On Friday, Christchurch and Burwood hospitals welcomed His Royal Highness the Duke of Cambridge as part of his tour of New Zealand in the wake of the 15 March Christchurch mosque attacks. The Duke visited eight patients still in our hospitals after being injured in the attacks, and also spent time with those who were involved in the initial response who are continuing to care for the injured.

He listened to each patient and provided them with comfort and reassurances, telling them that millions of people around the world were hoping for their recovery, that no one but the perpetrator was to blame for what had happened, and that now was a time for us all to come together. Canterbury DHB Chairman John Wood, Director of Surgery Greg Robertson and Christchurch Hospital General Manager Pauline Clark took the Duke on a tour of the wards in Christchurch Hospital, where he also spoke with many staff who were involved in the response of the 15 March attacks – surgeons, Emergency Department staff, anaesthetists, nurses, social workers, supply staff, Food Services, orderlies, Security, Radiology, Intensive Care Unit and laboratories. He was also introduced to people from St John, the NZ Blood Service and Piki Te Ora, the general practice in Linwood who were among the first on the scene to help after the attack.

The Duke acknowledged the tremendous collective effort of staff, an effort that was hugely appreciated and acknowledged across the world.
Protecting ourselves and those in our care this winter

Last week I rolled up my sleeve and took one for the team with my annual flu shot, and I urge you all to do the same. Having the flu shot is your best protection against catching the flu, and importantly, having it also helps protect the more vulnerable people in our care.

So far, we’ve had 2728 staff vaccinated which is a great start. Remember, it takes two weeks for the vaccine to be fully effective so it’s a good idea to get it done as soon as possible before the peak flu season hits in winter.

You can find the next free staff flu vaccination clinics, and a list of authorised vaccinators, on Max and the intranet.

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

David Meates
CEO Canterbury District Health Board
Special bouquets

Thank you for your dedication and love towards the victims of the horrendous Christchurch terror attack. Your constant care and support towards the victims and their family members is greatly appreciated not only by them but also us, people around the world. We sincerely appreciate all that you do. Keep up the good work. Sending love from Jordan in Singapore.
Bouquets

Thyroid clinic, Christchurch Hospital

I want to thank you for the service you gave me. Dr Cawood and his nurse were really lovely, thorough, gracious and wonderful at explaining my condition. So this is a wee note to express my appreciation at being treated with respect and care. Blessings to you and sincere thanks.

Food services, Hillmorton Hospital

Thank you so much to the wonderful kitchen staff for all your yummy meals and suppers. Very much appreciated!

Cleaning staff, Hillmorton Hospital

Thanks to all the great staff who keep the hospital so clean and smelling nice and fresh – cleaning staff, you rock!

Acute Medical Assessment Unit, (AMAU), Christchurch Hospital

Thank you, AMAU team, for the care and attention of my dad, particularly as I live out of Christchurch. Very responsive, user-friendly conversations and follow up from the receptionist through to doctors. I appreciate all your kindness and care.

Jess, Ward 14, Christchurch Hospital

A couple of weeks ago there was a young nurse called Jess who looked after my mother-in-law in room 4. I just wanted to say how impressed I was by her warmth and care, carried out in such a professional way. It made such a difference to all of our concerns. Nurses do a wonderful job but a big thanks to Jess.

Emergency Department, Christchurch Hospital

I would like to thank the Emergency Department for their amazing service. I was a patient on Good Friday with atrial fibrillation. I had a great team look after me and my wife. I felt in really good hands. Nurses Rosalind and Tom were awesome plus the Irish doctor. They were very supportive, informative and all were very comforting. They explained every step with us both and constantly kept us up to date, giving the correct treatment so efficiently and quickly. There was a lovely lady from the food support staff who brought my wife a cup of tea and sandwich for after my procedure. I would like to say thank you for all your help. You are doing a great job under pressure at any time but especially over a public holiday period. Thank you.

Hayley, Ward 19, Christchurch Hospital

I have been a patient in the Orthopaedic Trauma Unit (Ward 19) for the last four to five days. I am not sure how staff are recognised for work well done but feel that Hayley needs some form of recognition for the amazing job she does. Hayley takes control of situations and manages them very well.

Acute Medical Assessment Unit (AMAU), Christchurch Hospital

I was sent home because of the shooting on Friday 15 March. The staff were amazing considering the circumstances.

