



Helen Mason

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



20 July 2017

July has been CARE values month as we celebrated the launch of our evolved values.

Today I've included instructions on how to add the CARE values to your email signature. There are four designs to choose from and following these instructions you can add your favourite graphic to your signature.

You'll hopefully have noticed the new values signs are starting to go up in our facilities. We've also seen them on take-out coffee cups, and last Thursday at Whakatāne's Grand Round titled "Movie time with popcorn – the CARE values video featuring Amohaere Tangitu and me was the "shorts".

What has been heartening has been the way in which our four values compassion; all-one-team; responsive and excellence have been repeated in the Patients Experience Surveys this year.

"The doctor I saw was so helpful, and had compassion which helped, and he explained this to me. It was so good to have your health in the hands of someone who showed both knowledge and understanding".

"It was obvious that the staff were a team as they all worked together and all processes of care seemed to flow. I felt safe and cared for."

"My experience while in hospital was with complete care and understanding".

"All hospital staff did everything they could to determine the cause of my problem and explain what they were doing and why. They did many tests – more than I have previously had to determine the reason for my admittance. Excellent service and staff."

We've recently had the Certification Auditors in our hospitals carrying out their regular audit. Last time they were here, they commented that we needed to do work implementing our values. They have commented during this audit that they have seen positive changes, and that our team members are talking about our new values.

I have received many comments that there's a perceptible positive change in our culture, and it's certainly being echoed by patients in their feedback. It will be interesting to receive the auditor's report.

Instructions on how to add a CARE graphic to your email signature

1. From Outlook (your email) click on the 'File' tab at the top and select 'Options'.
2. Click on 'Mail' on the left list of choices and then on the right, click the 'Signatures' button.
3. Select either an existing signature to edit, or click 'New' to create a new signature.
4. You can add text to your signature in the 'Edit Signature' box below, for example your name and contact information.
5. Then with the cursor underneath the text click on the Image icon in the editing tool bar. 
6. Browse to the G:\Pacific\CARE Wallpaper and Images folder and select one of the Signature image files and click insert.
7. The image should then be added to your signature.
8. You can make this signature your default for new messages and replies under the 'Choose default signature' section.



New staff share our CARE values at their orientation, earlier this month.

Whakatāne mayor says thanks

I received a letter from Tony Bonne, Mayor of Whakatāne District formally acknowledging our contribution during the response to the cyclone and flood emergency events that struck his district in April.

"It has certainly been a challenging time for our communities, and there is a long road ahead of us in the recovery phase. However, it makes a significant difference to know that we can draw on such solid support from so many organisations, agencies, groups and individuals."

"Your willingness to help was greatly appreciated during these extraordinary circumstances."

When you are a patient, or accompanying or visiting family and friends in hospital, please remember you must not use your ID card to gain access as you're in the hospital in a different capacity.

You must have a work related need to be on a ward if you are using your ID card for access.

When visiting high needs or high volume areas such as ICU, CCU, HDU, ED, Periop and SCBU, please get permission from the clinical staff. It's important for the safety and wellbeing of patients that all visitors, whether a staff member or not, have permission to be on a ward.

If you're asked to leave a clinical area, please do so immediately, and discuss with the Clinical Nurse Manager or, in their absence, the Duty Manager, if you believe you should be allowed to remain. Any discussion should be away from the bedside.

Innovation Awards an opportunity to reflect on the inspirational work of our colleagues

Better patient communication was the winner of the 2015 Innovation Awards, and we are now looking to staff and contractors, to come forward with their entries for this the fourth bi-annual awards. The Clinical School Research Awards are held every other year.

The 2015 Innovation Awards were keenly contested with 20 applicants and six finalists were selected to present at the awards evening.

They represented every part of our health sector and reflected our commitment to innovation and improvement. Their subjects ranged from working with homeless men in the community, to assisting junior doctors develop skills in quality improvement that will stand them in good stead for the rest of their careers, improving information flows including between providers of services and information for patients so they have a clearer understanding for themselves.

Entries close at 5pm on Friday 28 July, so please get yours in now. If you're a BOPDHB employee **Click here for Information** and **Click here for the Application Form**. DHB Contractors please email: colleen.lambourne@bopdhb.govt.nz for information and application forms. Winners receive \$3000 for 1st prize, \$2000 for 2nd prize and \$1000 for People's Choice Award.

Innovation distinguishes between a leader and a follower.

Steve Jobs (1955 – 2011) American entrepreneur, businessman and inventor who was co-founder of Apple Inc.