



## Have your say in the Tāngata Ora | Our People Survey

**You're what makes our health system great and we want to hear from you on how we can make it even better.**

I'm pleased to share with you that we will be launching the Tāngata Ora | Our People Survey next week from 10 May.

This is the first chance I've had to go out to all of you at once to hear how things are going for you in your day-to-day work. The insights you can give myself and our leaders on where things are at for you and your teams will help us set our priorities at an organisational level, and down to departments and services, on how to better support you to do your best work.

I recognise this comes at a busy time and that it follows the recent health system reform news. However, the operation of the health and disability system will not change immediately, and we must continue with our usual planning and delivery of health and disability services in our region – including improvement activities.

### This week with Peter – check out the video for all the details

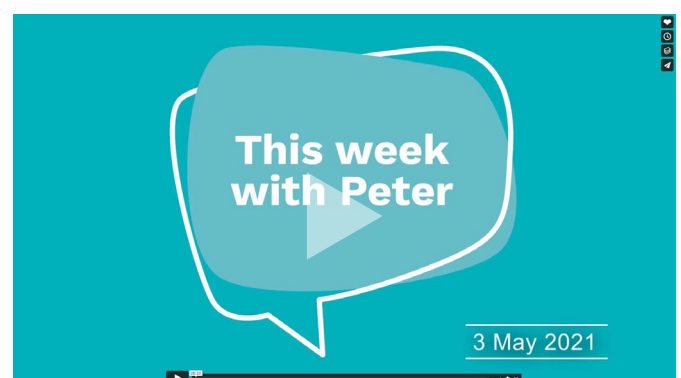
In this week's video I touch on a few things that are top of mind: the excellent facilities workshop we had last week, which looks at the extensive work underway, and you can see the foundation preparations on the Hillmorton site for some of the new specialist mental health services facilities.

A big shout out to the vaccine team last week who are really making great progress on getting the COVID-19 vaccine out, particularly amongst our staff at the moment.

We're looking for feedback on strategy and internal communication; the executive team; patient focus; teamwork and leadership; organisation performance, processes and technology; performance development; wellbeing, health and safety; and culture.

Your feedback will be treated confidentially so I ask that you take this opportunity to share your honest and open feedback.

For our people with less regular access to computers we are looking at ways we can make it easier for you to complete the survey and will update you with these details soon. Look out for an email from me tomorrow with more information on the survey.



Click on the image above to watch the video

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Importantly we are making plans for when we roll out to the wider community during the second half of this year – at that point we're hoping to deliver around 30,000 vaccinations a week. I want to give a special shout out to the telephony team. They have just been doing an amazing job in terms of answering heaps of calls and helping get the bookings made for our staff and community-based health professionals into the various vaccination centres.

Last week I connected with the Canterbury Clinical Network. This is an amazing forum where many of our primary and community partners come together and there are some exciting initiatives underway such as the Acute Demand workstream. There seems to be a phenomenal increase in demand throughout our health system - general practices are busy, hospitals are full, so we are working on ways we can better support our community.

I also want to encourage everyone to put forward any ideas you have on ways that we, as a health system, can make changes that will result in better



Work underway for new facilities at Hillmorton campus

care and provide savings. Please drop a line to the [Accelerating our Future](#) team. Everyone can contribute and everyone can make a difference.

Tonight I'm going to spend the evening in the Emergency Department at Christchurch Hospital. I'm really looking forward to that. It will be a great opportunity for me

to be amongst the team and better understand how they're delivering care and no doubt I will experience some of the very real challenges they face. I'll let you know how that goes in next week's update.

