



New facilities design contributing to fewer patient falls at Burwood

A big congratulations to the teams in Older Persons' Health and Rehabilitation, who have seen a significant reduction in patient falls across their wards since the new facilities opened at Burwood Hospital last year.

Falls are something that all hospitals work very hard to reduce, through a combination of factors such as careful patient management, staff training, staff to patient ratios, the design of bedroom and bathroom layouts, and detailed attention to equipment and fittings including nurse calls and bed alarms.

Since moving to Burwood, our data show there has been a huge 22 percent reduction in falls in just six months – which equates to 121 fewer falls – in comparison with the same period over previous years. This is a significant

achievement, not only because it means safer care for often frail elderly people and much improved health outcomes, but also because even minor accidental falls can have major consequences in terms of the impact on the person's health as well as extra clinical time needed and increased hospital stays.

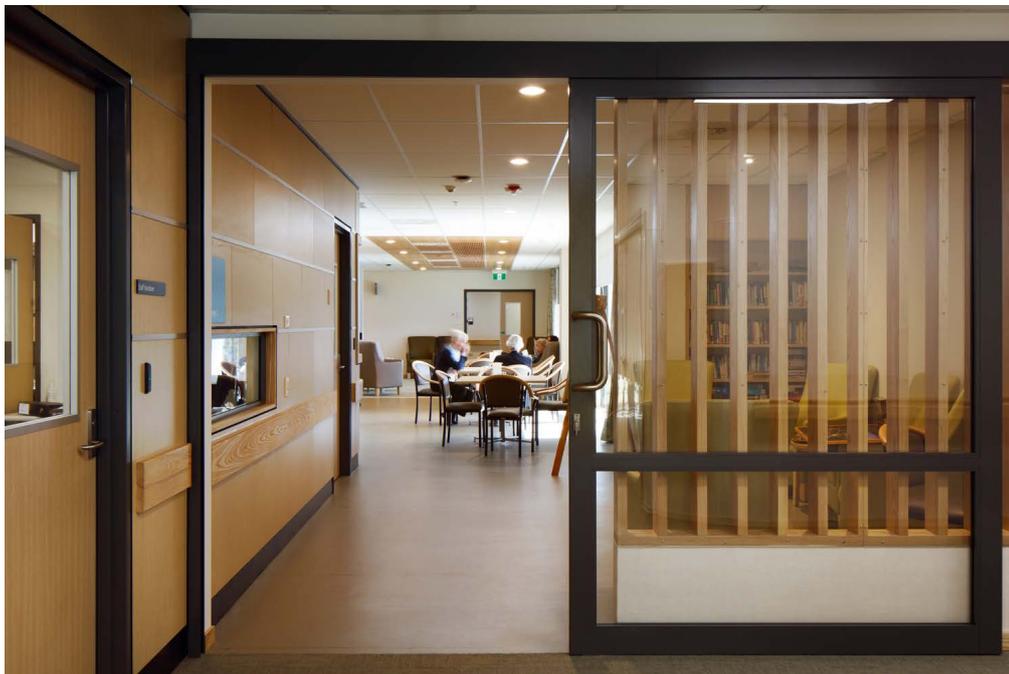
The new facility's design – including the room layouts and the line of sight for the clinical teams, combined with their conscientious, continued efforts to focus on falls reduction – is starting to really make a difference, and we expect this to continue as time goes on.

We also expect to see similar outcomes in our other new facilities, where patient safety has been factored in since the designers, health planners and clinical staff first began

the design processes. This is where the Design Lab has played an absolutely critical role. Equipment and furniture placement, bed heights, the location of the ensuites and even the orientation of the toilets have all been carefully considered and worked through in detail at the Design Lab.

Clinical and consumer input has also been central to our designs, helping us to create new facilities that are fit for purpose and in which today's and tomorrow's models of care can be successfully and safely delivered.

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We now know, by the results we're seeing at Burwood, that this approach to design, incorporating our staff's ideas in the critical thinking from the beginning is really showing its worth. It's been nothing short of remarkable to see the committed efforts across our health system to reduce patient harm – particularly harm resulting from falls in our hospitals as well as in the community.



Parking at Christchurch Hospital

Parking in and around Christchurch Hospital is difficult and with ongoing and new construction projects around Hospital Corner, more and more construction workers on our sites and on other sites close by, and more and more people now working in the central city – it is becoming increasingly difficult for anyone to find a parking space near the hospital, be it for a morning shift, for a daytime appointment or for a normal 9-5 working day.

A recent media article suggested that the Board were not interested in parking. I can assure you that the Board along

with the exec team, general managers and leaders in our health system are extremely concerned about the parking issues and have spent considerable time discussing options and looking at the practicalities and costs of a range of possible solutions. We all know that parking is important to staff, patients and visitors and acknowledge that the current situation is far from ideal.

For patients and hospital visitors a Park & Ride option (firstly from the Metro site in October 2014 and currently from Dean's Avenue) was introduced by the DHB due to

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concerns regarding delays in options regarding final parking solutions. As of January 2017 this service has transported over 486,000. However, with the close of the Metro Sports car park in November 2015, there's been a significant rise in passenger numbers on the Park & Ride – upwards of 20,000 a month – which is making the shuttles very busy especially at peak times.

The current staff parking building (440 parks) and our afternoon staff car park (around 260 parks) are unchanged. Rumours have been circulating that the afternoon staff car park will close when the Metro Sports build gets underway. This is not the case – the land that the car park sits on is not within the footprint of the Metro Sports complex itself. It will become a car park for the Metro Sports centre when it opens, currently estimated at 2019. Until that time, it will remain as our afternoon staff car park.

Future parking options remains a vexed question, however. We are working with other parties across Christchurch – the Council, Otakaro as well as the Ministry of Health and others – to investigate all possible options for parking for our staff, patients and hospital visitors.

