

CONNECTIONS

A quarterly magazine for Nelson Marlborough Health Staff

September 2017

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CE UPDATE

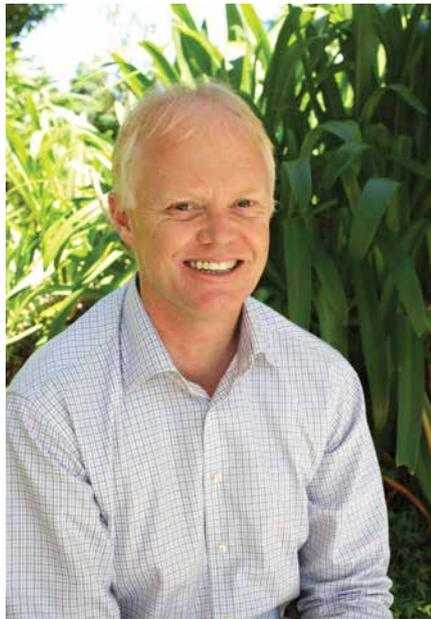
We are starting to emerge from what has been a busy winter that has put our people and facilities under pressure.

Our clinical teams have responded outstandingly, continuing to provide amazing care when the waiting rooms and hospital beds were full.

Now, at the start of spring, we look forward to some very significant initiatives that intend to improve access to care and start to close the inequity gap in health outcomes for the most vulnerable people in our community.

We intend to strengthen the community support services for people with mental health conditions. We are well underway with programmes to support pregnant women to stop smoking, and provide safe sleep environments for their children. We are about to launch *Hauora Direct* which will ensure a comprehensive health assessment for priority patient groups.

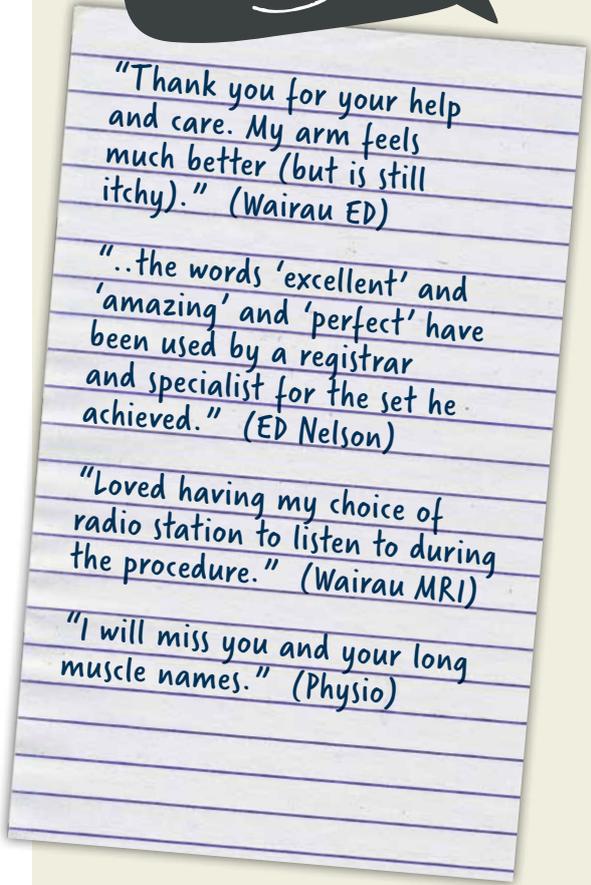
One of the most important pieces of work that we have just begun is to consider the models of care that will be needed to deliver healthcare into the future. We will ask our health teams across our community to explore innovative



ways to deliver the health services we anticipate our community will need – based on future demographics and the future state of technology, treatments, and workforce practice.

This piece of work is crucial to ensure we are preparing our health services for the future, but also vital to inform us on what will be required for a *Nelson Hospital* rebuild. We do not simply want to replace a bigger building of the same configuration, but rather one that will serve us all well into the future.

Peter Bramley
Chief Executive



"Thank you for your help and care. My arm feels much better (but is still itchy)." (Wairau ED)

"..the words 'excellent' and 'amazing' and 'perfect' have been used by a registrar and specialist for the set he achieved." (ED Nelson)

"Loved having my choice of radio station to listen to during the procedure." (Wairau MRI)

"I will miss you and your long muscle names." (Physio)

BOARD TALK

It is testament to our wonderful staff across the district, and our good business disciplines that we have been able to finish our financial year in a positive position and embark on an exciting 2017-18 programme.

