



ceo update

Monday 8 September 2014 - Canterbury Clinical Network delivering the Canterbury vision

A couple of weeks ago we included some highlights from Canterbury Clinical Network's Q4 report in the CEO update. I'd like to take this opportunity to highlight a selection of them once again and provide some context to explain just what makes these achievements so remarkable.

As a reminder, the Canterbury Clinical Network is a collaborative working group of health care leaders and professionals. Its purpose is to give Canterbury people access to the right care in the right place at the right time, supported by community health professionals. The Canterbury Clinical Network is hosted at Pegasus Health, funded and driven by all three Canterbury PHOs and the Canterbury District Health Board with input from a range of clinicians, health providers and agencies from across Canterbury.

Here are just five of Canterbury Clinical Network's more significant achievements. In all five, the common theme is how we as a health system, through the outstanding work of the CCN partnership, are supporting people to stay well at home and in their communities:

1. Acute admissions into Canterbury hospitals are 30 percent lower than the national average. If we admitted at the same rate as the average of other large DHBs, then last year we would have admitted an additional 20,000 patients. Several programmes have been instrumental in bringing that to life.

Canterbury's Acute Demand Management Service accepted 7,065 referrals for urgent packages of care during Q4 – ensuring people received the urgent care they needed in the community without having to go to ED. This frees up services so they are available to people who have no option but to seek emergency care. The year-end total was 28,738 referrals, far in excess of a target of 22,000.

A referral pathway provides ambulance staff with a decision-making algorithm to ensure people with COPD get the care they need, which isn't necessarily a trip to ED. During Q4, 93 people with COPD were safely managed in primary care rather than ED. Of these, 80 were managed by GPs and 13 by the Pegasus Health 24 Hour Surgery. The total of 411 for 2013/14 exceeded the target for the year. In total 1427 patients have used the Ambulance diversion this year across all pathways.

2. Falls are a major cause of preventable harm in our healthcare facilities and in the wider community. Preventing harm through falls contributes to people's quality of life by enabling them to stay healthy and independent in their homes and communities. The Falls Prevention Programme provides strategies and practical help for people most at risk and those who work with them, and engages others in the community who can assist them.

The Community Based Falls Prevention Service supported 375 new referrals for over 65s during Q4, achieving a total of 1400 for the year against a target of 1200.

3. Canterbury's Medication Management Service is a proactive initiative set up to help people better manage their medications. As anyone with complex health conditions will tell you, it can be difficult to keep track of what to take and when, and the consequences of getting it wrong can be dire.

Through MMS, a community pharmacist visits the patient at home and reviews how the patient manages their medicines as well as checking what is in the medicine cabinet. Typical recommendations through the patient's general practice team might include stopping or changing medicines that the patient is not taking, changing dose forms so that medicines are taken at a time more attuned to the patient's lifestyle or needs, or the use of adherence supports such as blister packs that help the patient take the right medicine at the right time.

During the fourth quarter, MMS received 676 referrals at an average rate of 52 per week bringing the total number of consultations to an impressive 2840 for the year. Later this year the service is planning to expand to include Medicines Therapy Assessment (MTA), a clinical review of the prescribed medicines carried out in consultation with the general practice team.

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4. Respiratory disease is recognised as one of the key long term disease burdens associated with an aging population. Up to 100,000 people in Canterbury may be affected by respiratory issues including chronic obstructive pulmonary disease (COPD), asthma and sleep disorders. Many of the risk factors associated with respiratory disease, such as smoking, poor housing, heating and air quality, and poor nutrition are preventable.

Cantabrians received 303 subsidised spirometry tests in the community during Q4, completing the total of 1,421 for the year – 300 over target. 271 sleep assessments, which could pick up conditions such as sleep apnoea were also carried out in Q4 - taking the total to a third more than had been planned for the year.

5. In Q4 Cantabrians received 544 subsidised skin lesion excisions, contributing to a total for the year of 2407, significantly exceeding the target by more than 30 percent. During Q4, 108 subsidised pipelle biopsies were carried out by GPs in the community, without the need for a hospital visit – these are women who didn't have the added stress of waiting for a referral at an already difficult time. A pipelle biopsy takes a small sample of tissue from the endometrial lining of the uterus. This sample is then sent off to the laboratory to check for cancer or other abnormal cells.

It is because we are one of the world's most integrated large health systems that we can accomplish such great things together with our health alliance partners. Since its inception, the Canterbury Clinical Network has been changing for the better what we do and how we do it and we should all be proud of the very real difference we are making to people's health. We won't be resting on any laurels here though, targets are revised each year and become progressively more challenging to meet – let the fact that these aren't just numbers, they are people, inspire us to rise to the challenge.

Have a great week,
David Meates



September is Cervical Screening Awareness Month

Women New Zealand wide are being encouraged to have regular cervical smears and to think about the wider effect their health has on those they love – and how it is worth putting their health first.

Screening rates for Māori, Pacific and Asian women are around 10 to 20 per cent lower than other groups – so these women are a particular priority. A cervical smear is all about finding changes early. The sooner the presence of abnormal cells is detected, the sooner a woman can be treated and the better the likely outcome.

Some women may choose not to have a smear for a variety of reasons including cost, potential embarrassment, what might happen if cancer is detected and problems with getting to a clinic. Check the following videos to get answers to any questions you may have.

<http://vimeo.com/74670961> - General questions answered

<http://vimeo.com/78117899> - Particular issues for Pacific women

<http://vimeo.com/75448636> - Particular issues for Asian women

[Check the website for more information](#)



Burwood

The Travis Café is closed today. This is for contractors to work on extra power and water supplies, in preparation for Travis to be temporarily converted into the main cafeteria for the Burwood site.

Some ground works will shortly be done at Gate 1 (the old main entrance), which will disrupt normal access via that gate for a few days – although routine ambulance access and pedestrian access will be maintained. Staff affected have been informed. The exact date for these works is still to be announced – the team will publicise the closure date as soon as we have this information.

