



# Helen Mason

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



30 March 2017

As many of you will know, I'm passionate about Future Care Planning and supporting patients, families and whānau to have Conversations that Count, about how they want to live towards the end of their lives. In my last newsletter I mentioned that I had spoken to the Bethlehem Probus Club meeting, which was attended by about a hundred enthusiastic, engaged members.

One of the topics I spoke about was Future Care Planning. A couple of days after the meeting we received a request from them for more copies of our Future Care Plan document which we duly delivered, see the photo below. It's heartening to know that once many in our community become aware of Future Care Planning, they really want to engage with it.



Bethlehem Probus Club member Hugh McWilliam with the additional copies of the Future Care Plan.

On 5 April we will be marking Conversations That Count Day across New Zealand. Each of us can play a part in supporting people to become more comfortable thinking and talking about how they want to live towards the end of their lives. To explore what matters to them at the end of life. We can also walk the talk by having conversations that count with our families and whānau. I've done my Future Care Plan, with a copy kept by my GP and a copy attached to my hospital record. My husband Max has done his Future Care Plan, and I had the conversation with Mungo my 21 year old son when he was 18.

People often say that it's not the right time for them to think about doing a Future Care Plan. The reality is that it's always too early, until it's too late.

I think it's always better to be proactive and complete your plan now, rather than leaving it until it's too late. I encourage you to think and talk about your Future Care Plan with your loved ones.

I've been in my new role for over a year, and recently had my performance review which gave me an opportunity to reflect on the last 12 months and what's been achieved.

A year ago, we identified four executive priorities: Staff Engagement and Culture; the BOP Health Services Plan; Good to Great Māori Health and the Quality Review. It's great to see the progress that's been made on each of these.



Creating our Culture is our approach to improving staff engagement, with a focus on making BOPDHB a great place to work, which will make it a great place to receive care. It's been inspiring to see so many of our teams get involved in this.

I am delighted to let you know that Tim Keogh will be back with us from 15 May taking us to the next level, where we will co-design our approaches to tackling inappropriate behaviour, and co-design our values-based recruitment systems.

These creative design and development sessions will be inspirational, as you will learn skills you can use immediately. Tim will also be holding a final Leading with Values session, for those who have not yet attended one, and facilitating a reunion of the staff who attended the May 2016 Staff Engagement & Culture workshop which kicked off this work. The reunion will give attendees an opportunity to reflect on what has been achieved.

The Health Services Plan (HSP) is close to being signed-off. The three priorities which have been identified in the HSP are:

- Live well – empower our population to live healthy lives.
- Get well – evolve models of excellence across all of our hospital services.
- Stay well – develop a smart fully integrated system to provide care close to where people live, learn, work and play.

Good to Great Māori Health is underway with one of the key themes being collective responsibility. That is, that each and every one of us is thinking about how we can be proactive and support improved Māori Health. A great opportunity to move forward with this are the Engaging Effectively with Māori sessions which get underway with Hone Hurihanganui on Monday 3 April. Hone will provide 70 sessions over the next nine months. Hone is a great, engaging presenter. I strongly encourage you to sign-up for one of these excellent sessions.

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Your life, your health: what matters to you? Begin planning your future health care today. Start a conversation that counts.

[Complete a Future Care Plan here is the link](#)

The fourth executive priority is the Quality Review. Our steering group is working with Dr Mary Seddon, who will support us to review clinical governance and the clinical quality framework. The scope of the work will be DHB-wide, and include the dimensions of: Quality Improvement; Patient Safety; Clinical Effectiveness; Consumer/Patient Engagement; and an Effective and Engaged workforce.

In the last 12 months, our DHB has performed well on a range of Ministry of Health measures including the Health Targets. We're now exceeding three health targets and are 1% away from achieving a fourth.

The new Cardiac Suite is open in its new purpose-built location. Home and community support services have been redesigned to support increased independence. There's been a significant increase in the number of colonoscopies provided to our Bay of Plenty population. We've had our first group of 5th year Medical Students join us. We're taking a renewed approach to managing risk, with a strong focus on Health and Safety. The list goes on.

There is a sense across the organisation that people have an appetite for change and want us to be proactive about it.

Something that I've particularly enjoyed over the course of the year has been shadowing teams and finding out what they do in the course of their daily work. It's given me a better understanding how our teams contribute to our vision, and an opportunity to understand what's important to them.

Thank you to all of you for the contributions you've made over the last year, for your hard work, and your commitment and passion for making a difference. Thank you for your support in helping us achieve our vision of Healthy Thriving Communities, Kia Momoho Te Hāpori ōranga.



## GET THEM TALKING

Your life, your health: what matters to you?  
Begin planning your future health care today.

**Start a conversation that counts.**

Complete an advance care plan.

[www.advancecareplanning.org.nz](http://www.advancecareplanning.org.nz)

open  
from better care

our voice  
to tātou reo

CONVERSATIONS  
THAT COUNT DAY  
5 APRIL