



Growing Pacific People

HR Programmes, tools and approaches

§Sam Bartrum

COUNTIES MANUKAU DISTRICT HEALTH BOARD

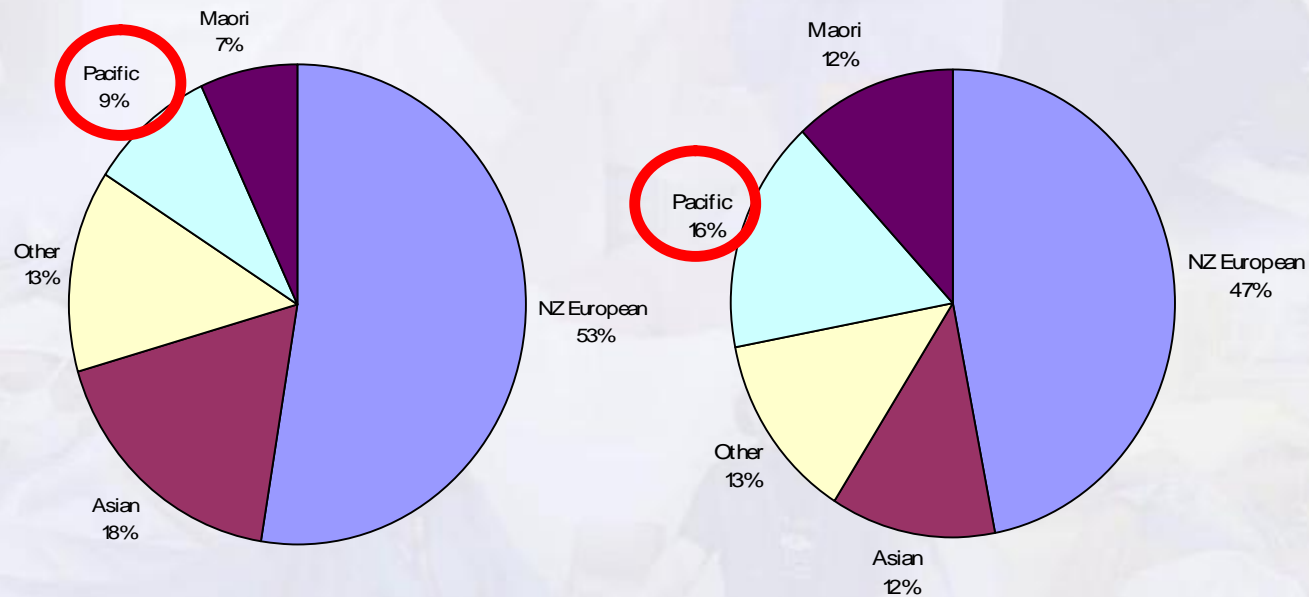
A Community Partnership

Staff Census August 2004

- § Total of 5435 as at 16 August 2004
- § 96.35% return of census data
- § Disclosure rate for ethnicity approx 70% New Zealand Census categories used
- § Largest ethnic grouping after NZ European is Indian (8.88%) closely followed by Maori (8.46%)

Ethnic diversity of CMDHB workforce

Hospital workforce (Primary Health Care/NGO/Community Workforce)



Higher percentage of Pacific people working the community

Sources: CMDHB Hospital Staff Census (of those who disclosed ethnicity)
NGO & Community Workforce survey, NZIER

