



# Increasing Access to Wellness Support:

Meeting people at the top  
of the cliff



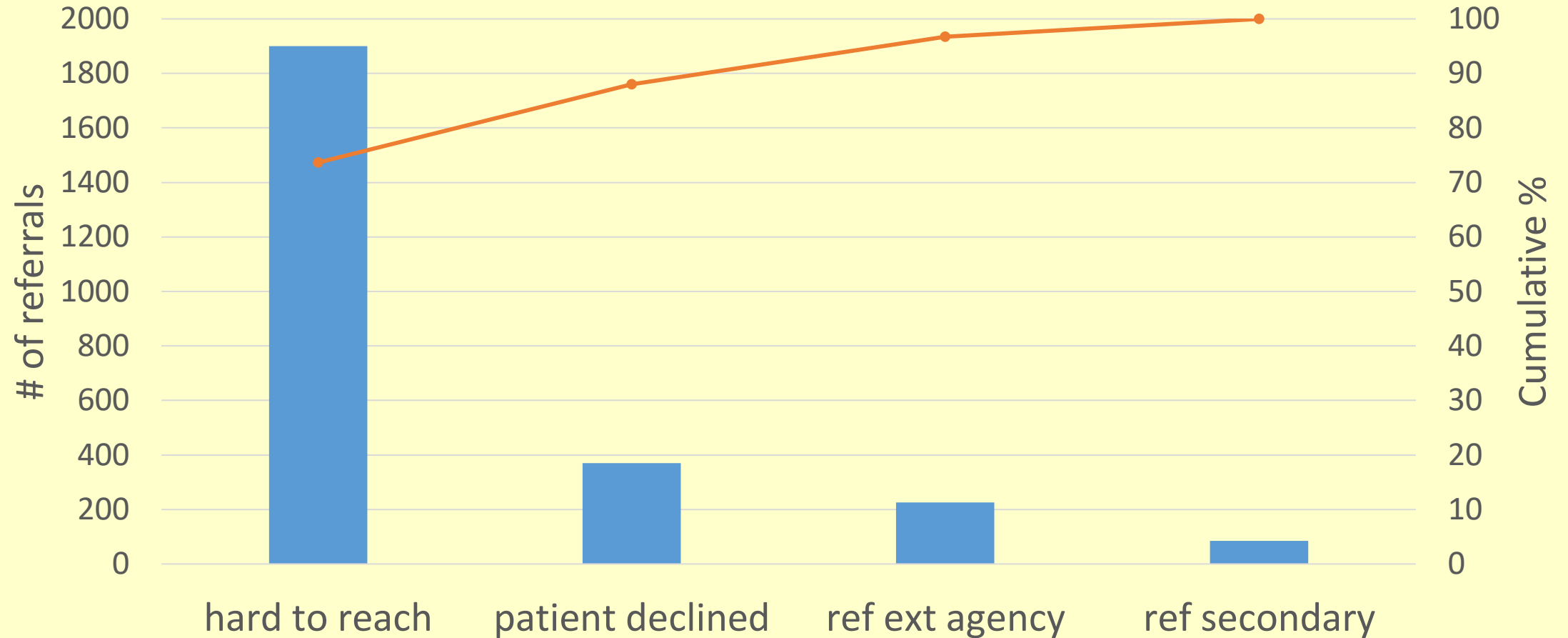


Co-design



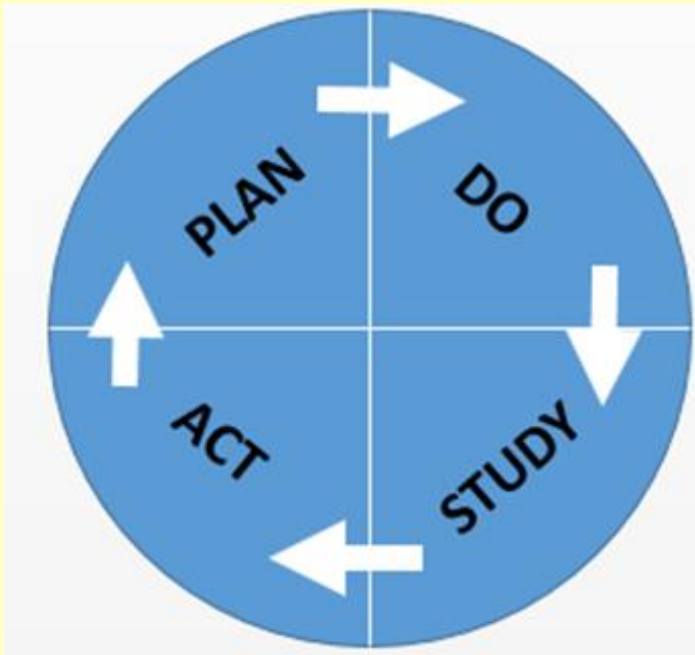
Patient  
Feedback

# Pareto chart showing reasons for non-scheduled appointments



Aim:

Decreasing delay to  
engagement by 50%



Primary Drivers:

- Connection to patient choice
- Activation of clinic and staff
- Timely response, reduced delay



- Introduction of warm handover
- behavior health consultant and health coach roles

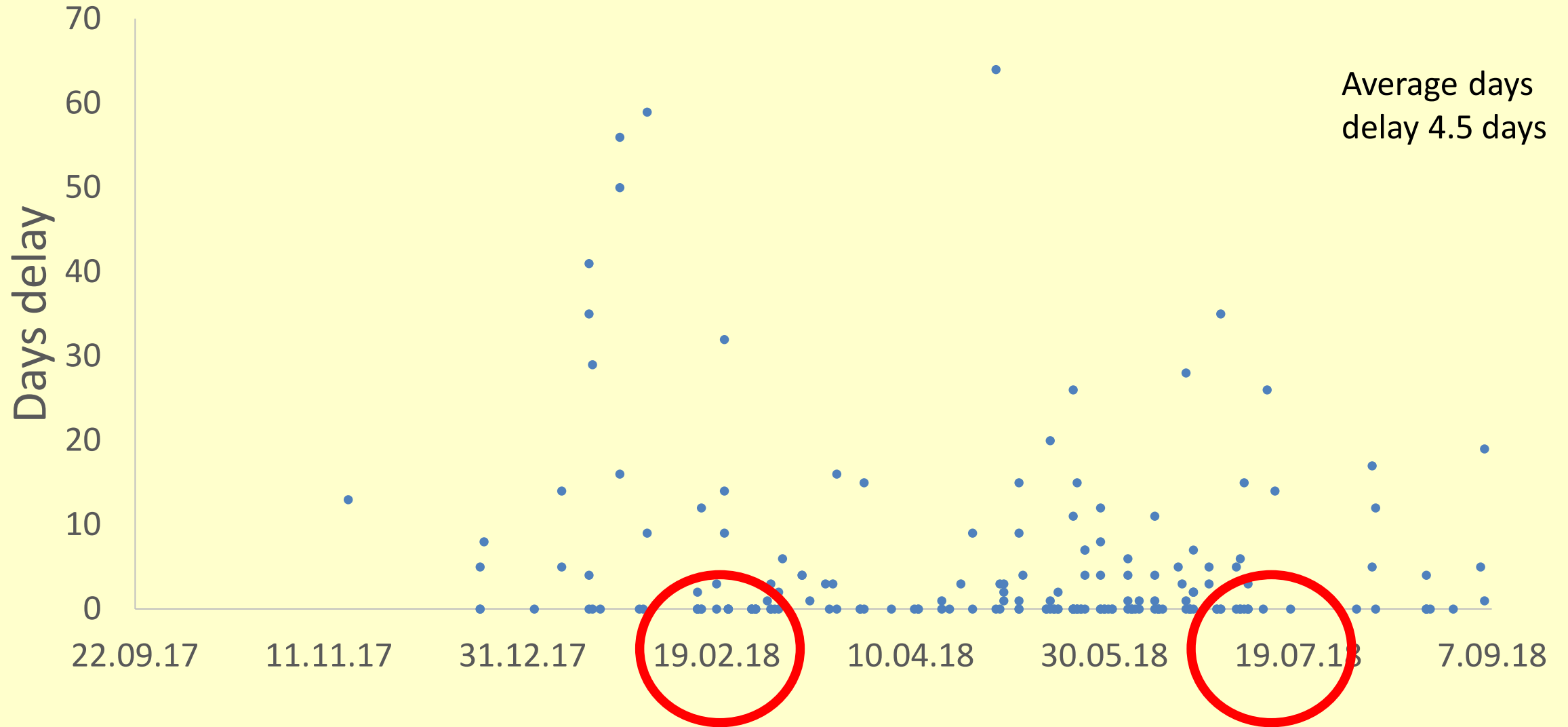


Menu of options

Intervening early



# Scatterplot showing days delay over time





GP's love Simplicity  
and immediate  
results



Ongoing  
communication  
with GP's critical



Healthcare

FAMILY DOCTORS

GLEN INNES

Opening Hours

Monday - Sunday  
8:00am - 8:00pm

Tel: 528 9054

Services Available

- General Medical Practice,
- Accident and Injury Management
- X-ray Service
- Chronic Disease Management
- Diabetes Consultation
- Heart Condition
- Mental Health

