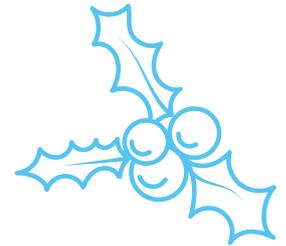




## Seasons Greetings



Wishing you a safe and happy Christmas and New Year

For many of us the countdown is on until we can take a few days, or weeks off from the busyness of work. If you do have some time off I hope you find time to do things that make you happy – whether it's time with family, friends, time to sleep in, exercise, read, cook or do the garden, enjoy the break from routine and make the most of your down-time to recharge. If you're able to, why not try a digital detox and have a day (or more!) away from your phones, computers and TV.

As a 24/7 operation, we never close. There's no shutting up shop and hanging up the 'gone fishing' sign for us. I would like to extend a massive thanks to those of you taking leave at a later date and working through Christmas to ensure Cantabrians and visitors to our region have access to the care they need.

Our health system relies of thousands of health professionals who will continue to provide advice, treatment and care throughout the holiday period.

Thanks to you all, whether you're answering the phones, working in a pharmacy or general practice, providing care in someone's home or in a hospital, health centre or aged residential care facility, thank you. I know there are also a

number of our management team involved with contingency planning and on-call as part of our earthquake emergency response efforts and I'd like to acknowledge your work, and also a heart-felt thanks to those who are helping out in Hurunui and Kaikoura.

I've been blown away by the generosity of our staff, wider community and colleagues from around the country, and indeed, the world, who have sent kind wishes, gifts, and cash to buoy the spirits of our staff based in North Canterbury. Your gifts have been gratefully received.

If you're heading away, take care – I look forward to seeing you all again in 2017.

Have a great week.

David Meates  
CEO Canterbury District Health Board

# CARE AROUND THE CLOCK

Make your GP team your first call 24/7.

Canterbury  
District Health Board  
Te Poari Hauora o Waitaha

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# Facilities Fast Facts

Best wishes for the festive season and for 2017, from all the Facilities team. Fast Facts will be back with the first CEO update of the New Year on 23 January 2017.

## Fast Facts – Christchurch

Children either in hospital or those who find themselves in Outpatients over the holiday season will have at least one reason to be jolly. Workers on the site of the Acute Services building under construction behind Christchurch Hospital have held a Toy Run to collect presents for children in hospital.



CPB Project Manager Bill Hill hands over all the toys collected by CPB staff and contractors for the Children’s Ward at Christchurch Hospital to Play specialist leader Allie Bower (centre) and play specialist Rachael Clarke (left).



Damon Shotter, Fitzroy Engineering Group

Handing over the piles of toys, CPB Contractors Project Manager, Bill Hill, says the idea for the Toy Run came from a contractor with Fitzroy engineering Group, Damon Shotter.

“Damon said he would like to do something for the children in hospital over Christmas, especially because the children’s wards in Riverside are very close to the construction zone. He wanted to do something that would help add some fun to the children’s day and distract from the noise and busyness outside.”

All 180 staff on site at the ASB project got behind the idea and donated dozens of boxes of toys.

Staff in the Activity Room in the Children’s Ward at Christchurch Hospital say they are overwhelmed by the incredible generosity of the CPB workers and contractors.

Play Specialist Team Leader Allie Bower says the gifts will mean a lot to children in Hospital over Christmas.

“It’s so humbling to know that despite their own busy lives, the CPB crew still have made the time to go and get presents for the children in hospital. These gifts will make so many people so happy.”

## Fast Facts – Outpatients

Piling work on the site is now complete, with all 43 piles finished. A large 200 m3 concrete pour is planned for 20 December, which will require around 35 concrete trucks.

The photo shows one of the finished piles with the shuttering for the concrete pour in the background.

Works planned in the early New Year include a tower crane being erected on site at the end of January, excavation work, and further concrete pours for the foundations until the end of February.

## Metro Sports update

This week, land remediation work is scheduled to start on the Metro Sports (old brewery) site, under contractor Protranz. This work will take until early April 2017. It does not affect the afternoon staff car park.

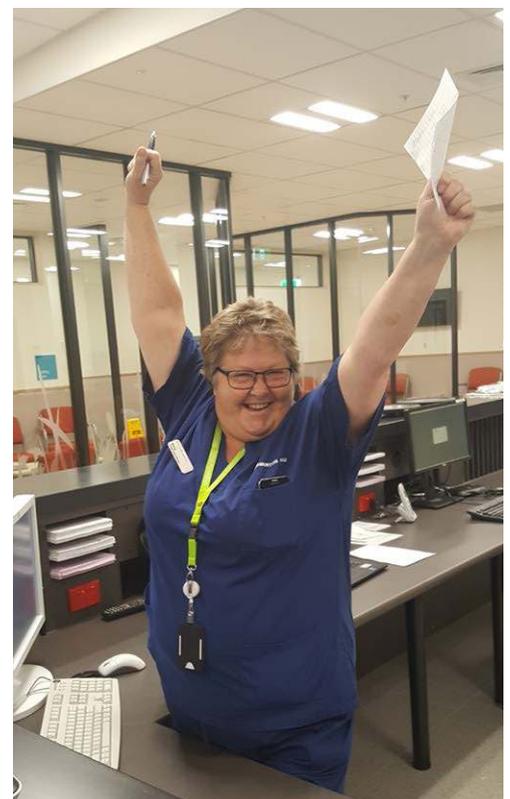




# Ashburton staff enjoying new facilities

Ashburton Hospital is celebrating the first stage of occupying its new Acute Assessment Unit (AAU) and Day Procedure Theatre after AAU staff and patients moved into the new facility on Wednesday 7th December.

The staff are busy settling into their new building, with theatre staff and equipment to follow over the next month, ahead of the first list of 2017 in late January.



Top: Ashburton's new Acute Assessment Unit (AAU)

Above: AAU staff

Right: Charge Nurse Manager, Margaret Anderson



## Bouquets

### **Community Dental Team**

I just wanted to take this opportunity to say thank you for all the support and assistance I've received from the Community Dental Service team in Christchurch. Every time I rang the the 0800 number I talked to someone who was able to answer my questions and when they couldn't answer my questions they got back to me promptly with the answers. Then when I went and spoke to the nurses in the Dental Van at Mt Pleasant they were really friendly and helpful, and even though they were really busy they still took down my kids details and made the time to see them before the end of the school year. So I hope everyone has a safe, relaxing and happy holiday period.

### **Ward BG, Burwood Hospital**

Thank you for your gracious care of my Dad, Geoff, during recent months, and especially these last few weeks in hospital ... please accept these few words as a token of my appreciation. It has been an enormous relief to us that his final days were peaceful, and in accordance with his wishes. The care that he (and Mum!) received from the staff on ward BG was not only highly professional but also incredibly kind and personal.

### **Ward 23, Christchurch Hospital**

I'd like to thank the nurses on Ward 23 – in particular Violet and Annalise – for looking after my Dad for the past month. I flew in from Melbourne thinking I was coming to say goodbye to my best friend. Annalise and Violet were amazing and they were always honest with me. They treated Dad with such dignity and kindness, they worked out his sense of humour and lovingly teased him, which he enjoyed. I will never forget them, and

I can't express in words or send enough flowers to thank them enough. Please pass this on to them so they know their constant hard work makes a huge difference. I'm sure a lot of nurses only hear complaints, so it's important that these two ladies know how I feel.

### **Chemotherapy Day Ward, Christchurch Hospital**

Two nurses that stand out are Emma and Karlene. They are caring and considerate. They don't complain about being tired or their working conditions. I find them to be competent, professional, discreet and personable.

### **Hyperbaric Department, Christchurch Hospital**

Wonderful service. Professional and friendly. Made sure I had all the information I needed, plenty of opportunity to ask questions. I really appreciated being shown where I would be treated. Thank you.

### **Day Stay, Christchurch Women's Hospital**

Absolutely loved the team as well as the comfyness you automatically get when here.

### **Park 'n' Ride shuttle drivers**

Thank you to the very friendly and helpful drivers doing the Park n Ride shuttle. Great people!

### **Food Services, Christchurch Hospital**

I would like to compliment Helen (Food Services) who works on ward 17. Helen is very efficient, pleasant, friendly and obliging, making sure you get the best food, what you like/suitable for the diet you are on, with the size suitable for your appetite. On her watch meals are correct, on time and hot. A big thank you Helen. Very happy with your meals. Perfect poached eggs.

### **Ward 18, Christchurch Hospital**

I would like to say a big thank you to all the nurses, doctors, surgeons and orderlies for taking such good care of me. They made sure I was in minimal pain all the time I was there. So thanks everybody for making my nasty accident seem not so bad. Been a pleasure.

### **Ward 28, Christchurch Hospital**

Staff are good at recognising our needs. Very appreciative.

### **Ward 15, Christchurch Hospital**

No complaints, only compliments. To the four nurses I had – Rebecca, Sarah, Morven and Phillipa – thanks so much for looking after me. Absolutely awesome. And the doctors and surgery team were brilliant. Sad to go but thank you for making my stay pleasurable.

