





Friday 28 March 2014—Preparing ourselves for winter

After such a sunny week it's easy to think that winter is a long way off, however as we all know it pays to be prepared.

Winter is always a busy time in health, and this winter will undoubtedly place a huge challenge on our health system.

There are things we can all do to help us stay well and out of hospital. The single most important thing people can do is get vaccinated against the flu. That's why Canterbury DHB has made the flu vaccine free for those aged under 18 in addition to people aged 65 and over, pregnant women and those with a chronic health condition.

Having a warm and dry home is vital for comfort and good health. Cold homes can cause deaths from cardiovascular and respiratory disease amongst the elderly, increased respiratory problems in children, increased illnesses such as colds, influenza and mental health problems, and the exacerbation of existing conditions such as arthritis.

Unfortunately many Canterbury homes tend to be cold and temperatures regularly fall below World Health Organization recommendations. As a result of the earthquakes approximately 13,000 homes lost their primary heating source, and thousands of homes have been made damper due to liquefaction and leaks. Now is the time to ensure you have done all you can to prepare your home for the cold, wet days ahead.

If you deal directly with patients please ask them if they were comfortably warm over last winter, and if not, talk to them about getting a referral for a free insulation check – they may be eligible for free insulation.

Homeowners with a Community Services Card (CSC) who live in a house built before 2000 can qualify for free insulation if they:

- Live with someone under 18 years old
- Live with someone 65 years or older
- Have a health condition

You can also ask whether their home was insulated prior to 2000 – if yes, it's worth making a referral so their insulation can be checked. There are also subsidies for people with a high health need who don't have a CSC, and heating subsidies.

People working in any Canterbury health or social service organisation can refer by filling out the referral form on Community Energy Action Charitable Trust's website – <u>www.cea.co.nz/referral-form</u>. If you have any queries, please contact them on **374-7222**.

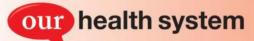
Take the flung flu challenge at summerZEnd from noon till 6pm next Saturday 5 April

It promises to be a free, fun day out at Jellie Park, Burnside. summerZEnd is a festival aimed at Canterbury youth from 13- 23years.

CDHB is supporting the event as a way of saying thanks to all the under 18 year olds who had their flu immunisations last year, and to remind them it's time to roll up their sleeves again for this year's flu shot.

There'll be a fun bungy run where you'll get to fling flu 'bugs' in the flung flu challenge and see how many stick. We're also supporting an appearance by kiwi boy band Titanium.

Entry is free – check it out here



ceo update Know your neighbour – it's a piece of cake

Cantabrians know better than most what it's like to rely on our neighbours in an emergency situation. In the three years since Christchurch was changed forever, knowing your neighbour took on a new meaning for many people, because of what we've been through in our communities.

Whether your neighbour is young or old, new to the neighbourhood or has been there for years, The Neighbourhood Project thinks that knowing your neighbour should be a piece of cake.

Over the last weekend in March, we're encouraging neighbours to take us up on the chance to get to know their neighbours a little better: over the fence, over the rugby, or over a cuppa.

The Neighbourhood Project is a collaborative effort of churches to build better connected communities across the city. It's about fostering better connected communities and encouraging 'neighbourliness' by offering easy to access ways to connect in your neighbourhood.

For more information go to www.facebook.com/theneighbourhoodproject





Wellbeing workshops for managers

I'd like to highlight the upcoming wellbeing workshops for managers and supervisors, approved last year on the basis that those who benefit will then spread the benefits to their teams. A number of senior managers and clinicians attended a pilot of this workshop late last year and it was very well received.

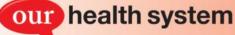
I urge all managers and supervisors to make the time to attend one of these workshops, they come highly recommended. Get in quickly, there are plenty of opportunities but ultimately, places are limited.

Details:

- The first session will run at Hillmorton on 8 April
- Workshops will run at Christchurch Campus, Hillmorton, The Princess Margaret Hospital, Burwood, Ashburton and Community & Public Health.

Registrations are now open for the first 10 workshops (there are 25 places on each workshop) via the following link:

https://docs.google.com/forms/d/1wkYwlqejKx5RQOLfHdXG6yvSe35VNBAJ_oejwU64sP0/viewform



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ceo update Special leave for staff needing time to deal with guake or flood-related issues

After the guakes the executive team and general managers introduced special leave for staff who needed time to move house, clear liquefaction, meet with EQC, insurers and the like. Following the recent floods, if staff could not get to work (ie were turned back by police, or if their property was damaged by flood waters) managers could allow staff to take special leave to deal with these matters.

This special leave is given at the discretion of your manager and is granted on a case-by-case basis. Managers should be satisfied there is a clear link between the quake or another extraordinary event (such as the recent floods) and the need for a staff member to take additional leave.

If managers need any clarification, they should speak with their HR advisor. This special leave can be recorded in microster as 'Quake' 'Snowed In' (if appropriate) or 'Special leave' The adverse weather policy which outlines expectations of staff to turn up for work unless it's unsafe for them to do so is available here

Friday's Fast Facilities Facts

This week's theme is "steady as she goes": a lot of work is continuing from previous weeks at Burwood and Christchurch, both behind the scenes and on the ground.

Burwood

More and more steel has gone into the Back of House building foundations this week.







Please continue to take care when turning from Mairehau Road into Gate 3 at Burwood, especially if you are turning left into the gate. The new roading layout is a big project, as the photo left from March 27 shows.

Christchurch

A user group for traffic flows has been established to look at the likely effects of the forthcoming construction on the flows of traffic, including all deliveries and drop-offs, around the hospital.

General

The wayfinding group is meeting again regarding 'naming' across the new facilities, which includes initial feedback from some consumers.

The Recurring Rooms process has been presented to the Clinical Leaders Group. The 97 room types will be reviewed and signed off over the next five weeks by the Recurring Rooms group. Members of the group represent Maintenance and Engineering, Occupational Health and Safety, Māori health, Nursing, Medicine, Allied Health, Procurement, Orderlies, Cleaning Services and Clinical Engineering.

We are planning an intensive schedule of Design Lab mock-ups during April-June, and some will be open for general viewing. Watch this space for more details.



ceo update Our unsung

flu heroes This week I want to

highlight our authorised vaccinators who do a fantastic job vaccinating their colleagues against the flu.

The Health, Safety and Wellbeing team have trained 30 more vaccinators, so we now have approximately 80 authorised vaccinators.

The vaccinators don't just go around giving flu vaccinations either, they also share their knowledge of influenza and the vaccine so staff can make an informed decision to get vaccinated.

