of Specialist Mental Health Services Occupational Therapist Emma Feringa. It was produced using watercolour, rock salt and Indian ink.

At the request of the artists, the piece has been dedicated to the late Kath Low, former Avon Café manager, who passed away in February this year and who was very much loved by everyone at Tupuna Villa.



Dragon boating gold for physiotherapy assistant

Cathy Butler, a physiotherapy assistant in the Burwood Spinal Unit, competed in the South Island Dragon Boat championships on Saturday 23 March at Lake Hood.

She gained outstanding success in the Premiere Mixed Crews and won gold medals in 200m, 500m, and 2000m races. She will now compete in the National Dragon Boat Championships at Lake Karapiro on the weekend of the 5-6 April. Her colleagues from the Spinal Unit wish her huge best wishes and congratulate her on this local success.



Cathy Butler and her South Island dragon boating gold medals

Artefacts and awards on display in Pharmacy department

During a 'dump the junk' exercise Pharmacy Service Manager Joanna Batcup came across a number of pharmaceutical artefacts.

"This got me thinking," she says.

"After 34 years in pharmacy I have seen huge developments from compounding sachets, suppositories and capsules, hand writing labels and recording dispensing in registers to aseptic compounding of complex parenteral nutrition, reconstituting chemotherapy regimens, electronic prescribing and dispensing."

"Being aware of your past is essential to understanding your identity in today's world, so I thought that it was

important that we shared this with our colleagues and patients," she says.

As a result the Pharmacy department now has a display cabinet containing a selection of these artefacts as well as awards staff have received over recent times.

Executive Director of Allied Health Jacqui Lunday Johnstone cut the ribbon on the cabinet and joined the Pharmacy team for a morning tea to celebrate. Since its opening the contents of the cabinet have instigated conversations from colleagues and patients, interested in the history and the successes of our staff, Joanna says.

"If you're passing by, please do pop in and have a look."



Right, Pharmacy Service Manager Joanna Batcup looks on while Executive Director of Allied Health Jacqui Lunday Johnstone cuts the ribbon on the new display cabinet



Centre, Dispensary Supervisor Janelle Kennedy and other Pharmacy staff looking at the new cabinet



The Pharmacy team who came together to celebrate

Loved every day of long nursing career

As soon as she walked into nursing training as a 17-year-old she knew it was for her, says Pat Mainwaring, who has just retired from a 59-year career, over 38 of those working at Canterbury DHB.

"I loved it and I have loved every day of my nursing career. Of course you have your good and your bad days but along with my husband and five children it has just been the best thing in my life."

Pat worked first as an Enrolled Nurse before moving to Nelson and training to become a Registered Nurse. She moved to Burwood Hospital in 1980 and then worked in Christchurch Hospital, mainly in Ward 20.

"It's a good environment to be in. The patients come from all walks of life and are all interesting and different and lovely to work with. I have no complaints."

In a way she wishes she didn't like her job so much as it would make it easier to leave.

"But I am fortunate, I have had very good health and been able to work," says Pat, who turns 77 in August.

Her experience at Christchurch Hospital has been "wonderful".

"The staff are like my family."

When her husband was ill in hospital for eight weeks the support she had from hospital staff was "overwhelming".

"They really do care," she says.

Charge Nurse Manager, Ward 20, Sharon Minchington says Pat is greatly liked by staff.

"Pat has never lost her passion for caring for her patients and she has never wavered in ensuring the provision of safe and empathetic care despite seeing many changes in nursing delivery models over the years."



Pat Mainwaring (centre) surrounded by her colleagues

Tandem bike available for hire

This tandem bike is available to be used by caregivers of vision impaired or otherwise disabled children, or children who are not competent or confident to ride unassisted.

You can also use the bike if you know of a small adult (under 1.52m – 5 foot 3 inches) who would like to have a go on a tandem.

The bike is suitable to be ridden at the front by an adult of average to tall height. It is free to use, but donations to BuyCycles are welcomed. Helmets are not supplied.