Reflecting on the last year, I wish to thank you all for your commitment to delivering better care for the community we serve, especially as we cope with the increasing demand on our services.

Our new Chief Executive has settled in well. The fact that we knew Peter, and he knew us, has made this a straight forward

transition, especially from my view.

The Consumer Council is also settling in well and is now ready to help co-design services so they are more consumer-friendly. Having spent time getting to know Nelson Marlborough Health and all that we represent, they are looking forward to their first projects.

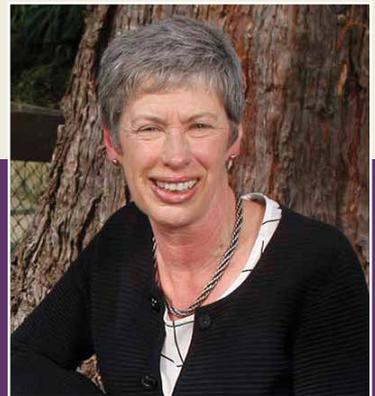
This year there has been the usual run of reviews. For many staff this may be challenging, but routine reviews are an essential component of health planning. It is important that we assess we are working in the best way possible – best for our clients and best for the system. There is something to learn from every service review, and we need to be open to change.

This winter has at times been extremely busy for staff in both our

primary and secondary services, as we get through winter dealing with very unwell people. Often our staff also go home to unwell family members. I would like to acknowledge and say a big THANK YOU to everyone for keeping the wheels turning.

Your community really does appreciate the work you do every day to make someone else's day a better one.

Jenny Black
Chair,
Nelson Marlborough
District Health Board



HEATHER SMITH: OVER AND OUT

'Go with the flow and just do it' has been Heather Smith's response to the many changes she's seen over the 30-plus years she has been with the organisation.

Heather retires from her role as General Manager Human Resources in late September and is looking forward to brushing up on her golf and bridge, as well as having more time with her grandchildren and the Picton community where she lives.

Originally from Invercargill, Heather lived in Christchurch and Wellington before she and her husband Cliff, plus their two daughters, made the decision to move to a smaller place. In late 1984 the Smith family arrived in Picton and by 1985 Heather had an admin and reception job at Picton Hospital.

"It was the only admin role in the whole hospital," she says,

When the Picton Hospital closed in 1989, Heather was redeployed to Wairau Hospital where she worked in payroll. Later that year she took a break when she and her husband started a business. She returned in 1992 and by 1995 was appointed Personnel Officer, later renamed as HR Staff Support Manager.

When the Nelson Marlborough District Health Board was established in 2001, Heather's role became district-wide and the travelling began.

"It meant a huge change for me," she says. "Initially I used

to travel between Nelson and Blenheim daily, but that became unsustainable so I started staying overnight."

Not only has Heather spent a great deal of time living out of a suitcase, she reckons she has driven around half a million kilometres since 2001.

Heather believes the biggest change she has witnessed over the past 30 years is the rebuild of Wairau Hospital, which began in 2008 and was completed in 2011.

"It was a big deal for the population of Marlborough as well as for the people in the service."

She says Nelson Marlborough Health is fortunate that the region is a desirable place to live.

"People want to come here for our lifestyle – even though there are some positions that are always difficult to fill, we are luckier than other areas."

Choosing to retire wasn't a difficult decision for Heather to make.

"I have had a wonderful journey over the last 30 years, and I have enjoyed every minute of it.

"I am a bit sad, but I am also looking forward to what's out there for me and my family."



"When my mother died last year I had some time out and did some thinking – you know when it is the right time to go."

Heather says she will miss the people she has met on her journey and the great team she works with. However, she won't miss the travel.

"I am a bit sad, but I am also looking forward to what's out there for me and my family."

Heather's parting advice to her successor is: "Do it your way – it's a great opportunity."



From left, Callum Hogg, Warwick Shillito and Andy Jamie.

SURPRISE – YOU'RE CAPPED!

Wairau radiology student Callum Hogg couldn't make his Bachelor of Medical Imaging graduation ceremony in Christchurch because fog closed the airport.

So the Wairau radiology team held a surprise graduation for him at Wairau Hospital, organised by radiology team leader Philip Thomas.

