



## New centre opens for home dialysis patients

**A small group braved a cold morning last week to bless the new home for the Home Dialysis Training Unit. The unit is the last service to leave the old Diabetes building, and move into refurbished rooms at 16 St Asaph Street on the corner of St Asaph and Stewart Streets.**

The unusual shape of the area meant the service spent many hours in the Design Lab mocking up rooms to make sure the service fitted into the area in a workable way, and would accommodate all the necessary equipment. They were able to make good use of the space and allow for predicted growth in dialysis patient numbers.

The new Home Dialysis Training Unit houses all the service's home haemodialysis training and peritoneal dialysis training, plus pre-dialysis education and the dialysis services administration. These services have spent the past 12 years located on the third floor of the Diabetes building. That building is scheduled for demolition later this month.

The new unit has an increased number of rooms to manage the increasing population requiring dialysis to treat their end stage kidney disease. Currently there are 140 patients on dialysis with patients coming from the Canterbury,

West Coast and Southern District Health Board areas.

Canterbury DHB Chair Dr John Wood attended the blessing event and congratulated the Dialysis service for all their hard work on the project. In his address he said: the Dialysis Service truly represents our vision to have an integrated health and social care system. The training and support our staff provide enables patients to be independent in their own homes, and allows them to manage their dialysis around their lifestyle, including to return or continue to work.

Charge Nurse Manager Dialysis Service Wendy Cuthill says the service philosophy is that home dialysis is the best option for its patients.

The new unit moved in over the weekend and opened its doors to its first patients today (Monday). The service is open weekdays from 7.45am until 4pm for patients.



Reverend Alexa Evenden blesses a room in the new Dialysis Home Training Unit



Staff and patients gather for the blessing of the dialysis service

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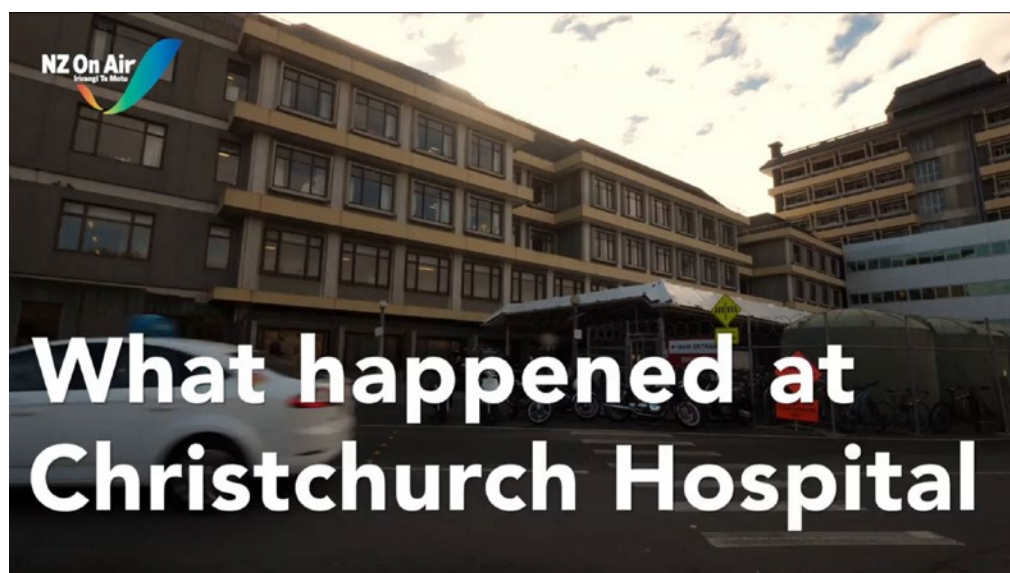
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## A video released today captures the spirit of staff who have been part of our response

Since Friday 15 March we've managed hundreds of media requests for information and interviews with staff and also supported patients who have been the subject of interviews. I want to thank everyone who has been part of telling our story, to the wider community and the global community.

Last week a small local company, Frank Film finished working on a fantastic video which I think captures the Canterbury spirit of what happened on the 15th and in the days following: extraordinary people doing extraordinary things. Here's the [link](#). I know this will be a great resource for anyone who is asked to speak about our response to the terror attacks. Thanks Jendy and Gerard for your professional work on this.

Our Communications team is keen to record personal accounts of the input of various teams from throughout



our health system, so when you're ready to talk about the part you and your team played, please get in touch via [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz). The team will be creating a digital archive of our response, and are also interested in receiving photos taken by staff at work or out in the community as part of our collective health system and community response to the events of 15 March. Please send them through to the communications email above.

