

## “connected”

- We need to be connected with our community. We need to be connected within our organisation – across disciplines and teams. This is to ensure care is seamless and integrated to achieve the best possible health outcomes for our patients/clients and their families.
- Communicate to keep people informed
- Explain clearly
- Teamwork with patients, whānau, and colleagues
- Give and receive feedback

- We seek continuous improvement in everything we do. We will become the national leader in health care delivery.
- Positive we can make a difference
- Improve services and ourselves
- Safe practice
- Efficient and organised

## “better, best, brilliant”

- We see our work in health as a vocation and more than a job. We are aware of the suffering of those entrusted to our care. We are driven by a desire to relieve that suffering. This philosophy drives our caring approach and means we will strive to do everything we can to relieve suffering and promote wellness.
- Compassion for your suffering
- Attentive and helpful
- Protect your dignity
- Reassuringly professional

## “with compassion”

- Every single person matters, including patients, clients, family members and staff members.
- Welcoming and friendly
- Respect each individual
- Listen and understand
- Speak up for others

## “everyone matters”



Best Care for Everyone

## How we aim to be with patients and each other

### About our values and behaviours

Our values and behaviours were developed by over 1,000 patients, whānau and members of staff. They describe how we aim to be with the people we serve and with each other, and set out our ambition to provide “best care for everyone”. Here’s what patients said about our care in *In Your Shoes* meetings.

“They looked after me like my own children would have”.

“The surgeon clearly explained the pros and the cons of surgery. I could make a choice”.

“The contact from the clinical nurse specialist in the hospital, at home, made me feel cared for, loved and cherished”.

“I felt like, safe, as a consistent system was being used. It was clear to everyone if I needed assistance”.

## “best care for everyone”

This is our promise to the Waitemata community and the standard for how we work together.

Regardless of whether we work directly with patients/clients, or support the work of the organisation in other ways, each of us makes an essential contribution to ensuring Waitemata DHB delivers the best care for every single patient/client using our services.



Best Care for Everyone

### Our values and behaviours will shape:

- The way we plan and make decisions
- The way we behave with patients, service users, whānau and with each other
- How we recruit, induct, appraise and develop staff
- How we measure and keep improving everyone’s experience

