



## Care, compassion and skill – sums up much of the feedback we've received

Our health system has stepped up over the past 10 days and our people who have gone above and beyond deserve all the accolades being bestowed upon them.

I couldn't be more proud of the collective response, expert care and compassion being shown by everyone working in the Canterbury Health System.

From the initial total of 48 people admitted on Friday 15 March, we now have 24 patients in Christchurch Hospital who were injured in the mosque attacks. Four of them remain in the intensive care unit in a critical condition. Of course the care and healing doesn't end when they leave hospital, and I also acknowledge the work of those involved in providing ongoing care in the community.

In addition there is also one patient in Auckland Hospital and another in Starship Children's Hospital.

Those who work in Christchurch Hospital will be aware of the extraordinarily large volumes of visitors and VIP visits we're seeing in the ward areas in particular. Over the past week we've hosted the Prime



HRH Prince El Hassan bin Talal [in brown suit] pictured with David Meates and Specialist Emergency Physician Dominic Fleischer (far right)



A representative of the Qatari Government gives flowers to Christchurch Hospital staff

## In this issue

- > Looking after ourselves... pg 4-5
- > Special bouquets... pg 6-9
- > Tribute to kind, caring, humble doctor – Amjad Hamid... pg 10
- > International paediatric surgeons rally to support mosque victims' families... pg 11
- > Gifts being delivered to staff impacted by the mosque killings... pg 11-12
- > Regulars... pg 13-15
- > Gold award for Canterbury DHB in energy management... pg 16
- > Burwood Hospital orderlies graduation... pg 17
- > One minute with... pg 18
- > Notices... pg 19-25

Minister on numerous occasions who has met with patients. The Minister of Health has also been to visit, and we've had delegations from International Embassy staff, Ministers and other officials such as the Prince and Princess of Jordan; delegations from Kuwait, Qatar, India, Saudi Arabia, United Arab Emirates, Turkey and last weekend we had rugby/league stars Sonny Bill Williams and All Black Ofa Tu'ungafasi paying a visit.

These visits have lifted the spirits of patients and staff alike and have been very much appreciated. Patients have been thrilled to have one-on-one visits from our Prime Minister and officials from their home country.

With so many visitors and arranged media visits within the hospital, I know it has been a challenging time for many as we are not used to such large volumes of people coming and going from wards. If you become aware of media on site please check in with the communications and security teams to ensure that appropriate permissions have been given, most importantly from the patients concerned. Unauthorised media and photographers will be asked to leave.



The Prince of Jordan speaks to NZ media after visiting Christchurch Hospital on Saturday



A group of Canterbury DHB staff with one of the friendly police personnel on duty outside Christchurch Hospital



Sonny Bill Williams offers his support to one of the patients recovering from the mosque shootings



Sonny Bill Williams gives the thumbs up to Christchurch Hospital staff



## National Remembrance Service

Yesterday the Prime Minister announced that a National Remembrance Service is being held this Friday 29 March. It's a public event to be held at 10am in Hagley Park – further details of the location are yet to be announced. The service will be jointly led by the Government of New Zealand, the city of Christchurch, Ngāi Tahu and the Muslim community.

The National Remembrance Service will provide an opportunity for Cantabrians, New Zealanders and people all around the world to come together as one to honour the victims of the terrorist attack.

In announcing the event, the Prime Minister, Jacinda Ardern said:

"In the week since the unprecedented terror attack there has been an outpouring of grief and love in our country. The service will be a chance to once again show that New Zealanders are compassionate, inclusive and diverse, and that we will protect those values.

"The terrorist attack has been significant for many countries. We anticipate international guests and visitors will want to attend and to join us in our sorrow and support for the victims and their families," Jacinda Ardern said.

Christchurch Mayor Lianne Dalziel says this will be a time for everyone, locally, nationally and internationally, to come together in unity.

"I am very proud of the way our city and nation have responded to this terrorist attack. What happened on Friday, March 15, 2019 will never define us. It is what has happened since, the love and compassion, that's what defines us. Coming together on Friday will demonstrate support for all our communities, no matter where we were born, no matter where and how we choose to express our faith. We do not stand alone, we stand together.

"We will not be divided by hatred, we will be united by love," says Mayor Dalziel.

I echo those sentiments, and commend the way our entire health system has not only responded to the immediate challenges, but continues to step up to ensure everything we do is focused on the needs of the people we are caring for, whether they are in hospital, at home, or in the Welfare Centre set up to support those affected by the attacks.

Since Saturday 16 March we have had a mental health team present at the Welfare Centre providing necessary support. The team has included mental health nurses, psychiatrists, psychologists, and social workers from Specialist Mental Health Services (SMHS), they have worked under the guidance of the Muslim Leadership Team at the Welfare Centre and alongside the Christchurch Resettlement Service. A community hub is located beside the welfare centre that includes agencies such as WINZ, Immigration, ACC, etc. All agencies are working together to support those who are directly affected. I anticipate that over the coming days SMHS staff will transition out of the centre as other services such as the primary mental health teams transition in and the centre itself will wind down as people are connected with the right services to support them at this time.

Take care of yourself, and look out for others.

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@cdhnb.health.nz](mailto:communications@cdhnb.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](#).

# Looking after ourselves

We are all reacting differently to what has happened. This is absolutely normal in the context of this event. If you need help, here's where you can get it.

## Immediate help

- › 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. EAP provides free counselling for people and their families. This service is available for all staff, contractors, students, volunteers, interns, spouses/partners and your immediate family members to access as needed.
- › Contact Workplace Support to arrange face-to-face support while at work.

## Practical tips for looking after yourself

- › Rest - time out helps.
- › Focus on your relationships.
- › Stick to routines if you can.
- › Do what makes you feel good.
- › Take a break from following the news media.
- › Head outside – nature's good for us.

This may seem pretty straightforward stuff. But it's important. Research from other events tells us that looking after ourselves is the best place to start.

Michael Frampton,  
Chief People Officer

**NEED TO TALK?**



**free call or text  
any time**

# #carestartshere

Some practical tips and where to go for more support. Because *Care Starts Here*.

We're all reacting differently to what's happened. This is absolutely normal.

