

QUALITY:
Getting back in (Document) Control 

SPOTLIGHT:
Mental Health Over the road 

LEADERSHIP:
Snapshot from Clinical Board 

UPDATE:
The faces of the new Consumer Council 

Speaking Up for Safety™

Research shows the ability for staff to speak up for safety is one of the most important and yet most neglected features of a safety culture in our sector. Below we catch up with Robbie Moginie, Director Organisational Capability and Safety, on the new Speaking Up for Safety programme.

Why do you think this programme is important?

Evidence on patient outcomes shows clearly that one of the biggest opportunities to improve safety in health service delivery internationally, is through developing a culture in which staff feel comfortable to speak up.

Because much of what we do relies on human factors and we know humans will make mistakes, all professionals need to take responsibility for positively giving and receiving feedback to keep us all safe.

In our most recent staff survey, 45 per cent of staff listed poor communication as a factor affecting their work performance, making it the single most mentioned factor. One in five staff disagreed that any concerns they had about patient safety would be listened to.

This suggests we have a real opportunity to improve the safety of South Canterbury DHB through better, more effective communication.

Why this programme?

It is simple, clear and provides a common understanding and language so that everyone knows what is expected of them in any situation in which patient safety is or may be threatened.

When you think five years from now, what difference would you like to see?

I see a future where South Canterbury DHB is known as the safest place to receive medical care in New Zealand.

Delivered in partnership with **COGNITIVE INSTITUTE**  KnowHow

Speaking Up for Safety™ is coming soon to your DHB!

As we go to press the team of Speaking Up for Safety trainers (pictured below) are practising to achieve their Cognitive Institute accreditation.

We don't want anyone to miss out on this wonderful training. So your line manager will be working with staff development to arrange for you to attend a one-hour seminar.

The seminar provides a common language for all staff in our DHB to speak up for safety in the moment.

SPEAKING UP FOR SAFETY TRAINERS: L-R Phillipa McGregor, Dr Peter Doran, Natasha Hoskins, Mark Page, Charmine Liza, Meron Bowman, Robbie Moginie, Andy Wylie, Dave Moore, Gayle Borman, Dr Juno Pyun, Debbie Hayes.



from the CEO

Our culture reset.

Our health system is great because of the kindness of people; hundreds of individuals who share a common goal.

We want the best possible health outcomes for the families, whānau, friends and yet-to-be-friends who call our community home.

However the staff wellbeing and engagement survey identified that a good portion of us don't feel our concerns about patient safety are listened to. Even more of us felt that unprofessional behaviours were tolerated within our teams.

Research shows a culture where we can't speak up is one which allows human error to result in serious unintended consequences. And poor professional behaviour has the potential to thrive.

Yet I know that no one in our organisation comes to work to intentionally cause harm to patients or distress to colleagues.

It's time for a reset. We need our common goal to shine through.

Finding a solution.

We have been looking for a solution that takes all that is good about who we are and builds on it. What we have found is an idea so basic and so simple it might just work.

It is the realisation that when good people are supported by a clear shared expectation, they will naturally do the right thing (or self-regulate).

Individual behaviour can have a significant effect on our ability to deliver safe quality care for our community. As professionals the vast majority of us will self-correct errors of habit and respond positively to feedback about natural human errors, before they can harm our patients. The key is having timely, relevant feedback from people we trust and who deliver it well.

Research indicates that with the right infrastructure, a no blink approach to repeated misconduct and unwavering support from the board, executive and clinical leaders, we can have a culture reset here.

I have no doubt that we will achieve a new safety culture, making us New Zealand's safest health care provider. Because we are hundreds of individuals who share a common goal.

We want the best possible health outcomes for the families, whānau, friends and yet-to-be-friends who call our community home.

"I have no doubt that we will achieve a new safety culture, making us New Zealand's safest health care provider."

Laying the foundation

The DHB is working with Cognitive Institute to implement two programmes which we believe will help provide the foundation for this culture reset.

The first is the Speaking Up for Safety programme. This programme will establish a common language for giving and receiving patient safety feedback in the moment.

As well as the practical communication tool, this programme asks our colleagues to have our back by checking our work in a supportive way.

All staff across the DHB will be trained, with as many as possible trained before the end of the year.

While the training takes place work will be occurring in the background to establish a Promoting Professional Accountability Programme.

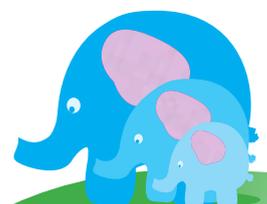
The Promoting Professional Accountability Programme will look to address any behaviours that either directly or indirectly impact on patient safety. It will be applied to every member of staff, without exception.

It will be based on the knowledge that our staff inherently want to do the right thing. That we are all professionals. And that as a team we are here to support each other.

A culture reset won't happen overnight. But mark this moment, this day, this year, in your diaries because this is the moment that change has started.



Nigel Trainor
CHIEF EXECUTIVE
ntrainor@scdhb.health.nz



Quarter four health target champion feedback

Karen Evison, Acting Target Champion – Shorter stays in emergency departments

Congratulations on achieving the target this quarter. It is excellent that there will be an increase in senior medical officer FTE commencing in September. I look forward to seeing the DHB continue to achieve the target in quarter one 2017/18.

The Ministry is aware there has been a growth in acute demand nationally. Professor Peter Jones is the new Target Champion, and he will be leading a new programme with Carol Liber to better understand these drivers, and what New Zealand's long-term approach should be to managing acute demand.

Professor Hayden McRobbie, Target Champion – Raising healthy kids

South Canterbury DHB's performance against the target has remained stable this quarter. It is good to see that the proportion of referrals that are declined by families and whanau has reduced. However, these rates remain high, and I encourage the DHB to continue to focus on addressing this. I look forward to my visit to the DHB in August 2017.



John McMenamin, Co-Target Champion (Primary Care) – Better help for smokers to quit

South Canterbury DHB's performance increased substantially this quarter and it was close to achieving the target. I am pleased to hear that regular communication across practices about target performance is a strong motivator to improve performance between practice teams. I have contacted the DHB to arrange a visit to discuss any issues and offer advice and support. South Canterbury achieved the maternity target this quarter. I look forward to seeing the DHB achieve both targets next quarter.

