



Today marks one month since the terrorist attack on 15 March 2019

In some ways it feels like it was only a couple of weeks ago, but so much has changed in the past 30 days.

I am in awe of what you have collectively managed to achieve. All 48 patients who were in our care survived. Most of the injured have now recovered to the point where they are well enough to be at home. Many are still receiving complex ongoing care in their own homes from a skilled team of nurses and other professionals.

To many of our recent visitors from overseas, Christchurch was perceived as a small rural centre in the middle of a sparsely populated South Island of New Zealand. So many people have been surprised to learn that Christchurch Hospital is the largest trauma centre in New Zealand and the fifth largest trauma centre in Australasia.

A frequently asked question is “where did we access all the trauma specialists?” While there were many kind and generous offers of assistance, our own teams needed to respond to the rapidly emerging impact of 48 people arriving with a range of gunshot injuries. Many have required multiple surgeries and spent a lot of time in intensive care.

I still find it extraordinary that by 6pm on that same Friday, our Emergency Department was ready to accept more patients. This was only possible because of our whole-of-health-system response where primary care shared the acute load, and the rest of the hospital flexed and accommodated patients in need.

The wider New Zealand health system provided assistance: Capital and Coast DHB cared for two existing stable Intensive Care Unit (ICU) patients who were transferred



to Wellington. Counties Manukau DHB was able to accept complex spinal injuries from other DHB regions that would normally have come to Canterbury while we were at capacity. Auckland DHB has also been caring for two patients who were transferred to Auckland following initial life-saving interventions.

How you respond when under pressure and intense stress reflects the culture of a health system. Calm, professional and focused spring to mind when talking about our response. I feel incredibly proud and so lucky to be part of an organisation and Canterbury Health System that is made up of so many amazing and talented people.

The health response has been nothing short of extraordinary. No egos, no dramas, just teams of well-coordinated professionals and support staff each playing their part – and, in so many cases, pushing your skills and stamina to the limit to ensure people received the care they needed.

In this issue

- › Looking after yourself... pg 3
- › Special bouquets... pg 4
- › Regulars... pg 5-8
- › Celebrating our dedicated administrative staff... pg 9-10

- › Preventing falls in Ashburton... pg 11
- › Approachable in orange... pg 12
- › All you need to know about Personalised Care Plans... pg 13
- › Personal Assistant reflects on 25-year career in health... pg 14

- › Winter is coming – get your flu shot! | Canterbury DHB's winning effort in the Aotearoa Bike Challenge... pg 15
- › One minute with... pg 16
- › Notices... pg 17-19

As of this afternoon, a total of 11 people are still being cared for in hospitals:

- › A young girl remains in a stable condition in Starship Hospital
- › 6 people are in Christchurch Hospital [one person is still critical in ICU + 5 are in a stable condition]
- › 4 people are stable and recovering in Burwood Hospital.

As physical injuries heal, we know from experience that the impact on wellbeing and mental health can be more complicated and take a lot longer to accept and manage.

We've had more than our fair share of disasters and adverse events in Canterbury. For those of us who have been around since 2010 you'll know that we've been hit by a number of natural disasters: thousands of earthquakes since 2010, serious flood events in 2013 and 2014, and the Port Hills fires in 2017 which all resulted in significant damage to or loss of homes and these events had an impact on the wellbeing of so many people.

We know that the after-effects of the terror attack will continue to surface in different ways for different people. There's no right or wrong, or well-trod path to recovering from such an unexpected and violent event. For many it will be a long and complex journey to recovery. One month in we are still in the acute response phase. We do, however, have a draft wellbeing and mental health plan anticipating future needs. A strong local government leaders group is actively working together to ensure an appropriate,

coordinated local response in the days, weeks and years ahead.

I know many of our teams have been under pressure for a long time. A violent event on top of a string of natural disasters in a health system that's been stretched and operating at or beyond capacity for years is concerning, as we prepare for our winter peak.

We've been managing a significant measles outbreak, some early flu cases and on top of that a hugely disruptive flood in Outpatients which has created so much additional work for so many people and has affected more than 8,000 outpatient appointments. Cancelling and re-scheduling appointments and providing the most urgent critical appointments in a wide range of alternative locations again reflects what amazing teams that make up our health system – again doing the impossible to ensure that our community continues to access the care that they need.

I am pleased that many of you are taking a break over the school holidays/Easter and Anzac Day period. I really hope you can switch off from work and spend time with people who matter to you, doing things that make you happy. Thanks to those who will be on duty enabling your colleagues to take a break.

We need you to look after yourself so we can look after a community that needs you more than ever. As winter is just around the corner, remember to make time to have your influenza immunisation so you have the best chance of a flu-free winter.