For now, we ask that wherever possible staff look into alternative ways to get to and from work – the bus, ride shares, cycling, or parking around the edge of the central city and biking, walking or scooting across the park – if you haven't considered some of these, you might find they work for you. I know some staff are parking at The Princess Margaret Hospital and bussing or biking in to the CBD from there.

With further changes occurring around Christchurch Hospital, and uncertainty as to when an appropriate parking facility will be developed, Canterbury DHB has been exploring a number of parking options with inner city developers. Options being explored include Canterbury DHB leasing a block of car parks in an existing parking building and decanting staff who currently pay for parking in the DHB staff car park – but who don't work shift work. This could free up some secure parking closer to the Christchurch Hospital campus.

An alternative afternoon parking option for staff will be in place before the current location closes in 2019 and the existing Park & Ride service will continue this year with a range of options being explored to extend or replace this.

Security patrols & security escorts available

Importantly, for staff on evening shifts, remember that our security guards are available to escort you to the Antigua Street Car park, and to the afternoon staff car park, as well as down to the public parking spaces in Riccarton Avenue after 6pm. Security also do nightly patrols around the routes during the shift handover. At peak times you may need to wait

for a guard, so please put in your request for a security escort to your vehicle ahead of time.

A permanent parking solution is not likely to be available until after 2019.

As soon as we have some good news, we will share it.

Free GP visits for those impacted by the Port Hills Fires

Free GP visits are being offered to people affected by the Port Hills fires, at the discretion of their General Practice team. This includes people who worked on or are still working on fire control and recovery operations.

The offer period covers the two months from 13 February 2017, the day the fire started.

Have a great week

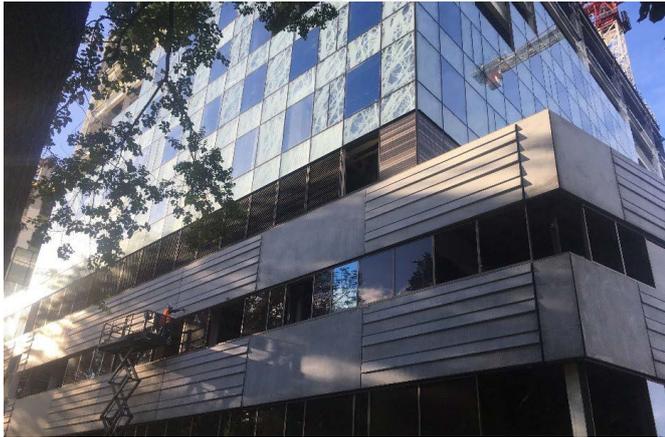


David Meates
CEO Canterbury District Health Board

Facilities Fast Facts

Fast Facts – Christchurch

300 construction workers are now on site. The curtain wall (see photo) is going up quickly on the West Tower, with all panels and louvres in place. A curtain wall is a non-structural wall, commonly made of glass.



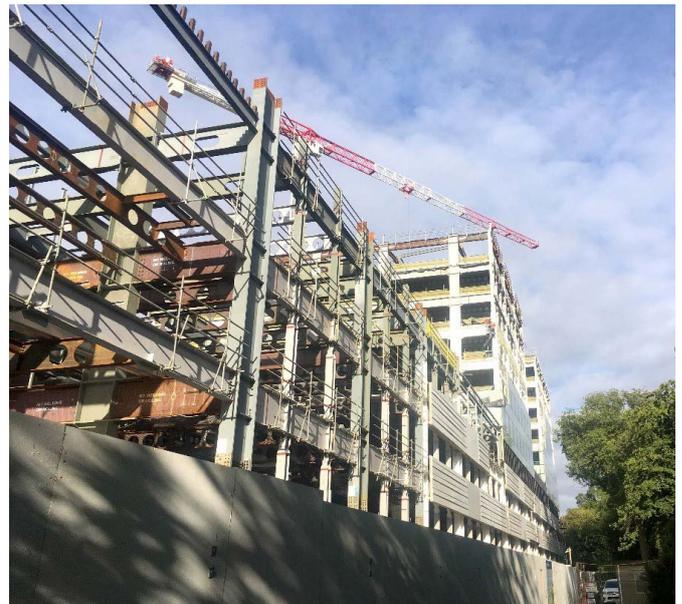
Window installation is starting on Level 1. All the lift pits have been installed and contractors are awaiting the arrival of the first batch of lift gear for Lift 1. Wooden framing is continuing across the Ground Floor and Level 1. Air-conditioning chillers will be craned into place this week.



View from the Rose Garden in Hagley Park.



A view of the West Tower from the Rose Garden in Hagley Park.



Steel framing is almost complete on the East podium. This is the final part of the framework.

Fast Facts – Outpatients

There are just three concrete pours left to complete the foundations. These should be finished next week. The next stage will see at least 30 tonnes of steel beams brought to the site. In the staging works, four columns are installed in a grid so the framework can begin to be constructed.

St Asaph St roadworks

Downers begins work on the St Asaph St section of the Accessible City programme of works from Monday 27 February. St Asaph St will be down to a single lane between Antigua St and Hagley Rd. Please drive slowly and observe all road signs in the area. Allow more time for your travel.



Bouquets

Emergency Department and Ward 19, Christchurch Hospital

I would like to express our sincere gratitude for and appreciation of the high quality treatment, care and kindness ...received from the Emergency Department and the wonderful staff in Ward 19. Every member of the team from specialist doctors, registrars, nurses, aides to the tea lady all contributed to a positive hospital experience for our mother in difficult circumstances for her. We particularly appreciated the respectful approach from all concerned which allowed Mum to preserve a sense of dignity and also agency in decisions being made with her, rather than around her. While we did not always know their names or meet many of the people Mum came into contact with. Apologies for full names not known here. They included Drs: John Thwaites, Karim, Matt Daly, Akhilesh Swaminathan, Lloyd Roffe and Garrick Edge. Nurses included Anna and Ananda. Two physios with lovely Irish accents, Sean and a dark haired woman, and the lovely hospital aides, especially Bridget, who even gave me a hug when I was a bit teary leaving Mum to come back to Australia. Thank you one and all, your efforts do not go unnoticed.

