

100 Days workshops focus on the pressure points



It's nothing short of remarkable the way services are continuing their engagement with the 100 Days team to build in the next layer of improvements to the way we work.

The team has been working on changes to our processes which, when combined, save patient and staff time. The result is good news for patients who receive the specialist assessment and treatments they need, sooner.

100 Days is one of our current '5 +1' priority focus areas. The 100 Days programme is focused on moving our system towards providing a first specialist assessment (FSA) or surgical treatment within 100 days (to a maximum of four months) from the time certainty is given to all patients needing these services.

Aiming for 100 days means patients spend less time waiting (our first priority), we reduce waste in the system, more confidence is generated in primary and secondary care and we can build in protective capacity to handle those times where upsets present themselves in our healthcare system (such as an influenza outbreak).

It's integral to our approach that we live within current capacity constraints until our new theatre facilities are ready in 2018.

This month and next, a series of workshops are being held for clinicians, service managers and booking administrators to help them better understand how the 100 Days programme fits into the wider Canterbury Health System.

More than 170 people are currently booked into these workshops, which will focus on the use of data to better support patient flow; implementation of standardised triage systems and better referral management practices.

Other topics include the timing of bookings for optimal efficiency; managing waiting lists; understanding unplanned acute demand; understanding compliance issues and rules; using data to manage wait lists and triage and balancing between first specialist assessment and theatre capacity.

The 100 Days Programme team is also working on the development of an Elective Services Toolkit which will include new dashboards, waiting list tools and a new elective services manual to help embed the changes.

Improved standardisation of our triage practices is ensuring faster access for patients with the most need, as well as

maintaining fair and transparent access.

The 100 Days Programme is one of many on-going programmes addressing issues of patient flow throughout our health system. Our '5 + 1' priority areas have all contributed to us being able to see more patients through the system than ever before, while reducing overall wait times for patients for both specialist input and treatment.

Congratulations to everyone involved in helping improve patient flow and removing the waste in our system. Saving patients' and staff time through lean processes is paying dividends.

More information on our '5 +1' priority areas can be found on the [intranet](#) and along some hospital corridors.

Our priorities

The absolute priority is to **improve patient flow** for:

- 1** Frail elderly people
- 2** Enhanced Recovery after Surgery (ERaS)
- 3** Faster Cancer Treatment
- 4** Theatre capacity / Utilisation
- 5** 100 days (Elective Services Performance Indicator)
- +1** We also place priority on Mental Health services due to the significant increase in demand in recent years

Find out more about **Our Priorities**: Talk to your manager or read more...

[Read more](#)

Have a great week,

David Meates
CEO Canterbury District Health Board

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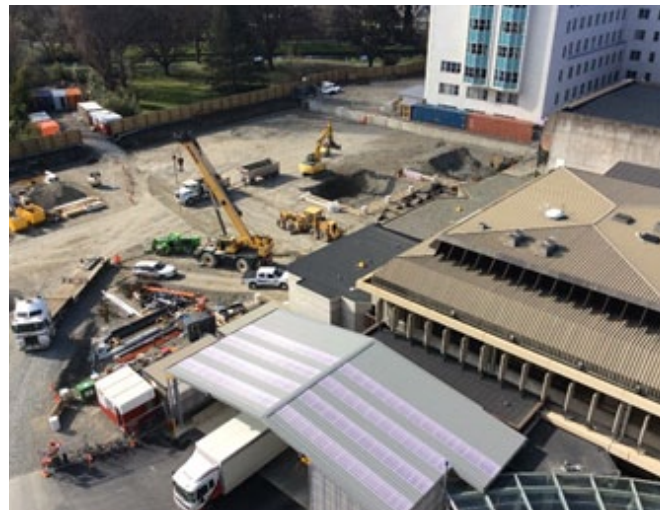
Monday's Facilities Fast Facts

Burwood

Staff presentations were again given this week at The Princess Margaret Hospital and at Burwood to update Older Persons' Health staff on project progress at Burwood. A video of the presentation will be posted on the intranet. There's also a chocolate fish for the first five correct answers to the question "Name the 5 Ss" sent to itsallhappening@cdhb.health.nz. Clue: the answer is somewhere on the It's All Happening intranet site's Burwood pages, and is linked to Workforce Transition.

Christchurch

This week the new temporary dirty dock (for refuse collection and dirty laundry) was opened at the rear of the Riverside building. It is connected to the old dock via a container walkway that runs around the west side of the building. Fire exits and assembly points for staff in the Riverside and Food Services buildings have not changed.



The photo above, taken on August 20, shows the view in the opposite direction from the top of Christchurch Women's Hospital, including the container walkway around Riverside. Excavation of lift pits is underway near the Riverside building.

A further sign of progress is the arrival on site of the steel forms to make concrete columns above the slab.

Excavation has also begun at the rear of the Eyes / Labs departments for the foundations of the new electricity substation and for a new subsurface fuel tank. Thanks to all staff in nearby buildings for their understanding while the ground remediation and digging has been going on.



User Group news

The Outpatients user group, which includes clinical representatives from Hagley Outpatients – medical and surgical, Allied Health, Endocrinology/Diabetes, Ophthalmology, and the Hospital Dental Service, had another round of design meetings this week. The representatives worked through the revised schedules of accommodation for the clinical areas and support spaces. Over the next two weeks they will take these back to their respective teams for feedback.