Christchurch Outpatients building reopening today

Thanks to everyone who has worked so hard to get the building ready for reoccupation by most services today. There is still some remediation work to be completed and a couple of services who are managing from alternative

locations, but I am so pleased to report that most services are now back 'home' in Outpatients. You can read the full details [here](#)

Administrative Professionals Day – Wednesday 17 April

I am under no illusion that without administrators our health system would rapidly grind to a halt. The work carried out by administrative staff – often quietly and behind the scenes – to support individuals and teams is key to our success. This year our administrative teams involved in booking surgery and outpatient appointments really have been tested. They've had to reschedule so many appointments and surgery due to industrial action and then the Outpatients flood, and I know that each person has had to be individually called or sent a text, and this is challenging work that takes considerable time over and above your regular role. Thank you for your continued professional approach.

There's more on Administrative Professionals Day on page 9.

On a personal note, a public thanks to Susan, my assistant, along with Kay and Anna who look after the Board and keep us all on track.

Please take care if you are heading away over the holidays, and if you are taking a break, switch off and make the most of your down-time.

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



David Meates
CEO Canterbury District Health Board

Looking after yourself

A message from Michael Frampton, Chief People Officer

I want to acknowledge that it's been a tough month for many of us.

As an Executive Team, we continue to be really inspired by, and incredibly proud of, the contribution every single one of you is making to our health system and the people of Canterbury. You might have been directly caring for patients involved in the events of 15 March or supporting affected whānau in the community. Or you might have been assisting our measles response in primary care and public health. Or as an administration professional, you might have been rebooking thousands of outpatient appointments impacted by the Outpatients building service relocation. Or you might have spent the last four weeks continuing to provide consistently excellent clinical or non-clinical support to the thousands of people we've cared for in the last month, in our facilities or in the community.



No matter where you've worked or who you've cared for, thank you for all you've done for the people of Canterbury.

As we head into the combined School Holiday, Easter and Anzac holiday period over the next two weeks, I'd like to remind you of the practical tips for looking after yourself:

- › Rest. Time out helps, even in small bites (like taking a walk, going on a bike ride)
- › Be kind to yourself and others
- › Stick to routines if you can
- › Do what makes you feel good
- › Head outside. Nature's good for us

People continue to react differently to the pressures we've experienced over the past month. This is absolutely normal. Please know that if you need help because things are not settling, here's where you can get it:

- › **Contact 1737** – This free confidential helpline can be called or texted anytime
- › **Consult your GP** – They're there to help with mental as well as physical health
- › **Speak with your team leader, manager or clinical leader** – they can provide you with access to other support, and guidance
- › Call our **Employee Assistance Programme [EAP]** on 0800 327 669 [please select option 2] anytime - EAP provides free counselling for people and their families [just mention Canterbury DHB]
- › Contact **Workplace Support** on 0800 443 445 to arrange face-to-face support while at work

Finally, I want to pay particular thanks to those who'll be working over the Easter and Anzac period, ensuring the best care possible for our community and enabling others to be able to take a break.

Whatever you're up to this holiday period, please take care of and be kind to yourself and those around you.

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

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



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 more messages that we have received.

Intensive Care Unit (ICU), Christchurch Hospital

I just want to say thank you to the doctors, nurses and all the staff. Thank you for doing your best to treat the victims of the two mosque killings.

Medical staff, Christchurch Hospital

I want to express my gratitude to all the doctors, nurses and everyone who has been treating patients after the tragic event in Christchurch on Friday 15 March. Each and every one of you are real heroes. You all saved many lives. Canterbury DHB should be very proud of all of you. Thank you all.





Bouquets

Brittany, Respiratory Department, Christchurch Hospital

I had a breathing test with Brittany. Her professionalism, knowledge, relaxed and friendly manner was the best I have received over the last 10 years. Thanks for employing such wonderful staff.

Ward 18, Christchurch Hospital

My partner is here with cancer. Thank you so much for checking her often and keeping her calm.

Rheumatology Department, Christchurch Hospital

I am a patient of the Rheumatology Department and I would like to say how happy I am with the care I get. I am only young and suffer with flare-ups and the staff are always there for me with a listening ear and great advice. Thank you to Dr Chapman, Jan the fantastic nurse, and the lovely lady on reception. From start to finish, a wonderful experience. Thank you for making me feel cared for and listened to.

Quality Facilitator, Claire Baker

I was a wee bit cross when I started to talk with you, but you did an excellent job of defusing me. Thank you for doing this and for the advice etc that you gave to me. They always say that "people make the difference" and you sure did. You showed understanding

and empathy, something that we all should do sometimes. Thank you again Claire.