Christchurch

The first big step in the site preparation work for the Acute Services building is the relocation of the Te Whare Mahana building to Hillmorton. This move is currently scheduled to happen overnight on September 11. A small amount of site disruption will be necessary for a few days ahead of that date, with a crane and truck on site.

On Monday 15 September at 9.30 am, CDHB Kaumatua Maurice Gray will lead a karakia/blessing service ahead of enabling works starting on the new Acute Services building.

If any staff would like to attend the Karakia please meet in Hagley Park in the area immediately adjacent to the Oral Health building before 9:30 am.

The main body of works is expected to begin towards the end of September, the first part of which will be



The view from the project office towards the Back of House building: an exercise in crane coordination

Te Whare Mahana fenced off and ready to move, with the corner of the Oral Health building behind.



reconfiguring traffic flows around the front of the campus. The site prep team is currently presenting the likely changes to groups across the site – if you would like one of us to come and talk at your team meeting and to answer any questions you may have, please get in touch with David Brian or Daniel Park.

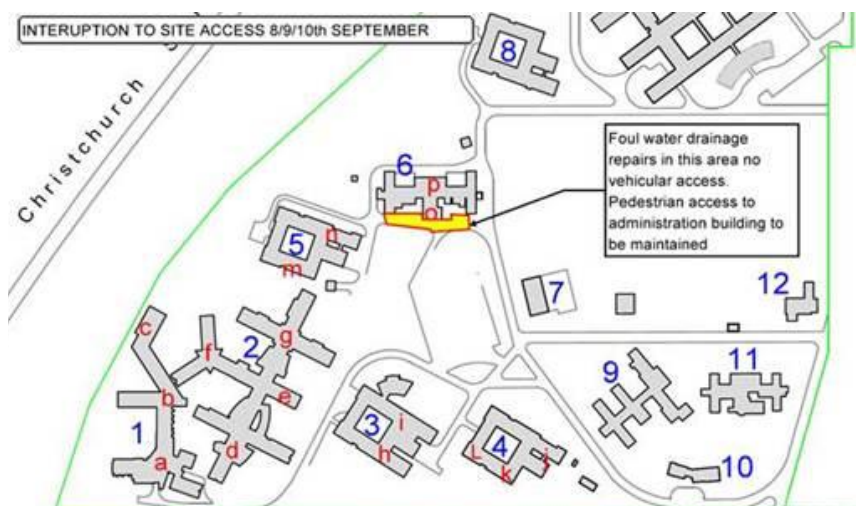
Finally, please note that the Developed Design phase for the Acute Services building is now coming to an end. If staff have any further feedback or issues outstanding, please contact the design team via your user group representatives.

Site Works

Site works will continue on September 8, 9 and 10 in front of the Avon Admin Building (indicated in yellow below).

There will be no vehicle access through this area during this time. Signage will be erected indicating alternative routes.

We apologise for any inconvenience this may cause.



Bouquets

Emergency Department, Christchurch Hospital

On Tuesday 19 August a student from Bluestone School in Timaru was airlifted to Christchurch Hospital from the Roundkill ski field. The student had fallen and this had resulted in a spiral fracture of his lower leg.

As Principal of Bluestone School I accompanied Keaton to hospital and remained with him until his mother was able to drive him up from Timaru. I want to praise the level of care given to the student in the Emergency Department. He received attention remarkably quickly considering how many other patients were there. He suffers from Asperger's and your staff were very understanding and handled the situation extremely well.

The student required x-rays and then manipulation to achieve realignment before having his leg plastered from toes to crotch. All those involved gave a wonderful level of care and service. Staff took time to explain to the student and myself exactly what had happened and what was required to happen next. At all stages I felt confident and reassured.

Please pass on to your staff that their professionalism and level of care was most impressive, even with all the pressure created by being such a busy department. We will speak very highly to others of Christchurch Hospital and the treatment we received.

Ian Poulter, Principal, Bluestone School.

AMAU and Ward 23, Christchurch Hospital

People are quick to complain when things go wrong. I was admitted to hospital last Wednesday and was discharged on Friday. I wanted to take the opportunity to say that the doctors were excellent and the unsung heroes in the health system are the nurses. It was interesting watching the nurses in action. I spent an hour or two in the acute medical assessment ward, the two nurses who looked after me were brilliant.

I was then transferred to ward 23 for the duration of my stay. My observation is that all staff in ward 23 conduct themselves with professionalism, compassion and exceptional skill considering the difficult circumstances they sometime have to deal with. If the nurses on ward 23 are an example of your nursing staff then the hospital has a highly skilled crew. I wish to make specific mention of Jamie Lopez, Ron Principe, Gina Sayson and the two night nurses who were in charge of the room I was in during my stay. Keep up the good work.

Gastrointestinal Endoscopy Unit, Christchurch Hospital

What a fantastic team in this unit, from the nurse who sent me information and preparatory items and the receptionist who checked me in on the day, to the nurse who gave me some long awaited food and drink following the procedure. Dr Michael Burt and the theatre nurses totally put me at ease when I entered the room. My results, complete with images and findings, were available when I left. This is top class service – and all with a smile.

Emergency Department, Christchurch Hospital

Amazing treatment, amazing staff. Could not fault them. The receptionist, nurse aide, orderly, trainee nurse, doctor all absolutely amazing. Kidney stone -so was really painful for him. Thank you so much.

Coronary Care Unit, Christchurch Hospital

Having been a patient at Christchurch Hospital in the Coronary Care Unit I would very much like to thank the hospital for the care I received from the time I arrived until my departure. I was made to feel completely at ease. I was kept fully informed about what was to happen and the procedure. The food and the menu were excellent. Special thanks to the nurses who personally looked after me.



