



## Entry category: Outstanding contribution to Hawke's Bay health through living our values

This award celebrates individuals or teams who live and breathe the values of the Hawke's Bay health sector:



Nomination for this award recognises the impact those individuals or teams have on the lives of patients, their families and whānau, staff or our Hawke's Bay community.

Entrants must complete all sections	
<b>Name of individual or team</b>	Orderly Service
<b>Is this entry submitted on behalf of one or a number of people?</b> It is very important that you describe who is involved in this entry. This information is used in promotional materials, acknowledgements and inscribed onto awards, plaques and certificates.	This entry is submitted on behalf of the Orderly Team, based at Hawke's Bay Soldiers' Memorial Hospital. The team consists of 37 staff (11 women and 26 men) who deliver an essential range of services, both within and outside of the Hospital. The services provided are "the cogs which keep the hospital wheels turning ". They are essential to the smooth and safe running of clinical services, fetching and carrying on demand, while at the same time providing ongoing and often unnoticed information, support and care for patients and their families/whānau. They are everywhere, often passing by 'unseen'. They receive more 'brickbats than bouquets' ...they are unsung heroes of the health service.
<b>Contact person</b> Name of person/s who can be contacted in regards to this entry.	Lisa Albert Team Leader (Orderly Supervisor)
<b>Email</b> of contact person/s.	Lisa.albert@hawkesbaydhb.govt.nz
<b>Phone</b> of contact person/s.	Ph : 06 8788109 Ext: Mobile : 0272 223061

## SIGN OFF

Your organisation's CEO, GM, Service Director or Manager who has reviewed and endorsed this entry into the 2018 HB Health Awards

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Outstanding contribution to Hawke's Bay health through living our values

This award celebrates individuals or teams who live and breathe the values of the Hawke's Bay health sector:



Nomination for this award recognises the impact those individuals or teams have on the lives of patients, their families and whānau, staff or our Hawke's Bay community.

<p><b>The nominee – individual or team</b></p> <p><b>Judges weighting: 25%</b></p> <ul style="list-style-type: none"><li>• Who are they and what are the services they provide?</li><li>• If a team – how many people, what are their roles/functions?</li></ul>	<p>This nomination is submitted by the Orderly Service, based at Hawke's Bay Hospital. The Team is made up of 37 staff : 11 women and 26 men. Orderly services are essential for the smooth, safe and effective running of the hospital and other HBDHB services. While they have 'non-clinical' roles, many clinical services would quickly 'grind to a halt' without the support of a responsive orderly team.</p> <p><b>Diversity:</b> The team consists of people with diverse cultural, life experience and work backgrounds - including European, Māori, Cook Island, Indian, Philipino and English members. They can turn their hands to most things required of them - <i>from</i> fixing punctures on wheel chairs, delivering mail, meal trolleys and laundry, <i>to</i> supporting distressed people in the Emergency Department, transporting patients around the hospital between wards, to Radiology and theatres, and sensitively handling a newly deceased patient en route to the mortuary.</p> <p><b>Flexibility and responsiveness:</b> " We are a hugely important part of the inner workings of the hospital. We take care of things both behind the scenes and in front of the scenes. From delivering the milk in the middle of the night to transferring patients to Theatre. We are always around 24/7, we love our work, we value our team".</p> <p><b>See Appendix : Details of Orderly Service patient and non-patient related roles.</b></p>
--	---

## Their impact

### Judges weighting: 50%

- Describe the impact this nominee has on patients, their family or whānau, staff or others
- How do they exemplify the values of the Hawke's Bay health sector in their day-to-day work?
- Consider including examples, feedback from others

### **Behind the scenes : Doing what matters to support quality care**

Much of what orderlies do goes on behind the scenes - orderlies are everywhere but often go unnoticed. " What we do is essential to the smooth and safe running of the hospital and other services, but often to others.... it just happens".

- Mail gets sorted and delivered to the right place and on time
- Meal trolleys are delivered to the wards, Springhill, the Red Cross rooms (meals on wheels) on time, every time
- Ward and office equipment gets delivered and transferred where and when needed
- Used linen and rubbish bags get removed, sorted and waste dealt with
- Medical records and other sensitive files are transported and delivered to where they are needed or stored
- Wheelchairs and mobility equipment are cleaned, maintained and available when and where required
- Gas cylinders, sterile equipment, air mattresses etc are delivered, and kept track of , as required
- Faulty and broken equipment is dealt with and tracked..... the list goes on.

### **Front of house : Working together in partnership, respecting and caring for others, when and where it is needed**

Orderlies are everywhere - pushing wheelchairs, moving beds along corridors, most often with patients in them.

You'll find us at the front doors, in ED, in Radiology, in the Theatres, or on the wards.

We are usually on the move, pushing or carrying something or someone.

Or,

We are giving directions, showing people the way, talking with patients, calming those who are distressed and confused (both patients and whanau), answering their questions.

*" We are great problem solvers".*

*" We are available 24/7, we love our work , and are part of a great team".*

### **What matters to patients and whānau : Respect and engagement - working together often at distressing and vulnerable times**

Orderlies have considerable contact with patients during their period/s of treatment and care. The things that matter :

- Talking the same language at the same level
- Understanding their distress and offering support, respectfully and kindly
- Answering questions simply and appropriately
- Pointing them in the right direction to get to the right place, or to get the right answers to their questions

- If they are confused or distressed, taking them to where they need to go.