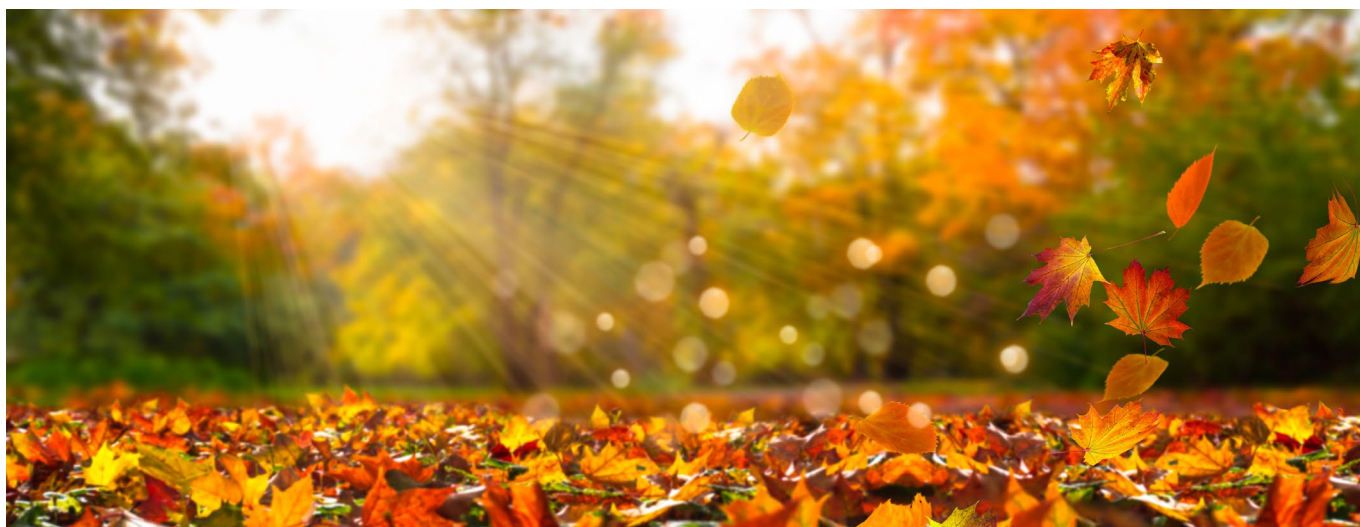
I look forward to hearing from you – and keep an eye out in your emails for your individual survey invite.

Ngā mihi nui

**Peter Bramley, CEO**  
**Canterbury District Health Board**

If you have a story idea or want to provide feedback on *CEO Update* we would love to hear from you! Please email us at [communications@cdhb.health.nz](mailto: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](#).



## Bouquets

### **Ward B8, Christchurch Hospital**

A compliment without exception. The care my mum has received from your staff, nurses, Gio, Cathy, Aron, including Phoebe (student), has been wonderful. Everyone has treated Mum as a person and with compassion, respect and professionalism. No one has talked over or down to her, or us, her family and I have received two very wonderful hugs. Thank you. The care has been noted and should be acknowledged. We have also received information regarding Mum's condition and treatment in a helpful manner.

### **Paula, Diabetes Centre, Christchurch Hospital**

I would like to compliment Paula, the lovely receptionist at the Diabetes Centre. She is always so lovely and welcoming. She never fails to leave a smile on my face.

### **Blood Test Centre, Outpatients, Christchurch Hospital**

Phlebotomists Jaryd and Hanna are amazing. So kind, gentle and personable.

### **Steven, Level 3 Reception, Outpatients, Christchurch Hospital**

I would like to express my gratitude for the wonderful way I was treated at reception on Level 3. Steven treated me with absolute respect and professionalism, even though I was running late and in a panic. I very much appreciated his thoughtful, caring manner.

### **Marion Sheehan, Dermatology Outpatients, Christchurch Hospital**

We just saw Marion Sheehan, she was amazing. Very kind and informative. Very pleased with the service and reassured with our plan to go forward. So very happy with the service. Thank you so much.

### **Ophthalmology Outpatients, Christchurch Hospital**

I was very satisfied with the treatment I received. It was a pleasure being attended to in a fast, efficient manner. Thank you to all concerned.