## Practical tip #1

Focus on your relationships



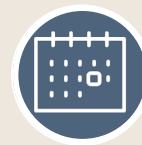
## Practical tip #2

Take a break from following the news media



## Practical tip #3

Stick to your routines if you can



## Practical tip #4

Rest.  
Time out helps



## Practical tip #5

Do what makes you feel good



## Practical tip #6

Head outside,  
nature's good for us



This may seem pretty straightforward stuff. But it's important. Research from other events tells us that *looking after ourselves* is the best place to start.

## Need more support?

Free call or text **1737** helpline anytime.

Speak with your team leader, manager or clinical leader.

Free call EAP **0800 327 669** or Workplace Support **0800 443 445**.

Consult your GP.



## 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:

### **Thank you for taking good care of my brothers and sisters, from Dunedin**

Dear Christchurch Hospital staff

Yesterday, I had a chance to visit some of my brothers and sisters at your hospital who were the survivors of the most recent upsetting event which has broken many hearts. I would like to take this opportunity to thank each of you for taking good care of my brothers and sisters and all other patients at the same time as well. The sympathy, compassion and the support you showed with smiling faces is invaluable. Greatly appreciated.

*From: Mustafa Asil, College of Education, University of Otago Dunedin.*

### **Condolences from Pittsburgh**

The news this morning was devastating. I really have no words for how distressed I am to hear it. And to imagine it happening in Christchurch of all places. The heart breaks, the mind boggles and the soul cries. I remember well my visit there with my family years ago. What's befallen your then bucolic peaceful city is unfathomable... All I can say is you are in my thoughts.

*From: University of Pittsburgh Medical Center.*

### **You rock, from England**

To Everyone in the Emergency Department

We at the Royal Stoke University Hospital can only imagine what you have experienced in the last five days. I have no doubt, that you have faced it with incredible professionalism, dedication, humility and above all a can

do attitude that is prevalent throughout the speciality. We would like to extend our support and thanks to you all, you rock. Kia Kaha.

*From: Chris and the TeamED, Emergency Department, Royal Stoke Hospital, Stoke-on-Trent.*

### **Healing thoughts and condolences, from Tasmania**

Please know that your nursing colleagues at the Royal Hobart Hospital and associated facilities in Tasmania are thinking of you. The work you are doing to provide expert compassionate care is truly making an enormous difference to the experience of patients and their loved ones and the entire community at a time where such efforts count for so much. We offer healing thoughts and our condolences at a most difficult time, but amid the sadness there is also strength. We stand with you in spirit and collegiality.

*From: Acting Executive Director of Nursing, Tasmanian Health Service – South, Karen Ford.*

### **Wishing you love and strength, from South Australia**

I am a registered nurse in South Australia. I really want to send a message of support to all the nurses at Christchurch Hospital after the dreadful tragedy on Friday. You are faced with personal sadness I'm sure but you will do your jobs effectively with care and compassion. I hope you know that nurses everywhere are thinking of you and wishing you love and strength. With love from Adelaide.

### **To Canterbury DHB's Communications team**

This week's (Monday 18 March) *CEO Update* really hit the mark. Well done to you and your team.

### Sincere wishes for healing, from Minnesota, United States

My thoughts are with all of you in New Zealand and particularly in Christchurch in the wake of these horrendous attacks. It seems nowhere in the world is there a safe place from violent hatred. And poor Canterbury – you all have been through so much with the earthquakes and all, and NZ is such a beautiful and lovely place. For sure, the healing will be a long process, and again, my sincere wishes for some healing.

*From: Professor Emeritus, Department of Psychology, University of Minnesota Gloria Leon.*

### Thinking of you, from Counties Manukau DHB

Thanks very much (for the CEO Update special edition), sobering reading. Thinking of you and the wider Canterbury DHB team and community at this time. You have had a week no one could ever wish for, and you've all done an amazing job. You should indeed be very proud. Just know that we're thinking of you all.

*From: External Communications Manager, Communications, Strategy and Infrastructure, Counties Manukau DHB, Mere Martin.*

### Note of gratitude

I would like to send a quick note of gratitude and support to the members of the Major Trauma National Clinical Network who were either directly involved, or who are supporting their colleagues who were directly involved, in the response to the Mosque shootings on Friday. Please pass on our thanks to your members, and if there is any assistance we can provide, please let me know.

*From: Manager Strategic Partnerships and Performance, ACC, Mike Bignall.*

### Words cannot express, from Canada

I'm from Guelph, Canada, and I know your hospital took many of the admissions after Friday's attack. I am so thankful that you are giving it your all for these people, and for your community. Words really cannot express the horror of the situation, or the gratitude for your skills at this time.

### Please just know that I am praying for you. For mercy and energy and whatever it is that you need.

Half way around the world and it's difficult to stop thinking about it. I cannot imagine how you must feel. I don't know you, but felt compelled to send a message of thanks – or something like it, and let you know you are 'seen.' Bless you.

### Thinking of you

(To Canterbury DHB's Communications team).

We are thinking of you all and would like you to know how much we appreciate your skill, ability and timely communications. You'll never understand how much we

were clinging to the updates coming from your team as the events unfolded last Friday. Thank you for the effort and the hours that you have put in, and continue to put in.

*From: Māia Foundation Director of Fundraising and Marketing, Anna Galvan.*

### Kudos, from Australia

Back in 2004, your Emergency Department and burns staff worked wonders for my niece. Now, here you are again, serving the community brilliantly in the midst of an almost incomprehensible tragedy. Many kudos to all at Christchurch Hospital.

### Thinking of you all at this difficult time, from Gold Coast Health

Have been thinking of yourself and the nurses and as they work hard to try and meet the needs of these patients and families at this terrible time. This card is from us all at Gold Coast Health sent with our love and support.

### So proud

Kia Ora and thank you to all the beautiful people who work for Canterbury DHB for all the endless hours that you put in and still continue to do, I feel so proud to be working with such amazing people. We are strong – we are resilient – we are Canterbury DHB.

*From: Kaitiaki, Theona Ireton, Maori Health.*

### You have done an outstanding job, from Nelson Marlborough DHB

Thinking of you all in Christchurch, you have done an outstanding job of managing the workloads given the limited time you had to respond. Please give my best wishes to my colleagues down there who sadly are becoming very familiar with responding to tragic events.

*From: Director of Nursing, Nelson/Marlborough DHB, Pam Kiesanowski.*

### Prayers and thoughts, from Auckland

With the events today, tragic. Our prayers and thoughts with you, from Auckland.

### No words

Thoughts and love are with you and Christchurch after Friday's tragedy. There are no words to express the sadness.