Christchurch father Rory Jones, whose own children have grown out of the tandem, donated it with the intention of creating an opportunity for disabled children to experience the joy and freedom of riding a bike with someone.

Rory, an engineer, who says he “lives on bikes” tells the history of his tandem bike like this:

“Rory and Jane liked bikes and they got married. Bri and Rose liked bikes too and they liked Jane and Rory so they got a bicycle built for two to help them celebrate being married.

Rory and Jane liked the bicycle for two but before they knew it two had become four and they needed a bigger, better bicycle so their original bicycle for two spent a lot of time not being used.



Paul and Steph had a son Alex who couldn't ride a bike by himself. Rory and Jane thought this was very sad so they gave the bicycle made for two to Paul, Steph and Alex. Alex was very happy.

Alex grew to become a strapping young man and became too large to fit on the bicycle made for two. Alex was sad. But it is now time for the bicycle made for two to help make other people happy.”

Please book through Meg Christie on meg.christie@cdhb.health.nz.

Free staff flu vaccination clinics start 9 April

CHECK OUT MAX FOR MORE INFORMATION

One minute with... Edna Byron, Nurse Educator, Neonatal Service

What does your job involve?

Being involved in the recruitment process; orientation planning and delivery; ongoing professional development; sourcing and resourcing for the neonatal staff; interprofessional education; teaching and facilitating for the Ara Institute of Canterbury, the Professional Development Unit and the primary birthing units in my capacity of CPR and Newborn Life Support instructor; attending campus wide committee meetings to ensure the neonatal service needs are represented; and meeting, greeting and orientating student nurses and midwives on behalf of the service.

Why did you choose to work in this field?

I have always enjoyed imparting my knowledge to others throughout my career.

What do you like about it?

The variety of activities I can be involved in. No two weeks are the same.

What are the challenging bits?

Planning the education programme for the year then trying to execute it smoothly while incorporating the extra loads that recruitment brings.

Who inspires you?

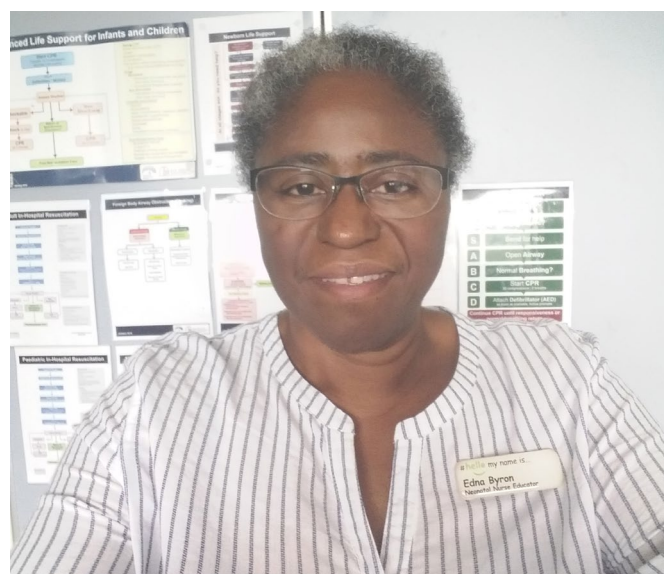
The late great Nelson Mandela who, in spite of all the challenges and adversity he had in his life, you rarely saw without a smile.

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

I am proud to be a member of an inter-professional team that upholds Canterbury DHB's values. As the educator, I am responsible for orientating new staff to the service culture of best practice, patient safety, and putting the baby and family at the centre of all we do.

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

I don't use LinkedIn, however, most people do not know that I have represented New Zealand four times on the international stage as a member of Christchurch City Chorus of Sweet Adelines, have three international medals, and plan to travel with the chorus for another international competition in September.



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

On the island of St Vincent and the Grenadines in the Caribbean, my country of origin and where I will be retiring eventually.

What do you do on a typical Sunday?

