Last weekend the Māia Health Foundation launched a campaign to raise $500,000 for a future-proofed rooftop helipad and clinical support unit at Christchurch Hospital. Rātā Foundation will match dollar for dollar what the community gives, meaning $1 million could be raised in six weeks.

Christchurch Hospital is New Zealand’s busiest trauma centre and the only major hospital without a helipad on site. In addition, the use of helicopters for emergencies and patient transfers has increased approximately 40 percent over the past three years. Christchurch and the South Island need a helipad that will cope with current and future demand for this service.

Currently, it takes 13 minutes on average to transfer by ambulance to Christchurch Hospital, after landing in Hagley Park. A larger helipad and purpose-built rooftop clinical support unit will mean critically unwell patients receive emergency hospital care immediately on touchdown, and a quicker transition to full care for routine transfers. For the neonatal unit, it will quicken the pickup and unloading of a neonatal incubator by up to an hour on a round trip.

The crowd funding campaign appropriately named ‘13 Minutes’ features real people and clinicians who know firsthand the difference receiving emergency care immediately on touchdown would mean. The ‘13 Minutes’ campaign was kicked off at Paparoa Street School on Friday morning, where campaign hero William Coughlan, 500 of his fellow classmates and Māia Health Foundation Ambassador Jason Gunn created a giant number 13 to raise awareness for the campaign.

Over the course of six weeks Māia Health Foundation is encouraging schools, service groups, businesses and families to support the campaign and give what they can to this much needed asset for Christchurch.
About Māia Health Foundation

Māia Health Foundation is a charitable trust, launched in May 2016 to enhance health services, reaching both into Canterbury DHB and out into the community. Māia is fundraising to support two vital projects for Christchurch’s new hospital building: a larger rooftop helipad and enhancements to the children’s facilities.

No post-it notes were harmed in the making of this temporary billboard

Thousands of cars and people that slowly cruise past the DHB’s central-Christchurch Office each day have been exposed to a very clear message: Do Census pls.

This ingenious creation (pictured right, on the windows of the DHB’s central city office) is the handiwork of some Planning & Funding team members: Nikki and her trusty team of helpers – Erin, Janette, Julie and Ally. They, like the rest of us, are keen to ensure as many people as possible take the time to fill out the Census.

Thanks so much to those of you who are talking to your patients about filling in the Census, and to those who are lending a hand, or your computer skills to help someone less-able to fill in the online forms. And talk about value for money – on Wednesday the post-its will be back in the stationery cupboard ready for use, having served as a clever, eye-catching reminder for the past five days.

Doing the Census is good for our health system

Every completed Census adds to the rich pool of information we have about the health and wellbeing needs of people in our community – and every completed Census form means more money for health and social services for Cantabrians.

With just one day to go, please reach out to everyone you know in Canterbury and ask the question: Have you done the Census? If they need a hand to fill in the forms it’s ok to help, or contact the Census call centre. Every person in each household has to complete the forms. If you haven’t received your Census code call 0800 236 787.

Have a great week,

David Meates
CEO Canterbury District Health Board
## Bouquets

**Harlem, Ward 17, Christchurch Hospital**
Wanting to compliment the delightful food service person, Harlem, who served our mother when she was in Ward 17. He was so polite and gracious to us all. Harlem was a breath of fresh air who treated Mum with dignity. Thanks so much Harlem.

**Ward 24, Christchurch Hospital**
A big thank you for your ongoing kindness and care towards our Dad.

**Eye Clinic, Christchurch Hospital**
I have had very good care with my eye surgery.

**Emergency Department, Christchurch Hospital**
Excellent work guys and gals, my partner and sons had the best of care. Very professional.

**Intensive Care Unit, Christchurch Hospital**
Thank you for your care it can’t have been easy, but I pulled through with your help. Once again thanks.

**Ward 26, Christchurch Hospital**
Thanks to the nurses on Ward 26 for your kind care while our mother was on your ward. You went above and beyond, allowing us as a family to stay while she had late night surgery, which was a difficult time for us. It was much appreciated.

