

## Our Values

Values are important. They are an essential part of providing great care and a great experience at work and are directly linked to the quality of patient care and health outcomes.

Our values focus on behaviours that describe us when we are at our best: we value everyone; we are kind; we work together and we strive for excellence. Comments from most of our patients would suggest that this is how they experience our care.



In this report, we have compared the data from the last values report, in September 2015. What we can see from these comparisons is that we have had great traction with aspects of our *Together/Kotahitanga* and *Excellent/Rangatiratanga* values, particularly teamwork, talking with and including patients' support people and hand hygiene. All these areas have improved significantly in ratings.

At the same time, however, there is little or no change across our values of *Kind/Manaakitanga* and *Valuing Everyone/Whakawhanaungatanga*. Arguably we already perform relatively well on most of the measures contained within these values, such as treating patients with empathy and compassion and giving patients confidence in our care, however there is always room for improvement.

We want our patients to feel valued. We want them to know that their experience matters to us. Embedding our values into our everyday work and practice will bring us one step closer to providing an excellent experience to all our patients, all the time.

**Beth Bundy**  
Director, Human  
Resources

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Deputy Chief Medical  
Officer

## VALUES MATTER

### Valuing everyone

Around eight out every 10 inpatients tell us that they have confidence and trust in our care, that we respect their views about their care and treatment and take these into account, and that we respect their values, beliefs and cultural needs. Whilst we perform well on these measures, our performance ratings have **not changed** over the last 12 months.

### Kind

Most of our patients tell us they have enough time to discuss their treatment with staff, that they can talk to staff about worries or concerns, that they are treated with empathy or compassion and that staff do everything they can to manage their pain. One in four patients, however, don't always feel this way. Our performance around these measures has **not changed** significantly since September 2015.

### Together

Including everyone as part of the team is represented by our 'together' value. Our performance on this value has varied over the past 12 months. Patient ratings of the way staff work together have **improved significantly**, as has the percentage of patients who say their support people have enough time to talk with their healthcare team. Patients also tell us, however, that administrative staff are **less likely** to talk to them in ways they can understand, and the percentage of patients who tell us that their whaanau, family or friends were made to feel welcome has **decreased**. This feedback will contribute to the development of future programmes to embed and sustain the Values in our interactions with patients and whaanau.

### Excellent

Excellence is about safe, professional and continually improving practice. Our patients tell us that our safety around hand hygiene has **improved significantly** over the last 12 months, particularly for nursing and other staff. At the same time, however, a small but significant minority are more likely to say that the bathrooms and toilets are unclean.

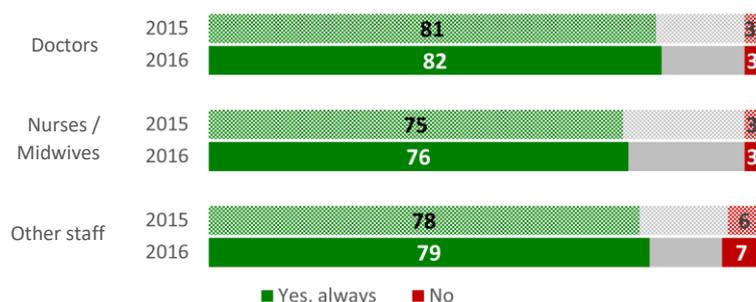
# VALUING EVERYONE

## HOW ARE WE DOING?

### Confidence and Trust

Whilst there have been slight improvements between 2015 and 2016 in the percentages of patients who have confidence and trust in the staff treating them, the differences are not significant.

#### PERCENTAGE OF PATIENTS WHO HAD CONFIDENCE AND TRUST IN STAFF



2015: Doctors n=2167; Nurses/Midwives n=1870; Other staff n=1194. 2016: Doctors n=2311; Nurses/Midwives n=1911; Other staff n=1167.