Canterbury Medical Grand Round

Friday 12 September 2014, 12.15-1.15pm (lunch from 11.45 am)

Venue: Rolleston Lecture Theatre

Speaker: Liz Sargeant (OBE, MCSP, Grad Dip Phys)

Title: Urgent Care and Flow through the system – enabling people to return and remain at home.

UK speaker, Liz Sargeant (OBE, MCSP, Grad Dip Phys) who has 40 years' experience in physiotherapy and wider health service management. She now works as a member of a national team working with systems of health and social care in England to deliver better 'Urgent Care Pathways'.

Speaker: Dr Graham McGeoch, Hyperbaric Specialist

Title: Discussion of the role of Hyperbaric Medicine in Chronic Wound Care in Canterbury.

Hyperbaric oxygen therapy (HBOT) is fairly well accepted for selected diabetes-related chronic wounds and post-radiation injuries. The evidence for HBOT in other chronic wounds will be reviewed and the role of the Hyperbaric Medicine Unit discussed .

Chair: John Thwaites

Video Conference set up in:

- Burwood Meeting Room
- Meeting Room, Level 1 PMH
- Wakanui Room, Ashburton
- Telemedicine Room, Admin. Building 6 – Hillmorton

For more information contact: ruth.spearing@cdhb.health.nz

Prize for presentation on fixing data entry errors

Clinical Oncology Informatics Specialist, Drew Winter, has won a prize for Best Presentation at the Elekta Australasian User Meeting which was held in Queenstown last month.

The three-day annual event is for medical radiation oncology staff to discuss and network with fellow Elekta users and attend presentations delivered by industry peers. The prize is a \$5000 AUD travel grant to attend an international conference to further their knowledge and research in medical or radiation oncology.

Drew's presentation, called "The Clinical Impact of a Typo" looked at clinical data entry issues in the MOSAIQ patient management system at the Canterbury Regional Cancer and Haematology Service. Drew's presentation went on to describe the strategies used to fix the problem, including training and highlighting the issue to staff, adding in a height/weight confirmed step in the process and examining the MOSAIQ setup and the options it has to prevent errors.

"Training, data limits and extra checks reduced the issues and increased safety for the patients. Weekly audits since then have prevented clinical errors from typos," he said.

Drew, who has been in the role since 2009, says he was surprised and "absolutely thrilled" to win. He was looking forward to bringing back information from the conference which will benefit the department.

Right: Drew Winter



Graduate nurse goes back to where it all started

Twenty two years ago a tiny Caitlin Cowan was just starting out life at home after spending the first three months of it in Christchurch Women's Hospital Neonatal Intensive Care Unit (NICU).

Today Caitlin begins a new chapter in her life – and incredibly it's almost exactly back where she started.

Caitlin has gained a position as a graduate nurse in the Canterbury DHB's Nursing Entry To Practice (NetP) programme working in NICU, after completing a Bachelor of Nursing at CPIT.



"It's sort of surreal at the moment; going back as a Registered Nurse to where I started life," Caitlin says.

"It's an amazing feeling to think I will be the person who gives neonatal babies and their families the same wonderful care I received and to work alongside many of the nurses who cared for me."

Judy Weir, Carole Spencer, and Jilly Fiso, pictured with Caitlin Cowan and an incubator that was used in the 90s around the same time the three senior Neonatal Nurses looked after a 14-week premature Caitlin when she was in Christchurch's Neonatal Intensive Care Unit 22 years ago. Caitlin begins working in NICU as a graduate NetP nurse this month.

Caitlin was born at 26 weeks gestation, or 14 weeks premature on April 24, 1992 in Wellington Hospital's neonatal unit, weighing about 1100 grams. She is what some would say 'a miracle baby'.

Her mother had been transferred to Wellington for an emergency caesarean section because there was no room in Christchurch's NICU at the time.

"When I was born I wasn't breathing and did not have a satisfactory heartbeat for the first eight minutes of my life – I should have had a lot of permanent health issues from that – so it is really quite amazing I haven't," Caitlin says.

After a month in Wellington Caitlin was transferred to Christchurch's NICU, where she stayed for another three months until she was strong enough to go home on oxygen support.

Caitlin says she's always felt a calling to work as a nurse in the place where she spent the first few months of her life and feels extremely lucky to have got a place on the NetP programme in NICU.

"I'm really excited to go back. To get a place in NICU, finally, is amazing. It was my goal all the way through; I've made it to where I always wanted to be."

Caitlin says NetP is a fantastic option for graduate nurses.

"NetP provides us with additional support and guidance throughout our first year of practice as newly qualified registered nurses, rather than being thrown in the deep end straight away."

Caitlin is looking forward to developing her skills and also hopes many of the families she meets in NICU will gain a sense of hope when they hear her story.

Mary Gordon, Canterbury and West Coast DHBs' Executive Director of Nursing, says it's wonderful to have the likes of Caitlin and other young nurses wanting to practice in Canterbury.

Mary says Canterbury DHB and CPIT are committed to investing in our regions' nursing workforce.

Continues on the following page...

"Each year we are always impressed with the calibre of graduates both locally and nationally. Canterbury District Health Board has been steadily increasing its new graduate nursing numbers in preparation for the new facilities at both Burwood and Christchurch Hospitals," she says.

"One of the greatest things about having an undergraduate provider in our city is that they are already working within our health system on placement, and our clinical staff get to know them really well. Staff often refer to them as 'our students' rather than 'CPIT's students'."

Mary says there are many opportunities for the future nursing workforce with plans for the Health Precinct progressing and potential for tertiary, research and health innovation business being based close to Christchurch Hospital.

"We will continue to shape and develop our students so that they are fully integrated into our health system."

In addition to this, the Regional Directors of Nursing have had a long term strategy to increase graduate nursing numbers as 64 percent of the nursing population are aged over 45.

Dr Cathy Andrew, Head of Nursing and Human Services at CPIT, says it's important the numbers continue to grow to replace the ageing workforce and to engage with expanded opportunities for nurses in the health sector.