Bouquets

Ward 11 and Ear Nose and Throat Outpatients Clinic, Christchurch Hospital

I was recently admitted to Ward 11 via the Emergency Department and would like to convey my sincere gratitude for the care I received from all members of the medical, nursing and support staff.

Without exception all staff were professional and respectful. Ward 11 epitomised an up-to-date hospital ward. It was quiet, light and airy with a restful decor. The ward is obviously very well managed, it was exceptionally clean and tidy with no clutter. My follow up appointment at ENT clinic also exceeded my expectations. Consultant Mr Christopher Thomson was courteous, thorough and took the time to explain all aspects of my condition. I was also followed up in clinic by the Registrar, Mike, who had capably assessed me in the early hours of the morning in ED and monitored my progress throughout my hospital stay.

Thank you again for the professional service provided by your hospital staff.

Orthopaedics, Christchurch Hospital

I just have to thank the team working in Ward 19 who looked after me Thursday morning, especially Kirsty. After experiencing a seriously crappy, traumatic time, Kirsty helped me cope with her cheery demeanour and genuine concern. Thanks so much. I won't forget it.

Volunteers, Christchurch Hospital
'Can I help you aprons' – great idea!

Ward 18, Christchurch Hospital

Thank you to Ward 18 for the great care of my daughter – could not have been any better. Very respectful and considerate.

Ward 11, Christchurch Hospital

Great staff, very attentive.

Ward 20, Christchurch Hospital

I would like to compliment all the staff on their great care and kindness each and every one has shown a high level of commitment to their job. Thank you for looking after me so well.

Treatment Rooms, Christchurch Hospital

All your personnel are of a very high standard and I always felt comfortable and relaxed during procedures. They portray professionalism and friendliness which in turn makes our discomfort disappear, a credit to hospital training and procedures at all times. Congratulations to all staff for making our treatments pleasant.

Oncology, Christchurch Hospital

Katrina was amazing today. She was welcoming, friendly and helpful. She made a positive difference to my day.

Birthing Suite, Christchurch Women's Hospital

Just wanted to say thanks for everything the team did for my partner in helping her have a happy healthy baby. You girls were the best.

Children's Wards, Christchurch Hospital

Amazing people, thank you so much for all your genuine kindness and honest love. We are very grateful. Wednesday night we had a lovely

lady (don't know her name, an orderly). Also another lady who gave my son a set to play with. Nearly everyone has been so kind, from the anaesthetist to nursing staff etc. Thank you all so much. Oh and the funny, lollipop people, great!! You all deserve a big hug.

Ward 21 and Emergency Department, Christchurch Hospital

Our care and consideration during our child's visit here has been outstanding. We were the family involved in a teenage boy's violent outburst. It was extremely well managed and a true credit to all the staff involved - security, nurses, etc. Our case has been incredible. Thank you all so very much.

Gynaecology ward, Christchurch Women's Hospital

Nurses and other staff are very helpful during my stay. They even took care of my two week old baby. Thank you very much guys.

Gynaecology Ward

Excellent nursing care.

Lincoln Maternity Hospital

Loved our stay here, we were treated like we were someone, not just a number, and the meals were big but amazing. Thanks for an awesome experience.

Lincoln Maternity Hospital

Wonderful. The midwives were all so lovely and helpful. It is an amazing service, especially for women who like me, who do not have a family support network in Christchurch. I am so grateful for all your help.



Dr Lawrence Afrin

Canterbury Grand Round

Friday 28 August 2015, 12.15 to 1.15pm with lunch from 11.45am

Venue: Rolleston Lecture Theatre

Speaker one: **Dr Lawrence Afrin, Haematologist/Oncologist and an Associate Professor of Medicine at the University of Minnesota** who has gained International recognition for his work in understanding mast cell activation disorders.

The Prevalence of Mast Cell Activation Disease: A Quintessential Challenge for the New Century

Dr Afrin will discuss the chronic multisystem presentation of mast cell activation disease, briefly covering long-recognized but rare mastocytosis and focusing mostly on recently recognised and possibly epidemically prevalent ("bulk of the

iceberg") mast cell activation syndrome.

Speaker two; **Jennifer Weller, Associate Professor of Medical Education Head of Centre for Medical and Health, Sciences Education, University of Auckland.**

Teams and Tribes- overcoming barriers to effective teamwork.

Chair: Ruth Spearing

Video Conference set up in:

- » Burwood Meeting Room
- » Meeting Room, Level 1 TPMH
- » Wakanui Room, Ashburton
- » Administration Building, Hillmorton

All staff and students welcome

Talks (with Speaker approval) will be available within two weeks on the [intranet](#).

The next Grand Round is on Friday 4 September 2015.

Convenor: Dr RL Spearing, ruth.spearing@cdhb.health.nz

Case discussions on Mastocytosis – All Staff Welcome

Presenter: Dr Lawrence Afrin

Venue: Paediatric Seminar Room, Lower Ground Floor, Christchurch Hospital

Date / time: Friday 28 August 2015, 1.30 – 2.30pm

Dr Afrin is on the Medical Advisory Board for The Mastocytosis Society in the United States. He has an extensive record of peer-reviewed publications and has won honours for his research, teaching, and service.