### **Coronary Care Unit and Ward 12 Christchurch Hospital**

I was brought into the hospital early Wednesday evening from the West Coast. I was released the following Monday, and returned for a checkup Friday December 9. Every aspect of my treatment and care has been excellent. Every member of staff, whatever their role, was open, friendly and helpful. My wife, as a visitor, remarked on the very positive ambiance of the hospital from the moment she walked through the front door. I am mindful of the desire to be generous with praise when one has been cared for through illness, but I believe I can see past that. All the medical staff with whom I came into contact displayed skill and professionalism whilst maintaining the relaxed and friendly approach. I have never been a hospital in patient prior to this experience so I have no point of comparison. However, my view is that I doubt I could ever receive better treatment.



**Emergency Department, Christchurch Hospital**

Amazing, awesome service. Understanding, patient caring, professional.

**Oncology, Christchurch Hospital**

Thank you for care and service.

**Oncology, Christchurch Hospital**

Thank you so much for your wonderful care

**ICU, Christchurch Hospital**

What wonderful staff

**Cardiology Outpatients, Christchurch Hospital**

My two appointments today have been held on time. Receptionists have been very good and informative and doctors and operators first class. Well done.

Thank you.

**Emergency Department, Christchurch Hospital**

Thank you so much for the kind care by everyone. So very much appreciated.

**Surgical Assessment and Review Area and Ward 15, Christchurch Hospital**

I was admitted last evening via ED and ever since stepping into the St John's Ambulance, then ED, then admitted to Ward 15, and subsequently the operating theatre today I have been treated with the utmost care, understanding and professionalism. I cannot express my gratitude, happiness and relief to find the Christchurch health system...alive and

well since my training here in the early 1960s! I had a lot of serious illness while I lived in Sydney for 45 years and have just returned to Christchurch to live in June. A very big thank you to you all.

**Orderlies, Christchurch Hospital**

I am a senior registered nurse with international experience. I would like to compliment Christchurch Hospital orderlies as being the most helpful, friendly, energetic and professional group of people I have had the pleasure to work with. Well done and keep up the good work. They are greatly appreciated by many of us.

**Ward 17 and Shuttle Service, Christchurch Hospital**

Awesome overall.

**Ward 10, Christchurch Hospital**

Between the doctors, the theatre staff, and nurses, especially Abby, the care and attention has been outstanding. Thank you, really appreciated.

**Ward 24, Christchurch Hospital**

I was sent from ICU to Ward 24 for a morning shift on a busy Friday...The nurses and hospital aides on ward 24 were so incredibly kind, helpful, and friendly it made my day so much better. Andrea, Shannon and Brooke were especially welcoming and Pat the hospital aide, saved me with all the jobs she did for me. Working on Ward 24 was a breath of fresh air ... what a great bunch of people, thank you everyone.

**Acute Medical Assessment Unit**

Earlier this week I spent a night in the above Unit. I wish to congratulate and sincerely thank Dr. Russell Scott and his team for the tremendous attention and support I received. From being collected by St John Ambulance, Rangiora, the trip to Christchurch, reception and allocation to the Acute Unit, the standard of service etc. was of the highest standards possible. A special mention to the delightful nursing staff who were able to appreciate my warped sense of humour! Well done everybody. A Happy Christmas to you all

**Thankyou from Kaikoura Health**

A big thank you from all the team at Kaikoura Health, for the ongoing support from around the country. Thank you for the letters of support and baking and everyday supplies (chocolate) to keep the crew happy and steaming on.





# Another busy year for the Clinical Board

The December meeting was the last meeting for the year and Clinical Board Chair, Diana Gunn, says it's hard to believe Christmas is almost here.

"A lot has happened this year and we've had some really great presenters to the board, who have set some real challenges for our members," Diana says.

"I've been inspired by the amazing work that has gone on throughout the year and the achievements that have been made across the health system when it comes to clinical improvements. It shows that together we can make tremendous things happen."

At this month's meeting the board had a presentation from Dr Nicola Austin on the Child and Youth Workstream.

"It was a very good presentation which gave an overview of the structure of the workstream and its members," Diana says.

"The Clinical Board acknowledged the collaborative work that was being undertaken in this workstream and the influence it is having."

The Canterbury Clinical Network (CCN) Report and Service Level Measures were presented to board members by Professor Les Toop and Linda Wensley from Planning and Funding.

There was also a presentation from Professor Geoff Shaw about the Research Committee – Institutional Review Board and the challenges in research for Canterbury DHB.

"Professor Shaw noted research is a critical component of a health system but there are some challenges for the CDHB particularly around things like research silos, privacy, and legal responsibility and status.

"The Clinical Board resolved to endorse the direction being taken to support engagement between Canterbury DHB and the University of Otago, Christchurch."

Dr Mary Olliver, Credentials Board chair updated Clinical Board members on the credentialing of senior medical and dental officers.

"A five year plan has been developed with a series of departments to be credentialed next year. Departments are to be credentialed every five years with senior medical and dental staff being credentialed annually by the Clinical Director. A new programme is about to be put in place for formal credentialing of staff upon appointment."

Diana says the Chief Executive update from David Meates talked about the new Canterbury DHB Board now being in place.

He also talked about the challenges of having significant facilities development within and around the Christchurch Hospital site and the impact this is having on patients and families, staff and other visitors to the hospital site.

"The CE celebrated that more than 4000 employees had responded to the staff engagement and wellness survey. 90 percent of staff demonstrated alignment with Canterbury DHB values."

The survey also revealed that 30 percent of staff were still dealing with earthquake repair issues and /or with EQC.

"An interesting point from the CE was the fact that our population is growing at one of the fastest rates in the country, with the population set to reach 558,000 in 2017. Canterbury also has one of the fastest growing Maori populations and the largest population over 65.

"It's a very diverse and rapidly growing population, which is changing all the time. It's going to present some huge challenges for health over the coming years as we try to accommodate to the health needs of this evolving population."





Oncology Outpatients staff members, Leisa Johns, Therese Turek, Ellen Corfield and Swasti Chandra wanted to make the room bright and cheerful for patients during the festive season. Normally they just have a tree in a corner but this year 'went big'. What a fantastic result!





# The national Patient Deterioration Programme: recognising and responding together

Over the past three years clinicians from Canterbury DHB and other New Zealand DHBs have been working with the Health Quality and Safety Commission as part of an expert advisory group to discuss the issues relating to the care of the deteriorating patient.

Out of this work the Health Quality and Safety Commission has developed the national Patient Deterioration Programme: Recognising and responding together. It aims to improve the recognition and timely patient-specific responses to clinical deterioration for all adult inpatients.

The national Patient Deterioration Programme will run for five years and includes the following work streams:

- » standardised rapid response system
- » goals of treatment
- » patient and family/whānau escalation
- » evaluation

Ensuring patients who deteriorate receive appropriate and timely care is a key quality and safety challenge. As health professionals we want to ensure that patients receive comprehensive care regardless of timing, geographical location, or clinical environment

Deterioration can happen at any point in a patient's illness, but patients are especially vulnerable after surgery or during recovery from acute illness. Several studies indicate patients show signs and symptoms of physiological instability for some time before a cardiac arrest or unplanned admission to an intensive care unit (ICU).

A patient whose clinical condition is deteriorating needs timely recognition and appropriate expert care. This has been shown to reduce adverse events such as unexpected cardiac arrest, death, admission to ICU or extended length of stay in ICU. However, across the country, variation occurs in:

- » vital signs charts and early warning scores
- » skills and knowledge of responders and
- » availability of responders.

Evidence suggests that, of the patients who have been recognised as deteriorating, over 20 percent of rapid response team responses are unnecessary or unwanted treatment. Rather than being resuscitated or admitted to ICU, these patients may have benefited from a goals of treatment conversation. This includes instructions to support patients and their families to allow patients to die naturally, if appropriate.

The programme goals are

- » All district health board (DHB) hospitals implement recognition and response systems by July 2018. Those systems must have:

- » a nationally standardised vital signs chart with early warning scores
  - » a localised escalation pathway
  - » effective clinical governance and leadership
  - » ongoing measurement for improvement.
- » Patient, family and whānau escalation processes are included in recognition and response systems in all DHB hospitals by July 2019.
  - » Approaches to goals of treatment conversations are included in recognition and response systems in all DHB hospitals by July 2021.
  - » Increased capability in recognising and responding to patient deterioration, quality improvement and measurement has been implemented in all DHB hospitals by July 2021.

## Benefits

The establishment of a national approach to recognition and response systems with patient, family and whānau escalation and goals of treatment conversations are expected to have these benefits:

- » reduced patient harm through consistent recognition and response to patient deterioration
- » improved communication between patients, family and whānau and clinicians
- » contribution to reduced hospital length of stay and increased critical care capacity by reducing unplanned ICU admissions
- » contribution to reduced loss of disability-adjusted life years
- » improved knowledge about patient deterioration at national and local levels
- » reduced unwanted or unwarranted treatments for patients unlikely to benefit from them
- » effective clinical leadership and enhanced decision-making.

Canterbury DHB implemented the EWS in 2002 and has been using this system across all adult inpatient beds since 2008. The use of the system is well imbedded in our clinical education, assessment and handover. The new national EWS is different from our current EWS but still gives the patient a low, medium or high score.