Social Work Team, Emergency Department (ED), Christchurch Hospital

Always grateful for the work of Canterbury DHB. I would like to convey a special thank you to the social work team in ED. In the early hours of 24 April, my troubled daughter presented in ED. I can't recall the name of the social worker I spoke with but I was struck by both her compassionate understanding and professionalism. Thank you.

Harlem, Ward 14 Christchurch Hospital

I would like to take the time to pass on my thanks to Harlem who had been delivering the meals. What a thoughtful and considerate man – very professional in his approach to his duties.

Emergency Department (ED), Christchurch Hospital

We were referred to ED by our
local GP for assessment with our disabled daughter. I have to say how impressed we were with the wonderful, understanding service. The staff were amazing with her. We are so appreciative of nurse Kiri and Doctor Carla and the way they so calmly addressed the situation and dealt with her, keeping the stress levels so under control. To all of you, nurses and reception staff a huge thank you.

Big Shout Out

Huge thanks to our Burwood colleagues – Margo Mainwaring and team for their wonderful support and flexibility in supporting the diabetes endocrine clinical and administration teams during our time out of the Outpatients building. Your generosity has been greatly appreciated. From the Diabetes/Endocrine Services Team.

The Library

Browse some of the interesting health-related articles doing the rounds.

"Has the time come to treat depression with anti-inflammatory medication?" – An international meta-analysis carried out by iPSYCH researchers of over 10,000 patients has shown that anti-inflammatory medication can also be effective in the treatment of people suffering from depression. Further research on the links between the immune system and depression, as well as on using anti-inflammatories in treatment – both as monotherapy and as an add-on to antidepressants – is needed. From Acta Psychiatrica Scandinavica, published online: 12 April 2019.

"Engineers make injectable tissues a reality" – Researchers at University of British Columbia Okanagan campus in Canada have developed a cell encapsulation device in the hopes that the injection will help regrow damaged tissue. The process they have developed, which involves encasing the cells in microgel using a specialised blue laser, increases the cell’s survival rate. The team will soon begin looking at embedding different kinds of stem cells into the microgels. From Science Daily, published online: 25 April 2019.

"Guide to presenting clinical prediction models for use in clinical settings" – Clinical prediction models estimate the risk of existing disease or the prognosis for an individual, which depends on the values of multiple predictors such as age and sex. Presentation of this data can vary, and the authors describe four presentation formats, covering the pros and cons of each. They conclude the most appropriate presentation method should be determined through stakeholder engagement, including both healthcare professionals and patients. From British Medical Journal, published online: 17 April 2019.

If you want to submit content to The Library email communications@cdhb.health.nz.

To learn more about the real-life library for Canterbury DHB:

› Visit: www.otago.ac.nz/christchurch/library
› Phone: +64 3 364 0500
› Email: librarycmluoc@otago.ac.nz.
Countdown to the big move

It might seem like a long way off, but November 2019 will soon be here. This week we’re starting the countdown to the big move into Christchurch Hospital Hagley.

Some 30 weeks away, it’ll be among the largest hospital moves ever undertaken in Australasia.

A lot of work is going on behind the scenes to get everything prepared.

Over the coming months the Hospital Operational Transition team, led by Yvonne Williams, will bring you regular updates via this page of the CEO Update, as well as through many other channels – including videos, a Facebook group, Instagram and the Facilities team’s intranet area. Look out for the Operational Transitional team’s distinctive blue and pink Let’s Get Ready to Move branding.

Our sponsor for the process is General Manager of Christchurch Campus Pauline Clark, and she’ll be presenting regular video messages to keep us all up to date.

If you are moving to the new building, please take ownership of what you will need to do. The most useful things you can do now are:

› Identify your migration representative – each hospital area moving to the new building, e.g. Emergency Department, Radiology, Stroke, etc – has an appointed rep who’s working closely with the Transition team.

› Locate your nearest Let’s Get Ready to Move noticeboard.

› Read this column every week or look on the intranet here for the latest Hagley Operational Transition updates.

For any questions, drop a line to letsgetreadytomove@cdhb.health.nz and one of the team will respond.

Meet the Team

Full profiles are on the intranet of all the Hagley Operational Transition team, but over the next few weeks we will be introducing them in the weekly updates by asking “What excites you about the new Christchurch Hospital Hagley building?”