The Ara Institute Head of Bachelor of Medical Imaging Programme Warwick Shillito came up from Christchurch to cap him and even provided full regalia for the day. Around 65 people attended the graduation, including eight members of Callum's family.

SUCCESS FOR NEW, FREE STOP SMOKING SERVICES



The launch of the Stop Smoking and PepiFirst service for pregnant women in May this year marked a significant reworking to the range of smoking cessation support offered across our region.

These services are free to all smokers in the Nelson Marlborough region, available in partnership between the Nelson and Marlborough Primary Health Organisations and Te Piki Oranga.

Smokefree Co-ordinator Karen Vis says the partnership model has made a big difference for the quit coaches working across the district, although how they approach clients has remained the same.

“Triaging the referrals allows us to prioritise our quit coaching time and give as many people as possible the support they need to become smokefree,” Karen says.

“...The price of cigarettes and tobacco is hitting hard and they have to put food on the table and pay bills, we work on changing their behaviours, for instance reducing the amount they smoke or where they are smoking...”



Some of the Smokefree team, from left: Brenda Chilvers (Quit Coach Te Piki Oranga), Karen Vis (Smokefree Co-ordinator PHS) and Cynthia de Joux (Quit Coach PHS).

PARTNERSHIPS, REWARDS AND QUIT SMOKING PRODUCTS ALL LEAD TO SUCCESS

Marlborough Quit Coach Cynthia de Joux uses whakapapa associations to make personal connections with her clients.

“For Maori it’s ‘where are you from?’ rather than ‘what do you do?’ and this drops the paths of judgement.”

She says there’s a lot of psychology around smoking and the reason someone smokes.

“We are asking our clients to change their lifestyle choices without really offering them anything in return,” she says.

However, PepiFirst does include incentives; women on the programme receive vouchers when they reach milestones in their smokefree journey.

Cynthia says the Ministry of Health requirements help the quit coaches focus the support they offer.

“The Ministry prescribes how we work and I think that brings more honesty to it,” she says. “At times it is hard to deliver a service when we have to be quite direct with clients.”

She says the coaches need to really listen to their clients and show they are sincere in wanting to help them: “Clients need to know you aren’t judging them and you are prepared to help them.”

Brenda Chilvers, Te ha smokefree support for Te Piki Oranga in Marlborough says her approach is steeped in culture.

“I believe this helps make connections with our clients – we always look for something we have in common with them and it helps people to relax,” she says. “When I organise a meeting they might say, ‘that Maori chick is coming to see me’ but it gets me in door to have a health focused conversation with them.”

Often clients have all sorts of things going on in their lives, such as housing or financial problems, and because the stop smoking service is multi-disciplinary the quit coaches are able to listen and then work alongside other agencies to get them the best support.

The reasons people smoke are varied. However, Brenda says most of the people she sees genuinely want to quit.

“I will often hear people say they really enjoy smoking, or it’s the last thing they are holding on to,” she says, “but the price of cigarettes and tobacco is really hitting hard and they have to put food on the table and pay bills, so we work on changing their behaviours, for instance reducing the amount they smoke or where they are smoking.”

Co-ordinator Karen Vis says the partnership model for the innovative Stop Smoking and PepiFirst services means they are reaching more people than previously.

“We have noticed a big increase in our referrals to the service since launching our 0800 number and designated email,” Karen says. “With the goal of a smokefree New Zealand by 2025 not far away, we need to be innovative and to work smarter.”

In the initial development of PepiFirst, Cynthia struggled with the concept of pregnant women getting paid to quit smoking. However, she now appreciates the rewards offered in the programme support the engagement process with quit coaches, especially for people who previously wouldn’t have anything to do with them.

“Streamlining the service has made it more effective and the impact has been huge.”

Karen says the Stop Smoking and PepiFirst services have more of a community focus now. So while hospital clinical staff are still managing a patient’s nicotine dependency while they are in hospital, most smokers are living in the community.



Fitter Hartley Patience.

KEEPING THE HEAT ON

The worst of winter might be over but that doesn't mean the team responsible for running the boilers at Nelson Hospital can relax.

The fitters and ATAs or All Trades Assistants ensure there's a constant supply of steam for heating all the main buildings, cooking meals, sterilising equipment and doing the laundry.