## Recognition and gifts of appreciation

Last Friday members of our team received plaques from global non-profit organisation, Who is Hussain, in appreciation of their courage and support to the community in the aftermath of the 15 March terror attacks. Who is Hussain aims to empower individuals to give back to their communities. Interim Director of Allied Health, Christchurch Campus, Helen Little and Clinical Manager Social Work Services Catherine Hughes accepted a plaque on behalf of social workers, Surgical Nursing Director Nicky Graham accepted a



Interim Director of Allied Health, Christchurch Campus, Helen Little and Clinical Manager Social Work Services Catherine Hughes accept a plaque on behalf of social workers



plaque on behalf of nurses and Senior Operations Manager George Schwass accepted a plaque on behalf of doctors and surgeons at Christchurch and Burwood hospitals.

When the organisation first reached out to offer this gift, they said: "We have witnessed your hard work and admire your thoughtfulness after the devastating events that took place in Christchurch on 15 March. You have shown New Zealand and the whole world your courage and selflessness by giving help to those from whom you had no hope of getting anything back. We deeply feel that if you had not played your vital role in the background to support

the victims and Christchurch city, we would not have been able to stand on our feet again as a nation. Thank you for all that you have done in order to make those affected feel supported and loved and keep New Zealand a safe united country."

Who is Hussain is a global movement with representatives in more than 60 cities worldwide. From helping the homeless and feeding the hungry, to donating blood to save lives, their global representatives are united in their effort to inspire and bring positive change.



Senior Operations Manager George Schwass accepts a plaque on behalf of doctors and surgeons at Christchurch and Burwood hospitals



Surgical Nursing Director Nicky Graham accepts a gift on behalf of nurses

## Acknowledging the passing of the 51st terror attack victim

It was extremely sad to learn of the death last Thursday night of one of the patients we'd been caring for since 15 March. I extend my sympathies to his family and also to the large team who have been directly involved with his care.

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

David Meates  
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](#).



## Special bouquets

*Prince El Hassan bin Talal of Jordan visited Jordanian nationals who were injured in the 15 March terror attacks and being cared for in Christchurch Hospital. He followed up with this letter to Canterbury DHB CEO David Meates*

Dear David,

The enormity of the human tragedy that evolved after the predatory attack on innocent New Zealanders was clearly felt by yourself and all your staff at the hospital. One can only admire the professionalism and compassion afforded to the victims and their families, as witnessed by myself and my team during our visit. Please convey our thanks to all those we met during our visit, in particular, Sir Mark Solomon, Dr Richard French, Ms Lynne Johnson and Ms Nicky Graham. It is with great respect so many in the world today look towards New Zealand for their moral ethic and forbearance and entire commitment to a peaceful solution.

I am pleased to hear of the medical follow up with Jordanian colleagues.

With warmest regards,

Yours most sincerely,

El Hassan bin Talal  
Royal Palace, Jordan



HRH Prince El Hassan bin Talal [in brown suit] pictured with David Meates and Specialist Emergency Physician Dominic Fleischer (far right)



The Prince of Jordan speaks to media after visiting Christchurch Hospital on Saturday





## Bouquets

### **Ward Manager, Department of Neurosurgery, Ward 28, Christchurch Hospital**

I was a patient in Ward 28, admitted on 23 February 2018. I couldn't help but think about you and your staff when we received news of the tragic events of 15 March in Christchurch. Watching the television news coverage and viewing scenes of the city and Christchurch Hospital that were familiar to us was very sad. I am sure that some of the same people who took good care of me at the hospital cared for some of the victims of that tragic event. Unfortunately that makes such an event that much more personal. I was asked to write about my unexpected stay in your city for a local Ohio magazine called *Health*, published quarterly by the local medical community. It is distributed just in our town, to our local hospital and to area physician's offices. Thought you might want to know that you and your hospital will now be 'famous' in Bowling Green, Ohio. You and the staff who took care of me at the hospital and those folks in Christchurch that helped my wife and I during our stay are some of the nicest people we have ever had the pleasure of meeting. Please pass this on to all the doctors, nurses and staff who took care of me while I was a patient. If Doctor How is still on staff

please express my special gratitude to her for helping me return home safely.

In the *Health* article I said "people at the hospital were wonderful. The facility may be old but the staff were excellent...Everyone was so kind to offer two total strangers from the US help at every turn. The ward manager offered to take my wife shopping for groceries if needed. When I asked if I could get copies of my medical records the ward manager brought me the whole medical file and offered to copy whatever I wanted. One of the doctors personally offered to copy all the CT scans I had been given, about five of them, onto a memory stick from the hospital's computer so I could take the tests home to show my doctors. No charge for any of this."

### **Emergency Department, Christchurch Hospital**

Congratulations and thank you to each person who treated me on the afternoon of 14 March. I have dismissed the memory of the pain and fear. I will always remember how superbly you managed my situation after I fell in Akaroa. The security guard was exceptionally kind to my husband. He kept him calm and organised safe parking of our rented motor home. My husband is an ex-ambulance officer himself. He keeps telling people of your expertise, skills

and professional kindness and care to us both. We are both progressing well, thanks to you all. I keep you in my prayers and trust you are caring for yourselves after managing the trauma that followed. Bless you all.