Hats off to this dedicated bunch of people, who manage to squeeze this extra role into their already busy day. It's really appreciated. Thank you for looking after your fellow staff, their families and our patients.

Flu vaccination clinics are now on. For a full list of clinics click here.

Read below about some of these unsung flu heroes and why they have chosen to take on this crucial role.

Fiona Graham, Registered Nurse, Surgical Orthopaedic Unit (SOU) and Special Care Unit (SCU), **Burwood Hospital**

Fiona Graham works the night shift in the SOU and SCU and has been vaccinating her colleagues for the last six years.

"Having authorised vaccinators on night duty is a great way to catch staff that might otherwise miss out if they can't get to a clinic," Fiona says.

"Patients in our area are often elderly with co-morbidities, in addition to this they have recently undergone major surgery, rendering them even more vulnerable. We should be immunised to reduce the spread of the virus to our vulnerable patients.

"The response from colleagues has been fabulous; they were calling requesting a vaccination even before the vaccine was available."



Above: Staff queue to get their flu vaccination from Debra Latimer.



Above: Fiona Graham vaccinating her colleague, Anne-Marie Wildbore.

Debra Latimer, Registered Nurse, Emergency **Department**

Debra Latimer is a nurse in the Emergency Department and she says having authorised vaccinators in ED increases the likelihood of staff getting immunised as it's often too busy to physically leave the department to go to a clinic.

"If there is any down time I'll let everyone in the department know I'm available to vaccinate. My colleagues are really positive about having someone they know give them a vaccination in their workplace," Debra says.

Debra had the flu several years ago and she wouldn't wish it on anybody. "Don't let the flu get to you, have a jab and you'll be fab," she says.

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Continued from the previous page.... Fay Jones, Staff Nurse Assessment, Treatment and Rehabilitation (AT&R) Ward, Ashburton Hospital

Fay Jones works in the AT&R Ward at Ashburton Hospital and she trained to be an authorised vaccinator to add another skill to her repertoire and to help protect her

colleagues and patients.

"The patients in AT&R are particularly vulnerable and their immunity isn't as good as ours. They are often in our care for a while, so it's really important we are vaccinated to help protect them," Fay says.

"It's nice being a vaccinator because when one of your colleagues tells you they need their flu vaccination, I can do it for them.

"We need to look after our families too. I have small children so I also want to protect them from the flu," she says.

Liz Chudleigh – Staff Nurse, Ward 1A, The Princess Margaret Hospital

Liz Chudleigh, staff nurse for Ward 1A became an authorised vaccinator not only for her professional development but also because when her son was nine months old he was hospitalised with influenza.

"He wasn't fully well for an entire year and I wanted to avoid anyone else going through that," Liz says.

"Some staff tell me they never get the flu, so they don't need to be vaccinated, but you can carry the virus without having the symptoms and still pass it on to others."

Liz encourages staff to be vaccinated now, as it takes two weeks to become effective and there are already some cases of Swine flu (H1N1) in the community.

Jane Foley – Educator and Registered Nurse, Hillmorton Hospital

Jane Foley is a nurse in the Clinical Services Unit and an educator in the Training Unit at Hillmorton Hospital.



Left: Liz Chudleigh vaccinating colleague, Wendy Winter.

"Our small team of authorised vaccinators really go the extra mile to make flu vaccinations available to staff," Jane says.

"Vaccination is an effective, evidence based way of preventing some horrific illnesses so why wouldn't you want to be a part of that?

Jane says flu vaccination is the best science we currently have to protect ourselves and "ring fence" our families and those we care for.

"Many of our consumers are marginalised in so many ways and knowing that I may be protecting them as well as my family is an added benefit," she says.

Celebrate International Nurses Day and enter the Recycled Arts Awards

On 12 May nurses around the world celebrate International Nurses Day. The Canterbury Region celebration will take place on Wednesday 14 May.

We invite all nurses from across our health sector to attend the celebration. This year's theme is "Nurses: A Force for Change – A Vital Resource For Health".

More information about International Nurses Day can be found on the International Council of Nurses website: <u>http://www.icn.ch/publications/2014-nurses-a-force-for-change-a-vital-resource-for-health/</u>

The Florence Nightingale Recycled Arts Awards are back!

The awards were very successful pre-earthquake and the International Nurses Day working group is running it again this year.

Please see the poster at the end of the update for more information and download and save the <u>Entry Form</u> <u>here</u>. These need to be submitted by Wednesday 16 April.



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ceo update

Dr David Kieser, Orthopaedic Registrar

I would like to give my sincere thanks to Dr David Kieser, orthopaedic registrar, who did a miraculous job of sewing up my finger after the top was cut off by a door slamming on it. It has gone from a mangled mess to a slightly shorter but tidy finger and I can get on with all the things that I need to do at home and work. Thank you so much!

Day Surgery Unit, Christchurch Hospital

Great staff, lovely experience and was well informed.

Eye Clinic, Christchurch Hospital

Following a routine appointment with optician I received a prompt call asking me to attend the eye clinic that afternoon and advised that urgent surgery would be necessary. Right from the initial appointment with Lewis Lam at the clinic, and then with all the preparation for surgery, I was treated immensely well by a large professional team, ending up in surgery performed by Jim Borthwick and his team.

Bouque

I believe so strongly that we lack nothing in professional expertise and technology in our public health sector. This was my first real contact with our emergency health system and they simply provide the wow factor. Incredibly good. I have had a lot of contact with the eye clinic since and have been constantly amazed at the warmth of the welcome and busy staff and medical team there. We are very fortunate to have a system like we do, with the people that we have present in that system to care for us when things go wrong. Long may it last.

Eye Outpatients, Christchurch Hospital

Maria is a wonderful nurse...she kept us entertained during our long wait. She is so caring and checked on us many times. This was consistent with other patients waiting too. Thank you Maria for making our visit to eye outpatients much less stressful.

Ward 14, Christchurch Hospital

Very grateful to all the nurses, doctors, specialist and catering for a pleasant stay. First class service by all, many thanks.

Ward 27 and Mortuary Staff, Christchurch Hospital

Thank you for the sensitive service provided. I came to visit a very elderly friend and found she had passed away earlier that morning. It was no trouble for staff to arrange time alone with her and I appreciate that special time, and the sensitive and respectful way she was prepared. Many thanks.

CICU/Intensive Care Unit (ICU), Christchurch Hospital

Amazing staff.

