



Helen Mason

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



6 May 2016

Change Day Pledge Comes to Life

Last month I shared that my Change Day pledge for 2016:

“Once a month, I’ll shadow a team member from a different function, to better understand the contribution they make to the care our communities receive.”

A couple of weeks ago, I had my first opportunity to do this. I spent a morning with the Whakatane based Community Allied Health team. I was fortunate in that I got to meet lots of members of the team, see their facilities and meet some clients and patients. The whole team organised a great morning for me. I really appreciated the time and thought that went into planning the morning, so that I got a really great insight into the work of the team.

I was impressed with everyone I met, with their enthusiasm and passion for the job. There was a very positive atmosphere and the rehab therapy patients’ notice board is a testament to the service the team provides.

I was very impressed with how proactive the team is, searching out opportunities to make improvements. Maureen Bisognano, who until recently was CEO of IHI, talks about all of us having two jobs: doing our job and improving our job. It seems to me that this team is committed to improving their jobs with a focus on improving the care and support available to our communities. They’ve been working on improving the consistency of processes and approaches with their Tauranga colleagues. They’ve also been looking at who on their team undertakes which tasks. Through the willingness of Jody who’s in admin, to upskill and be the first point of call for telephone queries, an occupational therapist is now freed up each day to focus on clinical services. In a joint project 40 members of allied health across the DHB have completed the initial training for the Enable service accreditation which will mean significantly reduced delays for patients receiving equipment in the community. It’s great to see the full team being proactive and taking leadership on changes they can make.

Something which is really important to us as a DHB is understanding what matters to our patients and their families, and then working with them to achieve that. It was great to hear the teams’ patient stories which clearly demonstrate that this is what they do each day.

Whilst I was doing my Harkness Fellowship last year, I visited Beth Israel Deaconess Medical Centre, one of the Harvard teaching hospitals in Boston. They are recognised as a world leader in delivering patient centred care. Their goal is to deliver the care they’d want their own families to receive. I was so impressed when Nicky showed me the equipment store and explained the approach they take to preparing returned equipment for the next client. She said “I want it to be what I’d want my mum to get”. I think there’s a huge lesson for all of us in this. Thinking about how we can ensure that the care we deliver each day is the care we’d like our loved ones to experience.

Thank you to the team for a great morning. I’m already looking forward to my next “shadowing” opportunity.



CEO Helen Mason with members of Whakatane’s Allied Health team.

We will work together to strengthen our staff relationships. We will begin this journey by having meaningful discussions that will bring the organisation’s values to life and make the Bay of Plenty District Health Board a great place to work.

The Purpose Statement developed by the Planning Team for the Staff Engagement and Culture Day.

Staff Engagement and Culture Day

In my last newsletter I spoke about a workshop being organised to explore how we can improve our culture, and how we can develop and improve our staff engagement. We wanted an opportunity to think about how we can all work better together. I was optimistic this work would significantly contribute to making BOPDHB a great place to work.

On Tuesday I joined 80 staff in the Staff Engagement and Culture workshop. The content of the workshop was designed and written by a Planning Team of BOPDHB staff. In less than four weeks an amazing day was pulled together. The venue, the theme, the workshop materials and importantly 80 staff were on-board. The Planning Team were also responsible for preparing the questions to be asked at the workshop, to help us better understand our current state of staff engagement. I'm really grateful to the Planning Team and the Logistics Team for their hard work, to the team leaders who released their staff for the day, and most importantly to the 80 staff who attended.

I was so impressed with the 80 representatives of our DHB team. They were fully engaged, putting forward thoughtful, well-reasoned and honest opinions. Each person represented their 'slice' of the DHB, giving us diversity of roles and opinions at every table.

We all agreed that it's important that we maintain the momentum of the day. We're currently working on a summary of the day which will be sent out to everyone. It will include likely focus areas and make recommendations on work streams for the year ahead.

There were three areas that were raised across the day which we anticipate will be prioritised as focus areas: communication, performance appraisals and bringing the CARE values to life.

We are optimistic about working on this together and are committed to making tangible changes. We agreed that we'd gather together again in 12 months' time to measure the improvements that have been made. We also agreed that whilst this work has been focused on our team of 3,000 employed by the DHB, we are keen to engage with our community providers and stakeholders on this as well. Planning and Funding are starting to think about how we can progress this thinking in partnership with our external providers.

I look forward to sharing the summary and recommendations with you soon.

I want your thoughts on the Staff Forums we hold.....

Staff Forums have been held in both Tauranga and Whakatane for a number of years. They've been an opportunity for the CEO and members of the Executive Team to discuss items of interest with staff. The next forums are to be held in Whakatane on May 19, and in Tauranga on May 30.

As an Exec Team we're not certain that the Staff Forums are effective. I'd like to turn the next staff forums around and hear from you at the May forums. I'm hoping that you'll come to the forum ready to discuss whether you think the forums are effective, how they might be improved, or whether we should be looking at an alternative format.

So on 19 and 30 May please come along and tell us what you would like the Staff Forum to be and what you think a "visible front line presence" of the Executive Team would look like.

If you are not able to attend either Staff Forum please send me your ideas on the new Send Me A Message button top right of this OnePlace page.

Send Me A Message button

We have set up a button on my OnePlace pages via which you can send me a message.

If you don't have access to OnePlace, as you have opened the pdf version of this newsletter, you can still email me helen.mason@bopdhb.govt.nz



Staff engrossed in their deliberations at the Staff Engagement and Culture Day.