

## Position Description

Vacancy ID: 4856

<b>Position:</b>	<b>Clinical Cardiac Physiologist, Cardiology Service</b>
<b>Reports to:</b>	<b>Service Manager, Medical Services Head Clinical Cardiac Physiologist</b>
<b>Role Relationships:</b>	<b>Medical lead / Cardiologists Cardiology Services Staff Senior Clinical Cardiac Physiologists Cardiac Physiology Technicians Medical Physiologists (other sub specialties) Primary Health Organisations Compass Health Ambulatory Care Centre staff Cardiology Clinic Nurse Clinical Director Internal Medicine Medical Staff General Practitioners Nursing Staff Ward Receptionists Radiology Staff Technical and supply supports services</b>
<b>FTE:</b>	<b>1.0</b>

### Organisation Context

MidCentral District Health Board (MDHB) is undergoing a transformational change programme to firmly establish itself as a high performing health system that meets the current and future demands of its communities.

A key component of the transformation change programme is the implementation of the Integrated Service Model – the vehicle by which MDHB will implement the DHB’s strategy (displayed at Appendix B). At maturity, the Integrated Service Model will deliver an integrated health and social care system that ensures individuals, patients, family/whanau and communities are the centre of everything we do.

The transformation will provide an improved service experience and a work environment where staff feel valued and empowered to carry out their work with excellence.

### Role Purpose

- Ensure an optimal standard of cardiac diagnostics and testing is maintained
- Participate in the development of an interventional service as required

<i>Compassionate Ka whai aroha</i>	<i>Respectful Ka whai ngākau</i>	<i>Courageous Ka mātātoa</i>	<i>Accountable Ka noho haepapa</i>
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- Ensure that all cardiology service's testing and monitoring equipment throughout the organisation, and at other cardiology sites, is well maintained and in optimum working order
- Ensure laboratory quality system documents are developed and updated
- Ensure effective and efficient physiologist cover of all cardiology diagnostic services including community based diagnostics
- Participate in outreach cardiology services supporting GPs, cardiac nursing staff, cardiologists to deliver optimum patient care and services in a community setting
- Participate in the development and expansion of community based cardiology services.
- Ensure effective and efficient delivery of Diagnostic Services

## Performance Areas:

- Responsible for cardiac testing, having regard for patients' welfare and safety
- Ensuring optimal standards of quality control with well maintained equipment

	KEY TASKS/RESPONSIBILITIES	PERFORMANCE MEASURES
<b>1</b>	<b>Cardiac Tests</b>	
	Assess referrals/schedule appointments	<ul style="list-style-type: none"> <li>• Referrals are assessed on same day received</li> <li>• Efficient use of allocated time to maintain waiting time for individual tests to a minimum duration, as agreed with the Medical Head/Head Physiologist/Business Leader</li> </ul>
	Patient Care	<ul style="list-style-type: none"> <li>• Respect is shown for patients' rights, comfort, dignity and confidentiality rights, comfort and dignity.</li> <li>• Demonstrates sensitivity to cultural and ethnic needs</li> <li>• Problems are communicated to relevant multidisciplinary team member</li> <li>• Minimal number of complaints are received from patients</li> <li>• Together with the Medical Head and Head Physiologist, actively participates in case reviews resulting in measurable improvements in client care or service efficiency</li> </ul>
	Perform cardiac test procedures	<ul style="list-style-type: none"> <li>• All test/procedures are to have a written protocol/guideline (based on MCH Internal Medicine Template)</li> <li>• Follows established laboratory protocols/guidelines for all tests</li> <li>• Is able to perform and trouble shoot:               <ul style="list-style-type: none"> <li>○ Electrocardiography (ECG) tests</li> <li>○ Angiography</li> </ul> </li> </ul>