### **Interventional Radiology, Ward B4, Christchurch Hospital**

Fantastic, efficient and friendly staff especially the nurses on Ward B4. They made me feel at ease and I was very well looked after before and after my operation. The Interventional Radiology team of Professor Mark Coats and John Creighton did such an amazing job of my operation and kept me so informed. Brilliant service, the staff are a credit to your service. Thank you.

### **Ward A4, Christchurch Hospital**

Our family would like to thank the staff of Ward A4 for the care and attention they provided our mother during her stay there. In particular. Nurses Annabel, Jess, Katie and the nurse aides who were all fantastic. Friendly, professional and kept her spirits up.

### **Medical Day Unit, Christchurch Hospital**

Top service, top atmosphere, true respect, concern for and care of the individual. My mother has had two very positive experiences whilst in the care of staff in this unit. Nurses engage with each individual in a truly caring and professional way. Many thanks. Keep up the good work.

### **Emergency Department (ED), Christchurch Hospital**

Wonderful staff, patient, thorough and compassionate. In particular, many thanks to Physiotherapist Elsa, an amazing woman. The front desk lady who referred me through to acute is also an asset to the hospital. Plus, the radiographer and social worker, all wonderful.



### Rebecca, Ward 27, Christchurch Hospital

Thank you all for your hard work in helping my mother. I would like to thank Rebecca, the ward clerk, as she was always smiling and happy to help. Thank you, Rebecca, for being so kind to my mother.

### Ward 27, Christchurch Hospital

What an amazing team on Ward 27. They are so hard working but are always smiling. The charge nurse must be very proud of her team.

### ED, Christchurch Hospital

I found the new ED section of the hospital very easy to find my way around. Very simply set out and well signposted. Thanks.

### Plastics Outpatients, Christchurch Hospital

I am a high user of the medical system. My most recent visit was to receive new dressings and have a talk with the surgeon and colleague. The change of dressings was completed to a high level, knowledge was imparted, and I was very happy with this. The surgeon spoke to me and I received unexpected serious information. This was given at a level of understanding for me. I applaud the surgeon for his ability to discuss matters with me. I was provided with written material as well.

### Community Therapy Team, Older Persons' Health and Rehabilitation

A special thank you to the team, including Ali, Jo, Lynda, Di, Paula, Liz, Kirstie, and Michelle, for the enthusiasm, dedication, and passion for the Parkinson's Disease VAMP (Voice and Movement Program) course; also, please pass on my special thanks to Ali for her special touch of compassion this morning. Hers and everyone's kindness have been overwhelming, and I am humbled to be a benefactor of it. Far beyond the call of duty and the profession. I have felt encouraged and reinvigorated.

### Surgical Assessment Review Area (SARA), Ward A5, Theatre, and Recovery, Christchurch Hospital

I was admitted for emergency surgery via my GP to SARA. From the moment I arrived I was welcomed and expected by a friendly smiling ward clerk. My nurse was Abbey on SARA. She too was fantastic. Kept me informed of what was happening. Great nurse. Please pass on my thanks. The doctor I think her name was Hannah or it might have been Heidi was awesome. Professional and excellent bedside manner. I was then transferred to Room 17 on Ward A5 by a friendly orderly who chatted and put me at ease on the journey from SARA to Ward A5.

Again, I was met by another friendly ward clerk who showed me to my room. Wrote my details on the board behind my bed and advised me my nurse Jewel would be with me very soon. As promised Jewel arrived promptly.

Introduced herself. Her care was flawless. Jewel by name and jewel by nature. Overnight twice Annemarie from Canada has been my nurse. She too was excellent. Sam was my Saturday AM nurse and Maddie the NetP (Nursing Entry to Practise Programme) nurse was my afternoon nurse. I couldn't fault any of them. A credit to their profession and a credit to the ward and Canterbury DHB. Please ensure this praise is relayed to them via their managers. Praise where praise is due.