"More than 85 percent of CPIT nursing graduates are employed as registered nurses within three months of completing their degrees," Cathy says.

"We consistently have the highest number of graduates employed nationally. Most want to work in Canterbury due to the excellent clinical experiences and support they have as students in the wider Canterbury Health System."

Historical number of graduates employed into NETP/NESP in the Canterbury Region:

Intake	# Graduates employed
2014 - January	NETP - 69 NESP - 31
2013 - September	NETP - 66 NESP - 11
2013 - January	NETP - 73 NESP - 23
2012 - September	NETP - 65 NESP - 15
2012 - January	NETP - 54 NESP - 22
2011 - September	NETP - 48 NESP - 8
2011 - January	NETP - 57 NESP - 15

*These do not include the numbers hired into the private hospitals or some of the primary health facilities and ARCs so an even higher number of grads get hired in our region than shown above.

*NetP enables nursing graduates to begin their careers well-supported, safe, skilled and confident in their clinical practice, equipped for further learning and professional development, meeting the needs of health and disability support service users and employers.

*The Canterbury DHB NetP has 65 positions for hospital graduates and partners on average, and regularly takes over these numbers. We will also take on up to 40 graduates for the New Entry to Specialty Practice (NESP) for Mental Health Nursing 2015 intake.

Andy Miller – Christchurch Hospital Night Shift Telephone Operator retiring after 34 years

For 34 years Andy has been a voice on the end of the phone, connecting us with our colleagues, with help in an emergency, with patients or sometimes just for a quick chat on a quiet night. It is therefore with a touch of sadness that we announce his retirement as he heads south for a new life with his family in Waimate.

Starting as an orderly at Princess Margaret Hospital in 1980, Andy recalls sharing teas in the nurses' home dining room with doctors, nurses and the support staff all "mucking in together", he also recollects being taught how to operate the old switchboard when it was still a plug board exchange with leads to connect calls, a far cry from the technology we use today.



Above: Andy Miller

There is probably no-one regularly working on night shifts who has not had a least one conversation with Andy and his calm and patient manner is legendary. Staying at his desk; although possibly under it (drop, cover and hold) on more than one occasion, the night service continued unabated with Andy at the helm.



Above: Andy Miller in the early days

Providing ongoing support to the Clinical teams through communication and paging, Andy has seen many changes over the years. Overnight, not that long ago, he would be the one to call when no registrars were on call and no doubt experienced his fair share of midnight grumbles.

He also commented that he had to take up cycling to work as the night shift cook used to serve "wonderful three course meals". He has also seen his fair share of improvements over the years, water for the "jug" no longer has to be fetched from the sink in the toilets next door, three paging systems have been installed and at the last count 11 monitors or screens surround the overnight desk in the telephone office.

On his pending retirement Andy says: *"I have enjoyed my 34 years with CDHB. I have enjoyed trying to be cheerful in the wee hours of the night. I will miss the staff from all disciplines; however I will not miss having to sleep in the daytime especially in the heat of the summer".*

Andy's last night at the switchboard will be from 2300 Saturday 13 September to 0700 Sunday 14 September and you are welcome to drop in to say goodbye.



Last days to tell us what you think about Dry July

If you took part in Dry July this year – either as a DJ or a supporter, we'd like your views on a range of things, from events to our webpage.

Please visit <https://www.surveymonkey.com/s/dryjuly> and tell us what you liked about the way we ran Dry July and what we could have done better.

The survey closes 15 September.

Pacific Trust Canterbury Mental Health & Addictions Services

The Pacific Trust Canterbury (PTC) Mental Health & Addictions team provides clinical and non-clinical services to Pacific whāiora who experience mental health unwellness including addiction.

Working with CDHB and communities, PTC clinical staff assess and develop wellness plans with Pacific whāiora.



Service Manager Jeff Millar (Kalauta) says the clinical team, made up of social worker, registered nurse and AOD clinician, use Pacific theory and evidence based approaches including the 'Fonofale' model to assess and develop wellness plans.

"Pacific Trust Canterbury is a provider of choice for our Pacific whāiora and their aiga (family) because we put their needs, hopes and goals at the centre of the work we do. It's about aiga and communities leading their own wellness and reaching their full potential with support from us," says Jeff.

"Connectedness, identity, and belonging are cornerstone values for Pacific people and we are always looking for ways of assisting our Pacific whāiora to develop and strengthen healthy relationships with their aiga, matua (elders), church and their wider pacific networks and community."

Every Wednesday morning PTC provide Pacific whāiora with the opportunity to meet and participate in an activity based fono and shared kai. Most recently Zumba instructors visited and facilitated a high energy session of movement and dance which kept everyone on their toes.

Senior Clinician Ta'i Estall says the sessions allow people to connect and get active.

"We all know the benefits of exercise but when it's cold outside it can be tempting to stay indoors. It's been great seeing everyone at the sessions getting active and enjoying it over winter."

Jeff Millar says Pacific Trust Canterbury are focused on continuing to meet the needs of Pacific whāiora and their aiga.

"Future plans include raising the profile of the services we deliver by getting out to Specialist Mental Health Services teams and letting them know that since the earthquake we are still here and have capacity to accept referrals for Pacific whāiora of SMHS."

As well as providing mental health & addiction services, Pacific Trust Canterbury also offers a broad range of community services to pacific people in Canterbury including a GP clinic, primary health, earthquake support, whānau ora and social services. Read more about Pacific Trust here: <http://pacifictrust.co.nz/>



Want to further your qualifications in the area of Māori mental health?

Each year the Te Rau Puawai Workforce Programme provides bursaries and learning support for students who are seeking to commence or complete a Massey university qualification in a field of Māori mental health.

Students who receive bursaries are able to enter or continue their Massey programmes, which include undergraduate and postgraduate studies in the following areas: Psychology, Nursing, Rehabilitation, Social Work, Social Policy, Māori Health, Māori Studies, and Health Science.

