

Position Description

Position:	Cardiac Sonographer
Reports to:	Lead Clinical Cardiac Physiologist
Responsible for:	Providing diagnostic images Supervising training of Cardiac Sonographer students as
FTE:	0.8

Organisation Context

Health New Zealand

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

Health New Zealand | Te Whatu Ora 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.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

- The health system will reinforce Te Tiriti principles and obligations
- All people will be able to access a comprehensive range of support in their local communities to help them stay well
- Everyone will have equal access to high quality emergency and specialist care when they need it
- Digital services will provide more people the care they need in their homes and communities
- Health and care workers will be valued and well-trained for the future health system

Regional description

Health New Zealand | Te Whatu Ora Te Pae Hauora o Ruahine o Tararua – MidCentral (MidCentral) (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, it 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.

Role Relationships

Key functional relationships include: Cardiologists, Lead Clinical Cardiac Physiologist, Cardiac Physiologists and technicians, Nursing staff, Administrative staff, Senior Medical staff, Medical Imaging staff Visiting Medical staff, Requesting Medical staff - internal and external to MidCentral, other multi-disciplinary teams, service users, whānau, general practice teams, and other Te Pae Hauora o Ruahine o Tararua MidCentral staff as required.

Role Purpose

- Undertake a complete range of Cardiac sonography examinations including full technical reports
- Identify, demonstrate and report all Cardiac Pathologies
- Be prepared to support an on-call or after hours service as required
- Participate in all Cardiac procedures requiring Cardiac Sonography
- Keep up to date with latest technologies and techniques as required to maintain the service
- To assist in training other staff, Registrars and Cardiac Sonography students as required
- Performing other tasks that are within the scope of practice of a Cardiac sonographer as agreed by you and your manager
- To assist the coordination and delivery of patient care in Cardiac Sonography, enhancing continuity, facilitating clinical excellence and improved health outcomes.
- To have a key focus on improving delivery of patient care.
- Role models quality practice and care, is involved with development of staff and systems.
- Facilitation of multi-disciplinary teamwork and integration of service provision.
- Demonstrates and uses theoretical knowledge, practical skills, successful experience and leadership skills.

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

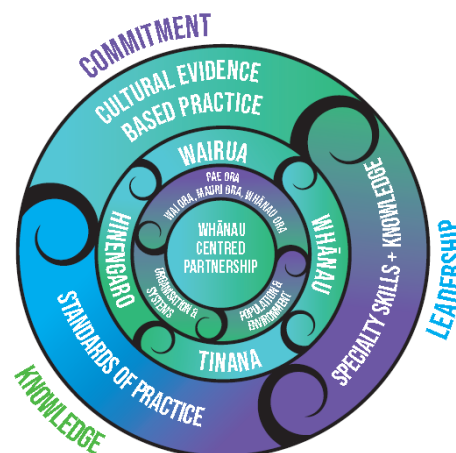
Demonstrate understanding of and apply Te Whāre Tapa Whā (the four cornerstones of health), te taha wairua (spiritual aspects), te taha hinengaro (mental and emotional aspects), te taha whānau (family and community aspects) and te taha tinana (physical aspects) to practice

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.



Version 1.1 Oct/Nov 2018

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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

