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Te Pae Hauora o Ruahine o Tararua MidCentral

Position Description

Position: Intensivist

Reports to: Medical Lead, ICU/Anaesthesia

Clinical Executive, Te Uru Arotau-Planned care

Operations Lead, Planned Care

Operations Executive, Te Uru Arotau - Acute & Elective

Specialist Services

Clinically

Responsible to: Medical Lead, ICU/Anaesthesia

Clinical Executive, Te Uru Arotau - Planned care

Chief Medical Officer

Professionally

Responsible to: Operations Lead, Planned Care

Operations Executive, Te Uru Arotau - Acute & Elective

Specialist Services

Role Relationships: <u>Internal</u>

Senior medical staff, registrars and house officers

Nursing staff in the medical wards and clinics

Other health care team members, eg General Practitioners

Administration Staff

Allied Health Professionals

External

Patients and relatives

Organisation Context

Te Whatu Ora | Health New Zealand leads the day to day running of the health system across New Zealand, with functions delivered at local, district, regional and national levels. It weaves the functions of the 20 former District Health Boards into its regional divisions and district offices, ensuring continuity of services in the health system.

Te Pae Hauora o Ruahine o Tararua – MidCentral District (previously MidCentral District Health Board) provides healthcare services to over 180,000 people across the Manawatu, Horowhenua and Tararua regions. With a large hospital campus at Palmerston North, the health care provider also provides key health care and support services to neighbouring communities. We are one of the Manawatu's largest employers with over 2800 staff members.

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Role Purpose

PRIMARY OBJECTIVES:

To provide a high standard of clinical practice and clinical expertise and effective intensive care services to the community and region served by the organisation.

To provide advice to Medical Lead, Operations Lead, Operations Executive and Clinical Executive Planned Care, on intensive care matters and professional standards of practice.

To participate in service development.

To provide supervision and instruction for Resident Medical Officers rostered to the ICU service.

At all times the employee is required to undertake their clinical responsibilities and to conduct themselves in all matters relating to their employment, in accordance with best practice and relevant ethical and professional standards and guidelines as determined from time to time by:

- the New Zealand Medical Association's code of ethics;
- the practitioner's relevant medical college/s and/or professional associations/s;
- the Medical Council of New Zealand;
- the Health and Disability Commissioner; and

the employer's policies and procedures except to the extent that they may be inconsistent with any other provision of this Agreement.

RESPONSIBILITIES:

Objectives	Key Task	Performance Measures
• Clini	Clinical	
1.1	Delivery of clinical care to patients requiring ICU services.	 Maintains a high standard of professional care in accordance with the NZMA Code of Ethics, statutory and regulatory requirements and Organisation policies, and any subsequent amendments thereto. Is aware of and complies with statutory requirements. Takes professional care of and undertakes delegated clinical responsibilities for ICU patients. Conducts outpatient clinics and ward rounds, and other duties, using the allocated time efficiently and effectively. When necessary, assists in the management of patients with emergencies. Sees and advises promptly on patients referred for a specialist opinion; provides and/or supervises clinical care including the assessment, investigation, treatment and appropriate referral of patients who present to the ICU Service . Provides services in accordance with MidCentral
		clinical protocols, guidelines and policies.
		 Fulfils scheduled commitments as per the work schedule
1.2	Assisting with the provision of acute specialist care for ICU.	Shares on-call duty periods, providing 24 hour cover for the acute ICU service.