The scholarship provides:

- Contribution to cover fees and travel costs (the fee component is paid directly to the university)
- Provision of a mentor
- Individual learning and personal support
- Assistance with course planning
- An essay writing and study skills workshop
- Access to Māori community and student networks
- Applications close 13 October 2014

For more information [click here](#) or phone 0800 PUAWAI (782 924)



Sporting success for Christchurch medical students

The New Zealand Medical Students' Association Sports Exchange is always an anticipated event on the medical school calendar. A twenty five strong Christchurch contingent travelled to Auckland for a weekend of healthy, fun competition. Up against participants from Wellington, Dunedin and Auckland, the Christchurch teams performed exceptionally across the weekend. We ground out strong performances in Netball, Football and Volleyball, placing second in each. A dynamic rugby display saw us crowned champions in the sevens event, extended an unbeaten run stretching across several years. A solid fourth in Basketball against some giant competition rounded off the exchange. Christchurch finished second overall, with the hosts, Auckland claiming the top prize.

The new Christchurch Medical School sports kits were unveiled at this year's competition, generously funded by the Canterbury Hospitals' Medical Staff Association (CHMSA). The team looked sharp and united in the black and red striped attire, which will serve the Christchurch Medical School well in years to come. The ongoing CHMSA support enabled the participants to travel and be housed at a subsidised rate, which allowed the occasion to be truly appreciated by all. The exchange was thoroughly enjoyed and we look forward to challenging for the overall title in 2015.



Department of Psychological Medicine, University of Otago, Christchurch & SMHS, CDHB Clinical Meeting

Tuesday 9 September 2014, 12:30 pm – 1:30 pm

Venue: **Beaven Lecture Theatre, 7th Floor, School of Medicine Building**

"How to deal with alcohol problems, clinically and socially - the Scottish Experience"

Presenter: Dr Peter Rice

Dr Peter Rice is Chair of SHAAP (Scottish Health Action on Alcohol Problems), an independent medical advocacy organisation set up to raise awareness of the nature and extent of harm linked to alcohol use in Scotland, and to campaign for evidence-based measures to reduce this harm.

Chaired by: Professor Doug Sellman

Special notes

These meetings will be held on a weekly basis (except during school holidays)

A light lunch will be served at the School of Medicine venue from 12 noon.

Psychiatrists can claim CME for attending these meetings.

The sessions will be broadcast to the following sites:

For TPMH attendees the venue is the Child, Adolescent & Family Inpatient Unit, Ground floor.

Access is from the main reception at TPMH.

For Hillmorton attendees the venue is the **Lincoln Lounge, Admin Building, Hillmorton Hospital**

The dial in address is: **Psych Med Grand Round.**

If you have difficulties dialling in please call **0800 835 363** to be connected.

Staff Wellbeing Programme: Start a spring walking group; Earthquake Support Coordinators drop-in desks



Spring Walking Groups – spring is in the air! – get together with colleagues and start a walking group. Contact Andy andy.hearn@cdhb.health.nz or Lee lee.tuki@cdhb.health.nz for more information

Canterbury District Health Board
To Peter 1 house 5 visitors

Richmond
New Zealand's largest provider of health services

Need help with Earthquake Issues?

Free Earthquake Support Coordination Service

Earthquake Support Coordinators are available to help people and their families directly affected by the Canterbury earthquakes.

Earthquake Support Coordinators can:

- Support you to work out what needs to be done for you, your family and/or a family member and make a plan
- Provide relevant information
- Support connection with relevant services
- Coordinate meetings between you and the experts.

They can connect you to services that provide (but are not limited to):

- Legal, EQC and insurance help
- Repairs
- Accommodation assistance
- Counselling support and social services
- Financial assistance or information
- Health services
- Winter housing advice
- School or childcare support
- Foundation services
- Environmental and infrastructure information.

The support provided is based on your individual circumstances.

For advice or to request an Earthquake Support Coordinator,
Call: (03) 371 5598
After hours assistance available:
Email: earthquake.support@richmond.org.nz

Free Service for CDHB Staff and their Families.

Earthquake Support Coordination (ESC) Service

ESCs will run drop-in desks at main hospital cafes from 1000-1330hrs during September as follows:

- TPMH café – Tuesday 2
- Burwood café – Wednesday 10
- Hillmorton café – Thursday 18
- CHCH Campus – Great Escape – Tuesday 23

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

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

[Click on the image to view poster](#)

EAP Services – free counselling available to all staff

See the [Staff Wellbeing Programme intranet page](#) for more information or [click on image to the right](#).

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

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

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

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

Andy Hearn

Staff Wellbeing Coordinator
Canterbury and West Coast DHB

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

andy.hearn@cdhb.health.nz

eap services

What is the Employee Assistance Programme?

WHAT IS THE EMPLOYEE ASSISTANCE PROGRAMME?
Your Employee Assistance Programme (EAP) is a professional and confidential service paid for by your employer. It is to help you if you are experiencing any personal or work related difficulties. This service is provided by an independent company called EAP Services Limited, and their Professionals are all qualified, registered and experienced EAP specialists.

WHAT KIND OF ASSISTANCE DOES EAP PROVIDE?
EAP Services provides brief, solution focused support, to help you deal with any difficulties you may be experiencing, and to minimise their impact on your life. The discussions with your EAP Professional will be informal, friendly, and focused on meeting your needs.

HOW CAN PROFESSIONAL SUPPORT HELP?
Your EAP Professional will work to assist you:

1. Clarify a problem
2. Identify your desired outcome
3. Develop a plan for you to achieve a positive result

WHAT KIND OF SUPPORT CAN EAP HELP TO ADDRESS?

