

# HAVING A WORKPLACE CULTURE THAT NOURISHES WORKERS SUPPORTING THEM TO IN TURN NOURISH PATIENTS

- Attracts staff who want to make a difference for whānau and community
- Staff have passion and goodwill
- Fosters optimism and hope in the face of gritty everyday realities
- Supports innovation and ongoing quality improvement

## BEING A PART OF A TEAM THAT WORKS BY

- Taking time to talk as a team
- Caring and supporting each other
- Working together for best outcomes for patients
- Sharing innovation, knowledge and skills

# COMMITMENT TO PATIENT WELLBEING BY

- Listening to patients
- Striving to understand and appreciate everyday realities for patients
- Fostering authentic, long-term relationships with patients
- Being non-judgmental

## WE ARE COMMITTED TO ADVOCATING FOR PATIENTS BY

- Leaving no-one behind
- Following up on patient care proactively



HE WAKA EKE NOA

Co-creating primary care that works for whānau Māori