Radiology Department, Christchurch Hospital

Fabulous staff, very quick. On time. No waiting. Awesome services all round. Cheers.

Ward 25, Christchurch Hospital

I am writing to express my appreciation for the excellent service I have received while here as a visitor to New Zealand. My treatment has been excellent and I have been impressed with how responsive the system has been compared to the National Health Service in the United Kingdom (UK). I felt the system has been patient orientated. The staff have all been excellent and extremely caring and professional. I doubt that I could have had better medical treatment elsewhere, including the UK.

Christchurch Hospital

I just wanted to let you know how brave, kind and gentle you are...You are heroes and I just wanted to let you know how appreciated you are. Thank you for all that you do. You are my heroes. You are all so brave. (Letter from a 15 year old).

Hagley Outpatients

On time, nice and friendly staff, from reception right through. Thanks.

Acute Medical Assessment Unit and Orderlies, Christchurch Hospital

I was admitted following my GP's concern about irregular heartbeat and unstable blood pressure. Investigation by the hospital medical team was prompt and highly professional. Excellent care was provided by nurses Kelly, Kimberley and Carey and especially Jo, Courtney and Jennalyn;

also Janet in Endocrinology. AMAU Charge Nurse Allison was particularly helpful in explaining clinical procedure and in arranging for me to leave the hospital for four hours on 9 February to officiate at a funeral. I was favourably impressed with the meal service (menu and friendly delivery) and was grateful for the person who provided soap and a towel so that I could freshen up in the morning and to orderlies who took me where I needed to be. Pass on my appreciation to the staff concerned.

X-Ray Department, Christchurch Hospital

Put at ease by receptionist. X-Ray technician polite, friendly and efficient.

Hazel, Bone Clinic, Christchurch Hospital

We were looked after by Hazel. She was fantastic. She kept us up to date with what was happening. She was very reassuring, very professional, and had a great friendly manner. Thanks heaps Hazel, you're great.

Intensive Care Unit (ICU) South, Coronary Care Unit (CCU) and Acute Medical Assessment Unit (AMAU), Christchurch Hospital

A huge compliment to all the staff in the ICU South. My father has been in for a couple of days seriously ill and all have been absolutely wonderful to our whole family, which is quite large. Also the staff in CCU and AMAU – they have all been fantastic.



Ward 28, Christchurch Hospital

I would like to say thanks to my nurses on Ward 28. They were always there when I needed them...They are always so pleasant, especially Jo, they are a credit to this place. Thanks again.

Intensive Care Unit (ICU), North, Christchurch Hospital

Our son was admitted to ICU North on 9th February. We are in awe of the professional and compassionate manner with which all the staff cared for and handled our son. We cannot thank the staff enough for everything that they did for us. We were truly blessed by all of them. Please pass on our compliments to all of them and our gratitude.

Surgical Assessment and Review Area (SARA), Ward 16, Theatre staff, and orderlies, Christchurch Hospital

I was referred to Christchurch Hospital ...went straight to the SARA ward where I was expected, made to feel comfortable, kept informed and my pain was investigated in a professional manner ... full diagnosis was confirmed by ultra sound. It was a perforated appendix and I was transferred to Ward 16 to prepare for Theatre. The Theatre staff were fabulous, the ... anaesthetist was very good at explaining everything and staff always double checked everything portraying a very professional and safety first ethos. The young surgeon did a difficult job through

keyhole surgery and it was great to talk to him the day after. Most impressive was the cheerful professional, attentive, extremely hard working and dedicated nursing staff of ward 16 and SARA. To name but a few - Helen, Shelly, Olivia, Holly, there were more (sorry I cannot remember all the names). The orderlies were upbeat and made a difference. I am very grateful to each one of them for the professionalism, warm smiles, upbeat attitude, where nothing was too much trouble, despite been extremely busy. It was the way in which the nurses genuinely cared how you were, wanted to make you feel better, and worked as a seamless team to deliver what I thought was great patient care. Having not been in hospital for an operation since I was a teenager - I was impressed and extremely grateful. Keep doing what you are doing, a great team and you should be proud of what you do and the way you do it.

Judy, Dave Closey, Intensive Care Unit (ICU), Christchurch Hospital

Our mother was admitted to Christchurch Hospital on the 13th February and she has been in and out of hospital for a while now. She opted for a risky operation to make her feel better. She had various health conditions. The operation went well but she deteriorated after and was sent to ICU. On Thursday morning a registered

nurse called Judy was assigned to my mother and treated her until she died Friday evening at 7pm. We can't thank Judy enough for the care she gave to my mother and our family. She was amazing and I don't think we would have coped without her. She's an exceptionally good nurse and gave our mother the best her care she have possibly given. She was kind, respectful and caring. We continually asked questions and she answered every one of them with patience and understanding, giving detailed explanations to all our inquiries and described to us every procedure and reason for each treatment she undertook and possible outcome. I know a lot of this is part of what is expected of her in her position but we all felt she gave us much more than was required of herself on a personal level and we formed quite a relationship with her ... It was very nice of her to have attended to not only our mother but every one of our family members there. Thank you so much Judy. Dave Closey, the doctor who attended my mother, should also be praised for the treatment of mum and the family. He kept us positive throughout the ordeal and he was very direct but compassionate and respectful at the end. An amazing bedside manner and a very kind man. Thank you to all concerned. Please pass onto Judy and Dr Closey our thanks and feedback.

Switching Clinics at Christchurch Hospital start today

Operation Switch comes to the Christchurch campus during March.