	KEY TASKS/RESPONSIBILITIES	PERFORMANCE MEASURES
		<ul style="list-style-type: none"> <li>○ Exercise Tolerance testing</li> <li>○ Fitting, removal and processing of data for Holter/Blood Pressure Monitoring</li> <li>○ Assist with Pacemaker insertion, assessment, management and routine follow-up and ICD ( desirable)</li> <li>○ Performs echocardiography –( desirable)</li> <li>○ Performs other procedures as agreed between Service Manager and/or Medical Head</li> </ul>
	Preparation and calibration of equipment.	<ul style="list-style-type: none"> <li>● Equipment is prepared and calibrated correctly following written guidelines</li> </ul>
	Preparation and instruction of patient	<ul style="list-style-type: none"> <li>● Patients are fully prepared with information given in understandable, lay terms including consent obtained as required</li> </ul>
	Actual test procedures	<ul style="list-style-type: none"> <li>● Tests performed conform to written protocols which are based on set standards</li> </ul>
	Validating /editing test results	<ul style="list-style-type: none"> <li>● Results are assessed for reproducibility and minimal variation</li> </ul>
	Calculation of data	<ul style="list-style-type: none"> <li>● Calculation of date is accurate</li> </ul>
	Preparation of routine reports	<ul style="list-style-type: none"> <li>● Accurate results are forwarded as requested by referring doctor on day of test (except for special tests)</li> </ul>
	Records	<ul style="list-style-type: none"> <li>● Maintains accurate up-to-date patient records</li> </ul>
<b>2</b>	<b>Provide Technical support</b>	
	Provide backup for other tests	<ul style="list-style-type: none"> <li>● As required by Head Physiologist/Service Manager performs, ECGs and backup for other technicians.</li> <li>● Perform other tests as mutually agreed with Head Physiologist/Service Manager</li> </ul>
<b>3</b>	<b>Quality Assurance</b>	
	Patient testing	<ul style="list-style-type: none"> <li>● Encourages optimum patient participation</li> <li>● Reproducible tests performed meet set standards</li> </ul>
	Cleaning/Maintenance	<ul style="list-style-type: none"> <li>● Follows written protocols for daily, weekly and monthly cleaning and maintenance of equipment (as appropriate)</li> </ul>
	Assist in the evaluation of, and writing quality system documents for new equipment (including testing procedures and equipment	<ul style="list-style-type: none"> <li>● Follows same principles as previous protocols ensuring that information is correct and sufficiently comprehensive to be used for the day to day use of the</li> </ul>

	KEY TASKS/RESPONSIBILITIES	PERFORMANCE MEASURES
	maintenance)	equipment
	Review all quality system documents annually	<ul style="list-style-type: none"> <li>Quality system documents are up to date</li> </ul>
	Participates in the Audit practice of Medical Technicians in regard to cardiac testing	<ul style="list-style-type: none"> <li>Audits practice of cardiac physiologists/ technicians with regard to cardiac testing (holter application, 24 hour BP monitoring and ECG) six monthly</li> </ul>
	Ongoing involvement and commitment to improving quality of Service	<ul style="list-style-type: none"> <li>Attends and participates in regular team meetings</li> <li>Attends regular departmental meeting</li> <li>Ongoing laboratory quality assurance activities are undertaken as required for laboratory accreditation</li> </ul>
	Electrical Safety	<ul style="list-style-type: none"> <li>Ensures all electrical equipment is safety checked by Biomedical Engineers six monthly</li> </ul>
<b>4</b>	<b>Computer Maintenance</b>	
	Security of software	<ul style="list-style-type: none"> <li>Stores all original software as directed, keeping working copies only</li> </ul>
	Security of patient records	<ul style="list-style-type: none"> <li>Has regard for patient confidentiality and safety of notes</li> <li>Where computers are not networked back up copies are maintained</li> </ul>
<b>5</b>	<b>Management of Resources</b>	
	Equipment	<ul style="list-style-type: none"> <li>All items of equipment and monitoring used for patient testing have an equipment document (based on MDHB internal medicine template)</li> <li>Equipment is maintained in optimal working order</li> <li>Is able to detect, assess and repair minor malfunctions (as appropriate). Appropriate personnel are notified of failure of equipment if unable to repair</li> <li>Undertakes routine verification and calibration of equipment as required, following written protocols</li> <li>Reports any variance to calibration to the Head Physiologist/Medical Head</li> <li>Calibration reports and records are kept</li> <li>Is fully conversant with correct technical operation of all equipment and operates all equipment strictly in accordance with written operating instructions/procedures</li> </ul>

