

Position Description

Vacancy ID:

Position:	Medical Officer, Geriatric Medicine – Horowhenua (Star 4)
Reports to:	Clinical Executive, Healthy Ageing and Rehabilitation Operations Executive, Healthy Ageing and Rehabilitation Medical Lead, Elder Health
Clinically Responsible to:	Senior Medical Officer, Horowhenua Medical Lead, Elder Health Clinical Executive, Healthy Ageing and Rehabilitation Chief Medical Officer
Professionally Responsible to:	Operations Lead Operations Executive, Healthy Ageing and Rehabilitation
Role Relationships:	<u>Internal</u> Clinical Executives, Medical Leads, Operations Executives Hospital Services, Business Leaders, Operation Leads, Other health professionals and hospital staff particularly those members of the Elder Health community Teams. Nurses Administration workers <u>External</u> General Practitioners Staff of Rest Homes Patients and relatives
FTE:	1.0 FTE

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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General:

Elder Health provides a geriatric medical service mainly to older people in the Manawatu, Horowhenua and Tararua districts. There are approximately 180,000 people in the area of whom 20,000 are aged 65 years and over.

STAR 2 is a 28-bedded Assessment, Treatment and Rehabilitation (A, T & R) ward for patients of all ages.

STAR 4 is a 20-bedded A, T & R ward for patients of all ages, but predominately patients over 65 years old and is located at Horowhenua Health Centre, Levin.

Current medical staffing of the Elder Health service at Palmerston North Hospital is:

- 5 consultant geriatricians .
- 3 registrars
- 4 house officer (STAR 2).

Horowhenua Hospital is staffed by 4 medical officers supervised by one of the geriatricians.

Acute medical care for older people with frailty takes place at Palmerston North Hospital on the 24-bedded Older People's Acute Assessment & Liaison (OPAL) unit. Rehabilitation takes place at Palmerston North and Horowhenua Hospitals. Outpatient clinics are held at Palmerston North and Horowhenua Hospitals, Dannevirke Hospital and the Pahiatua Medical Centre.

There is close liaison between acute medical services and Elder Health and a well-established orthogeriatric liaison service. There is an Interface geriatrics (IG) service, providing advice and support to the Emergency Department and taking calls from GP teams during working hours to provide advice and facilitate specialist geriatric assessment if necessary.

STAR 1 is a 7 bed Older Adult Mental Health (OAMH) (psychogeriatric) ward aligned to Mental Health and Addiction Services. Medical staffing of this ward consists of 1 psychogeriatrician and 1 house officer. There is a close operational relationship between Elder Health and OAMH.

Role Purpose

PRIMARY OBJECTIVES:

To provide a high standard of clinical practice and clinical expertise, contributing to the provision of efficient and effective geriatric services to the community and region served by MidCentral District.

RESPONSIBILITIES:

Objectives	Key Task	Performance Measures
• Clinical		
1.1	Delivery of clinical care to patients requiring geriatric input	<ul style="list-style-type: none">• 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 geriatric patients.• Conducts outpatient clinics and ward rounds, and other duties, using the allocated time efficiently

Compassionate
Ka whai aroha

Respectful
Ka whai ngākau

Courageous
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		<p>and effectively towards achieving the goals of the Annual Plan.</p> <ul style="list-style-type: none"> • When necessary, assists in the management of patients with emergencies. • Sees and advises promptly on patients referred for a specialist opinion within the hospital. • Individual work schedules will be agreed by the Clinical Executive/ Medical Lead and successful applicant. Taking into consideration the service's commitments, other staff members availability, and the proportion of time the individual works within the service. The schedule will be individually tailored to suit the needs of both parties • Provides medical care within the hours 8am to 4pm – Monday to Friday • There is an expectation to participate in a 1 in 4 on call roster to cover STAR 4 • Participates as a member of multidisciplinary team, attending meetings. • Provides services in accordance with MidCentral clinical protocols, guidelines and policies. • Fulfils scheduled commitments as per the work schedule
1.2	Patient Centred Care	<ul style="list-style-type: none"> • 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 and their family/whanau or advocate an explanation of all procedures and treatments, allowing them to make informed decisions regarding their health care decisions. • 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.

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1.3	Health Promotion and Disease Prevention	<ul style="list-style-type: none"> • 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 speciality. • Educates patients about the advantages of maintaining a healthy lifestyle, referring them for appropriate support as necessary.
1.4	Interpersonal Relations.	<ul style="list-style-type: none"> • 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. • 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 Operations 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.
<ul style="list-style-type: none"> • Teaching 		
2.1	Formal teaching activities for other health professionals.	<ul style="list-style-type: none"> • Provides teaching or educational presentations for nurses, resource nurse and other health professionals or groups with a Geriatric interest.
<ul style="list-style-type: none"> • Management/Administration 		
3.1	Management within the Service.	<ul style="list-style-type: none"> • Attends regular meetings of the service to collaborate with physicians and other professional colleagues and, as requested with the Operations Executive. Participates in management decision making for this service.