**Intensive Care Unit (ICU), Christchurch Hospital**
Our sincerest thanks for the excellent care my sister received in the ICU. The doctor at the family conference was compassionate and open to the wishes of the family concerning the patient.

**Orthopaedic Outpatients, Christchurch Hospital**
I broke my ankle on early December and was referred to the Bone Shop. I received excellent care, all dispatched with humour, efficiency and kindness. We are very lucky to have this top facility in Christchurch.

**Medical Day Unit, Christchurch Hospital**
Good service. Friendly staff.

**Area not specified, Christchurch Hospital**
Food is great! Nurses were good! Clean facility.

**Orthopaedic Trauma Unit, Christchurch Hospital**
The staff were very helpful, kind, compassionate and professional. It is such a difficult time for patients and family. One good thing was knowing that all the medical staff were doing their best to improve outcomes for the patients. We are very grateful.

**Nurse Rachel, Ward Unspecified, Christchurch Hospital**
Fantastic, happiest nurse ever, smiling and really easy going.

**Fiona, Hagley Outpatients, Christchurch Hospital**
Fiona, the Booking Registrar, was kind, understanding gentle and supportive. She gave me information, empathy and peace of mind. I am forever thankful and grateful for the amazing professional treatment and care given to me, with the total package team headed by Surgeon Mr Tim Eglinton.
Facilities Fast Facts

Acute Services building

Due to the nature of the works the site is now operating seven days a week. On Saturdays working hours will be from 6.30am to 3pm, and on Sundays the work will be from 7am to 1pm.

Inside the building, work is continuing on ceilings and partitions, wall linings, wall vinyl and lift installations. Around 75 percent of the glazing is now complete for the entrance.

Externally, the temporary boilers and chimneys that were installed in shipping containers at the east end of the hospital site, next to the Riverside block, are now out of service and are being dismantled (see photo to the right). With the service tunnel rebuild now complete, the hospital is once again being supplied with steam and heating from the boiler house on the St Asaph/Antigua Streets corner.

Final details of the temporary clean dock relocation are currently being worked through. The current temporary clean dock outside the Oncology building will eventually be removed to allow the main link between the existing hospital and the Acute Services building to be constructed.

Outpatients

The entrance canopy structure is complete and ready for waterproofing as soon as the weather allows. The building’s main switchboard has been switched on, so is now running on permanent power. All interior works are ongoing.

The photo to the left, looking south down Antigua Street, shows the Outpatients building on the right, the Health Research Education Facility (HREF) on the left, and the Medcar building in the background.

Contact us!
If you have any questions about the facilities currently under construction, please contact us at itsallhappening@cdhb.health.nz and one of the facilities team will respond.
The Library

Browse some of the interesting health-related articles doing the rounds.

» “Diabetes is actually five separate diseases, research suggests” – researchers in Sweden and Finland believe diabetes patients can be separated into five distinct clusters rather than the typical type 1 and 2 classifications, ushering in the potential for more personalised medicine. From BBC, published online: 2 March 2018.

» “Opinion: Dr Ricci Harris – Is your unconscious ethnic bias impacting on Māori patient care?” – in a recent research study New Zealand medical students demonstrated ethnic bias favouring New Zealand Pākehā compared to Māori – how do we identify if we’re being biased without realising it and what steps can we take to address it? From HealthCentral.nz, published online: 28 February 2018.

» “Leaders must learn the art of effective delegation” – upskilling your team and freeing up your time for priority issues are essential skills for leaders at all levels. From Nurse.com, published online: 31 January 2018.

If you want to submit content to The Library email communications@cdhb.health.nz.

To learn more about the real-life library for Canterbury DHB:

» Visit: www.otago.ac.nz/christchurch/library
» Phone: +64 3 364 0500
» Email: librarycml.uoc@otago.ac.nz

Shout out your feedback and be in to win!