### **Emergency Department, Christchurch Hospital**

We are grateful to both the nurses and doctor for looking after my wife. They are kind, polite and professional. Thank you very much.

### **Oncology Department, Christchurch Hospital**

I couldn't have received better care and compassion from such wonderful staff, especially Senior Radiation Therapist Barrie and his staff in Treatment 2. You have such a wonderful team of people in the whole department, which makes a difficult time more bearable.

### **Hospital Aide Catherine, Emergency Department, Christchurch Hospital**

You have a wonderful Hospital Aide named Catherine. She is amazing.

### **Nurse Kathryn, Ward 15, Christchurch Hospital**

Nurse Kathryn was so awesome and made me and my wife so comfortable for our night stay. She made us feel so welcome, like it was a hotel! Thank you so much for all your kindness,

patience and expertise. Keep up the awesome work.

#### Ward 20, Christchurch Hospital

I just want to thank everyone involved in my care. From the staff in the Bone Shop, to those on Ward 20, radiographers, my surgeon, and their team. Also the anaesthetic staff in theatre and the recovery nurse who gave me the two best tasting iceblocks ever after surgery.

#### Ward 28, Christchurch Hospital

Awesome, we are privileged to have such a great health system.

#### Day Surgery Unit, Christchurch Women's Hospital

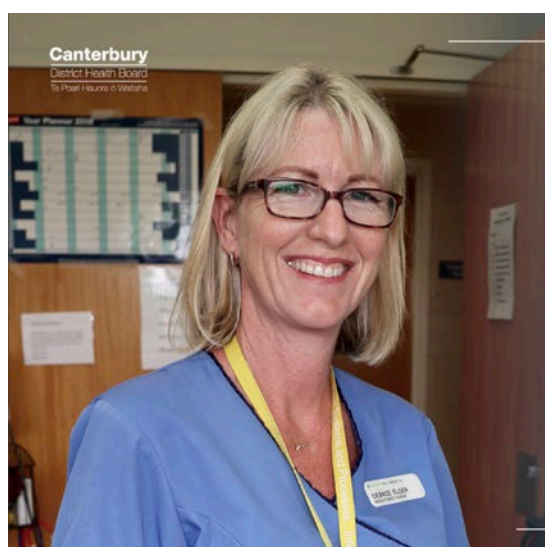
I had the privilege of attending your eye clinic at Christchurch Women's Hospital for a cataract operation. From the time I was received at the reception desk to the time when I was escorted to my driver I felt very special and cared for. The operation was undertaken by the specialist Jo-Anne Pon and team. My

compliments to her and the nurses. I can only name three: Abigail, Kate and Jane, but I know there were others. The professionalism was of the highest standard, the care and kindness shown was of the highest quality and I would appreciate it if you could pass this on to the staff involved. Thank you for your help. Many blessings and kind regards.

## Big Shout Out

Huge thanks to our Stewart Street colleagues – Helen Little, Catherine Hughes, Tory Crowder and team – for their wonderful support and flexibility in supporting the Diabetes Endocrine clinical and administration teams during our time out of the Outpatients Building. Your generosity has been greatly appreciated. From the Diabetes/Endocrine Services Team.