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

Tuesday 25 August 2015, 12:30 pm – 1:30 pm

Venue: Rolleston Theatre, Ground Floor, School of Medicine Building.

Title: Genetics in Intellectual Disability (ID) and Psychiatry-implications for clinical practice

Presenters: Dr Jane Hughes and Dr Alexa Kidd

Chair: Professor Richard Porter

Abstract: This presentation will be on an ongoing joint study between PSAID (Psychiatric Services for Adults with Intellectual Disabilities) and Canterbury Health Laboratory in which a genetic consultation and genetic testing was offered to patients with unexplained ID and psychiatric problems. The results so far will be discussed and illustrated with cases where the underlying aetiology has now been identified and discuss the value of making a definite diagnosis in this patient group. We will also discuss some of the difficulties

encountered during the study.

Special notes

- » These meetings are held on a weekly basis (except during school holidays)
- » A light lunch will be served at the School of Medicine venue, 7th Floor, 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.

Reducing waiting times for colonoscopy a team effort

The efforts of Canterbury DHB's Gastroenterology Team and supporting teams were recognised in our recent quarterly report with the Ministry of Health acknowledging our work with an "O" which stands for outstanding achievement for our performance in reducing the wait times for colonoscopy.

The DHB took part in the Ministry initiative to increase the number of colonoscopies performed in 2014/15. CDHB exceeded the three performance targets by a good measure and without needing to send any patients out of the district.

The table below shows the transition from the situation just over a year ago to the levels of compliance that we are now achieving:

The achievement truly was a team effort.

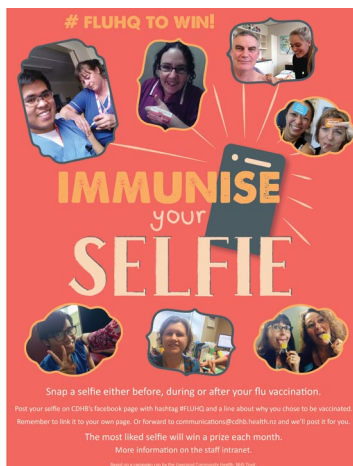
Doctors and nurses held additional clinics during the week and on Saturdays to increase the number of procedures performed. The Business Development Unit (BDU) continued working closely with the Gastroenterology Department in ensuring production planning processes were in place to optimise the efficiency of the appointment bookings and theatre utilisation.

Administrators worked to book the right patients into the right lists. Planning and Funding made arrangements for outsourcing additional procedures and Decision Support provided monthly reporting of volumes against the quarterly targets.

Congratulations to all.

Colonoscopy wait time indicator targets

		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
URGENT	Waiting and Scoped within 14 Days	26	34	42	46	29	24	19	28	24	22	27	27
	Waiting and Scoped	32	56	63	65	30	26	20	29	27	24	28	28
	Percentage (target 75%)	81.3%	60.7%	66.7%	70.8%	96.7%	92.3%	95.0%	96.6%	88.9%	91.7%	96.4%	96.4%
NON-URGENT	Waiting and Scoped within 42 Days	257	259	251	229	247	258	211	196	273	287	273	324
	Waiting and Scoped	401	467	505	376	432	426	333	387	369	338	339	366
	Percentage (target 60%)	64.1%	55.5%	49.7%	60.9%	57.2%	60.6%	63.4%	50.6%	74.0%	84.9%	80.5%	88.5%
SURVEILLANCE	Waiting and Scoped within 84 Days	306	284	328	329	427	354	348	407	466	473	446	439
	Waiting and Scoped	889	863	830	729	640	561	573	619	611	665	643	642
	Percentage (target 60%)	34.4%	32.9%	39.5%	45.1%	66.7%	63.1%	60.7%	65.8%	76.3%	71.1%	69.4%	68.4%



Last flu vaccine clinic scheduled for staff

Christchurch Hospital

Thursday 27 August,
10.00 – 14.00, Great
Escape

If you can't attend this clinic contact your local authorised vaccinator or contact Kirsten.Herrick@cdhb.health.nz for assistance.

The above clinic is a combined flu and general vaccination clinic.

The Princess Margaret Hospital

Contact your local authorised vaccinator or contact kirsten.herrick@cdhb.health.nz for assistance.

Specialist Mental Health Service

Vaccinations are available from the Clinical Services Unit, Te Awakura, Building 2, Hillmorton Hospital. But, please ring first to make an appointment ext. 33699.

Ashburton Hospital and Rural

Authorised vaccinators can vaccinate on the wards as able. Make contact with these people:

- » Paula Burgess – AAU
- » Deborah Hanrahan - AAU
- » Fay Jones - Ward 6
- » Sheila Lyons - Ward 1 & Home-based support
- » Sharon Greenslade - Ward 1
- » Amanda Van Asperen - Nurse Educator
- » Jill Gerken - CNS Infection Prevention & Control
- » Rural Hospital staff please contact your Nurse Manager for guidance.

Burwood Hospital

Authorised vaccinators can vaccinate on the wards as able. Make contact with these people:

- » Nerilee Kidd
- » Emma Lanyon
- » Saskia Gibbs
- » Fiona Graham

If you can't attend a clinic contact your local authorised vaccinator - [click here](#) for details or contact kirsten.herrick@cdhb.health.nz for assistance.

