



# inspire canterbury

THE FUTURE AT WORK

*Orion*





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# MICHAEL FRAMPTON

Canterbury District Health Board

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Making our place a great place



[cdhb.health.nz](https://cdhb.health.nz)

# Making Our Place *A Great Place*

**Michael Frampton**  
Chief People Officer

May 2019



# Here are three of the ideas shaping our thinking about the *now of work*

**Designing for Employee Experience**  
People at the Heart of All We Do



**The New Role of HR**  
HR 'in the Flow of Work'



**Augmented Workforce**  
The Human / Digital Convergence



# Our organisations are facing significant disruption to how we've organised and resourced work



Unprecedented demographic changes in our operating environment



A war for talent, and the need for different kinds of work, jobs and skills



Changed expectations of work and workplace by our people, current and future



Challenges of productivity, customer experience, EX and engagement

# Health shares all of these opportunities and challenges, alongside a range of others



Increase in the demand for, and complexity of, health services



Global shortages of workers, and growing mismatch of supply | demand



Poorly connected legacy systems and a lack of data-informed decision making



Increasing need to do more with the same or less resource







# An *Rx* for EX



Value and  
Appreciate Me



Make It Easy  
For Me



Design the  
Future With Me



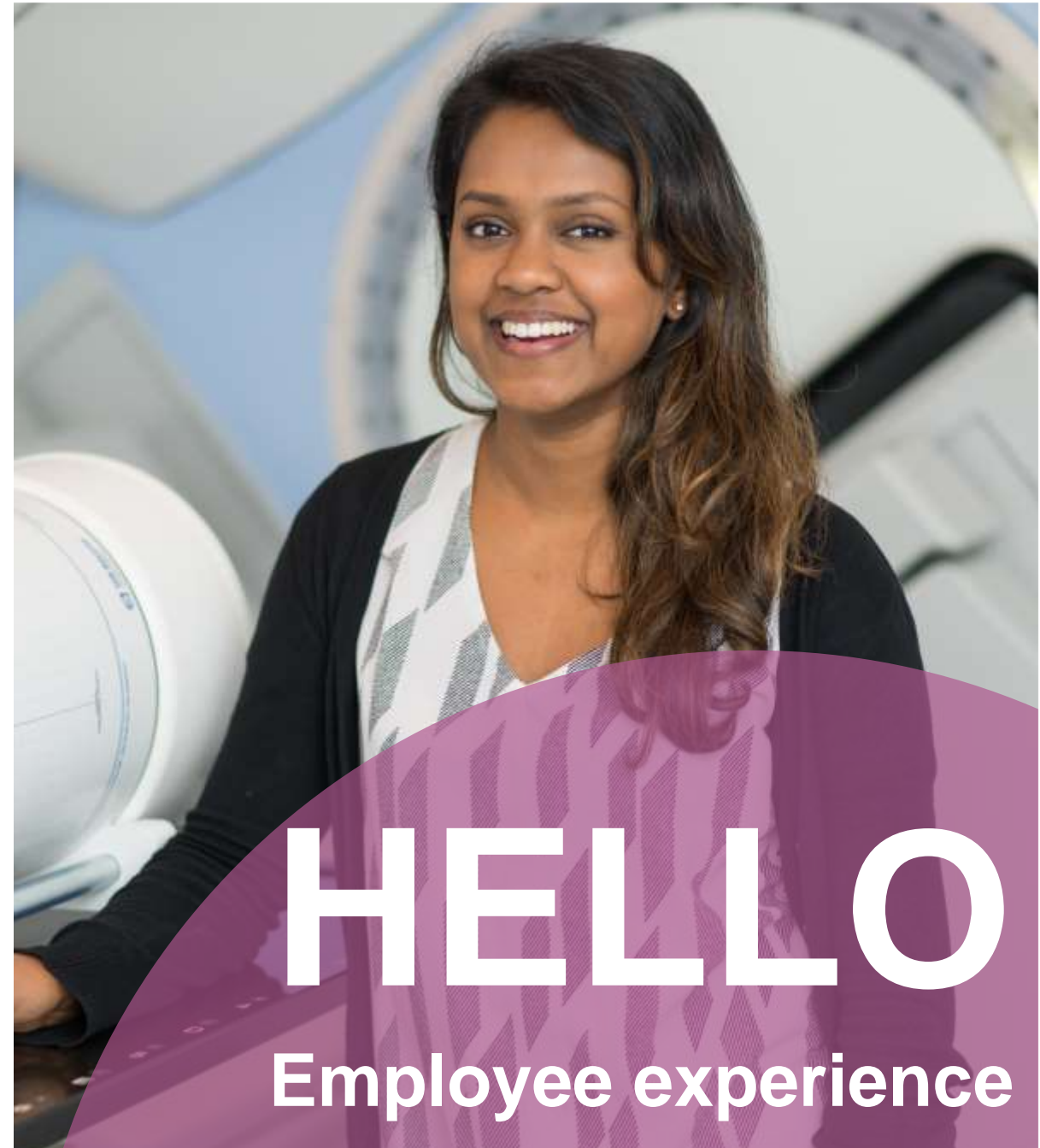
Technology-  
Enable Me



Equip Those  
Who Lead Me



Communicate  
With Me



# HELLO

Employee experience



# We've responded to what our people have told us matters most...



**Everyone understands their contribution**

A culture of connectedness

*I have a sense of purpose and value*



**Everyone is supported to take the lead**

Widely distributed leadership

*I can take the lead with others*



**Everyone can get stuff done**

People-friendly ways of working

*I have what I need to do my job well*



**Everyone is supported to be their best**

Continuous capability growth

*I can do and be my very best*

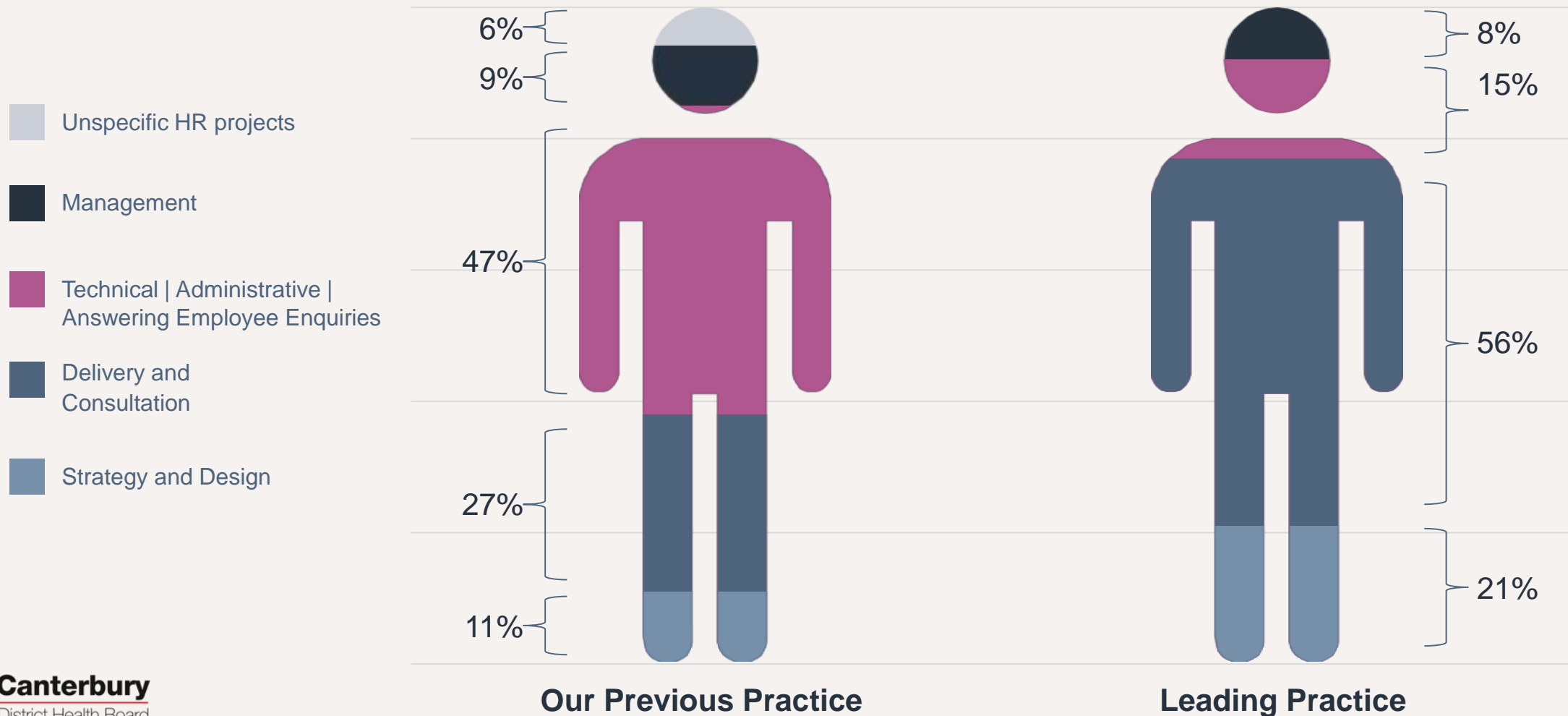


**Everyone is supported to Make it Better**

Innovation through co-design

*I am part of shaping the future*

# Our challenge was that much of the effort of our 110+ HR team has historically been transactional in its focus...



PAYMENTS +  
