



Patient Safety Week 1-7 November

#hello my name is...

A patient in hospital today has a much wider range of health care practitioners involved in their care than in the past.

That's because of the increasingly complex nature of high tech modern health care, advances in treatment and improved ways of working.

An oncology patient for example is likely to have a cancer nurse co-ordinator, outreach nurse, clinical nurse specialists, radiation therapists and oncologists involved in their care - to name just a few.

Roles and tasks often overlap and if we find the healthcare system a bit confusing at times spare a thought for the patient.

That's why introducing yourself to your patient, outlining your role and explaining what you are going to do is now more important than ever.

As part of Patient Safety Week (November 1-7), which has a focus on good communication between health professionals and patients, some staff will be wearing name badges that do just that.

The badges have been adapted from the #hellomynameis social media campaign which was started by terminally ill British doctor Kate Granger in 2011 after she was diagnosed with an incurable rare form of sarcoma.

Kate, an Elderly Medicine Registrar in Yorkshire, underwent many procedures and several courses of chemotherapy. She felt repeatedly frustrated that health professionals involved in her care failed to even introduce themselves, let alone explain their specific roles.

Via social and print media the #hellomynameis campaign quickly went "viral", capturing the imagination of many health professionals and health organisations in the UK's National Health Service (NHS) and beyond.

Kate has since been invited to speak at many meetings and conferences and has written for the [British Medical Journal](#). The "hashtag" #hellomynameis has recorded 80 million impressions on Twitter.

Introducing yourself to a patient and their family is about much more than just exchanging names. It's about making a human connection and building trust. It's a simple thing to do that sets the foundation for better communication. Two-way communication with patients is a priority and the name badges are a great reminder to staff of the importance of good introductions, as well as showing patients their questions are welcomed.

Staff in several departments across Canterbury DHB are adopting "hello my name is" name badges.

One of our local clinical champions is Clinical Director, Oncology, Mark Jeffery, who is available to present an information session on request.

Mark says he has found the #hellomynameis campaign a timely reminder that the simple things when interacting with a patient can be of great importance, and a well-crafted introduction may be just as important in establishing rapport with a patient as all the subsequent communications.

I agree. Our commitment to consumers and patients is that we strive to provide the best and safest care possible, every time. The quality of the care we provide is our priority 52 weeks of the year, but during Patient Safety Week this week we will be reiterating to staff the importance of patient safety, and talking about simple things that can keep patients safe.

When things don't go according to plan and our services don't meet patient's expectations I encourage you be open to feedback from patients – both good and bad. Complaints are an opportunity for us to improve the way we work. It could be that our systems and processes need to be altered, but often complaints are about our interpersonal communication.

» Article continues on page 2



In this issue

- » Canterbury Grand Round...page 2.
- » Facility Fast Facts...page 3.
- » Staff Wellbeing Programme...page 5.
- » Strong leadership at Nurse Maude recognised...page 6.
- » Cycling in Cambodia...page 7.
- » Mother's TV launches at CWH...page 8.
- » Public Health Summer School...page 9
- » Choose a career with us...page 10.
- » One minute with Aileen Smith...page 11.

» Article continued from page 1

A friendly hello, and introducing yourself can go a long way to make each and every patient feel valued.

I have included some feedback below that illustrates perfectly just how important that personal touch is. I was proud to receive the following comments directly from one of our patients.

“Dear Sir,

I wish to formally convey to you and your management team my personal appreciation and thanks to the staff of the Canterbury District Health Board’s Christchurch Hospital. I have recently been a patient at the hospital for prostate cancer and lymphoma, and I wish to applaud the staff in all the many areas I have been involved with, for their professionalism and customer focus. Not once did I run into a staff member who was having a bad day! They all,

from the cleaner through to the senior medical staff, continue to demonstrate their professionalism and customer focus which is fantastic given the size of Canterbury DHB and the numbers of people involved!”

If you go on to read the bouquets, as I do each week, I am delighted to be able to say that these positive patient experiences are a common theme. Keep doing what you do so well, never forgetting that the patient belongs at the centre of everything, and I am confident the bouquets will keep on coming.

