Welcome to the Bay of Plenty District Health Board

You are now an important part of the public health services in the Bay of Plenty area, helping to improve the health and independence of the people of the Bay of Plenty.

The key to our success is the people who provide these services.

We are fortunate to have innovative and professional staff who share in our vision of the Bay of Plenty being a healthy, thriving community.

We welcome you to the Bay of Plenty District Health Board and look forward to working with you.

Phil Cammish
Chief Executive Officer

Nau mai haere mai koutou nga hou e wha o te motu. Haere mai koutou i te Hauora a Toi, Mai i ngā Kuri a Whārei ki Tihirau.
Welcome to the Bay of Plenty District Health Board of which the boundaries span from Bowen town Tauranga to Cape Runaway the East Cape.

Tēnā koutou, Tēnā koutou, Tēnā koutou katoa
Greetings to you all.
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BOPDHB profile

About the DHB

The Bay of Plenty District Health Board (BOPDHB) is one of 20 District Health Boards (DHBs) in New Zealand, and one of five DHBs in the Midland region. We deliver health services for the people of the Bay of Plenty.

The area we cover and our communities

Covering 9,666 square kilometres, our DHB serves a population of just over 200,000 and stretches from Waihi Beach in the North West to Whangaparāoa on the East Cape and inland to the Urewera, Kaimai and Mamaku ranges. These boundaries take in the major population centres of Tauranga, Katikati, Te Puke, Whakatāne, Kawerau and Opotiki. Eighteen iwi are located within the BOPDHB area.

Our population has the second fastest growth rate of all New Zealand’s DHBs. Our total population growth in the planning period 2006 to 2026 is forecast to be 23.5%, higher than that for New Zealand as a whole. The majority of the growth is expected to be in the Western Bay of Plenty region (particularly Tauranga city) with the Eastern Bay of Plenty expected to experience a static or declining population. In this regard, 77% of our population resides in the Western Bay of Plenty.
Services and staff

The provider arm of the BOPDHB provides secondary health services through two hospitals in Tauranga and Whakatāne, community health centres at Opotiki, Te Kaha and Murupara, mental health inpatient and community services, and regional community services.

The BOPDHB’s activities range from delivering health and disability services, mental health services, through to support functions such as the clinical directorate, corporate services, and information management services, as well as planning health service development, funding and purchasing both public and non-government organisation health services for the region, and Māori health.

The BOPDHB has just under 3000 full-time and part-time staff, including around 1400 nursing staff and just over 300 specialists and doctors. The Governance Board has 11 members, including the chairperson, who represent the people of the region.

BOPDHB logo

Hauora a Toi translates to mean the sacred breath of life that begins from the Creator and transcends to all facets of the universe.

Koru pattern

This koru pattern describes four principles of wellness: Mana Atua, Mana Tūpuna, Mana Whenua, Mana Tangata; spiritual, ancestral, land, people.
Vision, mission and values

Our vision

Healthy thriving communities
Kia Momoho Te Hapori Oranga

Our mission

Enabling communities to achieve good health, independence and access to quality services.

Our values

CARE
Compassion
Attitude
Responsiveness
Excellence

Treaty of Waitangi

The Bay of Plenty District Health Board embraces the three principles of the Treaty of Waitangi. In practical terms this means:

Partnership – working together with iwi, hapū, whānau and Māori communities to develop strategies for improving the health status of Māori.

Participation – involving Māori at all levels of the sector in planning, development and delivery of health and disability services that are put in place to improve the health status of Māori.

Protection – ensuring Māori wellbeing is protected and improved as well as safeguarding Māori cultural concepts, values and practices.
Bay of Plenty District Health Board structure

DHB Board & Committees

- Māori Health Rūnanga

CEO

Provider Arm
- Tauranga Hospital
- Whakatāne Hospital
- Regional Community Services
- Mental Health

Planning and Funding

- Corporate Services
- Property Services
- IT
Introducing our Board

The Board of Bay of Plenty District Health Board consists of 11 members of which seven are elected every three years and the remainder appointed by the Minister of Health.

Sally Webb was appointed Chairperson of the DHB in November 2010. Sally has been involved in health for many years and was previously Chair of the Bay of Plenty Area Health Board and a Trustee of Poutiri Trust. Sally is committed to working with the Board and Management to position BOPDHB as one of the highest performing DHBs in the country. Sally lives in Whakatāne with her husband Patrick, and loves being part of a vibrant fun community.

Mark is a 54 year old Community Pharmacist and JP in Bethlehem. He has raised three daughters in Tauranga with his wife Carol where they have lived for the last 25 years. Mark has daily contact with people from all parts of the community and a keen awareness of the challenges we face to provide health services to meet a rapidly growing aging population across the Bay and a growing young population in the Eastern Bay. He believes investing in and protecting the health of our young is vital to reducing the long term burdens of chronic conditions on our health system.

Mark is particularly interested in ensuring services are delivered with empathy, respect and maintaining dignity, especially for the aged. “We will struggle to meet everyone’s expectations - so we need to be able to empathise and communicate better than ever before”.