We need your feedback to help strengthen the policies that lay out “how we do things around here” and how the organisation supports you.

Visit www.surveymonkey.com/r/carestarthere to do the survey

#carestarthere

Doing the Right Thing  Being and Staying Well  Valuing Everyone
Everyone counts – who can you help complete their census?

A word from Hector Matthews, Director Māori and Pacific Health

Every five years Stats NZ runs the census, the official count of people and dwellings in New Zealand – but it’s much more than that.

Information from the census helps determine how billions of dollars of government funding is spent across New Zealand – including the amount of money that is allocated to Canterbury for health care and services. It records key information such as age, location, ethnicity and cultural heritage.

The next census day is Tuesday 6 March, 2018 – that’s tomorrow!

People have a right and a duty to be represented. If they are off the grid their needs won’t be anticipated – we will still provide for them but will be without the resources we need to do that as well as we’d like.

We particularly need to make sure that the very people who need health services the most are recorded – older people, people living in remote areas, people on lower incomes, Māori and Pasifika people, physically or intellectually disabled people, and people on work or temporary resident visas – especially if English isn’t their first language.

I hope you’ll agree we all have a responsibility as good New Zealanders to make sure that people aren’t forgotten and that everyone is included in the count.

There is something simple and practical you can do and you can use it as a good excuse for a catch-up, if you need one. Have a think about neighbours, friends and whānau that might need help completing their census form (whether online or hard copy) or who may not have access to a computer for whatever reason. Talk to them and make the offer to help, take a tablet or a laptop around if you can or invite them over to yours where they can use your computer.

If you need to explain to them why this is important in just a few words, try these: The more we know about the people in our community, the better we can understand and shape services that meet everyone’s needs. We make better plans and smarter decisions when we have the figures right.

Watch Hector talk about the census here – https://vimeo.com/257429276

Taking part in the census

This census is easier than ever to complete, with Stats NZ aiming to collect most of the information online.

Completing the census online is secure, quick and easy and you can do it on most devices including mobile phones, tablets, laptop or desktop computers.

Stats NZ should already have sent a letter to every household in New Zealand, which will include a unique access code, guide notes and information about the census. Using the access code, you can to complete the census online. Paper forms will still be available for those who prefer them.

Stats NZ and Canterbury DHB will be working together to ensure there is support available for people who will be inpatients at midnight on 6 March and want some assistance completing the census.

For more details about the census, go to www.census.govt.nz.
Mining health system gold

Are you sitting on a solid gold story, something brilliant your team are doing that the public should know about?

This is your opportunity to share what you are doing. This isn’t about talking ourselves up, it’s about continuing to build public confidence in our capability as a world-leading health system.

The Communications and Quality teams are currently collecting suggestions for the next edition of WellNow, due out in the first week of June. We’re looking to finalise content including pictures by the end of April.

WellNow is our twice-yearly magazine that aims to share our successes, tell stories of people’s experiences with our health system, provide useful advice and information, and outline our plans to make things better.

In a nutshell, it’s for and about Canterbury people.

We have some good material and suggestions already but there’s no such thing as too much. All we would need is an outline of your story idea and for you to connect us with staff and patients willing to share their experience. Email us at communications@cdhb.health.nz

We’ll do the rest.

This time of the year is one of the busiest for our organisation as we get ready for the additional health challenges that winter inevitably brings – so for the next issue there is an overarching theme of stories, information and advice that will help Canterbury people prepare to stay well this winter.

In addition there are four spotlight areas for WellNow: consumer experience, staying well, preventing harm and equity. Contributions should fit within at least one of those categories.

So, what makes a good story?

1. It should be about and feature people, with the focus on the difference it is or will be making for them – and for the November Quality Accounts Edition of WellNow, the process that made it possible is a must.