Did you get your flu vaccination at your General Practice?

If you received your flu vaccination at your General Practice please let us know by completing this quick [form](#).

Canterbury DHB supports local food growing movement

The Canterbury District Health Board has shown its support for a healthy and sustainable food system by signing up to the Edible Canterbury Charter.

CDHB nutritionist Janne Pasco says the key focus of the Charter is to increase the number of community food growing spaces in Canterbury so more people have access to healthy, organic, locally grown food.

She says Canterbury's recovery provides a once in a lifetime opportunity to increase access to healthy, organic and sustainable food.

"There's a lot of vacant spaces in Christchurch and Kaiapoi right now, making it the perfect time to grow more food locally, and make this available to more people. Growing free and nutritious food benefits our whole community," says Janne.

Janne says the success of community growing spaces relies on having large numbers of local volunteers.

"Food is not the only thing which grows in edible gardens and orchards. They also help grow communities as their success relies on having people in the community who can help them thrive. Volunteers don't need to be green fingered – they just need to be motivated to make a difference in their community," says Janne.

Edible Canterbury, an initiative of the Food Resilience Network, is a collective of organisations committed to making good food more available to more people in the greater Christchurch area.

The Edible Canterbury Charter states:

We, the signatories to this Charter, believe that all people in the Canterbury region have the right to fresh, nourishing food that is grown and prepared locally in ways that are

ecologically sustainable and culturally appropriate.

We support the Food Resilience Network's vision of 'a patchwork of food producing initiatives based around local hotspots and linked together like a ribbon woven into the fabric of our communities'.

As such, we commit to working collaboratively with the other signatories of this Charter to make this vision a reality.

Other Charter signatories include the Christchurch City Council, the Shirley-Papanui Community Board, the Canterbury Community Gardens Association, and the Canterbury Horticultural Society.



Above: Dr Matt Morris from the Food Resilience Network watches as CDHB Board Chair Murray Cleverley signs the Edible Canterbury Charter.

Volunteers supporting high standard of care

The Friends of Waikari Hospital (FOWH) recently featured in [The News, North Canterbury newspaper](#). Most of the work of our volunteers is done 'behind the scenes' so it is great to see that work recognised by the media and wider public.

The newspaper story talks about the purchase of a second special mattress for bed bound patients at the hospital, bought with money raised from a raffle at last year's very popular Culverden Fete. The mattress is designed to prevent and manage skin conditions for patients needing full bed care.

In the article FOWH chairwoman Marlene Rivet talks about how important community support is for the hospital. Over the years FOWH have bought many items of equipment to support the high standard of care provided by nurse manager Helen West and her staff.

The Friends meet the first Wednesday of each month for a fun afternoon with guest speakers, singing and afternoon tea. They have recently held their annual general meeting.

Christchurch Hospital Pharmacy Technicians awards success

Two pharmacy technicians from Christchurch Hospital were awarded the title of Pharmaceutical Services Limited (PSL) Technician Superstar and runner-up at the recent Pharmacy Awards in Auckland, attended by the Hon Peter Dunne, Associate Minister of Health.

The awards hosted by Pharmacy Today and the Pharmacy Guild are an annual event recognising excellence, outstanding achievement and innovation across the whole pharmacy sector.

Jo Batcup, Pharmacy Technician Supervisor, won the title for her work in setting up a Medicines Reconciliation service in rural hospitals, working closely with the local community pharmacies. This is the third time Jo has been successful in receiving this award.

Sandra Edmondson, Senior Technician, Clinical Services, was awarded 'runner-up' for her work setting up a technician-led anticoagulation counselling service.

Both projects are 'firsts' within New Zealand as sustainable services.



Above: Pharmaceutical Services Limited (PSL) Technician Superstar Winner Jo Batcup (right) with runner up Sandra Edmondson (left) both from Christchurch Hospital.

Award winners:

- » Guild and PSL Community Pharmacy of the Year Winner: Gemma Buchanan, Unichem Buchanans Pharmacy Runners-up: Maria McIntyre and Amanda Nuttall, Unichem Bishopdale Pharmacy, and Ian McMichael, Pharmacy 547
- » MIMS Future Pharmacist of the Year Winner: Robert Haua, Auckland Pharmacy School Runner-up: Raffi Rassam, Auckland Pharmacy School
- » Douglas Young Pharmacist of the Year Winner: Michelle Whyte, Kawerau Pharmacy Runner-up: Leah Hodgkinson, Middlemore Hospital
- » GlaxoSmithKline "Good Sort" Pharmacist of the Year Winner: Marie Bennett, Unichem All Seasons Pharmacy Runner-up: Rajeshni Naidu, Middlemore Hospital
- » Unichem, Life, Care + Advice Innovation in Delivering Care and Advice Winner: Martin Harris, Unichem Massey Pharmacy Runner-up: Rachel Yang, Pharmacy 547
- » Aspen Pharmacare + Pamol Common Ailments Campaign of the Year Winner: Sarah Alani, Unichem Takapuna Pharmacy Runner-up: Geoff Brown, Unichem Lynn Mall Pharmacy
- » The Pharmaceutical Society of New Zealand Professional Service of the Year Winner: William Allan, Anne Denton, Brendan Duck, Vanessa Brown, Sue Ward and Di Vicary - Hawkes Bay DHB Runner-up: Leanne Te Karu, Darryn Russell, Wiremu Matthews, Mariana Hudson Nga Kaitiaki o Te Puna Rongoa o Aotearoa - The Maori Pharmacists' Association
- » PSL Technician Superstar Winner: Jo Batcup, Christchurch Hospital, Runner-up: Sandra Edmondson, Christchurch Hospital
- » Voltaren Retail Superstars Winner: Jocelyn Knight, Katie Yu and Clair Connor - Life Pharmacy Botany Runner-up: Delwyn Galbraith, Care Pharmacy Hastings
- » Sanofi & Nature's Own Best Complementary Healthcare Campaign Winner: Clair Connor, Life Pharmacy Botany Runner-up: Mark Webster, Stay Well Pharmacy
- » Onelink Hospital Pharmacy Performer of the Year Winner: Avril Lee, Naomi Heap, Pat Alley and Dale Sheehan - North Shore Hospital Runner-up: Craig MacKenzie, Dunedin Hospital
- » Fuji Xerox Supplier Of The Year Winner: Mike Sierman, Douglas Pharmaceuticals Runner-up: Warren Smith, Jim Davis - Pharmabroker Sales
- » RB Supreme Winner: Winner: Martin Harris, Unichem Massey Pharmacy

NEW this year to the Quality Improvement and Innovation Awards: Poster Competition

Enter a poster you have already prepared or use our template to showcase your quality improvement initiative.

For more information go to <http://cdhbintranet/corporate/Quality/SitePages/Quality-Awards.aspx>

Posters due 28 August, any enquiries contact irena.derooy@cdhb.health.nz



A Symposium for Indigenous Health Champions: Sharing the Solutions & Enablers to Accelerate Indigenous Health Gain - Auckland

Accelerating indigenous health gains is top of the agenda for a symposium bringing together indigenous health champions from around the world.

Timed for the days immediately before APAC 2015, the Indigenous Health Symposium provides an opportunity for health leaders worldwide to share experiences with experts from New Zealand, Canada and the United States.

Counties Manukau Health and the national District Health Board strategic reference group Tumu Whakarae, in conjunction with key sponsors Ko Awatea and Kia Ora Hauora, are offering 175 places at the symposium to ensure high-quality engagement prior to APAC.

Speakers include Dr Katherine Gottlieb, President/CEO of Alaska's South Central Foundation, and Leslie Bonshor, Director of Aboriginal Health at Fraser Health Authority in Canada.

[More information](#)



Champions for Accelerating Indigenous Health Gains | 21 - 23 September 2015



People in Disasters Conference 2016

We have great pleasure in informing you that due to popular demand, we have decided to extend the number of concurrent sessions at the [People in Disasters conference](#) (24-26 February 2016).

You have until **31 August 2015** to submit your abstract. All abstracts for oral and poster presentations will be published in **Journal of Disaster and Trauma Studies** before the conference. All presenters will be invited to submit manuscripts on their presentations for publication in *Australasian Journal of Disaster and Trauma Studies* in 2016.

Any questions: email Cathy King - cathy.king@cdhb.health.nz

Abstract Page - peopleindisasters.org.nz/abstracts.asp

Respiratory Physiologist's clean sweep of Pulmonary Function Certification

The Respiratory Physiology Laboratory is very proud of clinical respiratory physiologists Verity Blakemore and Laura Ploen who have passed the Certified Respiratory Function Scientist (CRFS) examination. The CRFS exam is produced and administered by the Australian and New Zealand Society of Respiratory Science.

This credential aims to test the knowledge of respiratory testing procedures including the underlying physiology, quality assurance and instrumentation. The bar is set high with a pass mark of 80%. All nine of our scientists working in the Respiratory Physiology Laboratory now have this credential.



Scientists and Date CRFS achieved

Front Row (right to Left): Verity Blakemore (2015), Laura Ploen (2015), Rachel Kingsford (2014).

Back row (left to right): Jun Yang (2011), Emily Ingram (2011), Josh Stanton (2003), Fiona Fulton (2002), Lauren Wallace (2001), Maureen Swanney (1996).



Safety 1st Survey: Tell us what you think!

From Monday 17 August all South Island DHB staff are invited to complete a brief survey about the Safety1st e-risk management system to help capture honest, valuable feedback on their experience of using the application to date. The focus is on the incident reporting (including staff incidents) at this stage.

The survey has been designed to highlight where the system is working well, areas and opportunities for improvement and simple local and regional level changes that could help optimise Safety1st for all users.

The online survey should take approximately five minutes to complete, and is open until 28 August. During that time all staff who have used Safety1st are being urged to share their thoughts and experiences of the system.

The Safety1st Control Group wants to hear from everybody who has used Safety1st as they need your feedback to help take our use of the system to the next level. If they don't know what's not working for you, they can't attempt to fix it.

The Safety1st Control Group is a work stream of the Quality and Safety group within the South Island Alliance, commissioned to undertake a six month health check of Safety1st. This survey is the first step within this process and will inform the next application upgrade.

To enter the survey click on one of the following links:

All Submitters (staff members who log an incident) [click here](#).

