



HOW WELL DO THE CORE VALUES DRIVE PATIENT AND COMMUNITY SATISFACTION?

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Core values

- support the vision, shape the culture and reflect what an organisation needs to achieve its output goals ^{1 2}
- guide an organisation's *internal behaviour* and action as well as its *relationship with the external world* ^{2 3}
- *inform clients what the organisation is about* ¹

Core values

- should be ***customer-focused*** ⁴
- a strong values base is key to a high performance organisation ⁵
- Consumer satisfaction is a significant health service performance indicator ⁶



Hunter New England Health is committed to building an organisation that lives its values. Our Values Charter and Code of Conduct provide the framework for the standards of behaviour demonstrated at Hunter New England Health. Through collaboration, openness and respect we aim to create a sense of empowerment so staff can use their knowledge, skills and experience to provide excellence for every patient, every time.

Collaboration

In living this value we will:

- Work together to achieve strategic direction and goals
- Take responsibility for contributing to effective team performance
- Share information, knowledge and skills with colleagues
- Capitalise on the individual strengths of the team
- Demonstrate a 'can-do' approach
- Actively add value to the organisation, our team and our patients
- Celebrate success
- Value and acknowledge team members

Openness

In living this value we will:

- Communicate honestly and openly
- Provide timely accurate information to patients and colleagues
- Express our point of view in a positive and constructive way
- Acknowledge when we are wrong
- State how we feel so others can understand our concerns
- Speak up when we observe inappropriate behaviour or practice
- Invite and use feedback to learn and promote positive change
- Act in ways that encourage people to raise issues and express their opinions
- Undertake critical reflection for continuous organisational and self improvement

Respect

In living this value we will:

- Communicate and behave in ways that deliver a quality experience for our patients, clients and customers
- Be empathetic, polite and professional in our interactions with others
- Treat others with courtesy and compassion
- Behave in ways that maintain self-esteem and dignity for ourselves and others
- Actively listen to others so they feel they have been heard
- Value the diversity of our colleagues and community
- Address conflict directly in a respectful way that focuses on early resolution
- Consistently act in ways that model our agreed standards of behaviour
- Take personal responsibility for following through on assigned tasks

Empowerment

In living this value we will:

- Deliver patient centred services that engenders trust and confidence
- Explain the rationale behind decisions to foster better understanding
- Use resources responsibly
- Strive for quality and excellence in everything we do and say
- Update knowledge and skills regularly and commit to lifelong learning
- Seek and encourage innovation
- Accept and embrace challenge and change

Aim

- Gain understanding of the meaning of HNELHD CORE values to community members (*definition*)
- Understand how community members think the values should be enacted in care provision (*behaviours and practice*)
- Address any disconnect between our current core values and the values held by our community as health care consumers

Participants

- Age: 23- 87
- Male and female
- Inpatients, outpatients, community members
- Range of ethnicities
- Aboriginal and Torres Strait Islanders

What our patients need to be satisfied with our service

- Understanding
- Honesty
- Helpfulness

Understanding

- Understand the person
- Understand the person's physical discomfort
- Make sure the person understands what you are saying

Honesty

- Be honest about what you are thinking – even if it is bad news
- Be honest about the risks and benefits of treatments
- Don't leave me out of conversation

Helpfulness

- Help with pain and suffering
- Help to achieve goals
- Help with decision making

Discussion

- **Dual purpose:**
 - internal relationships and output
(about us)
 - ∨
 - consumer expectations and satisfaction
(about them)

Addressing what matters most to patients

What consumers can expect from John Hunter
Hospital



Understanding

In being understanding we promise to:

- Treat you with respect, as a person with your own values, feelings and opinions.
- Do all we can to relieve your physical discomfort.
- Talk to you in a way that you understand what we are saying.

Honesty

In being honest we promise to:

- Give you as much information as you want to know.
- Tell you about the risks and benefits of your treatments.
- Tell you what we know and think about your health condition and treatment.

Helpfulness

In being helpful we promise to:

- Meet your immediate needs to the best of our ability
- Give you information and advice to achieve the best possible health and quality of life.
- Assist you to make decisions about your health and treatment and respect the decisions you make.

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