Yvonne was born in the Waikato but lived most of her adult life in Whakatāne. For the last 11 years she and husband Mike have lived in Ohope beach. Nursing and the community are very much a part of Yvonne’s life and she currently works in primary health care. Yvonne says her role as an elected member of the BOPDHB has given her an extra dimension and the responsibility the position holds: “We all come to this world with different strengths and mine has been in health.” Yvonne has been an elected member of the Bay of Plenty District Health Board since its inception in 2001, and from May 2005 has been a committee member of the Cancer Control Council of New Zealand. Yvonne has an interest in providing access and quality of care for the diverse population within the Bay of Plenty. Her qualifications include a registered general nurse, a Bachelor of Nursing and a Post-Graduate Certificate in Health Management.

Marion is a registered nurse working in the Primary Health Care sector. She completed her Masters in Nursing in 2010. Marion’s health sector involvement includes: board member of the International Council of Nurses: board member of the National Health Board and board member of a local PHO. In January 2010 she received a QSO in the New Years honors for services to nursing.
Mai i Māketū ki Tongariro tenei nō Te Arawa waka; nō ngā hapū o Turumakina me Ngati Whakaue - tena koutou katoa.

Tamapara is of Ngati Tuwharetoa and Te Arawa descent and his people have been living in this part of the country for centuries. He been the General Counsel for Te Ohu Kai Moana for the last eight years which is a pan-tribal Treaty Settlement entity that has distributed approximately $550m worth of fishing assets into the hands of iwi around the country over the last seven years. He recently also become the part-time General Manager of Ngati Whakaue Tribal Lands which has interests in farming, forestry, tourism and property. Tamapara is familiar with governance roles and responsibilities having advised several Boards over the years and held various governance positions. “I’m passionate about Māori development - whether it is through improving the productivity of our primary sector assets or our health. I was appointed onto the BOPDHB last year and look forward to the challenge of improving the health and well-being of Māori and all New Zealanders living in the Bay of Plenty.”

Gail McIntosh is a Chartered Accountant running her own accountancy firm in Fraser Street Tauranga and a member of NZICA. She is a member of Zonta International - an international service organisation and previously has served as the national treasurer of the National Council of Women of which she is still a member.

Gail brings a financial and business perspective to the Board and is a government appointed member.

Matua’s interest in the DHB is about ensuring emphasis is placed on effective links between Primary, Secondary and Tertiary health, and the health of vulnerable communities. He is best known for his rugby career but he also brings business experience and a positive focus on family.

Dr Mogens Poppe is an experienced GP in Ohope where he has worked since 2002. As a fellow of the College he is a qualified specialist in General Practice who has previously worked in New Zealand and German Hospitals for eight years. He was the sole GP on the Coromandel for eight years. Dr Poppe is passionate about his fight against senseless bureaucracy and needless waiting lists. He is a great believer in common sense and bemoans the fact that it appears to become less common.
Ron Scott was elected to the DHB in 2010 and chairs the committees advising on Community Health and Disability Services and also serves on the Audit Committee. Ron is a trustee of TECT and a Director of Stellaris Ltd, a business education and management training company based in Tauranga. He is a former member of the University of Waikato Council and is a current member of the Bay of Plenty Institute of Directors committee. Ron is a qualified economist, an important skill given the challenges facing the health sector.

David is currently Acting Deputy Chair of the Board. He is a qualified surveyor with over 20 years successful business and project management experience. David has been a member of the Bay of Plenty District Health Board since 2001 and was the Chairperson of the Estate & Facilities Committee, which oversaw the $110 million Tauranga Hospital project. He is also deputy mayor of Tauranga and a board member of Tauranga Airport. David is keen to ensure that health funds are spent wisely to provide better health and hospital services. With a strong background working with community groups and organisations, David would like to see the health board working closer with local councils, community groups and health providers to provide efficiencies and better health outcomes for the people of the district. David holds a Bachelor of Surveying from Otago University.

Punohu has Te Arawa and Mātaatua tribal affiliations, has a background in education, teaching and lecturing, and holds a Bachelor of Māori Studies.

For the past 12 years, Punohu has been involved in the health sector, holding trustee, directorship, coordinator and chairperson positions. Punohu was appointed to the Bay of Plenty District Health Board in December 2004 and finished her term in December 2010. Punohu is now the Rūnanga Representative on the Board.
Māori Health Rūnanga

The Bay of Plenty District Health Board is unique in that governance is shared between our general board and our Rūnanga. The BOPDHB Rūnanga affirms the BOPDHB’s commitment to the Treaty of Waitangi principles, and most importantly recognises that Māori have an important role to play in determining their own aspirations and priorities for health. The Board acknowledges the important role of iwi and looks to the Rūnanga and its 18 mandated iwi health representatives to provide both strategic direction and connection to the Māori community on issues of importance to Māori. The Rūnanga is integral to providing a mechanism to enable Māori to contribute to decision-making, participate in the planning and delivery of health and disability services as well as providing an effective forum for consultation and engagement with whānau, hapū and iwi.