A deteriorating patient steering group has been formed with members from medicine, surgery, nursing, education, consumer representative and patient safety and quality. Their job will be to consult with clinical staff, develop education and implement the changes required to align ourselves with the national Programme.

For any further information please contact Tina Wright [tina.wright@cdhb.health.nz](mailto:tina.wright@cdhb.health.nz)



## Death of Sir David Hay

Canterbury has farewelled one of its public health heroes this month.

Sir David Hay, cardiologist and anti-smoking advocate, died on December 3, 2016 – aged 88.

Sir David worked at The Princess Margaret Hospital for three decades and also helped found the National Heart Foundation, becoming its first medical director.

His Smokefree work was pioneering, spanning more than 40 years. It came against some strong criticisms, especially in those early years when it was very fashionable to smoke and the evidence otherwise was yet to be as robust as it is today.

Sir David was a visionary in that respect. While he must have often felt like he was swimming against the tide, his perseverance to convince society to accept smoking as a seriously harmful habit, did finally prevail.

In 1995, he received a World Health Organization medal for his advocacy of Smokefree issues and legislation in New Zealand and overseas.

His legacy is survived by his wife Jocelyn and daughters Natasha and Nicola.

Read more [here](#).

## South Island Alliance news

Over the past year, the five South Island DHBs have made great progress towards improving the equity and quality of our South Island health system.

Looking ahead, 2017 promises to be big year for the South Island Alliance. There will be a single electronic record of relevant health information for everyone in the South Island, the approach to public health will be broadened, and there will be more great results from the dedicated regional service level alliances and workstreams.

In the latest South Island Alliance newsletter you can read about stories shared and lessons learned at the South Island Stroke Study Day; Faster breast cancer treatment for the West Coast; and the South Island-wide electronic advance care plan (ACP). The five South Island DHBs have agreed to develop a single South Island-wide ACP. This means there will be one format for all ACPs available electronically anywhere in the South Island – one person, one plan, across five DHBs.

You can read more [here](#)

## Service manager role “best job”

Service Manager Lesley Owens retires on Friday and says when she walks out the door of Christchurch Hospital for the last time she will be leaving “the best job in CDHB”.

“To this day I still feel I have the best job in CDHB. There have been frustrations along the way of course but I can honestly say I still get out of bed each morning looking forward to what my work day will bring.

“The teams I work with are amazing and I am so proud of what they do. I am very lucky to have been able to support them in a small way. I am going to miss the people hugely.”

Lesley started at CDHB in 1997.

“It was a strange entry to the DHB, I’d just finished a career in New Zealand Post and had always had a desire to work in health. I came in and had an interview with the then CEO, Richard Webb.”

She began work in a till then non-existent role doing process

improvement work.

“It was a forerunner to our Business Development Unit and it was a fabulous way to enter the health system and gave me fantastic networking opportunities,” she says.

In 1999 Lesley was successful in applying for a service manager role, with the Emergency Department, Intensive Care Unit and Hagley Outpatients (then Parkside Outpatients). She also became responsible for the Hyperbaric Service.

“CDHB is a wonderful employer and I’ve had fantastic support from management,” Lesley says.



» Article continues on page 9



» Article continues from page 8

Finance Manager, Alan Katzef, says Lesley has been a passionate and inspirational force.

“She has continued to strive for excellence and played an instrumental role in the complex business case for the expansion of the Emergency Department as well as service developments and expansion of ICU.”

She has been both a strong advocate for her services and at the same time doing the best for patient and whole of system.

“This is an incredibly difficult balancing act.”

Her passion for continuous service improvements and innovation in her areas have taken her departments to leaders in New Zealand and recognised beyond. She has been a strong supporter of research and one of her consultants has received worldwide acclaim for his work on the chest pain pathway.

“She has been an example to others of squeezing the proverbial every last drop out of the stone. She is a very sharp and relentless negotiator and has saved CDHB hundreds of thousands of dollars which have directly helped the patients of Canterbury.

“We will miss the quiet high achiever that has never complained, always walked the extra mile, been a pleasure to work with and been an inspiration to us all,” Alan says.

Organisational Development Manager, Richard Hamilton, says he first encountered Lesley 30 years ago.

“She was a demon for taking on work and bringing strategies to life, being a highly respected leader in New Zealand Post. This reputation saw her take on the significant challenge of establishing the first CourierPost operation in the country, the first real competition to New Zealand Couriers.”

The significance of developing this business from the old government run Post Office and its associated culture, cannot be underestimated, and led to CourierPost becoming one of New Zealand’s icon businesses.

Lesley had a reputation of no nonsense dependability, with a passionate focus on customer service, a reputation that I rightfully experienced in my early days, Richard says.

“Between this work she managed to provide counsel, mentorship and real world wisdom to myself, a naive 21 year old, leading a group of forty postal sorters on night shift. She earned my deep respect and admiration during this period of my life.”

It’s this sense of belief in people and the strong desire to make peoples’ lives easier, whilst maintaining a strong focus on the operational deliverables that saw Lesley shift to the health sector, a transition she succeeded in through strong dedication and empathy with her clinical colleagues.

She is a respected mentor, confidant, and operational leader. Her support to ED for over two decades and her pride in the teams she has led is reflected by the mana she is held in by staff across services. Lesley has been a role model to others and willingly mentors, supports and coaches those seeking her wisdom, a role she has played in supporting the Xcelr8 programme in past years.

Lesley will be remembered by us all as a person who supported the Christchurch Hospital campus through significant change, with a strong focus on fairness, fiscal accountability, quality of outcomes, and pride in the achievements of its people.

“A quiet achiever and role model of Our Health System values. We wish you well Lesley. You can rightfully be proud of your significant contribution for the people of Canterbury and will be missed by all your colleagues.”

ED Clinical Director, Scott Pearson, says Lesley joined Christchurch Hospital in her current role as Service manager back in 1999, the same year he returned to ED.

“It has been an absolute pleasure working with Lesley over these last 17 years. She has provided outstanding wisdom and guidance to the ED senior team and has been very supportive over some quite significant challenges.”

Lesley is incredibly efficient and he is always amazed at how quickly information is drafted and returned or some pearl of wisdom is recalled from years previously.”

She is an ardent supporter of what the ED team do and conveyed recently that watching the wider hospital teams in action on the day of the earthquake was one of her highlights. She can be proud of her achievements.

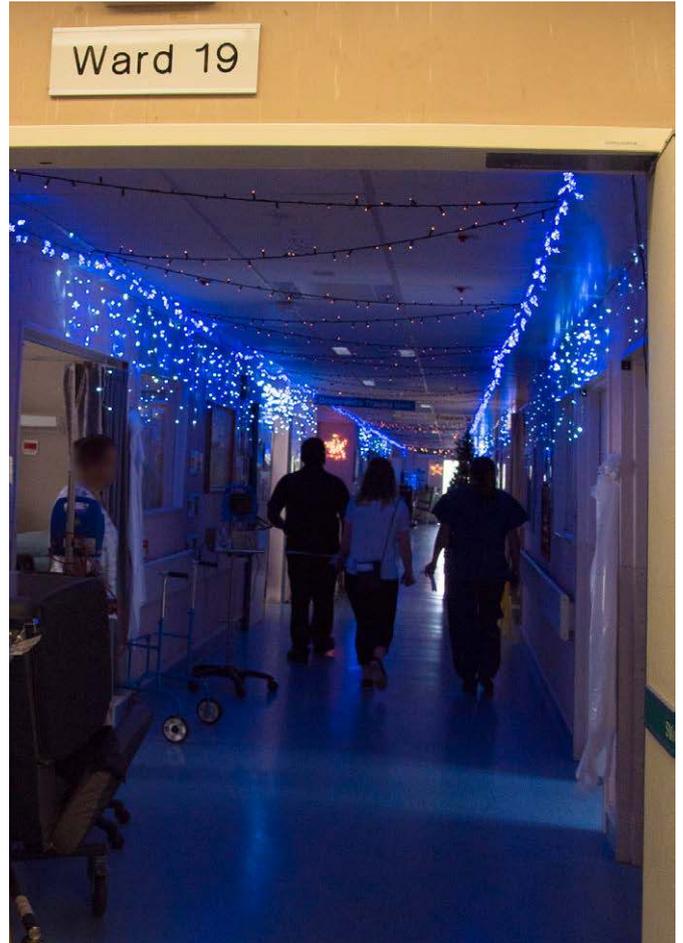
The department has grown and developed to meet the needs of the expanding Canterbury population. Lesley has been a key person in these developments.

“We in ED wish her well for this next phase and sincerely hope she has more opportunities for relaxation and pursuit of other activities.”

Emergency Medical Specialist, Mike Ardagh says ED has had its challenges over Lesley’s time but she has led us through them brilliantly, so that now we have the best performing ED in the country.

“It’s an incredibly difficult job in the interface between demanding clinicians and demanding managers, but Lesley has always done her best for us, calmly leading us to the best outcome. I am very grateful to Lesley for her work for the ED and personally for her support of me over the years.”

Lesley says leaving now is good timing for her replacement to have time to get acquainted with the departments he/she will be service managing before they become more heavily involved in the planned move to new facilities ASB (Acute Services Block) for Emergency and Intensive Care and OSB (Outpatient Services Building) for Hagley Outpatients, Lesley says.