Equally the theatre staff that came to collect me, the anaesthetist and her ODP (Operating Department Practitioner) plus the other male anaesthetist and the surgeon herself were all amazing. Huge thanks to the whole team. Care has genuinely been flawless.

### ED and Dental, Christchurch Hospital

Great work everyone. Mum's care and treatment was excellent. Jesse Lewis from Dental did a brilliant job. Nurse Anna also looked after us. You guys were so busy.

### Oncology, Christchurch Hospital

Fantastic care, so grateful.

### Radiation Oncology, Christchurch Hospital

Probably the best team of professionals I have ever met. Thank you so much.

### Radiology, Christchurch Hospital

What a fantastic service despite the power outage. Staff were just so accommodating. Thank you. It's a great hospital, Canterbury is lucky.

### Belinda, Medical Assessment Unit, Christchurch Hospital

Receptionist, Belinda, a complete extra miler with smiles and lovely manner to match. A total gem.

### Ward 5A and WellFood, Christchurch Hospital

I was in Ward 5A following surgery. The attention and understanding of the medical team was amazing. The support staff were also great. Their helpfulness and demeanour were greatly appreciated. Alice, Christian, Tara, Jess and the night nurses whose names I can't recall, as well as the WellFood staff. All a great credit to the hospital.

## Big Shout Out

### To: Willow Lane Café team, Christchurch Hospital

The young man and Tatum were so helpful, giving amazing service while cleaning and having fun. Just great.

From: Michelle

#carestartshere

# Hand Hygiene: Clean hands save lives



The World Health Organization's Hand Hygiene Day is on Wednesday 5 May and this year's theme is 'Seconds save lives: clean your hands.'

Cleaning your hands is one of the most important and simple methods of reducing the opportunity for infection. During the ongoing unprecedented COVID-19 pandemic, good hand hygiene continues to play a vital role in keeping our patients, whānau and ourselves safe.

## Personal care

Hey team, don't give germs a free ride!

Canterbury DHB staff are our hand hygiene ambassadors out in the community, and in supporting colleagues in good hand hygiene practices. As the team knows there are many important times to clean your hands, such as:

- › Before you touch, eat or prepare food
- › After using the toilet
- › After coughing and sneezing.

Additionally, always remember to rub/dry your hands thoroughly.

## Clinical care

Investing 20–40 seconds to clean your hands at the right time can save lives:

- › **B**efore and **a**fter touching a patient
- › **B**efore and **a**fter any intervention
- › **A**fter touching a patient environment.

In the last quarter of monitoring, staff performed hand hygiene when required four out of five times (84.7 percent of moments in a Gold Auditor sample of 4034 moments from 1 November 2020 to 28 February 2021).

Of the 1817 respondents from the Patient Experience survey for the same period, 81.9 percent reported staff always used hand sanitiser or washed their hands before touching or examining them.

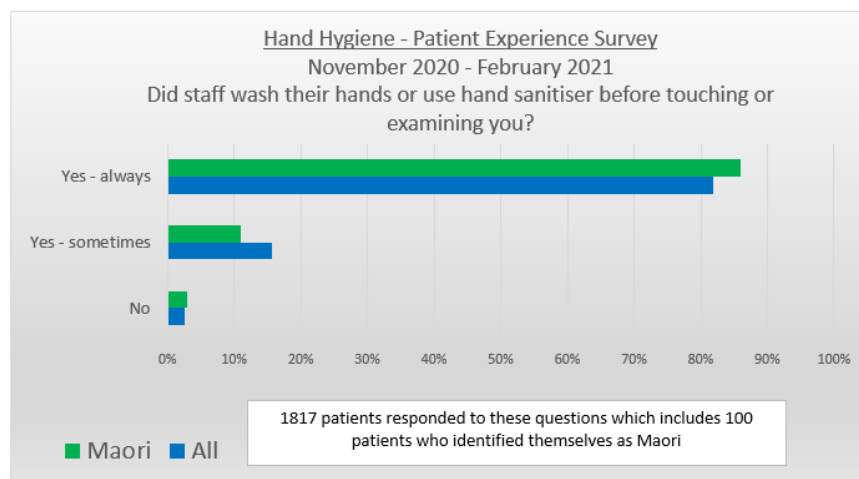
Another aspect of helping patients to feel safe is assisting with their hand hygiene when they are not able to access a basin themselves. A sample of 1033 patients said that we offered an alternative 65 percent of the time.