Personal Relationships	Health & Lifestyle Issues	Grief & Bereavement
Children & Family Support	Work Pressure & Problems	Conflict & Tension
Alcohol & Drug Problems	Personal Development	Anxiety & Depression
Personal Legal Advice	Separation & Divorce	Emotional Stress
Gambling & Addictions	Budgeting & Financial Management	Trauma

If you are experiencing any personal or work related issues, then accessing EAP Services will be of benefit to you. Often the longer an issue is ignored, the bigger it gets and the more aspects of your life it will affect.

WHEN CAN I ACCESS THESE SERVICES?
EAP Services operates 8.00 am – 7.00 pm, Monday to Friday. During this time all services are available either via the e-counselling, telephone, Skype or in a face to face setting. In addition, a number of EAP Services locations provide after-hours and weekend support.

For times when individual circumstances require an immediate response, an emergency telephone service operates providing 24 hours a day, 365 days a year access. On-call professionals are available to respond as the situation requires.

HOW CAN MANAGERS USE THE EAP?
Sometimes employees need help if they aren't coping either at home or work. On these occasions, managers may wish to suggest to a staff member that they may benefit from using the EAP. The decision to attend is still entirely voluntary.

CONFIDENTIALITY
All EAP consultations are strictly confidential. EAP Services does not share information about you with anyone, unless we have your written authority to do so.

In the case of workplace issues, you may authorise EAP Services to discuss the matter with your manager or another person you nominate to help address the situation.

*The only exception is where our Professional identifies that your personal safety or harm to others is at risk and reserve the right to take appropriate action.

HOW DO I ACCESS EAP?
EAP appointments can be made simply by contacting EAP Services Limited anytime 24 hours 365 days by:

SCAN QR
NZ 0800 327 669
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What does your job involve?

St John has a contract with CDHB to provide a transfer service for staff and patients to and from Christchurch Hospital, Burwood Hospital and The Princess Margaret Hospital (TPMH) on a timetable service. The vehicle that I drive is a fit for purpose Mercedes Sprinter mini bus capable of carrying a total of eight people in seats as well as wheelchairs. The vehicle (my office) was donated by the Grumpy Foundation for this role.

Why did you choose to work in this field?

My St John service started in 1987 as an 18 year old who wished to serve the community as an event volunteer (Saturdays on rugby duty at South Hagley Park). After a period of time I was able to crew on ambulances with the title of First Aider, (left hand seat to the job, in the back to hospital). My day job during the early 1970s was with the Public Service Garage (post office) driving mail vans and trucks with some ministerial chauffeuring, in the mid-1970s.

I then moved over to the tourism industry driving tour coaches for The Mount Cook Co. I continued to maintain my interest in St John as a volunteer in events/ambulance, and for a period, in governance in area committees with Rangiora and Ellesmere. In 1999 I gained a full time position with St John in Christchurch on the patient transfer roster. I still retained my links with the tourism industry by holding the position of National Secretary of The New Zealand Tour Drivers' Guild until it went out of existence in 2004.

What do you love about it?

Since the shuttles in their present form have been operating (five years in August) I enjoy the interaction with the staff from all sections of CDHB, including senior management, clinical and support staff. Everyone has a sense of humour in this organisation, be it subtle, warped, or bordering on black! That is why I enjoy their company on the short journey between the hospitals. The same can be said of the patients I transport.

They are entering into the rehabilitation stage of their treatment and eventual discharge and in most cases their mood is positive and they enjoy the journey after being confined to a ward for a period of time.

What are the challenging bits?

My work is not challenging but I do have an issue when patients come down from the warm wards into the cold outside temperatures at the loading point and they have not been adequately wrapped for warmth and dignity.

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

I admire everyone who works in the health industry, whether it's St John, both paid and volunteer, or CDHB. In my opinion these people want to be in this industry, not have to be.

The last book I read was... John Key autobiography. No matter what a person's background is and if they set their mind to it and with dogged determination anyone can become Prime Minister of New Zealand.

If I could be anywhere in the world right now it would be... Driving the Silk Road to Russia from London with a group of fellow four wheel drive enthusiasts.

My ultimate Sunday would involve... Not having the alarm go off at 5.30am but at the same time knowing that the next morning it will.

One food I really dislike is... cucumber in any shape or form.

My favourite music is... at my age anything that is easy to listen to and where I can understand the lyrics.

If you would like to spend 'one minute with...' or nominate someone please contact

Naomi.Gilling@cdhb.health.nz



ceo update

Vote in Advance!

Election day is **Saturday 20 September**, but if you wish to vote earlier, advance voting will be available from **Monday 8 September 2014** on the ground floor of Christchurch Hospital near the ATM.

Monday 8 – Friday 12 September, 10.00am to 4.30pm
Saturday 13 September, 10.00am to 2.00pm
Monday 15 – Friday 19 September, 10.00am to 4.30pm

This voting place will be issuing votes for Christchurch Central, Christchurch East, Port Hills, Ilam, Wigram, Selwyn, Waimakariri, Rangitata and Kaikoura as well as special votes for people who reside anywhere else in New Zealand.

Go to the [elections website](#) for a list of other advance voting places near you. The Electoral Commission is making it as easy as possible for all eligible New Zealanders to vote in this year's election.

Voting on election day Saturday 20 September

A voting place will be located in the annex room beside The Great Escape Cafe from 9am – 7pm on Election Day.

Remember to bring your 'EasyVote' card for fast service.

Go to the [elections website](#) for a list of other voting places near you.

For questions please contact: Andrea Frewen 358 9601 or christchurchcentral@Elections.govt.nz
[Or go to the elections website.](#)



Appointment of Charge Nurse Manager - Ward 10, Christchurch Hospital

Janet Kay has been appointed into the position of Charge Nurse Manager (CNM), Ward 10, Cardiothoracic and Vascular Ward.

Janet has previously been a Charge Nurse Manager and Educator and has experience in Senior Nursing roles and an extensive ICU and Cardiothoracic nursing background. Her most recent clinical experience was in cardiology/cath lab.

