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Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



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CARE values launched

As you'll be aware, our evolved CARE (Compassion, All-one-team, Responsive, Excellence) values were officially launched last Friday. We've also started our celebrations of Matariki this week and it seems very appropriate that the two have coincided, with Matariki's emphasis on new beginnings. Our stars have aligned!

CARE is more than a word, more than four words, it is what we stand for collectively as a DHB, and individually as DHB staff. Nowhere is that clearer and better demonstrated than in the feedback we get from our patients. This public feedback truly shows CARE in action. Below are two recent examples of patient feedback with the elements of CARE that they demonstrate highlighted.

Facebook post on our Tauranga Hospital Facebook page



Consistently follows agreed, safe, best-practice.




Involves patients, whānau and colleagues as equal partners.

"The nurses in the paediatric ward are so awesome. They're amazing with kids. My little girl has been given the **best care**. I feel comfortable knowing they're being guided by a **kidney specialist at Starship**. The doctors are great and explain everything well. There's a **fantastic playroom for the kids to make the time pass quicker**. This is our second weekend in so totally over it but that's not due to the staff. They're all amazing."




Creates a happy environment.



Has empathy and understanding.

Emailed feedback from patient



Has empathy and understanding. Is calm and reassuring.




Involves patients, whānau and colleagues as equal partners.

"I was admitted via ambulance to ED on Sunday morning. I had paroxysmal atrial fibrillation. I cannot speak highly enough of the doctor who looked after me. I explained to her why being hooked up to a drip was difficult for me and she totally understood 'me' (i.e. the issues of a past trauma) and **allowed me to drink water instead**. She has **fantastic communication skills** – the woman is a star. **In addition the nurse who worked with her was also great.**"



Is attentive to people's needs, supportive, helpful and willing.



Uses positive words and actions to good effect.

CARE badges

We are also trialling two versions of CARE name badges this week (shown below); an idea which originated from Table 8 at the Staff Engagement and Creating our Culture workshop in May this year. We are looking forward to progressing this kaupapa.



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"When your values are clear to you, making decisions becomes easier."

Roy E Disney, long-time senior executive for The Walt Disney Company, which his father, Roy Oliver Disney, and his uncle Walt Disney founded.

DHB discounted rate for first Tauranga Marathon – range of distances, walking or running, offered

I am excited that an international marathon is being organised for the first time in the city of Tauranga. It will be a regular event promoted internationally and should become an important part of the Bay's tourism calendar.

The run itself will take place on 7 October and a weekend of events will be organised around the event village, at the finishing line on the Strand. 3,000 competitors are expected and we would like to encourage you to become one of them.

A range of running distances will be available to suit all fitness levels including full marathon, half marathon, 10km, 5km and a 2km family/kids event. The DHB and SWEAT gym will be running a promotion for all DHB staff and their families to enter at a 10% discounted rate.

It should be a fantastic event set against the stunning backdrop of Tauranga Harbour. I have committed to doing the full marathon (barring injuries!) and challenge as many of you as possible to sign up for the distance (walking or running) that suits you, and become a part of this historic event for the city.

General information on the event can be found by visiting <https://www.marathontauranga.co.nz/> and keep an eye on OnePlace for details of the DHB SWEAT promotion for the event.