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Objectives	Key Task	Performance Measures
		When "on-call" is available to respond within 5 minutes to requests for telephone advice, and to attend to patients requiring care within 20 – 30 minutes.
1.3	Patient Centred Care	 Treats patients with respect, and shows consideration for their personal privacy, maintenance of dignity and independence, social and cultural needs, religious values and beliefs. Maintains effective interpersonal relationships with patients and their family/whanau/significant others. Provides patients with fair treatment without discrimination or pressure. Gives patients a full explanation of all procedures and treatments Obtains informed consent for all patients in accordance with the Organisation's policy for undertaking any operation, test or procedure Facilitates the provision of an environment which encourages them as part of the informed consent process, where practicable, to participate in decision-making about their treatment. Responds to patient complaints promptly and sensitively. Patient satisfaction, measured by both formal and informal feedback, is positive in terms of the medical care provided, including informed consent, provision of information and professional relationship with the patient. Practises in a culturally safe manner. Ensures that family/whanau/significant others are informed and involved.
1.4	Health Promotion and Disease Prevention	 Advises patients about the advantages of healthy lifestyles and specific measures that may prevent recurrences of ill health Participates in health promotion awareness campaigns relevant to her/his speciality and the goals of MidCentral. Participates in community health education activities relevant to specialty. Educates patients about the advantages of maintaining a healthy lifestyle, referring them for appropriate support as necessary.
1.5	Interpersonal Relations.	 Maintains effective interpersonal relationships with all members of staff. Communicates openly, honestly and effectively. Participates co-operatively and positively as a health team member, contributing to the maintenance of harmonious interpersonal relationships. Role models professional standards of behaviour, maintains professional relationships and demonstrates a high standard of personal and professional integrity.

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Objectives	Key Task	Performance Measures
		 Participates positively in team development and change management.
		 Maintains a loyal and confidential relationship with the management and staff of MidCentral.
		 Develops and maintains a positive partnership with the Clinical Executive, Operations Executive, Medical Lead and Clinical Programmes Lead.
		 Displays respect and tolerance towards others, recognising and acknowledging their contributions.
		 Addresses issues of concern with those involved, taking appropriate responsibility for identifying and implementing solutions.
		 Is able to receive and give feedback in a constructive and supporting manner.
		 Handles problems and complaints sensitively.
		 Understands the principles of equal employment opportunity and complies with MidCentral's human resources policies.
• Tead	ching	
2.1	In-service education of Resident Medical Officers.	 Provides clinical supervision and teaching for House Surgeons and ICU service Registrars, as and where registrars are appointed to the service. Provides education for Medical Officers, resident
		medical officers, and other staff as appropriate, both formally and informally.
2.2	Formal teaching activities for other health professionals.	 Provides teaching or educational presentations for nurses, resource nurse and other health professionals or groups with an ICU interest.
		 As negotiated/agreed with the Clinical Executive, Operations Executive, Medical Lead and Clinical Programmes Lead, provides education for primary providers such as GP's and practice nurses.
2.3	Attends relevant training/supervision programmes	 Within a year of commencement with MidCentral, attends an approved training/supervision programme. Prior learning will be recognised, ie if the SMO has attended a programme through the Medical Council of NZ, or through their vocational college within the past year.
• Man	agement/Administratior	1
3.1	Management within the Service.	 Ensures that patients are assessed and treated immediately on the basis of their priority, promoting the flow of patients by identifying those who could be fast tracked and mobilising resources to achieve this.
		 If ICU has reached a state of overload, works in close liaison and co-operation with the nursing staff, organising a response to workloads.
		 Consistently reviews efficiency of own practices and participates in activities related to organisational effectiveness, eg adherence to preferred medicines list.