The role of the Rūnanga

- Provide input and direction to the BOPDHB on all strategic matters affecting health and disability services for Māori at a governance level.
- Provide the principal vehicle for consulting with whānau, hapū and iwi throughout the area, to ensure Māori contribute to decision-making at a governance level and participate in planning, purchasing and provision of services.
- Provide advice on all matters pertaining to the impact of health and disability services for Māori.
<table>
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<th>Members Name</th>
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<td>Te Whānau a Apanui/ Te Whānau a Te Ehutu</td>
<td>Astrid Tawhai</td>
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<tr>
<td>Ngātai</td>
<td>Linda Steel</td>
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<td>Ngāti Aw a</td>
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<td>Diane Ruru (Proxy)</td>
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<td>Ngāti Manawa</td>
<td>Tamati Clark</td>
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<td>Ngātu Tuwhāretoa ki Kawerau</td>
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<tr>
<td>Ngāti Whare</td>
<td>ʻPene Olsen</td>
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<td>Ngāti Rangitihi</td>
<td>Lyn Hartley</td>
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<td>Stewart Ngatai</td>
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<tr>
<td>Ngāti Whakaue ki Maketū</td>
<td>Moerangi Carolyn</td>
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<td></td>
<td>Anne Potiki</td>
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<td>Tapuika</td>
<td>Rutu Maxwell Swinton</td>
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<td>Waitaha</td>
<td>Punohu McCausland</td>
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<td>Ngāti Pūkenga</td>
<td>Verna Ohia Gates</td>
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<td>Ngai terangi</td>
<td>Kipouaka Marsden</td>
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<td>Ngāti Ranginui</td>
<td>Phillip Hikairo</td>
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<td>Disability Services Advisory Committee</td>
<td>Te Atauia Ngatai</td>
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<td>DSAC</td>
<td>Lucy Steel</td>
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Organisational structure
Chief Executive’s Office

Chief Executive Officer – Phil Cammish

Phil is responsible to the Board of the DHB for the overall operational and financial performance of the DHB. This includes responsibility for those health services directly delivered by the DHB, which comprise about half the DHB’s expenditures, and those contracted by the DHB with third parties.

Phil has an Executive Team to assist him in this, and their roles are further outlined below.

Whilst originally from the UK, Phil now considers himself well and truly a kiwi having been in New Zealand since 1973.

Prior to joining the DHB in 2006 Phil held senior executive roles at Waikato DHB and as District Manager for the Cairns District of Queensland Health.

Phil is located on the Tauranga campus in the CEO Building (Building 16) at the corner of Cameron Road and 20th Avenue.

General Manager Governance and Quality – Gail Bingham


Gail also provides internal legal advice to the Board and Management Team.

Prior to completing her law degree as a mature student at Waikato University, Gail worked for 15 years in America as a Cardio-Thoracic/Trauma nurse.

Gail is located on the Tauranga campus in the CEO Building (Building 16) at the corner of Cameron Road and 20th Avenue.
Executive Group

Chief Operating Officer – Phillip Balmer

Phillip heads a team of leaders responsible for the overall running of Tauranga and Whakatāne Hospitals in conjunction with the Medical, Nursing, Allied Health and Regional Māori Health Directors forming the Provider Arm Executive. The Provider Arm Executive covers all aspects of the organisation including:

- Anaesthesia, Radiology and Surgical Services
- Medicine, including Emergency Department, Pharmacy and Health in Ageing
- Mental Health and Addiction Services
- Non-Clinical Support (catering, laundry, cleaning, orderley services)
- Service Improvement and Decision Support
- Regional Community Services (including Allied Health, Public Health, Dental Services)
- Woman Child & Family, including Maternity, Paediatrics, Obstetrics and Gynaecology.

Together with other regional and national DHB COOs, his focus is on working with clinical teams to achieve the triple aim of:
1. improving the quality, safety and experience of care
2. improving health and equity for all populations
3. ensuring the best value for public health system resources.

Phillip is a Board member of Health Round Table, a non-profit collaborative organisation, promoting interstate and international collaboration and networking amongst health organisation executives. Phillip has worked in executive leadership roles in New Zealand and overseas including Australia, India, Qatar the UAE, and the USA. He, together with his wife Deborah and their twin daughters, live on the outskirts of Tauranga.

Phillip is located on Level 1 of Pōhutukawa House on the Tauranga campus.
General Manager Planning and Funding – Helen Mason

Helen provides strategic leadership to the Planning and Funding Team. Our planning and funding decisions balance the goal of improving the health of the population in our district with managing the ongoing service needs of the community. The Minister of Health asks us to deliver value for money, to reduce inequalities and manage chronic disease.

The Planning and Funding Team, known as Te Teo Herenga Waka, is responsible to the Chief Executive Officer for planning and funding health and disability services across the Bay of Plenty district and determining how best to invest the funding we receive from Government to meet the health needs of our population. The core responsibilities of the Planning and Funding Team are:

• assessing our population’s current and future health needs
• determining the best mix and range of services to be purchased
• building partnerships with service providers, Government agencies and other DHBs
• engaging with our stakeholders and community
• leading the development of new service plans and strategies in health priority areas
• prioritising and implementing national health and disability policies and strategies in relation to local need
• undertaking and managing contractual agreements with service providers
• monitoring, auditing and evaluating service delivery.

Our Annual Plan explains what actions we will take in the coming year.

Helen has been involved in Planning and Funding since DHBs were established, having project managed the DHB Establishment Plan. Helen was previously a Portfolio Manager with responsibility for Personal Health in both the Primary and Secondary sectors, She has also filled a number of roles in the DHB Provider Arm, including Business Analyst and Nurse Manager. Helen started her career as a nurse, moved into industrial health in the private sector and then into the Pharmaceutical Industry in the UK, where she also completed her MBA.

