

## Position Description

<b>Position:</b>	Staff Magnetic Resonance Imaging Medical Imaging Technologist, Medical Imaging Department.
<b>Reports to:</b>	Manager through the Unit Charge MRI-MIT
<b>Professional Accountability:</b>	Charge MRI MIT
<b>Directly Supervising:</b>	Student MRI MITs and UCOL undergraduates under the guidance of the Clinical Tutor

### 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.

### Description of Service

The MRI service provides a range of high quality diagnostic images with our Siemens 1.5T Magnetom Sola and cutting edge technology including; Compressed Sensing, Simultaneous Multislice and Deep Resolve. The team is experienced and motivated to keep abreast with the best evidence based practice.

### Role Relationships

Key functional relationships include: Radiologists, Unit Charge, Clinical Co-ordinators and MITs within the Medical Imaging Team and across other Lines, Radiology Assistants and clerical staff, Clinical Nurse Educators, QMIT, Key support staff Hospital Coordination, Nursing staff, Senior Medical staff, Visiting Medical staff, Medical Head, Wards and Departments, Requesting Medical staff - internal and external to MCH, Operations and Clinical Executives.

### Role Purpose

To perform and provide quality diagnostic Magnetic Resonance Imaging studies through:

- Having a key focus on improving delivery of patient care and safety.
- Delivery of a high quality diagnostic service.

**TE TIRITI O WAITANGI OBLIGATIONS**

Participate in an innovative continuous quality improvement programme for Māori whanau.  
Promote the use of performance, quality and equity data and health outcome information to:

- Measure and monitor best practice and health inequities
- Identify barriers to high quality, equitable care
- Identify continuous quality improvement initiatives that focus on achieving health equity, excellent health outcomes, and excellent whanau care

Ensure the professional integrity of MidCentral by carrying out all functions in compliance with Te Tiriti o Waitangi by demonstrating ongoing commitments to keeping Te Tiriti alive.  
Show sensitivity to cultural complexity in the workforce and a high level of cultural competency with consumer and whānau populations of diversity.

Apply the articles of Te Tiriti o Waitangi in everyday practice:

- Article 1, Kawanatanga - Partnering for mutual benefit
- Article 2, Tino Rangatiratanga – Māori retain rights to their own treasures, resources and knowledge
- Article 3. Oritetanga – Māori are entitled to the same rights and outcomes as that of other citizens
- Article 4. Wairuatanga – Spiritual diversity is retained

Demonstrate understanding of and apply Te Whāre Tapa Whā (the four cornerstones of health), te taha wairua (spiritual aspects), te taha hinengaro (mental and emotional aspects), te taha whānau (family and community aspects) and te taha tinana (physical aspects) to practice

Practice is consistent with person/whānau centred care and the principles of - Te Tiriti o Waitangi.

**Allied Health key accountabilities - four pillars of practice and MidCentral Bicultural Model of Care (2018)**

- Te Hiringa O Te Mahi Hauora - Clinical Practice
- Te Arataki Me Te Whakahaere - Leadership and management
- Te Whai I Te Matauranga - Teaching and Learning
- Te Whakapai Ake I Te Kounga Rangahau Me Te Huringa - Service improvement and research

He Korowai Oranga, the Māori Health Strategy (2014) articulates three key concepts of Wai Ora, Mauri Ora and Whānau Ora; these three concepts are understood as a means for achieving Pae Ora (Healthy Futures). These concepts are interconnected and align with the Māori health model Te Whare Tapa Whā. Culturally responsive practice integrates the above elements to reinforce and further strengthen the strategic direction for Māori health and the advancement of healthcare for all New Zealanders. Wai Ora, Mauri Ora, Whānau Ora will be integrated by the Allied Health Practitioner into professional standards, clinical skills, critical inquiry and culturally responsive, evidence-based practice when partnering with the person, whānau and wider team.



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The key accountabilities link to one or more of the Wai Ora, Mauri Ora and Whānau Ora concepts and these are identified within each accountability where:

- Mauri Ora (Individuals) Mauri is the concept of the life force that is instilled in people and all living things. Mauri Ora is the protection and advancement of this force for health.
- Wai Ora (Healthy Environment) Wai is literally water but in this context represents the natural environment in which we live. A healthy environment is essential for individual and collective health.
- Whānau Ora (Healthy Families) Whānau or families are the cornerstone of Māori, and indeed all people's lives. Providing care in this context ensures people are attached, grounded and empowered to advance the health of themselves, their families and wider communities.