If you have a Canterbury DHB mobile phone, and are based at Hagley Outpatients, Christchurch Women's, Labs, Eye clinic or the Christchurch Hospital, please book in to one of the Switching Clinics at the Great Escape Café to get a new SIM card for your phone, and/or a new phone.

The reason you need to do this is to because we are changing phone providers from Spark to Vodafone and all SIM cards need to be replaced. The Switching Clinics start today in the Great Escape cafeteria and will be held from 9am – 3pm every Monday, Tuesday and Wednesday during March.

You will be able to book a 15 minute appointment through an [online booking system](#). You will be advised at your session whether you will need just a new SIM card, or a new phone and a SIM card. [This information is also available on the intranet](#).

There are some important steps to take before you arrive for your appointment, including saving all your contacts and critical work



information, clearing voice messages and backing up and removing any photos and videos. You are responsible for any of your own personal apps you may have downloaded.

Once all the mobile phones at the Christchurch campus have been transitioned over, the ISG team will move to Burwood, then onto Oxford Tce and across the rest of the DHB, including Ashburton, Kaikoura and Rangiora.

You will be advised well ahead of time when to expect ISG in your neighbourhood. If you are a staff member who owns your own device and you own your own cell mobile number, nothing will change for you. There is more information about the mobile transition on the CDHB intranet. For more information email operation.switch@cdhb.health.nz

ISG Voice Analyst (Mobile) Ben Johns shows a box of old phones with no resale value that will go to charity. If you are interested in a phone at a good price, check out the DHB Depot for a good deal on a pre-loved phone that is still in good working order.

**OPERATION
SWITCH**



**LET'S
TALK**

New Chief of Older Persons Health and Rehabilitation

Welcome to Helen Skinner, the new Older Persons Health and Rehabilitation (OPH&R) Chief of Service.

Helen has joined us from the United Kingdom. She will be based in the level two administration workspace.

We are thrilled to have filled the position of Chief of Service with someone with such a diverse expertise with many skills to offer, says Older Persons Health and Rehabilitation General Manager, Dan Coward.

"I am sure you will join with me in welcoming Helen and support her throughout her orientation in the coming months."

Helen qualified as a doctor in the United Kingdom in 1996, becoming a consultant in 2006 having trained in Care of the Elderly and General Internal medicine. She developed a specialist interest in Stroke medicine.

Having been Clinical Lead for Stroke and Care of the Elderly, she led the development of a hyperacute Stroke unit and a frailty service. She has enjoyed working with the North East Ambulance Service and regional Cardiovascular Network developing neurosurgical pathways and improving services using data collection and peer review.

During her career she has been involved in research and education, having a Certificate in Clinical Education. Latterly as Clinical Director of Out of Hospital Services she has

developed clinical pathways in the community and worked with the Palliative care team to improve care.

In her spare time she runs regularly, enjoys crafting including beading and silversmithing.

Helen has shared that she is looking forward to arriving here, as we are.

"I am really excited to be emigrating to New Zealand and joining the amazing team at Burwood. It was a privilege to meet so many of you when I came for my interview and I am looking forward to meeting the rest of the team when I start," Helen says.

"I was so impressed by the commitment and enthusiasm I encountered in October and look forward to be able to support the ongoing developments at Burwood and in the community to improve patient care."

We welcome Helen to our team, and our wider health system, Dan says.



Helen Skinner

Changes to orderly training improving service to patients and staff

How many times in a single day do you hear, "Ask an orderly," or "Ring the orderlies, they will know"?

Orderlies have always been knowledgeable about the workings of hospitals but at Canterbury DHB these comments are being heard more than ever following a change in focus for orderly training, says Manager, Orderly Services, Alan Heney.

When he began working as an orderly the training was "very basic" and there was no set plan on how to learn to be an orderly.

It was recognised that without appropriate training the care provided by the orderly service risked being inconsistent and substandard.

As a result, 18 months ago a new three-week full time training was put in place with four dedicated trainers. The goal was to

ensure orderlies have the right skills so that the patient journey is as comfortable as possible, improving the service to patients and staff.

Training now emphasises compassion, understanding and empathy, known as CUE, and is helping transform orderlies' interaction with patients and staff and give orderlies new self-respect for their career.

Senior Training Orderly, Daniel Mayers, says: "We want orderlies to look at the job from a compassion and understanding point of view of patients and staff."

"That's our whole outlook, to make sure they don't have a bad experience with the Orderly Department, and that we are doing everything in a timely manner," says Alan.

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Following initial orientation, every orderly has the opportunity to complete the level 3 Careerforce programme. Christchurch Hospital Orderly Craig Stewart runs the programme on behalf of CDHB and has training from Careerforce in assessing the programme.

Seventy three from Christchurch and 17 from The Princess Margaret Hospital and Burwood Hospital have completed it and another ten are in the process of doing so.

The CDHB Orderly service was instrumental in developing the programme and provides training support to Burwood as well as the Christchurch campus.

The qualification is changing orderlies' perception of themselves and they are now more confident. For some it is the first qualification they have passed, says Alan.

Charge Nurse Manager Donna Galloway says she would like to congratulate the orderlies for a clearer response on their approach when assisting nursing with their patients to and from the ward.

"Their communication is clear and concise, requesting accurate information before handing the patient, and ensuring they either let the nurse or ward clerk know when they are taking a patient off the ward. This reflects their professionalism towards patient safety."

Alan says he is really proud of the way the Orderly Department is going forward, from supervisors to the newest recruits.