### Dignity and Respect

The one percentage point increase in patients who say nurses, midwives and other staff did not consider or respect their views is not significant, but should be noted and monitored nonetheless.

#### PERCENTAGE OF PATIENTS WHO FELT THEIR VIEWS WERE CONSIDERED AND RESPECTED



2015: Doctors n=2000; Nurses or Midwives n=1720; Other staff n=972. 2016: Doctors n=2132; Nurses or Midwives n=1773; Other staff n=970

### Values, beliefs and cultural needs

Nine out of 10 patients tell us their values, beliefs, religious or cultural needs were respected, although only six out of 10 told us that their cultural needs were met.

#### PERCENTAGE OF PATIENTS WHO FELT THEIR VALUES, BELIEFS, RELIGIOUS OR CULTURAL NEEDS WERE RESPECTED



2015 n=1101; 2016 n=1195

#### PERCENTAGE OF PATIENTS WHO FELT THE CULTURAL NEEDS RELATING TO THEIR CARE WERE MET



2015 n=157; 2016 n=205

## BEHAVIOURS PEOPLE WANT TO SEE

### Friendly, polite, develops relationships and trust

*There was a nurse who was exceptional and deserved a 10 out of 10 for her compassion, time spent explaining treatment and reassuring us that we were her top priority.*

### Smiles, welcoming, approachable, introduces self

*Every staff member that came in to my room introduced themselves and explained what was going on and what they were going to be doing at the same time as keeping me calm and relaxed.*

### Values others and is sensitive to cultural needs

*I agree that according to hospital policy only three people are allowed but in our cultural beliefs we believe in group prayers. Staff allowed that and supported us.*

### Sees the whole person, respects you / your views

*I was treated as a person with needs and views. The professionals used upmost courtesy when they dealt with me.*

## BEHAVIOURS WE DON'T WANT TO SEE

### Rude, angry, gossips and is unfriendly

*Some of the nurses on the ward were rude, pushy and made me feel like I was an inconvenience to them.*

### Condescending and disrespectful to others

*Doctor [was] arrogant, disrespectful towards [other] doctor and uncaring.*

### Culturally insensitive, dismissive of cultural needs

*In our culture, we pray and after performing any kind of prayer we tie a protection thread on our wrist. When I was operated on at Middlemore Hospital I was told to take it out and that upset us and my family members.*

### Judgmental, hierarchical, bullying, undermining

*[The doctors] exact words [were], "So I suppose you were drunk, that's how the accident happened". I don't like how that doctor could assume something like that, it was like he was judging me because I'm Maori or because I'm a brown skinned person, so he must assume all brown skinned people are drunks.*

# KIND

## Communication

There is a two-point increase in the percentage of patients who say they have enough time with doctors, however the difference is not significant. Similarly, the two-point decrease in the percentage of patients who say they had enough time with nurses, midwives and other staff is not significant, but both these trends should be noted.

### PERCENTAGE OF PATIENTS WHO FELT THEY HAD ENOUGH TIME TO DISCUSS THEIR HEALTH AND TREATMENT WITH STAFF



2015: Doctors n=2077; Nurses or Midwives n=1639; other staff n=860; 2016: Doctors n=2198; Nurses or Midwives n=1662; other staff n=882

## Dignity and Respect

There is no change in either the percentage of patients who say they could talk to staff about worries, fears or concerns, nor in the percentage of those who say they were treated with empathy and compassion.

### PERCENTAGE OF PATIENTS WHO COULD TALK TO STAFF ABOUT ANY WORRIES, FEARS OR CONCERNS



2015: n=1943; 2016 n=2023

### PERCENTAGE OF PATIENTS WHO SAY THEY WERE TREATED WITH EMPATHY AND COMPASSION



2015: n=2185; 2016 n=2337

## Managing Pain

The decrease in the percentage of patients who say staff did everything they could to manage their pain is not statistically significant.