ROSTERING



**100,000+** payroll items  
administered each week

**10,500** people  
paid each fortnight



**40,000+**  
tasks rostered  
per week

HEALTH +  
SAFETY



**221** health and safety risk  
registers managed across  
over 200 facilities

ADMIN + HRIS



**21,000** health system employees  
on a common e-learning platform  
across the South Island

**8,000+** changes  
to employment  
records each year



**Eight** people  
IT systems



RECRUITMENT

**1,900** new hires  
onboarded each year



**30,000** recruitment  
applications processed  
each year



IR + ER



**54** collective and mirrored  
employee agreements

Partnerships with **14** unions  
representing **93%** of our workforce



CHANGE

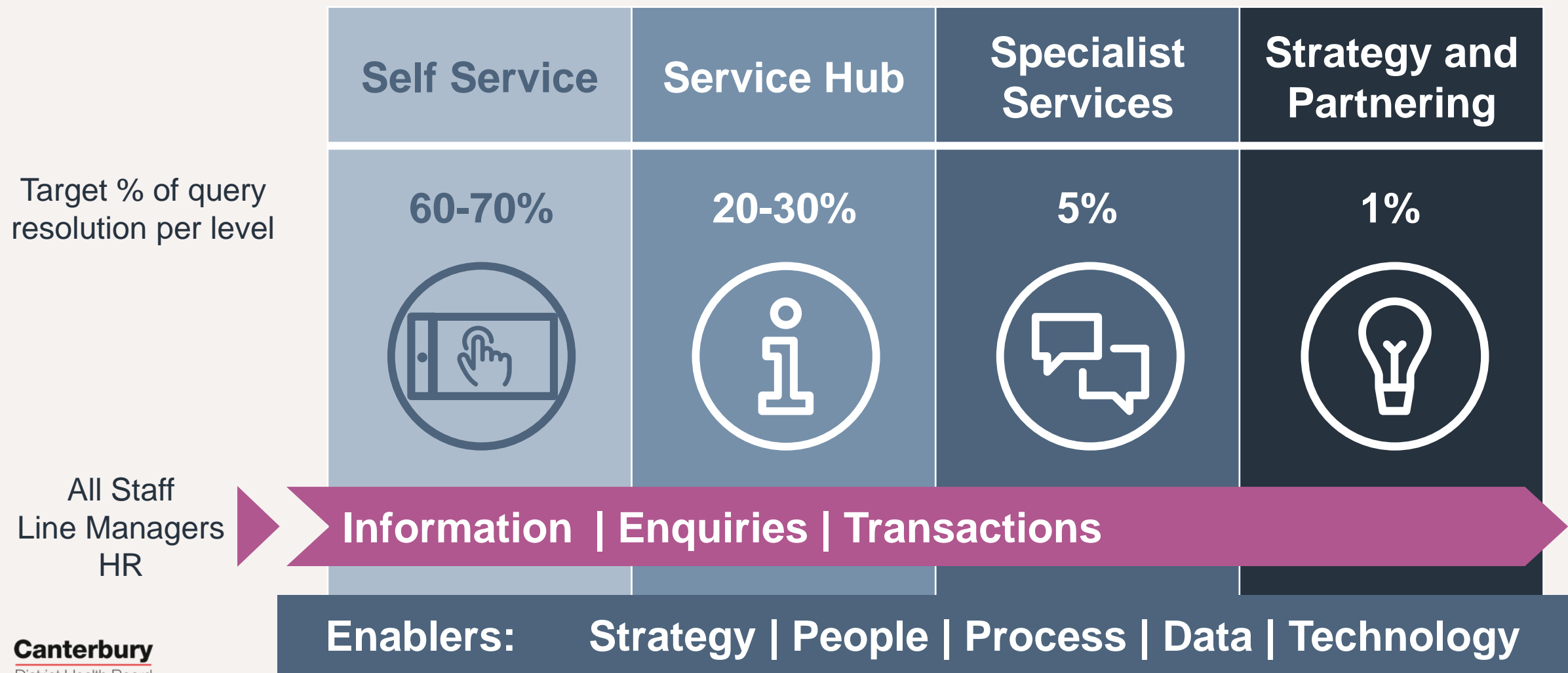
**One** change  
proposal every  
**10 days**



**Canterbury**  
District Health Board  
Te Pori Hauora o Waitaha



# Enabling the ‘new HR’ demanded that we deliver the basics brilliantly, freeing capacity for new work and different value









Kia ora Chiara - how can we help?

🔍

-  Request a Service
-  Knowledge Base
-  Send a Question
-  My Details

Quick Links

-  Request Leave
-  My Leave Calendar
-  My Payslips
-  My Collective Agreement

Announcements

Kia ora koutou,

Flu season is fast approaching so it's time to get your flu vaccination. Get yours by contacting an authorised vaccinator or by clicking [here](#) to see where your nearest clinic is.

To find out more on this year's vaccine, type "Flu" into the max. search bar above.

Ngā mihi  
max.

Have You Seen Your

Wellbeing Advice and Resources?

CLICK HERE FOR MORE INFORMATION

Canterbury  
District Health Board  
In Your Health & Safety

   #carestartshere

Leave Balances

Annual Leave Balance (hours)	37.5
Sick Leave Balance (Hours)	18.5

Helpful Resources

-  HRIS Payroll Reports
-  Hub for Essentials of Leadership & Mgmt [HELM]
-  Rostering Tips and Tricks
-  Wellness Advice & Resources

Kupu o Te Wiki

Me tiaki koe i a koe anō


Take care of yourself




Ask Max!


2mo ago

Just now

 Kia ora! Sometimes finding what you need when you're in a hurry can be hard! Kia kaha, let me make things easier by helping you out.

 Just click on the button below to see everything that I can help you with!

Update Personal Details

 Tau ke nei! Cool, let's get started. Do you want to update your profile or manage your emergency contacts?