Pat Tuohy, Target Champion - Increased immunisation

Congratulations on achieving the immunisation health target this quarter. South Canterbury DHB's improvement in target performance has been outstanding this year, with the target met in three of four quarters. Your DHB is now one of the top performing DHBs for the immunisations health target in 2016/17. Please pass on my thanks to all the team for their hard work, and I look forward to continued good results.



Jess Smaling, Target Champion – Improved access to elective surgery

South Canterbury DHB's delivery against its plan was not realised until quarter four, when delivery was lifted to achieve the 2016/17 health target. For the full year 3,305 people have been provided with elective surgery, which is 130 discharges (94 percent) more than planned.

While you have performed well against your health target, delivery was not achieved for all initiatives.

I encourage you to ensure that appropriate planning is in place so delivery against all your agreed plans is achieved in 2017/18.



Suzanne Beuker, Target Champion – Faster cancer treatment

I was disappointed with South Canterbury DHB's faster cancer treatment result this quarter. While the DHB demonstrated in quarter two that it can achieve the target, I am concerned that performance has dropped since then. I encourage you to ensure that sustainable improvements are being made to cancer treatment pathways so that the DHB can continue achieving the target.

On your doorstep...

Thank you for the opportunity to showcase the Mental Health and Addictions Service in this magazine.

We are only across the road from the main hospital yet in many ways this is a significant barrier to staff and patients knowing what we do over here. It's really important that you do know because a high percentage of hospital inpatients and outpatients from all departments suffer from some form of a treatable mental illness.

As a secondary service we cater for those with a moderate to severe mental illness. We offer a range of services from acute inpatient care to community outpatient care. We also have an Infant Child and Adolescent Team, Alcohol and Other Drug Team and the Tact Team (Triage, Assessment, Crisis and Treatment Team). For older people we offer a psychogeriatric service based primarily in AT&R. GP's and community agencies, like the Brief Intervention Service and Arowhenua Whānau Services look after (work together with) those with a mild to moderate illness.

We operate a single point of entry for all referrals to the service so that the experience for the referrer and patient is (hopefully) seamless. All sources of referral are accepted; self, family, friend, GP, counsellor, specialist etc. If someone is in crisis or needs a non-urgent outpatient appointment, the telephone number is the same - 0800 277 997 - our referral team will triage the call as it comes through. This way there is no 'wrong' door into the service. You can refer someone by ringing us or sending through a written referral by fax (687 2177).

Within the hospital the Tact Team is the most commonly sought after service. They provide acute assessments to ED and to the hospital wards if there are urgent concerns about a patient's mental state. All such referrals are discussed with the duty psychiatrist of the day or the on call psychiatrist after hours.

Remember you can also refer to our outpatient service if the concerns you have are not urgent. Someone may have a history of significant depression or alcohol dependence and during their time as an inpatient you may feel their treatment isn't optimal or requires review. Phone or send a referral

and we will see them after discharge. Feel free to phone the referral team or the duty psychiatrist if you need advice or aren't sure if they should be seen by us.

Outside our core business we are involved in many new exciting projects and initiatives. Here are a few:

- The Maternal Mental Wellbeing Pathway is for antenatal women who are presenting with mental health issues or have a history of the same. This has significantly strengthened the relationship between mental health and obstetrics and feedback from patients has been very positive.
- GP Psychiatric Clinics are up and running. Each of the psychiatrists has been allocated a GP practice where they attend bi-monthly to discuss cases, referrals or existing shared patients. These clinics are in their infancy however there is little doubt they will strengthen our alliance with primary care.
- Suicide Prevention is an important and often controversial subject that is always part of any new initiative. We are fortunate enough to have Dr Annette Beautrais as our Suicide Prevention Coordinator. She is a world expert on suicide research and provides our service and community with very sensible guidance and direction on this. She is providing education and workshops to various staff groups, community agencies and workplaces. Keep an eye out for anything she is offering.

My take home message is that we provide a comprehensive mental health service right here on your doorstep. We are also a very friendly and approachable team who will do our best to meet the mental health needs of your patients. You are welcome to visit, phone or email us.

Cecilia Smith-Hamel
CLINICAL DIRECTOR
MENTAL HEALTH



National LifeKeepers awards

Three local heroes have been recognised by the National LifeKeepers Awards, for their excellence and contribution to suicide prevention.

The awards are designed to recognise the often heroic but unacknowledged commitment of individuals and organisations who persevere with efforts and work which make a vital contribution to suicide prevention.

The inaugural awards have been set up to help change the public discourse about suicide prevention in New Zealand, and highlight, in a helpful and hopeful way, the work that is being done by many dedicated individuals and organisations.



LIFEKEEPER AWARDS: Mental Health Manager Kathryn Robinson and Clinical Director Cecilia Smith-Hamel recognise Senior Constable Paul Hampton and Counsellor Christine MacFarlane for their unsung efforts in suicide prevention. Our own Darrell Evans, CNM Alcohol and Other Drug Service, also received the national award.

Mental health awareness

'Nature is Key', this year's theme for Mental Health Awareness Week, (9-15 October) is all about the benefits of connecting with nature and there will be plenty of activities to take part in to celebrate the week.

"Spending time with nature makes us feel happier and more optimistic, restores us when we're feeling run-down, reduces stress, and improves life satisfaction," says Anna Reihana, WAVE Mental Health promoter.

This year Timaru Rocks founder Roselyn Fauth is getting on board with Mental Health Awareness Week by encouraging people to paint rocks in the 'Nature is Key' theme.

Rock hunting in the parks and beaches is something anyone can do and a great way for the whole family to benefit from time spent outdoors.

"It's as simple as painting a rock, hiding a rock, finding a rock, then keeping it or hiding it again," Roselyn says. "I continue to be inspired by the feedback I get from 'rockers' about the positive effects it has had for them and their families."