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Objectives	Key Task	Performance Measures
		 Achieves or exceeds agreed levels of performance measured against quality performance indicators, eg length of stay, unplanned readmission.
		 Participates in the development and maintenance of fair, consistent systems for managing waiting times, appointment scheduling and referrals.
		 Participates in monitoring resource allocation and decision making within the service.
		Utilises staff, technological, pharmaceutical and other publicly funded resources prudently and efficiently for cost effective patient care.
		 Provides reports and information as required by the Clinical Executive, Operations Executive, Medical Lead and Operations Lead.
		 Participates in the development and updating of clinical management guidelines, including integrated clinical pathways.
		 Provides services in accordance with the defined range as per MidCentral planning and as per purchased.
		 Meets agreed contribution towards achieving the service contract, including meeting quality standards, access or exit criteria, legal requirements and all components of service specifications, volumes, and other defined outputs.
		 Participates in service planning activities related to meeting contract requirements.
		Works positively and co-operatively towards achieving service goals and contract requirements related to changes in location of service provision such as increased ambulatory care, increased community home-based care, visiting services to rural areas and reduced emphasis on inpatient services.
		 Actively works towards maximising co-operation between services and with other providers.
		Recognises linkages between services and takes these into account when considering initiatives within own service.
		 Supports and encourages others in the achievement of MidCentral's objectives.
		 Participates in service planning activities which are consistent with MidCentral's objectives.
		 Clinical decisions and decisions with financial implications reflect an understanding of the necessity for MidCentral to maintain clinical and financial viability.
		 Actively pursues and implements ways in which expenditure can be contained.

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Objectives	Key Task	Performance Measures
3.2	Management of Resident Medical Officers.	 Assists with the supervision of, and provision of feedback on performance to, resident medical officers within the ICU Service. Ensures that Medical Officers and resident medical officers are managed within the terms of their Collective Agreements or Individual Employment Agreements and MidCentral's human resources policies. Performance issues of resident medical officers are addressed in a timely and supportive manner, in conjunction with the Prevocational Educational Supervisor or Director of Medical Training as appropriate; performance issues of Medical Officers are addressed in a timely and supportive manner, in conjunction with the Clinical Executive. Provides clinical leadership for Medical Officers, resident medical officers, and other staff as appropriate.
3.3	Maintenance of adequate records and reports to referring doctors.	 Comprehensive, accurate and up-to-date medical records are maintained for all patients under the Senior Medical Officer's care. Medical reports and discharge letters on inpatients as well as outpatient letters on patients seen by the Senior Medical Officer are completed and dispatched in a timely manner. Ensures patient treatment is documented and discharge planning and referral processes are appropriate, timely and comprehensive
• Pers	onal Education and Res	search
4.1	Knowledge and practice updated and maintained.	 Demonstrates evidence of continuing selfeducation through, for example, attendance at relevant courses/ seminars/conferences; reading relevant literature. Utilises annual Continuing Medical Education Leave entitlement to maintain and develop own skills and knowledge. Attends and actively participates in local post-graduate medical education activities. Participates in appropriate College MOPS programme or equivalent. Achieves maintenance of professional standards requirements (or equivalent) set by the appropriate College and maintains professional standards of conduct. Achieves and maintains MidCentral credentialing. Develops or acquires new skills, procedures or qualifications which contribute positively towards the quality of service provision and achievement of contracted obligations. Participates in an annual Professional Development Review and as part of this, in consultation with the Clinical Executive, Operations Executive, Medical Lead and Operations Lead,

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Objectives	Key Task	Performance Measures
		sets annual KPI's, identifies professional development needs and develops a plan to meet these. • Maintains professional contacts through membership of local, regional or national professional groups or advisory bodies
4.2	Research activities relevant to ICU	 Projects are approved by the Organisation's Ethics Committee, ethical guidelines are followed and research is published. Carries out reviews of drugs, equipment and methods of clinical management as time permits. Research complies with ethical guidelines and organisational policy
• Qual	ity Assurance/Peer Rev	view
5.1	Participates in quality assurance programmes.	Attends and participates in regular departmental audit/peer review activities, including morbidity/mortality reports.
		 Attends and participates in ICU Service Quality Assurance activities.
		 Quality of written records meets specified standards.
		 Patient satisfaction is positive.
		Peer review is favourable.
		 Meets with colleagues to discuss and record performance issues and professional/personal development, at least annually.
		 Clinical outcomes are measured through clinical audit and peer review, and are satisfactory; takes appropriate action where unsatisfactory outcomes are identified.
		 Develops, documents and practices in accordance with best practice guidelines relevant to specialty.
		 Initiates and participates in quality assurance and process improvement activities relevant to area of practice.
		 Participates in achievement of New Zealand Council on Healthcare Standards accreditation in area of specialty or organisational-wide.
• Orga	nisational - Wide Proje	cts
6.1	Participates in and contributes to	Contributes to organisation-wide projects and initiatives as required
	organisational-wide	Attends and participates in meetings as required
	projects and initiatives	 In contributing to the organisation and provision of quality health services, demonstrates an awareness of own and other's accountabilities, responsibilities and obligations, both within MidCentral and externally.
		 Represents MidCentral positively in relationships with other providers, purchasers, sectors and authorities.
		 Complies with written agreements, both with internal services and external agencies.