Decorations are up in Ward 18 and Ward 19 – a huge thanks to Mitre 10 for donating new lights this year. They definitely brighten up the place and hopefully bring some Christmas cheer to those feeling not so cheery!





# New measures better for patients

Our collective efforts to improve the health and wellbeing of our population will be further strengthened by the adoption of a new set of measures.

These high level measures of our population's health outcomes (shown in the middle of the diagram below) have been prioritised by the Ministry of Health as indicators of DHB's performance. In August 2016, local clinicians from across our health system came together to consider the high level measures, review the available data and identify key areas to focus our attention.

The resultant *System Level Measures Framework 2016-17 Improvement Plan* documents Canterbury's set of locally-selected contributory measures (shown in the outer circle of the diagram) and an agreed milestone for each of the high level system measures. Canterbury's 2016-17 Improvement Plan was approved by the Ministry of Health in November, and is now being used as an exemplar for other alliances across New Zealand. The Improvement Plan can be viewed at [www.ccn.health.nz/resources](http://www.ccn.health.nz/resources)

General Manager Planning and Funding, Carolyn Gullery says the new measures align with the Canterbury Health System Outcomes Framework, which continues to be the overarching way that we track our health system's performance.

"This new framework is exciting because it allows the Canterbury Health System to focus on our local priorities and address our population's key health outcomes in our reporting to the Ministry.

"These new measures are in line with the Ministry's move to a more outcomes-based approach to performance measurement. In Canterbury, we've tracked performance in this way for years through our Outcomes Framework, so it's great to extend this approach.

Each milestone and contributory measure has been based on analysis of local trends and is considered appropriate to the needs and priorities of our unique Canterbury population. We'll continue to refine these system level measures as part of our Outcomes Framework as we move forward each year."

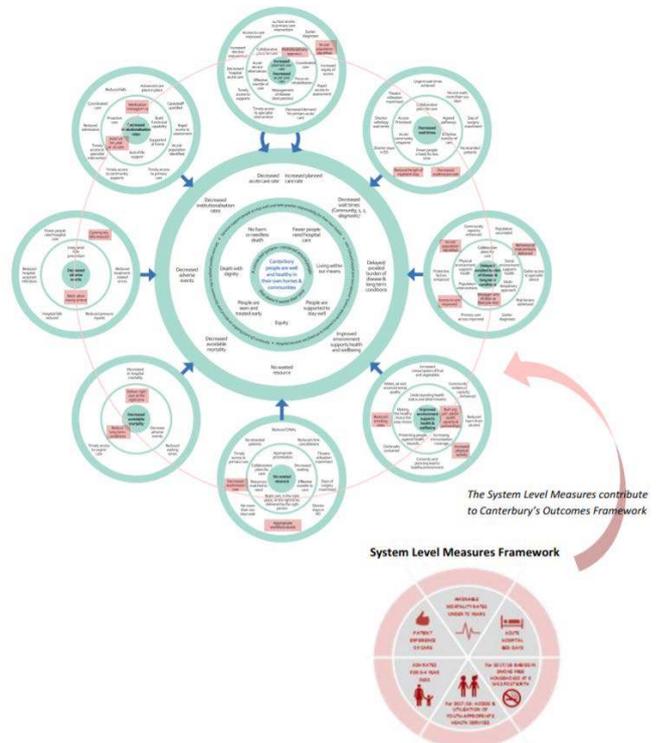
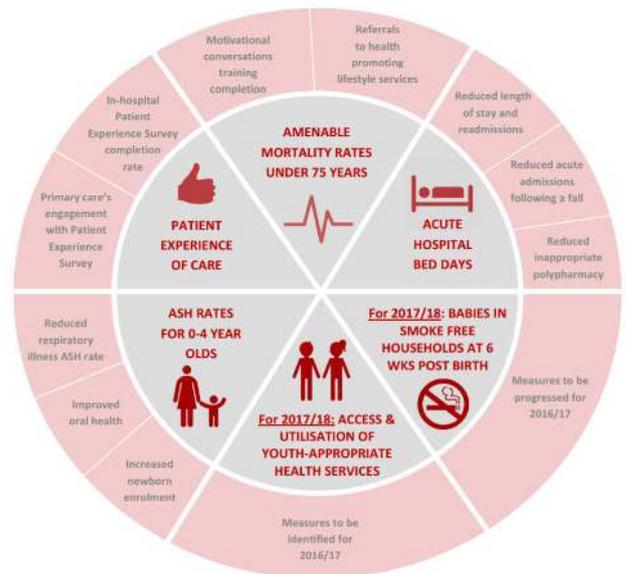
The Canterbury Clinical Network (CCN) led the development of this Improvement Plan, bringing together partners from across the system into the discussion. Clinically led service areas and expert groups are being engaged to support progress against the measures.

A reporting process for the six measures is under development to ensure there is visibility of progress against these contributory and system level measures.

The new measures align with the Canterbury Outcomes Framework

<http://ccn.health.nz/NewsStories/tabid/1273/ArticleID/1577/New-measures-better-for-patients.aspx>

[The full Implementation Plan \(document\) is here](#)





# Flower donations going strong one year on

Colourful fresh flowers delivered free to the Christchurch Hospital campus continue to lift the spirits of patients and staff. It will be one year in January since flower donations began. The scheme started as a pilot and has now become 'business as usual' with 12 services displaying the flowers

Janine from The Flower Garden, with the help of her daughter Asha, partner Rick, and Wendy (who volunteered to help after reading an article about the scheme) collect flower donations. The flowers are then arranged into decorated used jars and delivered to a variety of hospitals including Christchurch Hospital, Christchurch Women's Hospital and residential care facilities.

They took their first lot of flowers to Burwood Hospital last week.

A total of 4860 jars have been delivered to Christchurch hospitals this year. The scheme is entirely voluntary. Janine covers the petrol costs herself.

Patients and staff continue to talk of how the flower posies brighten their day and how much they look forward to seeing what flowers will be waiting for them each week.

Due to the generous donations from a gerbera grower there have been colourful flower jars through the winter. With summer weather the flower jar arrangements have a new look with the addition of wedding flower donations.

For the last two weeks the flowers have come entirely from Janine's own garden.

In addition to the flower jar deliveries there have been weeks when patients and staff have also received a bouquet of flowers on their way home after an appointment or at the end of a shift.

This has happened when flower growers have donated surplus flowers that would otherwise be destined for the compost heap, after the flower jars have already been arranged and delivered.

Without the ongoing commitment of the flower growers, hospital staff and volunteers collecting, cleaning and returning the jars and the dedication of Janine and The Flower Garden team the scheme would not be possible.

Janine and The Flower Garden Team are taking a well-deserved break during the festive season. The last flower jar delivery / collection for the year is Sunday 18 / Monday 19 December and will resume Sunday 15 / Monday 16 January 2017.



Christmas decorations Wendy made for the Ronald McDonald House dining room tables while The Flower Garden is away over Christmas so the tables wouldn't be bare



From left, Asha Lowes (Janine's daughter), and Radiation Therapists, Jemma Hurley and Kirsten Alberts holding buckets of flower bouquets for patients and staff to take home



Buckets of flower bouquets placed in Oncology Outpatients for patients to take home



Peonie flowers delivered to ED and ICU staff



# End of an era for hospital gardener

After very close to 39 years' service Canterbury DHB Gardener Roger Cameron has decided to "hang up his boots" and will retire on Friday 13 January 2017.

Roger started work with CDHB on 16 January 1978.

He has been responsible for gardens at the former Coronation Hospital, the old Christchurch Women's Hospital (CWH), Christchurch Hospital, Canterbury Laboratories, the former Lyndhurst Hospital site, and, as needed, CDHB's rural hospitals.

Roger says that when he started work at CWH in Colombo St, Medical Superintendent, Hamish McCrostie, asked him to keep the gardens looking clean, tidy and colourful because "it made his job better when patients came in for a consultation."

He must have done that very well because in the mid-1980s the manicured lawns and large garden beds won the Horticultural Society's garden competition twice, and got several second and third places.

Working at Coronation Hospital for seven years was like being part of a big family", as was his 20 years at the old CWH where the maintenance team was small and everyone knew each other.

The best part of the job was meeting interesting people to talk to and share ideas about gardening.

Roger is one of four generations of his family to work at CDHB, equating to over 100 years' service from the family. His grandmother worked in the sewing room for 40 years, his father was a staff clerk for 30 years and his daughter worked in the referral centre for around five years.

Now that he is 65, Roger says it's a good time to leave a job that is quite physical, especially with all the work currently underway at Christchurch Hospital.

"It's time I had a different angle on life and have quality time with my grandchildren."

Roger and his wife, Karen are building a home at Lincoln and he is looking forward to focusing on that.

Facilities and Engineering Manager Alan Bavis, says as the sole grounds and gardens person at Christchurch Hospital Roger literally had a lot of ground to cover.

"The public amenity value of the grounds and gardens is very important for staff, visitors and patients and Roger has always had this in mind in the performance of his duties over many years."

He has been involved in planning and advising for new landscaping plans in order to balance the long term whole of life costs. Roger worked in well with the large number of projects and related work currently going on around the Christchurch Hospital campus to ensure that as much as possible of the amenity value has not been lost in the mix.