## What can you do?

- › Enable our patients to self-manage if unable to walk unaided to the basin themselves by providing access to soap and water and disposable hand towels and/or access to alcohol-based hand rub (ABHR) within arm's reach of their bed space
- › Review your local results and action plan; champion hand hygiene in your work
- › If you find the ABHR dispenser is empty, get it replaced.

## For more resources see:

- › [Hand Hygiene intranet page](#)
- › [Are you Glove Aware](#)
- › [When to clean your hands](#)
- › [What You Can Expect](#)



# Technology achievements recognised

Congratulations to Martin Wilson who has been made a Founding Fellow of Health Informatics New Zealand (HiNZ).

The Fellow of HiNZ Programme recognises digital health leaders who demonstrate significant digital and data achievement and contributions, leadership and service for the health and disability sector of New Zealand/Aotearoa.

The Founding Fellows all have a recognised legacy of service and leadership in digital health.

Martin, who is Senior Medical Officer, Sexual Health Clinic and Clinical Leader IT, Pegasus Health, entered general practice in 1982. He has almost 40 years' experience in primary care and as a hospital medical officer.

Martin has been active in working to achieve a single New Zealand national health record. This enables the HealthOne vision that: 'Patients and health care professionals will have access to, and contribute to, patient health information in one patient-centric view, available at the point of patient care.'

HealthOne is a secure record that stores health information including general practitioner (GP) records, prescribed medication and test results. Authorised healthcare providers such as GPs, community nurses, pharmacists and hospital doctors and nurses can access information stored in it.

HealthOne has been implemented across the South Island and Martin continues to work with this, along with other clinical informatics projects and committees. He has held informatics roles long term, including as Clinical Leader IT Pegasus Health for more than 20 years and Clinical Director Medical Informatics Canterbury DHB from 2012–2019.

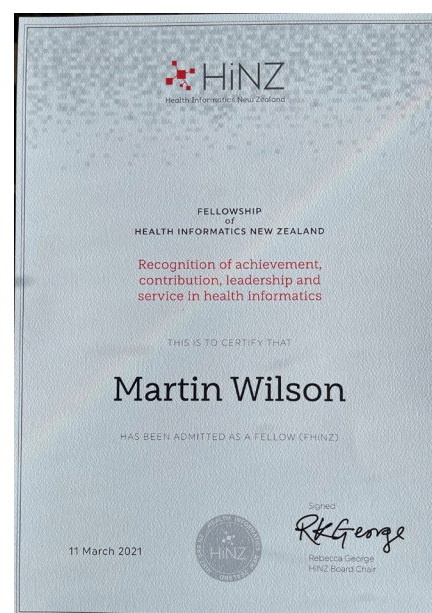
These give Martin the mandate and the resource to work across the South Island Health System to improve information technology across the sector.

Along with Nigel Millar, Martin conceived HealthOne which has now become a sizeable frequently used tool across the South Island. It holds over a million patients on its database and is accessed almost 200,000 times a month across the South Island.

Clinical informatics is the study of information technology and how it can be applied to the healthcare field. It includes the study and practice of an information-based approach to healthcare delivery in which data must be structured in a certain way to be effectively retrieved and used in a report or evaluation.



Martin Wilson





# Campaign to encourage being smokefree in cars



The new Drive Smokefree for Tamariki campaign started last week.

Developed by Te Hīringa Hauora Health Promotion Agency on behalf of the Ministry of Health, the campaign aims to help change the culture of smoking in cars with kids, with the goal of stopping the practice.