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Objectives	Key Task	Performance Measures	
		 Provides information and reports which are required to fulfil reporting requirements, both internally and for external agencies. As negotiated/agreed with Clinical Executive and Operations Executive, participates in activities with external agencies which involve the sharing of information, expertise and/or resources. 	
		 Uses time and resources effectively, efficiently and productively towards achievement of MidCentral's objectives and own KPI's. 	
		 Seeks out alternative revenue sources/identifies new initiatives, and participates, together with the Clinical Executive and Operations Executive, in pursuing these. 	
		 Participates, as appropriate, in activities related to the advancement of MidCentral's service provision, eg new health technology, information technology. 	
		 If required to represent MidCentral in an official capacity in community or consultation activities, promotes the interests of MidCentral in a positive manner 	
• Heal	th and Safety		
7.1	Apply Health and Safety knowledge and	 Is familiar with all policies and procedures as they affect the work environment. 	
	skills to all work practices to ensure compliance with the Health and Safety at	 Ensure that safe working procedures are practised and no person is endangered through action or inaction. 	
	Work Act 2015 and any subsequent amendments or	 Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse effects of hazards. 	
	replacement legislation	Is able to apply MidCentral's ICU procedures, including use of safety equipment and materials. The same that all incidents including page prices are all incidents.	
		 Ensure that all incidents including near misses are reported within the required timeframe using the MidCentral's incident reporting system. 	
		 Actively participate in MidCentral's health and safety programmes, through input into meetings and feedback through committee structures. 	
• Trea	Treaty of Waitangi		
8.1	Understand and apply knowledge of the Treaty of Waitangi	 Apply knowledge of the Treaty of Waitangi and its application in Health in terms of the articles and principles to all work practices. 	
		Attend appropriate Treaty of Waitangi education	

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Work Schedule

This work schedule specifies the expected weekly requirements subject to the exigencies of the service. Any significant amendment will require the agreement of both parties to this agreement. The total hours are average hours only, and specific times rostered below will need to be varied from time to time to adequately staff the service, eg to cover leave, sickness and continuing medical education.

The duties and responsibilities as an Intensivist employed by MidCentral District include participating with colleagues on the Roster for the ICU Service at Palmerston North Hospital.

WEEKLY TIMETABLE

The final make up of these duties will be discussed between yourself and the Medical Lead, ICU/Anaesthesia Service.

1. Weekly Timetable

The routine hours work is assessed on a sessional basis. The actual work undertaken in any particular session will depend upon the allocation of services by the Medical Lead. The requirements of premedication of patients, continuing medical education, personal administration and teaching are also included.

Specific Monday to Friday allocations will be made once you commence. Clinical sessions may be ICU sessions and other clinical duties as appropriate. Morning session is from 8am – 1pm, and afternoon session is from 1pm – 6pm. A non-clinical session is also 5 hours, and one of these will be identified as being able to be "flexible". This means that it may be swapped by the roster lead, provided at least two weeks' notice of this is provided. The second non-clinical session will only able to be moved by mutual agreement, and it is envisaged that it would be only in exceptional circumstances that any request would be made to swop this to a clinical session.

2. Rostered Hours of Work

Rostered hours per week shall be made up of call for ICU.

These shall normally be shared with the other specialists in the roster

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Key Competencies

Competencies are the skills, knowledge and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified.