CMDHB FTE hospital staff by ethnic group

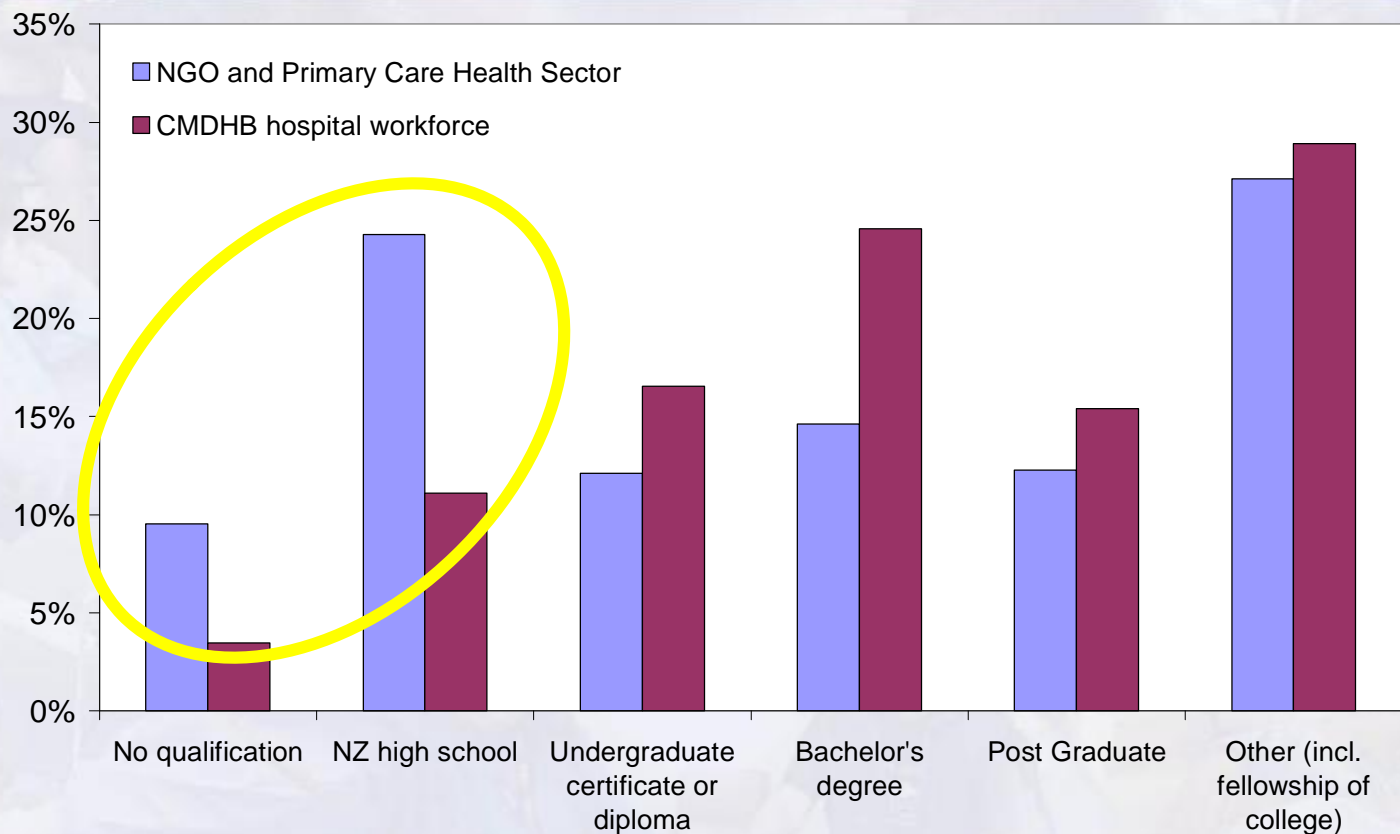
Ethnic group	Number	Proportion of those who disclosed an ethnicity, % (Hospital workforce census)	Proportion of local population, % (2001 Census)
Not disclosed	749	n/a	-
NZ European	1,454	53	54
Asian	501	18	11
Other	372	13	-
Pacific	249	9	20
Māori	190	7	16
Total	3,514	100	100

Pacific under-represented in hospital workforce compared to broader population

Sources: CMDHB Hospital Staff Census, Statistics New Zealand

NB: Last 2 columns not directly comparable

Qualifications – Community & provider arm comparison



Around 70% of hospital workforce have degree or higher, lower for community (about 54%)

Source: 4PM Research
Community Workforce Census 2005

Staff Satisfaction Survey

- § Joint decision by EMT, NZNO, PSA to undertake survey
- § Important mechanism to gather information to improve our workplace and working environment.
- § Focus on internal benchmarking and service and team based improvements.