Roger will be missed by his many colleagues and friends for his can do attitude and his proactive approach to his large seasonal tasks.

"I would like to take this opportunity to thank Roger for his magnificent work over a considerable period of time. He leaves a job well done in excellent shape for future staff members."



Roger Cameron, retiring in January



# Public Health Nursing in Kaikoura going the extra mile

Being a public health nurse in Kaikoura has taken on a whole new meaning in recent weeks.

Megan Fissenden is a Public Health Nurse based in Kaikoura. In addition to providing Public Health Nursing Services from Omihi to Kekerengu, Megan is also currently the only Registered Nurse provider of the Well Child Tamariki Ora Programme in Kaikoura.

Megan dove head first into providing the best possible care for the community of Kaikoura, following the November 14 earthquake. After checking the wellbeing of her family, Megan presented to the health centre in the early hours on Monday to help where she could. Most of this 16 hour day was spent triaging and her in-depth knowledge of families within the community was invaluable in this role.

During the following long days Megan turned her focus to locating the most vulnerable families in the area to assess and evacuate if needed. She made contact with her clients either via phone or by driving to homes where she knew clients were.

Megan loaded her vehicle with essential items for babies and infants and delivered supplies to families including hand sanitiser, nappies, water, pepi pods and formula. Megan used her extensive local knowledge to identify and locate vulnerable families; she worked on logistics with the Vulnerable Children's team and midwife to ensure that all pregnant women, babies and infants were accounted for. Megan continued to visit families in the community every day to check their welfare and deliver emergency supplies until she'd contacted the majority of the parents or care givers of her 200+ clients in the first few days post-quake.

The quality of relationships, trust and mutual respect that Megan already had with her clients and colleagues has been invaluable as it allowed Megan to calm, comfort, and assess mental health, family violence risks and infant wellbeing in the home and facilitate speedy access to appropriate acute services when needed such as mental health teams and GPs. The connection between Megan assessing people in their homes and linking them with the appropriate acute services has been critical for community wellbeing.

The work didn't stop there. Megan helped Plunket volunteers, led by Marz Simpson, to set up and support a Welfare Centre for babies and infants. This has become an ongoing critical support for whanau with babies and infants in Kaikoura. Plunket, along with Countdown and other donors provided large amounts of supplies including nappies, baby food, pepi pods, clothing, and potties. Parents come to the Welfare Centre for a cup of coffee, to chat with Plunket volunteers and other parents, share their stories and have a WellChild assessment with Megan as well as get any baby supplies and resources they might need.

Megan's focus hasn't only been on babies. As a Public Health

Nurse she has strong relationships with the schools and school aged children in the area as well. Megan has provided significant liaison, advice, advocacy and support for schools in Kaikoura and Megan, along with the School Based Mental Health Services, are working collaboratively to continue to support children and young people in the weeks over the summer break as well as planning for the new school year.

Megan's strong community connections and extensive community knowledge and skills as a Registered Nurse have allowed her to facilitate connectedness for the wellbeing of babies, infants, children, young people, their family/whanau and the communities that support them.



Megan Fissenden and Marz Simpson



Standing outside the Kaikoura Baby and Toddler Welfare Centre: Juliet Latter, Marz Simpson, Dena Salzwedel & Oscar, Samantha Turner & Charlotte, Novi & Reggie Anderson, Megan Fissenden & Naiyha Anderson.



# Advent Calendar from the Nurse Educators' office

As part of the review of the education you have received over the last few years we in the educators office have put out an advent calendar for your enjoyment. Each of the days has a reminder of what you have learnt over the year. The Calendar is designed to be shared with children and their families as well. Placement in the wards is near as possible to the know how we are doing boards.

Enjoy and Merry Christmas.



Paediatric Department registrars have once again done an amazing job with gathering gifts to be donated to patients on the ward this Christmas – nice work guys!



Christchurch Hospital Pharmacy, Dispensary team



## Respected electrician retires

For the past 34 years Electrician Kevin Thomas has been quietly working behind the scenes making sure Canterbury DHB's electrical issues are sorted.

Kevin started his CDHB career at Templeton Hospital in March 1981 and on its closure moved to The Princess Margaret Hospital for a short time, then to Hillmorton Hospital.

He has been the sole electrician on the Hillmorton site since.

Kevin says he joined CDHB as he wanted to move from being self-employed.

"Working at Templeton was great because of the family type environment."

He did hospital maintenance, made items for patients with special needs and looked after stage sound and lighting for concerts and carnival days.

Despite getting a few injuries some of his best memories are playing outdoor and indoor cricket and a little bit of soccer with work mates.

"Injuries (all mine!) included a broken thumb, a decent black eye and a snapped Achilles tendon," he says.

The job has been "so good", mainly because of the people, with lots of friendly banter.

"So much so if I had my time again I would do it all again."

Facilities and Engineering Manager, Alan Bavis, says Kevin has a reputation for being a quiet achiever who just gets things done without any drama and always goes the extra mile to ensure a good outcome.

Being the sole charge electrician on the site (Hillmorton) has meant that Kevin has had wide ranging responsibility for the whole site electrical reticulation.

"From my perspective I knew this was always in a safe pair of hands and could rely on Kevin's integrity and technical ability 100 per cent."

He always has a cheerful disposition and remains calm and composed under whatever pressure, either due to workload, or 'Mother Nature' (in the form of the earthquakes) has presented him with, Alan says.

Kevin has built a solid reputation for good quality work and will be missed by his colleagues from Maintenance and Engineering in particular and I am sure the wider staff at Hillmorton.



Hillmorton site sparky – Kevin Thomas

## New Smokefree Social Housing Toolkit

A Smokefree social housing policy can result in wins for tenants, housing providers, and the wider community.

While the successful introduction of Smokefree social housing policies requires commitment, research and experience shows it's achievable.

Community and Public Health (as a member of Smokefree Canterbury) has developed a Toolkit to assist social housing providers to implement Smokefree policies in social housing settings.

The Toolkit draws on recent findings from the Christchurch City Council's Smokefree social housing initiative and from other studies conducted overseas.

You can find the toolkit on the [Smokefree Canterbury website](#).





# Something for you 12 Days of Christmas winners

Daisy is delighted that so many of you have been hunting her down each day. She wanted to announce all the lucky winners so far and let you know there's still 2 days of Christmas to go, so that means 2 more chances to find her and her surprises in the [Something For You Intranet pages](#). Also you can still enter Day 10's draw for 6 double passes to Willowbank Wildlife Reserve, which closes on Tuesday 20th at Midday

The winners so far are:

**Day 1: 4 Carrot Cakes from Catering for Nikki:**

Jill Oetgen, R/N Forensics  
Damien Franklin, Service Technician, ISG  
Emily Ingram, Respiratory Physiologist  
Campbell Rountree, Customer Services, CH Labs

**Day 2: A gift of an Annual Leave day:**

Nicole Graham, Dietician, Nutrition Services

**Day 3: Six family passes to Willowbank Wildlife Reserve:**

John Osborne, Supply Chain Manager  
Lynn Keats, Purchasing Officer  
Nila Gopal, Resident Doctor Coordinator  
Rachael Jack, Telephonist/Receptionist  
Raewyn Johnson, ISG Service Desk  
Shelley Hayde, Medical Purchasing Officer

**Day 4: Three passes to The Virtual Reality Room (The VR Room)**

Aimee Randall, Psychologist, Child and Family Service  
Caroline Duke, ED Clerical Office  
Jill Oetgen, R/N, Forensics

**Day 5: A Tasty Ham from Barrington Meats:**

Maxene Kiesanowski, Family History Assessor,  
NZ Familial GI Cancer Registry

**Day 6: A Double Adult Pass to go on a Quail Island Ferry Adventure:**

Hannah Payne, Medical Secretary, Vascular Department

**Day 7: A gift of an Annual Leave day:**

Kerrie Walker, Billing System Analyst, CH Labs

**Day 8: 2 Family Passes to Orana Park:**

Catherine Fogarty, Nutrition Support Dietician  
Tracy Hayes, Medical Secretary, Department of Neurosurgery

**A Zen sushi & Dumplings Gift Voucher:**

Nia Williams, Admin Coordinator, Respiratory Physiology Laboratory

**Day 9: A Gift basket of Couplands Goodies, An Espresso Carwash & e-nails Spa pedicure**

Laura Jones, Facilitator Mental Health and Addictions SLA,  
South Island Alliance Programme Office

Given this is the last CEO update for the year, the winners of the final 3 days will be announced in the daily staff update.

Daisy wishes to congratulate the winners and encourage all of you to keep finding her in the next 2 days and see what she has in store for you!

Daisy would love to see what you all get up to over the holidays, both at work and at play and all the great ways you get to live the 5 ways of wellbeing. She wants you to make sure you photograph yourselves being active, connecting, learning, taking notice and giving so she can share those with everyone in Our Health System in 2017.

Until then here's her message for you all.



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# Mortuary family room

After 27 years, the mortuary family and viewing rooms at Christchurch Hospital have undergone a much needed revamp.

They are among the more sobering rooms on the hospital campus and it was felt a new look and comfortable seating would go a long way to providing a more supportive and contemplative environment for grieving relatives.