Let's celebrate

There is a range of activities taking place over Mental Health Awareness Week, including:

Week 2-6 October

What: Rock painting

Time: Drop-in

Where: Timaru Hospital Cafe

Monday 9 October

What: BBQ and Games in the Park

Time: 12 noon - 2 pm

Where: Botanical Gardens

Organised by Timaru Mental Health Support Trust

What: Mindfulness -10 minute sessions

Time: 11.30 am - 1 pm

Where: Botanical Gardens

Time donated by Christine MacFarlane

Tuesday 10 October

What: Family fun day and BBQ

Activities: Includes a rock hunt, fire truck, police dog demonstration, pony and cart rides, bouncy castle, zorbing, outdoor jenga and more!

Time: 11 am - 2 pm

Where: Talbot Park

Organised by our Mental Health and Addictions Service in conjunction with the wider community

Wednesday 11 October

What: Harakeke (flax weaving)

Time: 11.30 am - 1 pm

Where: Botanical Gardens

Organised by Hauora Māori Team

What: Native tree planting

Time: 10.30 am - 1 pm

Where: Awarua wetlands, Huiraoa St, Temuka

Organised by Arowhenua Whānau Services

Thursday 12 October

What: Walking meeting selfie

Time: Turn any meeting this week into a walking meeting. Take a selfie and send it to pmoore@scdhub.health.nz

Organised by Health, Safety and Wellbeing Team

Friday 13 October

What: TaiChi - two sessions

Time: 11.30 am - 12 noon; 12.30 pm - 1 pm

Where: Botanical Gardens

Organised by Michelle Thew

NATURE IS KEY

UNLOCK YOUR WELLBEING

09 - 15 OCTOBER 2017

#MHAWNZ

Snapshot from Clinical Board

Things are changing at the Clinical Board! Here are some of the discussions from July and August.

JULY '17

- The results of the Certification Audit, and the plan to progress the recommendations within a 90 day challenge. Clinical Board looks forward to hearing the progress report.
- General practices now receive notification of family violence intervention
- The commencement of a new Consumer Council. Discussions included ensuring links from consumer council into the clinical board, and ensuring consumer representatives have access to placing items on the clinical board agenda. There has been a good expression of interest from Consumers with the first meeting commencing the first week of August.
- Progress on System Level Measures were discussed. Suggestions around early target identification in order to be proactive, not reactive in our response.
- Service developments in smoking cessation in acknowledgement of not reaching the brief advice target for South Canterbury (88.9% achieved, with target 90%), and identification of smoking cessation in pregnancy a current priority.
- Primary Health Care Workforce Sustainability identified as a priority. Primary Care Alliance working on a strategy, with clinical board input as it develops
- Mike King currently visiting south Canterbury talking about Youth Support Pathways.
- Clinical Board supported a proposal to extend access for the non regulated health workforce to support health professionals practice.
- Pat Tuohy attending the Principles Association meeting to discuss the future of school based immunisation programmes in South Canterbury.

- General discussion about the visibility of learnings from adverse event investigations and service complaints. Clinical board to now get appendices reports in order to raise the visibility.

AUGUST '17

- System level measures plan outlined across whole of health system.
- Executive summaries of learnings from incidents to be included in quality updates. This is to increase the reach and share learnings wider than service only. This aims to promote a culture of openness and transparency.
- Current Primary Care Workforce Intentions Survey preliminary results discussed with the clinical board. Some ideas shared about future models of primary care pending potential shortages in primary care staff.
- Discussion about reaching our youth, particularly in relation to increasing the HPV vaccination uptake. Ideas included use of social media, access to youth at work, reaching kids at schools, and school holiday vaccination programmes within general practices.
- Presentation of health round table data identified some quality priorities. The data benchmarked SCDHB against other DHBs of similar size, and highlighted length of stay and readmission rates as areas of priority.
- Consumer Council commenced. To be linked into health priorities eg HPV, readmissions, as they wish to be active in the promotion of health priorities.
- A permanent chair to be appointed to clinical board. Recruitment will commence highlighting experience in governance structure as a desired key attribute.

Going, going, gone

The construction of the Administration and Kowhai house buildings meant they were a seismic risk during an earthquake. Demolition began on 18 September and is anticipated to run until early October. The vacated space will be levelled and used for emergency parking until further site development.



New to the Clinical Board

We are delighted to have a number of new representatives on our Clinical Board.

Jackie Grigsby

CNM Community Services

Clinical Board Nurse Representative



Initially when I joined the Clinical Board I was working in the main hospital in the surgical ward. Since July my role in the organisation has changed to a Primary Health focus where I am the CNM for Community Services.

This has provided an opportunity to have a greater understanding of the whole health journey for clients in our community.

In the role of nursing representative, I am able to provide a voice to ensure a nursing perspective is heard at a governance level in the organisation, and in turn, disseminate information back to the nursing workforce.

I see myself as solution focused and committed to improving processes across the organisation.

"...I am able to provide a voice to ensure a nursing perspective is heard at a governance level in the organisation, and in turn, disseminate information back to the nursing workforce."

I firmly believe we have an obligation to the South Canterbury community to ensure we deliver optimum care which is beneficial, sustainable and fiscally appropriate.

I live on a small rural lifestyle block just out of Timaru with my husband, three children, two dogs, an assortment of chickens and an angry cat. As a family, together with our extended family, we like to explore all that our wonderful district has to offer.

The Clinical Board meets on the fourth Tuesday of each month from 4 - 6 pm in Education Centre Room One. All staff are welcome to come and view the meeting.

Tall Poppy Award

The New Zealand College of Primary Health Care Nurses, Tall Poppy Award goes to...our local South Canterbury Primary Health Care Nurse, Kim Carter from Wood Street Surgery.

The Tall Poppy Award recognizes primary health care nurses who show distinguished leadership and clinical excellence, with the winner receiving \$1000 to support further learning and development. This national award recognizes current primary health care nurses whose actions have made a significant and positive influence on patient care.

We can be very proud of our local practice nurse, Kim. Her dedication to role modelling clinical excellence, supporting the development of the primary health care nursing role, and advocating for the economic understandings of primary care both locally and nationally contributed to the success of receiving this award.