Healthy Workplace

Staff Satisfaction Survey

Personal

- § Supported to develop skills
- § Training and development is available
- § Are there opportunities for personal or career development
- § Has the employee felt or experienced threatening behaviour, harassment and/or bullying by another employee (s)

Team (Group of people employee works with)

- § We communicate openly and honestly
- § Conflict, harassment or bullying exists within our team

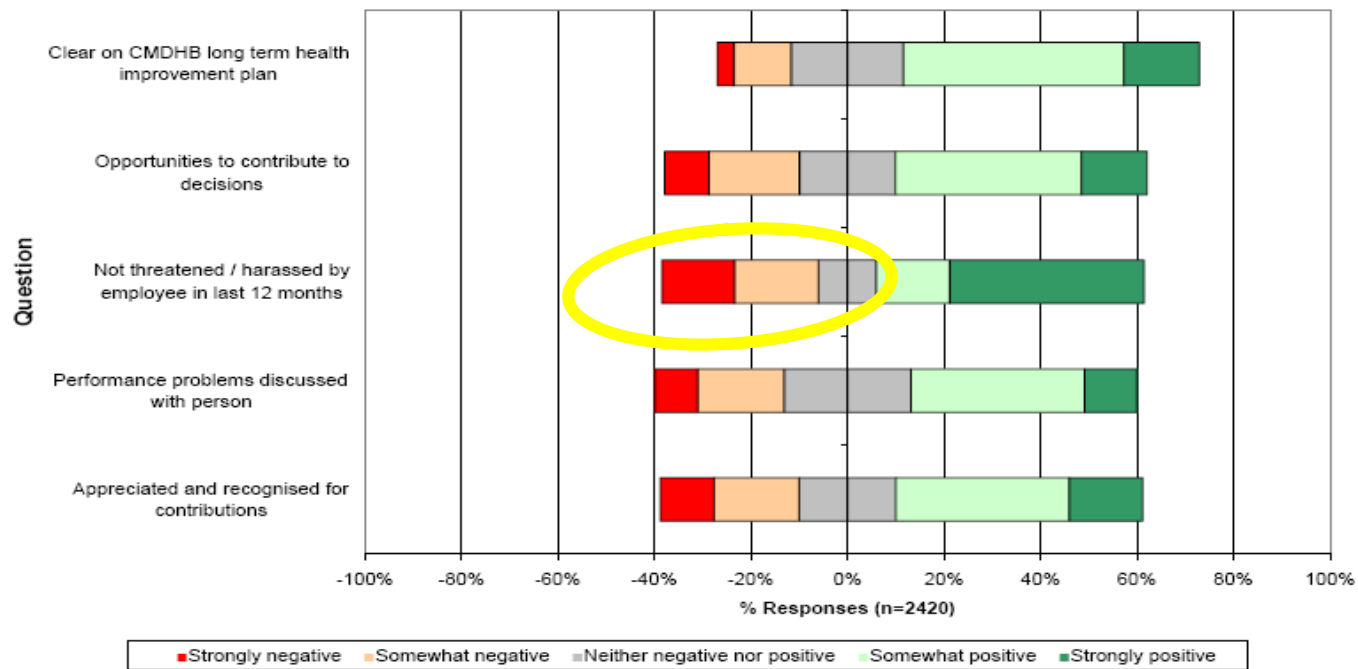
Manager

- § Fosters trust, involvement and co-operation among team members
- § Demonstrates that they care for and respect me

Healthy Workplace

Organisational division wide – Organisational Category

Organisational division wide - Organisational category



This chart shows the responses of all respondents to all questions in the Organisational category.