#carestartshere



## Debbie Elder: Flu Fighter

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

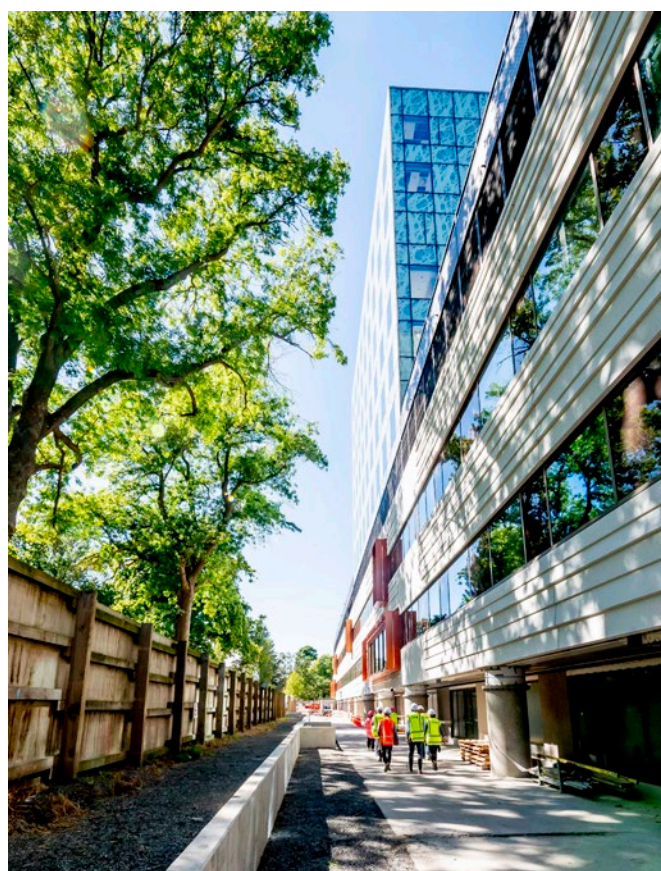


# Facilities Fast Facts

## Acute Services building / Christchurch Hospital Hagley

Four years ago, this was the site of the Acute Services building (below) with contractors busy preparing the ground for the start of the foundation work.

The photo (right) was taken from the same vantage spot in March this year. In this image, you can see some of the 129 base isolators that are spread out around the Lower Ground Floor of the building. Once the contractor is finished on site, and the building handed over to Canterbury DHB, the wooden hoardings will be removed, opening up the building to Hagley Park.



## The Link

Contractors working on the Link that runs between Christchurch Women's Hospital and Christchurch Hospital Hagley are getting ready to break through into Christchurch Women's. Work currently underway includes installing hoardings on Level 1 in the theatre area and on the Ground Floor. Clinical areas affected by the work will be communicated with directly ahead of time. Creating the join between the link and Christchurch Women's will involve the installation of a two-storey steel frame that needs to be fitted and joined to the hospital building.





# Let's get ready to move

## Christchurch Hospital Hagley

Update No: 2

### This week

If you haven't already, start to think about having a big clear out. The photo shows Registered Nurse Kate Stirling and the Marie-Kondo-esque heights that Ward 22 reached when they did a stocktake recently – can you do better? Please email us any before and after photos you take.



### Meet the Team

This week we profile some more members of the Hagley Operational Transition team and find out what excites them about Christchurch Hospital Hagley.

#### Jessica de Vries – Vascular Specialist Nurse

A new, positive change particularly after so many years of trauma and grief that Canterbury has been through. The chance to identify new and exciting ways to improve patient flow and enhance their experience on their journey through our healthcare system.



#### Lisa Bargh – Intensive Care Unit nurse

I am excited for the opportunity to work in a new facility with more natural light and a great view from the windows.



#### Tricia Bennett – Registered Nurse

I think the move to Hagley will benefit staff and patients with a new purpose-built facility that can work for the community, making the hospital experience more efficient and less stressful for all involved and this is exciting.



#### Tarsha Greer – Senior Staff Nurse

I am looking forward to the opportunity of working in a brand new hospital, it doesn't happen often in your career and I am excited to see how the things that have been planned actually look and function within Child Health.



29 weeks  
to go!



# Make yourself at home on Canterbury DHB's new intranet home page

Some things never worked that well but we made do with what we had – anyone over 30 might remember texting on one of the original Nokia 3310 phones where you had to press the '2' key twice to get a B, three times to get a C?

A 'classic' now for nostalgic reasons, but still pretty hard work.

Other old-school technology, such as our old intranet may never make it onto the list of all-time classics. But it did what it needed to at the time, which was to provide links (lots and lots of links – so many, many links) to work tools and storage for frequently shared information.

A new home page will be available from 10 June 2019 and is the first tangible offering from the PRISM project. PRISM is an information management system, which will ultimately become a more efficient and Public Records Act-compliant route to accessing and managing non-clinical information.

For now though, all that is changing is the way the home

page looks and its usability. The information you are used to accessing, such as documents and processes, is still there – only it's now on an upgraded platform with features that will make it more useful and usable in future.

It has some new features too, such as calendar events and a news section – see the 'sneak preview' below.

Your new home page will also provide access to your most used work tools and display links to personal favourites. You can choose up to 10 work tools to appear on your home page. You can also add your own favourite links so that they are easily accessible on your home page.

Just like when you buy a new piece of technology, such as a new phone, it'll take a bit of time to set up as you want it. And also just like when you buy new technology, you should consider it an investment in a tool that'll be capable of much more and pay you back by saving you time and frustration in the future.

Sneak preview...

**When it's live, we have two simple tips for making the initial personalisation process work best for you:**

1. Familiarise yourself with the new look and layout of the home page.
2. Take the time to set your favourites **before** you need them in a hurry, and they will be there each time you visit your home page.

Note – some information you've previously saved as "favourites" on the old intranet site will still be there, but may have moved.

**What can I personalise?**

You will be able to:

- Add your own favourites to the "My Links" tab.
- Choose up to 10 "Work Tools" to be displayed on your home page.

Coming soon:

- Choose "News & Notices" according to location. For example, only see Burwood Hospital notices.