Helen is located at 290 Cameron Road, Tauranga.
General Manager Māori Health Planning and Funding – Janet McLean

Janet provides strategic leadership for Māori Health Planning and Funding and the role includes planning, service development, contracting and the evaluation of services to the BOPDHB population. Janet works closely with the Māori Health Rūnanga which comprises the 18 iwi of the Bay of Plenty.

Janet has sound Treaty and health sector knowledge and expertise. Janet’s experience includes working at central government policy level with the Ministry of Health and she also has extensive health service management and iwi governance experience. This has included management of hospital health services and working with her iwi at a strategic level to advance Treaty settlements including the governance of iwi assets. Janet’s professional qualifications include Dental Therapist registration, BA in Māori and Social Policy. Janet is currently studying for her MBA through Waikato University and has completed her post grad diploma and management studies. Janet’s iwi affiliation is Ngai Tuhoe.

Janet is located at 290 Cameron Road, Tauranga.

Chief Financial Officer and General Manager Corporate Services – Letham White

Letham oversees the financial functions of the organisation, which includes financial forecasting and reporting, treasury and asset management. He works closely with Planning and Funding, the Provider Arm and all other budget holders to ensure our financial and other commitments are met.

As GM Corporate Services, Letham is responsible for the teams who provide support to the whole organisation with a range of corporate-related services including: finance, human resources, communications and media, transport solutions, procurement and stores.

Originally from the UK, Letham has worked in several countries around mainland Europe. He married a local and is now raising two very ‘kiwi’ kids in Katikati.

Letham is located on Level 1 of Pōhutukawa House on the Tauranga campus.
General Manager Information Management – Owen Wallace

Owen oversees the information, communication and technology functions of the organisation. He works closely with various DHB services, executive colleagues, and external stakeholders to ensure local, regional and national information service and technology requirements are met. Owen is responsible for the Information Services and Information Technology teams that provide the technical infrastructure, computer applications and information tools to support healthcare planning and delivery across the organisation.

Originally from a financial background, Owen has worked in various roles within the health sector over the last 25 years – the majority of which were in the Bay of Plenty area.

Owen is located on Level 1 of Building 6 on the Tauranga campus.

General Manager Property Services – Jeff Hodson

Jeff leads the Property Services Team at Tauranga and Whakatāne hospitals and is responsible for the operation of all DHB buildings eg lights, electrical air conditioning and steam systems, as well as the delivery of property projects, including the redevelopment of Whakatāne Hospital (Project Waka).

Jeff has previously worked in similar roles in Air NZ and ANZ bank.

Jeff is located on the ground floor of the DHB Building on the Tauranga Campus.

Head of Clinical School – Dr Peter Gilling

Associate Professor Dr Peter Gilling is the Head of Bay of Plenty Clinical School. Peter is also a Consultant Urologist with over 20 years surgical experience. Peter was awarded an MD (Otago) in 2010, the thesis was entitled ‘Holmium Laser Prostatectomy’. Peter’s research for this degree was conducted over a 15 year period at Tauranga Hospital and has received world-wide acclaim. He leads the BOP Clinical School Research Charitable Trust which is involved in both contract and original research.

The Clinical School has a site on both the Tauranga and Whakatāne campus.
Staff information

Advantage scheme

All staff can take advantage of our staff benefits scheme. A wide range of businesses offer discounts and special offers to staff, all you need to do is show your ID badge when you make a purchase.

For a full list of Advantage businesses including details of discounts and special offers visit Pacentral (our intranet) and click on staff benefits then the Advantage logo.

Cafés

Tauranga campus
Foyer Café
The Foyer Café is located on the ground floor of the main hospital building and provides a variety of cabinet food, and hot and cold drinks for staff and the public to purchase. Open 8am-4.30pm Monday-Friday and 10am-4pm Saturday and Sunday.

Pacific Café
Located on the first floor of the main hospital building, the café has a wide range of food options, as well as hot and cold drinks for staff and public to purchase. Open 7am-7pm daily. This café has a ‘staff only’ area where free tea and coffee are available for staff.

Whakatāne campus
The Whakatāne Hospital Café is located on the ground floor of the main hospital building and offers a wide range of food options, and hot and cold drinks for staff and the public to purchase. Open 9am-6.30pm daily. This café has a ‘staff only’ area where free tea and coffee are available for staff.

Career Development

BOPDHB offers a confidential personalised in-house consultancy service that incorporates the Career Discovery Programme to support staff in their career development. An online career centre is also provided supported by e-learning courses such as Developing a Career Plan. The Career Development Advisor works within the Education Team and is responsible for the provision of this service, developing and maintaining career related resources and contributing to the development of a career culture within the DHB.

For more information contact Jude Ebbett on ext 8870 or go to Pacentral (our intranet) and click on Departmental Info, Human Resources, Career Development.
Chaplaincy Service

The Chaplaincy Service provides for the spiritual, emotional and pastoral needs of patients, their whānau/ families and staff of the BOPDHB.

Chaplains are an integral part of the multidisciplinary health care team, working to bring positive health outcomes for all patients. The service is offered to all regardless of denomination, faith, belief or ethnicity and includes special regard to that of Tikanga Māori, thus honouring the commitment of its employer the Inter Church Council for Hospital Chaplaincy to the Treaty of Waitangi.