The Nelson site operates three boilers. Two run on coal and the third uses landfill gas piped from the York Valley tip. The methane is pumped from the tip to the boiler; it generates the steam which is purchased by Nelson Marlborough Health. If the gas wasn't put through the boiler it would have to be flared off at the tip site.

Hartley Patience has been looking after the boilers for 39 years. He says in 1998 they became 'unattended', which means they only need checking every 24 hours, although twice a day the coal boilers need 'ashing out'.

"They have a number of safety devices which will shut the boiler down if there is a problem and automatically alert the telephone operator, who will contact the on-call fitter," he says. "The boilers are probably the most dangerous piece of equipment on site but we

have rigorous testing, maintenance and checking processes in place."

Hartley says they have never had a serious incident that has required outside statutory investigation.

"If something seriously goes wrong it's expensive; steam is very active – a boiler could rip off its mounting and come through the room, that's why we have a strict boiler code."

Every week around 28 tonne of 10–12 millimetre nut West Coast coal is delivered to feed the boilers. Hartley says it's kept damp to stop it crumbling and to make it burn better.

"We try to have over a week's supply of coal in the bunker – just in case a bridge on the West Coast goes out."

Once the steam is generated it leaves the boilers at high pressure, goes to one of the five plant rooms where it is reduced, and is then sent off for use around the site. When the steam starts condensing it is collected in a tank, pumped back and recycled. Hartley says they try to collect as much condensate as possible.

The hospital buildings are kept at around 21 to 22 degrees all year round. At the end of August one of the boilers is turned off, but if there is a cold snap it only takes around three or four hours to get it up and running again.

Hartley and the team also look after medical gases, chilled water, ventilating and 'basically anything mechanical'.

"...Every week around 28 tonne of 10-12 millimetre nut West Coast coal is delivered to feed the boilers.."

OUR HEALTH, SAFETY AND WELLBEING



EMMA RUNS THE ST CLAIR MARATHON



Inspired to run by the 'awesome trails' around the region, speech and language therapist Emma Burns ran her first half marathon last year.

This year she took on the St Clair Vineyard Half, touted as the most scenic half marathon in New Zealand. The 21 kilometre course, set in the Wairau Valley, winds its way through the autumn vineyards and Emma says it is a fun race.

"The vineyard owners came out with treats to keep you

going," she says, "the best was a sauvignon blanc sorbet."

Emma finished in under two hours and was happy with her time, and the \$95 cash refund of her entry fee from the health and wellbeing fund.

She says running is a great way to keep fit, relax and be close to the wonderful nature around the region: "All you need is a good pair of trainers – anyone can do it."

"...running is a great way to keep fit, relax and be close to the wonderful nature around the region: "All you need is a good pair of trainers – anyone can do it."

HEALTH CHECK CLINIC PROVED TO BE A LIFESAVER

A simple prick of her finger set medical secretary Sue Kysow on a pathway that would dramatically change her life.

Earlier this year Sue took part in her department's staff led, 'biggest loser' weigh-ins.

"After eight weeks I had successfully managed to lose no weight," she says. "Although I was delighted I hadn't gone up."

When Sue was younger she'd worked as an outdoor pursuits instructor and was fit and active. However, over the past two decades her more sedentary lifestyle had caused the weight to gradually pile on.

In March she noticed the Health, Safety and Wellbeing team were running staff health checks clinics.

"I'd just turned 60 and knew I needed a wake-up call, so I fronted up to the clinic and told them

to measure everything – knowing I'd fail."

Sue knew she was overweight but what she didn't know was her blood sugar level was high: "It was supposed to be between 4 and 8 and it was 12."

She saw her GP the next day and she sent her for a full HbA1c test which screens for diabetes. A score of under 40 is normal and between 40 and 50 is pre-diabetic. Sue scored 70, indicating her blood glucose levels were much too high and she was diabetic. Other than being overweight she had no symptoms.

Her GP started her on medication and scheduled a follow up test in six weeks.



The basis of the diet is no sugar, which includes carbohydrates which turn to sugar when digested.

At her six-week follow up test her HbA1c had dropped to 52, six weeks later it was down to 38 or normal.

Sue is now off the medication, has lost 12.6 kilos, taken up squash and is back walking.

"That night I googled 'diabetes and diets' and bought a book called the 'Eight Week Blood Sugar Diet' by Drs Clare Bailey, Sarah Schenker and Micheal Mosley and started following the diet," Sue says.