Kim has been a representative on the General Practice Leaders Forum, the NZ College of Primary Health Care Nurses executive, and locally on the primary health alliance. Kim's knowledge and leadership skills encompass clinical, economic and patient advocacy aspects whilst she continues to attend to her own professional development engaging in post graduate study this year. Kim continually rises to the challenge, whilst keeping her finger on the pulse with front line nursing.

It is fabulous to see our local primary health nurses leading the way on a national platform, true leadership from those who know our community. Congratulations Kim, well deserved.

*Anna Wheeler
Associate Director
Patient, Nursing and Midwifery*



TALL POPPY AWARD: Kim Carter (left) with Angela Clark NZNO Professional Nurse Advisor NZCPHCN (NZNO) Symposium where she received the award.

Five moments

Hi all, I wanted to take the time to introduce you to the new way that I would like to share information with the DHB about all things infection prevention & control.

I've decided to call it the "Five Moments" as it's a spin off the "5 moments of hand hygiene"- and hopefully something you all associate with infection prevention & control.

Sometimes I find there are just little reminders about the way that we could be doing things better, facts to share, or times we could highlight how well we are doing with another area in infection prevention, that could be communicated better in a more light-hearted, informal way.

I plan to have this section in each pulse newsletter. Hopefully each edition will highlight 5 points to think about in your day-to-day work or maybe even to consider at home, to encourage a best-practice in regards to infection prevention and keep you and your patients safe.

I would like to encourage you all to please send ideas of what kind of "moment" you would like highlighted regarding

infection prevention & control- because it's really all about you and how to help you achieve a high standard of care. Again, I hope you enjoy this section and I'm looking forward to ideas & feedback.



Angie Foster

INFECTION PREVENTION
AND CONTROL NURSE

Improving Workplace Incident Reporting

Staff submitting workplace incidents into Safety 1st over the past month may have noticed that the Employee Incident Form is now much easier and quicker to use.

The changes, which were rolled out across all South Island DHBs on 5 September, include removing irrelevant fields and sections, and automatically sending alerts to the appropriate person based on the severity of the incident.

In addition to removing irrelevant fields and sections, the number of options in the drop-down lists have also been reduced. The number of 'Specific Event Type' options have reduced from 22 to 13, while the number of 'Immediate

Actions' options have reduced from 17 to 4. For managers, the number of options for 'Contributing Factors' has reduced from 41 to 11.

It is hoped that these changes and other improvements will help reduce the time it takes to complete the Employee Incident Form from 17 minutes to 7 minutes.

For more information on the improved Employee Incident Form please contact Penny Dewar or myself.



SCREEN SHOT: The Safety1st reporting system balances easy-to-use forms with recording the right level of information to ensure improvements to the safety of our workplace.

Pete Moore

HEALTH, SAFETY AND
WELLBEING MANAGER



Hand Hygiene

The lovely hand hygiene auditors work to ensure we keep our patients and ourselves as safe as possible. They promote the 5 moments of hand hygiene with national audits and ongoing education to ensure we are doing the moments correctly and at the right times.

At a 75 per cent compliance rate (April-June 2017) we are in the bottom three performing DHBs and well below the national average of 84 per cent. Let's support each other and get squirting!

LEFT: Karen Foster, Jane Procter and Angie Foster

Outpatient Appointment Office Improvement Programme

Over the last six months I have had the opportunity to work with the staff in the Outpatient Appointment Office (OAO) to help them review how they work against the 2016 New Zealand Health Strategy.

The strategy outlines some of the challenges and opportunities the health sector faces and describes how the future may look. There are five strategic themes in the strategy for change, they are: people-powered, closer to home, value and high performance, one team and smart systems.

The OAO project team included representatives from both clinical and non-clinical backgrounds in both primary and secondary services. This team provided the strategic direction for the improvement project and offered guidance

from their range of expertise. The staff in the OAO have been fully engaged in the review of their processes and identifying plans for the future. The introduction of new technology will change the way staff work in the department, with the introduction of e Triage first off the rank. We would like to take the opportunity to thank the key stakeholders who provided feedback to the OAO staff, the information you shared has been helpful in planning for the future.

Kaye Cameron
NURSE COORDINATOR
QUALITY AND RISK

Getting back in (document) control

In May this year the Quality and Risk Department embarked on a new project to redefine the process of document control and streamline the amount of documentation in circulation across the DHB.

Sound fun?
Didn't think so.
Well, despite the association documentation is a vital part of how we all work.

Every controlled document has been created and reviewed to good practice guidelines and legislative requirements, so we can all be confident that how we work is what's best for our patients/clients.

Across the DHB there are currently 2200 controlled documents including policies, procedures, forms, letters and patient information; all of which is due for review every two years. Over the past couple of years we've increasingly

"...there are currently 2200 controlled documents including policies, procedures, forms, letters and patient information; all of which is due for review every 2 years."

found it hard manage the review process as the amount of documentation has grown. We worked out that in order to keep all documentation up-to-date, we'd need to make sure 21 documents a week were reviewed. On top of this we also discovered that because the process involved printing documents, over 7700 pieces of paper a year were being used.

So the problem was quite clear our process had become inefficient as technology advanced and we have too much documentation. We needed to take action and so in May 2017 a plan was scoped to firstly redefine the process and then to streamline the number of documents.

The new process involves reviewers using electronic tracked changes in an accessible review folder. The Quality Administrator can now electronically manage the process without having to enter hand written annotations and avoid excessive amount of paper use. New templates designed with the Communications Manager bring a fresh new look to all documentation.

The authoriser of the document is now able to set the date of the next review from between 1-4 years, measured against the South Canterbury DHB Risk Matrix to make sure we're prioritising our documentation.

We're now starting to trial the new process and taking the time to let everyone know about the changes. The next phase will be to streamline the amount of documentation and once this is complete our aim is to be firmly back in (document) control.

Sarah Tester
ADMINISTRATOR - QUALITY,
SAFETY AND COMMUNICATIONS



World physiotherapy day

World physiotherapy day provides an opportunity to highlight the fantastic work going on in our region.