Have a great week,

David Meates



David Meates
CEO Canterbury District Health Board



Canterbury Grand Round

Sponsored event

Friday 6 November 2015 – 12.15 to 1.15pm, with lunch from 11.45am.

Venue: Rolleston Lecture Theatre

Speaker: Paul Quigley, Alcohol & E.D. (Wellington)

RAHH! Recognising alcohol health harms in the Emergency Department. The experience of introducing health screening into the Emergency Department, with a focus on alcohol and injury.

While screening for conditions such as heart disease, cancer or diabetes is accepted and common place within both primary and secondary care, screening within an acute setting is seen as novel and experimental. This presentation will discuss the significant findings from eight years of introducing screening for alcohol related harm at Wellington Hospital. It will also discuss how this information can be used to establish accurate health data that can be used in advocating for change through public health and legislation.

Chair: Mike Ardagh

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](#).

Next Clinical Meeting is Friday 20 November 2015

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

Facilities Fast Facts

Burwood

Concrete pours have been steadily progressing at Burwood. Next Wednesday sees a large pour for the floor slab of the Older Persons' Mental Health (PSE) wing – the last major pour for the Burwood project. Congratulations to the team on this significant milestone!

The single-storey structure is already quite advanced, as this photo shows. One of the ward blocks rises in the background.

For those who missed it, a video of Dan Coward's latest presentation to staff about progress at Burwood, from 21 October, is now available to view on the [intranet](#).



Christchurch

Prep work is underway for the final pour for the Acute Services building foundation slab, on 7 November, to connect the two parts of the slab poured so far.



Exactly one year ago, the site looked like this



Today's view is quite different: the darker area is where the final concrete pour will be.

User group news

The user groups for the Acute Services building are finalising their review of lighting, security and nurse call systems. Once complete, the user group process should slow down while the final plans are produced for the main contractor.

User groups for Christchurch's Outpatients facility had the first of three rounds of Preliminary Design meetings last week. Held over two days, the meetings aimed to help users to understand whole-of-building issues as well as to work on the details of room locations and how the various services best link together.



Bouquets

Radiology, Christchurch Hospital – Colin Chong

Thank you for your mail. I find it very interesting to study and try to decipher the photos. Again, I cannot thank you enough for how you changed my life from a constant terrible pain to comfort.

I'm still anxious to believe this is reality. Anyway thank you again.

Eye Outpatients, Christchurch Hospital

A few months ago at an eye outpatient's appointment I came under the care of Nurse Anthea. During the past four years I have been cared for by numerous nurses throughout the hospital. Without a doubt, Nurse Anthea is the friendliest, most knowledgeable and courteous nurse I have met.

If ever I want to know anything, I always specifically ask to speak to Anthea because I know she will be extremely helpful and professional. She is a credit to herself and her profession. It would be great if her happy, friendly nature was rewarded and appreciated in some small way.

Low vision clinic

Just wanted to say what a difference the CCTV (electronic low vision reading aid) has made. My family member no longer only sleeps and eats – he now reads all the time and can look at all sorts of things using the machine. He is a changed man altogether. Just wanted to say a big thank you for all your help.

Toxicology lab, Canterbury Health Laboratories

Thank you so much for the incredibly

fast turnaround times for these confirmation tests, as well as the three for synthetic cannabinoids you sent me earlier in the day - I've been well-impressed with CHL this week - the service has been outstanding.

Birthing Suite and Maternity Ward

Thank you for the great standard of care we received during the birth of our son by C-Section. The theatre staff were very supportive, particularly the anaesthetist, Owen. Afterwards in the Maternity Ward we were also very pleased with the care we received particularly with night time care. Lovely midwives and nurses.

Birthing Unit - Burwood

Second MokoPuna born here, both times excellent care by all staff, happy friendly place - very special. Kia ora, thank you all very much.

Birthing Unit - Burwood

CDHB should be proud to have such dedicated staff working at this ward (regardless of position). Myself and my whānau have felt welcomed from the get go. As a patient I have been educated and kept informed in a professional and caring manner. The stay here has been a respite I have enjoyed for the past two days. Thank you.