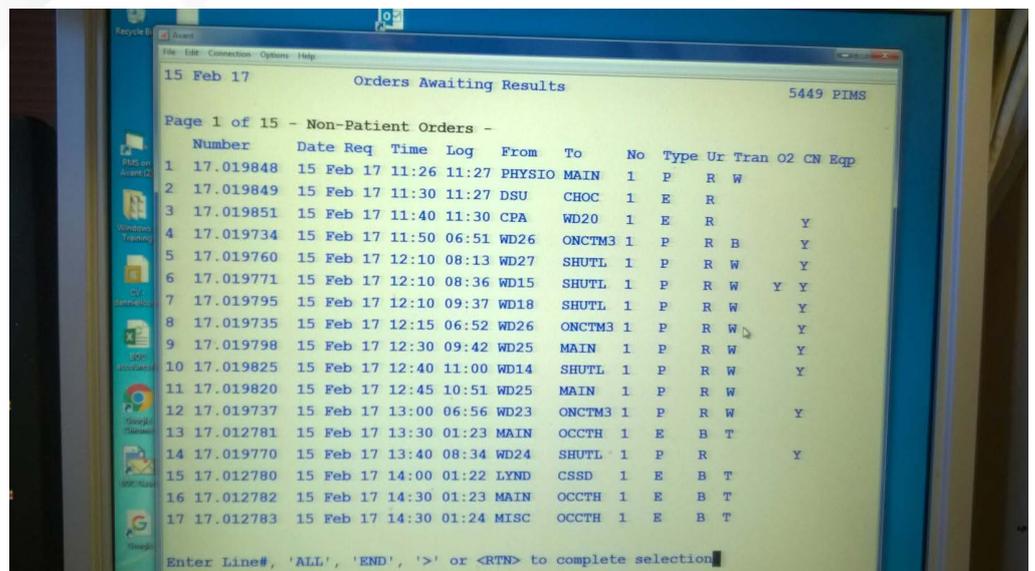
"The supervisors have 200 years of experience between them, I can't give them enough credit."

He is also very grateful to Director of Nursing, Heather Gray, for her work behind the scenes and support.

Organisational Development Advisor Jacqui Benter-Lynch says the training is brilliant and clearly a lot of work has gone into capturing what needs to be done, when, where and why.



From left, Orderly Supervisors Noel Prisk and Richard Dale, Manager, Orderly Services Alan Heney and Orderly Daniel Mayers, in the Supervisor's Lodge at Christchurch Hospital



Patient Management System

"It's the strength of the 'why' message that most impresses me. The very first instruction is to talk about the importance of CUE – compassion, understanding and empathy. This is really powerful and the theme is emphasised throughout the training manual."

At the recent Creating Effective Training course which she attended, the table of orderlies was asked what they need to teach others, and they wrote down, "caring for patients, supporting the clinical staff, minimising disruption, reducing time delays".

"There was not one mention of a wheelchair or a hoist. I was struck by how strong they were living the 'why' and not the 'what'," she says.

So the next time you see an orderly, show your appreciation - they do a fantastic job.

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Did you know?

Last year the 95 orderlies who work on the Christchurch campus did 262,332 patient related jobs, an increase of 35,000 in the past two years.

Alan says if you ask most people what an orderly does they will say “push patients around in wheelchairs.”

However their tasks include:

- » Patient transfers, this requires knowing how to use the bed's rear wheel steering, brakes and height adjustments, as well as transferring patients from a trolley to bed.
- » Delivery of milk through the hospital, (Yes they are the 'milk fairies').
- » Collection and delivery of clinical records
- » Despatching and delivery of dirty linen
- » Moving and replacing medical gases like Heliox and Argon
- » Mortuary assistance
- » Assisting with emergency incidents
- » Rubbish pick up of general and infectious waste. Orderlies remove 2500 tonnes of rubbish a day. Items are as diverse as infectious items, chairs and old printers
- » Specimen pick-up
- » Taking care of equipment such as pumps, oxygen, and Lifepacks, when the patient has arrived at their destination
- » Operating the HoverJack Air Patient Lift that allows patients who have fallen to be lifted without gathering a lift team.



Orderly Charissa Theyers carries an oxygen cylinder



Orderly Jesse Simkin tries out the Hoverjack

Teamwork key in setting up multiple sclerosis service

A recently created service for people with Multiple Sclerosis (MS) is up and running thanks to some outstanding team work.

In November 2014 PHARMAC announced the availability of two new drugs for the treatment of relapsing MS and a further two were announced in February 2016. These treatments provide significant benefits to people with MS and to the health system, reducing MS attacks and decreasing disability.

However it also created a challenge around how to create capacity, ideally within existing resources, without compromising the care provided.

Neurologist Debbie Mason says people with MS had lobbied PHARMAC for several years for the medicines to be made available.

“Then all of a sudden the drugs were becoming available and a service had to be created to manage them. We potentially had this large number of patients and all our clinics already full.”

Data from research done by Debbie and the MS research group predicted, almost exactly, the number of patients who would be eligible for treatment and the number of extra clinics, Medical Day Unit appointments and MRIs that would be required.

“It worked out that 900 further appointments would be needed in the first year, which would completely overwhelm the Neurology Department that already sees 6000 outpatients a year.”

A team of 10 was put together to organise how the service would be run and what resources were needed. They included MS Research Nurse Jane Eagle, staff from the Medical Day Unit, Pharmacy and Radiology, plus service managers and accountants.

It was realised that if nurses were brought in to they could do all the follow up clinics, to take the load off Neurology specialist appointments, Debbie says.

A Clinical Nurse Specialist (CNS) Helen Lloyd, and Registered Nurse (RN) Helen Skene, were appointed to co-ordinate the care. This involves managing the service, screening patients for eligibility, providing patient education, initiating treatments and evaluating outcomes of treatment,

providing telephone advice around general symptom management and MS attacks, following up blood tests and safety monitoring and supporting the Medical Day Unit's infusion service.

A new service, overseen by Helen Lloyd, was also established on the West Coast so that patients who live there do not have to travel every month for their infusions.

Another valuable result of her research group's studies on the nationwide prevalence and incidence of MS was that we could provide every DHB in New Zealand with accurate numbers on the prevalence of the disease in their area – which they were able to use for planning their own services, Debbie says.