Tauranga
An ecumenical service is held in the Hospital Chapel every Sunday at 10.30am. The services will ensure the availability of the sacraments, including making arrangements, if requested, for the sacraments to be provided by clergy of other denominations or religions. If requested other services can be provided such as: private thanksgiving services such as the birth of a child; anointing; and private confessions.

The Hospital Chaplains, the Reverend Tamati Pewhairangi and Jacqui Cavit are available to patients, relatives and staff 24 hours a day, seven days a week. They are on site from 8.30am to 5pm Monday to Friday, and on call at all other times via pager through the hospital switchboard – dial 0 from a DHB phone.

Whakatāne
An ecumenical service is held in the Hospital Chapel every Sunday at 11am. The Chapel is a sacred place for everyone for personal prayer, reflection, quietness, stillness and respite.

The Hospital Chaplain, the Reverend Anne Griffiths is available to patients, relatives and staff 24 hours a day, five days a week. Call 07 306 0999, ext 4877 or page 1887. Anne is on site Sunday to Thursday 8am to 4pm with the exception of the 4th Thursday when her shift begins at 4pm and ends at 2.30am. This shift enables Anne to make personal contact with afternoon and night staff and to be on hand for patients who are finding the long night hours difficult.

Locum cover is provided by the Chaplains from Tauranga Hospital and a team of Official Church Visitors provide pastoral care when Anne is not available.

Classifieds

Classifieds is an area on Pacentral (our intranet) where staff members can post items to sell/buy/ exchange, recommendations, announcements, services offered and items lost/found.

Go to Pacentral and click on Classifieds from the navigation list on the left-hand side of the homepage.
Clinical School

In 2007 the Bay of Plenty Clinical School was set up to provide our health workforce with clinical training, facilities, resources and support for clinical trials and research projects. The Bay of Plenty Clinical School is the only clinical school in New Zealand led by a District Health Board and has a campus both in Tauranga and Whakatāne.

The Clinical School is now a nationally recognised clinical education facility and the placement site of choice for the growing numbers of undergraduate students.

Students numbers continue to grow in the Clinical School by 20 – 30% per annum, this includes medical, nursing, midwifery, allied health and overseas students.

There are three main areas of focus:

**Students**

- Manage student placements and orientation
- Capture student data
- Help students to enjoy their time with the DHB

**Research**

- Includes a Clinical Trials Unit with Research Nurses managing patient trials
- Ensuring DHB legislative compliance, ethics and safety for research

**Education**

- Manage the staff education curriculum and facilities
- Development and support of e-learning
- Medical libraries

The Clinical Trials Unit mainly undertakes pharmaceutical trials, medical device trials and research projects. There can be approximately 25 trials being undertaken concurrently as most studies take several years to complete.

More information on the Clinical School can be found on the BOPDHB website: www.bopdhb.govt.nz, go to You Belong Here, then Clinical School.

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**Code of Conduct**

See Shared Expectations on page 36.
Communications

There are a number of ways in which staff can keep up to date with news and projects taking place across the organisation, as well as access general information needed on a daily basis.

CEO Chat Sheet
The CEO Chat Sheet is sent out fortnightly via email and includes commentary by the CEO about current issues affecting the BOPDHB and the health sector. It also highlights the successes and developments of current DHB projects and services.

Check Up
Check Up is our staff magazine. Written by staff, for staff, it is edited and designed in-house by the Communications Team and includes stories and photos from people and departments across the organisation. Reading Check Up is a great way to keep up to date with the latest projects and achievements, as well as find out what colleagues get up outside of work. Check Up is published quarterly via email and a hard copy is sent to each department for their staff room/area. Copies of previous editions of Check Up can be found on Pacentral (our intranet) under Publications.

Pacentral – our intranet
Pacentral is where staff can find detailed information about each department/service as well access forms, policies and procedures, the clinical intranet, the staff telephone directory, and much more.

Staff forums
These Q&A sessions take place quarterly at Whakatāne and Tauranga and give staff the opportunity to put questions directly to the CEO and Executive Team members. The CEO gives an overview of ‘how we are travelling’ and other Executive members highlight developments in their areas. Announcements of when and where staff forums will take place are sent out via email.

Website
The Bay of Plenty District Health Board website - www.bopdhb.govt.nz - is a one-stop-shop for everything you need to know about the DHB. The site features: information on health advice; visiting the hospital including videos of where to go and how to find parking; the latest news and events in health; information for residents on how to contact their local health provider, whether it's a GP practice or specialist care; and much more. The site has some new features including a trial where friends and family can send a message to a patient in hospital - the modern equivalent of sending a telegram. The site is accessible from a desktop computer, a tablet or iPad, or a mobile phone, and has a tailored look for each tool.
Confidentiality and Privacy of Information Policy

Bay of Plenty DHB operates a strict policy to ensure compliance with the Privacy Act. Proper authorisation is required before confidential information involving patients and/or staff is released. If you are unsure, seek the guidance and approval of your immediate reporting supervisor or manager. Other matters concerning the commercial or business affairs of BOPDHB must not be disclosed to any unauthorised person.

Design and Print Centre

Printing
Printing of items such as clinical forms and patient brochures should be done through the online Design and Print Centre. This can be found on Pacentral (our intranet): go to Departmental Info, Applications, Design and Print Centre.