	<b>KEY TASKS/RESPONSIBILITIES</b>	<b>PERFORMANCE MEASURES</b>
	Maintain supplies	<ul style="list-style-type: none"> <li>Maintains supplies of essential spare parts and consumables</li> <li>Maintains accurate record of items ordered and received and imprest level is maintained</li> </ul>
	Budgeting	<ul style="list-style-type: none"> <li>Maintains accurate records of items ordered and received</li> <li>Assists in reconciliation of items ordered and received with monthly budget. Reports discrepancies to Head Technologist/Service Manager at regular meeting.</li> </ul>
	Laboratory Statistics	<ul style="list-style-type: none"> <li>Keeps up to date records of all tests undertaken by Medical Head and collates monthly statistics from day sheet record of tests</li> <li>Reports monthly status to Head Physiologist/Medical Head</li> </ul>
<b>6</b>	<b>Education</b>	
	Teach and consults cardiac physiology technicians undertaking formal and informal education.	<ul style="list-style-type: none"> <li>Cardiac technicians are able to perform basic tests to a competent level after receiving education from senior clinical cardiac physiologist.</li> </ul>
	Teach medical staff and other medical technicians to perform ECGs	<ul style="list-style-type: none"> <li>Assists with the clinical supervision and educational support of technical staff engaged in external courses, ie ASCT training, as agreed with the Head Physiologist.</li> <li>Conducts tutorials for House Surgeons/Registrars as appropriate</li> <li>Ensures ECG Technicians perform ECG testing in an appropriate manner and have appropriate skills to perform these tests</li> <li>Conducts training sessions as necessary</li> <li>Provides protocols for quality control, cleaning and maintenance of all ECG's located in the organisation</li> </ul>
	Attend part time courses as appropriate to keep up to date professionally	<ul style="list-style-type: none"> <li>Participates in a regular meetings of Cardiac Physiologists and Technicians from other regions as possible</li> </ul>
	Belong to an appropriate professional Society	<ul style="list-style-type: none"> <li>Membership or Associate Membership of Society of Cardiopulmonary Technicians (ASCT or MSCT) or equivalent</li> <li>Working towards membership within two years of appointment</li> </ul>

	<b>KEY TASKS/RESPONSIBILITIES</b>	<b>PERFORMANCE MEASURES</b>
	Train staff of the organisation in the use of other cardiac equipment as appropriate	<ul style="list-style-type: none"> <li>• Conducts training sessions as necessary</li> </ul>
	CPR skill current	<ul style="list-style-type: none"> <li>• Attends annual core skills workshops</li> <li>• Attains Level 4 - 6 ACLS Resuscitation within two months of appointment</li> </ul>
<b>7</b>	<b>Professional Standards</b>	
	Participation as a responsible, professional member of the Service	<ul style="list-style-type: none"> <li>• Co-operates and participates as an effective member of the multi-disciplinary team</li> </ul>
		<ul style="list-style-type: none"> <li>• Complies with reasonable memoranda relating to the day to day running of the Service, as discussed with the Head physiologist / Medical Head</li> <li>• Participates in the Regional Cardiology initiative (TAS ) as required</li> <li>• Displays professional conduct at all times</li> </ul>
	Take part in annual assessment and evaluation conducted by Service Manager	<ul style="list-style-type: none"> <li>• Participates in annual performance management process</li> </ul>
<b>8</b>	<b>Effective Communication</b>	<ul style="list-style-type: none"> <li>• Patient/families/others communicating with the Technician report</li> <li>• approachability</li> <li>• friendliness</li> <li>• helpfulness</li> <li>• professionalism</li> <li>• caring</li> <li>• Recognises and uses communication systems appropriate to the situation</li> <li>• Uses interpreters as required</li> <li>• Documents information passed on appropriately</li> <li>• Information given to others is accurate, up-to-date and recognises ethical, cultural, professional and statutory requirements</li> <li>• Seeks clarification from appropriate others if uncertain of intent or meaning of communications</li> <li>• Deals with differences of opinion in a timely, positive and non-confrontational manner.</li> </ul>

	<b>KEY TASKS/RESPONSIBILITIES</b>	<b>PERFORMANCE MEASURES</b>
9	<p><b>Health and Safety</b> Apply Health and Safety knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</p>	<ul style="list-style-type: none"> <li>• Is familiar with all policies and procedures as they affect the work environment.</li> <li>• Ensure that safe working procedures are practised and no person is endangered through action or inaction.</li> <li>• Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse effects of hazards.</li> <li>• Is able to apply MidCentral District Health Board's emergency procedures, including use of safety equipment and materials.</li> <li>• Ensure that all incidents including near misses are reported within the required timeframe using the District Health Board's incident reporting system.</li> <li>• Actively participate in the District Health Board's health and safety programmes, through input into meetings and feedback through committee structures.</li> </ul>
10	<p><b>Treaty of Waitangi</b> Understand and apply knowledge of the Treaty of Waitangi</p>	<ul style="list-style-type: none"> <li>• Apply knowledge of the Treaty of Waitangi and its application in Health in terms of the articles and principles to all work practices.</li> <li>• Attend appropriate Treaty of Waitangi education.</li> </ul>