Usha, Intravenous (IV) Technician, Ward 15, Christchurch Hospital

Usha was amazing. I am very hard to get blood from. Before I came into Christchurch Hospital, my doctor took eight attempts to put an IV in my arm. Today Usha got blood first time from my arm and hand. Usha was very friendly, professional and good at her work. I've never had someone so great at getting blood from me. Usha was amazing.

Admitting Unit, Burwood Hospital

To all the staff here you are all lovely, neat, caring people and always make us feel confident, looked after and cared for. You are all truly amazing people and deserve more credit.

Ward 10, Christchurch Hospital

Ward 10 has to be the best ward I have had the experience of being a patient in. All the best.

Urology, Christchurch Hospital

Absolutely wonderful, attentive nursing staff. I can't give them enough praise for the care and help I received from all of them. Thank you very, very much.

Christchurch Hospital

I wish to express my gratitude to the

staff for their caring approach, from the front desk, to the ward staff during my first visit to Christchurch Hospital.

Burwood Hospital

Thank you to the team at Burwood Hospital for taking care of my sister. Much appreciated.

Paediatric Ward, Christchurch Hospital

My 18-month-old daughter and I stayed two nights and your staff were very good to us. It can be hard to take her temperature and pulse but they were so good with her. The Activity Room is brilliant for the kids. Can you please thank your staff for taking such good care of my daughter and for looking out for me.

Ward 16, Christchurch Hospital

I was discharged from Ward 16 after being in hospital for two weeks. The care I received was superb. From the surgeons, doctors, nurses, ward aides, cleaners and food staff. Everyone was friendly but professional and excellent at their jobs. It makes a huge difference having friendly, caring people around you when you are unwell. Thanks you so much Ward 16.

Taylor, Acute Medical Assessment Unit (AMAU), Christchurch Hospital

My nurse on Monday morning was Taylor. She said she had just recently graduated and she was honestly

the loveliest nurse. She's doing a wonderful job and it's people like her who make a difference. I want to thank her for how she helped me.

Plastics Procedure Clinic, Burwood Hospital

Service was fantastic. You all should be proud of the wonderful work you do.

Plastics, Burwood Hospital

Excellent, competent. Thank you.

Olivia, Radiology Department, Burwood Hospital

Just wanted to say that Olivia, the radiographer who took my X-rays, was outstanding. She was attentive, caring and positive. Her friendly, smiling outlook made my day. She is a credit to her department and I wanted to recognise her.

Burwood Hospital

Great service and on time.

Day Surgery, Christchurch Women's Hospital

I am very thankful to all the wonderful staff – Melissa, Erin, Susan and all. They were very kind, informative and friendly. Well done. Peace be with you.

Ward 12, Christchurch Hospital

I was admitted in March with a heart attack. I came in by ambulance. The St John's response and care was very good. The hospital care, diagnosis and remedy excellent. What a wonderful facility. Thank you very much.

The Bone Shop, Christchurch Hospital

Thank you for all your help.

Ward 28, Christchurch Hospital

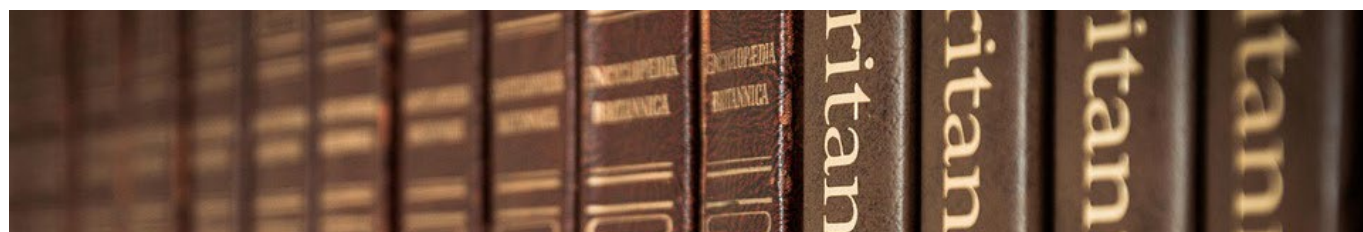
Great staff, good food, no complaints. Thanks.

Ward 24 and Nurse Zoe in Emergency Department, Christchurch Hospital

To Ward 24 Charge Nurse Manager Donna Galloway, the nursing team, food service staff and cleaners: All of you have been so amazing, cheering me on. The way I have been treated and taken care of has been such an amazing time. I don't want to repeat it but I have never once felt embarrassed, in fact they all put me at ease whatever I was going through. Thank you also to Nurse Zoe in the Emergency Department who was very kind.

Oncology, Christchurch Hospital

Great staff, friendly service. A very comfortable environment for a place you would really rather not be.