Compassionate  
Ka whai aroha

Respectful  
Ka whai ngākau

Courageous  
Ka mātātoa

Accountable  
Ka noho haepapa

ACCOUNTABILITY/ RESPONSIBILITY	PERFORMANCE MEASURE - GENERIC (refer to competencies attached for Clinical Competency Pathway Level specific performance criteria)
<b>Communication</b>	Relates to staff and patients in a manner that is open, appropriate, effective and professional.
<b>Professional Responsibility</b>	Consistently practises in accordance with and educates others in relevant legislation, codes, regulations, established MidCentral Policy, procedures, guidelines and Scopes of Practice.
<b>Professional Judgement</b>	Makes professional judgements that promote and role model excellence in patient care and provision of clinical standards. Seeks professional assistance and takes appropriate action as required.
<b>Health and Safety</b>	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.
<b>Quality Improvement</b>	Recognises opportunities to improve service delivery and practises consistently in a way that promotes optimal patient care, technical excellence and clinical safety.
<b>Management of the environment</b>	Promotes an environment which maximises patient safety and utilises resources appropriately.
<b>Cultural Safety Skills</b>	Consistently applies the principles of cultural safety in own practice, implements MidCentral cultural safety Policies by being proactive in ensuring provision of a culturally safe environment for patients and colleagues.
<b>Professional Development</b>	Undertakes responsibility for own professional development and contributes to the development and recognition of professional practice through evaluation and maintenance of ongoing professional growth, post registration. Participates actively in set and self-directed professional development activities.
<b>Interprofessional Skills</b>	Understands the complexity of the multi-disciplinary environment and particularly the importance of effective team relationships.

GENERIC COMPETENCY REQUIREMENTS: PERFORMANCE MEASURES FOR LEVELS OF PRACTICE

Competency	Behaviour	Performance Measure
Communication	Relates to staff and patients in a manner that is open, appropriate, effective and professional.	<ul style="list-style-type: none"> <li>• Demonstrates, in a professional manner, respect for all others in clinical and professional situations and interactions.</li> <li>• Complies with all legislation, particularly in relation to Confidentiality and Privacy.</li> <li>• Communicates information upwards effectively providing feedback and advice on clinical information issues within the team that are impacting on effectiveness of the service.</li> <li>• Represents the team as required and liaises with external agencies, and other service lines and departments within MidCentral Health.</li> <li>• Uses appropriate interactions with patients, public, and peers in a range of clinical settings and situations.</li> <li>• Communicates with individuals and groups in a role which facilitates understanding and learning.</li> <li>• Attends meetings as appropriate, represents staff, feeds back and facilitates staff involvement in initiatives.</li> <li>• Demonstrates good listening skills, accurately interprets meaning and takes action that reflects complete understanding of the message communicated.</li> <li>• Patients and referrers are afforded prompt, courteous attention with due regard to their dignity and in a manner that gives them confidence in the service provided.</li> </ul>

Competency	Behaviour	Performance Measure
Professional Responsibility	Consistently practices in accordance with and educates others in relevant legislation, codes, regulations, established MidCentral Policy, procedures, guidelines and Scopes of Practice.	<ul style="list-style-type: none"> <li>• Demonstrates knowledge and understanding of the Service.</li> <li>• Complies with agreed clerical, technical and clinical quality standards, policies, procedures and guidelines.</li> <li>• Ensures that complaints received are immediately forwarded to the MRI Unit Charge.</li> <li>• Assists when appropriate with responses to complaints.</li> <li>• Complies with legislation and codes of safe practice in all aspects of work.</li> <li>• Complies with the professional Code of Ethics in practice.</li> <li>• Demonstrates commitment to professional responsibility and accountability.</li> <li>• Understands MidCentral Health Code of Patient's Rights Policy and assures service provision is in accordance</li> <li>• Consistently obtains informed consent prior to commencing an examination, in accordance with MidCentral Health &amp; Medical Imaging Policy.</li> <li>• Practices within the Scope of Practice as prescribed by the MRTB.</li> <li>• Is enrolled actively with a recognized CPD programme.</li> <li>• Has an understanding of public health care trends and Medical Imaging's role within current health care initiatives.</li> </ul>