*From: Director of Midwifery, Counties Manukau DHB, Thelma Thompson*

### Can't believe it, from Auckland

Dear Christchurch friends and colleagues, we are thinking of you all and can't quite believe that such a tragic and traumatic event has been visited upon your beautiful city and the people in it. All of New Zealand is saddened and



shocked by what has happened and it seems so unfair that it has struck in the city that is home for you all, when you have had more than your share of trauma in recent times.

### Heartfelt thoughts

Firstly, my condolences regarding the tragic situation that took place in Christchurch. My heartfelt thoughts and love to all the families and members of the Muslim faith throughout the country, and further to all of the frontline emergency, Canterbury DHB and wider health and disability professionals who are supporting people at this time.

*From: Deputy Director General, Health System Improvement and Innovation, Keriana Brooking.*

### Wish you the very best

We are thinking of you guys at this time and wish you the very best and know that you will do your best to help those most in need. Thank you.

### In shock, Auckland DHB midwives

We are all in shock at the events in Christchurch. We wanted to let you know that you are particularly in our thoughts at the moment as everyone tries to deal with the tragedy of the current events at the Mosques. We find ourselves wondering why? Who would even think and be capable of such a thing. It defies belief. Our thoughts and prayers are with you and the Christchurch community, at this time. We know that Cantabrians will gather together, support each other and life will go on. We will probably not feel quite so secure in our little island paradise of New Zealand. I want to shout 'how dare they'; but no point. Our love and support to you all. Please let me know if there is anything at all that I can help with.

*From: Deb Eaglen, on behalf of ADHB Midwives.*

### Standing with you, from Ipswich Hospital, Queensland, Australia

I write as a leader in Medical Imaging at Ipswich Hospital, Queensland, to support our colleagues in Medical Imaging at the Canterbury Health facilities following the tragic events in Christchurch last Friday. Many imaging colleagues would have been very close to the personal harm, violence and tragedy which has beset innocent Christchurch citizens as they interacted with patients and families. Having recently experienced a violent event at our own hospital, at day three the initial adrenaline and professional dedication of Friday will give way to fatigue, deep personal introspection and feelings of sadness. We know that the work of ongoing Intensive Care Unit rounds, surgery and rehabilitation will go on over many months and perhaps years. Please know that we at Ipswich Hospital Medical Imaging stand with our colleagues in Christchurch as they provide expert and compassionate care to those injured on Friday.

*From: Divisional Director, Division of Medicine, Ipswich Hospital, West Moreton Health, Christopher Hicks.*

### Love and hugs, Nelson Marlborough maternity team

On behalf of our whole maternity team in the Nelson Marlborough region, I am sending our sincere condolences to you all. We are all thinking of you all and know that we cannot imagine what you are all going through. Sending you all in Christchurch lots of love and hugs. The pain and grief must be so huge and we have utmost respect for you all coping with not only your own and your families shock and grief but also that of your clients. We hope that all the aroha and manaakitanga from around New Zealand and the rest of the world is helping to support your grieving hearts and support you in your work too. Please let us know what we can do to help support you too – we are here for you.

*From: Associate Director of Midwifery – Operations Manager, Nelson Marlborough DHB, Debbie Fisher.*

### Thinking of you, from Whanganui DHB

Just to let you know Whanganui are thinking of you all down there. Echoing our Prime Minister's words, "we are one". We are here for you guys to do whatever you require. Kia kaha, take care.

### Thinking of New Zealand, from the Wellbeing and Resilience Centre Adelaide

We send our best wishes to you all. We are thinking of New Zealand and holding you in our hearts. If our train the trainer psych skills work can be of any use to you do not hesitate to ask. We have used it in post bushfire communities and it seems to have helped – not for the traumatised families of course but as a general response at community level.

*From: Director, Wellbeing and Resilience Centre, Gabrielle Kelly.*

### In my thoughts

You and your team are very much in my thoughts as you provide support to the people of Christchurch following yesterday's tragic events.

*From: Mental Health Commissioner, Health and Disability Commissioner's Office, Kevin Allan.*

### Thinking of you

Just hearing the awful news about the situation unfolding in Chch this afternoon and how it is likely to be impacting your teams – wanted to know we are thinking of you and that we are here to support you as needed.

*From: Operations Exec, Mental Health and Addiction Services, MidCentral District Health Board, Palmerston North, Vanessa Caldwell.*



### Thoughts with you

Our thoughts have been with you since Friday. The events are so shocking and despicable. If there is anything we can do to assist you or facilitate anything with the mental health response to this heinous crime, please let me know. I know that you are all very skilled and competent with the psychosocial responses – more than anyone else in New Zealand... but if we can help in anyway, please let us know.

*From: Janice Wilson, Heath Quality and Safety Commission.*

### Praying you find the strength

Think of you all, your families and teams and praying you collectively find the strength to get through such a trying time.

### Very sad time

It is a very sad time for New Zealand. I am thinking of you. I have woken this morning to the awful news of the events. Lots of love to the people of Christchurch.

### Thoughts and best wishes, from United Kingdom

I want to send my thoughts and best wishes to you, as colleagues and friends, and above all as New Zealanders. I know this event will have a lasting impact on the communities of Christchurch, but also take heart from the fact that it is a resilient city and when we come in 2021 we will no doubt show that once again. Please do all take care of yourselves as you process these events.

*From: Managing Director, Contact Consulting, UK Liaison – International Initiative for Mental Health Leadership, Steve Appleton.*

### Thinking of you, from Northland DHB

Just a quick note to let you know that we are thinking of you and your team up here in Northland.

*From: Radiology Manager, Northland District Health Board, Andrew Howes*

### If there's anything we can do to help, Radiology, Capital and Coast DHB, Wellington

I wanted to pass on a message of support in behalf of the Radiology department here in Wellington to all the team at Christchurch. I want to acknowledge how hard you will have all worked over the last few days and how personally tough and challenging this will have been for your teams. We're thinking of you, your families and the whole Christchurch community. If there's anything we can do to help, please don't hesitate to let us know.

