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Culture as strategy: Building the human connection to advance leadership in an Older Persons and Rehabilitation setting

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Amidst the dominant discourse of financial constraints, growing demand and a target-driven environment in health staff satisfaction and engagement could be hard to maintain. However, that has not been our experience. In 2013, the Older Persons and Rehabilitation service at Waikato District Health Board embarked on a challenging journey to change the service culture from one of blame, mediocrity, high numbers of patient complaints and staff disengagement to an environment based on valuing people, growing high performing patient centered teams and achieving service excellence. Focusing on the staff as the priority has led to ongoing success in patient satisfaction, patient outcomes, service targets, staff satisfaction and positive financial results. This presentation will outline the values based leadership model, approaches and practical tools that were used to achieve high levels of staff satisfaction, high morale, engagement and excellent patient care that have been maintained for over three years.

Biography

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

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