Birthing Unit - Burwood

All the staff were very lovely and helpful. We were very well cared for. Thank you.

Birthing Unit - Burwood

I cannot praise the staff and midwives here enough - they are just super lovely, helpful, reassuring and kind. This makes a HUGE difference to any

mum who had just delivered a baby and experiencing those first few days of "unknowns"! The food and service is also great. Thank you.

Birthing Unit - Lincoln

Thank you so much for all of your help. Lovely wee place to spend a few days getting used to motherhood. Food great, midwives lovely and very helpful.

Birthing Unit - Lincoln

Very friendly and helpful. Thanks.

Birthing Unit - Lincoln

A lovely little hospital with beautiful new rooms. Staff helpful and friendly. Thank you very much for the peaceful stay.

Birthing Unit - Lincoln

The staff were AMAZING!! The food was healthy, big and so delicious! I have loved every minute here at Lincoln Birthing Unit and I will be recommending to all!

Ward 18, Christchurch Hospital

Charlotte nurse aide, fantastic and lovely care of my elderly mother, very patient when her confusion set in. Good job Charlotte.

Park and Ride, Christchurch Hospital

I just want to compliment Peter Parr, the driver of the Park and Ride van. He makes the journey a pleasure with his comments and happy disposition. Given it must be a very repetitive job he brings some light humour to his passengers. He is to be complimented on a job well done.

Kennedy Unit, Hillmorton Hospital

I stayed at the Kennedy Unit for one week. It was a remarkable

» Article continues on page 5

» Article continued from page 4

experience. We really were treated very well. I would like to extend the highest praise to the entire team at Kennedy. I wanted to bring Nurse Mary home with me, but apparently that was not allowed.

Christchurch Hospital

From the moment we stepped inside the hospital we received outstanding care and support. The nurse...and Dr Raos (with the wonderful handlebar moustache) were so professional, compassionate and reassuring. The examinations, tests, blood work and x-rays were explained to us....[my husband] was transferred to Ward 25....the male nurse on duty that day was named Tim...this young man was an example of the best nursing that you could ever want to have in your hospital. We watched and listened to his interactions with not only us but other patients....He listened to each one, anticipated needs and treated us all with respect and compassion. We cannot speak highly enough of his manner and professionalism. Follow up consultation that day with Dr Emilene Galvin and Dr John Lainchbury from the Cardiac Department left us reassured....We were on holiday in Christchurch and feel very fortunate that we were in the right place.... we are so grateful for the care we received.

Oxford Hospital

To the wonderful nursing team at Oxford Hospital, it's hard to know how to begin to thank you all for the incredible care you gave our uncle in his final days while he stayed with you. We can't think of a more thoughtful, loving or sensitive team of people and just feel so grateful that he had the love and dedication of people like you to help him to a dignified, peaceful end to his life. We'll never forget what you all did for him or for us as a family. Thank you so much for making us feel at home and free to support him in our own way. The love you showed him gave us all comfort and helped us feel peaceful despite the sadness. You're all simply amazing!

Urology Unit + various departments, Christchurch Hospital

I would like to acknowledge the wonderful care I received as a patient in Christchurch Hospital earlier this year. It was my first time in hospital, other than to have our children, and I was impressed by the genuine care of the staff in every department I came in contact with. The tone was set with the initial care I received in the Emergency Department and continued throughout my stay and then later as an outpatient. I spent my inpatient time in the Urology Unit and I cannot adequately express how grateful I am for their expertise and empathy. I had a nurse who stayed

after her shift had finished because it was busy and she was worried about me. I had ward assistants who made an effort to bring me the gowns that I had off handedly said I liked the most.

The nursing staff were, without exception friendly, kind, gentle and everything you would hope for in a nurse. The medical team gained my confidence and kept it. They cared, listened and explained everything so clearly, I felt incredibly well looked after. When I returned as an outpatient for surgery and saw some of them as part of the surgical team, I immediately felt at ease. Other staff I met as I underwent procedures were all amazing. They chatted away to calm my nerves, they explained the procedures and went out of their way to make me feel as if everything would be alright.