Producing a new BOPDHB publication
If you wish to produce a new BOPDHB publication such as a brochure, poster or information sheet, this should be done in consultation with the BOPDHB’s Design and Print Team. A ‘Request for Publication’ form (available on Pacentral under Policies & Protocols) should be completed and sent to the Communications Team via email: communications@bopdhb.govt.nz.

Dress code and uniforms

If you are provided with a uniform, this must be worn when at work. Staff who are not required to wear a uniform must wear sensible clothing and footwear of reasonable and appropriate appearance and standard.

Drugs and alcohol

BOPDHB does not permit the unauthorised consumption of alcohol or drugs on company premises. Staff who report to work or are found at work under the influence of drugs or alcohol will face serious misconduct charges and may be dismissed.

Emergencies

For all internal hospital emergencies, such as fire, medical emergency or security incidents, dial 777 and clearly state: the type of emergency, precise location, any other relevant information, your name.
Employee Assistance Programme (EAP)

An Employee Assistance Programme (EAP) is part of the BOPDHB’s Health and Safety Strategy. The EAP helps our staff deal with personal and work issues which can affect our ability to do our work.

Through the EAP staff have access to confidential and professional counselling provided by EAP Services Limited, an independent organisation. All professionals are qualified, experienced and are trained to help employees recognise and overcome problems that may cause them difficulties in their personal lives or at work.

This programme is available to all BOPDHB staff and can help with:

- marital and relationships problems
- alcohol, gambling or drug issues
- personal and career direction
- financial and legal advice
- workplace relationships
- work issues
- child and family issues
- stress and pressure
- anxiety and depression
- personal trauma and grief

You may contact EAP Services Ltd directly for an appointment, or you may wish to speak with one of the BOPDHB’s Employee Health and Safety Speciality Nurses for their assistance.

EAP Service Ltd are available in Tauranga on 07 578 0959 or Whakatāne on 07 307 9308, or call 0800 EAPNOW (0800 327669).

BOPDHB’s Employee Health and Safety Speciality Nurses are available in Tauranga on ext 8046 or in Whakatāne on ext 4711.

EAP also offers e-counselling via www.eapservices.co.nz using ASK EAP. This can be a live chat or a web journal.
Gym

The BOPDHB’s Staff Wellness Centre is called SWEAT (Staff Wellness Exercise And Training) and offers all staff and their partners the opportunity to improve their health and fitness.

Sweat is located on the Tauranga campus and provides state-of-the-art gym equipment and the latest group fitness programs. Friendly and knowledgeable staff ensure members receive a fantastic experience with every visit.

It costs $5 per week to be a member of Sweat and includes:

• use of all gym equipment – free weights, cardio and resistance machines
• initial personal training session and a personal exercise programme
• all group fitness classes – cardio, resistance, yoga/pilates and Zumba
• annual events – weight loss challenges, boot camps, team building and social events.

An onsite gym is planned for Whakatāne as part of the hospital rebuilding programme which is expected to be completed in 2014.

For more information on Sweat, visit the homepage of Pacentral (our intranet) and click on the Sweat logo.

Health and Safety

The Health and Safety team can:

• advise on health and safety matters in the workplace
• assist with the rehabilitation of staff who are injured or ill and provide a return to work programme, including all ACC claims, work and non-work
• vaccinate against hepatitis B and influenza
• carry out worksite assessments to ensure the environment fits the employee
• provide health surveillance for employees who are exposed to certain hazards
• provide free counselling through the Employee Assistance Programme (see page 23 for more details)
• provide personal health assessments, support and advice
• manage blood/body fluid exposures.

For more information on health and safety issues contact one of the team in Tauranga on ext 8046 or in Whakatāne on ext 4711.
Human Resources

BOPDHB’s Human Resources team provides a range of services including:

- HR policy and protocol
- job evaluation and remuneration
- negotiating employment agreements
- payroll
- providing advice to managers on HR matters
- recruiting and orientating new staff
- rostering

The HR Team and Payroll Services are located on Level 2, Pōhutukawa House, Tauranga Hospital. The HR helpdesk is available for all queries on ext 8812 and the Payroll helpdesk is available on ext 8820, or you can log a query via Pacentral (our intranet); go to Departmental Info, Human Resources then click on the HR and payroll helpdesk logo.

ID cards

All staff at BOPDHB are issued with identification photo cards which must be worn and visible at all times whilst on duty. Your ID badge is also a swipe card for accessing areas of the hospital campus. If you lose your ID card, please contact the Non Clinical Support Coordinator immediately on ext 8771 to prevent a security breach. Your ID card must be returned to your manager if you leave the DHB.

IT Helpdesk

The IT Helpdesk is available Monday-Friday 7.30am-5pm (except public holidays). Call ext 8453, email ITHelpdesk@bopdhb.govt.nz or log a call by clicking on the link on the homepage of Pacentral (our intranet).

The IT Helpdesk team can help with: computer faults or technical issues; provision of IT equipment; management of new user accounts; changes to existing user accounts; coordination of equipment moves and changes.
Learning and development

Education Centre
BOPDHB is committed to encouraging innovation and excellence in practice. BOP Clinical School Education Centre is responsible for enabling and supporting staff through provision of education, professional development, and recognition of excellence in innovation and research.

BOP Clinical School Education Centre at Tauranga Hospital and Whakatâne Clinical School provide education and training facilities for BOPDHB staff.

The Education Manager has responsibility for both sites and the administration support team who manage the facilities, room bookings and day to day operations.