### PERCENTAGE OF PATIENTS WHO THINK STAFF DID EVERYTHING THEY COULD TO MANAGE THEIR PAIN



2015 n=1625; 2016 n=1745

## BEHAVIOURS PEOPLE WANT TO SEE

### Caring, compassionate, gentle and loving

*When I was explaining to the Dr how I felt when I first arrived at hospital, he listened well, and he was very understanding and compassionate, so I did not feel embarrassed, as I was fairly upset when I was first admitted. He spoke quietly and gently to me, and explained what was happening.*

### Supports physical, cultural and emotional needs

*The midwives were so friendly and helpful. They were complimentary and supportive. They were also quick to respond when needed. Everyone was respectful of our situation and made accommodations for my husband as needed ...*

### Go out of their way to help and make it easier

*Everybody went out of their way to keep me informed and were absolutely wonderful.*

### Shows empathy and takes time to reassure you

*Nurses are always willing to listen and chat when they are not too busy, they respected my privacy, and empathised with me during my recovery process.*

## BEHAVIOURS WE DON'T WANT TO SEE

### Rushes and does not take the time to support you

*I felt as though the doctors were rushing with my plan of care it seemed as if they just wanted me out of there, then to understand what effect it has in my life etc.*

### Unavailable and leaves you feeling alone / isolated

*I was left for long periods of time in A&E. I was hooked up to various machines & wanted to go to the toilet. Nobody seem to be available & I ended up wetting myself.*

### Doesn't act to help others' discomfort or pain

*Had to ask every single time for pain relief or never received it.*

### Disregards your cultural and emotional wellbeing

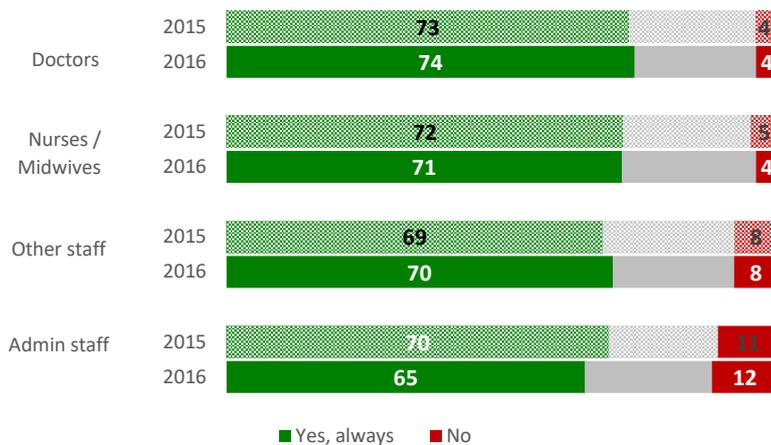
*I had a room to myself yet when nurses or doctors wanted to examine me they would not pull the curtains. So, when my male family members visited they sometimes saw parts of me that they shouldn't.*

# TOGETHER

## Communication

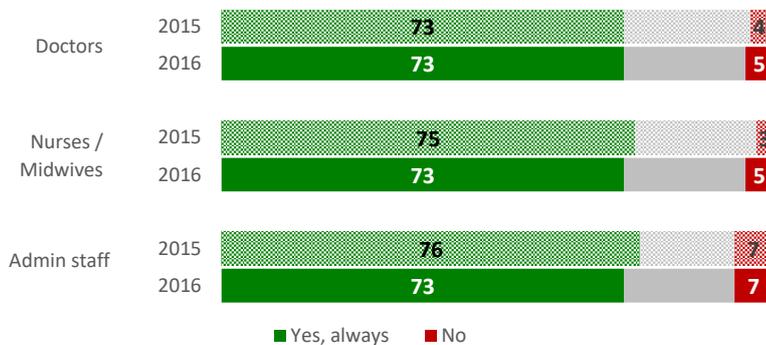
There has been a statistically significant five-point decrease in the percentage of patients who say that **administrative staff** always talk to them about their condition and treatment in ways that made it easy to understand. The percentage of patients who say that doctors, nurses, midwives and other staff do this has not changed significantly since 2015. There has been an additional three percentage point drop in patients who say administrative staff listened to what they had to say, however the difference is not significant.