Yvonne Williams – Project Manager
- Hagley Operational Transition

I’m excited about seeing the user input into the facilities design become a reality with the key design principles supporting best process for patients, family/whānau and for staff.

Mary Griffiths – Clinical Manager for Stroke

I had a hand (as most did) in the design lab concept, mattress and bed trials etc. I’m excited about getting out of Riverside with its lack of air-conditioning and old stuff which always needs repair.

Kendyl Cole – staff nurse in ICU/ICU and RT2C team

I’m excited about having new facilities, more space and more light for our staff and patients.
ISG is getting ready for the deployment of the Microsoft Windows 10 operating system. As part of this deployment, some laptops and desktops will either be replaced or will have additional memory and storage added to improve their performance.

The move to Windows 10 will futureproof Canterbury DHB’s computer environment and ensure the latest features and security updates can be made available, including an upgrade of Microsoft Office.

Windows 10 also represents the launching point of a general modernisation of Canterbury DHB’s ICT services for the next 10 years and beyond.

This will result in several positive changes, including increased computer speed and performance. A longer-term goal of this project is to enable you to use your email address to log into everything, making things simpler, saving you time and enabling ISG to offer you a better user experience.

**What’s happening?**

Detailed planning is underway and we will start with a pilot rollout to a number of staff in May, prior to proceeding with an organisation-wide deployment of Microsoft Windows 10 and Office Suite. Subject to a successful pilot, the deployment is likely to start by July and will continue until early 2020.

ISG will give you advanced notice regarding the date of your deployment and will send you instructions on what you need to do.

Some of you will already be familiar with Windows 10 and Office Suite, having used them at home. However, for those that aren’t, ISG will be offering training sessions and post-deployment support.

**What’s in it for you?**

Some of you will get new laptops/desktops, especially if you have an older device. Even if you do not get a new computer, you can still expect the performance of your laptop/desktop to improve, once we have added additional memory and storage. Windows 10 starts up and then runs faster than other, older operating systems, saving you time, reducing frustration and allowing you to work more efficiently on your computer.

Security is important for everyone at Canterbury DHB, with many of you having access to private and sensitive information (patient information, for example). Windows 10 has some major security enhancements, allowing you to better protect the sensitive information that resides on your computer.

Windows 10 improves usability too, with more advanced features compared to older operating systems, such as the new Start menu, an improved web browser and, if you have a compatible device, Touch Control. These, and other new features, will all help to make working on your computer easier.

**What do you need to do?**

ISG will be emailing you to gather important information that is needed to ensure a quick and successful deployment for you.

There will also be some actions that you will need to complete prior to your own Windows 10 and Office Suite deployment. ISG will be in touch to advise you on what you will need you to do.

**Help and support**

ISG will provide answers to any common questions on a FAQ site and will be setting up an email address for you to use if you would like to contact the project team directly. More details on this will be sent out soon.
Looking after yourself

People continue to react differently to the pressures we have experienced over this past month. This is absolutely normal. Emotions may 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 – Time out helps**
  Take breaks during the day and on your days off. Even small bites help e.g. taking a walk, having lunch away from your desk.

- **Be kind to yourself and others – Emotions are really high**
  We often have high expectations of ourselves and with emotions to the fore at the moment, avoid withdrawing and 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 – they’re the first things we stop doing when under pressure but are what will do us the most good.

- **Head outside – Nature and activity is good for you**
  Getting outside and being active reduces muscle tension and helps you feel better.

- **Take a break from news and social media – It tends to pull us in and makes us focus on the bad**
  Turn it off.

Options for accessing help include:

- **Contact 1737** – This free confidential helpline can be called or texted anytime.

- **Consult your GP** – They’re there to help with your mental as well as physical health.

- **Speak with your team leader, manager or clinical leader** – They can provide you with access to other support and guidance.

- **Call our Employee Assistance Programme [EAP] on 0800 327 669 [please select option 2] anytime** – EAP provides free counselling for people and their families [just mention Canterbury DHB].

- **Contact Workplace Support on 0800 443 445 to arrange face-to-face support while at work.**
Random act of kindness for Christchurch community mental health workers

On Wednesday 17 April, the Christchurch community mental health teams were surprised with a pizza lunch shout from the North Shore Adult Community Mental Health Service of Waitemata DHB. Around 30 pizzas were delivered to the Fergusson Building of Hillmorton Hospital and were shared among staff.