The Education Team plans, procures, organises and administers non-clinical education and training on behalf of the organisation. Courses include: Treaty of Waitangi, cultural awareness, customer services, leadership topics, conflict resolution, healthy living and others. Education team administrators advertise, book and record staff training attendance and maintain electronic training records.

The Education Team administer the Midland Advanced Leadership and Leadership in Practice programmes. Information regarding these programmes is available on the website: http://www.midlandleadership.co.nz/foundation.html.

E-learning
BOPDHB offers an increasing number of clinical and non-clinical on-line courses for staff including: mandatory training requirements, e-Portfolios, and quality and customer service courses. The Midland Learning site also hosts a number of national forums fostering a learning community for specific interest groups. The e-learning facilitator works within the education team and is responsible for maintaining the site, training course developers and monitoring course development and recording.

For more information on e-learning, go to Pacentral (our intranet) and click on the pūkeko (bird) logo on the homepage.

Innovation Awards
The BOPDHB Innovation Awards give DHB employees and contractors an opportunity to showcase innovative initiatives which have been undertaken in their service within the past two years. The purpose of the awards is to recognise the positive contribution of individuals and groups towards achieving service improvement in their organisation; to acknowledge the quality of projects and to communicate these initiatives to the wider DHB and community.

Applications are invited from BOPDHB employees and all providers of health services funded by BOPDHB. Innovations need to be related to a service, facility or process funded by BOPDHB and should demonstrate tangible results.
Research Awards
The BOPDHB Clinical School Research Awards provide an opportunity for BOPDHB employees and contractors to showcase research undertaken and completed in their service within the past two years. The research may be quantitative or qualitative and pertinent to medical research in all fields including public health, health services, basic, applied and clinical research, or health-related technology research.

Learning Scholarships
Since 2000 BOPDHB have been fortunate to be able to offer learning scholarships to our staff through the generous sponsorship of local businesses.

The Advanced Study Fund supports BOPDHB staff with fees for external courses and study undertaken towards a nationally recognised qualification, through a tertiary training provider such as a university, polytechnic or professional institution. The study must be relevant to the individuals' role, is paid on successful completion of the course (or part thereof) and covers a percentage of the course fees calculated according to the number of successful applications.

Mai i ngā Kuri a Whārei ki Tihirau Scholarships are awarded for postgraduate Māori development qualification gained at any institution for one or two years. The scholarships must involve learning that is of value for the individual and the organisation or an extension of their Māori Cultural competency. The fund may cover course fees, travel, accommodation and books.

Libraries
Both hospitals have a library with shared resources and services and are staffed between 8am – 5pm Monday to Friday. After-hours access is available via swipe card for staff and students on placement.

Library services include: borrowing, literature searching, online databases, inter-library loans, training and departmental, and CME (continual medical education) purchasing.

The library pages on Pacentral (our intranet) contain the library catalogue and access to electronic resources, go to Departmental Info, Library. The library team can be contacted by phone on ext 8687 (Tauranga) or ext 4819 (Whakatāne) or by email: library@bopdhb.govt.nz.

The Tauranga library is located on the ground floor of the old east wing in the main hospital building. The Whakatāne library is located inside the Clinical School adjacent to the rehabilitation department on the Stewart Street side of the hospital campus.
**Māori Health**

Bay of Plenty has the highest number of Māori providers (over 50) in the country and also the largest Māori development organisation. Local iwi play a key role in assisting the Bay of Plenty District Health Board to reach high-need, at risk, communities.

The Tangata Whenua He Pou Oranga framework and iwi health plans will support whānau, hapū and iwi to manage health within their rohe, and to participate in health planning processes.

**Regional Māori Health Services**

Mai ngā Kuri a Whārei ki Tihirau Regional Māori Health Services at Tauranga and Whakatāne hospitals deliver health initiatives under the philosophy of Tangata Whenua Realities, Ngā Pou Mana o Io. The health model of Mana Atua, Mana Tūpuna, Mana Whenua, Mana Tangata, operates alongside Medical, Allied and Rehabilitation services, Mental Health & Addiction Services and Regional Community Services.

Mai i ngā Kuri a Whārei ki Tihirau Regional Māori Health Services provide a range of Māori cultural options which include te reo me ēna tikanga (language), waiata, mōteatea, (traditional songs and chants) karakia tawhito and any other coordination requirements requested by the whānau, hapū, iwi.

Mai i ngā Kuri a Whārei ki Tihirau, Regional Māori Health Services is based at both Tauranga and Whakatāne hospitals which provides health services in the secondary sector to the Māori population of the Eastern & Western Bay of Plenty region.

Mai I Ngā Kuri a Wharei ki Tihirau, Regional Māori Health Services occupies two office sites based within Tauranga and Whakatāne hospitals. The Tauranga site is located in the west wing of Silver Birch House. This site can be accessed via Clark Street gate 4 with easy access to car parks directly adjacent to Silver Birch House. The Whakatāne site is located in a dedicated building between Te Toki Maurere and the Clinical School. This site can be accessed via Garaway Street gate 5, with limited car parking directly outside this site; however there is easy access to clearly sign posted public carparks.

**Whānau Ora**

Whānau Ora is an inclusive interagency approach to providing health and social services to build the capacity of all New Zealand families in need. It empowers whānau as a whole rather than focusing separately on individual family members and their problems.