Locally our physiotherapists have been using their skills to help people achieve movement for life.

Sharyn Heath, SCDHB Physiotherapy Clinical Leader, says that "One of the newer specialties physiotherapists have been involved in is vestibular rehabilitation for patients suffering from dizziness, vertigo and imbalance, related to inner ear dysfunction, which is helping many people. Feedback from patients indicate that this has been life-changing."

The South Island Alliance has recognised the need to utilise health workforce development to facilitate a 'best for patient, best for system' approach.

"SCDHB is leading the way implementing the Calderdale Framework and physiotherapists have been involved in these projects" says Rene Templeton, Associate Director of Allied Health, Scientific and Technical.

Within the community, Service Accreditation has seen Physiotherapy Assistants' knowledge and skills increased to enable them to provide assistive equipment in a timely manner to ensure people are enabled to maintain their independence at home.

Sonya Veale says "At Timaru Hospital physiotherapists have been working with the ATR team to ensure that our patients receive the most up to date methods of exercise prescription as it has long been recognised that being in hospital means spending a significant proportion of the day alone and inactive.

Up-skilling Healthcare Assistants in the ATR team is creating a culture of increased activity on the ward and this is making a difference to the functional outcomes of our patients leading to less time in hospital and an increased likelihood of returning home."

At the inaugural South Canterbury Health Awards Sonya was awarded the Making a Difference Award for her work with implementing a Calderdale Framework project and her development of a learning package to improve the care and rehabilitation of patients who are bariatric.

The Physiotherapy Primary Intervention Group, who provide a programme in the community for people who have mild to moderate Osteoarthritis, have continued their work in South Canterbury, and Sharon Peck, Chairman of PPIG has recently presented their work at the World Confederation of Physical Therapy Conference, Cape Town, in South Africa July 2017.

"The programme has been hugely successful and has benefited many people in our community by reducing arthritis pain and loss of function", Rene Templeton said.

"Our Private Physiotherapist are providing a wide variety of services not always available in other regions. We are fortunate to have Pink and Steel Cancer rehabilitation provided by My Physio in Timaru."

Another highlight has been Active Health Physiotherapy been named as a finalists in the South Canterbury medium sized business awards.

*Rene Templeton
Associate Director
Allied Health, Scientific and Technical*

PROMPT

PROMPT (PRACTICAL Obstetric Multi-Professional Training) has arrived at South Canterbury DHB.

This internationally renowned study day brings together a multi-disciplinary team focussing on effectively working together in obstetric emergencies, with the aim of reducing maternal and perinatal morbidity and mortality.

Attendees received theory and scenario based exercises within the maternity unit which showed everyone the importance of every team member. On the day we had a mixture of Core, COC and LMC Midwives, an Obstetrician, Anaesthetists, Duty Nurse Manager, Paediatric Nurses and SHO. Feedback from the participants has been overwhelmingly positive.

The aim is to run this periodically from 2018 to support staff who may attend emergencies in the maternity setting.

Thanks to SCDHB PROMPT Team including Geoff Werkmeister, Lisa Blacker, Tom Gough, and Teresa Back for contributions to the day.

*Hayley Rowe-Jones
Midwifery Educator.*



THE MULTI-DISCIPLINARY TEAM: Back row R-L Alex Krapov, Jason Kingam, Kristen Jenson, Tina Whyte, Angela Hand, Karen Morrison. Middle row R-L Fiona Hickson, Matt Sumner, Geoff Werkmeister, Jan Bell, Lisa Blackler, Gabby Enright, Shorty Thomas. Front row R-L Tom Gough, Teresa Back, Hayley Rowe-Jones, Kelly Allen.

Introducing the new Consumer Council

South Canterbury DHB has always placed high importance on the voice of consumers.

“We have enjoyed the participation and support of consumers as key members of our boards and reporting committees, however we are now taking the next step in consumer engagement by creating a dedicated Consumer Council”, explained Robbie Moginie, Director Organisational Capability and Safety.



The Council has had an initial induction and first meeting, in which Anne-Marie McRae and Mark Rogers (pictured left) have been appointed to co-chair the Consumer Council.

As a new committee they are focused on defining their role in the governance of the DHB and building their profile in the community. An initial project will be to provide guidance and recommendations for improvement of our complaints process.



COMMITTEE MEMBERS: Anne-Marie McRae, Mark Rogers, Bianca Sheed, Jakki Guildford, Mark Rogers, Shannon Hansen, Joy Sylvia, Neil Kiddey, Gabrielle Hall, Jane Cullimore, and Katrina Whiu.



**Do YOU have a current PDRP?
Do YOU want to be a PDRP Champion?
Let us know!
Contact Tracey in SDU ext. 8344**

**WATCH THIS SPACE FOR STAFF
CONGRATULATIONS ON ACHIEVING
THEIR PDRP**

NEWS FLASH: Staff Development is rebranding!

Come along to the Education Facility, Level 2 for the launch of the



**Wednesday 1 November 2017
11.00am – 2.30pm**

Meet the Team
Library Sessions
healthLearn Sessions
Interactive Activities

New starter - Angela Bell

Angela Bell is our new Health and Safety Facilitator, she started back in June. Angela's back ground is Health and Safety in the healthcare industry. Angela is excited about her new role with us. Her main two focus areas are Moving and Handling and Return to Work (RTW). Angela is developing a new RTW package to help staff and Managers with the whole RTW program. Angela has also started rolling out Moving and Handling session with staff which has been going really well. Welcome to the team Angela.





Green Prescription ready for referrals

Debbie Esler is your Physical Activity team leader at Sport Canterbury and her team provides Green Prescription (GRx) support around the South Canterbury region.

Debbie has been working in this role for 10 years and is passionate about supporting people to engage in lifelong physical activity for the benefit of their health and wellbeing.

"I love seeing the change in people's attitude and outlook as they take the journey to becoming physically active."

Referrals to the service are encouraged for any patients over 16 years of age who are medically stable and currently inactive (less than 2.5 hours of physical activity per week).