2. It needs to be relatable – people need to be able to imagine themselves or their whānau in the same situation.

3. The language you use needs to reflect the audience’s knowledge and experience, which means no jargon or acronyms.

4. Does it feature something new, attention grabbing or extraordinary to ‘hook’ readers in?

5. Can it be told in 400 words or less (the standard length of a news story)?

6. Pictures, pictures, pictures (of people, people, people). Does your story have the potential for pictures or can it be linked to any short videos that provide extra information?

One final note, WellNow has really wide circulation and our aim is to get people to read it. If we have done our job we may well get further enquiries and requests after its publicised, sometimes from the media. Someone from the Communications Team will happily help you make the most of the opportunity – but only if you want to.
Scooter makes for an easy commute

Parking was one of Hannah Hardy-Jones' biggest concerns about returning to work after parental leave from her role as People and Capability Advisor, based at Christchurch Women's Hospital (CWH).

Before she left to have her son, now aged one, she was parking at the Metro Sports facility site. With that option gone she wasn’t sure what arrangement would be best for her.

“Living in Lincoln makes travel just that bit harder,” she says.

As a busy mother of two children under the age of five she knew she didn’t have time for a “leisurely stroll” through Hagley Park twice a day.

Hannah says she isn’t a very confident cyclist but visited a bike shop anyway intending to buy a bike to get to and from her car and office. While there, the sales assistant showed her an adult scooter.

“I’d never seen one but gave it a try and it was great.”

She ended up purchasing a scooter and is loving it. The scooter has a capacity of up to 140kg and has larger wheels than the kids' scooters making it a faster and a smoother ride over bumpy paths.

“It’s an easy, happy activity and I bump into so many people who think it’s amazing and want to know where to get one.”

Hannah says she often hears people complaining that they have to park so far away from work and is sharing her story so that staff are aware of the option of scooting.

“We are currently rolling out the Care Starts Here programme which is a result of the recent Wellbeing Survey. One of the pillars of this is ‘Being and Staying Well’.”

It’s a quick five-minute ride through Hagley Park from her car park in Riccarton and the lightweight scooter folds up and stows neatly under her desk. She has even scooted from CWH to a meeting at the Corporate Office in Oxford Terrace.

“For me, I think if I was biking I would feel quite stressed. I believe scooting is a great low impact way to keep active and a positive way to start and end your day.”
Dedicated Medical Officer retires

The Brain Injury Rehabilitation Service (BIRS) at Burwood Hospital has farewelled Medical Officer John Maasch after 18 years of dedicated service.

John deservedly retired on 23 February from the BIRS where he has been passionate and committed to providing quality neuro rehabilitation services to the 16-56 year old group in Canterbury.

He was joined by his wife Kathy and other family members and grandchildren at his farewell morning tea.

At the retirement function, Clinical Director of Adult Rehabilitation Services Raj Singhal spoke about John’s varied medical career, which began with his training at the medical school in Cape Town, South Africa.

John did two years of compulsory military service working in a mission hospital before further medical training in Cape Town. He moved to New Zealand in 1993 where he was a general practitioner on the West Coast and Rangiora before joining the BIRS team in 2000.

Charge Nurse Manager Chris Fry entertained everyone with a humorous skit about John on behalf of the BIRS team and BIRS staff donned bright Hawaiian shirts to reflect John’s love of bright shirts.

John asked that any contributions towards a gift instead be donated to his chosen charity - Ingwavuma Orphan Trust Fund of New Zealand, of which he is Chair.

The charity sponsors two organisations that oversee the health and welfare of orphans and vulnerable children due to the AIDS pandemic in South Africa. John recently received an urgent request from one of the organisations, Living Hope, wanting to set up a water bottling plant to help the people in a squatter settlement that they look after in Cape Town.

The city has been hit by a three-year drought and if no meaningful rain arrives before 4 June, domestic water will be switched off. The squatter settlement only has a few taps from which the inhabitants get their water so a supply of bottled water would be very helpful.

You can connect with the trust on its Facebook page.

In his retirement John says he plans to further enjoy the “5 Gs” – golf, gardening, grandchildren, God and government (John has always planned to write to politicians about issues he is concerned about).