ICU, Christchurch Hospital

The staff are all so good, thank you all so much.

SARA, Christchurch Hospital

A compliment for the nurses in the SARA unit particularly Helen and Lyndsey who were very professional and caring when I was in the unit overnight.

Vascular, Christchurch Hospital

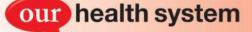
Thank you to Dr Laws and his team for doing such a great job with my recent surgery and follow up. The staff and experience was great. Keep up the good work.

Tupuna Village, Hillmorton Hospital

I am writing to you today to get a few things off my chest. First of all I wish to thank you for all the input that your staff have put into my case. I am extremely grateful indeed....Now having been treated for all of my ailments...I now wish to find myself a place to go where I am treated like family. I feel I can enjoy a better quality of life because I feel I've come to the end of the rainbow and I wish to make a new start somewhere of my choosing. I will not however cut all ties with this hospital and will if allowed go to the Hereford Centre every three months. In closing many thanks for all the healing.

Ashburton Hospital – Food Services

Sunday roast was lovely-thank you cook! Beautiful meal, much appreciated. Thanks.



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A Canterbury DHB programme is helping people at risk of serious falling and injuring themselves to stay independent and mobile - and out of hospital.

Pam is pleased to be on the programme and was keen to demonstrate the difference it has made to her mobility. As soon as Marie, one of Canterbury's Falls Champions, arrived she was quickly up to greet her and make a 'fancy coffee'.

"At the beginning of the programme, I couldn't have done that," Pam says.

"She's a bit of a jack-in-the-box now," jokes her falls champion, Marie.

"Being able to do simple things like cook for myself or the family and hang the washing out makes all the difference - though I still need help getting the roast in and out of the oven on Sunday."

ceo update. Celebrating more falls prevention success this April



Pam (left) with Marie her Canterbury Falls Champion.

Marie, a registered nurse and one of the Canterbury Health System's falls champions, has worked with Pam on a set of exercises to improve her strength and balance, tailored to her specific needs and ability. The exercises are designed to be done every day at home and can easily be incorporated into her daily routine. "Little and often is the key, and Pam made great progress from the outset, thanks to her strong will and determination. It's been great to see Pam's confidence and pride in her independence grow. She really has been a star pupil for the falls prevention team."

Before starting on the community fall prevention programme seven months ago, Pam had fallen twice, both times badly enough to end in a visit to hospital.

"They looked after me very well in hospital and the staff were great, but it's somewhere you don't want to be unless you really have to."

After her second bad fall, she was referred to the Community-based Falls Prevention Programme and hasn't looked back since.

"I am much steadier on my feet than I used to be. I still fell at home late at night recently, but got away with just bruises." "I am also stronger now because of the exercises and the prescribed vitamin D I take to strengthen my bones might have helped. With the help of my son, I was able to get up and into bed again."

Pam's house has been checked for trip hazards and ways of reducing the risk of a fall, such as placing the phone close to hand so Pam doesn't fall when hurrying to answer it. She also has ramps at both outside doors so she can come and go more safely.

"I get out a lot more often than I used to, usually with my son, and like to take the bus to the shops when I can."

Shops, roast dinners, fancy coffee and a loving supportive family. It's perhaps not surprising that Pam's happy to be safely supported and independent in her own home.



ceo update The artist formerly known as eSCRV



each Scoop Contains Real Vanilla

The eSCRV Facelift Competition closed last Friday and the response was outstanding, with far more entries than we'd anticipated. The quality, creativity and effort put in was impressive and proved once again that health professionals are truly a multi-talented group.

Over the next few weeks we will be taking all the ideas and picking a new name and new tagline, and designing or refining our new logo.

Due to the overall high calibre of all the entries, we felt around down the back of the sofa and as well as the remote, managed to find an additional \$200 prize for the prize pool making it a total of SIX prizes of a \$200 Countdown voucher.

We gave a lot of thought to how we could award the prizes and the permutations of giving them on merit would be too many, given the standard of entries – what would have happened for example if one person had contributed the name, the logo, AND the tagline? Would they get one prize (in which case what would happen to the other five), or \$1200 in vouchers?

We therefore decided to select six entries at random and give recognition (bragging rights only) to the contributions that most influenced the final choice.

In the meantime, the eSCRV Facelift Competition team would like to thank all those who entered and congratulate the following six winners, who will no doubt be seen congregating in the veggie and wholefoods sections, rather than in beer and wine:

Leona Rooney – CDHB Andrea Mears – CDHB Tamsin Eldridge – CDHB Jane Rollings – Nurse Maude Liz Newman – Pegasus William Campbell – Orion Health

Look out for the next piece in a later edition of the update, but be warned, it won't have eSCRV in the title.

Registered Nurses undertaking Postgraduate nursing study in Semester 2, 2014

Applications are open for a limited number of Health Workforce New Zealand funded places in Semester 2, 2014. The link to the online application form is:

Application form: HWNZ funding for Postgraduate Nursing study - CDHB nurses

Further information is available on the Postgraduate Nursing Education website: Postgraduate Nursing Education

Any queries should be directed to Margaret Bidois, Administrator, PG Nursing Education on 68680 or <u>margaret.bidois@cdhb.health.nz</u> or to Jenny Gardner, Nurse Coordinator, PG Nursing Education on 68679 or <u>jenny.gardner@cdhb.health.nz</u>

Closing date for applications is Friday 25 April 2014



Friday 28 March 2014



ceo update. Do you aspire to Health Excellence*? Help set our baseline by doing the survey

Our Canterbury Health System is among the world's best, and one of our strengths is that we are always looking for ways to do things better.

We are using the general *Health Excellence** survey to gain insight into how things currently work in Canterbury. This simple survey will enable us to gauge how we are doing in comparison to other health systems and track progress over time. The survey is completely anonymous - your input is only useful if you can be unashamedly honest.

The survey should take no more than 15 minutes to complete and your input will help identify what we do well and where we can improve. Your personal perspective is valuable to us, even a n/a response or a partially completed survey tells us something.

We recognise that the survey asks questions at a strategic level, and that parts of it may resonate with some people more than others. It is about elements that support organisations to be great and covers leadership, strategy, customer/patient focus, data use, workforce, our operational processes, and how we measure results for the organisation.

So far we have had 250+ responses but we would love lots more! Certain roles are under-represented at the moment and so what we have, may not truly represent a cross section of views:

Community and Public Health have been well represented, as has Corporate Services, Labs, Mental Health and Med Surg - but don't let that stop you saying your piece!