Younger children are vulnerable to the effects of second-hand smoke, which accumulates in vehicles even when windows are open and reaches much higher levels than other settings. Children have little or no ability to influence smokers or avoid the situation.

The campaign also raises awareness about the upcoming law change. From 28 November 2021, under the Smokefree Environments (Prohibiting Smoking in Motor Vehicles Carrying Children) Amendment Act, it will be illegal to smoke or vape in a vehicle that has children under 18 years old in it (whether the vehicle is moving or not).

There is high public support for this law in New Zealand, with 95 percent of New Zealanders agreeing cars carrying kids should be smokefree (2018, New Zealand Health and

Lifestyles Survey). However, while most smokers also agree, a large proportion still find themselves struggling to make the transition to a smokefree car.

Drive Smokefree for Tamariki provides encouragement to whānau and caregivers that they can do it, offering an empowering positive message and practical steps.

Drive Smokefree for Tamariki aims to reach parents, whānau and caregivers who smoke in cars with tamariki present.

Key messages include:

- › Go smokefree in your car.
- › Do it for your kids, do it for your whānau.
- › Put the smokes out of sight while tamariki are in the car.
- › Swap your smokes for chewing gum when in the car.
- › It's about tamariki. Our tāonga. Protecting future generations.
- › From 28 November 2021, it will be illegal to smoke or vape in vehicles with kids present.

# International Midwives Day on 5 May

*By Director of Midwifery Norma Campbell*

I'd like to offer my heartfelt thanks to the amazing team of midwives we have in our health system, as we recognise and celebrate them on International Midwives Day this Wednesday 5 May.

Midwives throughout the Canterbury Health System have navigated both an incredibly busy year and the many challenges presented by COVID-19. The professionalism of all our midwifery staff, especially our community lead maternity carers (LMCs), in the face of the pandemic has been inspirational.

The clinical leadership demonstrated by many of our midwives is much appreciated, particularly at Christchurch Women's where we been so busy with some very

unwell mothers and pepi. With the introduction of oral misoprostal for inductions, it has enabled midwives to again shown their clinical skills and expertise. We've had positive feedback about the shift from women, with midwives (core and LMCs) now managing most inductions. Data also indicates it's making a real difference to interventions women are experiencing.

I also wish to give a shout out to our community units, which have also been bursting at the seams with babies this year. We appreciate the work done by the midwives in these units and it's wonderful to see women confidently using these facilities to birth again and again. The clinical skills and confidence of



Midwife Lynda Dalton supporting a mother at our Rangiora Community Maternity Unit

midwives working in these spaces certainly translates to women having confidence to birth there.

We are fortunate in Canterbury to be continuing to recruit midwives and I'd like to thank all our current midwifery staff for the welcome and kindness they show to new staff, including our nurses who work in the maternity service.

# Four decades of dedicated service recognised

Cardiac Physiologist Jackie Sutherland's 40 years of service will be honoured tomorrow by her colleagues who say she is a highly regarded member of the team.

Jackie has been working for Canterbury DHB, in various capacities, since 4 May 1981. The Cardiac Physiology team and the wider multi-disciplinary team (nurses and radiographers) would like to acknowledge all her hard work and dedication to the profession and to the catheter laboratories.

After being accepted into a psychopaedic nursing course she thought she wouldn't be working for long at Christchurch Hospital, Jackie says.

"I ended up staying and in my 40 years I've worked with some amazing, talented people both in Cardiology and other areas of Christchurch Hospital."

Changes in technology over that time have sometimes been challenging and also exciting, which adds to the enjoyment of her job, she says.

The Cardiac Physiology team say Jackie has been an indispensable member of the Cardiology department and held many different roles in this time, performing each with passion and integrity. She is admired as a hard-working team member working within a multi-disciplinary team and



Cardiac Physiologist Jackie Sutherland

as someone who has a vast breadth of knowledge that is used daily to solve many varied problems.