Please welcome and support Janet into the Charge Nurse Manager role of Ward 10.

Janet can be contacted on ext 81421, pager 8572, cellphone 027 689 0193 or e-mail janet.kay@cdhb.health.nz

Thank you to Sandra Chamberlain who has been CNM in Ward 10 for the past three months until Janet's appointment and Emma Chamberlain who has covered the Ward 18 CNM post. Sandra has now returned to her CNM role of Ward 18 and Emma has returned to her Ward 18 RN post.

Nicky Graham
Surgical Nursing Director

Changes to DHB's Travel Insurance – International only

A new collective insurance provider has recently been announced for all DHB's with some significant cost saving for Canterbury DHB.

However, as with all insurance, the 'devil is in the detail' and all staff travelling on CDHB funded trips to international destinations will be required to provide additional information to the CDHB travel office.

For all travel trips outside of New Zealand you must provide the following details to Travelinsurance@cdhb.health.nz:

- Any CDHB equipment/supplies valued above \$5,000*
- Full name as recorded in passport
- Date of birth
- Any medical/health concerns that should be disclosed
- Contact number or email address

**Please note that the CDHB is unable to insure any personal item valued at over \$5,000. However there is the option for the traveller to do so by paying a specified item fee.*

For a full copy of the insurers travel insurance policy please contact Travelinsurance@cdhb.health.nz

To protect the cost of tickets including flights, accommodation, car hire etc., travel must be registered for insurance immediately your confirmed itinerary arrives. Any change in details/circumstances need to be advised in case they affect the terms of cover.

The new insurance covers:

- Days of business
- Return travel days to the business (does not cover elective stopovers or deviations)
- Two leisure days

Staff combining business and leisure will be required to pay for the extra days required (including elective stopovers and route deviations), the negotiated price is \$4.08 per day per person. However, a minimum charge of \$30 applies.

Travellers should note that combining two different travel insurance policies is not permitted and will be required to pay any excess leisure days on the CDHB insurance policy. Payment is by credit card or debit card (Diners is not accepted) and goes directly to the insurers at the time of issuing the certificate. Please advise the CDHB travel office immediately if you change your travel plans after booking is confirmed as an amended certificate may need to be issued.

Special event on Thursday 23 October 2014, at 4.00pm



Lest We Forget: Remembering the Marquette nurses

As the Chapel is closed, the venue is St Michael's School Hall, Durham Street, Christchurch [entrance between Oxford Terrace and Tuam Street].

Commemoration of the 99th anniversary of the torpedoing of HMT Marquette when 10 New Zealand nurses died in the sea off Greece. Find out how the wreck was finally discovered in 2009 and hear an update on plans to restore the earthquake-damaged Nurses' Memorial Chapel.

ceo update

BCG Vaccine now available - attention LMCs /well child providers/general practices

The BCG vaccine (that protects against tuberculosis) is once again available and approval has been given by the Medical Officers of Health for BCG vaccination services to provide the vaccine under Section 29 of the Medicines Act 1981. The vaccine is fully registered/approved and already being used in a number of countries internationally.

Twice weekly clinics resumed last Friday and priority is being given to those babies/children who are due to travel or nearing 6 months of age. Currently there are approximately 250 referrals waiting to be actioned – these have all been prioritized and we are in the process of contacting the families to make appointments.

Please continue to send in referrals as usual and be clear if they have travel plans or anything else that makes the referral urgent so they can be prioritised on the wait list. Please call if you have any queries. Direct dial is for the BCG administrator it 383 6863.

Alison Clarke, CNM and Public Health Nursing and Vision Hearing Services

NZIHM



The New Zealand Institute of Health Management
NZ branch of the Australasian College of Health Service Management



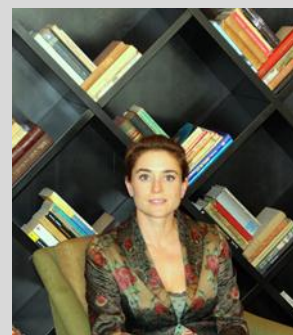
Seminar—Resilience Applied: Tales from Military Observers Posted to the Middle East - presented by Capt. Alexandrina Bojilova

Thursday 25 September 2014
Pegasus Health (Charitable) Ltd
Meeting Room 3, 1st Floor (follow the signs from the main doors)
160 Bealey Avenue, Christchurch

This seminar offers reflections on the attitudes, behaviours, heuristics and values that build and sustain resilience- factors that can be transferable and relevant to us all. It also builds understanding on how we can orient towards building resilience in those around us and within our teams.

Schedule:

07:00am Networking Breakfast
07:30am Speaker Presentation
NZIHM Members: No charge
Non Members: \$15



Capt. Alexandrina Bojilova

RSVP with payment details by **17 September 2014** to mary.fraher@cdhb.health.nz

Alexandrina is currently a serving officer with the New Zealand Army. As a registered psychologist, Alexandrina has worked as the lead selection, assessment and performance psychologist for peak performance teams as well as in command-advisory capacity, focusing on team building and effectiveness. As the Organisational Development Psychologist (NZDF), Alexandrina has worked on developing and implementing tools on leadership development, organisational culture, change management and wider organisational effectiveness.

Alexandrina holds a BA (Psychology and Russian Language), MSC (Hons) in Applied Psychology and a PGDipBus. She is currently working towards her PhD with the Department of Strategy and Human Resource Management of Waikato University, focusing on the interplay between individual and organisational resilience. Alexandrina has completed a number of operational deployments, including to Afghanistan, Israel, Syria and East Timor. She recently returned from a 13 month deployment with the United Nations Truce Supervision Organisation.



Random acts of cupcakes for Hereford Centre

Orion Health is celebrating and promoting Random Acts of Kindness (RAK) in September, as part of the company's Wellness calendar.

Earlier last week several members of the team delivered a bunch of deliciously freshly home-baked cupcakes to the Hereford team at Hillmorton. The Hereford team is a mental health assertive outreach service based within Specialist Mental Health.