### PERCENTAGE OF PATIENTS WHO SAY STAFF TALKED TO THEM ABOUT THEIR CONDITION AND TREATMENT IN WAYS THAT MADE IT EASY TO UNDERSTAND



2015: Doctors n=2162; Nurses or Midwives n=1800; other staff n=1556, admin staff n=1193  
2016: Doctors n=2311; Nurses or Midwives n=1911; other staff n=1167, admin staff n=1193

### PERCENTAGE OF PATIENTS WHO SAY STAFF LISTENED TO THEM



2015: Doctors n=2162; Nurses or Midwives n=1702; admin staff n=914  
2016: Doctors n=2051; Nurses or Midwives n=1716; admin staff n=889

## Information

There is no change in the percentage of patients who say they had enough information to make informed choices about their care and treatment.

### PERCENTAGE OF PATIENTS WHO SAY THEY HAD INFORMATION TO MAKE INFORMED CHOICES ABOUT THEIR CARE AND TREATMENT



2015: n=2202; 2016 n=2369

## BEHAVIOURS PEOPLE WANT TO SEE

### Communicates clearly – uses terms you understand

*The Doctors and nurses used language that a layman could understand when talking about my condition and treatment. They listened to my feedback and really wanted to provide me with a treatment plan to improve my condition. I was included in the discussion about all medical procedures.*

*Very clear and concise. Used normal language, not jargon.*

*My condition was explained to me in easy to understand language which put me at ease.*

### Explain so you are empowered to make decisions

*My [doctor] always made me feel empowered to decide my options and not once did I feel judged regarding my obesity.*

*The doctors, nursing staff and physiotherapy/occupational therapy staff listened to my suggestions about my recovery process and agreed to my suggestions. This made me feel empowered to be a part of the recovery process.*

*Very professional and took the time to make me feel comfortable and part of decision making*

## BEHAVIOURS WE DON'T WANT TO SEE

### Unclear communication (jargon, one language only)

*The potential risk to my surgery was communicated in a very poor way. Perhaps it was just language but I believe it could have been handled better.*

*English is my 2nd language. The medical terms were too hard to understand.*

### Dismissive of you and does not share information

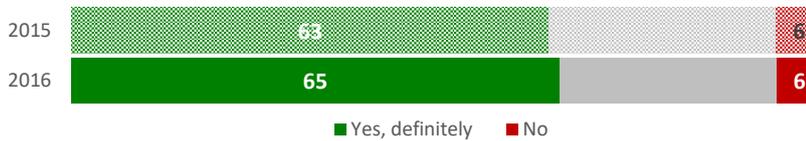
*Pre-op discussion with surgeon somewhat dismissive. Nurses did not read my notes and therefore were uninformed of my heart condition and made a dangerous assumption of why I take certain medication and they attempted to withhold these medications from me, until I explained why they are prescribed to me. Then this information was NOT passed on during handover and consequently the whole scenario repeated itself.*

# TOGETHER (cont...)

## Decisions

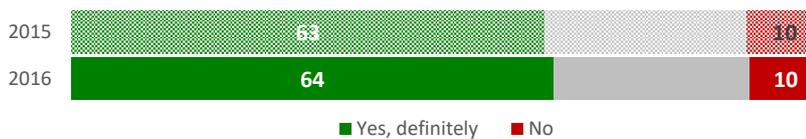
Around six in every 10 patients are completely happy with their involvement in decisions about their care, treatment and discharge. Whilst these are trending upwards, the trends are not yet statistically significant.