Jackie is frequently the last person to leave the department and often helps to cover extra on-call commitments. When one of the Cardiac Catheter laboratories had a recent major refit Jackie was instrumental in the planning and implementation stages of this.

Thank you, Jackie, for your contribution to the team and your hard work over the past four decades.

# Scan. Scan. Scan.

Everywhere you go, everywhere you can.

All staff should scan in daily using the  
**COVID-19 Tracer App.**

Unite  
against  
**COVID-19**





# One minute with... Jess Meates, Nurse Manager/Clinical Lead, Managed Isolation Facilities

## What does your job involve?

Working with a range of different agency groups such as the New Zealand Defence Force, Ministry of Business, Innovation and Employment (MBIE), New Zealand Police, Infection Prevention and Control, Community and Public Health, and Canterbury Health Laboratories to help deliver care and support to our guests in managed isolation. I am responsible for the nursing and wellbeing team, which is comprised of approximately 125 staff. We, as a collective, provide health care support for up to 1000 guests at any given time (this includes health checks and swabbing for all our guests), across six facilities here in Christchurch.

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

It was something completely different and I felt that it was really important as a clinician to be involved in the COVID-19 response.

## What do you like about it?

That we have been able to build a service from scratch – 12 months ago managed isolation was an entirely new concept – and working with a range of agency groups and a number of services within Canterbury DHB that I wouldn't otherwise have had the opportunity to work with.

## What are the challenging bits?

MBIE are the lead government agency group in this response and it has been challenging to ensure that health is considered right throughout



the response and the way we deliver care in the facilities. There has been constant change, and this has a huge impact on the team. The most challenging part of all though has been the stigma and discrimination the team experience for the critical work they are doing.

## Who inspires you?

Dame Whina Cooper.

## 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?

As a manager my role is to be able to support the team and ensure they work in an environment where they feel valued and supported.

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

I love to travel.

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

In the beautiful Hokianga.

## What do you do on a typical Sunday?

Spend time with family and friends and try to do something outdoors.

## What's your favourite food?

Anything with lots of flavour and spice.

## And your favourite music?

Reggae, blues.

## Something For You

Something For You is the Canterbury DHB employee benefits programme. The deals offered are from the Canterbury business community to say thank you for all that you do.



### Warehouse Stationery

11–13 Winchcombe Street, Central City (South City)

New to Something For You – get 20 percent off all stationery, art, craft and furniture in the South City store. See [Something For You on Prism](#) for more details.



### Macpac

Christchurch Central, Riccarton, Tower Junction, Northlands, Hornby

Gear up for winter and get 30 percent off all items (sale items with less than 30 percent discount will be bumped up to 30 percent).



### Springfree Trampoline

347 Blenheim Road, Riccarton

Get a free FlexrStep (ladder) and a free FlexrHoop (total value \$298) when purchasing a trampoline (not valid for the small round model).

Don't forget to enter the draw to win a three-month free gym membership at any Flex Fitness club – see the [Something For You homepage](#) for more details on how to enter!

We also have plenty of other great deals from local businesses, [check them out!](#)

## Latest Community Health Information Centre newsletter out now

The Community Health Information Centre (CHIC) provides free health resources to any person or organisation in Canterbury, South Canterbury, West Coast and Chatham Islands.

The resources are developed by Community and Public Health staff, and other health agencies.

The [April 2021 edition of CHIC's newsletter](#) is out now and highlights new and revised free resources available from your local CHIC office, as well as recently deleted resources.

This month's featured resources are from Te Hā – Waitaha:

- › **Keen to ditch the smokes for good? (pamphlet THW0007)**
- › **I quit smoking for my whānau (A4 poster – THW0012)**
- › **I quit smoking to protect my baby (A4 poster – THW0013)**
- › **I quit smoking to boost my savings (A3 poster – THW0009A)**

For more information about CHIC and to order resources online visit the [Community and Public Health website](#).