The Library

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

["New method may transport medicine better through the body"](#) – Drug delivery is about ensuring medicine reaches the right part of the body. A new method of transporting active molecules has been discovered using the laws of chemistry. From *Science Daily*, published online: 11 April 2019.

["Stress related disorders and risk of cardiovascular disease"](#) – This study from Sweden shows a clear association between clinically confirmed stress related disorders and a higher subsequent risk of cardiovascular disease, suggesting a need for more monitoring or early intervention for patients. From *British Medical Journal*, published online: 10 April 2019.

["Early interventions to prevent posttraumatic stress disorder symptoms in survivors of life-threatening medical events: A systematic review"](#) – This review evaluated the acceptability and efficacy of early interventions for preventing event-induced post-traumatic stress disorder. From *Journal of Anxiety Disorders*, published online: April 2019.

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

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

- › **Visit:** www.otago.ac.nz/christchurch/library
- › **Phone:** +64 3 364 0500
- › **Email:** librarycml.uoc@otago.ac.nz.



Building stronger links with a combined Canterbury and West Coast DHB Service Desk

What would have been considered unfeasible and too challenging a couple of years ago just happened on 15 April: Canterbury and West Coast Service Desk teams combined into a single TransAlpine Service Desk!

While the teams have always had a close relationship, the connection grew stronger when, early last year, the West Coast DHB moved onto the same call logging system used by Canterbury DHB.

Using the same tools has allowed team members to easily work on all systems, irrespective of which DHB a customer is based in. It has also improved communication among the team and encouraged them to share information and transfer knowledge. Team members also started spending time on site at each DHB to gain a deeper understanding of any specialised systems that are unique to that DHB, and develop common processes.

Some of the benefits of having a TransAlpine Service Desk team include an overall increase in expertise, balanced sharing of resources and a consistent approach in how the jobs get resolved. A great benefit for the West Coast

is, by moving to a pool of people in the service desk, calls can now be answered rather than directed to voice mail which are then retrospectively cleared.

From a practical perspective, the interaction you currently have with your Service Desk will work exactly as it has in the past. You don't need to make any changes, as the respective Service Desk portals, email addresses and phone numbers you use to contact the Service Desk haven't changed.

While the person assisting with your issue may now be based in either Canterbury or the West Coast, the only difference we hope you will notice is an improved level of service.

Over the coming months the TransAlpine team will be working on initiatives designed to reduce the time it takes to resolve some of the most frequent requests to the Service Desk.



The West Coast (left) and Canterbury (right) DHB Service Desks



The Integrated Respiratory Service Development Group

Breathing easily and properly is something many people take for granted, only thinking about it when one has a cold or blocked nose.

Some respiratory conditions require long-term management as they cannot be cured. To ensure that people with these conditions get the best care possible, the Integrated Respiratory Service Development Group (IRSDG) was formed.

"The IRSDG is a coalition of providers from across the health system with a focus on improving people's access to respiratory services. We provide strategic governance around the development and delivery of primary, secondary and tertiary respiratory services in both a hospital and community setting," former Respiratory Services Manager Robin Rutter-Baumann says.

IRSDG has oversight of respiratory programmes such as the Better Breathing Pulmonary Rehabilitation programme, which is aimed at people with long-term respiratory conditions to improve their breathing by teaching them how to manage their breathing through gentle movement and exercise.

"We also look into the results of current research, such as hospital stays, disease trends, and which groups are missing out on care."

One of IRSDG's focuses this year is on improving equity and access to care, particularly for Canterbury's Māori and Pasifika populations.

"We meet every two months and have a good range of representation at the meeting table, with members from urban and rural public health organisations, general practice, the Māori and Pasifika community, hospital senior medical officers, community pharmacy, and specialist nurses."

The Integrated Respiratory Service Development Group (IRSDG)
From left, Brendon McIntosh, Pauline Mohi, Teresa Chalecki, Mac Renata, Maureen Trewin, Mike Epton, Greg Hamilton, Greg Frazer, Robin Rutter-Baumann, Deborah Callahan, Catherine Harrison, Lorna Martin, and Michael Hlavac. (Not pictured: Losana Korovulavula, Jill Baines, Lisa Cowap, Graham Whitaker, Janetta Skiba, Mark Crawford, and Richard Hamilton)

IRSDG also has a close relationship with an active consumer group. This ensures that we are getting a range of perspectives.

"What I like about IRSDG is the diversity of opinion, the active engagement, and everyone sharing their ideas. Everyone is passionate about making Canterbury's respiratory services better for patients," Robin says.

If you have any questions on IRSDG, [email Catherine Harrison](#) from Canterbury Clinical Network, who will direct it to the most appropriate person.