### PATIENT INVOLVEMENT IN DECISIONS ABOUT CARE AND TREATMENT



2015 n=2143; 2016 n=2310

### PATIENT INVOLVEMENT IN DECISIONS ABOUT DISCHARGE FROM HOSPITAL



2015 n=2102; 2016 n=2248

## Enabling support from whaanau, family, friends

Whilst patients are less likely to say family friends and whaanau were made to feel welcome in 2016 than in 2015, they also tell us that friends, whaanau and family have more opportunities to talk to their healthcare team.

### PERCENTAGE OF PATIENTS WHO SAY WHAANAU, FAMILY OR FRIENDS WERE MADE TO FEEL WELCOME AND COULD GIVE THEM SUPPORT



2015 n=1929; 2016 n=2096

### PERCENTAGE OF PATIENTS WHO SAY WHAANAU, FAMILY OR FRIENDS HAD ENOUGH OPPORTUNITIES TO TALK TO HEALTHCARE TEAM

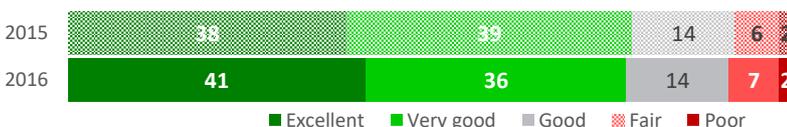


2015 n=1429; 2016 n=1551

## Consistent and Coordinated care

Patients have given significantly higher 'excellent' ratings to the interaction between all members of their healthcare team in 2016 than they did in 2015

### PATIENT RATINGS OF DOCTORS AND NURSES/MIDWIVES WORKING TOGETHER



2015 n=2213; 2016 n=2373

### PATIENT RATINGS OF OTHER STAFF WORKING WITH HEALTHCARE TEAM



2015 n=1131; 2016 n=1414

## BEHAVIOURS PEOPLE WANT TO SEE

### Listens to people, asks and welcomes questions

*When speaking to or being spoken too I felt I was being listened to genuinely.*

*A student Doctor took time to sit with me on admission and listened to my fears and worries in a very understanding manner giving appropriate feedback - feeling someone cared about me - not just a number...*

*Everyone was very helpful and polite and ready to listen to whatever I said and to answer my questions.*

### Works as a team, involves and encourages others

*The staff and doctors were great, and all fell into place and had no need to ask for things to happen. Every member of the team knew what had to done, which made it nice for me as a patient.*

*Treatment from when I arrived to when I left was very seamless. There were many staff in the operating theatre but they all appeared to be on the same page, giving the right amount of space to each other so they could all complete their tasks - it appeared to be very well coordinated and a total team effort.*

## BEHAVIOURS WE DON'T WANT TO SEE

### Does not listen to you or take on board your views

*I felt the doctors didn't listen to me and I felt belittled at one stage and felt I was been brushed off.*

*On explaining my aversion to pain relief as I am allergic to many drugs, all but one doctor took it seriously and attempted to work with me on this. There was one doctor who said I wasn't allergic as I didn't go into shock and only had acute vomiting. She read my medic alert bracelet and then appeared to begrudgingly throw drug names at me to see if she could trip me up.*

### Works in isolation, ignores others ideas or input

*Basically, I was told what was going to happen without any input from me. Whilst I am not of the medical position a little more information of the side effects could have made the difference.*

# EXCELLENT

## Information

Just over half of all patients say they are given information, such as x-rays and test results in a timely manner. There has been no statistically significant change on this measure since 2015.

### PERCENTAGE OF PATIENTS WHO SAY STAFF SHARED INFORMATION IN A TIMELY MANNER

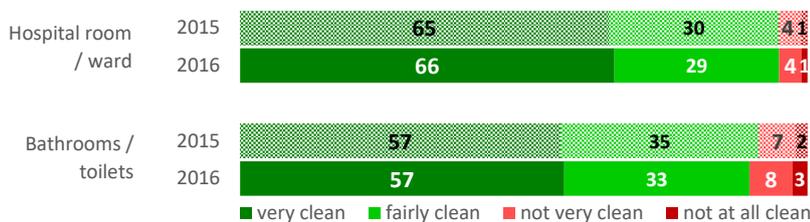


2015 n=2107; 2016 n=2224

## Cleanliness and Hygiene

Whilst there is no significant change in the cleanliness of hospital rooms or wards, there is a two-percentage point increase in the percentage of patients who tell us the bathrooms and toilets are not clean. The difference is statistically significant.