"It was a shock at the time but it was the best thing that could've happened to me."

She says the key to her success has been planning what she is going to eat during the week so she doesn't have to think about it at the end of each day, and always bringing her lunch to work.

"Even though I feel great, I know I am never going to be off the diabetic list, but it is totally controlled by diet and exercise," she says. "It is a permanent lifestyle change for me."

Sue encourages everyone to go to the health check clinics, especially if they know they need a push.

"It was a shock at the time but it was the best thing that could've happened to me."

MAKE A DATE IN YOUR DIARY

Health check clinics are held in Nelson, 11.30am to 1.30pm in the vaccination room next to the cafe in Nelson Hospital.

The clinics are open to all staff and will check your blood pressure, blood glucose, height-weight measurement, waist circumference and peak flow measurement.

The next clinics in Nelson are on 7 & 21 Sept, 5 & 19 October, 2 & 16 & 30 November.

Checks are available at Wairau Hospital by appointment.



Human Resources Manager Peter Van Dijk and Workplace Health & Safety Manager Sheryl Edwards show off their medals from previous South Island Masters Games.

READY TO PLAY

Five days, 40 sports and more than 2000 like-minded people – it must be the South Island Masters Games 2017. It may be billed as a ‘huge festival of sport for anyone over 30’ but it’s also renowned for its social functions.

Lining up for the games again this year are Workplace Health & Safety Manager Sheryl Edwards and Human Resources Manager Peter Van Dijk.

Sheryl previously competed in tennis, table tennis and netball and Peter plays tennis and badminton. Both agree the main attraction for competing in the Masters Games is meeting people.

“It is great to reconnect with people you met at the last games,” says Sheryl, “and there’s a really good social side to it.”

Peter says it’s also good to be able to play against new people.

“There are only so many local tournaments so it is good to mix with people from clubs outside the district.”

The games may have a strong social side, but Sheryl says the events are competitive.

“You play in age-determined grades so it’s appropriate for your skill level.”

Although neither call themselves ‘hard-core’ athletes, both Peter and Sheryl are committed to their sport and prepare for the games.

“If you get your eye in, have fun – and there’s not a lot of competition in your age group – then you are in with a good chance of winning a medal,” says Peter.

Nelson hosts the South Island Masters Games 4 - 8 October. Go to www.simasters.com to be part of the games experience.

SUCCESS FOR WINTER’S DAY PEPIN ISLAND FUNDRAISER

At Queen’s Birthday this year, around 2000 people took a rare opportunity to explore Pepin Island (Maheipuku) at the end of Cable Bay Road, experiencing a real farm and enjoying stunning views. Proceeds from the walk went towards equipment for the Hira Volunteers Fire Brigade and Hira School.



PRESCRIBING RNS ARE MAKING A SIGNIFICANT CONTRIBUTION TO OUR DIABETES SERVICE.



From left: Pauline Tout, Jill Julian and Suzanne Rockett.

A small group of Clinical Nurse Specialists working in the diabetes service have become Registered Nurse (RN) prescribers.

Jill Julian and Pauline Tout in Nelson and Suzanne Rockett in Marlborough agree that being able to prescribe has streamlined things for their patients. However, it's been quite a long journey to get to this stage.

In 2011 a pilot project tested the effectiveness of Diabetes Nurse Specialist (DNS) prescribing and found it to 'be safe, of good quality and clinically appropriate.'

The patients, and the wider healthcare team involved in the project, expressed confidence in DNS prescribing decisions.

The success of the pilot led to a wider roll out of DNS prescribers which, Suzanne Rockett believes is good for nursing as a whole.

"By becoming prescribers we are gaining skills and autonomy," she says. "The diabetes physicians are also supportive and can see the value of this initiative to our patients."

As a prescriber, Suzanne and her colleagues are able to write prescriptions for insulin, test strips, needles and other medicines used by consumers with diabetes.

Previously they worked under standing orders and could only make medication adjustments in consultation with a doctor. Now there are fewer delays for the patient.

"The patients think it is great," says Jill Julian, "they feel safe, they trust us and we have had nothing but positive feedback."

Pauline Tout agrees although says they still need to keep the paper trail and the communication up with a patient's GP.

At this stage Jill, Pauline and Suzanne are the only RN prescribers at Nelson Marlborough Health but the numbers are likely to increase.