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3.2	Maintenance of adequate records and reports to referring doctors.	<ul style="list-style-type: none"> Comprehensive, accurate and up-to-date medical records are maintained for all patients under the Medical Officer's care. Medical reports and letters on patients seen by the Medical Officer are completed and dispatched in a timely manner.
<ul style="list-style-type: none"> Personal Education and Research 		
4.1	Knowledge and practice updated and maintained.	<ul style="list-style-type: none"> Demonstrates evidence of continuing self-education 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 an appropriate CPD/MOPS programme or equivalent. Achieves and maintains MidCentral credentialing. 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, sets annual KPI's, identifies professional development needs and develops a plan to meet these.
<ul style="list-style-type: none"> Quality Assurance/Peer Review 		
5.1	Participates in quality assurance programmes.	<ul style="list-style-type: none"> Attends and participates in regular departmental audit/peer review activities, including morbidity/mortality reports. Attends and participates in Elder Health Service Quality Assurance activities Quality of written records meets specified standards Patient satisfaction is positive Peer review is favourable
<ul style="list-style-type: none"> Organisational - Wide Projects 		
6.1	Participates in and contributes to organisational-wide projects and initiatives	<ul style="list-style-type: none"> Contributes to organisation-wide projects and initiatives as required Attends and participates in meetings as required 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.

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• Health and Safety		
7.1	Apply Health and Safety knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation	<ul style="list-style-type: none">• Is familiar with all policies and procedures as they affect the work environment.• Ensure that safe working procedures are practised and no person is endangered through action or inaction.• Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse effects of hazards.• Is able to apply MidCentral's emergency procedures, including use of safety equipment and materials.• 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.
• Treaty of Waitangi		
8.1	Understand and apply knowledge of the Treaty of Waitangi	<ul style="list-style-type: none">• 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 a Medical Officer Geriatrics employed by MidCentral include participating with colleagues on the Roster for the Duty at Horowhenua.

1. WEEKLY TIMETABLE
The final make up of these duties will be discussed between yourself and the Clinical Executive, Healthy Ageing and Rehabilitation and the Medical Lead, Elder Health

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 contract.

The total hours are average hours only, and specific times will need to be agreed and may be varied from time to time to adequately staff the service, eg to cover leave, sickness and conferences.

Number of Hours	Activity
20	Made up of:
8	Inpatient
12	MDT
	Supporting Activities (teaching, audit, service improvement, CME, clinical meetings, peer review)
Total : 40	
40 ord plus 2.5 hours call back and 6% availability	

ROSTERED HOURS OF WORK

The on call component will be discussed and agreed with successful applicants.

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.
- Has experience appropriate to the position, which is recognised by the Medical Council of New Zealand to obtain General Registration.
- Proven knowledge of modern skills and techniques in Geriatric Medicine and proven ability to work effectively within a comprehensive, integrated multi-disciplinary service for older people.
- Demonstrate evidence of continuing professional development through, for example, attendance at relevant courses/ seminars/conferences; reading relevant literature; and maintenance of professional standards
- Demonstrate awareness of equity issues across the sector including, but not limited to Maori Health
- Awareness of and sensitivity to cultural differences and ageism. Able to relate well to older people and their carers with recognition of their autonomy
- Commitment to auditing standards of practice.
- Has a current Driving Licence to enable provision of domiciliary and community services to rural localities
- 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.
- 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.

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 Palmerston North Hospital and other MidCentral facilities. Must be able to undertake consultations in residential/ domiciliary environments within the region.
- Ability to sit, stand walk, climb stairs, stretch, twist and bend.
- Manual dexterity sufficient to undertake necessary patient examinations and contribute to emergency management.
- Visual ability sufficient to read and observe sufficiently to examine patients, operate necessary equipment, undertake necessary procedures enabling accurate performance of essential job duties.
- Hearing and speech sufficient to communicate with patients / caregivers / co-workers and accurately undertake necessary procedures, monitor equipment and patient status.
- A high degree of mental concentration is required.
- Ability to wear facemasks for protection against infectious disease and gloves for short periods of time and have infrequent contact with latex rubber.
- Skin should not be fissured scaly, cracked on hands, forearms, face or neck.
- Skin condition should allow frequent contact with water, soap/disinfectant soap or alternative hand cleaning preparations acceptable for infection control purposes.
- Absence of health condition which could increase appointee's susceptibility if exposed to infections more frequently than in daily living.
- The appointee's health condition should not result in undue hazard to appointee/client or others as a result of exposure to blood, body waste or infectious disease. (Note MidCentral's policy for Work Restriction of Staff with Communicable Disease, particularly the Skin Appendix. Compliance with 'Medical Council Policy on Transmission of Major Viral Infection' is required.
- Work may present a hazard to immuno-compromised persons.
- Freedom from colonisation or infection with MRSA.
- Must be able to function under rapidly changing and demanding conditions.

