



## **PSA MEDIA RELEASE**

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### **For Immediate Use**

### **PSA and BOP DHB**

The Public Sector Association and the Bay of Plenty District Health Board are trialling a new way of working together that should mean better care for patients and service users and more satisfied staff at Tauranga and Whakatane Hospitals.

PSA National Secretary Richard Wagstaff says the programme, Sustainable Work Systems, (SWS) has been specially developed by the union in response to government calls for improved productivity and more value for money in the public sector, adapting tools and systems that have proven effective in the private sector.

“The programme puts into practice the PSA’s central strategy of improving worker voice and engagement,” says Richard Wagstaff. “I believe the people who do the work are the experts at finding ways to improve their work, so SWS is not a typical top-down driven management programme but rather a true partnership between the DHB and the union.

“The BOP DHB is the perfect pilot partner because management is forward thinking and keen to try out new and innovative ways of working with its staff,” says Richard Wagstaff.

BOP DHB Chief Executive Officer Phil Cammish says that the DHB recognises that to improve the patient journey and experience through the BOP health care system it needs to tap into the skills and contributions of frontline staff.

“They are the ones who have the knowledge of and ability to change the process for the benefit of the patient. This project clearly does that and has my full support,” he said.

Both the DHB and the PSA are keen for the pilot, which focuses on the work of administrative schedulers or booking clerks, to be rolled out across the whole district health board.

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