I can't believe that these people do this job day in and day out because I didn't once get the feeling that this was just routine, they all made me feel special. I ran around delivering chocolates to each department after I was discharged but it didn't seem to adequately express how incredibly grateful I was for their expertise and kindness, hence this letter. Please accept my heartfelt thanks for the outstanding care I received from the minute I arrived at the hospital.

Staff Wellbeing Programme: NEW MoH Eating and Activity Guidelines for NZ Adults

NEW MoH Eating and Activity Guidelines for NZ Adults

View the [full guidelines](#) and the [summary of guidelines](#). – and for more information visit the [MoH website](#).

Be Active, Take Notice

Over 20 yoga, Zumba, Pilates and Mindfulness sessions running each week across main CDHB sites. [Click here](#) for more information.

Free counselling available to all staff

Free and confidential counselling is available to all staff – for work or personal issues. [Click here](#) for more information.

Understanding Incontinence

Due to the success of the presentation at Christchurch Campus in July we have arranged for the presentation to be delivered at other main hospital sites.

The next presentation will be at TPMH on Wednesday 25 November 2015.

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

See www.continence.org.nz for more information on incontinence.

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

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Strong leadership at Nurse Maude recognised

Director of Nursing at Nurse Maude, Sheree East was awarded the Robyn Carr Spirit Cup at the Health Informatics New Zealand (HINZ) conference held at Wigram Airbase 19 - 21 October 2015.

Each year since 2010, the “Robyn Carr Spirit Cup” is awarded for displaying commitment and determination in furthering the goals and achievements of Nursing Informatics in New Zealand. Most people will know Robyn Carr the author, but perhaps not that she trained as a nurse that never got to practice.

Sheree says she is honoured to have been chosen as this year’s recipient. “I’m grateful for the strong support from Nurse Maude and my nursing colleagues that enables me to participate in this work. My goal is to ensure that a sector wide view is taken of the integration and sharing health information that values data from all sources.”

“I would like to see systems developed that have the capability to report meaningful patient outcomes and which enable and support the work flows of the clinical team and engage nurses in the design of the systems they will be using in the future.”

Sheree’s contribution has included convening two major nursing informatics events on behalf of Nurse Executives New Zealand - the South Island Nursing Information Technology Symposium in 2013 and the National Nursing Informatics Conference which ran in conjunction with the HINZ conference in 2015.

Sheree completed her Master of Nursing in 2014 with a thesis on the implementation of the Omaha System (a standardised nursing language) in a New Zealand District Nursing service. Along with her work at Nurse Maude in assisting with the development and roll out of a new Electronic Health Record and their Telehealth development, she is also involved in a number of information systems forums including the South Island Information System Service Level Alliance, the CDHB Systems Governance Group, HealthOne Steering committee, National Clinical Leaders Information Group, and the Telehealth Forum.



Sheree East with last year’s winner, HINZ board member Denise Irvine.

Have you handed in any spare security swipe tags yet?

There are two more weekly opportunities left to win a morning tea shout for your team (up to 10 people). Anyone who hands in an unused security tag goes into the draw.

- » Have look in desk drawers and shelves to see if there are any unused security tags.
- » Write your name, team, location and phone number on a piece of paper and attach it to the security card.
- » If you work at Christchurch Campus, take the card down to the ID Badge Office.
- » If you work at a CDHB site elsewhere, call them on x 81164, give them the five digit security card number (so they can deactivate it) on the card and then pop the card and paper into the internal mail addressed to the ID Badge Office at Christchurch Hospital.

Wanted: Spare security swipe tags

- » The draw for the second morning tea was made last Friday – congratulations to Jan Shearer, Canterbury Health Laboratories.

There are two more morning tea shouts to give away.

Get your spare cards in now! Any questions contact Vicky.heward@cdhb.health.nz.

Details also on the [staff intranet](#).