Some whānau will want to come up with their own ways of improving their lives and may want to work on this with a hapū, iwi or a non-government organisation (NGO). Other whānau will want to seek help from specialist Whānau Ora providers who will offer wrap-around services tailored to their needs. Whānau will have a practitioner or ‘navigator’ to work with them to identify their needs, develop a plan to address those needs and broker their access to a range of health and social services.
Maps
See also Parking on page 32.
PLEASE NOTE: The hospital is undergoing major building works until March 2014, therefore this map will be subject to change.
Media policy

With the exception of the Medical Officer of Health, all media contact must be agreed by the Communications Manager and/or the Chief Executive Officer (CEO) before comment is made, and where possible, comment must be made in writing via the Communications Manager.

At no time should any staff member be drawn into commenting 'off the record' to any media representative. ‘No comment’ should also be avoided. For matters where a professional opinion is required to assist the media, the Communications Manager may give permission for a staff member to speak to the media.

If you are contacted by the media over any matter relating to BOPDHB, please do not divulge any information, ask them to contact the Communications Manager on 07 579 8029.

Corporate media advertising is facilitated by the Communications Manager. BOPDHB encourages staff to pursue positive communication opportunities with the media through the Communications Manager. Call ext 8029 or email communications@bopdhb.govt.nz. All media advertising must conform to BOPDHB logo and livery specifications.

Parking

Parking is free for patients and visitors at both Tauranga and Whakatāne hospital campuses. Please refer to the maps on pages 30 and 31 for parking areas.

At the Tauranga campus, staff are permitted to park in the Clark Street carpark at the rear of the hospital. Parking is also available on the opposite side of Cameron Road, accessed via 18th Avenue. Staff are not permitted to park in all other public parking areas, except designated afternoon staff parking.

At the Whakatāne campus, staff parking is available in the carpark behind PODVILLE which is accessed via Gate 5 on Garaway Street.

Payroll

Staff are paid fortnightly, alternating with nursing one week and all other staff the other. MICRoster is used to roster shifts and enter timesheets for the majority of staff. The pay period runs Monday to Sunday with pay available in bank accounts on the Thursday after the pay period finishes.

Payroll Services are located on Level 2, Pōhutukawa House, Tauranga Hospital. The payroll helpdesk is available for all queries on ext 8820 or 0800 222 031, or you can log a query via Pacentral (our intranet); go to Departmental Info, Human Resources then click on the HR and payroll helpdesk logo.
Policies and protocols

All BOPDHB staff are bound by a number of policies and protocols. Each service area differs so please familiarise yourself with the policies and protocols specific to your area. Current BOPDHB policies and protocols are available on Pacentral (our intranet) via a link on the homepage.

Shared Expectations

Our Shared Expectations (or code of conduct) provide the standards of behaviour expected from all BOPDHB staff to ensure a positive workplace culture. All staff are responsible for implementing Shared Expectations within their workplace and managers are responsible for ensuring the Shared Expectations are understood by their staff.

The five core principles of our Shared Expectations are:

1. Respect for people
2. Integrity
3. Respect for the law and the system of Government
4. Diligence
5. Economy and efficiency

For more information about our Shared Expectations refer to the Shared Expectations (code of conduct) booklet provided with your orientation booklet.

Smokefree environment

The BOPDHB has been smokefree since May 2004. This means staff, patients, visitors and contractors are not permitted to smoke anywhere within the hospital campuses, other DHB buildings or DHB vehicles.

Quit smoking advice is available for all staff by contacting the Smokefree Coordinator on ext 8476.

Staff engagement - Pulse

Staff are encouraged to complete the BOPDHB’s engagement survey, Pulse, every two years. This is an opportunity for staff to feedback how they feel about working at the BOPDHB. Executive and Service Managers discuss the results with their teams. Managers then work with team members to develop tangible actions to continue doing the things we do well and address the areas that staff highlight as needing improvement.
Staff Service Recognition Awards

Each year staff who have served 10 years or more and match recognition criteria are invited to attend a celebratory event with family and friends. Staff are presented with a certificate for 10 and 15 years milestones. Those who have attained 20 years or more also receive a gift.

Telephones and paging

A directory of BOPDHB staff extension numbers and pager numbers is available on Pacentral (our intranet) via a link on the homepage called ‘paging, phone lists, voicemail’. By clicking on this link, you can also access the instructions to set up voicemail.

Telephonists can be contacted at any time by dialling 0 from a BOPDHB phone.

To access an outside line from a BOPDHB phone, dial 1.

To page a staff member in Tauranga, dial *2 followed by the pager number required, then your extension number. In Whakatāne, dial 4606 followed by the pager number required, then your extension number. You can also page staff on both sites directly from the list on Pacentral.

Mobile phones are purchased, upgraded and repaired through the Telephony Department in Tauranga (dial 0 from a DHB phone) and Hotel Services in Whakatāne (ext 4952). Approval is required by your manager and monthly cellphone accounts are distributed to your manager.
Next steps

Your orientation is designed to equip you with the knowledge, skills and support needed so you can work effectively in your new role with us.

If at any time you have a query or come across matters you are not clear about, please discuss these with your immediate supervisor, manager or member of the Human Resources Team.

Please bring this booklet with you to your orientation programme.

Welcome to the Bay of Plenty District Health Board.