# Checking health of Kaikoura tourism staff

Busy boat skippers and other crew received health checks on the Kaikoura Wharf as part of a Whānau Ora free health check offered to Whale Watch staff.

The Whale Watch business was approached by Whānau Ora Registered Nurse Sue Parsons who offered staff a free health check hui day. Sue works for Te Tai o Marokura, a kaupapa Māori Health and Social Service that has been operating in Kaikoura for over 30 years.

Whānau Ora is a key cross-government work programme jointly implemented by the Ministry of Health, Te Puni Kōkiri and the Ministry of Social Development. It places families/whānau and communities at the centre of health service delivery.

The check for Whale Watch staff consisted of height, weight, blood pressure, pulse, random blood sugar levels, smoking cessation advice, and information on cervical screening, breast screening and prostate cancer, Sue says.

"Most of the clinic was held at the Whale Watch premises but to give everyone a chance to attend I also did a clinic down at the wharf to allow the skippers and other crew a chance to have a check. We called this a 'Between the Boats clinic'."

Seventeen people attended the first clinic.

"Feedback has been positive, and there was a great response, indicated by the 30 staff who attended."

Having a supportive management team at Whale Watch was a big factor in the success of the days, she says.



Whānau Ora Registered Nurse Sue Parsons on the Kaikoura wharf providing a health check to a Whale Watch staff member

"Since then I have provided another two clinics. Out of those who attended, some have been referred on to their GP and other health services."

Whale Watch would like to continue with the health checks and they may be carried out annually in future. In the meantime, Sue will provide follow-up care for those who need it. Some have been enrolled in the disease state management contract held by Te Tai, which helps people manage heart, respiratory conditions and diabetes.

Patients enrolled into this contract receive intensive intervention of 11 face-to-face contacts over 12 months, with the aim to empower them to be able to manage their own health.



# New Nursing Director

Sarah Berger has recently returned to Christchurch to take up the new role of Nursing Director for Canterbury DHB's Infection Prevention and Control (IP&C) service.

The role has been established as part of recommendations arising from a review of the service. Sarah is based in Manawa.

Sarah has spent the past seven years researching and teaching at the University Hospital Heidelberg, Germany. She completed her doctoral studies in Health Services Research at the Medical Faculty Heidelberg earlier this year. Her research focused on facilitation of inter-professional collaboration in health care teams.

Sarah says she is excited to bring her international experience, established networks and collaborative strengths to the IP&C service and looks forward to working closely with the IP&C Executive Committee in setting future strategic directions to best serve people across the Canterbury Health System.

Before moving to Germany, Sarah worked in a variety of nursing roles at Canterbury DHB, including: Clinical Nurse Specialist – Infection Prevention and Control, Nurse Manager – Professional Development Unit and Nurse Co-ordinator – Nursing Workforce Development.

Executive Director of Nursing Mary Gordon says she is thrilled about Sarah's recent appointment.

"We are excited to welcome Sarah back to the Canterbury Health System."



Nursing Director for Canterbury DHB's Infection Prevention and Control service  
Sarah Berger



## HEP C CAN NOW BE CURED

GET TESTED — ASK YOUR GP

# Electronic referral system benefiting dermatology patients

Christchurch Hospital's Dermatology team is embracing technology by using e-triaging and telemedicine consultations, says Service Manager Dave Nicholl.

*"In doing so they have increased efficiency, and made the experience better for both general practitioners and patients. It's also allowed the service to do more, with constrained resources."*

## Electronic referral system benefiting patients

Referrals are being much more quickly assessed and more patients who need specialist care are being seen since the Christchurch/West Coast Dermatology Department began electronic triage.

The department began electronically triaging all ERMS referrals in mid-2018. ERMS is an electronic system used for making referrals.

This has proved to be an easy change, bringing greater efficiency and an ability to ensure the right patient is getting the right care at the right time, says Consultant Dermatologist Caroline Mahon.

"I enjoy being able to rapidly assess urgent referrals for rashes and skin lesions and provide timely practical feedback and support to GPs."

Turn-around times for providing diagnostic help or management advice to general practice teams and their patients have significantly reduced, compared to paper referrals requiring dictation, typing, letter review, and then posting to the general practice.

"E-triage is so much more resource-efficient for both our department and primary care, because it is now easier to deliver advice to referrers, and clinicians can see more patients who have a greater need for an in-clinic review."

West Coast District Health Board Booking Co-ordinator Rachael Shields, agrees and describes e-triage as "awesome."

"It makes the process much quicker than if the referrals come through by paper and the communication to the GPs is a lot clearer and goes to them directly."

Clinical Nurse Specialist in Dermatology Tracy Fenton



Consultant Dermatologist Caroline Mahon conducting a telehealth patient consultation

says she likes that e-triage has diminished the burden of paperwork, saved costs, and reduced the risk of mislaying documents.