Cycling in Cambodia a memorable adventure

Canterbury DHB Production Planner, Steve Jones' recent Cambodian cycling trip was a mix of adventure and helping people in need.

The 10-day trip was a joint venture between the Red Cross and Inspired Adventures to help raise funds for the Red Cross work helping vulnerable people whose lives have been devastated by conflict or disaster.

Steve joined a group of other fundraisers and cycled up to 80 kilometres, or five hours a day, on the trip, along jungle paths, through villages and sugar-palm plantations, past temples and paddy fields.

He raised \$3531 in donations for the New Zealand Red Cross.

Initially based in the northern town of Siem Reap, the group cycled to Angkor Wat and other ruined temples in the surrounding jungle. They visited a local community school and donated school stationery and sporting equipment.

A highlight of the trip was being asked to spend time with the children and teach them how to play soccer.

"At first only the boys were involved. I asked the teacher why none of the girls wanted to play and he admitted that he had only asked the boys, believing the girls were not interested," Steve says.

Steve asked him to check if the girls wanted to join in, and before long the whole class was running round, playing and laughing with the volunteers.

He was invited to one of his tour guides' homes for a barbecue on a free afternoon, where he tried exotic foods such as rat, frog, manta ray jerky, and fried silkworm larvae (served in a bowl like peanuts as a pre-barbecue snack).

"It was all really tasty, except the larvae, which had a strange texture that I struggled to overcome."

After Siem Reap the group travelled to Battambang on the way to Cambodia's capital, Phnom Penh. While in Battambang they completed the last of the cycling and travelled to visit the mountain top temple of Udong.

The final two days were spent in the capital where their tour guide gave up his day off to take the volunteers to the Tuol Sleng Genocide museum and the killing fields.

The museum chronicles the Cambodian genocide. The site is a former high school which was used as the notorious Security Prison 21 by the Khmer Rouge from its rise to power in 1975 to its fall in 1979.

"The latter was very sobering, but all up the trip was a really memorable adventure," says Steve, who works in CDHB's Business Development Unit.

Steve hopes to return to Cambodia next year to help build houses for families in need and try even more of the local cuisine.



Above: Steve Jones

University of Otago, Christchurch new two-year Master of Nursing

Considered a career in nursing?

Have a degree already?

Find out about the two-year Master of Nursing Science course we are planning for 2016, subject to Nursing Council (NZ) approval.

otago.ac.nz/nursingmasters



Kiriata Māmā / Mother's TV launches at Christchurch Women's Hospital

Empowering women is the philosophy behind the newly launched Kiriata Māmā TV programming that will screen across CDHB Maternity Services; funded by the Maternity Quality Safety Programme.

Kiriata Māmā will provide continuous four hours of health-related parent-focused programmes on a dedicated channel on more than 50 TVs across Christchurch Women's Hospital and Primary Birthing Units in Kaikoura, Ashburton, Lincoln, Rangiora, Waikari, Darfield and Burwood.

"The health gains will be better informed, confident parents," says Natalie King, Acting Service Manager of the Women's Health Service, "who will make choices that promote the health and wellbeing of themselves and their baby."

Bronwyn Torrance Midwifery Co-ordinator – Quality says around 6,000 women who access the service each year will potentially view the channel. "We've worked with a multi-disciplinary team, and in close collaboration with Lead Maternity Care (LMC) Liaison Kelly Dorgan, who, along with her artist partner and the patience of CDHB graphic designer Claire Freeman, created the logo."

Content selected addresses priority topics identified by the Ministry, such as breastfeeding, smokefree, family violence, and safe sleeping. There are also videos on how to respond to your baby's emotional and social needs, pelvic floor exercises, healthy eating and what it's like to be a father.

The Maternity Operations Group will ensure that material remains contemporary.

Kiriata Māmā is a strategic fit with the New Zealand Maternity Standards that state women need access to nationally consistent information on pre-pregnancy health, pregnancy, childbirth, maternity services and care of newborn babies to inform their decisions.