Members

Chair	Richard Hamilton
CanBreathe Nurse Manager	Teresa Chalecki
CCN Alliance Leadership Team (ALT)	Lorna Martin (Rural GP)
Canterbury DHB Medical Nursing Director	Mark Crawford
Canterbury DHB Planning & Funding	Greg Hamilton
Acting Canterbury DHB Services Manager, Respiratory	Deborah Callahan
Community provider	Jill Baines (Primary care nurse)
Community provider	Lisa Cowap (Nurse Maude)
Community Respiratory Physician	Mike Epton; Greg Frazer (Clinical Director, Respiratory); Michael Hlavac
Consumer	Mac Renata
Cardio Respiratory Integrated Specialist Services (CRISS) Nurse Manager	Maureen Trewin
GP perspective	Graham Whitaker
Māori health perspective	Brendon McIntosh and Mac Renata
Pacific health perspective	Losana Korovulavula
Pharmacy representative	Brendon McIntosh
Rural health perspective	Janetta Skiba

Celebrating our dedicated administrative staff

The composure, rapid response and resilience our administration staff have displayed during recent events and changes is being recognised this Administrative Professionals Day, Wednesday 17 April.

The day recognises the critical contribution of administrators and is an opportunity to say thank you.

Administrators are often described as the glue that holds things together, the people who keep things working, moving and organised, says Administration Manager Kay Strang.

"The contribution of our Canterbury DHB administrators has been very visible in recent months through the bedding in of our new patient management system and adapting to new ways of working; managing patient appointments through weeks of industrial action; supporting clinical teams during the tragic events of 15 March; and more recently contacting patients to reschedule appointments as a result of the closure of the Christchurch Outpatients building due to flooding.

"The resilience shown by our administrators as they have been tested time and time again is quite frankly amazing and I commend the way they have stepped up to meet each challenge," Kay says.

Interim Emergency Department (ED) Administration Manager Maryanne Sievers says of 15 March, "one second ED admin were routinely registering patients, the next the armed police were bursting through the doors, yelling instructions to 'get down' and 'lock down'".

"This was rapidly followed by unprecedented mass of Triage 1 arrivals and the disaster plan implementation. Our admin staff took up their disaster role with calm assurance, keeping focused under pressure, and tracking the high volume of patients.



Resilience on display. The General Surgery administration team. From left, Nurse Manager, Christine Baxter, Administrator Jude Edward, Medical Secretaries Bhavika Dave and Jeanne Kiddie, Supervisor/Secretarial Team Leader Anne Scott, Elective Surgery Waiting List Co-ordinator Fiona Boyce, Operations Manager Felicity Woodham, Administrator Polly Hart, Admissions Officer Kathleen Keogh, and Medical Secretary Pat Matheson. Seated, front, PA Pitena Parkin

The team returned to the Christchurch Outpatients building minus air conditioning but well rugged up!



Six Emergency Administration staff who were on duty on 15 March:
Front : From left, Clerical Officer Tayla Moore, Receptionist Megan Rutledge, and Clerical Officer Susan Head
Back: From left, Clerical Officers Jen Rochford, Marlene Fedoruk and Chrissy Brown
Also present on the day but not pictured: Clerical Officers Cheyne Hinton, Jeanette Spencer, Helen Berry, Alison Officer, Heather Maguire, Kim Gorrie, Lynette Haywood and Maryanne Sievers

"The ensuing days were equally difficult as family members were looking for loved ones, the steady arrival of the many walking wounded and traumatised seeking emergency treatment, the ongoing assistance given to police, and the empathy and kindness shown to each victim wanting to share their harrowing experience.

"We are hugely proud of their efforts, their composure and their rapid response to the changing dynamics on that dreadful day and of all ED admin in the following weeks," Maryanne says.

Campus Finance Manager Allan Katzef says he would like to recognise the incredible contribution of Operations Manager Felicity Woodham and the clinical and service managers together with their administration teams on the day the new Outpatients building was flooded and the extended period beyond.

"I was fortunate to see a group of people putting aside all other tasks as well as making personal sacrifices to make the patient experience as least disruptive as possible. I witnessed staff giving money from their own pockets to help patients who turned up for their appointment with parking/ taxi fares and sitting until very late that Friday night on the first floor in the Radiology training room doubling as an ops centre, working out the logistics of rescheduling clinics and administration staff spaces.

"We are blessed to have in our employ these dedicated individuals (many of them administrators) who at no stage considered their own discomfort and who tirelessly continue to serve the patients of Canterbury," he says.

Service Manager Emergency Department (ED), David Brandts-Giesen says he would like to express his appreciation to the administration staff in ED who support clinical staff and patient flow.

"Working in a high pressure environment, they have a unique role at the front line of 24/7 acute care."