Any health professional who feels their patient would benefit from increased exercise is able to refer to GRx. Referred patients receive access to free consultations, customised activity plans, support to obtain their goals, regular follow-ups and support and the opportunity to take part in programmes and events.

To find out more, come and meet your GRx team!

WHERE: Timaru Public Hospital cafeteria

WHEN: Tuesday 24 October 1 pm - 3.30 pm



Debbie Esler

PHYSICAL ACTIVITY TEAM LEADER
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Measles, mumps and rubella

NZ is currently experiencing an outbreak of Mumps. Most of these are in the North Island, however on the 24 August 2017 there were 12 confirmed cases of Mumps in Dunedin.

From July 1 2017 the MMR II has been changed to Priorix . These two vaccines are fully interchangeable. Priorix is 18 years old and used in over 100 countries. Priorix continues to be a Funded vaccine . Priorix causes less pain upon injection than the MMR II but the only real change is its name!

Measles

Measles is one of the most contagious viral diseases. It is spread through contact with infectious droplets from the nose or throat of the infected person, by airborne spread.

For every one person infected with measles they can pass it on to 12-18 people who have not had measles or have not been immunised against the disease.

Complications from measles are common. The measles virus suppresses the immune system, lowering the body's ability to fight other infections, for several years after infection. The risk of complications and death is greater in children under 5 years and adults over 20 years of age.

Approximately 1 in 1000 cases develop encephalitis (inflammation of the brain), of these 15 percent die, while approximately one third are left with permanent brain damage.

Several years after infection, 1 in 100,000 measles cases will develop subacute sclerosing panencephalitis (SSPE), a degenerative brain disease; this condition is always fatal.

Mumps

Mumps is an acute viral illness and is transmitted by airborne droplets or direct contact with infected respiratory tract secretions i.e. breathing, coughing and or sneezing. Humans are the only known host of the virus.

Mumps can develop into serious illness such as viral meningitis which occurs in up to 15% of mumps cases, encephalitis occurs 1 in 6,000 cases, orchitis (testicle inflammation) affects 1 in 5 adult males and oophoritis (ovary inflammation) affects 1 in 20 females. Mumps can also cause deafness.

Rubella

Rubella, (German Measles) is caused by a virus. It is transmitted through direct or indirect nasopharyngeal secretions and droplets.

Rubella during pregnancy is very likely to cause severe abnormalities in unborn babies including deafness, blindness, heart defects and brain damage.

*Niamh Williams
Immunisation Coordinator*

Open day

Arowhenua Whānau Services held an open day on 8 August 2017 for Agencies, NGOs and people from the community to come in and meet the team and hear about what we provide within the community.

We provided pamphlets and education on the roles of the mental health nurses, primary health nurses, Tamariki Ora nurse, attendance advisor, smoke free facilitator, Whānau Ora navigator, Tinana navigator, administration and the role of the Kaiwhakahaere.

We kept with a healthy eating and wellness theme by providing bottled water and fresh fruit as a snack.

We were overwhelmed with the response from many of the GP practices, NGOs, Agencies and public that visited our service i.e. Woods Street Surgery, YMCA, Adventure Development, Community Public Health, St John to name just a few.

Maria Parish

KAIWHAKAHAERE

AROWHENUA WHĀNAU SERVICES

Arowhenua Whānau Services



ENJOYING THE OPEN DAY: Katrina Whiu, AWS; Greg Newton, C&PH; Rachel Day-Brown, AWS; Maria Parish, AWS enjoy the open day.



MAKING NEW FRIENDS: Maria Parish, Kaiwhakahaere, AWS; Suzy Waka, C&PH; Steph Jones, YMCA South & Mid Canterbury show the healthy eating theme.

Many new contacts were made with a new understanding of what Arowhenua Whānau Services provide and the availability to just call in and/or ring and talk about referring.

A big thank you goes out to the staff of Arowhenua Whānau Services for their commitment to participating and educating to make this day a success.

Nga mihi

Ka Toi Maori O Aoraki Flava Festival

The Ka Toi Maori O Aoraki Flava Festival 2017 attracted entries from 20 schools in South and Mid Canterbury.

Organised by Arowhenua Whānau Services Whānau Ora Navigator Felicity McMillan, the event is in its 11th year, and is a cultural competition showcasing visual arts, performing arts and kapa haka. FLAVA is a great opportunity for whānau to reconnect to Te Ao Maori with many of Felicity's whānau not only participating on stage but also as part of the audience.

"It's a great festival and a lot of preparation goes into it. It's all about tamariki learning kapa haka and about Te Ao Maori."

A highlight of this year's event was the introduction of scholarships to Ara Institute of Canterbury for the top two senior schools in the competition. A student will be chosen by the school to be a recipient of this amazing toanga.

The festival was an initiative that derived from the former Maori Youth Suicide Prevention strategy.

It was rolled out into South Canterbury schools, and aimed at building resilience in Maori youth and supporting whānau and community connections.

In 2006 the strategy identified an interest in developing a South Canterbury schools competition to promote pride in their identity, to showcase their talents and to express their creativity.

From here the Flava Festival was created.

The festival is open to all primary, secondary and tertiary education within the Arowhenua rohe - the Southern Alps and between the Waitaki and Rakaia rivers.



TALENT ON SHOW: Arowhenua (above) and Bluestone School (left) showcase their performing arts skills. The festival looks to build resilience in Maori youth and supporting whānau and community.

Lighting up the lives of others

Every Tuesday and Thursday in a South Canterbury community venue, Community Physiotherapist Pam Russell has been lighting up the lives of others.



Pam leads the Multi-Condition Rehabilitation (MCR) community group for people living with long term conditions, a rewarding programme that fosters self-management and positive exercise behaviours.

A physiotherapist for 50 years, Pam's career started in the late 1960s where she worked in a variety of physiotherapy, clinical educating, work conditioning and community rehabilitation

roles in New Zealand and England.

She is a Feldenkrais Practitioner, a method that promotes bodily and mental efficiency and well-being via exercises to improve flexibility, co-ordination and increase ease and range of motion. This foundation has influenced her career as she uses movement to teach self-awareness and improved function.