"We are just the start – it won't be long before there are other RNs prescribing around the hospital and in primary care settings," says Jill Julian.

EMAILS: HAVE YOU BREACHED SOMEONE'S PRIVACY?

One of the most common forms of privacy breaches involving email is sending the wrong attachment. This is easy to do when the document you are selecting to attach is not clearly named.

To avoid sending out the wrong document, give your documents clear, meaningful and distinct names.

Another common mistake is to send an email to the wrong recipient. Check the name and addresses before you send it.

Do you really need to copy other people in to your email? Reduce email clutter and the chance of a privacy breach by limiting the number of people you send an email to.

Go to the intranet for more privacy tips and to take the privacy e-learning course

<http://nmhintranet/privacy/>
The Privacy Commissioner suggests three steps you can take to help keep emails from getting loose:

- 1 Set a delay rule on outgoing emails. This means you will have time between finishing the email, and it actually leaving your system.
- 2 Practise recalling an email so it is easy to do without panic when you suddenly realise you want to recall an email you just sent.
- 3 Be nice to people. If the recipient of an email has had bad experiences with the organisation, they will be more reluctant to co-operate.

See more at privacy.org.nz



Looking Back

Sock Afternoon c1930. Nurses sit on the verandah of the Farm Workers Building, later known as the Male Occupational Building. One afternoon, every week, about 150 pairs of patients' socks were checked and darned.

SPOTLIGHT ON MURCHISON

EXTRA DEMAND FOR HEALTH SERVICES IN MURCHISON

When the November 2016 Kaikoura earthquake damaged the coastal road south, traffic from Blenheim to Christchurch was diverted along the alternative inland route through Lewis Pass.

Since then the cars and trucks have rattled through small towns on roads never designed to deal with so much traffic. In Murchison, while some businesses have been enjoying the increased business, Christine Horner, Charge Nurse Manager at the Murchison Hospital and Health Centre says they have also been experiencing extra demand for services.

"As well as the extra travellers, there is also a lot more people staying in town – like road workers and retail staff," she says.

Christine says there have been more occasions when staff have had to use the STEMI pathway. This form of heart attack requires the PRIME nurse and paramedics to administer thrombolysis (clot busting



Photo: Stuff.co.nz. The alternative inland route from Blenheim to Christchurch through Murchison.

drugs) in the field to 'dissolve' blood clots within a patient's heart. Patients are then transported to a heart centre for assessment and stent surgery if required.

Murchison has responded to one patient each month in the last three months requiring thrombolysis, all whom have been tourists passing through Murchison or have travelled there to work on the roads.

She says she has also observed an increase in PRIME emergency callouts responding to roadside accidents. Thankfully, the majority have low

impact or low injury outcomes.

"We assume this is due to the slower speeds enforced on the open road traffic flow because of the number of vehicles, particularly large freight trucks," she says. "As well as the additional yellow no passing lanes, increased numbers of highway patrol cars and speed restrictions were introduced since becoming the main highway."

She says while the demand for services has picked up this year Murchison staff face diversity in their work every day.

HIGH PRAISE WELL DESERVED

Mandy Low's dedication to supporting St John has been recognised and rewarded this year.

Mandy is a healthcare assistant and activities Co-ordinator at the Murchison Hospital and Health Centre, and she also gives many hours service to St John ambulance. Mandy began volunteering with St John in 2002 and completed her National Certificate in Ambulance in 2006. Due to Murchison's small population, a 'retained' scheme was established in 2010 to support ambulance crewing. Mandy is part

of that scheme, working 96 hours on-call and followed by 96 hours off-duty. A retained position is not fully paid and Mandy's dedication over such a long period has allowed consistent ambulance crewing in a region that can be difficult to retain staff in. Mandy is also the Murchison St John station manager.

In recognition of her commitment Mandy was presented with a 12 year Service Medal at the St John Nelson Bays Service Awards, at the Headingley Centre in Richmond in May. St John presents service pins and certificates to members for service of 60 or more hours per year. Members receive a service pin for 3, 6 and 9 years' service. For 12 years' service members receive the St John Service Medal and every five years after that a bar to go on their medal.



Mandy Low received a 12 year service medal for the many hours of service she gives to St John ambulance in Murchison.

ON THE SHELVES OR ONLINE, THE LIBRARY STILL ATTRACTS STAFF

Whether you prefer turning pages or scrolling with a mouse, the staff librarian can help you find what you need.