Range of Initiatives to Support Healthy Workplace

- § Organisation wide
- § Service and unit based
- § Professional groups
- § Individual activity
- § Walking the talk as an employer

Healthy Workplace

Engaging with Employees

Management
Of
Organisation
Development



At Counties Manukau District Health Board
Consultative processes
A handbook for employees and managers
A joint venture between Counties Manukau District Health Board,
the New Zealand Nurses Organisation and the Public Service Association

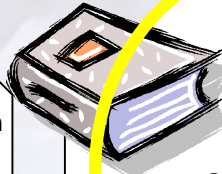
Healthy Workplace

CMDHB Employee Valuation Proposition (EVP)

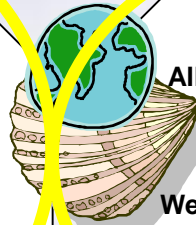


Time never stops
Teams always have
time to be of service
They don't clock watch

People who make a difference
make time for important
things



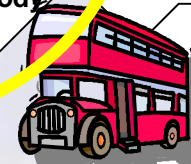
Shared sense
of self
within the
organisation
Same song page
Great place
to work
Respect



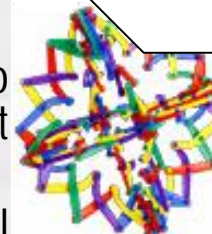
120 languages
90 cultures
All contained in one shell
Shell: beauty /
adversity /
commitment to Sth Ak
We've lived thru adversity
Everybody helping everybody
Everyone's a star



We're here
to help people
We enjoy working with
this demographic



It's the journey
not the
destination
Different journeys
Same Goal
Converging
EVP is an example



Everybody is
inter-related
Multi-faceted
Info flows
around well
People can see
others in same
structure
creating together

The Employee Valuation Proposition (EVP):

- § Conducted in June 2005 with 28 voluntary attendees sharing their real life experiences of working within the DHB through story telling.
- § The aim was to gather anecdotes/real life experiences to be used to develop brand identify for marketing/recruitment material.
- § Key findings were that the most important resource of all are the multi-talented employees, with a commitment to caring for their community and the energy and sense of humour to get the job done.

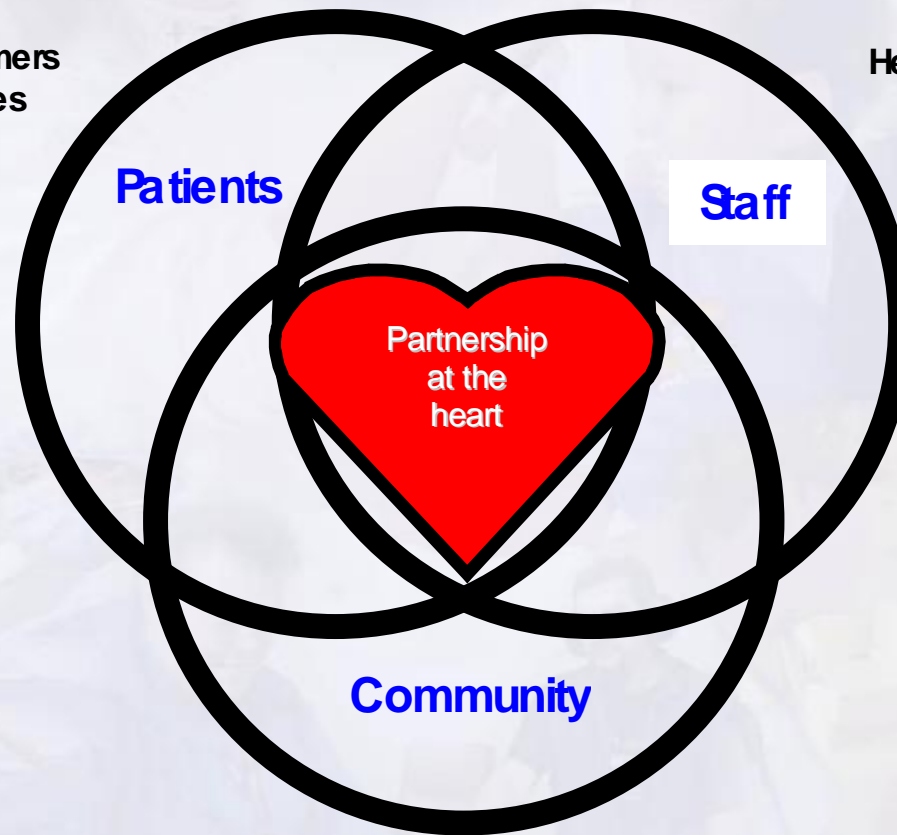
Pictures chosen by attendees to represent their feelings about CMDHB