This random act of kindness was facilitated by Registered Nurse Samantha Meale of the North Shore Adult Community Mental Health team. Samantha raised the money for the pizzas through donations from staff members.

The idea was to do a random act of kindness for their sister team in Christchurch. It was a lovely gesture that the North Shore staff took upon themselves to arrange, and was greatly appreciated by our Christchurch team.
Ron the gardener celebrates 40 years on the job

Ron Hanton, the gardener of Hillmorton campus, recently celebrated 40 years of continuous service. He began his position in 1979 when the site was still known as Sunnyside Hospital.

Ron is the only gardener for what is a large, green campus. He is aware of the importance of the environment and surroundings for everyone that is on site, and regularly goes the extra mile to keep it in top shape. Having a peaceful place to recover is an important part of our consumers’ journeys, and Ron’s efforts greatly contribute to this.

Ron is a popular member of the Hillmorton team; always smiling and ready with a friendly wave. He is very knowledgeable and happy to share helpful gardening tips with people.

Thank you, Ron, for everything you have and are doing to support the wellbeing of the people of Canterbury.
It’s a wrap for another April Falls

Thanks to everyone who put on an orange t-shirt, joined the team and helped raise awareness of preventing falls. Remember, that even though April may nearly be over, the messages from our April Falls campaign are relevant all year round. Everyone is responsible for falls prevention, and those of us working with patients need to continue to stop, think and consider how they may help a patient come up with their own falls prevention strategies.

Even David Meates joined the team to promote falls prevention

The team at Burwood Hospital reminding us to keep falls prevention front of mind
SAVE LIVES: Clean Your Hands – Celebrate WHO Hand Hygiene Day 5 May 2019

In any healthcare setting, hand hygiene is still the simplest and single most effective thing you can do to prevent the spread of infection and keep our patients safe.

This year the World Health Organization (WHO) is celebrating 11 successful years of campaigning on the importance of hand hygiene. Each year it chooses a theme that provides New Zealand health systems with a focus for activity and reflection.

The theme this year is: “Clean care for all – it’s in your hands.”

The WHO Hand Hygiene day is on 5 May, but here in Canterbury we believe hand hygiene is so important we dedicate the whole month of May to it.

Worldwide, one in 10 patients gets an avoidable infection while receiving care. Healthcare-associated infections are a problem in all countries and healthcare-associated infections can lead to disability, antibiotic resistance, increased hospital time, and death.

Infection Prevention and Control, including hand hygiene, provides direction for staff using a practical and evidence-based approach which has proven benefits for quality of care and patient safety across all parts of the health system.

Monitoring infection prevention and hand hygiene in healthcare helps identify the causes of infection, improve patient safety, outbreak preparedness and response, prevent antibiotic resistance and achieve improved health for all.

What you can do:
1. Clean your hands, and ensure your practice reflects the 5 moments of hand hygiene.
2. Champion hand hygiene best practice among your patients and colleagues.
3. Share your area/ward's Hand Hygiene improvements and good news stories via a poster showcasing these improvement activities – submit your poster which may be selected to be included in the Canterbury DHB Quality Awards.
4. Download and use one of the ‘Clean Care For All – It’s In Your Hands’ email signatures during May – click on the linked images below.

Each week during May there will be a CEO Update story, highlighting different aspects of what’s going on in our system and sharing the ‘Clean Care For All – It’s In Your Hands’ message.
What does your job involve?
Heaps of variety balancing clinical work and a leadership role. I love making a difference for people as well as coming up with ways to improve systems and processes, building connections across the wider health system, ‘what if’ thinking, and resourcing others.

Why did you choose to work in this field?
I’ve always had an interest in ‘whole person’ health – enjoyed reading Swiss Psychiatrist Paul Tournier’s writings as a teenager. I worked here in the early 1990s and felt drawn back six years ago.

What do you like about it?
We’re really on the cutting edge here. There are very few physios in mental health around the world, yet we can do so much more than most people currently realise. I love the opportunity to learn and grow and make a massive difference to how people feel, physically and psychologically. We’re discovering that mental health is also neuro/physiology, brain and body all working together...or not. That’s where we come in: helping people feel safe in their bodies, and helping bodies work better for living life.