Of special note :

***De-escalation of confrontational behaviour: working together for patient care and safety***

The role we play in with dealing with confrontational behaviour of patients, whānau and others in ED or on the wards - often drug or alcohol-fuelled, but also resulting at times from high levels of psychological distress, and assisting police, ambulance and clinical staff with highly distressed patients and others is part of our role. Staying with people, offering support and comfort, "finding the blanket to cover the torn clothing " is all part of our work.

***Newly deceased patients and whānau : respect for the deceased and their whānau***

The role we play with managing the newly deceased on the ward, helping with preparation and transporting the deceased to the mortuary, assisting the police and undertakers as required, preparing the viewing room for whānau, ensuring whānau support is available if required. This requires personal strength, and the demonstration of respect and dignity at all times.

***Right place, right time, always : Always seeking to improve what we do and how we do it***

"The orderly services provided are the cogs which keep the hospital / health services wheels turning ".

We do so by :

- Working together as a strong team - we work and celebrate together
- Maintaining strong working relationships with all clinical and other staff
- Being responsive to service requests - right time, right place
- Being professional and respectful in the way we do things
- Maintaining and growing our skills whenever the training opportunity arises
- Doing our best by patients and their whānau by being supportive, responsive and respectful at all times
- Doing the 'hard yard' when called upon to assist or do something that no other person has in their job description.

## Summary

### Judges weighting: 25%

- How do they inspire others?
- How do they contribute to improving health in Hawke's Bay?

### **How do we inspire others ?**

Though we often work 'under the radar', we always aim to :

- be responsive and flexible to ongoing and increasing requests and demands for our assistance
- be professional in our approach with other staff and patients
- communicate well with everyone we encounter in our workplace/s
- support the team to work together in providing the best service possible, at all times.

Like all services there are ongoing challenges to be met:

#### **HBDHB/ Service Challenges**

*'The Big Listen' - HBDHB planning for the future*

#### **Service Reponse**

*Orderly service is often last to be heard - opinions don't seem to count for much, but they should!!*

*Budget/ financial constraints*

*Service has relatively small budget ..always under pressure to do more for the same \$s.*

*Service pressures to do more to meet increasing patient demand*

*Service pressures create more demand for orderlies - try to be flexible and responsive.*

*Service collaboration and integration*

*Recognise the value of ongoing, timely communication - 24/7*

*Pay and conditions*

*One of the lowest pay bands in Sector - would be good to get the recognition of a "living wage"*

*Change and uncertainty*

*Aim to keep doing what we do well - be flexible and prioritise.*

### **How we contribute to improving health in Hawke's Bay?**

- *We are a small, hardworking team*
- *We believe we "punch above our weight"*
- *The service makes an essential contribution to the delivery of health services and patient care, all day and everyday*
- *We always aim to do what we do well, and are open to ways of working more effectively*
- *Supporting patients and assisting with their care remains a priority for us.*

***" I lead an exceptional team ....they are pure gold" (Team Leader)***



2018 HB Health Awards,  
Communications Service  
Hawke's Bay District Health Board  
Private Bag 9014, Hastings 4156  
Email: [hbhealthawards@hbdbh.govt.nz](mailto:hbhealthawards@hbdbh.govt.nz)

## Patient Related

- Transport patients on beds, wheelchairs or stretchers
- Transport confidential patient notes and files
- Deliver meal trolleys at breakfast, lunch and tea times.
- Collect dirty cups from wards and deliver clean cups.
- Deliver gas cylinders to wards
- Perform patient transfers from bed to wheelchair
- Collect and deliver specimens to Laboratory from various locations
- Assist in patients cares such as log rolls and slides
- Assist in helicopter transfers (patient or equipment)
- Assisting Security with restraints when required
- Collect and transport deceased patients to Mortuary
- Assist in preparing deceased patients for viewing in Mortuary
- Collect and dispose of bio hazardous waste such as amputated limbs, blood or placentae
- Collect and transport units of blood or plasma to Theatre for transfusion
- Cleaning and upkeep of equipment such as wheelchairs and medical equipment
- (Theatre) Make and strip beds for patients in the Operating Room
- (Theatre) Placing fluids in the warmer ready for use
- Delivery of milk to wards
- Delivery of medication to wards
- Daily delivery of meals to Springhill, Napier

## Non – Patient Related

- Move staff's office furniture
- Collect and dispose of waste
- Collect of dispose of unwanted items such as furniture
- Delivery of catering to such places as the Education Centre and the Admin Building
- Delivery of gas cylinders to places such as the Lab and Kitchen
- Transport relatives / visitors around hospital
- Keep front door and ED stocked with wheelchairs
- Delivery of equipment such as kitchen appliances
- Collect and deliver internal and external mail
- Collect and deliver parcels to and from Biomedical Services
- Collect and deliver equipment to and from Sterile Services
- Collect bags of files from various locations to the Medical Records Cage
- Transport empty/surplus beds around hospital
- Keep track of and deliver air mattresses
- Attending training days such as CPR and Emergency Response
- Delivery of Doctors lunches to Theatre
- Collect cups from Doctors quarters to be returned for cleaning
- Identifying broken equipment such as beds and wheelchairs to be fixed
- Completing BEIMS reports on faulty / broken equipment
- Transport broken equipment to Maintenance/Biomedical Services