Key Result Area	Behaviour	Performance Measure
Clinical Practice	<p>Practises in accordance with contractual and referrer requirements, with accepted professional standards of practice, ethical guidelines and relevant legislation.</p> <p>Promotes and role models excellence in patient care and provision of support for patients and families.</p> <p>Promotes and integrates into practice effective communication and evidence- based best practice models in a manner that the service user determines as culturally safe.</p> <p>Takes professional responsibility for managing own clinical case load with increasing complexity and be able to independently adapt and make decisions as appropriate.</p> <p>Completes documentation consistent with legal and organisational requirements, including gaining consent, treatment plans and goals and completes daily data entry.</p>	<p>Ensures best practice is used to achieve quality outcomes and staff satisfaction.</p> <p>Role models excellence in practice and patient management processes.</p> <p>Demonstrated caseload management in line with service criteria and within expected time frames. - Accurate data entry.</p> <p>Evidence of advice sought and referrals to other support services are made where further or ongoing support is required.</p> <p>Evidence captured in current performance and peer review of:</p> <ul style="list-style-type: none"> • Self-reflection on clinical and cultural best practice. • Te Whāre Tapa Whā is evident in provision of care.
	<p>Works with Lead Cardiac Physiologist and Medical Lead Cardiology and team members to continuously improve clinical practice and patient outcomes.</p>	<p>Complies with agreed clerical, technical and clinical quality standards, policies, procedures and guidelines.</p> <p>Participates in continuous service improvement, identifies areas requiring improvement and acts upon these appropriately.</p> <p>Attends meetings as appropriate, represents the service, feeds back and facilitates staff involvement in initiatives.</p>

Key Result Area	Behaviour	Performance Measure
	Actively manages risk.	Ensure that complaints received are forwarded to the Lead Cardiac Physiologist Assists when appropriate with responses to the complaint.
	Assists with cross-functional linkages with other patient/operational lines to enable improved patient outcomes to be achieved.	Maintains good relationships and communication with all staff members and Patients.
	Ensures service provision meets the Organisation's Code of Patients Rights and Responsibilities.	Service user's records show ethnicity is identified and recorded correctly. Demonstrated safe practice is maintained in line with MidCentral policies i.e. infection control, risk identification, informed consent.
Leadership and Management	Provides input and works collaboratively to achieve service and technical excellence within Cardiac Sonography Establishes and maintains relationships with key stake holders, teams and colleagues.	Appropriate channels of communication are used. Effective and timely communication occurs with team members and leaders. Creates opportunities for the practice of cultural beliefs, wairuatanga (spirituality), cultural considerations and tikanga (customs and traditional values) in the practice setting. Provides supervision for Trainee/student cardiac sonographers. Complies with code of conduct and promotes a positive work culture based on organisational values (appendix A). Attends team meetings. Works closely with team members from a wide range of clinical disciplines, helping to create a productive responsive patient focused team that is able to deliver cost effective quality care. Actively participates as a member of the team in team development and other relevant activities.

Key Result Area	Behaviour	Performance Measure
Quality Control	Assists with ensuring the service meets the requirements of legislative compliance and accreditation.	Report and record equipment faults/malfunctions. Identify supplies required for continuous service.
Service improvement and research	<p>Contributes to the annual planning process and initiates and leads work / projects that may result.</p> <p>Actively contributes to Continuous Quality Improvement and clinical governance activities within the service.</p> <p>Promotes practice based on evidence based best practice and research that supports the organisations strategic direction.</p> <p>Recognises cultural risk for service users and whanau.</p> <p>Adverse events and risks are identified recorded, followed up and resulting actions incorporated into practice.</p> <p>Actively Participates in the service's quality improvement activities and equipment trials and ensures quality controls are undertaken.</p> <p>Provides good customer service and is responsive to customer requests or complaints.</p> <p>Maintains currency of knowledge of new equipment and clinical trends.</p>	<p>Demonstrates of an awareness of service plan and MidCentral values.</p> <p>Adverse events and risks are identified recorded, followed up and resulting actions incorporated into practice.</p> <p>Actively participates in clinical governance meetings and activities.</p> <p>Quality audits including are completed according to the contractual and management requirements and actions incorporated into practice.</p> <p>Reflects on current research in area of practice individually and in team discussions.</p> <p>Approved research is completed within agreed time frames.</p> <p>Evidence of best practice actively sought to inform clinical practice.</p> <p>Approved research is completed within agreed time frames.</p> <p>Reflects on current research in area of practice individually and in team discussions.</p>
Teaching and Learning	Maintains competence to practice through continuing professional development activities, identification of learning needs and reflective practice.	<p>Professional development requirements are met.</p> <p>Participates in in-service training and team meetings and delivers education in the direct clinical area.</p> <p>Assumes responsibility for own personal and professional development.</p> <p>Essential skills checklist completed,</p>