*From: Radiology Department Manager Capital & Coast District Health Board, Tim McElroy.*

### Assistance offered

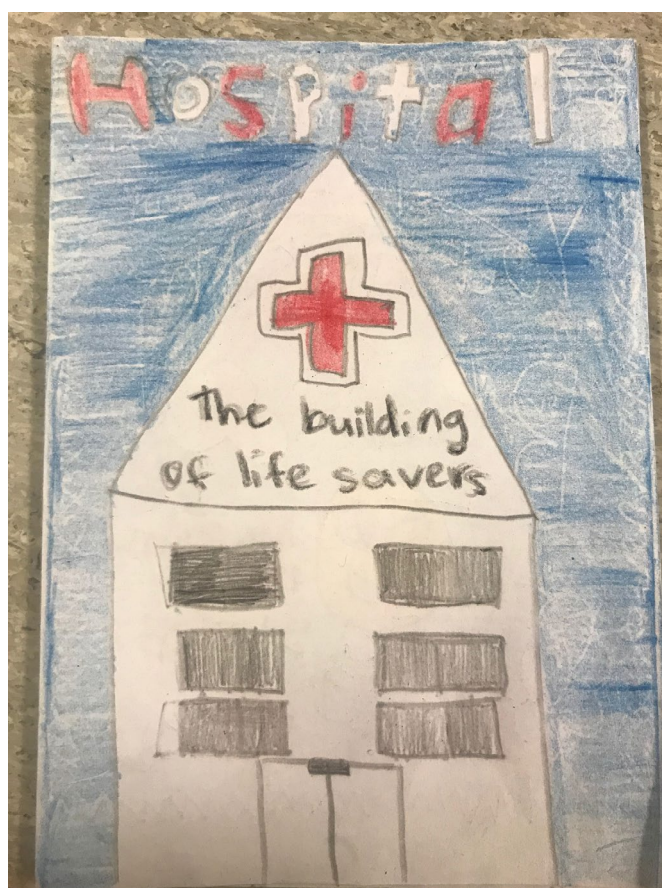
It is a shock to write to you in the circumstances our city finds itself. The disturbing and traumatic events will no doubt hit CDHB especially, given the emergency care and ongoing support Canterbury DHB provides to victims and their families. ... We'd like to ask if there's anything practical we can assist with over this time.

*From: Organiser New Zealand Nurses Organisation, Danielle Davies.*

### Please reach out

Appreciating you will be inundated with emails and messages I'm sure. Anyway thoughts are with you and your teams, and please reach out if I can assist in anyway.

*From: Director Patient, Nursing and Midwifery, South Canterbury District Health Board, Lisa Blackler.*



A photograph of a child's drawing received by Christchurch Hospital Emergency Department staff

# Tribute to kind, caring, humble doctor – Amjad Hamid

Amjad Hamid is being remembered as a special doctor who was a very humble, caring and gentle person and will be dearly missed by many.

Amjad, aged 57, who was much loved and respected by his colleagues and patients, was killed in the shootings at Al Noor Mosque, in Christchurch on 15 March. He was among six Palestinians killed in the attack.

The senior doctor with a special interest in cardiology was known for being caring and approachable, always happy to stop and answer questions or explain something.

Amjad worked in Cardio-Respiratory Integrated Specialist Services (CRISS) at Christchurch Hospital and at Ashburton Hospital until moving to Hawera Hospital in South Taranaki three years ago.

He remained living in Christchurch with his wife and family but travelled to Hawera for work.

His widow Hanan says he was a good husband and father to their two sons, Husam, 22, and Mohammed, 20. They migrated to Christchurch in 1995 from Palestine, for a better future, and he loved the city.

Amjad also worked for the Christchurch Heart Institute research team and led the outpatient cardioversion service for the past few years at Canterbury DHB, says Nurse Practitioner Heart Function Clinic, CRISS, Julie Chirnside. He was based with the CRISS team on 5th floor of Riverside at Christchurch Hospital.

As part of his role for CRISS and the Heart Function Clinic he was present at the monthly Rehua Marae and He Waka Tapu community education sessions for many years.

"He enjoyed being part of this, and the people who attended the sessions really enjoyed his input."

Amjad was also involved in the Palliative Workstream of Canterbury DHB's Heart Failure Project from 2015 to 2017, and at one point was running a combined Heart Failure/ Palliative Care clinic with Lee Anderson from the Specialist Palliative Care Service at Nurse Maude.

"His manner with patients in the very end stages of heart failure was exceptional for the attentive, gentle care he would demonstrate every time. At times, we would take him to see these patients in their homes, and he was always willing to do this.

"Amjad was always willing to answer our questions about clinical matters, and enjoyed sharing his knowledge with us. We are deeply saddened by his death," she says.



Amjad Hamid

Christchurch-based Emeritus Professor of Geriatrics at the University of Otago, Dick Sainsbury says Amjad was a gentle, humble, very able doctor. He completed a PhD in atrial fibrillation (irregular heartbeat).

After his PhD was awarded, he held an appointment as a research physician with the Christchurch Heart Institute at the University of Otago, Christchurch, participating in Health Research Council of NZ Funded heart failure research.

He also qualified as a rural hospital medicine specialist.

Ashburton Hospital staff remember Amjad as a doctor who touched many lives and was a special person. They say he was a very humble, gentle and kind man, a good doctor who was greatly respected. They are shocked and upset by this event and the loss of their friend and colleague.

Taranaki District Health Board Chief Executive Rosemary Clements says Amjad was a senior medical officer and rural hospital consultant at Hawera Hospital, Taranaki.

"His presence will be dearly missed by his colleagues and those who knew him. He was well liked for his kindness, compassion and sense of humour. He was a hard-working doctor, deeply committed to caring for his patients, and a thoughtful team member who was supportive of all staff."

When he returned to Hawera Hospital he often brought fresh baklava for everyone from a bakery in Christchurch.

"His loss will take time to sink in for Taranaki DHB staff and especially the team in Hawera. We extend our deepest sympathy to Amjad's family at this extremely difficult time," Rosemary says.

# International paediatric surgeons rally to support mosque victims' families

Delegates at a recent international paediatric surgery conference, the first conference to be held at the newly refurbished Christchurch Town Hall, plan to support the families of those killed or injured in the mosque shootings.

The 52nd Pacific Association of Pediatric Surgeons combined meeting with the Australia and New Zealand Association of Paediatric Surgeons and the New Zealand Society of Paediatric Surgeons meeting was held in the week beginning Monday 11 March. The event was opened by the Mayor of Christchurch, Lianne Dalziel and was attended by more than 400 people.

One of the organisers, Christchurch Paediatric Surgeon Spencer Beasley, says the conference delegates had mostly departed from Christchurch when the shooting occurred.