What are the challenging bits?
Lots. Biggest challenge is staying hopeful and continuing to dream of how things could be while still managing to live in the real world.

Who inspires you?
Many leaders, colleagues, family and friends; my brother Richard, Dr Brendan Stubbs (a mental health physio/researcher at Kings College, London).

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?
Foundational! We’re in the ‘people’ business – all are precious: giving our best to help them be their best.

Something you won’t find on my LinkedIn profile is...
Quite a lot! Interest in music – have sung, played a few instruments, run pre-school music groups and done choral conducting training.

If I could be anywhere in the world right now it would be...
Italy or Greece – not long now.

What do you do on a typical Sunday?
Walk to church, catching up with family/friends, an outing or walk, phone call to kids.

One food I really like is...
Anything with cardamom, Indian/Asian food.

My favourite music is...
A variety – depends on my ‘mood’...and who else is in the car!
Canterbury Grand Round

Friday 3 May 2019 – 12.15pm to 1.15pm with lunch from 11.50am

Venue: Rolleston Lecture Theatre

Speaker 1: Matt Kent, Medical Student and Matt Doogue, Physician
“One patient, some medicines, many consequences”
Complexity is one of the joys and challenges of medicine. An ordinary example.

Speaker 2: Carla Humphrey LLB, Legal Adviser New Zealand College of Midwives
“The Role of the Expert Witness”

Chair: TBA

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 10 May 2019
Convener: Dr R L Spearing ruth.spearing@cdhb.health.nz

IT’S ALL RIGHT TO TAKE A BREATHER.

ALLRIGHT.ORG.NZ
University of Otago, Christchurch

Simulation Instructor Workshop

**Date/time:** Wednesday 5th June to Friday 7th June 2019

5th June 10:30am – 4:30pm. 6th and 7th June 8:30am – 4:30pm. Participants must be able to attend all days in full and ensure travel arrangements don’t require late arrival or early departure.

**Venue:** University of Otago, Christchurch Simulation Centre, Level 1, 72 Oxford Tce, Christchurch

**Facilitators:** An interprofessional team led by Dr MaryLeigh Moore, and including UOC Simulation Centre staff: Dr Niki Newman, John Dean, Michael Sheedy, Stefan James, and invited guests: Paul Winder, *Simulation Educator, Southland Hospital*, Blair Andrews, *Clinical Team Manager, Clinical Practice, St John Ambulance* and Dr Ohad Dar, *Southern District Health Board and Otago Medical School, Dunedin*.

**Open to:** Health Professionals with an interest in simulation-based education, all disciplines. While those with no prior experience in simulation will be able to manage the course it is designed for individuals already working in simulation.

**Cost:** $1,600 + GST per person (catering included). 50% discount for University of Otago staff.

**Focus and format of the workshop:** includes active participation and practice of all components of simulation-based education as well as presentations and discussions of both theory and practice

- educational underpinnings of simulation-based education
- principles and practice of scenario writing
- best practice in SBE
- approaches to debriefing
- orientation to the human simulators SimMan3G / SimJunior and the simulation environment
- developing a scenario
- running and participating in scenarios
- debriefing a scenario
- reviewing debriefing practice (debriefing the debrief)

**Please note:** participation requires agreement to and the use of video-recordings of workshop activities

Note also: This will be an extended version of a workshop which has run annually since 2013. In response to feedback from prior participants there will be an even greater focus on debriefing.

**MORE INFORMATION AND ONLINE REGISTRATION:**

[https://www.otago.ac.nz/christchurch/services/simulationcentre/simworkshop/](https://www.otago.ac.nz/christchurch/services/simulationcentre/simworkshop/)
or email: simcentre.uoc@otago.ac.nz Numbers are limited to 20 participants. Places will be allocated on a ‘first–in’ basis and only confirmed once payment is received.
Money on your mind?

Westpac’s Managing Your Money workshops for Canterbury DHB’s employees are practical, interactive and will help you develop the skills you need to keep your finances in shape.

**Come along to the free Growing Your Financial Wellbeing seminar for Home Buyers**

**When:** Wednesday 9 May 2019  
**Time:** 12:00 – 1:00pm  
**Location:** Burwood Hospital, room 2.6

**RSVP:** Register [here](#)