All File Managers (staff members who manage the incident once it has been logged) [click here](#).

Background

Safety1st is an integrated online risk and incident management application that was configured for all South Island DHBs to support better patient safety outcomes and reduce risk for patients, staff and visitors across the region.

The application enables collection and reporting on data at a local and regional level. It has the capability to develop incident reports electronically that are comprehensive and meaningful, and help support a safety culture and service improvement across the wider South Island.

The application is now operational within all South Island DHBs.

How do you feel about Safety 1st?

Or

... we want to HEAR it!!

Please complete a five minute survey about the Safety1st e-risk management system and tell us how the application is working for you.

All Submitters (staff members who log an incident) visit: <https://www.surveymonkey.com/r/SubmittersSafety1stHealthCheckSurveyAug15>

All File Managers (staff members who manage the incident once it has been logged) visit: <https://www.surveymonkey.com/r/FileManagersSafety1stHealthCheckSurveyAug15>

Survey closes 28/8/2015

Remember: If we don't know what's wrong with it, we can't fix it!

Safety 1st is an integrated online risk and incident management system that was developed for all South Island DHBs to support better patient safety outcomes and reduce risk for patients, staff and visitors across the region. For more information visit www.sialliance.health.nz

Community information night - Sub-Standard EQ Repairs 25 August 7pm

Community Information Night: Tuesday 25 August 7pm at Burwood Christian Centre, 54 Bassett Street.

A free event providing advice on what to know and what to do if you suspect 'Sub-Standard EQ Repairs' on your property. Lawyer, John Goddard will present at this meeting important information for those who have had repairs and those who have inherited sub-standard repairs through a property purchase. RSVP to office@bcc.net.nz

Professional Development and Recognition Programme New Assessor Training

There is a new date for New Assessor Training, This has been scheduled for Wednesday 11 and Thursday 12 November.

If you are interested in attending can you please email Seonaid.Macmillan@cdhb.health.nz to book a space.

One minute with... **Jamie Browne, Plumber, Maintenance and Engineering Department**

What does your job involve?

I deal with the plumbing systems in the health care facilities of Hillmorton Hospital, The Princess Margaret Hospital (TPMH), and all the sector bases. Every day is different but typically can include repairing toilets, sinks and showers; maintaining piping systems throughout the facility for air, water and gas; keeping drain systems and waste-water lines open and operating properly; and maintaining sprinkler systems, heads, valves and other fire safety equipment. Basically anything to do with water.

Why did you choose to work in this field?

Really when I was a young buck I always wanted to do a trade, do something with my hands, and plumbing ended up being my choice. I chose to work at Canterbury DHB because of the possibilities to expand my trade and learn new things. I still learn something new every day.

What do you like about it?

Being in a stable job and meeting endless people, hearing their stories, their gripes and their jokes. I suppose you could say the interaction with all the friendly CDHB staff.

What are the challenging bits?

There are plenty of challenging bits in my job, keeping everything running, - cold water, hot water, keeping radiators running, and unblocking sewers. Being the only plumber between TPMH and Hillmorton Hospital there is not enough time in the day to do it all, so I do my best.

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

All the staff of TPMH and Hillmorton around me who have to put up with me and my thick Irish accent! I pity them!

The last book I read was...

Marching Powder, by Rusty Young and Thomas McFadden. It's about the experience of a drug smuggler who did time in a South American prison. Well worth a read.

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

In Dubai, cruising on the highway in a Nissan Skyline GTR and a heap of cash in the boot!

My ultimate Sunday would involve...

A good sleep in, playing golf with all my mates and then off to the pub for a pint of cider.

One food I really dislike is...

Anything spicy.

My favourite music is...

All the dance music of the late 90s. Tiesto, Paul van Dyke, Pete Tong and ATB. In today's music it's got to be Calvin Harris and David Guetta.



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

BNI Black Tie EVENT

BNI proudly presents... A Black Tie Event for Nurse Maude Hospice.
An evening of fine dining, frivolity and fundraising.
All proceeds from this event will benefit Nurse Maude Hospice.

October
10th 2015

7 pm

Rydgas
Latimer Square
Christchurch

Formal dress

Get in quick tickets are available from:

@ www.nursemaudeblacktie.co.nz

f Nurse Maude Black Tie Event

BNI®

Nurse Maude
HOSPICE



Staff Golf Group

Jamie Browne is a plumber with Canterbury DHB's maintenance team and he's also a passionate golfer.

Jamie has started a CDHB Staff Golf Group and added it to the Something For You – Social Interest Group intranet page. [Click here](#) to visit the page.

Jamie plans to run the group from September/October to April, then have a break for the winter. The idea is to meet up once a month with like-minded staff who either love playing golf or simply want to see if they're the next Lydia Ko or Jordan Spieth!

Jamie says the goal is to play at some of the best courses around Canterbury including Clearwater Resort, Pegasus, Terrace downs, Waitikiri, Russley, Waimairi Beach, Christchurch/Shirley Golf Clubs and others.

Staff of any age and ability are welcome to join the group, people with official golf handicaps and those without. Players without a handicap will be given one on the day.

Jamie will organise the draw for the day and the rules for the day will be explained in advance. A Stableford Points system (don't worry if you haven't heard of it) will be used to determine the placings for the day.