"Some who were still in Christchurch, and some who were elsewhere in the country, offered their services, but were not needed. Our local surgeons, with many others,

performed magnificently, despite the magnitude of the crisis."

So appalled at what happened after such a wonderful conference, the Pacific Association of Pediatric Surgeons has informed him that it intends to return all their profit from the meeting to support the victims and their families.

"Some individual members plan to donate on top of this", he says.

ChristchurchNZ Convention Bureau Manager Claire Hector Taylor says her thoughts have been with all the health staff dealing with the horrific event.

"The work of the first responders and medical professionals has been absolutely incredible, it must have been a monumental week."

The gesture from the Pacific Association of Pediatric Surgeon, and individual members, is incredibly kind and generous.

## Gifts being delivered to staff impacted by the mosque killings

A Christchurch charity is providing gifts and notes of encouragement to Christchurch Hospital and St John Ambulance staff who responded to the mosque massacres.

Christchurch charity, 'One Mother to Another' is providing 400 gift packs as a way of saying thank you and to encourage the incredible hard-working Christchurch Hospital and St John Ambulance staff, says Co-founder Christina Buckland.

Due to the overwhelming response from donors it is likely more packs will be created and given out in the coming weeks and months.

The charity primarily supports mothers and carers of sick children in the Child Acute Assessment Unit



Gift packs loaded on a trailer ready for delivery



and the Neonatal Intensive Care Unit but is extending its initiative to support as many as possible of those at the forefront of the recent tragedy.

The gift packs contain a range of practical and luxury items and a personal hand-written card with a range of encouraging words, such as, "We are with you. Thank you for everything you are doing to help Christchurch". Many also include coffee vouchers, body products, lip balms, jewellery, handmade chocolates, soaps, oils and various other treats.

"The products have been donated by generous local businesses who, like us, are in shock at Friday's events including (among many) Countdown Ashburton South who had a group of staff spend several hours putting products together," Christina says.

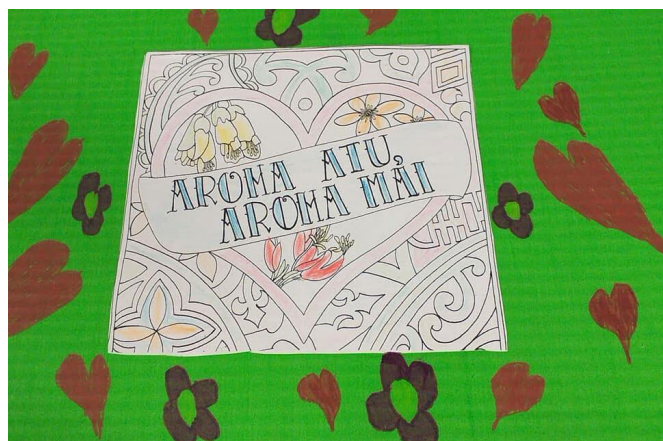
The boxes are decorated with paintings by senior children of Clearview Primary School in Rolleston.

"The tragedy that occurred is not what any staff member expected when they turned up for work on Friday and we know the recovery journey will be long and hard. We want to let staff know that we appreciate their bravery, encourage those who have been working tirelessly in very difficult circumstances and thank them for their incredible work."

The gift packs are being put together by a team of volunteers and Christina says creating them is also healing for Christchurch residents.

"People are also feeling so helpless right now, and we are all hurting so much. This gives people a way to give and feel part of their community".

If people would like to donate items, there are four drop-off points around the city in Riccarton, Rolleston, Middleton and Waltham.



A gift pack decorated by a pupil of Clearview Primary School



Some of the gift packs

"We also invite people to write personal notes to go inside the packs," Christina says.

There is also the opportunity for people to donate to the initiative. The best way is to buy a copy of their fundraising cookbook – EATS. More information is available on 'One Mother to Another's [website](#) and [Facebook page](#).

**LOTS ON YOUR  
PLATE?**



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



## Bouquets

### Ward 11, Christchurch Hospital

All the staff on Ward 11 are absolutely fantastic. I was there for nearly five days and every single one of the staff – from doctors, surgeons, nurses, orderlies and cleaners – treated me with the utmost dignity and respect. A special thanks to Ernie the IV technician. When you have tiny veins like mine, having somebody as competent at his job as him is a much welcome relief. Keep up the good work everybody. Your patient care is amazing. You are really all unsung heroes in my eyes.

### Orthopaedics, Christchurch Hospital

Level of care is outstanding. By far the best hospital experience so far and have been in a few.

### Emergency Department (ED), Christchurch Hospital

We came into ED last night via ambulance after my three-month-old baby rolled off the couch and hit her head on a coffee table on her way down. I just wanted to say thank you to everyone for the exceptional and kind service for my baby and that with my very brief glimpse of the system we could not fault the service provided in the slightest, even though I may have been overreacting to her fall like a hysterical first-time mum. We were greeted in ED by smiling,

friendly staff and seen by Martin in ED within about five minutes of arrival and quickly discharged and reassured. He was calm and polite despite the place being obviously extremely busy, then completed our experience with a follow-up call four hours later to check how she had been across the evening. We were checked in and discharged in what must have been about 20 minutes. Hopefully we didn't unnecessarily add to what I know is a very hectic workload for the ED staff already.

### Pompellier House rest home, Akaroa and Ward 12 Christchurch Hospital

My family and I would like to personally thank David Meates and the team at Canterbury District Health Board for the care of my parents in their last years. [Name withheld] died in 2013 and in the chaos of the aftermath of the earthquakes her care was exceptional because creative thinking allowed you to wrap around community care as she spent her last months in a hospital bed in Pompellier House, Akaroa. My father died last Friday. Again he had skilled and compassionate care, especially in the last week from the team in Ward 12 Christchurch Hospital. Thank you for allowing him to discuss with his family and the palliative care nurse how he would die. It was as he would have wished, with peace and dignity.

### Ward GG and surgical services, Burwood Hospital

I wish to thank Mr Mohammed, Dr Adam Ng and Nurse Pan-nea Stiles, and the wonderful service from every staff member. One and all wonderful people. Friendly, helpful, cheerful, not enough words to say how great the care was.

### Dental Clinic, Christchurch Hospital

The staff were very lovely and took great care of my dental needs. I am very satisfied with their service and would like to thank Dr Iulia.