We wish you well in your retirement John.
A time to be grateful

People are invited to visit the Christchurch Hospital chapel where the season of Lent is being marked with ‘40 Days of Gratitude’.

Lent is from 14 February (Ash Wednesday) to 25 March (Palm Sunday). After this Christians celebrate Holy Week which culminates in Easter Sunday on 1 April.

Christchurch Hospital Ecumenical Chaplain Alexa Evenden says she came up with the idea of ‘40 Days of Gratitude’ as the perfect opportunity to give thanks.

“I am doing this as there are so many benefits of having an attitude of gratitude. Giving thanks makes us happier, more joyful and more optimistic.”

Alexa has taken quotes from Christchurch photographer and writer Melanie G. Mason’s book, Thank you, Living in Gratitude, and placed them on a wall of the chapel. She has created paper hearts that those visiting the chapel can place on the wall, with the option of writing on the heart something that they are grateful for.

“As Melanie says her in her book, finding things to be grateful for makes people more resilient, enabling them to cope better with the ups and downs of daily living,” Alexa says.

The book talks about how practicing gratitude strengthens our relationships, reduces loneliness and isolation. Having an attitude of gratitude reduces stress and improves health, strengthens our immune systems and lowers blood pressure.

Being thankful shifts our focus from what we haven’t got to what is already here, Alexa says. This enables us to live more fully in the present.

Wall of gratitude notes at Christchurch Hospital chapel

CARE AROUND THE CLOCK

Call your GP team 24/7 for health advice
If it’s after-hours a nurse is available to give free health advice
Canterbury Grand Round

Friday 9 March 2018 – 12.15pm to 1.15pm, with lunch from 11.45am
Venue: Rolleston Lecture Theatre

Speaker 1: Richard Seigne, Anaesthesia – “Being sick or getting better? That is the question, is Enhanced Recovery the answer?”
A look at how local ward culture can be altered to influence outcomes using modern principles of enhanced recovery with references to 1899.

Speaker 2: David Meates, CEO – “The Year Ahead: Our key areas of focus and challenges”
Chair: Ruth Spearing

It is requested out of politeness to the speaker(s), that people do not leave half way through the Grand Rounds

Video Conference set up in:
» Burwood Meeting Room 2.3b
» Wakanui Room, Ashburton
» Administration Building, Hillmorton
» The Princess Margaret Hospital, Riley Lounge
» Pegasus, Room 1.02

All staff and students welcome

Next is – Friday 16 March 2018
Rolleston Lecture Theatre
Convener: Dr R L Spearing (email: ruth.spearing@cdhb.health.nz)

This talk will be uploaded to the staff intranet within approximately two weeks. Please check out the video archive to see more Grand Rounds.

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Get to hospital 13 minutes quicker.
Help fund our rooftop helipad now.

Donate today 13minutes.co.nz
#save13minutes
One minute with... Debra Morgan, Librarian

What does your job involve?
I manage a branch hospital library service at Burwood Hospital. This role involves responding to enquiries on how to access and effectively use the Canterbury Medical Library’s resources both online and print. I’m also part of the Canterbury Medical Library Reference Liaison Team where I assist with database training for one-on-one or for group sessions.

Why did you choose to work in this field?
At the end of high school I simultaneously applied for a medical records and librarianship degree course and was accepted for the latter. Early in my career, following a short stint working in public libraries, I accepted a position in a nursing library. I had found my niche! I loved the hospital and academic environment.

What do you like about it?
After many years in this field I still really enjoy helping and training staff and students to locate the information they require. All library work involves connecting with your customers to enable them to find the most appropriate resource to answer queries for their clinical or academic study. This is an essential skill and it gives me much pleasure to see the response when you have been able to aid in this process. Our great library team is also a bonus.

What are the challenging bits?
The ongoing advance of technology requires that you remain up-to-date so that the complexities of the resources being accessed can be explained to our patrons. A knowledge of copyright laws is also important when delivering or responding to print or electronic requests for information, as this can be quite confusing for library staff and customers alike.