She is proud of the way the Canterbury service was put together in such a short time. The announcement was made in September and we started treating patients in late November – 170 patients are now receiving the treatment.

“The managers were great. It wasn't something they had the money for. I was really impressed, it went like clockwork, and every department talked to each other. It just shows how something can be brought in very successfully, with no hassles, when everybody works together like a real team.

“It was also a lovely way of meeting people from other departments. I had never met the hospital accountant, for example.”

Everybody did an amazing job, Debbie says.



From left, Neurology Research Co-ordinator Jane Eagle, Parkinson's and Multiple Sclerosis Nurse Helen Skene, Multiple Sclerosis Nurse Specialist Helen Lloyd, and Neurologist Debbie Mason.

Christchurch Hospital barista scoops top brew award

Great Escape Café Barista Sarah Strawbridge recently won a fiercely competitive national barista competition, by bringing her passion for health and wellbeing to the table through her 'signature' brew.

Each year, Compass Group New Zealand's baristas compete to see who can brew the best coffee in the country. In partnership with Cerebos Greggs Food Service, the companies aim to recognise great baristas.

Around 40 baristas enter to compete for the final four top spots.

Sarah won the award with her signature beverage *An Affair of the Heart* - a fusion of espresso and beetroot, influenced by her work in the public healthcare sector. She impressed the judges with both her barista skills and the amount of thought she put into her 'signature' coffee, which was inspired by health and wellbeing.

"Working in a hospital, I wanted to create a drink that was healthy, but which also showcases the versatility of the espresso," says Sarah.

"Beetroot is believed to have amazing antioxidant properties and is good for your heart and blood circulation. "The Orb coffee bean we use provides great quality and has three distinct flavour notes: cocoa, nutty and fruity. The beetroot-infused milk draws out the chocolatey notes of the espresso, and a dash of vanilla adds sweetness."

The beverage is served with candied Pomelo (green grapefruit) which changes the flavour profile entirely, reinvigorating the tangy fruity flavours, she says.

Medirest Chief Operating Officer Julian Baldey says they get a lot of good feedback about their baristas at their public healthcare sites, but it seems like Christchurch is taking coffee-making to a whole new level.

"We encourage our people to compete as it supports them to keep abreast of new trends, while enabling them to showcase their passion for their craft. It's a real celebration."

The calibre of baristas was very high, says Compass Group General Manager Supply Chain, Jane Fitzpatrick.

"It was exciting to see everyone bring their skills to the competition, while adding personal flair to make their coffee and service skills stand out,"

Judging criteria included assessing set-up, performance, and clean-up to assess the best coffee maker on the day.



Sarah's winning brew, *An Affair of the Heart*, blends espresso with beetroot



Sarah Strawbridge will be jetting off to The International Coffee Expo in Melbourne as part of the top prize, sponsored by Cerebos.

Health Quality & Safety Commission e-digest

The latest edition of the Health, Quality and Safety Commission New Zealand is available to read online.

You will find information on Conversations that Count Day 2017, a How-to guide (safe use of opioids care bundles)

introductory webinar and an update on April Falls 2017 update, to name just some of the stories. You can read it [here](#).



2017 influenza season

Information and resources for the 2017 National Influenza Immunisation campaign are now available on the influenza website:

www.influenza.org.nz



Canterbury Grand Round

Friday, 3 March 2017 – 12.15pm to 1.15pm
with lunch from 11.45am

Venue: Rolleston Lecture Theatre

Speaker 1: Prof Hayden McRobbie, Public Health Interventions and Raising Healthy Kids Target Champion
“Talking about obesity – where do you start?”

There is growing evidence that brief interventions with people who are obese can be effective in prompting a weight loss attempt. However, raising the issue of being overweight and obese can be a difficult conversation. This presentation will summarise the evidence and explore ways in which health care professionals can assist people to make changes to their lifestyle.

Speaker 2: Dr Helen Lunt, Endocrinology
“Wearable, Diabetes style”

Wearables, insideables, trainables. (Fortunately we've moved on from luggables). Most of us know about wearable activity trackers such as Fitbit and most specialities are using wearables as part of clinical care. Diabetes wearables and insideables are becoming affordable and accessible, but is this technology part of the increasing digital divide?

Chair: Melissa Kerdelmelidis

Video Conference set up in:

- » Burwood Meeting Rooms 2.3a and 2.3b
- » Wakanui Room, Ashburton
- » Administration Building, Hillmorton
- » The Princess Margaret Hospital, Riley Lounge
- » Room 1.02, Pegasus, 401 Madras Street

All staff and students welcome

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

Next is Friday, 10 March 2017

(Rolleston Lecture Theatre)

Convener: Dr R L Spearing
email: ruth.spearing@cdhb.health.nz

One minute with... Keith Wright, Programme Director, Surgical Services, Service Level Alliance

What does your job involve?

My current job involves supporting clinical leaders and managers to provide the best surgical services that we can to the people of Canterbury. One aspect of this work is to make sure that we have the right workforce in place to provide the amount of surgical care that we think will be required when new theatre capacity becomes available in the Acute Services Building. Another part of my job is to work with the 100 days team as we seek to ensure that no person waits for longer than 100 days for a specialist appointment or elective surgery.

Why did you choose to work in this field?

I originally started my working life as a Medical Laboratory Scientist and soon began working in roles managing laboratories. I've found that as well as having people working in direct care, technical roles or other hands-on roles, we also need people working to improve the way our system works in order to do the best we can for our communities. I've found that I really enjoy supporting this process. Helping people work together to understand the way our system really works, to make changes and ensure that these changes are improvements is really satisfying and quite fun.

What do you like about it?

The best part is working with smart people who really care about what they are doing. We're so lucky in the health system to be surrounded by people with solid values, who are keen to work hard and do the best for the people we look after.

What are the challenging bits?