### Bone Shop, Christchurch Hospital

Lee and Anne helped us while we were waiting to be seen. Lee moved my wife to a private area so she could feed our newborn in private. Anne gave us a cot when our baby fell asleep. Very much appreciated. Keep it up.

### Mr Tapper and team, Outpatients, Christchurch Hospital

Thank you, the new Outpatients building is extremely user friendly, well designed and staffed by wonderful people. Mr Tapper and his team are thorough, conscientious, caring and make sure that you are completely informed and cared for as well as being patient answering all questions without making you feel rushed. Fabulous café and staff. Great job, all staff.



**Ward 25, Christchurch Hospital**

For the duration of time I have spent in Ward 25, I cannot speak highly enough of the staff. There is no way I could fault any of the nurses whichever shift they were on. Compliments to all staff.

**Nicole, Melissa and Karina, Intensive Care Unit, Christchurch Hospital**

Nicole and Melissa in the Intensive Care Unit were fantastic, as was Karina.

**Ward 10, Christchurch Hospital**

Many thanks to the wonderful staff for their kindness and help.

**Karen Norris, Reception, Level 4, Outpatients, Christchurch Hospital**

We have had several visits to the Vascular Department on level 4. The receptionist Karen Norris has greeted us with courtesy and consideration from the first and subsequent visits. In addition she has recalled my husband's name and has found time to smile and address each of us as regular visitors to the floor. She has assisted us and others to find the appropriate area in which to wait. It is so nice to be greeted by a friendly staff member.

**Ward 14, Christchurch Hospital**

Absolutely amazing staff. Special thanks to Nurse Jordan. The care was outstanding from the whole of Oncology Outpatients. I am really appreciative of the care I was given and how I was kept informed every step of the way. From my first planning meeting till today, the last day of my 15 radiation treatments. The staff are really amazing and helpful.

**Plastic Surgery, Christchurch Hospital**

Huge thanks to Barnaby Nye and the nurse with the headset (didn't catch the name).

**Ward 15, Special Progressive Care Unit, Christchurch Hospital**

Wonderful service and very professional in every possible way. Thank you. Special thank you to all the doctors involved.

**Day Stay Unit, Christchurch Women's Hospital**

Thank you for excellent patient care. I was very impressed by everyone's attentiveness and level of care. I was thoroughly informed about all aspects of my procedure and after care. Especially the anaesthetists and nurses in Post Anaesthetic Care Unit (PACU).

**Radiology, Christchurch Hospital**

Great speedy MRI. Pleasant, experienced and friendly staff. Thank you.

**Neurology Department, Christchurch Hospital**

Prompt assessment and very kind, caring staff.

**Acute Medical Assessment Unit, Christchurch Hospital**

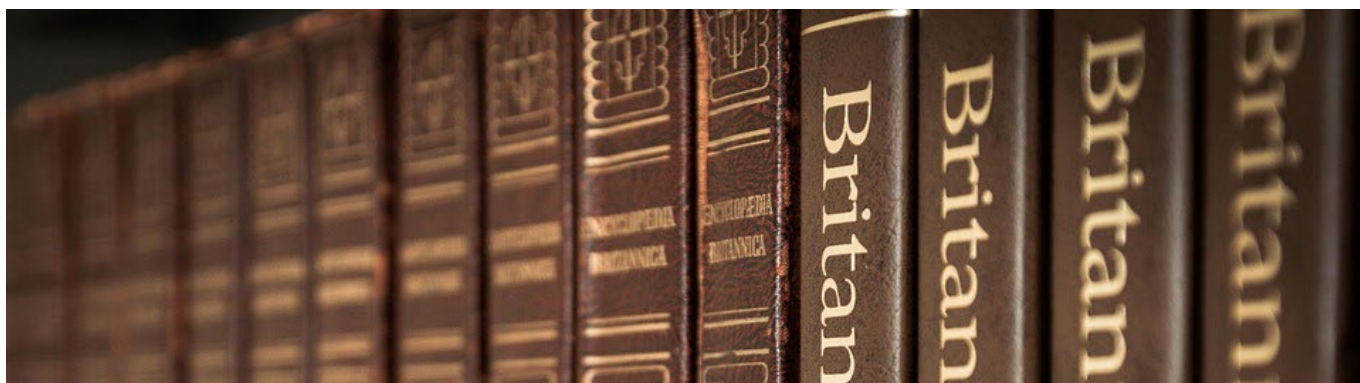
Thank you for the wonderful care you gave my husband, who had suffered a stroke whilst we were on holiday. You have all been wonderful at a stressful time.

**Choices, pain management programme, Burwood Hospital**

I was on the Choices programme in February and March 2017. I would like to thank you all so much for your invaluable input. I am now working 25 hours a week in a job I love and I am finally independent. I would not have believed this possible two years ago, so for me this is a joyful miracle. What a completely efficacious and life enhancing, changing programme it is. They are almost as happy as I am.







## The Library

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

[“New brain research challenges our understanding of sleep”](#) – Using a technique called functional MRI and algorithms that can identify brain activity patterns, researchers are able to see the patterns and networks used by the brain during sleep in unprecedented detail. From *Medical Xpress*, published online: 22 March 2019.

[“Determining New Zealand’s health research priorities”](#) – New Zealanders have until 1 April to provide feedback on a draft prioritisation model that will drive health research investment in New Zealand until 2027. From *Health Central*, published online: 13 March 2019.

[“Smart speaker technology harnessed for hospital medical treatments”](#) – Researchers in California are trialling the use of smart speakers by interventional radiologists who need to retrieve information during treatments without breaking sterile scrub. From *Science Daily*, published online: 24 March 2019.

If you want to submit content to **The Library** email [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz).

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

- › **Visit:** [www.otago.ac.nz/christchurch/library](http://www.otago.ac.nz/christchurch/library)
- › **Phone:** +64 3 364 0500
- › **Email:** [librarycml.uoc@otago.ac.nz](mailto:librarycml.uoc@otago.ac.nz).

**SICK CHILD?**  
Make your GP team your first call 24/7

**Canterbury**  
District Health Board  
Te Pori Hauora o Waiatake



## Gold award for Canterbury DHB in energy management

Canterbury DHB is now the proud holder of an Energy-Mark Gold Certificate for energy management – only the second organisation in New Zealand to achieve this.