"It also allows for improved communication about referrals between the clinicians within our service, such as between doctor and nurse-led services."

This helps direct the patient to the appropriately skilled health professional within the department. In addition, digitising the process has ensured that the appropriate people can more readily see where referrals are at and what their outcomes are, she says.

Dermatology is receiving an increased number of referrals that are supported by high quality clinical photographs.

General Practitioner Miriam Martin, from Village Health Lincoln Road, says providing good pictures is helping her patients benefit from the e-triage system.



"Our patients are able to be quickly started on appropriate treatment for their skin conditions and may not need to be seen in an outpatient clinic."

Previously, a patient might have been started on less effective treatments and be waiting months for a specialist

outpatient appointment. E-triage is saving patient and doctor time, as well as costs.

"It also reflects well on all of us because it shows the patient that the system is working efficiently for them," she says.

## Telehealth in Dermatology

Patients located remotely can now be assessed sooner and with less disruption, since the department's change to Telehealth for patient consultations.

It is also more convenient for patients than travelling to Christchurch, says Dermatology Team Leader Karen Brewster.

"New patients can be seen in a tele clinic, without an expensive trip to Christchurch. This is also a substantial cost-saving, as it removes the need for patient travel and accommodation."

Increased access to telehealth is known to lessen hospital admissions and it supports carers to be more engaged in patient health management. It is not intended to completely substitute traditional provision of healthcare – patients will always benefit from direct examination intermittently – but it does support it.

While there have been challenges in establishing the Telehealth consult service, "our staff are confident that it is an effective addition to providing care to our remote communities," Karen says.

## Looking after yourself in winter

The clocks have gone back, the temperature is dropping, it's getting dark earlier... winter is coming!

With the colder temperatures and the onset of winter not far away, looking after yourself can become more challenging. We're all responsible for protecting our own health as best we can, but that can be easier said than done.

Self-care and taking practical steps to manage your health is an important way that we can each look after ourselves. This can be more difficult in the cooler months and may require a bit more effort.

Practical tips for looking after yourself:

- › Rest and time out helps – even in small 'bites,' such as taking a walk or going for a bike ride
- › Be kind to yourself and others
- › Stick to routines if you can
- › Do what makes you feel good
- › Take a break from social media and the news
- › Head outside – nature's good for us
- › Make the effort to get out even though it's cold.

We all know the feeling of getting home after work in winter, with little to no motivation to go outside and exercise. If the idea of heading out into the dark seems a bit much, remember there are lots of things you can do inside

to get your body moving. Don't forget we've onsite yoga, pilates, Zumba and tai qi classes at a discounted rate for DHB staff. [Click here](#) for an up-to-date timetable.

Catching up with friends is one of the best things you can do to look after yourself. Winter is the perfect time to 'head indoors' with friends and share a meal, have a pot-luck tea, or play a game of cards.

Adjust your food intake to boost your immune system and focus on foods that will help keep your body healthy.

With measles and influenza both circulating in the community, it's important to get vaccinated to protect yourself, your whānau and our patients.

Everyone working for Canterbury DHB and West Coast DHB can get a free flu vaccination. There are two ways to get your free flu vaccine – either attend a clinic or see the authorised vaccinator for your work area. Details of free staff flu vaccination clinics, and a list of authorised vaccinators, can be found on [max](#) and the [intranet](#).

And to help keep the bugs at bay, it's a good idea to practice cough and sneeze etiquette, such as covering your mouth or nose when sneezing or coughing, preferably with a tissue or into your elbow. Washing your hands regularly also helps to limit the spread of illness.

# Clean care for all – It's in your hands

May is Hand Hygiene Month and is the ideal time to reflect on your hand hygiene routines – what's working, what's not.

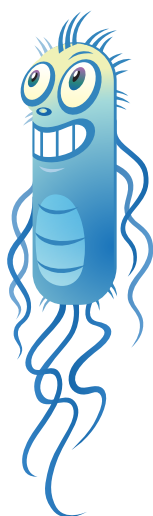
The Hand Hygiene Month of May Campaign 2019 team has created a couple of fun quizzes, to test your knowledge and for a chance to win great prizes.

To whet your appetite, one is largely a light-hearted look at the micro-organisms that cause most harm as hospital-acquired infections (HAIs). The other quiz is a more serious look at the most concerning of HAIs being multi-drug resistant organisms (MDROs), along with infection prevention and control and hand hygiene questions.

If you love an acronym – MRSA for example – you'll love this quiz. You'll also love next week's *CEO Update* article, which will take a much more detailed look at MDRO and why they matter. Any member of staff can enter the quizzes because hand hygiene is everyone's business, it takes a team, and everyone's hand hygiene practice counts.