"It is the end of an era. My passion is for helping people help themselves and that is what I will miss the most", Pam reflects on her upcoming retirement in mid-August.

She has always been "committed to offering people more exercise and movement into their lives". Pam does this by fostering a friendly warm environment for the MCR participants and an atmosphere of fun and enjoyment from the pure experience of movement.

This is her gift to the community and each participant who has come into contact with her takes away a little bit of sparkle as they continue to shine in their daily lives.

*Kathryn Miller
Rehabilitation Assistant
Multi-Condition Rehabilitation (MCR)*

NETP Graduates

Over the past year Jessica McDonald has worked in the surgical ward and Jasmin Campbell the Medical ward as part of the nursing entry to practice (NETP) programme.

It has been wonderful to see their development in their first year of practice. They are both now spreading their wings and leaving the DHB. Jasmin has taken a position at Dunedin hospital (and will join her new husband) and Jessica has gained a position at Arowhenua Whānau Services. We wish them well in the next phase of their careers!

Megan Stark - Nurse Educator

NETP Graduate Jessica McDonald had this to say about her year:

What have you loved about your first year of practice?

The transition from being a student to a registered nurse. It was scary to begin with but I now feel like I am a part of the team. I really enjoy the friends I have made as well. They are supportive and never get tired of my 100 questions.

What have some of the highlights been or favourite moments?

There have been many highlights throughout the year but I really enjoy being a part of a patient's recovery. Helping them to achieve their goals and supporting them when needed.

What have some of the challenges been?

One of the challenges for me is learning all the different drugs used during a surgery and being aware of the side effects and complications. I now feel I have a good grasp of them and I'm always asking questions if I'm unsure.

What has been your biggest achievement?

Handing in my Professional Development Regional Programme portfolio. This was a big achievement as a lot of time and work went into this.



CONGRATULATIONS: Jasmin Campbell, Olivia Pearson, Shelly McLean, and Jessica McDonald.



WELCOME TO THE MID-YEAR INTAKE: Jasmine Hardie (Surgical), Holly Pierce (Medical), Melissa Scarlet (Medical), Eleanor Lambourne (District and Primary Practice), Evelyn McDougall (Assessment, treatment & rehabilitation), Charlotte Hills (Surgical).

PAEDIATRIC

Dear sir or madam,

This letter is meant to show our sincere heartfelt appreciation for the excellent services rendered to us during our stay at the Children's Ward at your hospital. Thanks so much for the hospitality shown to us through the kind words of love and care which has really made our stay a truly memorable one. It has really helped us rapidly recover from our illnesses and we are now ready to go and resume duties. We thank you once again and it is our prayer that the Lord will bless you all richly as you continue to carry out the duties that the Almighty God has called you to do."

"Joy in the Children's ward was fantastic. She was very understanding and empathetic in a truly tough time for me. I would love her to be acknowledged for her kindness.

MATERNITY

Big thanks to the Jean Todd Staff- great support provided physically and emotionally which was very much appreciated with a new baby.

TALBOT PARK

We were blown away by how many Talbot Park staff attended Rhonda's Funeral - THANK YOU. We appreciate all the love and care Rhonda and us received from Talbot Park staff. We liked the fact that you joked with Rhonda. You made her feel special. You treated her in a special way and with respect. We had precious times at Talbot Park with you all. I did not expect so many at her funeral and apologies if you did not get any food. We catered for less than numbers who attended. We were blown away by how many attended her funeral. Thank you. We were super impressed with the care and love you showed our Mum over her last days. It was fabulous to have so much space and freedom whilst there. Thanks for looking after us all. To the dear Talbot Team. Thank you so much for the warm, kind, professional and respectful caring of Mum (and Dad and us also); and making her last home our home too. Thank you for the amazing level of care and kindness you all showed when looking after my grandmother in her final days.

MENTAL HEALTH

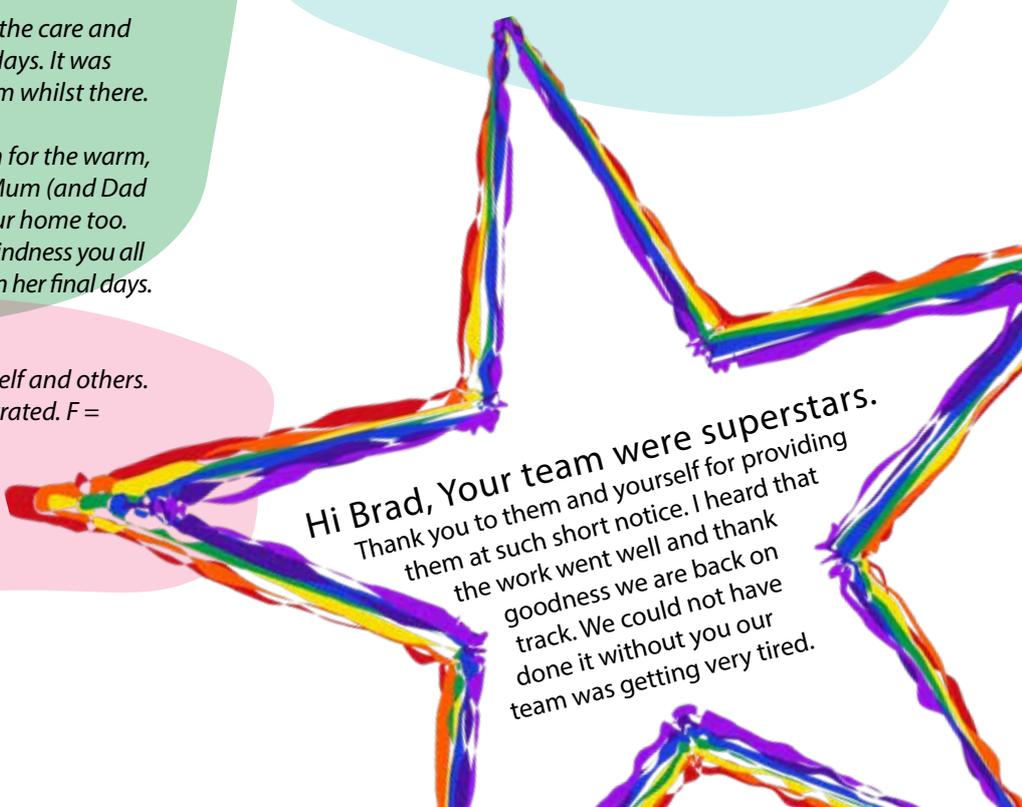
Great adaptive safe house. S = safety of myself and others. A = adaptation; implemented and demonstrated. F = fed - food, water, healthy. E = evolving every day with simple techniques and DBT skills. R = restful - care needs addressed, fundamentals sound.