Administrative organisations such as the Association of Administrative

Professionals of New Zealand www.aapnz.org.nz/administrative-professionals-day encourage managers to celebrate with their administrative people and acknowledge the great work they do.

To all our dedicated administrative staff – Happy Administrative Professionals Day!



Some of our wonderful Personal Assistant (PA) team who help senior managers to manage their time. From left, PAs Ali Taylor, Michele Reiher, Charlotte Evers, Julia Reeves, Rochelle Audeau, Gill Rooney, Maree Millar, Elana Breytenbach, and Sally Gelton-Smith



Keeping us connected – the Front of House Team
From left, Telephonists Anne-Marie Jarden (standing), and Karla Boeyen (seated), Telephonist/ Receptionist Mietta Mattox (seated front centre). At rear, Front of House Manager Elaine Ryan, Telephonist Jo Sole (seated), Telephone Operator Leanne Percy and Telephonist Nicole Haines

Preventing falls in Ashburton

April is Falls Prevention month, and falls are something we strongly focus on at Ashburton Hospital.

Falls are the most common cause of injury in people 65 years of age and over. Falls generally result from a combination of medical, environmental and age-related factors.

Since she was 11, Kay has coped with epilepsy and for the past two years she has also developed ataxia – a medical condition that results in a loss of muscle control and coordination. Together these two diseases have heightened her risk of falling.

About six weeks ago, Kay suffered a terrible fall during a forest walk. After being assisted back to camp base and later to the hospital, an X-ray confirmed she had fractured her left fibula (calf bone).

Quality facilitator at Ashburton Hospital, Maureen Hathaway recalled that “when we talked about the risks involved with the walk, Kay was very aware of what she could have done differently to avoid the fall. This included wearing more appropriate shoes for the terrain instead of her usual town walking shoes. She didn’t use a walking aid of any sort, which again could have minimised her risk of falling.

“It was great to hear her come up with these solutions on her own as it assured us she was prepared to take more care with fall prevention strategies when she is discharged home.”

Kay knew she was not to stay immobile in bed and made use of her knee scooter to move around the ward and hospital, encouraging us to take it for a spin down the hallway. Wearing her red wristband “give me a hand” ensured that ‘hands on’ assistance was always provided. Kay was due for a reassessment of her falls risk as she gained more independence with her mobility.

Kay is taking part in regular physiotherapy exercises while in Ward 2 and before her fall she used to walk twice a week and swim once a week. These routines are fundamental for Kay to maintain strength and recovery. Her inpatient goals included maintaining non-weight bearing on her left leg, mobilising with a knee scooter, and preparing food.

Kay found it quite difficult to prepare food at home as the scooter would sometimes slip from under her or restrict her movements. This meant preparing food was a goal of Kay’s, as both her nutrition and the increased activity involved in preparing food will help aid her recovery as she begins to rebuild her strength and mobility.



Kay and scooter, complete with falls visual cues

Kay lives at home by herself, so it was really important that she was aware of the risks and fall prevention strategies she could put in place for herself. “After our conversation, it was obvious Kay had a sound knowledge of both of these topics and was really aware of her safety around mobility.”

Ashburton is focused on fall prevention. A previous hospital audit highlighted that not all patients who were identified as a falls risk had their safe mobility bands on their wrist and tags on their mobility equipment. It was encouraging to find Kay with her red band on her wrist, her knee scooter, and her bedside board and safe mobility plan visible and up-to-date.

Approachable in orange

Meet Ryan from Medical Illustration who designed our gorgeous April Falls T-shirts, modelling this autumn's latest style.

Look out for our Falls Champions wearing these for at least the remainder of this month – ask them a question about falls, and feel free to share with them your ideas on keeping patients safely mobile.



Always on the go? Take Healthinfo with you

HealthInfo is Canterbury's go-to site for information about your health.



All you need to know about Personalised Care Plans

Electronic shared care plans are 'living documents' which give multiple professionals across different services consistent and coordinated access to their patient's documented healthcare plans.

The suite of shared care plans includes the Advance Care Plan, the Acute Plan and the newest plan – the Personalised Care Plan (PCP), all hosted in Health Connect South.

The PCP is a patient-centred plan which documents patient concerns, what they want to achieve with regard to their health or general wellbeing, and actions the patient and their care team are going to take to achieve these goals. The aim is to facilitate a collaborative partnership between the patient and their care teams; to coordinate rehabilitation around their needs and priorities, and to make the goals and activities visible to other clinical teams.

The long-term aim is to reduce duplication of information, release clinical care time and provide a seamless transfer of consistent information with a single point of access.

The PCP can be accessed via Health Connect South under the 'Care Plans' tab and can be created or updated by the clinician actively involved.