Hopefully you have time to stop by the Great Escape tomorrow or Wednesday this week from 10.30am onwards, and Burwood Café or Spinal Unit on Tuesday 14 May 2019 to enter. Complete a form at the display stand or by printing and completing the quizzes and sending via internal mail to the CDHB Hand Hygiene Coordinator, or online and by email to [carmel.hurley-watts@cdhb.health.nz](mailto:carmel.hurley-watts@cdhb.health.nz). See entry details and closing dates at the bottom of the quizzes.

You can also talk to the people from Schulke – they supply hand hygiene products including our new Microshield Angel Clear alcohol-based hand rub (ABHR). They will talk



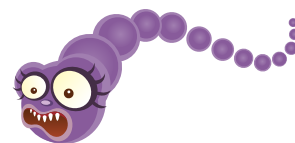
to you about hand hygiene products and skin care; and share with you giveaway samples of product, and other useful items.

If you miss out talking with them this time, there are plenty of other opportunities for you to get involved in Hand Hygiene Month May 2019 improvement activities.

**Test your hand hygiene knowledge and be in to win.**  
Here are the links to the quizzes:

- > [Quiz 1 – MDRO and Hand Hygiene](#)
- > [Quiz 2 – Identify Micro-organisms](#)

In the second quiz, you'll see graphics representing the most common MDRO, as created by the Health Quality and Safety Commission for Patient Safety Week November 2018. While not exactly anatomically correct, they do represent the shape of the actual organisms to an extent. Now that the WHO Hand Hygiene Day on 5 May 2019 has passed, you can download and use a [new email signature](#) for the remainder of May 2019.



Share your ideas to improve hand hygiene routines by emailing [carmel.hurley-watts@cdhb.health.nz](mailto:carmel.hurley-watts@cdhb.health.nz)!

## Skin sensitivity support

On the subject of skin care, there is a [process](#) for addressing the effects of skin sensitivity that may be experienced by some people after using the new hand hygiene product. There is always a small number of people who have at least initial sensitivity when there is a change from foam to gel ABHR.

**SAVE LIVES  
CLEAN YOUR HANDS**

**HAND HYGIENE MONTH  
MAY 2019**

**Canterbury**  
District Health Board  
Te Poari Hauora o Waitaha



**CLEAN CARE  
FOR ALL  
IT'S IN YOUR  
HANDS**



# One minute with... Trisha Rozas, Vice President, Strategic Accounts, Cloud Technology Partners

## What does your job involve?

I work for technology company, Cloud Technology Partners (CTP), a Boston-based company that helps enterprise clients move to Amazon's AWS, Microsoft's Azure or Google's cloud platforms. There are a team of six CTPers currently working on an engagement to ready Canterbury DHB's move to Microsoft's Azure cloud platform.



Migrating from a company's on-premises data centres to the cloud involves so much more than technology. There are new skills to learn, new processes to implement, and new ways to monitor the cloud environments.

I focus on the transformation change – cultural, political, workflows, etc. My job is a bit science – using the methodologies developed at CTP – and a bit psychological, as change is required and does not come naturally to many.

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

I have always worked in the technology field, not as a developer but as a project manager, then programme manager and most recently as Chief Information Officer. I enjoy the technology field, especially as I see technology evolve to become such a valuable asset to companies.

## What do you like about it?

Problem solving, building visions for companies and setting them up for success. It is incredibly rewarding when you leave behind a cloud technology platform that is running smoothly and improving the capabilities of the entire company. Some of the major benefits realised are operational efficiencies, faster speed-to-market for innovative ideas and cost savings that can be reinvested.

## What are the challenging bits?

Moving to a cloud platform presents challenges such as training the organisation on new skills and processes; obtaining executive support from all levels of the organisation; treating the cloud as a multi-year journey versus a one-time fad; and ensuring people are freed up to focus on the cloud initiative.

## Who inspires you?

Watching the proverbial light bulb go off when the client teams see the benefits of the cloud platform, and knowing that what we are delivering is going to be put to good use.

## 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?

These values are similar to CTP's. We often use the words "humble swagger," which means that we are modest in our approach to working with clients yet have the experience and depth to exude swagger. We treat our clients, co-workers and partners the way we would want to be treated.

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

A picture of my dog, Sherwood. I am anxiously awaiting his arrival from the States.

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

Here! I arrived at the end of January from New York. So far, the city, people and food have exceeded my expectations. My heart goes out to those who experienced the horrific tragedy on 15 March. Prime Minister Ardern has been a model leader for the world.

## What do you do on a typical Sunday?

I enjoy running, biking, hiking and skiing. I joined a local running club and have participated in *The Press's* Run to Remember and the City2Surf. I am hoping to do many of the Great Walks.

## One food I really like is...

Maine lobster from Thurston's Lobster Pound in Bernard, Maine. You can see the lobster boats return to the wharf with the day's catch and watch the lobster crew deliver their fresh catch to the restaurant.