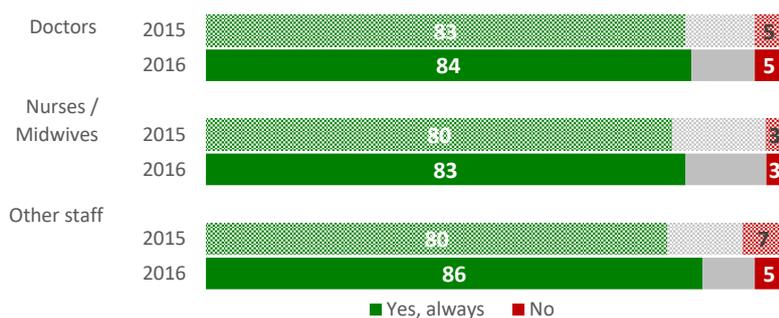
### PATIENT RATINGS OF CLEANLINESS



2015: Room n=2177; Bathroom n=2217. 2016 Room n=2329; Bathroom n=2377

Hand hygiene has improved significantly. There has been a statistically significant increase in the percentage of patients who say nurses and other staff (e.g. physiotherapists, radiographers, dieticians or occupational therapists) used hand sanitiser or washed their hands before they touched or examined them.

### PERCENTAGE OF PATIENTS WHO SAY STAFF WASH HANDS/USED HAND SANITISER



2015: Doctors n=1707; Nurses or Midwives n=1595; other staff n=750. 2016 Doctors n=1862; Nurses or Midwives n=1638; other staff n=800

## Consistent and Coordinated care

Although the percentage of patients who say they were given consistent information by different staff members has increased, the increase is not statistically significant.

### PERCENTAGE OF PATIENTS WHO SAY THEY WERE GIVEN CONFLICTING INFORMATION BY DIFFERENT STAFF MEMBERS



2015: n=2079. 2016 n=2232

## BEHAVIOURS PEOPLE WANT TO SEE

### Inspires confidence in others through safe practice

*Some nurses were brilliant and knew what they were doing (with regards to moving and handling) which made me feel safe.*

### Professional, reliable, timely, efficient and thorough

*The professionalism and communication of the medical staff was excellent and filled one with confidence.*

### Always looking to improve practice and results

*This was the first visit in seven years of visits that I felt there was a good level of consistency and coordination of my care as far as the sharing of information between shifts, nurses introducing themselves and making regular visits. Communication between nurses, doctors and specialists seemed to have improved as well and my discharge was the smoothest and best coordinated one I have ever had.*

### Happy to give and receive feedback, thanks people

*Staff listened to my suggestions about my recovery process and agreed to my suggestions. This made me feel empowered to be a part of the recovery process.*

## BEHAVIOURS WE DON'T WANT TO SEE

### Makes mistakes or doesn't follow safe practice

*I had not eaten for 48 hours [because of a gastric complaint]. The nurse offered me a meal off the ward trolley. It was apparent that the meal had been sitting on that trolley for several hours. It was not chilled and not warm (above 65degrees). I would not risk eating something at room temp that had been sitting out.*

### Wastes time, late, works inefficiently

*My surgery was cancelled twice ... What a bloody waste of my time.*

### Negative about change, education, improvements

*I had [three people] come in to do my blood tests, one refused to wear gloves.*

### Rejects feedback, blames and criticises

*Night staff did not do hand hygiene very well at all. I commented on this to them and it didn't go down very well.*