Who inspires you?
A colleague of mine, Julie Milne, who is currently biking the length of New Zealand to raise funds for stroke awareness. I really admire people who are exceptional in undertaking activities that are beyond my capability and for such a good cause.

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?
Care and respect for others is what you bring to the library role. Providing a friendly and professional service for all library customers is paramount.

One of the best books I have read was...
Well, no specific book, but any authored by Bill Bryson.

If I could be anywhere in the world right now it would be...
Sunshine Coast, Australia, or any place that I can share with family or friends.

What do you do on a typical Sunday?
Generally relax by taking in a movie, or go out to café.

One food I really like is...
Salmon… or any fish for that matter.

My favourite music is...
Jazz, Classical and some modern popular music.

If you would like to take part in this column or would like to nominate someone please contact Naomi.Gilling@cdhb.health.nz.
Latest key messages from Canterbury Clinical Network (CCN) Alliance Leadership Team

Read the key messages from the CCN Alliance Leadership Team’s (ALT) February meeting, including:

» The endorsement of a time-limited service level alliance to lead a programme in which dedicated mental health support is provided to primary and intermediate schools in the region.

» Summaries of presentations about Linda Wensley’s MBA project, which reviewed CCN’s way of working as a vehicle for leading change, and exploring opportunities for collaboration from the Health Precinct Advisory Council.

» Changes in membership across CCN’s groups, including the appointment of an interim ALT sponsor for the Health of Older Person Workstream (HOPWS).

The latest bimonthly update from the South Island Alliance Programme Office is out now

Read about an online dementia education module that has received positive feedback from health care professionals across the country since it was launched last year. There’s a story on Nicholas Glubb, Southern Cancer Network Manager, who is about to mark 40 years working in health.

Learn about interRAI data findings presented on loneliness in older people and take a fresh look at delirium. World Delirium Awareness Day is on 14 March and to mark the date the Health of Older People’s Service Level Alliance (HOPSLA) has developed a delirium capability reflection toolkit for inpatient teams who work with older people, to use during the week of 12-16 March.

Copies of the toolkit will be circulated by email early this month – or you can visit HOPSLA’s page on the South Island Alliance website. Visit idelirium.org for more ideas on how you can support delirium awareness in your local area.

Read the full update here.
Colourful Christchurch Lantern Festival returns to central city

Hundreds of spectacular Chinese lanterns have been brought out of storage in preparation for their installation at this year’s Christchurch Lantern Festival.

The popular festival is being held on Saturday 10 March and Sunday 11 March, from 6-10pm, and is back in the central city for the first time in seven years.

The lanterns will light up the Ōtākaro Avon River Precinct – connecting with the Avon River, Worcester Boulevard and Cathedral Square.

The festival’s technical event manager Abe Fisher said there are three types of lantern being installed: tree, water and ground-based. A lot of time goes in to planning exactly where each of the hundreds of lanterns will be placed, as well as making sure they are well-secured and safe.

The festival includes entertainment, food and traditional crafts. There will be two stages hosting local and international acts and roving performers throughout the area.

Major roadworks are happening in the central city at present, so festival goers are encouraged to plan ahead and allow extra time to get to and from the event.

For more information on the festival or to plan your journey visit www.christchurcnz.com or www.tfc.govt.nz.
Canterbury Collaborative Simulation Interest Group (CCSIG)

Date: 26th March 2018

Time: 1330-1600hrs

Venue: Oncology Lecture Theatre, Ground floor, Christchurch Hospital.

Registration fee: No charge

Draft Programme:

- IMS conference USA – Leona Robertson
- Resus conference – Curt Ward Clinical Practice Manager. St John Ambulance
- Communication & Teamwork – Chris Beasley & Maggie Meeks
- Around the district updates

TO REGISTER PLEASE CONTACT: Professional Development Unit