

Nelson Marlborough Health Values

Our Way of Working

November 2016

Our Values



At Nelson Marlborough Health we believe life's a whole lot better when we all try to get along and give our very best. Pretty simple really. Let's work together to make it happen.

Respect | Manaakitanga

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

- Compassionately and effectively communicating with patients, families, carers and colleagues
- Supporting and implementing cultural best practice frameworks such as Whānau Ora, He Oranga Maori, and He Taura Tieke
- 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 ngā pūkenga ākongā, me ngā mahi ki tēnei hāpori*

- 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 | Whakarāmemene

*Where teams flourish and connect across Nelson Marlborough Health
kia whakarāmemene i ngā kaipupuni hauora kātoa*

- 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 | Ngākau Tapatahi

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

- 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.

Respect

We care about and will be responsive to the needs of our diverse people, communities and staff.



Consistently Meets Expectations

Exceeds Expectations

Theme: Compassionate and effective communication with patients, families, carers and colleagues.

- Consistently communicates full and accurate information to patients, families, consumers, staff & colleagues
- Keeps patients, families staff and colleagues internally and across departments fully informed on progress and changes to plans. Caters to requests and prioritises urgency.

- Actively communicates and disseminates information to individuals and across departments to ensure effective working and progress of actions
- Takes the lead in seeking out and anticipating patients, families, staff and colleagues communication needs and requests.

Theme: Cultural sensitivity

- Meets cultural needs and expectations of consumers and other staff. Understands and can pronounce Te Reo Māori terms appropriate to work area
- Consistently implements relevant cultural best practice frameworks such as Whanau Ora and He Oranga Maori.

- Models cultural best practice, and leads and supports other staff in cultural best practice
- Safeguards cultural sensitivity, promotes a workplace environment for cultural safety and learning, and proactively invites cultural input to team activities and plans.

Theme: Interpersonal skills, courtesy, patience, ability to apologise when slips occur

- Connects with others thoughts, feelings and perspectives. Takes time to achieve this. Understands others and can respectfully articulate others views and reasoning
- Consistent in behavioural patterns; courteous, polite, and considerate. Displays a positive attitude when dealing with others.

- Takes action to ensure others needs are understood and addressed. Actively ensures stakeholder engagement and action upon decision making
- Actively connects with others in a way that respects their individual needs and preferences.

Innovation

We provide an environment where people can challenge current processes and generate new ways of working and learning.



Consistently Meets Expectations

Exceeds Expectations

Theme: Disposition and attitude towards change

- Challenges the current situation. Keeps an open and critical mind to their environment. Accepts and understands the need for change
- Listens and is open to suggestions. Responds well to improvement suggestions, responds in considered way. Encourages change and shares ideas.

- Drives an environment of change. Demonstrates forward thinking and constantly moves the service forward as evidenced by submission to Health Quality Innovation Awards
- Pioneers and sees through change. Puts innovative improvement solutions and mechanisms in place.

Theme: Attitude towards moving forward, measuring and auditing improvements

- Contributes to Departmental Self -Audit tool, reviews and refines change initiatives so that Clinical Excellence can flourish
- Uses planned measurements to assess performance and effects of change.

- Leads the introduction of new ways of working within/ across departments, based on evidence of best practice, measuring and auditing the changes
- Addresses problems in a person centred way. Leads changes or initiatives (large or small) keeping the focus on the patient, consumer, staff, colleagues and overall Nelson Marlborough Health benefit.

Theme: Reduction of waste and inefficiency

- Uses and manages Nelson Marlborough Health resources with appropriate consideration of 'value for money' principles
- Consistently identifies opportunities to reduce waste and inefficiency and suggests ideas within the team.

- Demonstrates an appreciation of Nelson Marlborough Health resources and actively promotes or introduces innovative approaches to effectively manage Nelson Marlborough Health resources
- Advocates and leads on initiatives to reduce waste and inefficiency in Nelson Marlborough Health activities., eg contribution to The Green Team.

Teamwork

We create an environment where teams flourish and connect across Nelson Marlborough Health for the best possible outcomes.



Consistently Meets Expectations

Exceeds Expectations

Theme: Supporting and empowering staff involvement

- Strong team player or team leader who display and respects team values, offers support to colleagues, empowers staff involvement and contributes to team goals
- Is able to influence others and uses authority only when needed. Makes effort to ensure team members know and trust each other
- Challenges unacceptable behaviour /standards of care, either directly or indirectly.

- Excellent team player and/or team leader who constantly seeks to ensure team values are upheld. Supports colleagues, empowers staff and monitors and acts on complaint
- Leads by example and not by title
- Addresses unacceptable behaviour and ensures corrective measures are put in place.

Theme: Responsibilities beyond job role and across departmental boundaries (excludes Scope of Practice)

- Clear about own role and seeks out opportunities to contribute outside of job role
- Seeks opportunities to contribute to team needs
- Takes responsibility for resolving problems directly and indirectly related to other areas of work. Follows through personally.

- Very clear about their role in the organisation and always ready to venture beyond perceived departmental and organisational boundaries to help solve problems
- Anticipates issues and takes responsibility for resolving problems. Removes obstacles for others so that teams can deliver results and succeed.

Theme: Appreciation of wider multi-disciplinary team

- Responds to invitations to consider opinions of wider multidisciplinary teams and consumers
- Respectful of the opinions and contributions of staff from other teams.

- Actively seeks out ways of working better with the wider multidisciplinary teams, and consumers across departmental and organisational boundaries
- Actively seeks to canvas the opinions of the wider multidisciplinary teams. Proactively includes the wider multidisciplinary teams and external agencies in regular audit and improvement activity.

We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.



Consistently Meets Expectations

Exceeds Expectations

Theme: Personal accountability and self improvement

- Takes full responsibility for own actions
- Always transparent and quick to admit mistakes, regularly reviews practice. Follows actions through personally to support colleagues
- Fulfils personal and professional development requirements for current role. Identifies emerging personal development needs and actively seeks development options to meet identified needs
- Responds well to feedback and provides feedback constructively to others. Collaborates well in transition periods.

- Is self aware, able to inspire others and creates a learning culture
- Consistently acts with professionalism and integrity, being a role model. Influences others by offering and accepting feedback, coaching and the sharing of best practice as appropriate
- Fulfils or exceeds personal and professional development requirements for current role
- Seeks feedback from others and consistently offers constructive feedback
- Collaborates across Nelson Marlborough Health bringing fresh thinking and implementing new benchmarks.

Theme: Responsibilities beyond job role and across departmental boundaries

- Clear about own role and seeks out opportunities to contribute outside of job role.

- Very clear about their role at Nelson Marlborough Health and always ready to venture beyond departmental boundaries to help solve problems.

Theme: Contribution to Nelson Marlborough Health integrity and goals eg: 'Safe, skilled and compassionate'

- Responds to invitations to consider opinions of wider multidisciplinary teams and consumers
- Respectful of the opinions and contributions of staff from other teams.

- Consistently follows, shapes, advocates for and/or develops Nelson Marlborough Health policies and procedures as appropriate to role
- Anticipates errors, mistakes and/ or near misses and proactively deals with them. Discusses with colleagues and uses as a learning opportunity. Communicates lessons learned across departments.