

## Media response

### Wairarapa DHB Vision, Voice & Values strategic direction

4 June 2019

To: Pam Graham  
Wairarapa Times Age  
Enquiry dated Tuesday 28 May 2019

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#### You asked:

*How much did they cost*

*How many attended*

*What is the value added and rationale for them*

*With respect to Tim Keogh specifically*

*What did he do here*

*How much did it cost*

*Is this the second time he has been here*

*Will he be back in September*

*Given spending on his sessions has been controversial with other DHBs why did you use him*

*Did he stay in Martinborough and what was the cost to the DHB*

*Given the DHB is running a deficit is spending on a speaker from the UK appropriate*

#### WrDHB response:

We have been working on a strategy that intends to help make our health system in Wairarapa an even a better place to work, and to be cared for.

April Strategy does a significant amount of its work in New Zealand, and has now worked in many of the 20 national DHB's as well as across numerous offshore healthcare organisations. The team comprises consultants offering a range of expert skills, and in Wairarapa we have been working alongside Tim Keogh, who brings the benefit of the wider April Strategy team with him to enact purposeful local change.

Wairarapa DHB is operating in a deficit environment, but that does not mean we should ignore our commitment to our staff and their wellbeing, and provide a safe and productive working environment. To this end, we are extremely fortunate to be supported by a donated funding stream, where bequests we receive specifically enable us to provide education and development opportunities for our team. Our work with Tim Keogh has been achievable through this donated funding package, placing no additional stress on our tightly controlled budget.

The educational fund is not available for use other than for training and development.

The work that the April Strategy team has led for us began last year, when we asked our employees to tell us about their experiences working at the DHB. Tim Keogh was able to provide statistical analysis to help us prioritise actions that are most important to our people.

With 400 staff responding, the survey found that, while most people enjoy their work at the DHB most of the time, there are pockets of poor behaviour that deflect from that work. Evidence tells us that increasing staff engagement in a happier workplace will improve patient outcomes, and the programme of work we are now undertaking is focused on doing just that. We are investing to improve our people's health and wellbeing.

Concurrently, April Strategy hosted and reported a patient survey with almost 200 responses, which gave us clear insight into how we can continue to improve our patients' experience.

We have collectively begun to develop a person-centred vision and a DHB culture that is based on shared values. We want to make it easy for our staff and all those that we care for to see and recognise good practice, and to speak up about poor behaviours.

The first of a series of workshops was widely advertised and took place in February this year. Seven In Our Shoes workshops involved more than 600 of our staff and community partners, and In Your Shoes listening workshops involved 45 patients and their whānau. We had an encouraging uptake from Wairarapa people keen to share their story about how they found their healthcare, and it provided a unique opportunity for us to learn and grow from their experience.

Following the February workshops, April Strategy supported us to distil people's views. Last week's ten workshops provided an opportunity to feedback results of the first sessions, and co-design resources and solutions going forward. We have delved deeper into things that our team had highlighted as key priorities; namely to design and describe our values, to create a future vision for local healthcare, to explore values-driven workforce development and recruitment, and how to address bullying. We can now confirm we had 400 staff registrations for these sessions.

We are excited to be working with Lakeview School students, teachers and whānau this month at their Mahi Tahī, Kai Tahī evening and are looking forward to learning what good healthcare looks like to them, what they'd like to change, and what they want for their future. We will be using some of the new approaches Tim has introduced.

The next stage of our journey is to focus on supporting excellent leadership, and that will take place in September – noting however, that this is a long term programme that needs the sustained input of all staff, not just our leaders, if we are to reach our aims as an organisation.

Ultimately, we are seeking to co-design local healthcare that is more equitable and that better supports a well Wairarapa, and we are proud of our progress. Through the donated educational funding allocation our investment in the visions and values work totals \$160,000. This includes the expert services of April Strategy, as well as resourcing costs, stationary, room hire, survey hosting etc. With over 1,600 contact involvements so far, that dollar value equates to less than \$100 per person reached.

Feedback from staff has been excellent. At the start of the work, we noted a level of negativity about the workplace and some cynicism – as can be expected with such a large workforce. However, as we have grown through the Vision & Values work, we are seeing a significant improvement in the workplace and the benefits are already being enjoyed and reported by staff and patients.

Tim likes to say that his mission is to spread happiness in healthcare. We are seeing it happen, and it looks good. A happy, healthy workforce and work environment leads to improved quality care. We are confident that patients and their whānau will soon be reaping the benefits of the investment we are making.

ENDS

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