Canterbury DHB's interior designer in the Site Redevelopment offices, Marcy Craigie, says the renovation was made possible thanks to an incredible contribution from the Christchurch Hospital volunteers who raised \$25,000 for the project.

The rooms have been fitted out with soft lighting, night lights for visitors who sleep over, and a sound system with iphone and android docking stations. The new furnishings include comfortable sofas and chairs, an ottoman that converts to a single bed and a matching recliner that doubles as sleeping accommodation so elderly visitors do not need to either sleep on the floor or share a sofa, and there is a generous supply of fluffy blankets.

There is a dedicated handmade pottery bowl for ceremonial hand-washing.

Hospital chaplains and members of CDHB's Maori Health team, and volunteers held a blessing service for the rooms last week.





# Overwhelming response to Burwood Hospital Reverse Advent Calendar

We have had an overwhelming response to our Reverse Advent Calendar at Burwood Hospital.

There are still some buckets waiting to be emptied this morning.

All the goods will be donated to the Anglican City Mission for their on-going work especially in the food bank and emergency accommodation and housing areas.

The Five Ways to Well Being have all been ticked in this project –

- » Connect: there are so many conversations that are happening among staff and patients.
- » Give: We have certainly done that.
- » Take notice: Lots of conversations about the things we notice about each other, and the gift of gratitude.
- » Keep Learning: Did you know it costs \$15,000 a day to run the City Mission and that over 7000 food parcels were given to families this year.

Thank you so much to the wonderful staff at Burwood – you have made a real difference.

From the Burwood Chaplaincy Team and COF – Caring for Others First



An impressive collection at Burwood

# Christmas gift wrapping at Westfield supports Maia Foundation

From now until Christmas Eve, you can get your gifts wrapped in festive ribbons and bows by the team at Westfield Riccarton and support the Maia Foundation at the same time.

All gold coin donations for gift wrapping will go directly to Maia's projects.

Scentre Group's New Zealand Regional Manager, Linda Trainer, says Westfield's wish this Christmas is to help New Zealand children and families in need by customers supporting this very worthy charity.





## Staying food safe over summer

Food Safety Minister Jo Goodhew is reminding New Zealanders to follow the 3 Cs and clean, cook and chill over summer to prevent illness over the holiday break.

“As the weather heats up and we all spend more time outdoors enjoying a kiwi summer, it’s important that we all take care when preparing and cooking food,” Mrs Goodhew says.

“By using a few simple tips, the risk of falling ill with food poisoning can be reduced significantly.

“The Ministry for Primary Industries (MPI) is launching an awareness campaign, reminding consumers to follow the 3 Cs: clean, cook and chill, when handling, cooking and storing raw meats such as poultry, to protect themselves from harmful bugs,” says Mrs Goodhew.

**Clean:** Good food hygiene starts with clean hands. Wash hands with soap and hot water before and after handling raw meat and also make sure your cooking area and tools are clean and washed between preparation of raw meat and cooked foods. Keep raw meat and chicken away from ready-to-eat food, fruit and vegetables. Store at the bottom of the fridge to prevent any juices – which can contain harmful bacteria – from dripping onto other foods.

**Cook:** Make sure food is cooked through to kill harmful bacteria. Cook chicken, mince, and sausages right through. Pork and poultry juices should run clear. Use a meat thermometer to check temperatures at the middle of the thickest part (internal temperature should be 75 degrees Celsius).

**Chill:** Refrigerate raw meat as soon as possible to prevent bacterial growth. Most harmful bacteria cannot grow at low refrigeration temperatures. Set your fridge temperature between two degrees Celsius and five degrees Celsius.

One of the most common sources of foodborne illness is poultry meat, particularly through the Campylobacter bacteria.

“Initiatives from both MPI and the poultry industry have achieved a 50 per cent reduction in the prevalence of contamination in chicken, and an estimated 50 per cent reduction in foodborne campylobacteriosis cases in humans. We have achieved a lot, but we still have plenty to work on and we are pushing as hard as we can.

“By following a few simple tips, everyone can reduce the risk of spoiling their holiday break with illness,” Mrs Goodhew says.

For more food safety tips visit: <http://www.mpi.govt.nz/food-safety/food-safety-for-consumers/tips-for-food-safety/>

## Generous donation to Kaikoura Health staff

Staff at the Olive Tree, a large retirement village in Palmerston North, have decided to forgo a Christmas gift from the company in favour of making a donation to Kaikoura Health staff working in aged care.

In a letter the Olive Tree staff said:

“Our hope is that you are able to use these vouchers ... to provide some Christmas cheer in what we know must be a very difficult situation for you all.

Our thoughts are with you all, we hope this small gesture brings a smile to some weary faces.”

The substantial donation of 20 New World vouchers is extremely generous and kind and will be much appreciated by the staff at Kaikoura Health, says CDHB CEO David Meates.



Staff from The Olive Tree Retirement village in Palmerston North



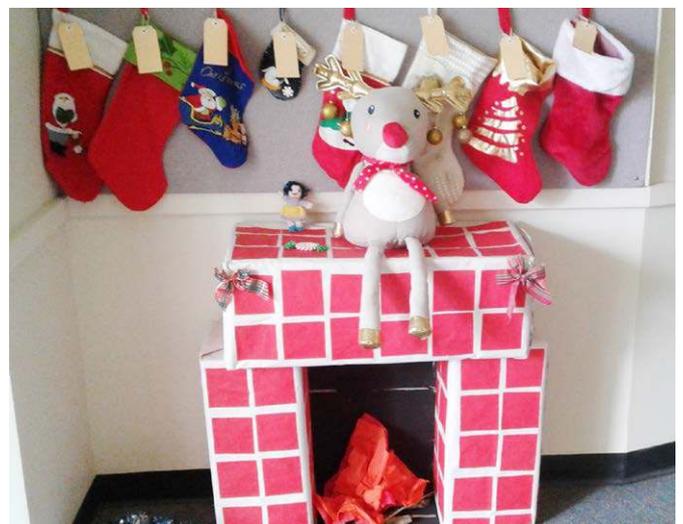
Bone Shop Christmas



ODU Christmas at C1



Ward decorations in Te Whare Mauriora





# Even one drink could push you over the limit

Had a drink after work and wondering if you're still okay to drive home? Don't.

That's the message behind a new Road Safety campaign targeting the casual after work drinkers who wonder if one or two drinks will have them over the limit.

If you have to think about it, you shouldn't be driving.

Christchurch City Council Transport Operations Manager Steffan Thomas said most people now planned ahead and used taxis or sober drivers for their planned nights out, but casual drinkers may get caught in a pattern of thinking one or two drinks still leaves them safe to drive.



Emergency Department clinical director Dr. Scott Pearson sees the end result of bad decisions made after a few too many drinks.

"We all know New Zealand has a "she'll be right" culture, and this definitely comes through with drink driving. People need to make safe travel plans before they take the first sip of their drink. Plans made during or after drinking are likely to lack good judgement and people may fall into the trap of thinking 'I'm probably okay to drive'. If you have to think about it, and work out how much you've had to drink, just stop. Think. It's not worth it," Mr Thomas said.

Figures show there have been 20 deaths and 119 serious injury road crashes caused by alcohol in Christchurch between 2011 and 2015. And 78 percent of all at fault driver crashes involving alcohol in Christchurch city were males.

"Our message is that there is no safe level of drinking for competent driving. If you're drinking at all, just don't drive. Any alcohol slows your reaction times, and dulls your judgement and vision. We've decided to focus this campaign on male drivers aged between 20 and 29, because they're over represented in the statistics. We'll be targeting the after work casual drinkers prior to Christmas, and the university students as Orientation week kicks in."

Christchurch Hospital Emergency Department Clinical Director Scott Pearson said he had noticed an increase in alcohol-related injuries in recent weeks as end of year functions and Christmas parties rev up.

He supported the Council's awareness campaign, saying people needed a reminder to plan a safe way home – either with a sober driver, a taxi or public transport – before they go out drinking.

After nearly 20 years working as an emergency doctor, he was familiar with seeing the end result of bad decisions made after a few too many drinks.

"Some of the moments that have stuck in my mind over 20 years of this job, are the times when I've had to go and talk to relatives of someone who has been seriously injured or killed as a result of drink driving. It really is an overwhelming experience to break that sort of news to family members. You know that they're not really going to recover from it, the effects are so long-lasting. And it's just so preventable."

He said even the most sensible, intelligent people could be "blind-sided" by alcohol and its impact on their ability to make sound decisions. "That's why they need to plan their way home before they start drinking. If you think you might be drinking, leave your car keys at home."

Dr Pearson said people needed to be aware of the potential consequences of their decisions. "If you think you're bullet proof and can handle the effects, then think about the other people out there on the road and how your actions might impact on them."

Find out more on the [Council's Drink Driving campaign](#).



Organisational Development  
Unit desk competition



Sleep Team



Staff members from Ward  
DG, Burwood Hospital



# New training aims to reduce maternal and neonatal deaths in the Pacific

Mother and baby deaths in the Pacific Islands are up to 10 times higher than in New Zealand. Every day in the Pacific three women die from pregnancy and birth-related causes.