Samantha Burke, Director of Midwives, says "as inpatients, women are a captive audience who will be motivated by the relevance of the information." She is considering the best way to obtain consumer feedback to enable evaluation and ensure future content remains relevant to the women of Canterbury.



Kelly Dorgan, Lead Maternity Care Liaison New Zealand Midwives, Natalie King, Acting Service Manager of Women's Health Service, Samantha Burke, CDHB Director of Midwives, and Bronwyn Torrance CDHB Midwifery Co-ordinator stand beneath a TV showing the new logo of Kiriata Māmā.



Our special 20th anniversary programme is now open for registration

We invite you to take a look at the very exciting programme of short courses (1-3 days) on offer at our 2016 Public Health Summer School. From Rheumatic Fever to Injury Prevention to Hauora Māori to Screening, there are courses for everyone as we celebrate the 20th anniversary. This includes 13 new courses plus 20 of our most popular core courses.

The quality and affordability of this event makes it a great opportunity to:

- » be inspired by the latest thinking on critical health issues
- » improve your skills in research techniques and statistical methods
- » network and interact with others working in related areas.

To see a summary of all courses available, please view our flyer [here](#).

To register or to view more information on each course, please

visit our [Summer School](#) website.

Remember to act quickly to take advantage of 25% early bird discounts. Many courses have limited numbers so don't miss out...register now.

2016 Public Health Summer School

When: 1-19 February 2016

Course length: 1-3 days

Where: University of Otago, Wellington campus in Newtown

Plus, if you are looking for more than a short course, find out more about the postgraduate courses in Public Health being offered at University of Otago's three campuses, Wellington, Christchurch or Dunedin. Just visit

www.otago.ac.nz/publichealth

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

Tuesday 3 November 2015, 12:30pm – 1:30pm

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

Title: Clinical implications of two new alcohol developments

Presenter: Prof Doug Sellman

Chairman: Assoc Prof Simon Adamson

Abstract:

This presentation will address two new developments in the alcohol field:

1. The new unitary diagnosis of alcoholism: The DSM-5 has returned the classification of alcoholism back to where it was in the 1960s. Alcohol abuse no longer exists, nor does alcohol dependence. The clinical implications of this will be discussed with particular focus on advice about abstinence.
2. Low risk drinking guidelines: The Health Promotion Agency (HPA) has published "low-risk" drinking guidelines which are endorsed and promoted by the alcohol industry. Perhaps we should therefore be a little sceptical about the validity of the guidelines? Some recent research will be presented on the

'per occasion' drinking guideline. The clinical implications of the findings will be discussed in relation to brief interventions.

Special notes:

These meetings will be held on a weekly basis (except during school holidays) and the details of the next meeting will be emailed to you in advance.

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.

CHOOSE a career with us...

WHAT WILL YOU DO TOMORROW?

#PLANNING&FUNDING

Planning & Funding Opportunities

Every day our planning and funding team come to work and do things that they know will make a difference to the lives of people - solving problems, making things happen and knowing that at the end of it - there's a patient that's getting the right care.

We are looking for people from any employment background who have the passion to make a difference to other people's lives.

This is your chance to discover your health system as an endlessly complex fascinating place to work, where each day you come to work and can contribute and do something that means somebody else's life will be better. Improve how we deliver our services, change the way things work and support the system in managing the change.

On a day-to-day basis what we do is ask how can we help? How can we help make it better? How can we help make things work for people?

We need creative, intelligent, problem solvers who can walk into a room and build relationships, so if that sounds like you we would really like to have you come and work with us.

Check out what our fantastic team has to say about working in this fascinating part of our health system
www.whatdidyoudotoday.co.nz/

Speak to Sarah Carnoutsos, Recruitment Team Leader +642 7472 7113 for more details on this rare and exciting opportunity.

Digital Health SMO Lead

Here in Canterbury we are progressing very well in the areas of clinical information systems. As we design our facilities and continue to build on our work in developing an electronic health record/digital hospital we need strong clinical engagement and leadership to ensure we have systems that support our new ways of working.