We have heard from Ashburton rural, but not from other rural areas. We have heard a little from Older Person's Health, Women and Children's and Allied Health, but not enough to reflect their importance.

Yes, we are all busy and most of us wouldn't have it any other way, but it is important you don't miss this opportunity to make sure this survey truly captures what's happening in our Canterbury Health System. If you are in one of those under-represented groups, you still have **until 4 April** (next Friday) to make a difference by having a crack at the survey. Please don't leave it to the last minute and risk missing out!

Please see the link below to the online survey. https://www.surveymonkey.com/s/PBRSFK6

The Executive Management Team will use the survey results in their workshop on the *Health Excellence* criteria in June this year.

* Health Excellence is an internationally recognised framework for driving high performing, person-centred health care.

Canterbury Hospitals' Friday Clinical Meeting (Grand Round)

4 April 2014, 12.15-1.15pm (lunch from 11.50am) Venue: Rolleston Lecture Theatre

Speaker: Dr. John Irvine, Nephrologist, Canterbury District Health Board

Topic: "Non-directed kidney donation - the Christchurch experience"

New Zealand has a relatively poor kidney transplant rate compared with similar countries. There are now more Living kidney transplants than deceased donor transplants in New Zealand. Christchurch was one of the first kidney units in Australasia to establish a non-directed kidney donation programme. The Christchurch programme has been very successful. More recently the opportunity to initiate chains using non-directed donors will result in more transplants and therefore better outcomes for patients with kidney failure.

Speaker: Dr. Alistair R.G. Humphrey, Medical Officer of Health (Canterbury)

Topic: "Asbestos in Canterbury since the earthquakes – How Public Health has inherited an occupational health issue"

"There were more than 40,000 homes built before 1980 in Canterbury, many of which could contain asbestos and many of which were damaged during the earthquakes. Earthquake repairs presented an opportunity to remove asbestos from residential properties around Christchurch, but instead friable asbestos was concealed in unidentified locations across the city. This is the story of how Public Health became involved in this occupational health issue".

Chair: Dr Peter Ganly

Video Conference set up in: Burwood Meeting Room / Meeting Room, Level 1 TPMH / Wakanui Room, Ashburton / Telemedicine Room, Admin. Building 6 – Hillmorton

For more information contact: Rosalie.porter@cdhb.health.nz



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ceo update Enjoyable three decades in nursing

Rae Witton says nursing has given her a varied, exciting career and the opportunity to work overseas. Now after 32 years Rae is retiring. She leaves CDHB next month.

Rae trained in New Plymouth and worked as a Community Nurse in Wellington and later took up a nursing job in Canada.

"I remember one day sleeping after a night shift and there was a knock on the door. When I answered it I found a black bear standing on its hind legs looking at me! That was a different way to wake up."

Rae began work as a nurse at Ashburton Hospital in April 1981. Her husband, Phil, managed the nearby Mount Hutt ski field and when their children were young Rae commuted from Methven to Ashburton, to work the night shift.

"It was so dark. One night I got a flat tyre and it was raining and I had to find a house to use the telephone. How times have changed with cell phones." Rae says.



Rae Witton

In 1990 she and her family moved to Christchurch, where

Phil had got a job with the Christchurch Gondola. Rae worked at Burwood Hospital in Orthopaedics, leaving in 2000 to take up a job at Parkside Outpatients. She has been there since.

Charge Nurse Manager, Kirsten Joyce, says Rae has been an "absolute pleasure" to work with for the last 12 years.

"She is diligent, efficient, punctual, keen to learn, always helps her colleagues and has a wonderful sense of humour."

The department will not be the same without Rae, but we wish her all the best in her retirement, Kirsten says.

Rae says nursing has been an exciting career and she has met lots of talented, knowledgeable people.

"Nursing is a great career if you don't mind the shift work and it is a job that you can come back to throughout your life. I have really enjoyed it and am looking forward to retirement with many exciting times ahead."



PDRP New Assessor Training

We are holding a PDRP New Assessor Training session on Thursday 15 and Friday 16 May, 2014. This is a two day course which is facilitated by the Open Polytechnic and will be held at TPMH. We are now calling for nominations for new assessors for PDRP.

New assessors need to be nominated by their peers and supported by their line managers. For information on becoming a new assessor and supporting forms to complete, please refer to our PDRP Intranet site:

http://www.cdhb.health.nz/Hospitals-Services/Health-Professionals/pdrp/PDRP-Assessor-Information/ Pages/default.aspx

We look forward to receiving nominations from interested parties.



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ceo update Lean thinking achieves great results for **Community Dental Service**

With 105,000 outpatient visits last year the Community Dental Service has a big job, and lots of potential for waste and duplication.

They realise this and as part of the service's redevelopment have been attending Collabor8 with great enthusiasm and fantastic results.

By changing their distribution process the service has reduced the cost of amalgam by 90 per cent; reduced stock levels by moving to monthly rather than quarterly ordering for each clinic, and implementing minimum and maximum stock levels for each clinic. The Service has standardised the layout of all patient care areas including the 22 mobile clinics used across the Canterbury and South Canterbury districts. The team has also reduced the number of overdue appointments from 16 per cent to four (the Ministry of Health target is 10 per cent), through improved administrative processes not to mention the hard work of staff!

"We design all our facilities and work processes around lean thinking and standardisation, in order to provide a more effective service and minimise wastage," says Service Manager, Megan Gibbs.

"Standardising the patient experience and being consistent is important, so that every one of our 78,000 patients receives the same good level of care and timely access to the service."

The service is predicting 130,000 outpatient visits this year - within 10 months - as visits aren't made during school holidays.

Facts and figures:

- 110 staff, 102 of those are front-line teams consisting of a dental therapist and a dental assistant.
- 24,744 preschool patients
- 53,985 primary and intermediate school aged patients
- Average of 18 checkups of school children a day in each mobile clinic. Across the service they do 430 checkups each day.
- Four Level 2 mobile clinics visit 14 schools in rural areas
- 18 Level 1 mobile clinics visit 265 schools from Hanmer Springs to Omarama including Mount Cook School.



300,000 eReferrals and counting

The eReferrals programme, that is moving paper-based patient referrals to an electronic format, has processed its 300,000th successful South Island eReferral.

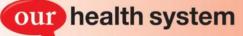
LIANCE eReferrals, a combination of the Electronic Request Management System (ERMS) and Orion Health's Referral Management System (RMS), is one of four main programmes being implemented by the South Island Alliance,

a collaboration of the five South Island DHBs working toward more innovative and efficient health services for improved population health outcomes.