The Pacific Society of Reproductive Health (PSRH) has a new initiative to address this which Christchurch Women's Hospital Consultant Obstetrician, Sharron Bolitho, is involved with.

Sharron has recently been to Niue and Kiribati to support local doctors and midwives to rollout the PSRH's Pacific Maternal and Neonatal Emergency Training course (PEMNeT). She was part of the inaugural PEMNeT Training of the Trainers course in Auckland this year.

A doctor and midwife /nurse delegate from each member island was funded by the Ministry of Foreign Affairs and Trade via NZAID to attend the training with the brief that they were expected to start this programme in their own countries.

Sharron says the special thing about PEMNeT is it is written by the Pacific clinicians to be run by Pacific clinicians so that it will be a sustainable programme, not reliant on visiting 'expert' teams. PEMNeT is also a very practical course and is run along similar lines to the PROMPT course which is supported by the Canterbury DHB.

While in Kiribati she witnessed the extremely difficult circumstances in which doctors and midwives work with limited resources. She feels that they do an amazing job.

Sharron along with midwifery educators, Tina Hewitt and Rhonda Ayles, head up the team that run the Practical Obstetric Multi Professional Training (PROMPT) course four times a year at Christchurch Women's Hospital.

"This one day programme runs simulated emergencies in the Birthing Suite with the particular aim of improving how we function as a team in an emergency and thereby improving patient outcomes", Sharron says.

There is published evidence on the PROMPT website that this particular style of training where the real team practices skills and teamwork in the real work environment using live actresses makes a difference to maternal and perinatal morbidity and mortality.

Practical obstetric emergency training is so important that the Minister of Health has endorsed the recommendations of the Perinatal and Maternal Mortality Review Committee that 'all health professionals involved in maternity care should have regular training in Obstetric Emergencies'

Sharron was asked to give an interview on Pacific Affairs on Radio New Zealand National. [If you would like to hear more you can listen here.](#)



Christchurch Women's Hospital Consultant Obstetrician, Sharron Bolitho, centre. Woman with red top is Obstetrician, Ioanna Beiatau. On Sharron's left is Charge Midwife, Toonga. Ioanna and Toonga are the two delegates who came to New Zealand for PEMNeT Training of the Trainers course. Sharron helped them run the courses in Kiribati.



# Retirement of long serving Occupational Therapist

Marion Parlane is into countdown mode as she anticipates her upcoming retirement at the end of January.

The team at Adult Community Therapy Service (ACTS) are busy organising celebrations but also are starting to mourn the fact that Marion is leaving as she will be sorely missed as a clinician, colleague and friend.

After all she has had 33 years continuous service with the CDHB.

Marion started her career as an occupational therapist (OT) over 50 years ago at Templeton Hospital. She was inspired to enter the profession after her mother heard a guest speaker and thought this might be a career well suited for Marion.

She then spent around 14 years working overseas, mainly in Canada before returning to New Zealand where she took on a tutoring position at the OT school in Wellington. She came back to Christchurch to take up a Charge OT post at Hillmorton Hospital (then Sunnyside).

Working with people who have intellectual disability was a real passion for her and she helped to set up the Community ID service. In 1996 Marion had a significant role change as her position was disestablished. She was given a job in the Physical Community Services – an area she had never worked in before and did not want to work in.

However Marion found she loved the role and has worked continuously in this field since.

Marion says she enjoys the “never ending challenges”.

“It’s complex and not routine and you must constantly use your problem solving skills to create the best outcome for the people that you work with.”

She has worked with many memorable clients over the years and will miss them and their families.

“I will so miss the daily challenge of doing things that make a difference.”

Colleagues say Marion has a huge commitment and passion for working collaboratively with people, she thinks outside of the box and is a real problem solver, she has mentored many less experienced clinicians and always does this by setting an example for how to work successfully with people.

**We’ve looked at 55,259 applications in 2016, recruiting a total of 1,598 fantastic employees in 2016.**

It’s been a busy year for the Recruitment team and we thank you for your support.

We will be taking time during the Christmas and New Year holiday period to unwind, as we hope you do too.

We will be on skeleton staff during this time. Get your requests through early, or contact a specialist today for a chat.

**Happy Holidays!**

**The Recruitment Team.**





# One minute with... Alan Beasley, Dementia Educator

### What does your job involve?

Providing dementia education and support to health professionals working in specialist dementia facilities around the Canterbury region.

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

I initially chose to become a mental health nurse because I had family experiences of mental illness. I have specialised in dementia care since 2003 and remain committed to this area as I find it both the most challenging of my skills and yet the most rewarding.

### What do you like about it?

I love the variety of the work and coming into contact with some truly exceptional people.

### What are the challenging bits?

The realisation that I can only do my best and I can't solve every problem.

### Who inspires you at work and why?

My wife Chris has been a nurse all her life, with a never ending passion and drive which are a constant inspiration.

### What do Canterbury DHB's values (Care and respect for others, Integrity in all we do and Responsibility for outcomes) mean to you in your role?

The CDHB values echo those of the VIPS person-centred care model created by Dawn Brooker. Valuing people with dementia and those who care for them (V); treating people as Individuals (I); looking at the world from the Perspective of the person with dementia (P); and a positive Social environment in which the person living with dementia can experience relative well-being (S).

### The last book I enjoyed was...

I can't remember the title, but it was a story based on the Shackleton Antarctic expeditions.

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

Watching a live premier league match in the UK.

### My ultimate Sunday would involve...

Undertaking a long walk on a beautiful day, followed by a nice meal with Chris.

### One food I really like is...

Curry.

### My favourite music is...

Coldplay, U2 and OneRepublic.



Above: Alan Beasley

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)



Facebook editors of the CDHB Nurse Aides, Orderlies and Nursing staff site wish CDHB staff a very Merry Christmas.

From left, Hospital Aide, Surgical Assessment Review Area / Ward 16, Charlene Stewart, Orderly Educator/ Assessor, Craig Stewart, X-Ray Orderly, Helen Poole and Day Surgery Unit receptionist, Liz Philbrick.



# Christchurch Hospital Pharmacy hours

## Christmas 2016 Pharmacy Hours

|  |                    |
|--|--------------------|
| Thursday 22nd December                           | Normal hours       |
| Friday 23rd December                             | Normal hours       |
| <b>Saturday 24th December</b>                    | <b>9am-12 noon</b> |
| <b>Sunday 25th December (Christmas Day)</b>      | <b>Closed</b>      |
| <b>Monday 26th December (Boxing Day)</b>         | <b>9am-12 noon</b> |
| <b>Tuesday 27th December (Christmas Day P/H)</b> | <b>Closed</b>      |
| Wednesday 28th December                          | Normal hours       |
| Thursday 29th December                           | Normal hours       |
| Friday 30th December                             | Normal Hours       |

## New Year 2017

|  |                    |
|--|--------------------|
| <b>Saturday 31st December</b>              | <b>9am-12 noon</b> |
| <b>Sunday 1st January (New Years Day)</b>  | <b>Closed</b>      |
| <b>Monday 2nd January (New Years P/H)</b>  | <b>9am-12 noon</b> |
| <b>Tuesday 3rd January (New Years P/H)</b> | <b>Closed</b>      |

Pharmacy would like to remind all wards and departments that as usual over Public Holidays we operate **with skeleton staff during the hours we are open on both Saturdays and Mondays.**

**On-Call pharmacist service operates** during the hours Pharmacy is closed and can be accessed through the Clinical Team Co-ordinator. Due to increased demands on the On-Call Pharmacist service from Friday to Tuesday of both long weekends it will now be provided by two pharmacists on-call. The first will handle all calls related to therapeutic drug monitoring (TDM). The second Pharmacist will handle all other queries.

**When requesting the on-call pharmacist to be paged (Friday –Tuesday) please specify either:**

**TDM On-Call Pharmacist** (for Gentamicin, Tobramycin, Amikacin or Vancomycin queries)

OR

**General On-Call Pharmacist** (for all other queries)

As each Pharmacist will only be equipped to deal their specific queries at home, it is important the correct Pharmacist is requested.

**Urgent Orders only of Controlled/Recorded drugs can be processed during the Public Holidays.** To ensure reasonable stock levels until your next scheduled order day after the public holidays, please fax any “top-up” orders to Pharmacy prior to 12 noon Friday 23rd December and 12 noon Friday 30th December.



# Gingerbread competition

Radiation Therapy staff have entered five very different gingerbread houses for judging by patients, featuring beautiful traditional gingerbread homes, New Zealand campsites by the beach and a Linear Accelerator Treatment Room.

It has certainly brought out the creative genes in our staff and created a lot of great conversations in the waiting room from patients, as the more you look at them more intricate details appear, says Clinical Manager, Radiation Therapy, Philippa Daly.

Staff have been eagerly awaiting the official results and to be crowned the Gingerbread Bakers of the Year.

For the past two weeks the staff have also been bringing in grocery items to donate to the City Mission and Salvation Army for Christmas as their way of giving back this year.