The really hard bits are when despite working hard we seem to have run out of options to do better. Sometimes bringing in fresh perspectives can help this – and other times it does not. However often out of this sense of crisis people do find new ways to make things better that would never have been discovered otherwise.

Who inspires you at work and why?

Wow, that's a tricky question. Almost every person that I work with contributes something positive and can bring a view that I've not considered before. We're so lucky in the Canterbury Health System to work with great leaders at all levels of our organisations. Some inspire with their systematic approach to systems, others with their creativity or caring natures and yet other with their histories of making smart changes both great and small. So many people have impressed me or nurtured and developed my capabilities over the past 30-plus years in the health system that I'd find it impossible to put the spotlight on any one of them.

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?

I think that these values should serve as touchstones for



Above: Keith Wright

all of our actions. We should check ourselves against them regularly, and be prepared for others to check us against them. Each of them can be viewed from so many different perspectives and are a good basis for our everyday work as well as being necessary guides for the ongoing development of our system. For me today care and respect for others means that I need to check on the views of others and consider those as I do my work - it means recognising that others' views are based on knowledge and experience that I don't have and that my work will be better by using our combined wisdom. Integrity in all we do requires me to be honest, true to my values and truly seeking the best outcomes for the people that we care for. Responsibility for outcomes means having systems in place to keep my work on track, doing my best not to fail and acknowledging it when I do.

The last book I enjoyed was...

I keep coming back to "Transforming Health Care" by Charles Kenny. It tells the story of Virginia Mason Medical Center's ongoing development and provides some really useful examples of ways to work to make things better in our health system. I think that it is a useful book for every person working in a health system to read. As well as providing inspiration it provides examples of things that we are already doing well in Canterbury and encourages us to keep doing more.

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

There are so many great places to be – so many more than I've seen already. I spent my childhood in Christchurch, leaving part way through high school and living in other areas of New Zealand before returning here in 2010. I returned here deliberately and love living in Christchurch. I try and spend most of my holidays at home without leaving town. While I've enjoyed most towns that I've lived in or visited on holiday, I keep coming back home to Christchurch.

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My ultimate Sunday would involve...

Sunday mornings often see me running up to and along the Summit Road. There are periods of silence, punctuated only by the sound of your feet and breathing, when you can see no-one else, and times when other runners and cyclists pass and exchange greetings. It gives a time to focus only on the next footstep and to enjoy the sense of community with your fellow travellers. Then home for second breakfast, and a leisurely start to the afternoon, basking in the exercise-induced calm.

One food I really like is...

Sushi – have you tried Mugen on Moorhouse Avenue? Give it a go, I'm sure that you'll go back.

My favourite music is...

I go through periods of obsession and am never sure what is coming next. This last week I listened to a lot of Madeleine Peyroux and Tom Waits – weird combination but it does work. This week seems to be starting out as Led Zeppelin and The White Stripes. I play fingerstyle guitar and this includes a number of tunes from The Beatles and John Fahey along with some Arlo Guthrie and Leonard Cohen.

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

Positive progress towards transformation of our health system

The Canterbury Clinical Network (CCN) has released its second summary report for 2016/17 showing progress towards ongoing transformation of our health system to help people in Canterbury take greater responsibility for their own health, stay well in their own homes and communities, and access timely and appropriate care when they need it. CCN provides leadership to the transformation of the health system in collaboration with system partners and on behalf of the people of Canterbury.

Read online: <http://ccn.health.nz/Resources/QuarterlyProgressReports.aspx>



CCN Work Programme 2016/17



Summary Progress Report - Quarter 2

EXECUTIVE SUMMARY - WHAT DOES OUR WORK MEAN FOR THE COMMUNITY? SNAP SHOT OF PROGRESS TOWARDS CANTERBURY HEALTH SYSTEM OUTCOMES FRAMEWORK DURING THE SECOND QUARTER 2016/2017.

FOCUS ON: Healthy Lifestyles

304 people
Were referred to **Appetite for Life** to help them live a healthier lifestyle and manage their weight.
Of the 149 participants, 13% were Māori, 1% were Pacific and 31% were Asian.

223 people with Diabetes
Received a **Green Prescription** to help them improve their health with physical activity. This is 26% of total referrals for the quarter.
Of these people, 166 had Type 2 Diabetes, 57 had pre-diabetes, and none had Gestational Diabetes.

99 rural & urban GP teams supported by the **Community Diabetes Nurse Specialist and Dietitian Team**, helping them look after their patients even better.
Regions supported include Kaikoura, Oxford, the Chathams, and Christchurch Prison.

80% of children in the 98th percentile of obesity were referred to a **family-based nutrition, activity and lifestyle programme** to help their whole family live a healthier lifestyle.
TARGET= 90%

Our Activity Objectives

Prevention Networks between general practice, hospital and community services are enabled for people at risk of diabetes or people with diabetes to access healthy lifestyle support to prevent or delay the onset of diabetes-related complications.

HOW THIS CONNECTS WITH OUR WIDER HEALTH SYSTEM MEASURES:

Our Health System Outcomes

- Improved health and wellbeing through increased physical exercise and healthy weight.
- Delayed burden of long term conditions.

Our System Level Measures

- System Level Measure:** Amenable Mortality Rates under 75 years.
- Contributory Measure:** Referrals to health promoting lifestyle services.

11 Primary Care Professionals completed training in Motivational Conversations to support them when encouraging their patients to make a change for better health.
Peer-to-peer programmes were tested, and will be rolled out to all to all Small Group Peer Educators and offered to 84School Check Nurses.

419 people who smoke have been referred to Canterbury's new stop smoking service, Te Hā – Waitaha, to get free support to become smokefree.
MOH TARGET = 818 per quarter.

Our Activity Objectives

Canterbury-wide delivery of health promotion / population health activity that is coordinated and prioritised to population need.

Our Health System Outcome
Improved environment supports health and wellbeing through reduced smoking rates and enhanced health literacy and community resilience.