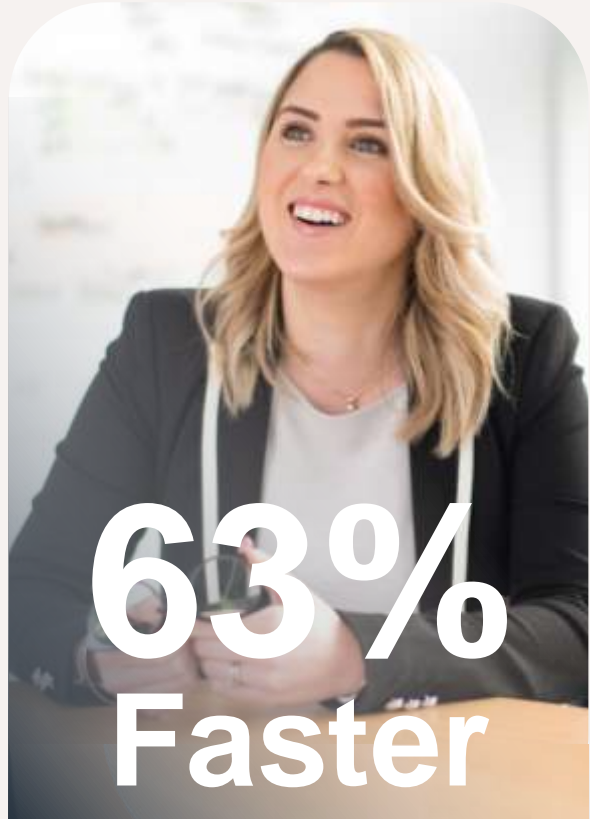
Update Profile

Update Emergency Contact[s]

Please pick an option.

Ask Max!

**The most precious resource in the health system is time,  
and we're measuring how much of it we're saving**



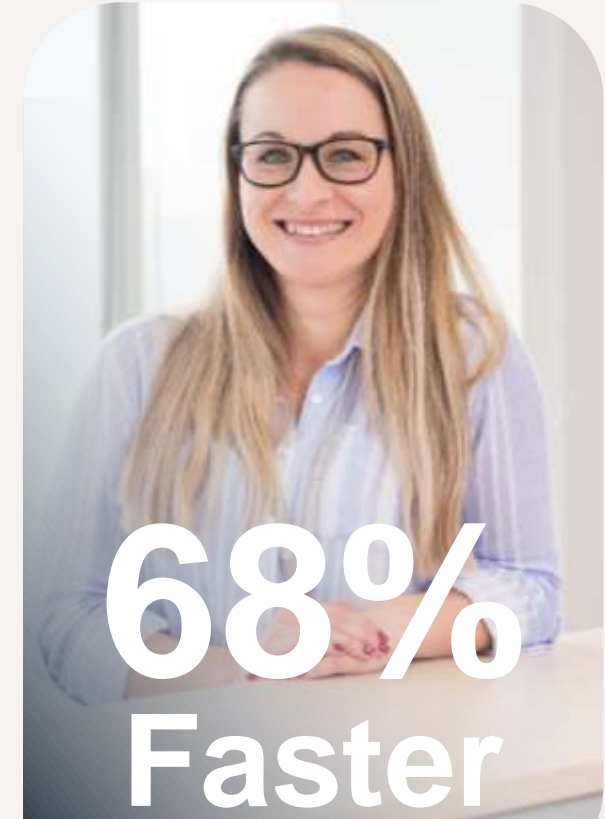
**63%  
Faster**

**Leave request submission**



**92%  
Faster**

**Expense claim approval**



**68%  
Faster**

**New hire appointments**



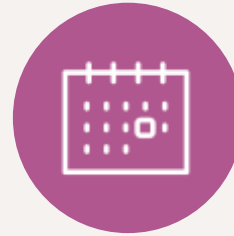
# More than 90% of our people are now using Max to take charge of their own experience at work