Healthy Workplace

Candidate Vision and Values Self Reflection Tool

Patients/Consumers
& their Families

Health Professionals



Waitakere & West Rodney

Healthy Workplace

Framework for Employee Behaviours

- § I demonstrate courtesy, compassion and respect for others regardless of diverse backgrounds and lifestyles-
- § I am responsible for my behaviour and work well with others
- § I promote open, honest exchange of diverse ideas
- § I address difficult issues, directly, honestly and in a timely way
- § I challenge myself and others to develop creative initiatives to improve the work environment
- § I recognise and acknowledge the different achievements of all team members
- § *Write some examples from your work and life experience to demonstrate and support this:*

Tip of the Month

Research has found that working out increases your 'working memory' – the bit you use to file information on things you need to do immediately. How much do you need for these memory-enhancing benefits? If you're an easy-does-it kind of exerciser, aim for at least 30 minutes of moderate activity (brisk walking is fine) on most days of the week.



However, if you prefer to push yourself, three 20-minute sessions weekly are all it takes.

1. How do you like to unwind after work?

- Get comfortable on the couch and watch whatever's on TV
- Head out for your training session to work the stress of the day away
- Catch up with friends

Welcome to the June Issue
Getting the kids off the couch over winter



There are a lot of options when it comes to entertaining the children during the weekends when you can't rely on the choices that fine weather over summer can provide. While

Logout Search

Wellness Library



- Optimum Nutrition
- Weight Management
- Managing the Pace
- Fighting Fatigue
- Fit for Life
- Posture Power
- The Corporate Traveller

Healthy Workplace

National Branding

Why is Counties Manukau perfect for you?



Maybe it's the fact that we're one of Australasia's busiest providers of secondary and tertiary healthcare... Perhaps you've keen to work with like minded skilled and dynamic healthcare professionals on world-leading projects, clinical breakthroughs and healthcare innovations... Or is it because, when you join us, you'll be solving real life challenges on a daily basis, changing for the better the lives of many in our community?

Counties Manukau is renowned internationally for its world-class work in orthopaedics, burns and spinal injury rehabilitation. We also offer other specialist services, including neonatal intensive care, renal dialysis, reconstructive and maxillo-facial surgery. Whatever your discipline and professional goals, if you want to work with the brightest and best, on world firsts, and in a community that really values you, a career at Counties Manukau is the ideal choice.

Senior Cardio-Respiratory Physiotherapist

• Middlemore Hospital

We are looking for an enthusiastic and experienced physiotherapist to join our Cardio-respiratory team. You will be working within a team of nine staff who provide physiotherapy to the medical and surgical wards, intensive care unit, pulmonary and cardiac rehabilitation programmes, bronchiectasis and also hypoxaemia clinic. You will be involved in the supervision of junior staff and year II and IV physiotherapy students. Support is offered by two other sections and a section head. The department actively encourages continuous professional development and a number of the team are involved in post-graduate studies and research. A well-established service programme is available. You will need a minimum of two years experience in cardio-respiratory physiotherapy, hold NZ registration and a current annual practicing certificate. For an informal discussion about this position or other opportunities within Physiotherapy at CMDHB, please contact Robyn Hughes, Service Manager on 09 276 0044 ext 2544. Position Number: C00759 Closing Date: 6 August 2000