Jamie is hoping to offer various 'trophies' during the season, including a trophy for the golfer who wins 'the Major' and for best golfer of the year. He also aims to negotiate cheap rates for green fees.

This is a great way to try something new and to meet new people and have a laugh.

For more information contact Jamie directly at Jamie.Browne@CDHB.Health.nz or jjkbrowne@gmail.com

For information on other CDHB Social Interest Groups – or to start your own group – [click here](#).



a career with us...

Allied Health Falls Prevention & Supported Discharge

It is specifically designed to reduce falls related ED presentations and admission numbers in the target group. Lead the development and implementation of coordinated and comprehensive community falls prevention service based on the modified version of the Otago Exercise programme.

Flexible Integrated Supported Team (FIRST) is a WCDHB supported discharge model. This role aims to enable older adults to live at home and in their communities. FIRST is timely and effective rehabilitation which reduces hospital length of stay for medically stable clients through providing an immediate, intensive and coordinated programme of visits into a person's home for up to six weeks.

[Read more here](#).

Registered nurses – Ward 23

Looking for variety in the fast paced world of acute medicine?

As a Senior Registered Nurse on Ward 23, a 30 bed inpatient unit, you'll care for people with a range of acute

medical conditions with sub-specialities of immunology, rheumatology and infective diseases. You'll have the opportunity to gain a wide range of experience and knowledge of many medical conditions. Ward 23 is innovative and collegial, and staff are always looking for ways to improve patient care to maintain and promote independence and function. [Read more here](#).

Casual Administrator

Do you want the flexibility to be able to pick and choose when you work? This could be the role for you! We are looking for a flexible and adaptable Casual Administrator that is able to work at short notice to cover periods of illness and annual leave, based at The Princess Margaret Hospital.

To be considered for this role you will need to have sound computer knowledge and have fast and efficient data entry and typing speeds. You could cover reception, work as a ward clerk, deal with patient bookings, as well as general administration work. [Read more here](#).

Staff Wellbeing Programme: Golf - Check out our latest staff Social Interest Group

Staff Wellbeing Workshops

The three additional Staff Wellbeing Workshops are almost full. These are the last workshops available for 2015

[Click here](#) to register. [Click here](#) for more information.

Residential Advisory Service (RAS)

Residential Advisory Service (RAS) are running FREE 30 minute appointments with a lawyer to help progress your EQC/Insurance issues

These sessions are run at the following sites/dates.

[Click here](#) for more information.

- » TPMH – 25 August
- » Burwood – 1 September
- » CHCH Campus – 8 September

The RAS offers:

- » free independent and impartial legal advice to help home owners navigate through their rebuild, repair or resettlement issues;
- » free technical advice on existing repair solutions (desk top review);
- » free facilitated meetings with Insurers and other interested parties to try and achieve agreement on a way forward.

FREE Retirement/financial planning advice and information about house buying/home loans

See an Authorised Financial Advisor or Home Loan Expert free of charge at main hospital sites. [Click here](#) for more information.

Play golf

[Click here](#) to check out our latest Social Interest Group. Join other staff for a round of golf – everyone welcome.

Be Active

Summer is coming...around 20 yoga, Pilates and Zumba classes running each week at main hospital sites.

For more information on all wellbeing initiatives visit the [Staff Wellbeing Programme intranet page](#)

Andy Hearn, Staff Wellbeing Coordinator
Canterbury & West Coast DHB
Phone: 03 337 7394 | Ext: 66394 | Mobile: 027 218 4924
andy.hearn@cdhb.health.nz



Help with email

One of the standard ways many of us communicate at

work is via email.

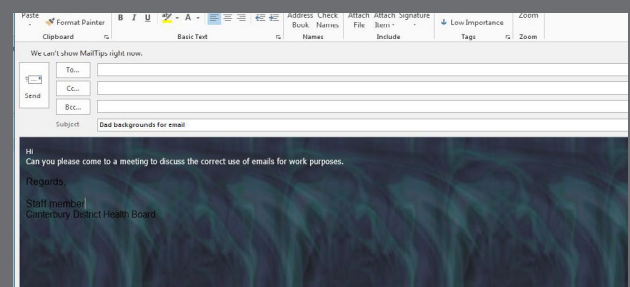
Email messages can be time consuming – writing, sending (appropriately), reading, responding – it all takes time out of our day.

There are ways to do this efficiently and each week we'll share a tip or trick with you as provided by our Information Services Group.

Look for the image above in the update to find the weekly tip.

This week: When good backgrounds go bad

Have you ever been sent an email with a background behind the text? Not only does it make the text hard to read but when you reply that background "grows to" include your message as well!



There are many reasons why you should leave your work email theme blank.

- 1 A colour can make the text hard to read
- 2 It can detract from message
- 3 It can make the sender look unprofessional
- 4 It will increase the size of your email – may cause problems for the recipient.

Intranet Tip #1

Get rid of ROT - remove all old documents and pages

Remember, your documents and pages are of no use to anyone if they are out of date.

By leaving old information published it will be found and listed in search results causing colleagues to waste time working through longer search pages, or to use inaccurate information in their work.

It's simple - spend a few minutes today to update, delete or archive old information from [the intranet](#) to your windows shared drive... remove anything that is out of date.