Key Result Area	Behaviour	Performance Measure
		<p>presented at appraisal as applicable for the role, including Treaty of Waitangi cultural responsiveness in practice.</p> <p>Annual appraisal and professional development plan is initiated and occurs annually inclusive of cultural and clinical best practice.</p> <p>Agreed identified training / development is completed within the required time frame.</p> <p>Completes all MidCentral core / mandatory training requirements Accreditation standards are maintained.</p>
Financial Management	Assists in achieving service delivery goals while effectively managing resources.	<p>Assists in ensuring services pertaining to patient/client care are provided in the most efficient and effective manner.</p> <p>Utilizes resources in a way that is consistent with the Organizations strategic and business plans and policies.</p> <p>Assists in determining CAPEX requirements and assists in CAPEX processes, product evaluation and equipment purchase as required.</p>

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.	<p>Is familiar with all policies and procedures as they affect the work environment.</p> <p>Ensures that safe working procedures are practised, and no person is endangered through action or inaction.</p> <p>Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards.</p> <p>Is able to apply MidCentral's emergency procedures, including use of safety equipment and materials.</p> <p>Ensures that all incidents including near misses are reported within the required timeframe using MidCentral's incident reporting system.</p> <p>Actively participates in MidCentral's health and safety programmes, through input into meetings and feedback through committee structures.</p>
General	<p>Provision of advice to Team Lead, Clinical Director and Operations Director on team and service issues.</p> <p>Participation in Organizational and service improvement meetings.</p>	<p>The team Leader, Clinical Director and Operations Director are satisfied with quality of advice.</p> <p>Team Leader, Clinical Director and Operations Director express satisfaction with participation.</p> <p>Evidence of an active role in line projects.</p>
	Ensures team complies with service and Organisation policies. Facilitates associated training as required.	Compliance with Organisational Policies.
	Liaises with other teams and relevant external agencies.	<p>Other Lines and external agencies express satisfaction with liaison.</p> <p>Evidence of quality networks exists.</p>
Communication of Clinical Issues	Provide feedback and advice, on clinical challenges within the team that are impacting on effectiveness of the service.	The challenges are identified and communicated.

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:

- Bachelor of science in biological or physical sciences (or equivalent)
- Relevant post graduate qualification, DMU, QUT, UoA or British society of Cardiac Sonography
- Minimum of 3-5 years post graduate clinical/diagnostic experience
- High degree of Clinical competence in Cardiac Sonography including, Transthoracic, TOE, Paediatric, stress echo, bubble studies and needle guided Pericardiocentesis
- Registration with the Medical Imaging Technologist Board (MRTB) and maintains requirements of Annual practising certificate (APC)
- Maintains continued professional development requirements.
- Provides clinical supervision and training to trainee cardiac sonographers
- Maintains Core Advanced CPR certification
- Able to do on-call roster, OT and after hours service as required

Functional Competencies

- Broad knowledge and appreciation of the roles of various health professionals within the Service and in other lines, which support the continuum of patient, care.
- Knowledge and understanding of bicultural practice.
- Knowledge and understanding of Organisation vision, goals and objectives.
- Knowledge of local community, its key issues and key customers.
- Computer skills
- A well defined understanding of the essential qualities that promote a high quality and successful team approach

Analytical and Decision-Making Ability

- Ability to grasp implications of a situation within a short time frame.
- Ability to identify prioritises, analyse and resolve a range of issues/problems.
- Willingness and ability to recognise when assistance may be needed to resolve issues that arise within team.
- Ability to make decisions and accepts accountability for these decisions.
- Ability to identify and analyse key data/facts and sees key relationships.
- Ability to evaluate information thoroughly, and make timely decisions based on available information.