Competency	Behaviour	Performance Measure
Professional Judgment	Makes professional judgments that promote and role model excellence in patient care and provision of clinical standards. Seeks professional assistance and takes appropriate action as required.	<ul style="list-style-type: none"> <li>• Responds appropriately to an assessment of a patient's physical and psycho-social condition.</li> <li>• Demonstrates an ability to carry out basic patient care skills.</li> <li>• Reacts appropriately in an emergency situation.</li> <li>• Makes decisions, appropriate to level of competence and experience, based on clinical knowledge with due regard for patient care and safety.</li> <li>• Demonstrates the ability to reprioritise or adapt work practice according to sudden/unexpected team need/demand.</li> <li>• Assists with prioritising and allocation of workflow so that patient appointments are adhered to and receive attention, within appropriate timeframes.</li> <li>• Demonstrates the ability to make decisions and accepts accountability for these decisions accordingly.</li> <li>• Shows judgement as to when to seek advice and/or assistance.</li> </ul>
Health and Safety	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"> <li>• Is familiar with all policies and procedures as they affect the work environment.</li> <li>• Ensure that safe working procedures are practised and no person is endangered through action or inaction.</li> <li>• Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse affects of hazards.</li> <li>• Is able to apply MidCentral District Health Board's emergency procedures, including use of safety equipment and materials.</li> <li>• Ensure that all incidents including near misses are reported within the required timeframe using the District Health Board's incident reporting system.</li> <li>• Actively participate in the District Health Board's health and safety programmes, through input into meetings and feedback through committee structures.</li> </ul>
Quality Improvement	Recognises opportunities to improve service delivery and practises consistently in a way	<ul style="list-style-type: none"> <li>• Identifies and consistently works towards and/or assists with input into achievement of organisational and team Vision, Goals &amp; Objectives.</li> </ul>

Competency	Behaviour	Performance Measure
	that promotes optimal patient care, technical excellence and clinical safety.	<ul style="list-style-type: none"> <li>Consistently incorporates quality improvement principles into practice, ensuring that changes to clinical, clerical and technical practice are based on: <ul style="list-style-type: none"> <li>quality improvement activity reports</li> <li>customer feedback</li> <li>contractual/legislative changes</li> <li>accepted procedural changes</li> <li>valid research findings</li> <li>accreditation audits</li> <li>peer review</li> </ul> </li> <li>Is aware of and works towards the ‘Shared Approach to Work Principles’.</li> <li>Recognises opportunities for service improvement and recommends these at appropriate forums.</li> <li>Understands the requirements of accreditation and assists where appropriate to maintain accreditation status.</li> </ul>
Management of the environment	Promotes an environment which maximises patient safety and utilises resources appropriately.	<ul style="list-style-type: none"> <li>Is aware of and applies preparation procedures for a range of examinations.</li> <li>Selects and demonstrates effective and safe use of all equipment.</li> <li>Demonstrates the safe and effective use of the MR environment and equipment involved.</li> <li>Has a sound understanding of the MRI Safety Zones and the importance of patient, staff and accompanying persons safety screening.</li> <li>Utilises MCH Information Systems network appropriately and effectively.</li> <li>Utilises MI Radiology Information System (RIS) effectively.</li> <li>Demonstrates recognition of equipment faults and responds appropriately.</li> </ul>
Cultural Safety Skills	Consistently applies the principles of cultural safety in own practice, implements MidCentral cultural safety Policies by being proactive in ensuring provision of a culturally safe environment for patients and colleagues.	<ul style="list-style-type: none"> <li>Consistently applies the principles of cultural safety in own practice, implementing MCH Cultural Safety Policies and assisting colleagues with these.</li> <li>Has attended the MidCentral Te Tititi of Waitangi education.</li> </ul>

Competency	Behaviour	Performance Measure
Professional Development	Undertakes responsibility for own professional development and contributes to the development and recognition of professional practice through evaluation and maintenance of ongoing professional growth, post registration. Participates actively in set and self-directed professional development activities.	<ul style="list-style-type: none"> <li>• Maintains own professional development and updates knowledge.</li> <li>• Articulates values, beliefs and assumptions that underpin own practice.</li> <li>• Recognises own level of competence, evaluates own practice and identifies direction for ongoing professional development, seeking support from colleagues in developing own practice.</li> <li>• Maintains a CPD folder and/or portfolio</li> <li>• Participates in programmes and processes that develop both individuals and the team professionally including staff meetings, film reviews, education sessions and clinical meetings.</li> <li>• Is aware of and uses relevant literature to enhance personal practice.</li> <li>• Competencies and training assessment tools are completed and up to date.</li> </ul>
Interprofessional Skills	Understands the complexity of the multi-disciplinary environment and particularly the importance of effective team relationships.	<ul style="list-style-type: none"> <li>• Forms effective links and positive working relationships with the relevant staff external to the department.</li> <li>• Participates in the evaluation of students, both University of Auckland and UCOL.</li> <li>• Participates in cross-functional linkages with other patient / service lines to enable improved patient outcomes to be achieved.</li> <li>• Actively participates as a member of the team in team development and other relevant activities</li> <li>• Demonstrates commitment to being responsive and accessible to senior staff.</li> <li>• Has an understanding of the various roles of health professionals within the service and in other lines which support the continuum of patient care.</li> </ul>



