



# Helen Mason

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.

27 January 2017

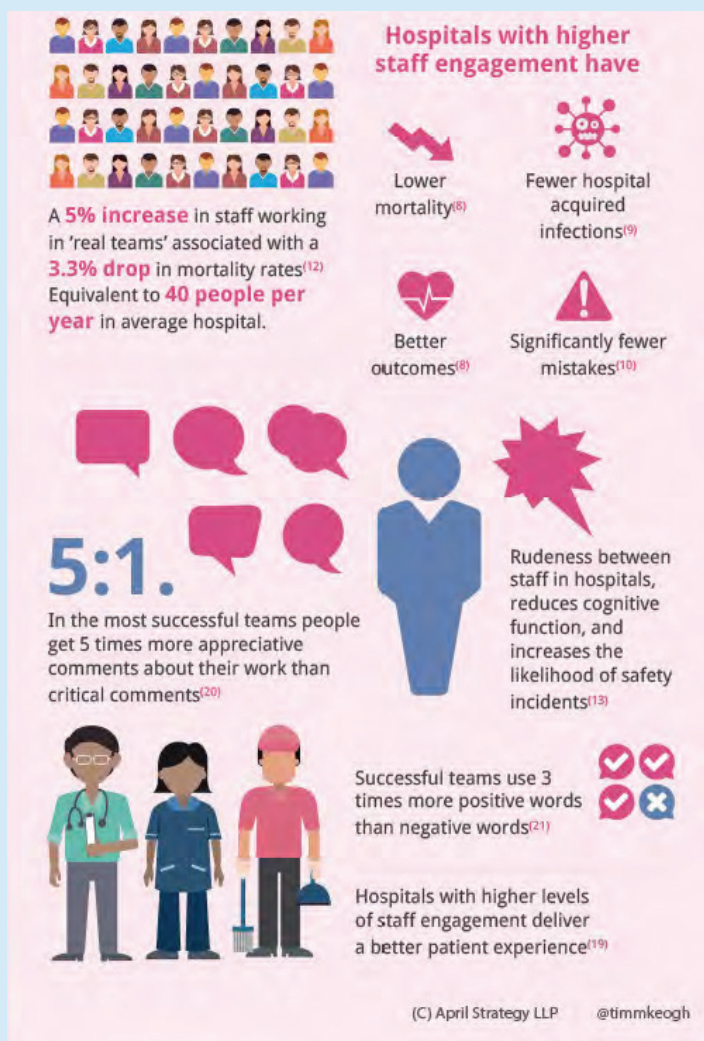


## Creating our Culture

I'm really pleased to see that the momentum begun with the Creating our Culture sessions late last year is being maintained. On a personal level, I am deeply appreciative that so many of you have been willing to participate in this initiative - 1010 people attended sessions and 1826 staff and patients completed surveys. Thank you for your enthusiasm and thoughtful contributions.

It's especially pleasing to see the progress that has been made over the last month-and-a-half analysing all of the information gathered from the workshops and surveys. I'm really impressed with the work which has been going on to understand what people are telling us and to bring that into a shape where we can get direction and take action.

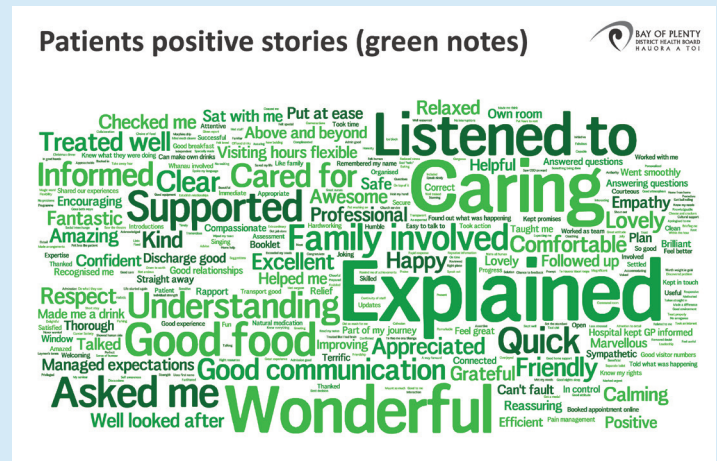
A great many benefits arise when staff engagement is high as can be seen from the diagram below.



There are a number of themes emerging from the work and a prominent one is teamwork and the importance of teamwork. People want to work more closely in teams, both with their immediate teams and more broadly across the DHB and out into the community.

As well as all the positives uncovered by this work, there are areas where we can improve. You told us that when you have a bad day, often it is about inappropriate behaviour. This theme of inappropriate behaviour is something we need to understand more fully and to develop better ways of dealing with it. It's not something we should be tolerating.

We've heard from our patients as well, and the wordle opposite shows what's important to them. It's great that so many of our patients and families have been receiving this care. It's also a good reminder to all of us to ensure we're demonstrating these behaviours each and every day.



There will be more feedback shared at the sessions which will start again on Monday 20 February.

There are two different Creating our Culture sessions – Staff Feedback, and Leading with Values (for leaders and people with leadership influence). There are also four workgroups topics to choose from – Implementing our Values, Tackling Unprofessional Behaviour, Interpersonal and Team Communications and Performance Development. These ongoing workgroups, will help implement the work streams for the BOPDHB to improve staff engagement, patient experience and our culture. Now is the time to book your session.

We will also be holding another Staff Engagement Workshop in May 2017; a commitment we made at last May's event.

It's great to see this all coming together. It's been a fascinating journey so far and I would urge you to get involved again in late February.

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“Culture can become a ‘secret weapon’ that makes extraordinary things happen.”

Jon Katzenbach, Managing Director PricewaterhouseCoopers (PwC), author and consultant.

## Book your Creating our Culture session here

Click on this link [http://hrisapp01/rsHR\\_New/signon.aspx?ReturnUrl=%2frsHR\\_New](http://hrisapp01/rsHR_New/signon.aspx?ReturnUrl=%2frsHR_New) to yourself on OnePlace, log in and view the Training Calendar for the dates and times of the sessions. There will be a video link from Whakatāne to Tauranga for the four workgroups: [http://hrisapp01/rsHR\\_New/signon.aspx?ReturnUrl=%2frsHR\\_New](http://hrisapp01/rsHR_New/signon.aspx?ReturnUrl=%2frsHR_New) or you can call 0800 engage (0800 364 243) or email [engage@bopdhb.govt.nz](mailto:engage@bopdhb.govt.nz) for more information.

## Whakatāne Hospital schedulers go the extra mile



*Members of the Whakatāne scheduling team: back row (left to right) Liz Trevena Brown and Michelle Harte; front row (left to right) Maree Hyndman and Donna Katz.*

I was delighted to have the opportunity to meet with the scheduling team in Whakatāne recently. I was impressed with how they are seeking out opportunities to improve the service we deliver to our patients; they clearly take great pride in their work.

I found the team extremely knowledgeable and strongly patient-driven. They truly are an interface between our patients and the services we provide. I was particularly taken with how focussed they are at doing the very best for our patients, how when the system is not running as smoothly as it might, their first concern is for the impact on the patient. A great reminder to all of us, to ensure that we're keeping our patients at the centre of all we do.