Flexibility

- Willingness to reconsider viewpoints/new sources of information and to adjust decisions accordingly if appropriate.
- Ability to develop new and/or more effective work processes and systems through lateral thinking and creativity in work and process design.
- Ability to reprioritise according to sudden/unexpected team demand/need.
- Ability to coach and develop staff
- Ability to adapt and implement change

Organisational Competency

- Ability to plan, organise and control the job realistically, allocating time to priority issues, and to cater for contingencies.

Personal/Interpersonal Competencies

- Ability to initiate action spontaneously.
- Ability to be confident and appropriately assertive in dealing with others.
- Ability to persevere with a task, and to display the required energy to achieve the objectives despite obstacles.
- Skilled at relating to and building rapport with others.
- Ability to deal with conflict.

Communication Skills

- Ability to express ideas spontaneously, logically and convincingly in simple, clear language.
- Reflective listener, accurately interpreting meaning and taking actions that reflect complete understanding of the message communicated.
- Ability to deal with conflict situations, listening and valuing the views of others.
- Demonstrates facilitation and negotiation skills to achieve mutually acceptable outcomes.
- Consults in an inclusive manner.
- Promotes open communication within the team.

Clinical/Operational Specialty

- Ability to provide advice to team members in relation to clinical/operational skills/practice
- Understanding of and ability to explain how clinical/operational specialty fits into the organisation.
- Ability to recognise and understand patient focused care
- Passionate about clinical/operational specialty.
- Recognition outside of the Organisation for clinical/operational expertise.
- Ability to understand the intent of and safely interpret relevant statutes etc in a way that preserves their intent.
- Skilled at conducting key activities related to specialties.
- Possession advanced body of knowledge and expertise related to Cardiac Sonography.

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.
- 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
- Visual ability sufficient to read, write/record, operate equipment, 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 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 Health 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

APEX AND TE WHATU ORA HEALTH NEW ZEALAND SONOGRAPHERS (SOUTH OF AUCKLAND) COLLECTIVE AGREEMENT

The APEX and Te Whatu Ora Health New Zealand Sonographers (South of Auckland) Collective Agreement which applies to employees appointed to roles that are covered by this Collective Agreement and who are members of the Association of Professional and Executive Employees Incorporated (APEX) union.

PSA ALLIED, PUBLIC HEALTH AND SCIENTIFIC AND TECHNICAL COLLECTIVE AGREEMENT

The Allied Public, Allied and Technical Health Employees Collective Employment Agreement also contains provision for cardiac sonographers and you are able to become a party to this Collective Employment Agreement if you wish. The union that represents employees in this collective is the PSA.

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 and shall be subject in writing by either side in accordance with the provisions in the relevant Collective Agreement or Individual Employment Agreement, but in the event of the person being guilty of conduct unbecoming to the position or being unable to discharge the duties of the office their appointment may be terminated forthwith.

SALARY

The annual salary for the position will be negotiated within the salary range applicable to the relevant Collective Agreement.

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

Hours of work will be 32 hours 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.

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.

*Compassionate
Ka whai aroha*

*Respectful
Ka whai ngākau*

*Courageous
Ka mātātoa*

*Accountable
Ka noho haepapa*

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:

- 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.

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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

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.

**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 Values and Behaviours

All employees of MidCentral District Health Board 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 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

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Appendix B – MidCentral’s Strategy

WE ARE COMMITTED TO

Ka ū tā mātou mahi



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*

WE WILL BE

Compassionate

Respectful

Courageous

Accountable

Ka pēnei mātou

Ka whai aroha

Ka whai ngākau

Ka mātātōa

Ka noho haepapa

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 takitahi hei toa takitini

Kia kouna, 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 ngaio*

Kia tōkeke ngā hua mō ngā hapori katoa

WE WILL ACHIEVE THIS SUCCESS THROUGH OUR

People

Partners

Information

Stewardship

Innovation

Ka eke angitu mātou mā

Ō mātou iwi

Ō mātou hoa mahi

Te whakamōhio

Te tiaki

Te auaha

MidCentral District Health Board | Te Pae Hauora o Ruahine o Taranua

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