Following three years of development effort between the Canterbury Initiative, Pegasus Health, and Orion Health, eReferrals has been rolled out to Canterbury, Nelson Marlborough, South Canterbury, and West Coast DHBs. Planning is now underway to include Southern DHB to complete the regional eReferral solution.

Southern DHB-based Chair of the Information Services, Service Level Alliance (IS SLA) Dr Andrew Bowers said eReferrals improves the reliability of the referrals process while providing greater transparency in the way DHBs prioritise patients.

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"By reducing administrative burden and improving clinical process we can focus more on patient quality and care than ever before.

"For our patients, this means an improved transition between health care providers and better access to care when they need it," he said.

Referrals will go directly from GPs to secondary care; the system is secure and auditable, ensuring patients' privacy, as well as the ability to monitor the progress of the eReferral through the referral process.

"This is one of many electronic systems and flexible tools that will improve patient centred care, as health care providers from the community through to hospitals will be better connected," said Dr Bowers. Simon Wynn-Thomas, a General Practitioner at Mount Pleasant Medical Centre in Christchurch and Senior Clinical Leader at Pegasus, said ERMS has received positive feedback from many of the Canterbury general practitioners who have used it.

"Most say the time taken to write a referral letter has been reduced because ERMS pre-populates the letter with relevant demographic and clinical information."

As the rollout continues across the South Island, work has begun on additional referral management functionality that will allow for both electronic triage and internal referrals.

Canterbury's medical history on display

The Isaac Heritage Village at MacLeans Island opened its gates on Sunday for a special peek at its collection of historic buildings. Two of the buildings have direct links to health through the Cotter Medical History Trust.

The Heritage Village is owned by the Isaac Conservation and Wildlife Trust. All the buildings at the village would have been demolished if they had not been relocated to the site by the late Diana, Lady Isaac. Once on site the buildings have been lovingly restored. The open day was part of a family day for Isaac Construction staff.

Building no. 10, now known as The Pat Cotter

cottage was no longer being used as a home



Max Abernethy beside some of the medical equipment on display. Cottage, once resided at 378 Selwyn Street. This

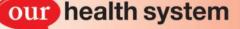
and was to be demolished to make way for a new development. Ship's ballast was used for the house piles in its original location, with the home just sitting on top and not tied down in any way.

The medical equipment in it is on loan from the Cotter Medical History Trust and the cottage has been set up as a Doctor's house whose patients were seen in the front room, while family resided at the back, in a similar fashion to how Dr Pat Cotter himself was raised. Trust member Max Abernethy invited visitors to have a good look at all the equipment and explained its use.



Building no. 14 is the former St Albans School Dental Clinic. Primary School dental clinics first opened in New Zealand in July 1923. The dental equipment is also on loan from the Trust and Mr John Harris (a dentist who attended St Albans Primary School as a young student) assisted in setting up the equipment. On Sunday Rachel Milner from the Cotter Medical History Trust was on hand to explain how the equipment worked including the dreaded pedal drill!

The Isaac Conservation and Wildlife Trust plans to open the village to the public once more amenities, such as toilets, are available on site.



Friday 28 March 2014

ceo update Department of Psychological Medicine, University of Otago, Christchurch and the

Specialist Mental Health Service Canterbury District Health

Board Clinical Meeting

Tuesday 1 April 2014, 12:30 pm - 1:30 pm

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

"AIS Changes - How's it all going?"

Presenter: Dr Neil Jamieson

Chaired by: Dr Steve Duffy

SPECIAL NOTES:

- These meetings will be held on a weekly basis (except during school holidays)
- A light lunch will be served at the School of Medicine venue from 12 noon.
- Psychiatrists can claim CME for attending these meetings. ٠
- The sessions will be broadcast to the following sites:
- For TPMH attendees the venue is the Child, Adolescent & Family Inpatient Unit, Ground ٠ Floor. Access is from the main reception at TPMH.
- For Hillmorton attendees the venue is the Lincoln Lounge, Admin Building, Hillmorton ٠ Hospital
- The dial in address is: Psych Med Grand Round.
- If you have difficulties dialling in please call **0800 835 363** to be connected.

QUALITY IMPROVEMENT



The Canterbury health system Quality Improvement and & INNOVATION AWARDS Innovation Awards are back!

Entrant Materials for 2014 are now available, please visit the Awards page at Quality and Patient Safety. We are accepting Expressions of Interest from project teams until Friday 25 April.

The contribution of experienced Mentors and Assessors is essential to the success of the Awards programme. We are now recruiting Mentors for the April-July period.

Important points about the Mentor role:

- Each Mentor is paired with a project team to provide guidance and assistance while they prepare the written submission
- The time commitment varies from project to project, however you may spend up to two hours a week working with your project team
- Mentors must first gain approval from their line manager
- All mentors must attend a training workshop. The entry process, including the written submission will be covered in detail. Workshops will be held at the following times:

5th Floor Boardroom, TPMH Tuesday 15 April 2-4pm 5th Floor Boardroom, TPMH Thursday 17 April 10-12am

Do not hesitate to get in touch with me <u>amanda.mehrtens@cdhb.health.nz</u> if you have questions or would like more information about the Mentor role. If you are interested in being a Mentor, please let me know the workshop time you prefer to attend. We will begin the process of recruiting Assessors in June.

See also the posters at the end of this update.



ceo update One minute with...Ed Waddington, Payroll and HRSS Manager

What does your job involve? I manage the current HR Shared Service, Payroll and HRIS Teams. In simple terms it's to ensure HR processes are quick, lean and easy for the organisation. Technology is the key to this – such as the YourSelf system (try it here <u>http://hrisweb/signon.aspx?ReturnUrl=%2f</u>)

Why did you choose to work in this field? I don't think anyone when they're young, dreams of working in transactional HR processing, but it appeals to my methodical and logical nature.

What do you love about it? The opportunity to make things better – not many jobs offer that. I do genuinely enjoy working with the other people at the CDHB – there's some fantastic people out there.

What are the challenging bits? Trying to align multiple processes across a large organisation whilst ensuring service and the key aim of "making it better" are still achieved. That and finding a parking space when I go over to Christchurch Hospital for a meeting.

Who do you most admire in a professional capacity at work and why? Without sounding corny, too many to list, although I'd like to make special mention of Jason Bambery, an Analyst in the team who had the bravery to admit his favourite film was "Dirty Dancing" – not many men would do that!

The last book I read was... The damned United by David Peace. I know it's not historically accurate, but it's a good read.