The winning entry by Carolyn Gunn



Two of the entries



A creative entry showing the LINAC machine by the Radiation Physicists



A kiwi Christmas gingerbread creation



# West Coast and Canterbury DHB Communication Team Contacts

For emergency media enquiries after hours, during the holidays and at weekends, please call Christchurch Hospital (03) 3640 640 and ask to be put through to the on-duty media advisor or phone the on call advisor on their number listed below.

|   |   |  |   |
|---|---|--|---|
| <p><b>Karalyn van Deursen</b></p>  <p><b>Strategic Communications Manager</b></p> <p>027 531 4796</p> <p>Karalyn.vanDeursen@cdhb.health.nz</p> | <p><b>Amy Milne</b></p>  <p><b>Media Advisor</b></p> <p>027 502 7523</p> <p>Amy.Milne@cdhb.health.nz</p> | <p><b>Mick O'Donnell</b></p>  <p><b>Senior Communications Advisor</b></p> <p>027 261 4824</p> <p>Mick.O'Donnell@cdhb.health.nz</p> | <p><b>Lee Harris</b></p>  <p><b>Senior Communications Advisor</b></p> <p>027 836 1528<br/>03 789 6522</p> <p>Lee.Harris@westcoastdhd.health.nz</p> |
|---|---|--|---|

Note: The Communications Office is CLOSED from 5pm Christmas Eve until 8.30am Wednesday 4th January. Staff will be on call (see roster below) and can be reached on their mobile phone.

| Christmas and New Year Roster  | On duty media advisor |
|--------------------------------|-----------------------|
| Saturday 24 Dec Christmas Eve  | Mick, on call         |
| Sunday 25 Dec Christmas Day    | Mick, on call         |
| Monday 26 Dec Boxing Day       | Mick, on call         |
| Tuesday 27 Dec                 | Amy, on call          |
| Wednesday 28 Dec               | Amy, on call          |
| Thursday 29 Dec                | Amy, on call          |
| Friday 30 Dec                  | Karalyn, on call      |
| Saturday 31 Dec New Year's Eve | Karalyn, on call      |
| Sunday 1 Jan New Year's Day    | Karalyn, on call      |
| Monday 2 Jan                   | Lee, on call          |
| Tuesday 3 Jan                  | Lee, on call          |
| Wednesday 4 Jan                | Mick, in office       |
| Thursday 5 Jan                 | Mick, in office       |
| Friday 6 Jan                   | Mick, in office       |

All requests for patient conditions, staff and patient interviews, photographs or filming must be made via the Communications Team.

Under no circumstances may interviews, filming or photography be carried out on the hospital sites without checking with the Communications Team. If you carry out filming or photography without permission, our hospital security teams will ask you to leave the site immediately.

Our role:

- We do not release any personal information regarding a patient without consent of the adult patient or, where the patient is a child, the consent of the parent or guardian.
- We do release condition updates along with age bands, gender and city/town of residence but will not confirm other details unless we have consent from the patient or their parent or guardian.
  - **Comfortable:** patient recovering
  - **Stable:** condition unchanged
  - **Serious, but stable:** vital signs stable, within normal limits, patient conscious and comfortable, indicators favourable
  - **Serious:** vital signs stable and within normal limits, patient conscious but may be uncomfortable, indicators questionable
  - **Critical:** Vital signs unstable, not within normal limits, patient may not be conscious, indicators unfavourable

While we respect that some families may want to share information with the media, we respect and support other families' right to decide whether or not to engage with the media and have a right to privacy.

Confirmation of a patient's death occurs only with family consent and after notifying next of kin. In most circumstances we will refer you to Police Media Team (media@police.govt.nz), rather than comment ourselves.



# ANEC 2017

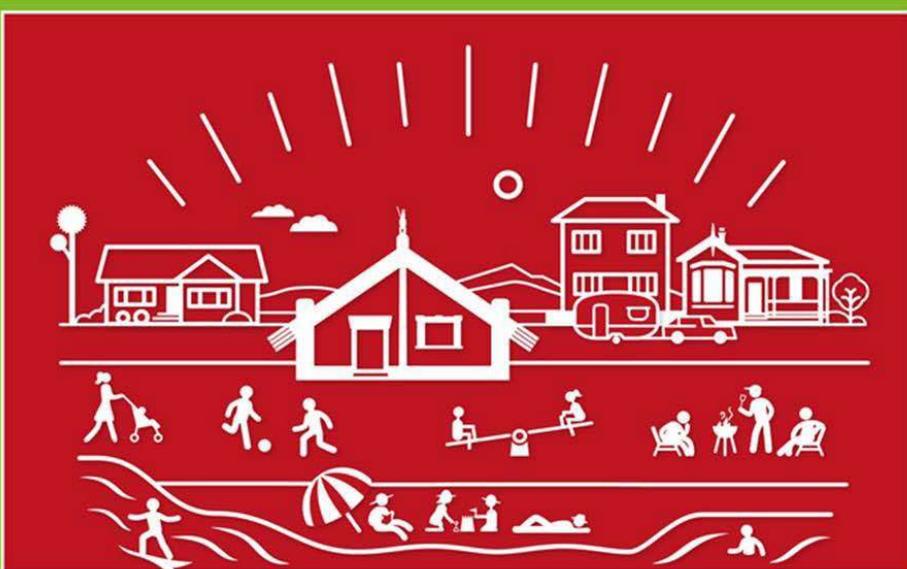
AUSTRALASIAN NURSE EDUCATOR CONFERENCE

TRANSITION, TECHNOLOGY, TRANSFORMATION

28 – 30 SEPTEMBER 2017  
ST MARGARET'S COLLEGE,  
CHRISTCHURCH

Visit [www.anec.ac.nz](http://www.anec.ac.nz) for more information – registrations are open

We look forward to seeing you there..



*The holiday season is all about people.*  
Whether caring for patients or enjoying a break,  
we wish you **health** in 2017, **quality** time with  
loved ones & **safety** over the holidays.

CHIEF EXECUTIVE

BOARD CHAIR

and the team at  
the Health Quality & Safety Commission



HEALTH QUALITY & SAFETY  
COMMISSION NEW ZEALAND  
*Kōwhiri Taurangi Hauāra o Aotearoa*



## THE NURSES' MEMORIAL CHAPEL CHRISTMAS APPEAL



- **THE EXCITING ANNOUNCEMENT:** Three weeks ago, the Mayor Lianne Dalziel, announced the \$1.8m funding package for the restoration and strengthening of our Chapel. This amount includes careful restoration of the heritage building, inside and out. During that process, earthquake strengthening to the required code will also be undertaken. The amount also includes new security measures, including outside security lighting, appropriate display shelving in the Vestry Museum, and wiring inside the walls for a modern audio-visual system and hearing loops. The Trust and the Friends are absolutely delighted with this news! The work will go out to tender early 2017, and the celebrations of the restored chapel is expected in 2018, and hopefully early in the year
- **WE NEED YOUR HELP PLEASE:** Our Chapel, we believe, should not re-open without the following: a new brochure about the Chapel and new opening times; a quality illustrated guide book about the Chapel; a quality new book about the story of the Marquette and the New Zealand nurses involved in that disaster, 10 of whom tragically died; a modern TV screen and PC for presentation of images for special guided tours; a decent microphone and lectern; a more extensive selection of post cards and notelets bearing images from the Chapel, both exterior and interior; additional flexible display components for the Vestry Museum and the foyer.
- **THESE ITEMS ARE OUR RESPONSIBILITY.** We need funds to acquire all these items; (and a few more) in time for the reopening. Some items will be sold to visitors and income invested back into publications. We are asking all those associated with the Chapel to help with this, our first ever general appeal; we are likely to need between \$45,000 - \$60,000.
- **HOW CAN YOU HELP?**  
Please give to our Chapel Christmas Appeal. We need the funds NOW, so we can immediately commit to commissioning the writing of a new Marquette book, photography for post-cards and brochures, commissioning a guide book, and so on.

**Please give what you can – every \$ counts. Please use the form on the next page.**

Any gift you make is likely to qualify you for a personal income tax credit of 1/3 of the amount; we will send you a receipt. All donations of \$250 and over will be honoured in a special book, to be kept in the foyer of the Chapel.

*Dip Mason,*

President,  
Friends of the Chapel



*David Morrell,*

Chair  
Nurses' Memorial Chapel Trust



# THE NURSES' MEMORIAL CHAPEL CHRISTMAS APPEAL

Friends of the Chapel Incorporated  
Charities Register no. CC43400



Please email this completed form to [chapelfoc@gmail.com](mailto:chapelfoc@gmail.com) or post to

Treasurer - Ann Morrison, PO Box 33357, Barrington Mall, Christchurch 8224

Name \_\_\_\_\_

Address \_\_\_\_\_

For sending you your receipt

Email \_\_\_\_\_ Phone \_\_\_\_\_

All donations of \$250 and over will be honoured in a special book, to be kept in the foyer of the Chapel.

**We/I donate the following amount to the Nurses' Memorial Chapel Christmas Appeal.**

Please circle the appropriate box

\$1000                       \$500                       \$250

Name to appear in Donations book if different to above;

\_\_\_\_\_

\$100                       \$50                       \$20                      Other \$ \_\_\_\_\_

Either by direct credit to the Friends bank account: Westpac 03 1707 0017417 000

or by cheque, made out to: Friends of the Chapel Incorporated

and posted to PO Box 33357, Barrington Mall, Christchurch 8224