Deborah Selwood, Services Manager, says the Hereford team has remained focussed on working hard and providing good clinical care to consumers throughout challenging times and deserved to receive Orion's lovely Random Acts of Kindness gesture.



Members of Orion Health and the Hereford Centre enjoy tucking into some freshly home-baked cupcakes last week.

"The team have coped admirably, remained focussed on their patients throughout these recent events and were extremely worthy of receiving Orion's lovely Random Acts of Kindness gesture," Deborah says.

David Main, Orion Health Development Team Leader, says the company's month of Random Acts of Kindness was going really well.

"Everyone really enjoyed pitching in and baking up a storm. Orion has several other activities planned for the rest of the month including asking staff to bring in unwanted household items to donate, along with non-perishable foods to City," Dave says.

Nurses undertaking CPIT courses in 2015

The procedure for applying for funding for CPIT courses in 2015 is changing.

Instead of applications being processed all year, there will now be twice-yearly funding rounds. The first funding round will open on 1 September and close on 10 October. A second funding round will be held in March/April 2015 for papers later in the year.

Applications for the first funding round are now being accepted. Please apply using the on-line application form: [CPIT Funding Application Form](#)

Further information is available from Jenny Gardner on jenny.gardner@cdhb.health.nz or Vicki Christoffersen on Vicki.Christoffersen@cdhb.health.nz



It's time to take our trainers out and become a Star for breast cancer...

The Pink Star Walk is being held in Christchurch for the very first time on Saturday 18 October so please support the New Zealand Breast Cancer Foundation.

You may join as a team or an individual to walk 5km or stretch yourself a bit more by walking the half marathon (21km). Alternatively you may support your friends and colleagues by sponsoring them to raise funds. Please see below for more details.

Purchase your tickets now at www.pinkstarwalk.co.nz



West Coast District Health Board
Te Poari Hauora a Rohe o Tai Poutini

Project Managers Wanted

There are big changes coming to the Canterbury District Health Board. We're continually striving to provide the best care for our patients and that means there are several significant projects underway! Change isn't always easy, but it is inevitable, so we're looking for qualified professionals to bring their fresh ideas and perspectives to work with our innovative teams developing new and creative solutions.

Some of the areas that we need your project management expertise include:

- **Specialist Mental Health Services**
- **Patient Information Care System Project**
 - **Facilities Development**
 - **Site Redevelopment**
 - **Information Services**

Visit our Careers Website to learn more about all the opportunities available for you to make your mark on our exciting and ever changing environment!

LATEST OPPORTUNITIES

[Registered Nurses - Emergency](#)

[Nurses - Casual Pool, Christchurch Hospital](#)

[Procurement Analyst/Specialist](#)

[Business Process Analyst - PICS](#)

[Senior Business Systems Analyst - PICS](#)

[Regional Tester](#)

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

Associate Director of Allied Health (West Coast District Health Board)

Health services in the West Coast continue to transform and we have an exciting opportunity to reshape the way we operate, developing Allied Health services that will sustain us well into the future.

The Associate Director of Allied Health is a newly created role, to redefine and assist in the lead delivery of integrated health care across the West Coast Health system.

Reporting to the General Manager of Grey Base Hospital, you will work in partnership with the Director of Nursing, Chief of Medicine, General Managers of Grey/Westland and Buller Health, fostering excellence in clinical standards and professional practice of the Allied Health professions.

You will be accountable for the operational and professional leadership of the Allied Health workforce across the West Coast District Health Board and the operational management of the Allied Health workforce in Hospital and Community Services.

Working with key stakeholders to strategically develop service models of care that meet the needs of the patients and their families, you will participate in the negotiation of service contracts and fiscally manage resources within budget.

As an expert in leading service and/or professional change, you will be accountable for leading quality programmes, innovation and research, and will guide Allied Health professionals forward and break down clinical and knowledge silos to ensure that patients benefit from quality, coordinated and timely care.

We are seeking an experienced leader, with a qualification in an Allied Health profession and current practising certificate, who is innovative, outcome focused, and driven to achieve professional and operational excellence. You must be able to clearly articulate a vision that resonates with others, and have a deep commitment to working in collaboration across disciplines.

The future is clear, the frameworks are in place – what we need now is your passion and expertise to achieve our vision of quality integrated health services.

Apply online or to discuss this role in more detail contact Phil Adamson, Recruitment Specialist on (03) 378 6227.

Nursing Research Series - Friday 12 September

Oncology Lecture Theatre | Christchurch Hospital | Ground Floor
1230-1300

Nursing prides itself on care for the 'whole person' and aspires to models such as Te Whare Tapa Wha. In the pressured environment of acute hospital care the spiritual dimension (Wairau) is often overlooked. Come along and hear Willem discuss his research into increasing our understanding and identifying practices that assist nurses to nurture the spiritual well-being of patients, particularly those living with a life limiting illness.



Asian Health Day

Saturday 27 September 2014, 10am-1pm
Avonhead School Hall, 55 Avonhead Road

Free health information, free simple health checks (blood pressure and diabetes) and more.

[Click here for more information.](#)

Sexual Health Seminar

Thursday 18 September 2014, 1pm—4.40pm
Community and Public Health, 310 Manchester Street

Topics

How young women use the internet to find information on sex
Presented by Emily Brick

Love and sex in an age of pornography
Presented by Diane Shannon

[For more information](#)

To rsvp contact Diane Shannon—diane.shannon@cdhb.health.nz



Education Fairs August 2014 - Website Now Live

The Education Fair- It's here!

[Check it out to see what is available to you now](#), and hear what others are saying who have already been enjoying the benefits of their next developmental steps. Have fun exploring and connecting. We look forward to hearing all about your next moves.



Artist Doctors presents...Last night of the PROMS

[For more information click on the image to the left.](#)



[Read the latest SCIRT news here](#)