After attending church, I don't have any typical Sunday activities, but gardening and singing usually feature at some time over a weekend.

One food I really like is...

Sun-ripened mangoes. The ones in the supermarkets here do not compare.

My favourite music is...

I have an extremely eclectic taste in music, but anything with a beat that I can dance to is rated highly.

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

Canterbury Grand Round

Keep an eye out for the Daily Global this week for more details

Friday 5 April 2019 – 12.15pm to 1.15pm, with lunch from 11.50am

Venue: Rolleston Lecture Theatre

Speaker 1: Dr David Jardine, General Medicine
Details to come

Speaker 2: Dr Jeffrey Ngu, Gastroenterology
"Fatty Liver Epidemic"

Chair: Matt Doogue

It is requested out of politeness to the speaker that people do not leave halfway through the Grand Rounds.

This talk will be uploaded to the staff [intranet](#) within approximately two weeks.

Video conference set up in:

- > Burwood Meeting Room 2.6
- > Wakanui Room, Ashburton
- > Administration Building, Hillmorton
- > The Princess Margaret Hospital, Riley Lounge

All staff and students welcome.

Next is – Friday 12 April 2019

Rolleston Lecture Theatre

Convener: Dr R L Spearing – ruth.spearing@cdhb.health.nz

48-Hour Health Challenge

11 – 12 May

Come up with ideas to tackle some of the biggest problems facing the health sector.

Cash prize pool of \$3,000!

Find out more and sign up now - it's free!

www.canterbury.ac.nz/uce

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Tackling men's health – the scope of the challenge

Emeritus Professor Alan White | Leeds Beckett University, UK

An overview of the challenges facing men their health and how different sectors are working to make a difference globally.

Issues such as high levels of premature death due to preventable causes, worrying increases in mental health problems, an increasingly aged male population, and the complexity of men's place in a changing world combine to make this a public health imperative.

About Alan:

Alan has an international reputation and profile in Men's Health. Alan's work includes heading up an international team of academics to complete the European Commission 'The State of Men's Health in Europe' Report, and as a collaborator on the European Commission funded 'Role of Men in Gender Equality' study. Alan is part of the EUGenMed network. His research includes work on men's experiences of illness including coronary heart disease, diabetes, prostate and penile cancer.



2 April 2019

11am–12 noon

Beaven Lecture Theatre, 7th Floor
University of Otago, Christchurch

Choosing Wisely NZ Forum

2019

CONTINUING THE CONVERSATION

Choosing Wisely supports reducing unnecessary tests, treatments and procedures in health care. This forum is an exciting opportunity for health professionals to learn more about how to develop and extend their Choosing Wisely work, and to hear from consumers.

TIME: 9AM - 5PM
DATE: MAY 10TH

TE WHAREWAKA, WELLINGTON

REGISTER NOW AT
WWW.CHOOSINGWISELY.CO.NZ



A COUNCIL OF MEDICAL COLLEGES
IN NEW ZEALAND CAMPAIGN
and part of Choosing Wisely work internationally

GUEST SPEAKERS



Dr Robyn Lindner



Associate Professor
Sue Crengle



Professor Tammy
Hoffman

Sleep in Aotearoa 2019

— Short Course —



“Circadian Biology”

Circadian rhythms are biological and behavioural processes that occur with a near 24-hour cycle. These rhythms are controlled by the circadian timekeeping system, which is made of a central brain clock and peripheral clocks in other parts of the body.

This workshop will introduce fundamental concepts relating to how the circadian timekeeping system functions, and how it is influenced by external time cues, such as light. This knowledge will then be extended to a real world example of challenging the circadian timekeeping system: shift work.

Circadian disruption and sleep loss are inevitable in 24/7 workplaces. This course will introduce how science can be applied to improve the management of the health and safety risks associated with shift work and fatigue.



Sleep in Aotearoa: [Conference registration](#)

Registering for short course only? E-mail: sleep@cdhb.health.nz