We are looking for expression of interest from Senior Medical Officers to take on the 0.5 FTE Clinical Lead in HCS and VIA Innovations. Key attributes for your success include excellent communication skills, a keen interest in IT and a strong focus on quality.

- » Provide a support mechanism for staff to develop their innovation into implementation
- » Support and enhance the success of the New Zealand Health Innovation Hub (NZHIH)

For further information please call Liz Hill on 337 7954 or email liz.hill@cdhb.health.nz

Section Head – Haematology

The Haematology team is part of the core services of Canterbury Health Laboratories (CHL), providing an essential 24 hour/7 day a week service. We enjoy strong collaborations with health providers and other laboratories across the Canterbury health system and nationally.

We are now looking for a Medical Laboratory Scientist with expertise in Haematology and proven laboratory leadership skills to head up our team.

You will have a strong presence in the lab, leading staff and driving advances in the delivery of diagnostic Haematology services. You will be at the forefront of current and emerging technologies and have proven experience in operational and personnel management. You will be responsible for developing staff, service reporting, and financial management.

You will have a quality focus, embrace change and motivate your team to deliver innovative, efficient services. You will enjoy working in partnership with other Section Heads and the Core Cluster Manager in a whole of service approach to ensure effective collaborations between related sections within CHL.

Enquiries should be directed to Heather Ewing, Recruitment Specialist, email heather.ewing@cdhb.health.nz.

Applications are only accepted online so please [click here](#) to send us your CV and covering letter today!

One minute with... **Aileen Smith – Gerontology Nurse Specialist, Older Persons Health Specialist Service, The Princess Margaret Hospital**

What does your job involve?

The GNS role promotes excellence in Gerontology nursing practice specifically in Aged Residential Care (ARC). Not only does this position support ARC staff by providing clinical assessment and advice to assist in early intervention with common geriatric issues to reduce acute admissions to hospital, but also supports Registered Nurses (RNs) with their professional development. This is achieved with the facilitation of education days for ARC staff, and in-service education in facilities based around a particular client's clinical needs. Providing clinical advice to planning and funding and to the ARC facilities around managing quality improvement is another string to our bow, as is involvement in collaborative projects across primary and secondary care. I have 33 ARC facilities in my portfolio stretching from Ashburton to Amberley and visit them regularly and as needed. A typical day might involve any or all of the above or something completely different!

Why did you chose to work in this field?

I was shoulder tapped to work in a rest home when I moved to Christchurch 15 years ago and discovered a passion for working with the elderly. I had worked in hospitals prior to this so residential care was a whole new experience which provided a good experiential base for my present role, as did working in other roles in the community team for OPHSS prior to pioneering this role five years ago.

What do you like about it?

I love it that I can make a difference in some way to the quality of care for the elderly in ARC, and to the well-being of the staff working with such complex clients. Prior to the inception of this role there was less emphasis on support between ARC and Canterbury DHB and the RNs felt somewhat isolated. There has been a significant change in the last five years for the better. I like that I can answer my phone and give meaningful advice and feel thankful that I have helped to support an RN working in such a challenging environment.

I like that the three of us (my colleagues Sue Holland and Richard Scrase) with our different strengths work so well together as a team.

What are the challenging bits?

There are no staff/resident ratios mandated for ARC, and so some facilities employ fewer staff than others.

Booking a DHB car is also challenging!

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?

The CDHB's values of care, respect, integrity and responsibility for outcomes echo my own and are fundamental to nursing care in any setting. My role is quite autonomous and ever

developing and therefore requires one to take ownership and responsibility for outcomes to ensure a continued positive direction.

Who do you admire in a professional capacity and why?

I admire the clinical knowledge and expertise of the registered and enrolled nurses and healthcare assistants working so hard in ARC to ensure our most frail and complex elderly people receive the best care possible, especially when they could work elsewhere for more money and better conditions.

The last book I read was...

One in the Jack Reacher series my husband had just finished, can't remember the name, but it was light and good escapism.

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

In Africa on safari! And this time next year I will be or have been! In the planning stages...

My ultimate Sunday would involve...

Going for a hike in the hills or just hanging out with my husband and grown up children, followed by a casual dinner out so I don't have to cook!