If I could be anywhere in the world right now it would be... I'd be at the Champions League Final, watching Manchester United win, thereby depriving Liverpool of a place in the next season's competition. Not very likely given our current form. I know Derek Meads and Ben Jessep would love to be with me as they're mad United fans too!

My ultimate Sunday would involve... Being able to sleep in past 9am – we have an (almost) two year old, and that's impossible.

One food I really dislike is... I'm pretty fussy, so too many to list. Dry cake is the one I most dislike!

My favourite music is... Early 1990s dance music probably my favourite. Especially some of the 1992 stuff – Prodigy, Shamen etc. - Was a DJ in a former life, and brings back plenty of great memories!

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



our health system

Friday 28 March 2014



CO APARE Quality sleep vital for good health

Having good sleep is part of being healthy and helps foster mental and emotional resilience.

"I often tell our patients that there is a triangle to health: good nutrition, regular exercise and good quality sleep," says Clinical Nurse Specialist, Sleep Health, Sally Powell.

Good sleep means waking up refreshed, having energy through the day and not wanting to fall asleep at inappropriate times. A lack of sleep can have a major impact on mood, concentration, memory and quality of life.

If your sleep is continually disrupted it can set the stage for negative thinking, depression, anxiety and emotional vulnerability. Medical sleep disorders such as obstructive sleep apnoea have been shown to contribute to other serious health problems such as high blood pressure, diabetes and heart disease.

The challenge for night shift workers is that humans are programmed for day/night cycles of work during the day and sleep at night, says Sally.

"People who work night shift tend to sleep less. A big problem with that is a decrease of concentration and impaired performance. Reaction levels and problem solving skills can be adversely affected."

Seventeen hours without sleep affects reaction times the same as having a blood alcohol level of 0 .05%. This increases the longer a person stays awake.

"To keep yourself well, have regular sleep hours if possible," she says.

Phones should be turned off and people should consider wearing eye covers and earplugs. It is important to avoid caffeine, smoking and alcohol before bed.

There are over 80 known sleep disorders. If you feel you have a sleeping problem that persists see your general practice team.

Top tips for a good sleep

- Have a regular sleep pattern.
- Spend the right amount of time in bed Most adults need about 8 hours sleep every night. Many poor sleepers spend much more than 8 hours in bed and this makes fragmented sleep a habit. Limit your time in bed to no more than 8.5 hours. If you often take hours to fall asleep, go to bed later.
- Bed is for sleeping Television and computers can interfere with your sleep. Your mind needs to be in the habit of knowing that if you are in bed, you are there to sleep. Don't stay in bed if you are wide awake.
- Wind down and relax before going to bed.
- Make sure your bedroom is comfortable.
- Alcohol, caffeine and cigarettes to be avoided for at least three hours prior to bed.
- Avoid naps.
- Don't lie awake watching the clock

Watching the time on a clock just makes you anxious about not being asleep. If possible take the clock out of your bedroom. If you need the clock for the alarm, turn it around so that you cannot see the time.

- Avoid sleeping pills except in exceptional circumstances.
- You may need professional help

If you have persistent problems with mood, restlessness in bed, severe snoring or wakening un-refreshed despite what should be adequate length sleep, make sure that you go and see your general practice team.







126121—Project Manager – Specialist Mental Health Services 16173—Occupational Therapist – Child and Family Specialist 126498—Anaesthesia Provisional Fellow 126067—Midwife – Ashburton 125985—Business Systems Analyst Click here to see more opportunities on the careers website

CDHB Consumer Council

The CDHB Consumer Council aims to ensure consumers have a strong voice in planning, designing and delivering services in the Canterbury Health System.

At a recent meeting the council chose to concentrate on the following areas:

- 1. Commitment to aligning themselves with the CDHB Annual Plan and being pro-active when looking at priority areas for 2014.
- 2. Continue to actively support growing the consumer network.
- 3. On-going training is being investigated to ensure the effectiveness of consumer representatives.

If you are looking for consumer participation for your projects, working groups or work streams please contact <u>Wayne.turp@cdhb.health.nz;</u> Phone 364 4130 for assistance.



Health Benefits Limited (HBL) works with district health Boards (DHB's) to save money by reducing their administrative, support and procurement costs. HBL is able to identify opportunities that would otherwise be difficult for an individual DHB or smaller groups of DHBs to achieve on their own. It will lead, support and advise on initiatives which will deliver savings and best practice advice – and it will monitor and report on the benefits of this work.

Read the latest edition of <u>*Pathway*</u>* - Health Benefits Limited's newsletter to keep you up to date on company information and the work we are doing with DHBs.

Any feedback can be emailed to info@healthbenefits.co.nz.

*Te Ara Maia- The Pathway to Efficiency.

Mike King & Chief Coroner Judge Maclean

Speaking about Suicide in NZ. "Our suicide rates are around 540 per year, that is staggering when you look at how the road toll has dropped from 900 to around 300," Judge Maclean.

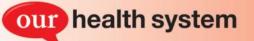
Mike King says "suicide prevention should be at the very top of the cliff, so far back from the edge, the word 'suicide' doesn't even need to be mentioned."



Question time will be available. This event is free.

Come and hear them speak 4pm to 5.30 pm, 31 March at the Rangiora RSA, Victoria Street.

For further enquiries contact Sarah Lodge – Injury Prevention Coordinator, Waimakariri District Council ph 021 567 544 or sarah.lodge@wmk.govt.nz



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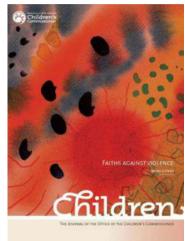
Healthy Christchurch



Read about:

- Red Cross First Aid course for caregivers of under 5s
- Unitec Graduate Diploma in Not for Profit Management
- Hauora Maori Scholarship
- Two weeks until Aotearoa's biggest celebration of Neighbourliness!
- Secondary stressors a larger factor for earthquake affected residents
- Changes needed to make biking to work or school safer
- Workshop: Understanding and responding to self-harm
- Free Hands-on Workshop on Facebook
- Top businessman to help launch Student Volunteer Army 2014 campaign
- Agencies for Nutrition Action eUpdate 100
- The Collaborative Seminar: Are our young people all right?
- Opening of new Youth Space by the White Elephant Trust
- Mental Health Foundation eBulletin: 12 March 2014
- Seminar on prioritising and time management
- Public Health Association Bulletin 394

Read the full newsletter.



