Values are subtle, but they are inextricably woven into the patterns of our behaviour and our feelings. What I love about my job here at the BOPDHB is that I get to work with healthcare staff, and you are some of the most values-driven people that I have ever met. Many of you are driven by an appreciation for people and life, are guided by a belief in kindness and care, and uphold human relationships as essential and meaningful. You genuinely care about people and your work, and I’m always moved by how closely your motivation for working in healthcare is driven by your own personal value system.

And yet I think it often takes conscious decisions to keep your values and those of our organisation in focus. Sometimes changes and pressures can distort our perspective, and it takes conscious effort to take time out to remember what really matters to us. Each time that we make a significant decision, we essentially come back to a question of values: what are they and how important are they?

The very nature of your work means that it is easy for your daily job to become ‘normal’ and routine, and when this happens the values that initially motivated you stop being refreshed. It is easy to forget how it feels for the patient, and compassion can inadvertently fall by the wayside.

Every single person in our organisation impacts patient experience, therefore the actions of all employees need to contribute in a positive way to the patient experience.

We are the patient experience. We all make a difference to patients and families in very many ways, big and small.

Averil Boon, Programme Manager

The Patient Experience is the sum of all interactions, shaped by an organisation’s culture, that influence patient perceptions across the continuum of care.

The Beryl Institute

Patient Experience Surveys
The BOPDHB Patient Experience Surveys have now been underway fortnightly since August 2014.

The surveys have informed us of the experiences of our patients, who were admitted to Tauranga and Whakatāne hospitals with at least one overnight stay.

Overall Results:
Patients are asked to rate their experience on a scale of 1-10 and to enter comments which are a rich source of real time feedback.
The National Patient Experience Survey Quarterly Results

The HQSC Quarterly National Patient Experience Survey results are now included in our fortnightly results. Every quarter for the specified period the relevant results are copied to the HQSC and published on their website.

Individual DHB survey results are displayed using interactive Tableau charts on the HQSC website. If it is your first time using Tableau, please read the instructions before proceeding, and then use the tabs on the website to scroll through each of the four domains – example to the right is the “Communication” domain only.

How does BOPDHB’s response rate compare to other DHBs?

We are still one of the lowest but our fortnightly rates are starting to show an improvement and that is because of your hard work.

Thank you!

You are doing a great job collecting email addresses and we are moving towards the target of 30%.

Increasing the number of accurate email addresses will also help increase the number of responses to our BOPDHB Patient Experience Survey.
<table>
<thead>
<tr>
<th>Attitudes and behaviours we want to see</th>
<th>Outcome</th>
<th>Attitudes and behaviours we don’t want to see</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Compassion</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cares about other people. Has empathy and understanding. Is calm and reassuring. Protects people’s dignity.</td>
<td>Cared for and respected</td>
<td>Is rude, bullies, intimidates or humiliates. Creates anxiety. Doesn’t act if someone’s dignity is suffering.</td>
</tr>
<tr>
<td>Treats everyone with respect regardless of their views, role or background. Value differences. Culturally competent.</td>
<td>Treated with respect and cultural sensitivity</td>
<td>Disrespectful, judgmental, makes assumptions about people. Gossip or talks behind people’s backs. Rough behaviour.</td>
</tr>
<tr>
<td>Notices, acknowledges and appreciates people’s efforts and achievements, gives praise, making people feel valued.</td>
<td>Valued and engaged</td>
<td>Criticises people’s efforts, takes people for granted, makes people feel undervalued, belittled or inadequate.</td>
</tr>
<tr>
<td><strong>All-one-team</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shares knowledge and information openly and honestly, clearly explains and updates people on what’s happening.</td>
<td>Clear about what’s happening</td>
<td>Withholds knowledge and information, leaves people confused or in the dark.</td>
</tr>
<tr>
<td>Takes time to listen to others, is interested in their views. Invites people to ask questions and share concerns or ideas.</td>
<td>Listened to</td>
<td>Doesn’t listen, talks over people, dismisses or puts people down, makes decisions without consultation.</td>
</tr>
<tr>
<td>Involves patients, whānau and colleagues as equal partners. Builds teams and relationships to achieve the best outcomes.</td>
<td>Involved in a partnership model</td>
<td>Doesn’t trust or involve people in things that affect them. Excludes, overrides, micro manages.</td>
</tr>
<tr>
<td><strong>Responsive</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friendly, polite, approachable, warm. Introduces themselves. Creates a happy environment. Smiles when appropriate.</td>
<td>Positively welcomed</td>
<td>Ignores people, snappy or aggressive tone of voice or behaviours, “rushing” and saying “I’m too busy.”</td>
</tr>
<tr>
<td>Shows kindness. Is attentive to people’s needs, supportive, helpful and willing. Often goes the extra mile for people.</td>
<td>Supported, so they would want to be cared for or work here</td>
<td>Passes the buck, says “it’s not my job”, unsupportive, does not take responsibility and leaves work for others.</td>
</tr>
<tr>
<td>Respects people’s time. Plans ahead and co-ordinates so things run smoothly. Looks for efficient ways of doing things.</td>
<td>We are flexible and efficient, and use resources wisely</td>
<td>Often late. Leaves people waiting unnecessarily or puts people under pressure with unrealistic timeframes.</td>
</tr>
<tr>
<td><strong>Excellence</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chooses to take a positive, will-do attitude. Looks for solutions. Uses positive words and actions to good effect.</td>
<td>Part of a positive culture of high achievement</td>
<td>A negative attitude, often moaning, complaining or grumpy. Focuses on problems.</td>
</tr>
<tr>
<td>Aims for the best result, always learning, developing skills, knowledge, and ways of doing things, and helping others to.</td>
<td>Things are always improving</td>
<td>Assumes they know best, resists change, not interested in learning or developing. Happy with “good enough”.</td>
</tr>
<tr>
<td>Consistently follows agreed, safe, best practice.</td>
<td>Safe</td>
<td>Inconsistent, cuts corners, closed to new evidence.</td>
</tr>
<tr>
<td>Seeks, welcome and gives constructive feedback, speaks up when they have a concern, coaches others’ behaviour.</td>
<td>We are role models who are open to feedback</td>
<td>Blames. Closed to feedback. By not speaking up about poor behaviour or unsafe practice they condone it.</td>
</tr>
</tbody>
</table>
WHEN WE GET IT RIGHT OUR PATIENTS TELL US:

- They [the staff] care and do their utmost for you.
- The doctor was so helpful, and had compassion which helped, and he explained things to me. It was so good having your health in the hands of someone who showed both knowledge and understanding.
- There were a couple of nurses who really took the time to sit with me and discuss my situation. These one on one sessions were so important to me. They showed that someone did care, and this gave me confidence in what was going on. Knowledge with compassion is everything.
- Being hospitalised was a nasty shock to me. I don't even like going anywhere without my vehicle outside. The staff were very helpful and understanding that I was way out of my comfort zone and supported me very well. I am very grateful to them and their compassion. I sure could not do their job.
- I had delirium after my injury and was respected, guided and watched over with compassion.
- Terminal diagnosis and discussions and follow-ups were very efficient and compassionate, everything flowed from one thing to the next, no problems.
- I have a chronic pain problem and am also an amputee. I found the pain team absolutely amazing. They met my needs in every way possible and I can't thank them enough. The doctors and nurses were also very good, explained everything well and gave me the best possible care. Tauranga Hospital should be very proud of their staff as they amazing. I would rate them 10 out of 10. Many thanks again.
- I felt I was in good hands and I was impressed with the total staff from the cleaners, the people who bought cups of tea, meals etc., to the professional staff.
- From the cleaning staff to the tea lady, to doctors and nurses, everyone did their jobs with the greatest attitude and compassion.
- I really appreciate the kindness and care I received. I could not have asked for more professional or better care. I'm thankful to the surgeons, doctors and nurses. Also big ups to the lovely girls on food and the lady cleaning the ward who could always offer a hello and smile.
- We were there for four days and saw multiple shift changes. Each time, the new staff were completely up to play with our status and care schedule. Was very impressed.
- Prompt responses to any requests with empathy and understanding.
- I used the bell a lot when in the ward and the response was usually very quick.
- From the very first minute I arrive at ED, the girl in reception was lovely. I was pretty upset and she was so helpful and got things moving very quickly. Everyone was so nice and friendly and were on to my problem efficiently and without delay. I had an unexpected event happen and the response from the team in ED was immediate. Everyone knew what to do and they just did it and I was back functioning again very quickly. My husband and I can't thank them enough for what they did that day.
- Nurses and midwives were fantastic to deal with. Very fast response to call button. Helpful and friendly advice.
- All the different aspects of my care happened in a timely manner. When I was told something was to happen i.e. scans, they happened not long after I was informed. If I asked for pain relief, I got it quickly. I never felt that there had been any breakdown in communication anywhere along the way.
- I felt that nothing was too much, and that queries were followed up well, i.e. need for doctor to follow-up other things that came to light once he was in ward - they came and did so. Quickly when needed, but much later when something not so important was being asked. Nurses likewise followed up queries for me.
- My stay could not have been better. The surgical team were superb with their explanations and skills, and the care from the nursing staff could not be faulted in any way. Top marks Tauranga Hospital!
- Excellent care, friendly efficient staff quick to respond to all needs.
- I could not fault the care I received while I was in hospital it was top notch.
- I felt that I was in the hands of very capable professional people at all times.
- Most impressed...the staffing situation from the cleaners, kitchen staff, porters, day and night nursing staff, tea/coffee persons, doctors and along with their training colleagues how great is that.....Whakatāne is so blessed to have such a professionally run hospital as we have.......5 Star Rating........
- From the very start we were treated with the utmost respect and dignity. I was treated superbly and could not fault the staff or the system in any way at all, in fact, I was so impressed I wrote to the BOP Times to advise publicly of the service I experienced.
- I could not have been more impressed with Tauranga Hospital. From the moment I entered I had the very best of care anyone could wish for. Even this follow up is a marvellous thing to do. Thank you.