More than 1,500 people in Canterbury now have a PCP from the Community Rehabilitation Enablement and Support Team (CREST), General Practice, and Allied Health including Burwood Allied Health teams and Allied Health within the acute services who have been using it for discharges to CREST and transfers of care to Burwood. Over the coming months the plan will be rolled out across other services and teams.

For more information please visit health or hospital pathways or contact: Rebecca.Muir@ccn.health.nz or Rowena.Woolgar@cdhb.health.nz

Personalised Care Plan

What matters most to the patient at the moment

Safe transition to adult services

Note:

The information in this form will be viewable by health care providers across primary, secondary and community services. This Care Plan may be audited for quality purposes.

Search / Print Goals

Goals

Managing Medicines and other Therapy

Non compliance at times due to family circumstances

Added by Rebecca MUIR on 12-Sep-2018

START 12-SEP-18

There are no progress measurements for this goal.

Managing Symptoms

Having a direct contact in hospital for exacerbation of symptoms

Added by Rebecca MUIR on 12-Sep-2018

START 12-SEP-18

There are no progress measurements for this goal.

Add Goal

Shared Care Plans

Status	Plan Name	Created	Last Modified By	Last Modified
FINAL	Acute Plan	18-Jun-2018	Rebecca Muir	06-Jul-2018
DRAFT	Advance Care Plan	05-Jul-2018	Gavin Young (CREST)	05-Jul-2018
FINAL	Personalised Care Plan	19-Jul-2018	Rebecca Muir	12-Sep-2018

Search / Print Actions

Actions

- Having the ability to access treatment for infective exacerbation via GP or hospital
- Managing Symptoms
- Increase independence with day to day care (airway clearance and nebulisers , night feeds via gastrostomy, CF diabetes care)
- Managing Medicines and other Therapy
- know who to contact when 'wheels fall off' and treatment not being done
- Managing Medicines and other Therapy
- Know all her medications (names, doses and reason)
- Managing Medicines and other Therapy

The Personalised Care Plans tab on Health Connect South

Personal Assistant reflects on 25-year career in health

"It's been a wonderful 25 years," says Personal Assistant (PA) Sue Gillan of her career at Canterbury DHB.

She retires this week and is looking forward to new adventures.

Sue has provided PA support for seven Canterbury DHB general managers (GMs). For the last six years she has been PA to GM Older Person's Health and Rehabilitation (OPH&R) Services and Orthopaedics Canterbury and West Coast DHB, Dan Coward.

"Dan has been a great GM to work with and support. We have worked well as a team," Sue says.

"And when I think of all previous general managers I've worked for too, such as Jane Cartwright, Jane Parfitt, Bev O'Cain, Shelly Park, Vince Barry, and Carolyn Cooper, who have all gone on to other roles in health, it's pretty special.

"I feel very privileged to have been in a role like this, to be a small link in the big picture of health."

The technological support now available has made a "huge and positive difference".

"Communication, the speed of processes, and the trail it allows one to follow has made administration easier. I just love the electronic era; it's amazing," Sue says.

"How wonderful the use of email has been to my role. I learnt to type on a typewriter and did shorthand for notes and now there are laptops to progress meeting minutes and, of course, videoconferencing, zoom, et al. Things are so much easier."



Sue Gillan

Dan says that Sue has connected with a wide range of staff across the divisions and has supported both himself and the OPH&R Leadership Team during this time.

"I would like to take this opportunity to thank Sue for all of her support during my time here, ensuring that I turn up at the right facility at the right time for the right discussion, which is certainly not always an easy feat. So, thank you Sue. Enjoy this next adventure."

Talk to a
counsellor,
any time.

NEED TO TALK?

1737

free call or text
any time

Winter is coming – get your flu shot!

There's been a terrific response to the first week of staff flu vaccination clinics. Thank you to everyone who has rolled up their sleeve and taken one for the team!

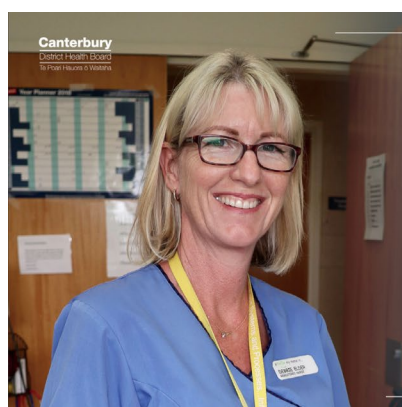
The more of us who get vaccinated, the better protected our patients, and our wider community, will be.

It takes around two weeks for the vaccine to become fully effective, so it's great to get vaccinated early, before the flu season fully arrives.

There are two ways to get your free flu vaccine – either attend a clinic or see the authorised vaccinator for your work area. Details

of free staff flu vaccination clinics, and a list of authorised vaccinators, can be found on [Max](#) and the [Intranet](#).