Children's Commissioner's journal Edition 84: Faiths Against Violence

This edition of *Children* explores some of the issues and experiences of the faith community when seeking to address family violence.

It includes some inspiring first-hand stories from those training faith leaders - and articles that examine the complex role of faiths that wish to address family violence in their communities.

You can read the journal on the <u>Children's Commissioner's website</u> or via this link:

http://www.occ.org.nz/assets/Publications/CHILDRENedition84.

2014 Māori and Pacific CDHB Scholarships

For information go to Canterbury DHB Māori Pacific Health Scholarship



our health system

Calling all past and present staff and users of the **Burwood Hospital Nurses Hostel** Please join us for an afternoon tea to officially farewell the hostel as it makes way for new beginnings at **Burwood Hospital** Monday 14 April 2014 Date: Time: 3:30pm **Pain Management Centre** Where: **Burwood Hospital RSVP required by Friday 4 April 2014** Please call Melissa on 383-6831 to RSVP

Friday 28 March 2014





PROFESSIONAL DEVELOPMENT

In this issue of the Mental Health Education & Resource Centre's newsletter:

Port Hills Community Education

Free workshops aimed at enhancing your health and wellbeing as you continue to face challenges and lead a flourishing life.

Term Two Professional Development Booklet is now available.

View online here, or click here to have a hard copy posted to you.

View all of our courses online here.

Supporting Parents: Workshops for Parents

With recent changes affecting children in Canterbury it is important that we are able to support them through this time. These free workshops, aim to enhance parents' knowledge. Workshops in April, May and June. Find out more, or register <u>here</u>.

Psychology of Men's Help-Seeking Behaviour

Learn to better understand men's thinking (i.e. concerns and expectations) as they consider, or commence, receiving support for mental wellbeing concerns. Find out more <u>here</u>.

To read the full newsletter click here.



Donations can still be made to: http://www.fundraiseonline.co.nz/RichardDale/

If you would like more information please contact Richard at the Orderlies station, or Nurse Educator, Lisa Bee, at Orthopaedic Trauma Service, Lisa.bee@cdhb.health.nz.

Money raised from hair cut

Christchurch Hospital Orderly, Richard Dale, has raised \$2000 for cancer research after deciding to cut his hair which measured 87cm.

Richard, known as Rich, has been an orderly for 21 years. He last had his hair cut in 2003.

Like many others, Richard has lost a family member and/or colleague to cancer and wanted to do something to fundraise.

His hair was cut by his partner and daughter on Wednesday in the Great Escape lounge.



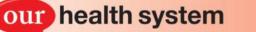
Above: Richard with his partner and daughter after the big cut.



Friday 28 March 2014

ceo update





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ceo update



CC The greatest wealth is health -Virgil ??

For CDHB Managers/Supervisors

To support your wellbeing, the CDHB Staff Wellbeing Programme and MHERC are running a series of two-hour wellbeing workshops for managers/supervisors.

The CDHB acknowledges the crucial role you, as a manager/supervisor, play in supporting your staff and facilitating the delivery of high quality care to the Canterbury community. In the current Christohurch environment it is more important than ever that you take the time to focus on your own wellbeing.

Two hours to focus on YOUR wellbeing!

We are running a number of workshops in 2014 to allow you to put your wellbeing first. Evidence suggests that by doing this, those around you - your family and friends, your colleagues and patients will also benefit.

Workshop Overview:

- The importance of wellbeing; psychological and emotional effects
- Learn about stress responses and how to cope with stressful environments
- Understand the science and practice of applications of self-care
- Appreciate the progress of recovery for communities and individuals
- Gain skills and take ownership of tools for increasing your own and others' wellbeing
- Improve your health and wellbeing: 5 Ways to Wellbeing, All Right?, Staff Wellbeing Action Group
- · Enhance positive relationships and social connections

Workshop Details:

- All workshops run for 2 hours and conclude with a further 30 minutes for refreshments and informal conversation
- For dates and to register for a workshop click here

Facilitated by Alison Ogier-Price MSc Psyo, B.Comm, BA Hons, C.AT, MNZAPP

Click here to register





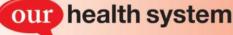


Mental Health Education & Resource Centre

For more information contact:

Lee Tuki Lee Tuki@cdhb.health.nz 027 689 0285

Andy Hearn Andy.Hearn@cdhb.health.nz 027 290 0937



Friday 28 March 2014



SENIOR CHEF Cooking classes for older adults

Classes starting May 2014 in Christchurch*

St Albans McFaddens Road, Mondays, 10am-1pm

Linwood Jura Place, Wednesdays, 10am-1pm

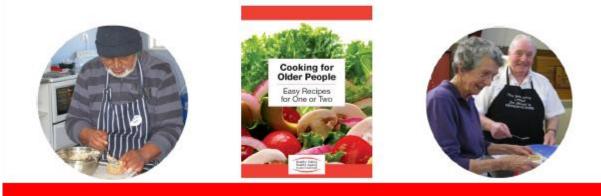
Cashmere Princess Margaret Hospital, Mondays 10am-1pm

> Avonhead Avonhead Road, Tuesdays , 10am-1pm

Aranui Pages Road, Wednesdays 10am-1pm

Enrolment Essential

Contact your GP, Practice Nurse or other health professional. They will refer you to the course co-ordinator who will contact you to enrol you in a course. *A waiting list process may apply and courses are run subject to demand. Course locations and options will be discussed after referral has been sent.

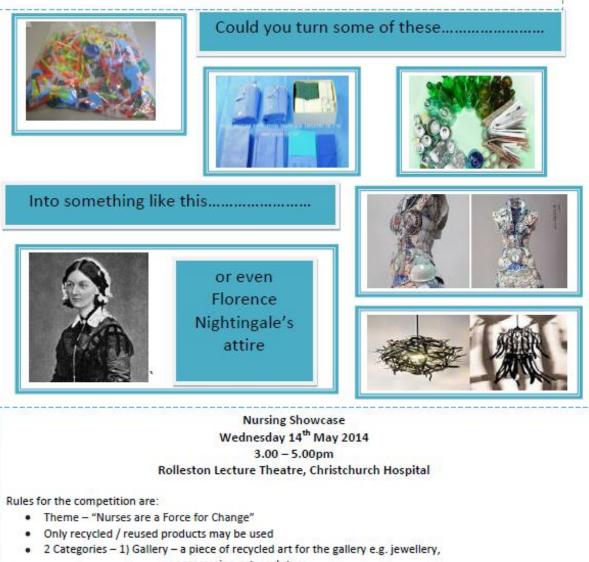




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Celebrating International Nurses Day 2014 "Florence Nightingale Recycled Wearable Arts Award"