## My favourite music is...

The sound of nature. I am a jogger yet never run with music in my ears. I enjoy the silence.

If you would like to take part in this column or would like to nominate someone please contact [Naomi.Gilling@cdhb.health.nz](mailto:Naomi.Gilling@cdhb.health.nz).

# Canterbury Grand Round

Friday 10 May 2019 – 12.15pm to 1.15pm with lunch from 11.50am

Venue: Rolleston Lecture Theatre

**Speaker 1: Paige Thomas, Medical Student**  
**"Challenging our Assumptions: Rehabilitation for Motor Neurone Disease"**

Historically there has been the presumption that exercise may exacerbate the symptoms of Motor Neurone Disease but research suggests that this is not the case. This presentation will provide justification for behavioural rehabilitation for patients with MND and discuss current dysphagia research that is underway at the University of Canterbury Rose Centre.

**Speaker 2: Dr Juliet Berkley, Diabetes and Endocrinology**  
**"The patient will see you now..."**

Many of our patients are well informed and tech savvy. Changes in the way we communicate, the use of technology, and health data ownership, provide opportunities and challenges. Exploring our roles in supporting and responding to patient led care.

**Chair: Maggie Meeks**

It is requested out of politeness to the speaker(s), that people do not leave half way through the Grand Rounds. All staff and students welcome.

This talk will be uploaded to the staff [intranet](#) within approximately two weeks.

Video conference set up in:

- › Burwood Meeting Room 2.6
- › Wakanui Room, Ashburton
- › Administration Building, Hillmorton
- › The Princess Margaret Hospital, Riley Lounge

Next is – Friday 17 May 2019

Convener: Dr R L Spearing [ruth.spearing@cdhb.health.nz](mailto:ruth.spearing@cdhb.health.nz)

## South Island Alliance update



The South Island Alliance is a collaboration of the five South Island district health boards.

This month's edition of the South Island Alliance update includes:

- › South Island Alliance delirium resources supported a successful World Delirium Awareness Day last month. Nursing graduate Kelsey Proudman was one of the organisers of a range of events and activities that took place across the South Island to increase recognition of delirium as a top priority for health care providers.
- › A new report from the South Island Alliance explores why more Māori and Pasifika women stop breastfeeding in the first six months.
- › Global information company Wolters Kluwer recently visited the South Island to produce a video case study of the New Zealand instance of Lippincott Procedures, an online, evidence based resource that provides real-time access to step-by-step guides for over 1,700 evidence-based procedures and skills in a variety of specialty settings.

Read more [here](#)



# max. update

## Overview of the max. updates and who will be impacted

Important new service - Request Domestic Violence Leave - has been added to max. along with some enhancements to existing services.

These changes impact all people, so please see the link to more in-depth information and how-to-use instructions embedded below.

## Details of the max. updates

**Domestic Violence Leave:** Under new government legislation, New Zealanders affected by domestic violence are eligible for up to 10 days domestic violence leave per year. So this new service allows our people to confidentially access this leave entitlement which can be requested by an individual, by a manager, or retrospectively. Read about the finer details of the service [here](#).

**Approval Notifications** – Due to your feedback, during the Approval to Appoint process you'll now only receive one notification [once all approvers have responded].

**Change your taxcode** – You and your people will be now be able to change your tax code from the Change Kiwisaver Details service.

**Returning from leave** – Roster pattern information has now been added to your Return a Staff Member from Leave service.

## Meet your max.perts



**Kristina**



**Jenny**



**Pete**



**Jess**

Need a hand with anything max.-related? Contact your max.perts via Send A Question on max.



Christchurch Campus Quality & Patient Safety Team

## Invitation to all staff

# QUALITY & PATIENT SAFETY PRESENTATION

*Come and join us for around 30 minutes*

### Two short video presentations

#### 1) How Failure Cultivates Resilience

In his research for NASA, clinical psychologist Raphael Rose discovered that failure is key to creating resilience. He explains how leaning into trials and setbacks builds the emotional callouses that help us value what's good in life.

#### 2) Resilience – The Art of Falling Forward

This talk covers how when we are vulnerable in sharing our professional (and personal) failures, we become more resilient. We allow ourselves to learn from our mistakes, we open diversity in solutions by talking to others, we avoid failure blindness, and we release self-shame. Sasha K. Shillcutt, MD, MS, FASE is a tenured Associate Professor and the Vice Chair of Strategy and Innovation in the Department of Anesthesiology at the University of Nebraska Medical Center (UNMC).

Venue: **Oncology Lecture Theatre**

Date: **Thursday 9 May 2019**

Time: **1.30pm to approx 2pm**

*An attendance record sheet will be provided.*

*A link to the presentation can also be provided*

Please contact [Shona.MacMillan@cdhb.health.nz](mailto:Shona.MacMillan@cdhb.health.nz), Quality Manager