For the purposes of selection essential competencies have been identified, and shortlisting and appointment decisions will be made based on the ability of applicants to meet these:

- Registered as a Medical Practitioner with the Medical Council of New Zealand or eligible for registration with the Medical Council to enable practice within the Organisation's area.
- Holds a higher qualification appropriate to the speciality, which is recognised by the Medical Council of New Zealand.
- Commitment to auditing standards of practice.
- Proven knowledge of modern skills and techniques within Intensive Care.
- Has demonstrated a high standard of clinical care, management and time management skills.
- Is committed to continually updating skills and treatment methods.
- Has demonstrated teaching skills in respect of junior medical staff, other staff, patients and their families.
- Awareness of and sensitivity to cultural differences.
- Ability to work effectively within a multidisciplinary team.
- Ability to work effectively within a service and organisation committed to continuous quality improvement and to achieving accreditation.
- Meets the statutory and organisational requirements for working with children, as per the Children Act 2014 and MidCentral policy, including a satisfactory police check and other safety checking processes.

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Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. MidCentral will make all reasonable efforts to provide a safe and healthy work place for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, a request should be made whether it would be possible to accommodate a particular issue by obtaining advice from Occupational Health & Safety/Infection Prevention & Control Team.

- Ability to move about and undertake necessary duties throughout MidCentral's service areas.
- The work is physically demanding involving standing, walking, sitting, stretching, twisting, balancing, bending and lifting
- Manual dexterity to drive with associated strength to enable work in constrained positions involving precise activity which may involve repetition and use of light to moderate weight equipment.
- Visual ability sufficient to read, read, observe, write / record, safely undertake operating
 procedures, monitor equipment and patient status enabling accurate performance of essential job
 duties.
- Hearing and speech, sufficient to communicate with patients / care-givers and co-workers, enabling direct and telephone communication together with ability to monitor equipment and patient status.
- A high degree of mental concentration and capability is required.
- Skin should not be fissured, scaly, cracked on hands, forearms, face or neck.
- Skin condition should allow frequent contact with water and soap/disinfectant soap.
- Ability to wear masks, eye protection, protective gowns and gloves (*in some cases double gloves*) for long periods.
- Absence of a health condition which could increase appointee's susceptibility if exposed to infections more frequently than in daily living.
- Freedom from colonisation or infection with MRSA.
- The appointee's health condition should not result in undue hazard to appointee/client or others
 as a result of exposure to blood, body fluids/waste or infectious disease. (Note MidCentral Health
 Policy for Work Restriction of Staff with Communicable Disease, especially Skin Appendix.)
 Compliance with 'Medical Council Policy on Transmission of Major Viral Infection' is required.
- Work may present a hazard to immuno-compromised persons.
- Must be able to function under rapidly changing and demanding conditions.

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Conditions of Appointment

EMPLOYMENT AGREEMENT

The Collective Agreement which covers the work of this position is the New Zealand District Health Boards Senior Medical and Dental Officers Collective Agreement (Collective Agreement) which applies to employees appointed to roles that are covered by the Collective Agreement and who are members of the Association of Salaried Medical Specialists (ASMS).

NATURE AND TENURE OF APPOINTMENT

The appointment will be subject to the conditions contained in this schedule, MidCentral's policies and appropriate legislation.

The appointment is permanent but may be terminated by three months notice in writing by either party. In the event of the appointee being found to have breached the organisation's code of conduct or other policies, the appointment may be terminated without notice.

INSURANCE

The appointee must take out and maintain in force professional indemnity protection (e.g. through Medical Protection Society) in respect of alleged professional negligence or unskilful treatment of patients and it is recommended that advantage be taken of the unlimited indemnity which is available. The cost of this will be reimbursed by MidCentral, subject to it not having been reimbursed by a previous employer.

ANNUAL LEAVE

The annual leave entitlement is 30 working days per annum (pro-rata for part-time employees), in addition to 11 Public Holidays as per the Holidays Act 2003.