More information on influenza can be found at www.fightflu.co.nz.



Debbie Elder: Flu Fighter

“The strain changes every year and the best way to protect yourself is to get vaccinated.”

Canterbury DHB's winning effort in the Aotearoa Bike Challenge

Last week members of the Community and Public Health team attended a presentation at the Christchurch City Council for the winners of the various categories for the Aotearoa Bike Challenge held throughout February.

Canterbury DHB won the 'regional over 2000 staff' category for encouraging 440 staff members to ride 73,546 kilometres and save 9355 kilograms of carbon dioxide.

The presentation was carried out in the Council Chambers during the Transport Committee Meeting. The certificate was presented by one of the Councillors and Chair Pauline Cotter.

Congratulations to everyone who participated in the bike challenge.

The Canterbury DHB top rider based on kilometres was Registered Nurse Andrea Davies, the top rider based on trips was House Officer Jennifer Rouse and top commuter based on days was House Officer Penelope Dinsdale.



From left: Councillor Pauline Cotter, Community and Public Health Active Environments Health Promoter Meg Christie, Health Protection Officer Community and Public Health Angela Sheat (Canterbury DHB challenge champion), and Development Specialist Community and Public Health Chris Ambrose (top commuter based on kilometres ridden to work)

To mark Administrative Professionals Day on Wednesday we profile Caroline Senior. Service Manager Oncology Jane Trolove says "We have so many compliments about Caroline, she is so caring and helpful with all our patients and staff, always has a smile and always goes the extra distance for our patients."

One minute with... Caroline Senior, Receptionist, Oncology Service

What does your job involve?

- › Communication
- › Multitasking
- › Prioritising
- › Organisation
- › Technical skills
- › Interpersonal skills
- › Initiative and problem-solving abilities
- › Dependability

Why did you choose to work in this field?

To bring caring, empathy and laughter to patients when they need it the most and the satisfaction of knowing that I bring a smile and joy to a patient's day.

What do you like about it?

Meeting the patients and their families and sharing their journey with them.

What are the challenging bits?

When patients receive bad news.

Who inspires you?

The patients, hands down.

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?

This encompasses what my role is here at Oncology Outpatients Reception – care, respect, integrity, compassion and helping much as I can to support the patient and families.



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

I like to collect stones/pebbles from my travels, to remind me of where I have been.

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

South Korea.

What do you do on a typical Sunday?

Go explore Christchurch.

One food I really like is...

Anything hot and spicy.

My favourite music is...

Currently 80s music – reliving my younger years haha!

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

Healthy Commute Programme at Corporate

On Wednesday 17 and Thursday 18 April, the Healthy Commute team will be visiting the Corporate Office to offer free, personalised travel planning consultations for staff, on a desk-by-desk basis. Consultations only take five minutes, and free Metrocards plus other giveaways are included for anyone wanting to try out an active mode of travel to work.

Canterbury DHB's Healthy Commute programme supports staff who are interested in reducing their private car use to try out other modes of transport, such as walking, cycling, bussing and car sharing, thereby making their commute to work one that is healthier, happier and less expensive.

The programme has received positive feedback from staff who have taken part so far: **check out what Intensive Care Unit staff had to say in this [one-minute video](#).**

For more information, email healthycommute@cdhb.health.nz



Building Resilience and Avoiding Burnout workshop

Medical Protection is hosting an additional Building Resilience and Avoiding Burnout workshop in Christchurch on 30 April.

This is to assist doctors in the region following the 15 March event.

The workshop covers how to recognise the signs of burnout and gain the knowledge and confidence to manage the symptoms, recover and prevent reoccurrence.

It has been filling fast and space is limited, so please get in quick.

Attendance at the workshop is open to Medical Protection members who are general practitioners, hospital doctors or specialists.

You can book [online](#). (Please note the workshop on 1 May is now full, but you can join the waiting list.)

www.medicalprotection.org/newzealand/events-e-learning/workshops/workshops/building-resilience-and-avoiding-burnout-nz

48-Hour Health Challenge

11 - 12 May

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

Cash prize pool of \$3,000!

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

www.canterbury.ac.nz/uce

Brought to you by

UC  Centre for
Entrepreneurship



HEALTH PRECINCT
ADVISORY COUNCIL

Te Papa Hauora



Choosing Wisely NZ Forum

2019

CONTINUING THE CONVERSATION

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

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

TE WHAREWAKA, WELLINGTON

REGISTER NOW AT
WWW.CHOOSINGWISELY.CO.NZ



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

GUEST SPEAKERS



Dr Robyn Lindner



Associate Professor
Sue Crengle



Professor Tammy
Hoffman