**145,331**  
HR cases



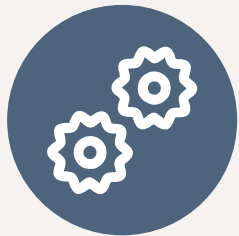
**2,201**  
profile updates



**30,320**  
leave requests



**11,205**  
unique users



**~4,000** fewer emails  
received each month



**Ten** email addresses  
for HR services  
reduced to **one**

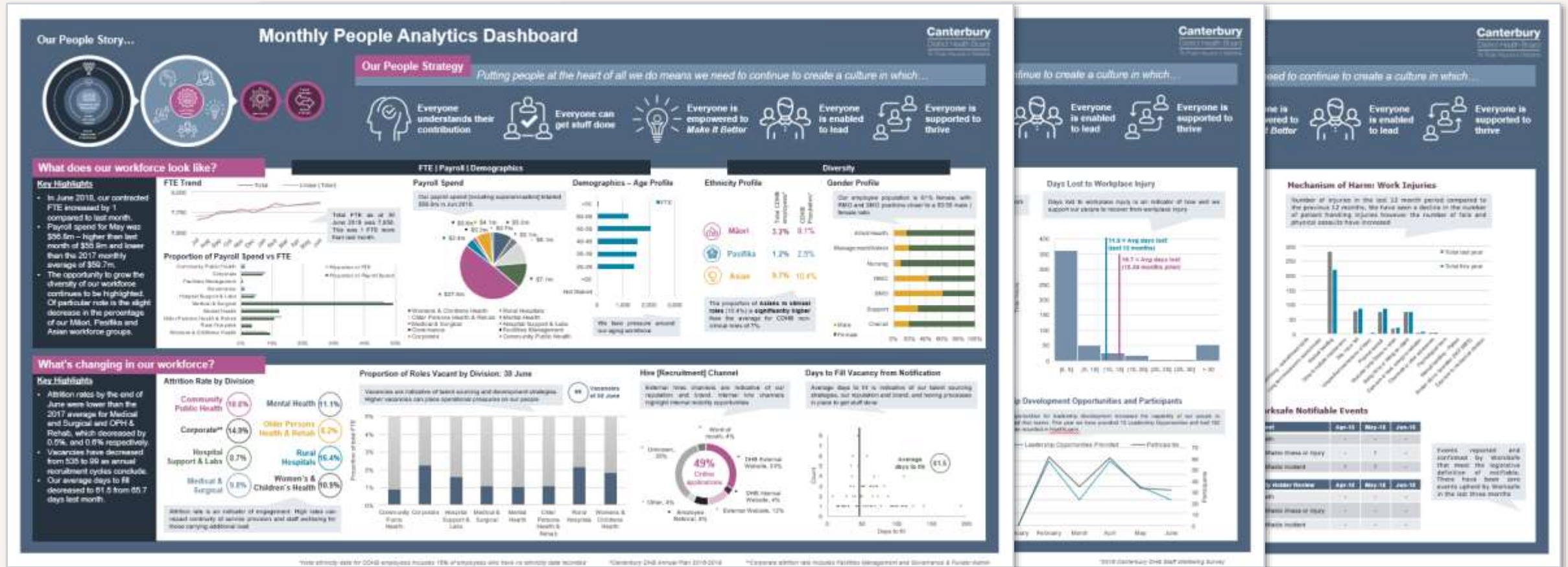


**200+** new  
knowledge articles  
delivered



**55%** cases resolved  
in 24 hours

# We're measuring what matters and using data to inform where we go and what we do next



# Augmenting the Workforce

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# Maxify

*\maks-ifai*

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*verb*

the action of working with teams to understand how they work or want to work, and (re)designing workflow and enabling technology that makes work, work better

# We're enabling solutions that bring people, workflow and technology together. This is the new role of HR



Employee [or a  
Patient] Makes a  
Request for  
Service

Intelligent Machine  
Enables Workflow  
and/or  
Makes Decisions

Team is  
Better  
Enabled to  
Respond

# Our Future of Work solutions are touching every part of the organisation



**max.**

HR service management



**iSupport**

Oracle finance IT service management



**Orderlies**

Fully mobile orderly request service



**Outpatients**

Outpatient appointments scheduling solution and workflow



**DeloitteASSIST**

Voice-activated patient call system



# We're making progress at the pace of trust



We're agile in all we do



We deliver value early and often



We're ok about risk



We're all about EX



We make decisions quickly



**Canterbury**

District Health Board

Te Poari Hauora o Wātaha



**When people work better,  
*care works better***

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