SICK LEAVE

Sick leave will be granted as and when such circumstances arise. If sickness exceeds three months, MidCentral may seek a medical review in respect of the employee's ability to return to work. The Organisation offers an Employee Assistance Programme for employees whose work performance is being adversely affected by personal problems. Such assistance is provided on a strictly confidential basis and receiving such assistance is in no way detrimental to an employee's career.

TREATY OF WAITANGI

MidCentral is committed to its obligations under the Treaty of Waitangi. The appointee will be expected to incorporate the principles of the Treaty of Waitangi in their working practices.

EQUAL EMPLOYMENT OPPORTUNITIES

MidCentral is committed to the principles of Equal Employment Opportunities and all recruitment activities are conducted in accordance with these principles.

SMOKE FREE ENVIRONMENT

MidCentral provides smoke-free workplaces that protect the health and comfort of employees, patients/ clients, contractors, volunteers and visitors. All buildings, grounds and vehicles owned, occupied or leased by MidCentral are smoke-free. Employees are expected to promote smoke-free lifestyles and act as role models when working with patients/ clients and in the community.

CODE OF CONDUCT

MidCentral has a Code of Conduct that sets out the standards of performance and conduct required of employees. Employees of MidCentral are also required to act with a spirit of service to the community and meet high standards of integrity and conduct as set out in Standards of Integrity and Conduct - a code of conduct issued by the Public Service Commission.

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SHARED APPROACH TO WORK PRINCIPLES

It is important that MidCentral has a healthy and safe working environment in which all employees feel their contribution is valued and appreciated. The actions and behaviours below are intended to provide a guide and assist us all to develop and maintain this environment.

To be happy and proud in our work we will:

- Care for and support each other to have a safe work environment;
- Treat each other with trust and respect, recognising cultural and other differences;
- Communicate openly, honestly and act with integrity;
- Enable professional and organisational standards to be met;
- Support each other to achieve, and acknowledge contributions and successes.

MidCentral does not tolerate bullying, harassment, or inappropriate behaviour in the workplace environment.

CONFIDENTIALITY

All employees are responsible for the security of confidential and sensitive information which is held by MidCentral. All employees have a responsibility to comply with the requirements of the Privacy Act 2020 and the Health Information Privacy Code 1994 and any subsequent amendments.

It is a condition of employment for all employees that confidential or sensitive information is only accessed, used or disclosed as necessary to meet their employment or contractual obligations and in accordance with the relevant legislation, their professional obligations, and any other obligations imposed by law. Note: This does not preclude the sharing of clinical information among health professionals involved in the care or treatment of the individual on a "need to know" or consultancy basis.

Confidential information concerning a patient or client who is receiving or has received services provided by MidCentral may not be accessed by employees not involved in the care or treatment of the patient or client, and also may not be disclosed to unauthorised persons, except for those specific cases defined in relevant legislation and as per MidCentral's Confidentiality Policy.

HEALTH DECLARATION

Shortlisted applicants will be required to complete a Health Declaration form and provide this to the hiring manager. They may also be required to undergo a medical examination as part of assessing their ability to fulfil the requirements of the position.

DECLARATION OF CRIMINAL CONDUCT AND OTHER INFORMATION

Shortlisted applicants will be required to complete a Declaration of Criminal Conduct and Other Information form and provide this to the hiring manager.

DECLARATION OF MEDICAL LICENCE, LOSS OR SURRENDER

Applicants are required to complete a Declaration of Any Loss or Surrender of Medical Licence to Practise or Hospital Suspensions Form and return this with their application.

POLICE CLEARANCE/ CHECK(S)

Some appointments at MidCentral are subject to a Police Clearance which requires the applicant to complete a New Zealand Police Vetting Service Request and Consent Form. Additionally, overseas police checks may need to be applied for by the appointee if they have lived in any country other than New Zealand for 12 months or more within the last 10 years.

Shortlisted applicants will be advised of the requirement to undergo a New Zealand Police Clearance, and provide overseas police clearance/s, as required.