Described as the “ultimate step in the energy management journey” in New Zealand, Energy-Mark Gold is a significant achievement for the DHB, especially for the Maintenance and Engineering team who have worked very hard behind the scenes to make sure that our energy systems are as good as they can possibly be.

We have already earned our Bronze and Silver awards from Enviro-Mark Solutions, the leading provider of environmental certification in New Zealand. A Gold award means that we are now running our energy systems to ISO50001, the international standard for energy management.

Certification as an Energy-Mark Gold organisation is complicated, but the DHB achieved it “without corrective actions” – in other words, without any corrective measures being required.

This is a major achievement for the Canterbury DHB, says Belinda Mathers, General Manager Technical from Enviro-Mark Solutions. With a bespoke approach to energy management now in place across its five largest sites, the DHB can be proud of achieving international best-practice in its energy management system, including optimising use, performance and efficiency.

“We look forward to seeing the effects of future developments such as the proposed wood-waste boilers at the Christchurch Hospital campus on your energy use and management.”



Belinda Mathers of Enviro-Mark presents, from left, Board Chair John Wood, Energy Manager Tim Emson and CEO David Meates with the Energy-Mark gold certification and a celebratory cake for the Maintenance and Engineering team

Energy-Mark Gold certified organisations have robust processes for making the information within the energy management system accessible and keeping it up to date. The organisation regularly performs internal audits of the management system and top management reviews the strategy of the energy management system.

Since 2001, Enviro-Mark Solutions' environmental certification schemes have ensured that New Zealand companies and organisations benefit from international best practice, applied science, and effective tools. Enviro-Mark Solutions is a wholly-owned subsidiary of Manaaki Whenua Landcare Research, a Government-owned Crown Research Institute.



# Burwood Hospital orderlies graduation

On Friday 15 March a graduation ceremony was held for the Burwood Hospital orderlies who have passed the Orderlies NZQA Level 3 qualification in Health and Wellbeing.

After brief speeches from Burwood Orderly Manager Simon Rix, CareerForce representative Andy Bunn and Christchurch Orderly trainer and assessor Craig Stewart, Burwood Orderlies Lance Tredinnick, Phil Hugo, David Cowles, Nick Grimmett, Rebecca Gloag, Paul Hawker, Steve Wilson and Eva Reid were presented with their certificates by Burwood Operations Manager Sally Nicholas.

Congratulations to those Burwood orderlies named above and the rest of the team, who work so hard to make our service what it is.



Back row, from left: Assessor Craig Stewart, Andy Bunn of CareerForce, Orderlies David Cowles and Nick Grimmett, Orderly Manager Simon Rix, and Orderly Paul Hawker.  
Front row, from left: Orderlies Steve Wilson, Rebecca Gloag, Lance Tredinnick, and Eva Reid

## UNDER THE WEATHER?

Make your GP team your first call 24/7

Canterbury  
District Health Board  
Te Pori Hauora o Wairarapa





# One minute with... Nicole Busbridge, Secretary, North Sector, Adult Community Mental Health, Hillmorton Hospital

## What does your job involve?

Some reception work at Fergusson reception (Mental Health Community Outpatients); processing referrals to our service; accounts; Health and Safety; administration support for the Mindsight Programme; typing of assessments; and general secretarial duties to support my team.

## Why did you choose to work in this field?

Being of service is a very strong part of my yoga practice and this type of work helps me feel like I am part of something very important to our wider community.

## What do you like about it?

Being part of a team which is helping a very vulnerable portion of our society to live the best lives they can.

## What are the challenging bits?

The unpredictability of some people when they are mentally unwell, being physically threatened and verbally abused.

## Who inspires you?

At Canterbury DHB: our clinicians – they have a very challenging job, and it demands a lot of everyone.

Personally: People who stand up for what they believe in and what is right and just, who are not afraid to stand alone in spite of the opinions of others, rather than following the masses. Malala Yousafzai, a Pakistani activist for female education and Nobel Prize Laureate, and Greta Thunberg, a Swedish Climate Activist, are two young women who are inspirational role models. People who are living and speaking their truth and challenging stereotypes.

## 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?

These values fit perfectly with my personal values and the yogic ethics and disciplines of the Yamas and Niyamas (a series of "right living" or ethical rules within yoga) so it's an easy fit for me.

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

There is nothing on my LinkedIn profile, so this is pretty easy. I worked at the Japanese Consulate in Christchurch for 25 years as a visa officer. I left there in 2013 while training to be a yoga teacher, and simultaneously gained a

Diploma in Hypnotherapy and as a Neuro Linguistic Master Practitioner. In 2017/18 I had the great privilege of tutoring on a Yoga Teaching Diploma course and helping guide five yoga teacher trainees on their journey. All of these things help me greatly in my current role.

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

A cooking school in Italy for a few months, or in Japan.

## What do you do on a typical Sunday?

Cooking with no time restraints is a form of meditation for me, so I will often spend time in the kitchen creating. Otherwise, walking with friends, gardening, or generally relaxing since I work and teach yoga during the week. By the way, we've just started a staff class at Hillmorton on Tuesdays from 5–6pm in Training Room 4, for anyone interested in attending.

## One food I really like is...

Anyone who knows me knows that I really like food, so I can't narrow it down to one item. I do often favour Japanese food though, both to cook and to eat.

## My favourite music is...

It depends on my mood. It can range from classical and mantra music, to heavy rock. Often I'll opt for enjoying silence.



If you would like to take part in this column or would like to nominate someone please contact [Naomi.Gilling@cdhb.health.nz](mailto:Naomi.Gilling@cdhb.health.nz).

## Grand Round this Friday – postponed

There will be no Grand Round this Friday as David Meates, who was to be the key speaker, will be involved with the National Remembrance Service and hosting international visitors coming to see patients injured in the mosque attacks.

This planned Grand Round session will be rescheduled to a later date.

## eCALD newsletter out now

CALD refers to culturally and linguistically diverse groups who are migrants and refugees from Asian, Middle Eastern, Latin American and African (MELAA) backgrounds.

The latest edition of this newsletter is out now and includes:

- › eCALD® Research Commentary 29th Edition focuses on effective models for mental health care for refugees
- › MOH Resources with 1737 assist for those in mental distress as a result of the traumatic event in Christchurch
- › Auckland Refugee Health Forum [30 April 2019]
- › Pathways, Diversity and Inclusion Conference [2019]

You can read the newsletter [here](#).