ED AND MEDICAL

We would like to express our sincerest thanks to staff at ED and Medical Ward. My husband recently had to be admitted by ambulance to ED and stressful as such an event is for patient and family, the help and service received was wonderful. From quick initial assessment through to eventual transfer and stay at the medical ward we felt so well supported and cared for. A special thanks also to the cheerful friend of the ED who knew just when to offer a cuppa and sandwich. I found the staff that dealt with me listened well and took an interest in my condition. I felt comfortable and confident communicating as knew i was dealing with professional and caring people that had a genuine interest and wanted to see me well. For me this was a very important part of my care. This was across all departments. Specifically thinking of the Nurse in my ward whose care i was under who was delightful and extremely compassionate. The St Johns lady in ED was lovely too. The whole experience for me while feeling very ill and vulnerable because of it was outstanding. Thank you.

THANK YOU EVERYONE

The Election Services team were most grateful for the wonderful warm friendly approach to them today. They advised me they were most impressed with our teams welcome and support of this situation. Many patients highlighted to them their appreciation of being able vote as well plus a number of elderly patients said they wouldn't have been able to this year even if they hadn't been in hospital and were rapt they could do so. Thank you everyone.



Hi Brad, Your team were superstars.
Thank you to them and yourself for providing them at such short notice. I heard that the work went well and thank goodness we are back on track. We could not have done it without you our team was getting very tired.

staff coming & going

welcome to our new staff & those in new roles...

Victor Birioukov
ANAESTHETIST

Lisa Dobson
CLINICAL IT TRAINER

Naomi Tressler
CMH OCCUPATIONAL
THERAPIST P/TIME

Eleanor Lambourne
DISTRICT NURSE PT

Teresa Heap
EXECUTIVE ASSISTANT

Nola Hansen
HEALTH CARE ASSISTANT PT

Hone Marunui
LAUNDRY WORKER

MIDWIFE PT

Helen Howes

Hayley Rowe-Jones

Sophie Goddard
OCC OCCUPATIONAL
THERAPIST PT

Nicola Mckissock
PHYS REHABILITATION
ASST PT

Ken Boon
PHYSICIAN

REGISTERED NURSE PT
Lysandra Low

Charlotte Hills
Evelyn Mcdougall
Holly Pierce
Melissa Scarlet
Jasmine Hardie
Zoe White
Shillu Varghese
Alicia Gollan
Lysandra Low

Sarah Smith
SOCW SOCIAL WORKER PT

Deborah Whatuira
STOP SMOKING
PRACTITIONER

Katrina Whiu
STOP SMOKING
PRACTITIONER PT

farewell and good luck to...

Sarah Hendry-Davies
CMH SOCIAL WORKER PT

Helen Howes
BREASTFEEDING ADVISOR
PT

Natalia Zuleta
CASUALTY OFFICER LOCUM

Julie Dockrill
CHARGE MIDWIFE
MANAGER MATERNITY

Irene Smith
CLINICAL LEADER SOCIAL
WORK

Pamela Russell
COMMUNITY
PHYSIOTHERAPIST PT

Louise Terry
DIABETES SERVICES
STEERING GRP

DISTRICT NURSE PT

Bridie Stuart
Janet Harris
David Mckeith
GENERAL PRACTITIONER

Lorraine Auty
HEALTH CARE ASSISTANT PT

Anthea Mills
LAUNDRY WORKER PT

Renee Chapman
OCC OCCUPATIONAL
THERAPIST

Pamela Mains
PHYS REHABILITATION
ASST PT

Sally Johnston
PHYS STAFF
PHYSIOTHERAPIST

Resmy Ramachandran
REGISTERED NURSE PT

Lysandra Low
REGISTERED NURSE PT

Ben Liu
REGISTERED PHARMACIST

come work for us

South Canterbury DHB employs between 950 and 1000 staff at any given time, including part-timers, casuals and contractors. If you know of any colleagues who may be looking for a change of scene, please feel free to pass on our contact details, or if you are contemplating a change of role then please consider the following:

job vacancies

Medical

- Speech Language Therapist
- Emergency Physician
- Paediatrician

Support

- Administrator - Quality, Safety and Wellbeing
- Maintenance Electrician
- Laundry Worker/Washperson
- Casual Administrator

contact

Human Resources

Office: 03 687 2230

Address: Private Bag 911, Timaru 7910

MORE INFORMATION:

scdhb.carecentre.net.nz

Let's celebrate

Family fun day: Tuesday 10 October

We would like to invite you and your family to help us celebrate mental health awareness week at our family fun day on Tuesday 10 October up at Talbot Park.

Conveniently coinciding with the school holidays, the team have organised for a range activities including a rock hunt, bouncy castle, zorbing, fire truck, police dog demonstration, pony and cart ride and more.

And as the event runs from 11 am - 2 pm, there will be a free BBQ lunch.

What: Family fun day and BBQ

When: Tuesday 10 October

Time: 11 am - 2 pm

Where: Talbot Park, 156 Otipua Road, Timaru



South Canterbury
District Health Board

send us your news:

contact: Communications Manager

email: nhoskins@scdhb.health.nz

phone: +64 3 687 2100

address: Private Bag 911, High Street,
Timaru 7910

location: Level 6, Gardens Block,
High Street, Timaru

website: www.scdhb.health.nz