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Notwithstanding the police clearance process upon appointment, in future all MidCentral employees may be required to undergo police and/ or other vetting procedures, and all staff will be required to participate in this process.

MidCentral reserves the right to withdraw any offer to the appointee, or if the appointee has commenced work, terminate employment, if any adverse information arises out of the police check/s.

CHILDREN'S ACT 2014

Due to this role having contact with children and MidCentral's commitment to child protection, shortlisted applicants will be subject to 'safety checks' in accordance with the Children's Act 2014 before any offer of employment is made. These checks are required periodically for existing employees in accordance with the relevant legislation.

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MidCentral's Values and Behaviours

All employees of MidCentral District Health Board will adopt the values and demonstrate the behaviours related to them of being Compassionate, Respectful, Courageous and Accountable - in the following ways:

COMPASSIONATE - KIA WHAI AROHA

- Is responsive to the needs of people, whānau and the community.
- Strives to deliver beyond expectations and go the extra mile.
- Shows concern for others and offers proactive and timely assistance and support to others.
- Is empathetic and mindful of others and sensitive to their feelings.
- Creates an environment where others feel safe and supported, encouraging them to contribute and share their views and perspectives.

RESPECTFUL - KIA MĀTĀTOA

- Shows politeness, admiration and honour to others and does not cause offence.
- Actively listens when someone is speaking and shows value for other peoples' perspectives.
- Genuinely engages and listens to others and considers their views while making decisions.
- Is inclusive of diverse perspectives and the cultural beliefs of others and actively seeks to improve own knowledge.
- Recognises team member strengths and development needs, and coaches them to maximise their potential.

COURAGEOUS - KIA WHAI NGĀKAU

- Speaks up when things are not right.
- Is adventurous in search of feedback and is open to feedback.
- Puts organisational interests ahead of their own.
- Speaks up when they have to contribute or when other's behaviour is inconsistent with the DHB's values.
- Champions innovative ideas in the team, and on behalf of the team.
- Is willing to question accepted approaches and processes and open to challenge.

ACCOUNTABLE - KIA NOHO HAEPAPA

- Acknowledges and assumes responsibility for their actions and does not blame others when things go wrong.
- Strives for excellence and delivers high quality care that focuses on the needs of the consumer and whānau.
- Is innovative and strives for quality and excellence.
- Following through on conversations saying what you will do and doing what you say.
- Is able to intervene effectively when progress against budgets, plans or projects is off track.
- Is committed to rapid resolution of complaints, problems and issues.

Creates an environment where others feel safe and supported, encouraging them to contribute and share their views and perspectives.

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Appendix A - MidCentral's Strategy



- Ka ū tā mātou mahi -



WE ARE ABOUT

Better health outcomes, better health care for all

-Ko tā mātou mahi-

He whakapai ake i te hauora hei oranga mõ te katoa

WE WILL BE

Compassionate

Respectful

Courageous

Accountable

Ka pēnei mātou-

Ka whai aroha

Ka whai ngākau

Ka mätätoa

Ka naho haepapa

INDIVIDUALLY AND TOGETHER WE WILL

Achieve quality and excellence by design

Connect and transform primary, community and specialist care

Partner with people and whānau to support health and wellbeing

Achieve equity of outcomes across communities

He mahi takitahi hei toa takitini

Kia kounga, kia hiranga te hoahoa

Kia mahi tahi me te tangata, me te whānau hei tautoko i te hauora me te aranga

Kia túhona e pai ake ai te atawhai tuatahi, te atawhai hapari, te atawhai ngalo

Kia tökeke ngā hua mõ ngā hapari katoa

WE WILL ACHIEVE THIS SUCCESS THROUGH OUR

People

Partners

Information

Stewardship

Innovation

Ka eke angitu mātou mā -

Ó môtou iwi

Õ mātou hoa mahi

Ter whakamāhio

Te tiaki

Te avana