Make it your habit to remove Redundant Outdated Trivial information from the intranet! Find out more about [stopping the ROT](#)



Alzheimer's Canterbury

Community Education Seminar

September 2015

Advance Care Planning

Jane Goodwin, Advance Care Planning Facilitator

Advance Care Planning (ACP) is a way to help you think about, talk about and share your thoughts and wishes for future health care and your last days of life.

Find out more about what ACP is, how it works and why it's a good idea to consider before you become seriously ill or are unable to make decisions for yourself. There will be time for questions.

Everyone welcome!

Date: Friday 4th September 2015
Time: 10.30am – 12 noon
Venue: Alzheimer's Canterbury
 314 Worcester Street, Linwood
 (Between Fitzgerald Ave & Stanmore Rd)

314 Worcester Street
 PO Box 32074
 Christchurch 8147

Making life better for all people affected by dementia
 Kia piki te ora mo ngā tāngata mate pōrewarewa



T 03 379 2590
 E admin@alzcantry.co.nz
 www.alzcantry.co.nz

Mind Body Balance Strength Control Awareness

PILATES AT TPMH



Every TUESDAY 12.15 - 1.15 pm
 THE CHAPEL

*Pilates is a safe and effective workout for people of all ages
 and physical conditions*

\$10 per class

Contact: Perla Bucknell perlabucknell@gmail.com

Please provide your own mat

Canterbury
 District Health Board
 Te Pōari Hauora o Waitaha

investing
 in your
 health

YOGA FOR STAFF



Flexibility is NOT a prerequisite
 ...each class provides a level of options
 for a beginner Hatha practice –
 enabling you to practice at your own
 pace & within your own capabilities.

Email: Lisa- aljwood@clear.net.nz Sarah- yogasavitri@hotmail.com

Please notify instructor before attending a class

investing
 in your
 health

**Join Lisa and
 Sarah at
 Christchurch
 Campus
 (Lounge of the
 great escape)
 Monday (Lisa)
 4.45pm – 6pm
 Monday and
 Wednesday (Sarah)
 12.30–1.30pm**

Only

\$10

Concession cards available

Please bring a yoga mat, your
 drink bottle and comfortable
 clothing.

Canterbury
 District Health Board
 Te Pōari Hauora o Waitaha



**Lincoln and Districts
Community Care**
Association Incorporated
A Registered Charity

16 Lyttelton Street
Lincoln 7608
Ph: (03) 325 2007

nd@lincolncommunitycare.co.nz
www.lincolncommunitycare.co.nz
lincolncommunitycare

FREE workshop

HEALTHY EATING for MATURE ACTIVE PEOPLE



Held at Lincoln and Districts Community Care, 16 Lyttelton Street,
Lincoln

On Friday 11th September, 2015

From 1pm to 2.30pm.



Delivered by Dietician students from Canterbury District Health Board and Otago University



Stand up to FALLS



Safe footwear limerick competition

1st prize: \$100 voucher to the restaurant of your choice and the coveted Golden Shoe Award!

2nd prize: Morning tea for your team valued at \$50

Write your own falls prevention-focused limerick and be in to win!

The Health Quality & Safety Commission is looking for the next star of the literary world, to write a fun and entertaining limerick about falls prevention.

The limerick should:

- highlight the current *Open for better care* campaign topic – reducing harm from falls
- include at least one of the following terms: safe footwear, staying active, falls prevention
- follow a standard limerick format
- be fun and light-hearted!

Here's an example to get you started:

Any campaign to address falls prevention
Has some things it ought always to mention
Shoes and assessment
Are your smartest investment
Plus keeping the audience's attention

Visit www.open.hqsc.govt.nz/falls for full competition details and to submit your entry.



newzealand.govt.nz

www.open.hqsc.govt.nz



Stand up to FALLS

Falls prevention in the home

Workshops with
Professor Lindy Clemson



The Health Quality & Safety Commission is hosting a series of free workshops on falls prevention in the home, facilitated by Professor Lindy Clemson.

Prof Clemson is a specialist in public health research on ageing and an occupational therapist. She leads the participation, safety and ageing research team at the University of Sydney, investigating ways to improve the independence and quality of life of older people and to prevent falls.

The workshops will take participants through three of Prof Clemson's programmes, including 'stepping on', 'Lifestyle embedded Functional Exercise programme' (LIFE) and 'home safety'. These workshops are aimed at physiotherapists, occupational therapists, home carers or any health professional with a focus on falls prevention.

Hurry, spaces are limited! Register your interest by emailing Bridgette Connor: bridgette.connor@hqsc.govt.nz

Workshop dates

- Auckland**
31 August 2015, 9am–1pm
Rydges Hotel, 59 Federal St
- Rotorua**
1 September 2015, 9am–1pm
Rydges Hotel, 272 Fendalton St
- Wellington**
2 September 2015, 9am–1pm
Amora Hotel, 170 Wakefield St
- Christchurch**
3 September 2015, 8:30am–12:30pm
Ilex Café, Botanic Gardens



Bake sale



Friday 18 September, 10am - 12pm
Christchurch Hospital Foyer, Ground Floor

All proceeds go to Countdown Kids Hospital Appeal.

Come early to avoid missing out...there will be a range of home made delights both savoury and sweet.

Thank you for your support.