One food I really dislike is...

I love food and can only think of one thing that I keep trying to like but can't and that's olives!

My favourite music is...

I am a music lover (I sing in a choir) and the genre depends on my mood, but I am not really a fan of rap. If I had to choose between country and classical I would go for classical. Love to sing along with oldies like Beach Boys, Neil Young, Norah Jones, or whatever is on the radio when on long car journeys.



Above: Aileen Smith

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



Resilience in healthcare: Understanding and creating “safer care” as a daily practice

**Part 1: A patient perspective:
“Engaging the Citizen-Patient”
by Carolyn Canfield**

Tuesday 3rd November 2015

12:15 to 13:15

**Rolleston Lecture Theatre
Ground Floor, Otago School of Medicine,
Christchurch Hospital Campus**

**Part 2: A clinical perspective:
“Life on the edge of Chaos”
by Dr. Paul Lane**

Friday 6th November 2015

12:15 to 13:15

**Oncology Lecture Theatre
Christchurch Hospital Campus**

Carolyn Canfield

Collaborates internationally as an independent citizen-patient with clinicians, patients, managers, researchers, and educators to embed the patient's voice in improvement processes. The unexpected death of her husband in 2008 after care failures after successful surgery challenged her to understand how skilled and dedicated healthcare workers could fail a patient, and then suffer terribly themselves from the very system in which they work. She dedicates her passion to countering burnout and harm across the full spectrum of healthcare. Carolyn was recognised as Canada's inaugural individual Patient Safety Champion in 2014. She is an honorary lecturer in the Faculty of Medicine at the University of British Columbia in Vancouver.

Dr. Paul Lane

Is a Physician Intensivist in the Townsville Hospital Intensive Care Service. Paul is the Clinical Director of the Townsville Skills Development Centre and is the co-Medical Director of the Townsville Hospital Medical Emergency Team. He is heavily involved in training junior doctors and has a strong interest in Patient Safety. Dr Lane has co-designed the Townsville Ten Cs Resilience Model of which he has facilitated implementation within the Townsville Hospital Intensive Care Service.

Canterbury
District Health Board
Te Pūnaha Rau o Waitaha



NUTRITIOUS NIBBLES NOVEMBER

<https://give.everydayhero.com/nz/nutritious-nibbles-november>
<https://www.facebook.com/nibblesforhealth>

Over 20,700 people have diabetes in Canterbury. It can be either Type 1 (approximately 11%), Type 2 (approximately 86%), or Gestational and another 20,000 have Pre Diabetes.

Blindness, stroke, heart attack, kidney disease, tooth and gum disease, foot ulcers and amputations are some of the complications of diabetes.

Our campaign focusses on healthy eating as this key factor can help prevent or delay the onset of type 2 diabetes and is an important part of the effective management of all types of diabetes.

This key factor along with education and understanding on diabetes can help in the fight against diabetes and the complications. For more information go to: www.barnabybee.com



#NNN

Act today to change tomorrow

Eat only nutritious nibbles in the month of November

Help support people living with diabetes in Canterbury and the community

Get healthy for summer and support a great cause

Learn great ideas and recipes. Be in to win some great prizes

JOIN the team at everydayhero or like our Facebook Page, it is never too late to join in. Help us spread awareness, support, fund research and education programs.

**DIABETES
CHRISTCHURCH INC
SOCIETY**

Ground Floor
550 Hagley Avenue
Christchurch 8011

barnabybee.com

03 378 6266

Have you considered becoming a blood donor? We need your help!



3,000 donations are needed each and every week.



5 Kiwis need blood or blood products every hour.



One donation can save up to 3 lives.

Like Hugh, who needed transfusions soon after he was born to keep him alive.

Come and help us save lives at CHCH Hospital

Annex Lounge off Great Escape Café

Thursday 12th November 10am – 3pm

Appointments online @ www.nzblood.co.nz or

Call us to make an appointment and don't forget your ID

0800 GIVE BLOOD

0800 448 325
www.nzblood.co.nz