KIA KAHA CHRISTCHURCH





CANTERBURY DHB 2019

# Māori and Pacific SCHOLARSHIPS

Māori and Pacific Scholarships are for Christchurch-based tertiary institution students who are studying a health-related NZQA accredited course and has whakapapa with Māori communities and/or cultural links with Pasifika communities, and are also planning to work in the Canterbury region.

- Applications close 5pm Friday 29 March 2019
- Online applications to be forwarded to:  
[manawhenuakiwaitaha.kaiawhina@gmail.com](mailto:manawhenuakiwaitaha.kaiawhina@gmail.com)

- Any queries, please contact:  
Ruth Chisholm, Kaiawhina 0274434532  
For more information please visit:  
[www.cdhb.health.nz/maorihealth](http://www.cdhb.health.nz/maorihealth)

**Canterbury**  
District Health Board  
Te Pōari Hauora o Waitaha





# A HEALTHY FUTURE FOR YOUR CAREER

## HEALTH INFO SESSIONS

Learn about health study options at Ara including degrees in nursing, sport science, nutrition and health promotion, and find out how our pre-health programme can help you meet the entry criteria for our health-related degree programmes.

### Wednesday 3 April

Manawa campus, 276 Antigua Street

#### Nursing

5.30pm-7pm

#### Pre-health

7pm-7.30pm

#### Nutrition, sport and health promotion

7.30pm-8pm

Register to attend at [ara.ac.nz](http://ara.ac.nz)

**ADVANTAGE YOU**



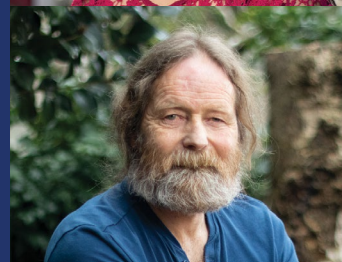
# 50,000 KIWIS HAVE HEPATITIS C

**Hep C can lead  
to liver cancer.**

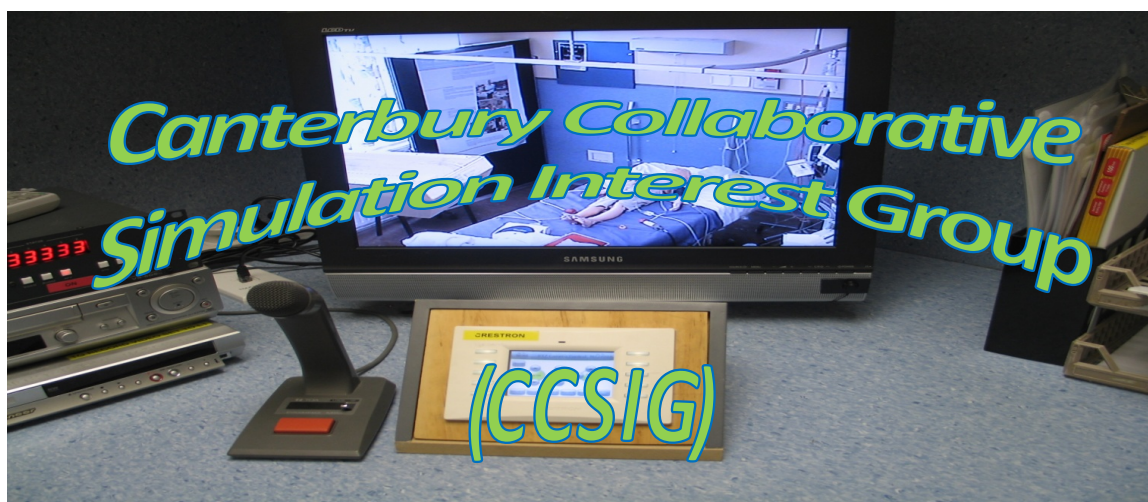
But with new, better and easier  
treatment Hep C can be cured.  
You can get Hep C many ways,  
like getting tattooed. But the most  
common is from sharing needles.  
If you've ever injected drugs  
you should get tested.

**GET TESTED  
ASK YOUR GP**

[GetHepCtested.co.nz](http://GetHepCtested.co.nz)







### **Canterbury Collaborative Simulation Interest Group (CCSIG)**

**Date:** 2<sup>nd</sup> April 2019

**Time:** 1330-1600hrs

**Venue:** Room 301. Level 3. Manawa, 276 Antigua Street, Christchurch

**Christchurch**      **Registration fee:** No charge

#### **Draft Programme:**

- **IPE in Paramedicine – The students experience – Brendan Wood, AUT**
- **IPE and Discharge Planning – John Dean & Claire Dillon, UoO**
- **CMS course feedback – Sarah Fitzgerald, Tracey Bruce, Steph Cook**
- **NZASH / Around the district updates**

**TO REGISTER PLEASE CONTACT:** Professional Development Unit







# Your invitation to a free heart health information session - HEART TESTS & INVESTIGATIONS

**Join us for a talk with Dr Josh Martin, Cardiologist to learn more about tests and investigations for heart disease.**

Dr Phil Adamson will also talk to us about his research "Getting to the heart of the matter with anti-matter."

After each presentation, there will be an opportunity to ask questions.



**Date:** Thursday 4 April 2019

**Venue:** New Salvation Army Building  
853 Colombo Street (Cnr Salisbury Street)

**Time:** 6.30pm-8.00pm

**RSVP:** Registrations Essential – Please book at [hearttests.eventbrite.co.nz](http://hearttests.eventbrite.co.nz) or call 03 366 2112 x 5 or email [helenc@heartfoundation.org.nz](mailto:helenc@heartfoundation.org.nz)



Visit [heartfoundation.org.nz/journeys](http://heartfoundation.org.nz/journeys)  
**You are not alone**

# Learn 2 Ride a Bike!

Join us for a women only morning of fun & learning

Friendly women volunteers helping  
refugee & immigrant women learn to ride a bike

**Wednesday 27 March, 10 April & 1 May**  
**9.30-10.30am**

**South Hagley Netball Courts, Hagley Ave**

Bikes/helmets will be provided and  
no special clothes are needed to take part.

Limited spaces available. Secure your free spot today.  
Email [Meg.Christie@cdhb.health.nz](mailto:Meg.Christie@cdhb.health.nz) or 03- 378  
6827/027 8486 927 with your name and date(s)

## Canterbury

District Health Board

Te Poari Hauora ō Waitaha



Helping adults cycle with  
confidence