February 2019

*Compassionate  
Ka whai aroha*

*Respectful  
Ka whai ngākau*

*Courageous  
Ka mātātoa*

*Accountable  
Ka noho haepapa*

## 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:

#### Functional Competencies

- Proven Technical aptitude
- Tertiary qualification in cardiac physiology (or science) and experience in Cardiology testing including coronary angiography, echocardiography and pacemaker implantation experience desirable.
- Associate Member of Society of Cardiopulmonary Technicians (ASCT or MSCT) or international equivalent.
- Proven communication skills, written and oral.
- Pleasant, courteous and sensitive communication with patients
- Ability to function independently and as part of a multi disciplinary team.
- High level of self-motivation.
- Commitment to quality improvement.
- Current Drivers Licence

#### Specialty Skills

- Cardiac Catheterisation – angiography
- Exercise and stress ECGs
- Application and analysis of Holter monitor
- 24 hour ambulatory BP monitoring
- Electrocardiography
- Dobutamine stress testing
- Pacemaker (desirable)
- Sesta Mibi

#### Desirable Competencies

- Echocardiography
- Interventional PCI
- Pacemaker and ICD

#### Analytical and Decision-Making Ability

- Is able to identify when guidance/clarification is required from medical staff

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### **Organisational Competency**

- Can prioritise workload according to demand in an efficient timely manner.

### **Leadership Competencies**

- Recognises and capitalises on existing workplace related learning opportunities.
- Demonstrates a willingness to share knowledge and skills with nurses, medical staff, other technicians and students as appropriate.

### **Personal/Interpersonal Competencies**

- Works well as part of a multi-disciplinary team.
- Contributes to the Care environment in a friendly approachable manner.

### **Communication Skills**

- Information given is timely, accurate, up to date and recognises any relevant issues including ethical considerations, cultural requirements, privacy and professional and statutory guidelines.
- Confidently seeks guidance when required, and shares relevant information with nursing/medical staff as required.
- Can work independently but be able to liaise with other staff and function as a team member.

## Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. MDHB will make all reasonable efforts to provide a safe and healthy work place for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from Occupational Health & Safety/ Infection Prevention & Control Team.

- Ability to move about and undertake necessary duties in Department and to move to other departments throughout Palmerston North Hospital and into the community.
- Ability to stand, walk, sit, stretch, twist, bend, and infrequently lift/move weights up to and above 15 kilograms
- Ability to undertake a substantial amount of repetitive activity involved in documentation, operation and maintenance of equipment.
- Manual dexterity sufficient to operate and maintain complex cardiac equipment.
- Visual ability sufficient to drive, read, observe, write/record, use computer, monitor, operate and maintain equipment and monitor patient status enabling accurate performance of essential job duties.
- Hearing and speech sufficient to monitor equipment and patient status and to communicate with patients and co-workers enabling clear communication.
- A high degree of mental concentration is required.
- Skin should not be fissured, scaly, cracked on hands, forearms, face or neck.
- Skin condition should allow contact with water, soap/disinfectant soap, and cleaning chemicals.
- Ability to wear face masks for protection against infectious disease and rubber gloves for short periods of time.
- Absence of a health condition which could increase appointee's susceptibility if exposed to infections more frequently than in daily living.
- The appointee's health condition should not result in undue hazard to the patient or others.
- Work may present a hazard to immuno-compromised persons.
- Freedom from colonisation or infection with MRSA.
- Must be able to function under rapidly changing and demanding conditions.

## Conditions of Appointment

### EMPLOYMENT AGREEMENT

#### **DHBs/PSA Allied, Public Health and Technical Multi-Employer Collective Agreement**

The appointment will be subject to the conditions contained in this schedule, MidCentral District Health Board's Policies and the provisions of the DHBs/PSA Allied, Public Health and Technical Multi-Employer Collective Agreement.

Your terms and conditions for the first 30 days of your employment will be based on an individual employment agreement (which has the same terms and conditions as the DHBs/PSA Allied, Public Health and Technical Multi-Employer Collective Agreement). During this period of time you will have an opportunity to consider whether you wish to become a party to this Collective Agreement which will require that you become a member of the union. The union which represents employees in this collective is the PSA.

