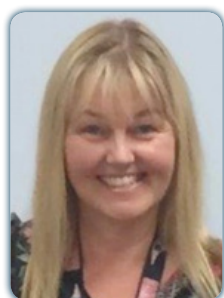


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NURSING CARE

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Belinda Macfie

Waikato District Health Board, New Zealand

First, value people: Changing the culture in constrained health environments

The landscape of health is changing with financial constraints and the challenge of improving quality while reducing costs. There is a battle cry that we need to do things differently and seek long term preventative solutions amidst a short term reactive political environment. Yet none of this is possible if our workforce is engaged and prepared to journey with us. Getting trapped in 'doing to' not 'doing with', being reactive to issues, becoming overwhelmed with what can't be done rather than what can be, or letting operational task thinking become the dominant discourse does nothing more than thwart the progressive, productive, can-do culture health environments that nurses desperately need. There is an urgent need now, to focus on development of effective clinical leadership and cohesive teamwork in an environment where staffs feel valued, acknowledged, included, engaged and satisfied so that the best practice and high quality patient outcomes are consistently achieved. Integrating values and a 'staff first' philosophy into the culture of the Older Persons and Rehabilitation (OPR) service has created the strong foundation for nurses who are engaged, who are happy at work, who contribute generously to the team and who provide thrive on being developed. This is the OPR journey and the essential learning's that we have had along the way that has led to a sustainably strong and positive work culture.

Biography

Belinda Macfie currently manages an Older Persons and Rehabilitation service, although has been in many nursing management and leadership roles in her 30 years of nursing. She enjoys the opportunities that leadership brings and thrives on building high performing teams.

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