When the hospital staff library service was restructured in 2014, and the Nelson Hospital librarian retired, Elaine Porter drove from Blenheim to help pack up the Nelson library and it was delivered to Wairau Hospital in a large number of cardboard boxes.

Located on the first floor of the Arthur Wicks Building, the staff library has a wealth of resources relating to health and patient care, research and management.

However, if you can't find what you are looking for in the two to three thousand books and journals on the shelves, then you might be able to access it via Interloan or on a database network.

Librarian Elaine Porter says the online medical database called Up-to-Date™ is one of the most popular sources of information used by clinicians, house surgeons and medical students

"The nurses use the Medline databases a lot for their portfolio work and researching essays for their tertiary studies," Elaine says.

Elaine says the library has good study desks – four with computers and two set up for personal laptops.

To borrow books staff have to be registered on the OPAC (Online Public Access Catalogue). This can be done on the intranet under Organisation Support/Library.

Elaine has been at the library part-time since 1998 and enjoys helping staff find what they need.

"I am available to help search for articles or books, and I can help with any research – but I won't write the essays for you."



Medical student Tash Austin is on the Rural Medical Immersion Programme at Murchison Hospital and Health Centre.

MEDICAL STUDENTS GET A TASTE OF RURAL LIFE

The Murchison Hospital and Health Centre is hosting six to eight medical students over the next few months.

The 5th year students are on the one year University of Otago, Rural Medical Immersion Programme designed to encourage a career pathway into rural General Practice.

Christine Horner says the experience gives the students a valuable insight in to the wide variety of medical conditions they may have to deal with in a remote and rural setting.

She says feedback so far has been very positive, with the students enjoying attending off-site emergencies and the unusual medical conditions presenting at the centre.

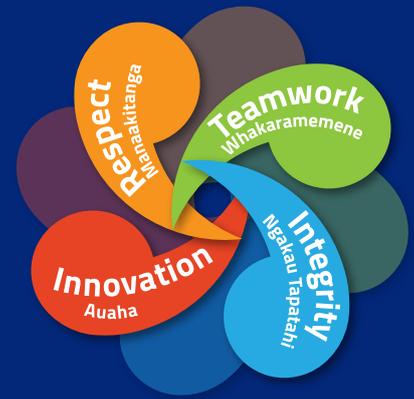
The students work alongside the GPs and nurse practitioners in clinics and attend emergencies and acute presentations.

They are based in Blenheim and Greymouth and attend the Murchison service for one or two weeks each.

"...the experience gives the students a valuable insight in to the wide variety of medical conditions."



Our Values



At Nelson Marlborough Health we believe we achieve more when we all work hard at getting along.

Respect | Manaakitanga

*Responsive to the needs of our diverse people, communities and staff
kia horahia te manaakitanga ki nga iwi katoa me nga hapori, kaimahi hoki*

- Compassionately and effectively communicating with patients, families, carers and colleagues
- Supporting and implementing cultural best practice frameworks such as He Oranga Maori best practice guidelines
- Connecting with the thoughts, feelings and perspectives of others.

Innovation | Auaha

*Provides an environment that generates new ways of working and learning
kia auaha me whakahoutia i nga pukenga akonga, me nga mahi ki tenei hapori*

- Keeping an open and critical mind
- Accepting and understanding the need for change
- Keeping the focus on patients, staff, colleagues and our communities
- Demonstrating an appreciation of Nelson Marlborough Health resources
- Consistently identifying opportunities to reduce waste and inefficiency.

Teamwork | Whakaramemene

*Where teams flourish and connect across the Nelson Marlborough Health
kia whakaramemene i nga kaipupuni hauora katoa*

- Is a strong team player who displays and respects team values
- Supports colleagues, empowers staff involvement and contributes to team goals
- Leads by example and not by title
- Challenges unacceptable behaviour and standards of care
- Collaborates across Nelson Marlborough Health.

Integrity | Ngakau Tapatahi

*Openness and honesty in all our dealings
kia taea i te ngakau tapatahi i runga i te tika me te pono i nga mahi katoa*

- Takes full responsibility for our own actions
- Regularly reviews our practice
- Seeks, gives and responds well to feedback
- Looks for opportunities to contribute
- Consistently follows Nelson Marlborough Health policies and procedures
- Proactively deals with mistakes, omissions and near misses.