Our System Level Measures

- System Level Measure:** Amenable Mortality Rates under 75 years.
- Contributory Measure:** Referrals to health promoting lifestyle services.

FOCUS ON: Our older population

269 older people at risk of having a fall were referred to the **Fracture Liaison Service**, helping to prevent them from injuring themselves from falling.
Co-design workshop in March aims to enhance system-wide outcomes.

463 people at risk of falling were referred to, and seen by, a strength and balance retraining service to reduce their risk of falling and injuring themselves, and help them stay in their own home.
TARGET: >1,200 people (aged 65+).

A 'whole of system' integrated falls and fracture liaison service working in conjunction with the Accident Compensation Corporation (ACC), the Health Quality and Safety Commission (HQSC) and the Ministry of Health.

Our Health System Outcomes

- Decreased Acute Care Rate.
- Decreased Adverse Events.

Our System Level Measures

- System Level Measure:** Acute bed days.
- Contributory Measure:** Reduced acute admissions following a fall.

Ara Institute of Canterbury Graduate Nursing Study

There is a wide range of level 7 papers offered by Ara Institute of Canterbury for registered nurses who wish to continue their professional development. These courses contribute to the Graduate Certificate in Nursing Practice (Level 7).

*There are also selected courses offered to Enrolled Nurses as professional development options.

Information on courses available can be found on Ara's website: <http://www.ara.ac.nz/study-options/qualifications-and-courses/programmes/Graduate-Certificate-in-Nursing-Practice.xml>

(Timetables are found under "Application Documents").

Or you can contact: Ara Department of Nursing and Human Services - Phone 0800 24 24 76

Funding Support

Some funding assistance is available for these Ara courses, covering course fees and study leave. This is through an application process, via the Postgraduate Nursing Education Office.

See flow diagram of the application process - [Application Process](#)

Eligibility for funding requires you to complete all aspects of the course. This includes attending study days, and submission and successful attainment of assignments for the funded course. If you wish to attend study days only and not complete written requirements you do not meet funding criteria. You must also be a:

- » Registered nurse / Enrolled nurse* - with a current practising certificate
- » Permanent employee
- » NZ citizen or permanent resident

and have support of your CNM.

Study in 2017

Applications for Semester 2 will open mid-March and be available till the end of April. Please look out for the link to the application form, coming soon.

[Timetable for Ara Graduate Nursing Study in 2017](#)

OPERA meets ART



The Friends of the NZ Brain Research Institute invite you to a special night of popular opera performed by The Opera Club together with a silent art auction. *This is a must-see event for lovers of fine wine, art and opera!*

The Christchurch Art Gallery, Montreal Street, Saturday 1st April 2017, 7pm



Friends of the
New Zealand
Brain Research
Institute

Tickets are \$75 per person, including refreshments, superb entertainment and a chance to own a beautiful piece of art.

Purchase tickets at caroline@cmrf.org.nz or phone 03 353 1245



Canterbury
District Health Board
Te Pōari Hauora o Waitaha

Hand Hygiene in ICU

Know your 5 Moments



The Bedspace

Authorised by ICU Nurse Manager, May 2016



Canterbury
District Health Board
Te Pōari Hauora o Waitaha

Hand Hygiene in ICU

Know your 5 Moments



“Moment 2 followed by Moment 3 protects both my patient and me”

Procedures

Authorised by ICU Nurse Manager, May 2016



Pharmaceutical Management Agency's

Medical Devices Forums 2017



Interested in PHARMAC's work in hospital medical devices?

Want to find out more about what we are doing and how it effects your DHB?

Come along to a 15-20 minute presentation to hear PHARMAC senior staff explain what we are doing. This is your chance to ask us questions and find out more about it.

Lunch provided after the presentation, with a further opportunity to talk with PHARMAC staff.

PHARMAC is holding a series of forums in DHBs around the country to update clinicians and staff on our hospital medical devices activity. We are keen to continue our partnership with you to ensure we are mindful of the implications for patients, clinicians and staff as we expand the scope of our national contracts and market share agreements.

RSVP: Please go to www.pharmac.govt.nz/forums to register.

Tauranga

Wednesday 1 March, 12-1pm
Conference Centre,
Tauranga Hospital

Hamilton

Monday 6 March, 12-1pm
Waiora Room, Level 4, Waiora Building,
Waikato Hospital

Auckland

Tuesday 14 March, 12-1pm
Auditorium, Clinical Education Centre,
Auckland City Hospital

Wellington

Friday 24 March, 12-1pm
Nordmeyer Room, School of Medicine,
Wellington Hospital

Auckland

Monday 27 March, 12-1pm
Awhina Conference Room 1,
North Shore Hospital

Lower Hutt

Monday 10 April, 12-1pm
Learning Centre Auditorium,
Hutt Hospital

Christchurch

Wednesday 19 April, 12-1pm
Oncology Lecture Theatre,
Christchurch Hospital

Dunedin

Tuesday 9 May, 12-1pm
Room 120/121, Hunter Centre,
School of Medicine,
Dunedin Hospital

Hastings

Thursday 11 May, 12-1pm
Education Centre, Rooms 1 & 2,
Hastings Hospital



New Zealand Government



Open Day

Sat 4th March 2017

(Alternative weather date: Sunday 5th March 2017)



- Summit Six Chairlift Open for Walkers & Bikers
- Super Magic Carpet Slip & Slide
- Lions BBQ & Mt Hutt Bar & Café Open
- Other food and community stalls (bring cash)
- Live music on the deck from the 'LITTLE BIG MEN'



Admission including lift pass

\$20.00 per person

\$40.00 family pass

Shuttle Bus from Methven Travel

\$20.00 per person - Booking essential Ph: 0800 684 888

Proceeds are being donated to help fund the new helipad at Christchurch Hospital

Event Partners:



For additional information visit nzski.com