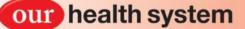
accessories, art, sculpture

2) Wearable - a piece of recycled clothing to be modelled

 Get your staff together and put in one design per area – if your design entry is wearable it must be a single item and be modelled by one person only

Be creative

- Source out products you could use from your workplace, e.g. plastic cloth from dressing packs; plastic tops from IV ampoules, paper etc...
- · You can choose to make an item of clothing or a piece of art ... it's really up to you
- Entry forms available via <u>http://www.cdhb.health.nz/Hospitals-Services/Health-Professionals/Pages/default.aspx</u>
- Entries close Wednesday 16th April 2014
- Gallery entries to be on display in the Rolleston Theatre Foyer by no later than 1.30pm on Wednesday 14th May 2014
- Wearable entries to be modelled at Nursing Showcase on Wednesday 14th May 2014





ROVING GRANNIES

...walking the talk about falls prevention...



COMING TO A HOSPITAL ...NEAR YOU...

Canterbury District Health Board Te Poerl Hauora & Weltaha



Find out more about April Falls at www.cdhb.health.nz



Friday 28 March 2014

ceo update



Thursday 28 and Friday 29 August 2014 Municipal Chambers, Dunedin Centre Dunedin www.nzdermatologynurses.org To register interest, email tracy.fenton@cdhb.health.nz



our health system

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ceo update



UALITY IMPROVEMENT & INNOVATION AWARDS

2013 Supreme Award Winners



Reducing pneumonia in the stroke population

This project evaluated the effectiveness of introducing a standardised cough reflex test protocol, which combined with intensive nursing and therapist education, has changed clinical practice with acute stroke patient at Christchurch Hospital. The clear clinical management protocol has contributed to more than halving the pneumonia rate from 26 percent to 11 percent. With aspiration pneumonia adding \$9000 to an individual stroke patient's cost of admission and with more than 1000 strokes per year in the Canterbury DHB, this change in clinical practice has potentially saved \$1.4 million to the organisation. More importantly for the patient, this means there are fewer complications to a dysphagic stroke patient's care.

eSCRV

The 2011 Canterbury earthquakes motivated the Canterbury health system to work together to create a secure electronic, patient-centric view of data to provide a 'single-source' of up-to-date patient information, allowing timely safe and effective care of the patient through more informed decisions.

The goals of eSCRV are to:

- provide access (to patient data) for community care users and ultimately the patient
- collect patient data from primary and community care providers and
- · make the data visible in a single patient record

Category Winners:

Improved Health & Equity for all Populations Award Winner: eSCRV- Shared Care Record View Runner-up: The Wellbeing Game

Improved Quality, Safety & Experience of Care Award Winner: Classification and Communication of Caesarean Section Runner-up: Canterbury Ski Fields Project

Best Value for Public Health System Resources

Award Winner: Shorter Turnaround Time for Urine Analysis in Microbiology Joint Runner-up: Reducing Pneumonia in the Stroke Population Joint Runner-up: Cardiac Catheter Laboratory Optimisation Project

Highly Commended:

- Script 4 Change,
- From High Tea to the Empowered Me,
- Collaborative Care Programme

Consumer Council Award: Collaborative Care Programme

our health system Friday 28 March 2014

Canterbury District Health Board

Te Poari Hauora ō Waitaha

For more information email amanda.mehrtens@cdhb.health.nz

ceo update



QUALITY IMPROVEMENT & INNOVATION AWARDS

The Awards recognise, reward, and publicly acknowledge the excellent quality improvements and innovations taking place within the Canterbury health system.

Become a mentor, assessor or enter your project in 2014:

Expression of Interest form due Mentor Workshops Assessor Workshops Written Submission due Assessor Site Visits	25 April 15 or 17 April 22 or 24 July 25 July 8 - 19 September		
		Awards Ceremony	3 November

The awards are open to all DHB staff and providers whose services are funded by the DHB. For more information visit the Awards page on http://cdhbintranet/corporate/CorporateQuality/SitePages/Home.aspx

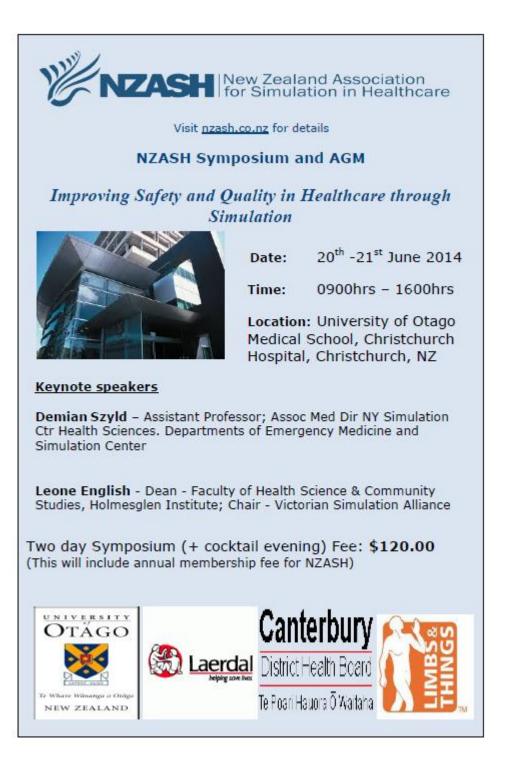
or email amanda.mehrtens@cdhb.health.nz

Canterbury District Health Board Te Poari Hauora ö Waitaha

our health system

Friday 28 March 2014





our health system

Friday 28 March 2014







Presents the 2014 **Free Child Injury Prevention Workshop Series**

You are warmly invited to join us to get involved and learn in this interactive and informative Workshop for professionals being hosted in Christchurch

- Examine local data
 - Learn about:
 - Product Safety Button Batteries
 - Parallel Sessions
 - o ATV's
 - o Pedestrian Safety
- Discuss how child safety can be improved locally
 - Network with a multi-sector group
- Hear about free resources

SOCS Attendees will receive a Safekids Certificate of Attendance via email 8003

When: Harvard Community Lounge Wigram, CHristchurch Tuesday 8th April 2014 10am- 3pm (Lunch provided)

RSVP by Thursday 3^{ed} April 2014 Please complete registration form and return to: Vikki Jarvis <u>victoriai@adhb.govt.nz</u> PH 09 833 1937

HONDA



Friday 28 March 2014