Senior Physiotherapist

• Acute Neurology

We are looking for an enthusiastic and experienced physiotherapist to join our Cardio-respiratory/Acute Neurology/Podiatry team. You will be working within a team of 17 staff who provide physiotherapy to the medical and surgical wards, intensive care unit, rehabilitation programme, and outpatient clinic. You will be responsible for the delivery of evidence-based practice to patients with acute neurological events e.g. stroke, Guillain Barre and Myelodysplasia. You will also be a resource for other staff, advising on physiotherapy intervention for complex patients throughout the hospital. You will be a key member of the multi-disciplinary stroke team based on an acute stroke specialist medical ward. There are also close links with the AT&I unit (Assessment, Treatment and Rehabilitation) which provides rehabilitation to neurological patients, patients with amputations and those requiring longer term rehabilitation. The department actively encourages continuous professional development and a number of the team are involved in post-graduate studies and research. A well-established service programme is available. You will need a minimum of two years experience specifically in neurological physiotherapy, hold NZ registration and a current annual practicing certificate. For an informal discussion, please contact Sarah Mowery, Section Head on 09 276 0000 (locater 238100), or Miriam Giblin, Professional Leader in Physiotherapy on 09 276 0044 ext 2546. Position Number: C01076 Closing Date: 6 August 2000

Senior Locum Physiotherapist

• Women's Health

Are you a dynamic and enthusiastic NZ registered therapist? Do you have experience working within women's health and are interested in a post within a multicultural centre? If so read on..... We are looking for senior physiotherapists for the plastic and gynaecological and out patient services, including combined clinics with consultants. You will be based at Middlemore Hospital, and work within maternity units at Botany Downs and Papakura as well as the Manukau SuperClinic. You will be working within a friendly, supportive outpatient team that is committed to ongoing education and continuing professional development. The vacancy is for 1 FTE but we are flexible and would consider full or part time candidates. A driver's license is essential. For more information or an informal discussion please contact Robyn Hughes, Service Manager on 09 276 0044 ext 2348. Position Number: C00881 Closing Date: 6 August 2000

Senior Physiotherapist

• Musculoskeletal Outpatients/Rheumatology

• Middlemore Hospital

We are looking for an enthusiastic and experienced NZ registered physiotherapist to join our outpatient team, working within a multidisciplinary Allied Health team of over 100 staff. You will be responsible for coordinating a challenging and varied clinical workload of acute and chronic musculoskeletal injuries along with some supervision of junior staff and undergraduate students. You will have a minimum of two years postgraduate experience in Musculoskeletal Outpatients, including Rheumatology. Experience in pain management, hydrotherapy and/or acupuncture is an advantage. Clinical training and support is available from the section lead and physiotherapy professional leader. CMDHB has a strong focus on professional development and establishing evidence based clinical practice. For more information or an informal discussion please contact Waseem Benjamin, Section Head on 09 276 0044 ext 2099 or apply ONLINE. Position Number: C00974 Closing Date: 6 August 2000

To apply online please visit www.jobpulse.co.nz. Alternatively phone 0800 JOB PULSE 0800 562 759 for an application form and position description.

COUNTIES MANUKAU DISTRICT HEALTH BOARD
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www.jobpulse.co.nz/cmdhb

You've got Counties Manukau written all over you

Open giving Appreciated
Committed content Confident
Understood positive Excited
happy Aware smart
Quick sharing
Growing dedicated

www.jobpulse.co.nz/cmdhb

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Healthy Workplace

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A Community Partnership

The Way We Operate

- § Performance improvement culture
 - Data & use of management information
 - EMT / across organisation review of performance and action
 - GM service reviews
- § Strong clinical governance
- § Shared understanding of strategic direction
- § A culture of innovation and a 'can do' attitude
- § A community feel and a team focussed approach to service delivery

The Next 5 Years for CMDHB

Outcomes

- § Improve community wellbeing
- § Improve child and youth health
- § Reduce the incidence and impact of priority conditions
- § Reduce health inequalities
- § Improve health sector responsiveness to individual and family/whanau need
- § Improve the capacity of health sector to deliver quality services.

Action Areas

Service development

- § Maori health Pacific health
- § Child & youth health
- § Electives
- § Let's Beat Diabetes
- § Mental health
- § Primary health care

Enablers

- § Service redesign (including facilities and clinical planning)
- § Workforce
- § Quality & safety

Healthy Workplace