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.

SALARY

The commencing salary for this appointment will be within the salary scale, as specified in the Collective Agreement that applies at the time the position is taken up, with movement through the salary steps being by annual increment, subject to agreed performance criteria and as per the Collective Agreement.

Part-time (less than 40 hours) salary is pro-rata the full-time rate in the Collective Agreement.

The position's "job size" is the average weekly number of hours the appointee is required to undertake:

- Routine duties and responsibilities, including scheduled activities such as outpatient clinics, theatre lists and departmental meetings;
- Non-clinical duties and responsibilities;
- Duties at locations other than the usual workplace; and
- Rostered after hours' on-call duties, including telephone consultations and other relevant discussions.

Details of the work schedule and hours required will be detailed in the appointee's offer of employment and remuneration schedule, including payment of an availability allowance if the position includes on-call.

All salary payments will be made fortnightly by direct credit to a nominated bank account in the appointee's name (or jointly including the appointee's name).

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.

HOURS OF WORK

Hours of work will be 40 per week

If the appointment is full-time the employee shall not engage in any other business or occupation without the prior consent of the Organisation. If an appointee is engaged in other business or occupation when taking up a full-time appointment with MidCentral, and wishes to continue to participate in this other business or occupation, this must be disclosed to the hiring manager prior to accepting the appointment.

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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.

CONTINUING MEDICAL EDUCATION

The appointee will be entitled to the Continuing Medical Education leave provisions as set out in the Collective Agreement applicable at the time of employment. In addition, the appointee may claim reimbursement of professional development costs as per the Collective Agreement. Provisions for accumulation of both leave and reimbursement allocations are set out in the Collective Agreement. This provision does not apply to an appointment of six months or less duration.

COVID-19 VACCINATION

To undertake your role at MidCentral, you are required to be fully vaccinated against Covid-19, including the booster vaccination and will be required to provide evidence of this prior to commencing employment.

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.

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.

Compassionate
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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.

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.

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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.

APPLICATIONS

Applicants are required to complete an official form of application, providing names and addresses of three confidential referees* – one being the current or most recent employer or educator, and attaching a CV and cover letter. Copies of recent testimonials or any other information considered pertinent to the position may also be included.

To apply online, please visit the "Vacancies" page under "Working at MidCentral" on our website: www.midcentraldhb.govt.nz.

Alternatively, applications can be submitted to the Senior Medical Officer Recruitment Specialist, Human Resource Department, Palmerston North Hospital, Private Bag 11036, Palmerston North 4442, New Zealand, or email: smo.vacancy@midcentral.co.nz

**Referee reports obtained or provided are subject to Section 27 (1) (c) of the Official Information Act 1982 and Section 29 (1) (b) of the Privacy Act 2020 and shall not be released or their contents disclosed to the applicant or to any person not directly involved in MidCentral's appointment and review procedures.*

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MidCentral's Values and Behaviours

All employees of MidCentral 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 WHAI NGĀKAU

- 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 MĀTĀTOA

- 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.

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Appendix A – MidCentral’s Strategy

WE ARE COMMITTED TO

Ka ū tā mātou mahi

QUALITY LIVING
Kia pai te noho

HEALTHY LIVES
Kia ora te tangata

WELL COMMUNITIES
Kia ora te hapori

WE ARE ABOUT

Better health outcomes, better health care for all

Ko tā mātou mahi

He whakapai ake i te hauora hei oranga mō te katoa

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 fakitahi hei toa takitini

Kia kounga, kia hiranga te hoahoa

Kia mahi tāhi me te tangata, me te whānau hei tautoko i te hauora me te oranga

Kia tūhono e pai ake ai te atawhai tuatahi, te atawhai hapori, te atawhai ngāio

Kia tōkeke ngā hua mā ngā hapori katoa

WE WILL BE

<i>Compassionate</i>	<i>Respectful</i>
<i>Courageous</i>	<i>Accountable</i>

Ka pēnei mātou

<i>Ka whai aroha</i>	<i>Ka whai ngākau</i>
<i>Ka mātātoa</i>	<i>Ka noho haepapa</i>

WE WILL ACHIEVE THIS SUCCESS THROUGH OUR

<i>People</i>	<i>Partners</i>	<i>Information</i>	<i>Stewardship</i>	<i>Innovation</i>
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Ka eke angitu mātou mā

<i>Ō mātou iwi</i>	<i>Ō mātou hua mahi</i>	<i>Te whakamāhio</i>	<i>Te tiaki</i>	<i>Te auaha</i>
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