## 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 decisions will be made based on the ability of applicants to meet these:

### Essential Competencies:

- Evidence of attainment of stated competencies at the relevant Level
- Basic keyboard/computer skills
- Ability to work effectively within a busy environment with competing demands
- Excellent interpersonal skills
- Demonstrated problem solving skills
- Positive and enthusiastic approach to work
- Demonstrated initiative, innovation and flexibility in practice
- Professional demeanour
- Meets the statutory and organisational requirements for working with children, as per the Vulnerable Children Act 2014 and MidCentral policy, including a satisfactory police check and other safety checking processes

### Essential Qualifications:

- MRTB registered in Magnetic Resonance Imaging- Medical Imaging Technologist with a current Annual Practising Certificate.
- MRTB approved undergraduate degree in medical diagnostic imaging
- MRTB recognised postgraduate qualification in magnetic resonance imaging.

### Position/ Specialty-specific Competencies:

- Core Skills (at time of organisational orientation)

## 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, enquiry 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 in the Radiology Department and to move around other departments at Palmerston North Hospital.
- A high degree of physical capacity is required, as the work is physically demanding involving standing, walking, sitting, stretching, twisting, bending and lifting/moving weights up to and above 15 kilograms. (Stature extremes may increase hazard of shared activities).
- Manual dexterity sufficient to operate a variety of specialised equipment used in Medical Imaging.
- Visual ability sufficient to read, write/record, operate equipment, safely read medications, monitor equipment and patient status enabling accurate performance of essential job duties.
- Hearing and speech sufficient to communicate with patients and co-workers, monitor patient status and equipment, recognise impending emergencies relating to patients and equipment, and hear emergency alarms.
- A high degree of mental concentration is required.
- Ability to undertake repetitive activities involved in writing, recording, filing.
- Skin should not be fissured, scaly, cracked on hands, forearms, face or neck.
- Skin condition should allow frequent contact with water, soap/disinfectant soap, cleaning chemicals, other chemicals and latex rubber.
- Absence of a health condition which could increase appointee's susceptibility if exposed to infections more frequently than in daily living.
- Freedom from infection or colonisation with MRSA.
- The appointee's health condition should not result in undue hazard to clients or others as a result of any health condition. (Note MidCentral District Health Board Policy for Work Restriction of Staff with infectious conditions. Note Skin Lesion Section)
- 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 APEX and District Health Boards Medical Radiation Technologists 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 Professionals and Executive Employees (APEX) union.

### 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 temporary until January 2025 but may be terminated by four weeks 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 salary for the position will be negotiated with the successful applicant depending on qualifications and experience as per the Medical Radiation Technologist MRI salary scale.

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

### HOURS OF WORK

Full time, 80 hours a fortnight and participation in an on-call roster.

### 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.

To be happy and proud in our work we will:

*Compassionate*  
*Ka whai aroha*

*Respectful*  
*Ka whai ngākau*

*Courageous*  
*Ka mātātoa*

*Accountable*  
*Ka noho haepapa*

- 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.

### **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.

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 (include only for “core” children’s worker roles)**

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.

*Compassionate  
Ka whai aroha*

*Respectful  
Ka whai ngākau*

*Courageous  
Ka mātātoa*

*Accountable  
Ka noho haepapa*

### **CLERICAL ASSESSMENT**

Shortlisted applicants may be required to undergo a series of work assessments as a part of the interview process.

### **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.

*\*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 1993 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.*

## Appendix A - 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 MidCentral'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.

*Compassionate  
Ka whai aroha*

*Respectful  
Ka whai ngākau*

*Courageous  
Ka mātātoa*

*Accountable  
Ka noho haepapa*

## Appendix B – 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 tahi 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 ngalo*

*Kia tākeke 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 hoa mahi</i>	<i>Te whakamāhio</i>	<i>Te tiaki</i>	<i>Te auaha</i>
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