# Our shared values and behaviours

		Our Behaviours. How we are with service users and colleagues.		
Our Standards		☆ Love to see	Expect to see	Don't want to see
Everyone matters	<b>Welcoming</b> and friendly	<ul style="list-style-type: none"> <li>Makes everyone feel positively welcomed and valued</li> </ul>	<ul style="list-style-type: none"> <li>Is courteous and polite, engages people, makes eye contact, smiles</li> <li>Introduces themselves using 'the 3Ms in welcome'</li> </ul>	<ul style="list-style-type: none"> <li>Ignores or avoids patients or colleagues</li> <li>Is aggressive, rude or impolite</li> </ul>
	<b>Respect</b> each individual	<ul style="list-style-type: none"> <li>Brings the best out of others by recognising their different abilities</li> </ul>	<ul style="list-style-type: none"> <li>Remembers peoples' names</li> <li>Welcomes different views/cultures</li> </ul>	<ul style="list-style-type: none"> <li>Makes assumptions, is judgmental or disrespectful of other people</li> <li>Gossips</li> </ul>
	<b>Listen</b> and understand	<ul style="list-style-type: none"> <li>Motivates others by making time to listen to their views and feelings</li> </ul>	<ul style="list-style-type: none"> <li>Is interested in what others say</li> </ul>	<ul style="list-style-type: none"> <li>Talks over people, doesn't let them ask questions or express views</li> </ul>
	<b>Speak up</b> for others	<ul style="list-style-type: none"> <li>Encourages colleagues to speak up on behalf of others</li> </ul>	<ul style="list-style-type: none"> <li>Speaks up every time they see poor or unsafe care or behaviour</li> </ul>	<ul style="list-style-type: none"> <li>'Walks by' or ignores poor or unsafe care or behaviour</li> </ul>
With compassion	<b>Compassion</b> for your suffering	<ul style="list-style-type: none"> <li>Is thoughtful about other people and takes time to 'put themselves in other peoples' shoes'</li> </ul>	<ul style="list-style-type: none"> <li>Checks in to see people are OK</li> <li>Notices pain, and does everything they can to reduce it</li> </ul>	<ul style="list-style-type: none"> <li>Is dismissive of other peoples' concerns, feelings or pain</li> </ul>
	Attentive and <b>helpful</b>	<ul style="list-style-type: none"> <li>Always wants to make a difference for other people, even if it means putting themselves out</li> </ul>	<ul style="list-style-type: none"> <li>Asks people if they need help or if they are in pain</li> <li>Proactively offers to help people or finds someone else who can</li> </ul>	<ul style="list-style-type: none"> <li>Stands back until someone asks for help - "not my patient/job"</li> <li>Walks past people in obvious need</li> </ul>
	Protects your <b>dignity</b>	<ul style="list-style-type: none"> <li>Encourages everyone to support the privacy and dignity of patients, families and colleagues</li> </ul>	<ul style="list-style-type: none"> <li>Always acts if they see someone's dignity or privacy being harmed</li> <li>Is gentle</li> </ul>	<ul style="list-style-type: none"> <li>Does/says things that make people feel unsafe, unvalued or bullied</li> </ul>
	<b>Reassuringly</b> professional	<ul style="list-style-type: none"> <li>Is calm and patient even when under pressure</li> </ul>	<ul style="list-style-type: none"> <li>Is aware of the impact of things they say and do on other people</li> </ul>	<ul style="list-style-type: none"> <li>Takes their stress out on others via tone, language or behaviour</li> </ul>
Connected	<b>Communicate</b> keep people informed	<ul style="list-style-type: none"> <li>Connects teams and services, inside and outside our organisation, so they can work better together</li> </ul>	<ul style="list-style-type: none"> <li>Keeps people informed so they know what's happening</li> <li>Is prepared, reads notes in advance</li> </ul>	<ul style="list-style-type: none"> <li>Keeps information that other people need to themselves</li> </ul>
	<b>Explain</b> clearly	<ul style="list-style-type: none"> <li>Follows up to check that people have understood what's happening</li> </ul>	<ul style="list-style-type: none"> <li>Explains clearly, using appropriate language, so people can understand</li> </ul>	<ul style="list-style-type: none"> <li>Uses jargon or confusing language others have trouble understanding</li> </ul>
	<b>Teamwork</b> with patients, whānau, and colleagues	<ul style="list-style-type: none"> <li>Involves people to make informed choices about things that affect them</li> </ul>	<ul style="list-style-type: none"> <li>Involves patients, families and colleagues in everything they do</li> </ul>	<ul style="list-style-type: none"> <li>Silo-working. Acts without involving people in issues that affect them</li> <li>Lets hierarchy get in the way of care</li> </ul>
	Give and receive <b>feedback</b>	<ul style="list-style-type: none"> <li>Encourages feedback from their service users</li> </ul>	<ul style="list-style-type: none"> <li>Appreciates good work, says "thanks"</li> <li>Speaks up when people don't live up to our values or give their best</li> </ul>	<ul style="list-style-type: none"> <li>Is not open to hearing or acting on feedback about themselves</li> <li>Blames other people</li> </ul>
Better, best, brilliant	<b>Positive</b> we can make a difference	<ul style="list-style-type: none"> <li>Is positive about what we can achieve, has high standards, and motivates others to meet them</li> </ul>	<ul style="list-style-type: none"> <li>Uses best practice to deliver the best outcomes, whatever their role</li> <li>Celebrates and shares success</li> </ul>	<ul style="list-style-type: none"> <li>Uses negative, pessimistic language</li> <li>Accepts poor performance</li> </ul>
	<b>Improve</b> services and ourselves	<ul style="list-style-type: none"> <li>Inspires others to be creative in finding better ways to do things</li> <li>Supports other peoples' learning</li> </ul>	<ul style="list-style-type: none"> <li>Reviews performance and evidence to look for better ways to do things</li> <li>Proactively finds ways to improve their own knowledge and skills</li> </ul>	<ul style="list-style-type: none"> <li>Resists change for the better</li> <li>Doesn't look to learn or improve their own skills or knowledge</li> </ul>
	<b>Safe</b> practice	<ul style="list-style-type: none"> <li>Shares lessons learned and supports others to improve safety</li> </ul>	<ul style="list-style-type: none"> <li>Follows safe practice, is vigilant about risks, and challenges unsafe practice</li> </ul>	<ul style="list-style-type: none"> <li>Covers up errors</li> <li>Doesn't follow agreed safe practice</li> </ul>
	<b>Efficient</b> and organised	<ul style="list-style-type: none"> <li>Stays responsive to patients and colleagues when under pressure</li> </ul>	<ul style="list-style-type: none"> <li>Is on time, organised and efficient</li> <li>Respects other peoples' time</li> </ul>	<ul style="list-style-type: none"> <li>Is regularly late</li> </ul>