#### **APEX and District Health Boards Clinical Physiology National Collective Agreement**

However, the APEX and District Health Boards Clinical Physiology National Collective Agreement also contains provisions for physiologists and you are able to become a party to the Collective Agreement if you wish. The union that represents employees in this collective is The Association of Professional and Executive Employees Incorporated (APEX).

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 District Health Board, and wishes to continue to participate in this other business or occupation, this must be disclosed to the appointee's Service Manager prior to accepting the appointment.

### NATURE AND TENURE OF APPOINTMENT

The appointment will be subject to the conditions contained in this schedule, MidCentral District Health Board's policies and appropriate legislation.

### SALARY

The annual salary will be negotiated with the salary range applicable to the relevant MECA.

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 40 hours per week. After hours will be required when the Cardiac Cath Lab is established.

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 District Health Board, 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 District Health Board 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**

MDHB is committed to the principles of Equal Employment Opportunities and all recruitment activities are conducted in accordance with these principles.

### **SMOKE FREE ENVIRONMENT**

MidCentral District Health Board 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 District Health Board are smoke-free. Employees are expected to promote smoke-free lifestyles and act as role models when working with patients/ clients and in the community.

### **CODE OF CONDUCT**

MidCentral District Health Board has a Code of Conduct that sets out the standards of performance and conduct required of employees. Employees of MidCentral District Health Board 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 State Services Commissioner.

### **‘SHARED APPROACH TO WORK PRINCIPLES’**

Developing a shared approach to working together

It is important that MidCentral District Health Board 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 District Health Board 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 District Health Board. All employees have a responsibility to comply with the requirements of the Privacy Act 1993 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.

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Confidential information concerning a patient or client who is receiving or has received services provided by MidCentral District Health Board 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 District Health Board'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 District Health Board are subject to a Police Clearance which requires the applicant to complete a New Zealand Police Vetting Service Request and Consent Form. Additionally, overseas police checks may need to be applied for by the appointee if they have lived in any country other than New Zealand for 12 months or more within the last 10 years.

Shortlisted applicants will be advised of the requirement to undergo a New Zealand Police Clearance, and provide overseas police clearance/s, as required.

Notwithstanding the police clearance process upon appointment, in future all MidCentral District Health Board employees may be required to undergo police and/ or other vetting procedures, and all staff will be required to participate in this process.

MidCentral District Health Board 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.

#### **VULNERABLE CHILDREN ACT 2014**

Due to the this role having contact with children and MidCentral District Health Board's commitment to child protection, shortlisted applicants will be subject to 'safety checks' in accordance with the Vulnerable Children 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.

You can choose to submit your application via our online process or in writing.

To apply online, please visit the "Vacancies" page under "Working at MDHB" on our website: [www.midcentralthb.govt.nz](http://www.midcentralthb.govt.nz).

Hard copy application forms are available by contacting Human Resources on +64 6 350 8850 or email [vacancy@midcentralthb.govt.nz](mailto:vacancy@midcentralthb.govt.nz). If returning by post, your application should be addressed to **Human Resources, MidCentral District Health Board, Private Bag 11036, Palmerston North 4442.**

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*\*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 District Health Board's appointment and review procedures.*

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## MidCentral DHB's 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 MĀTĀTOA

- 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 WHAI NGĀKAU

- Speaks up when things are not right.
- Is adventurous in search of feedback and is open to feedback.
- Puts organisational interests ahead of their own.
- Speaks up when they have to contribute or when other's behaviour is inconsistent with the DHB'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

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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.

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## Appendix B – MidCentral DHB’s Strategy

# WE ARE COMMITTED TO

**Ka ū tā mātou mahi**



**QUALITY LIVING**

*Kia pai te noho*

**HEALTHY LIVES**

*Kia ora te tangata*

**WELL COMMUNITIES**

*Kia ora te hapori*

### WE ARE ABOUT

*Better health outcomes, better health care for all*

**Ko tā mātou mahi**

*He whakapai ake i te hauora hei oranga mō te katoa*

### WE WILL BE

*Compassionate      Respectful  
Courageous      Accountable*

**Ka pēnei mātou**

*Ka whai aroha      Ka whai ngākau  
Ka mātātoa      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 kounga, kia hiranga te hoahoa*

*Kia mahi tahi me te tangata, me te whānau hei tautoko i te hauora me te oranga*

*Kia tūhono e pai ake ai te atawhai tuatahi, te atawhai hapori, te atawhai 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*