Healthcare

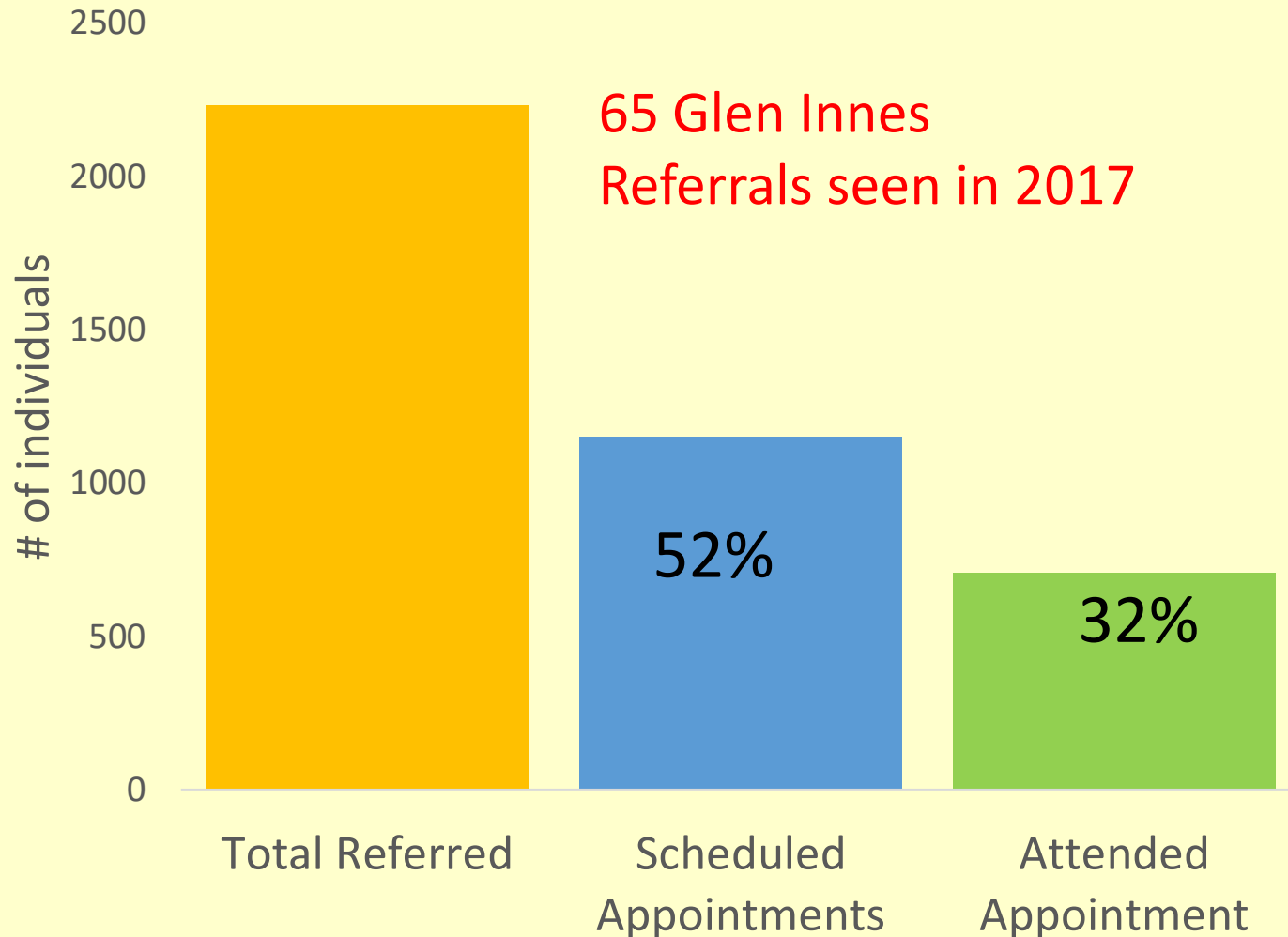
FAMILY DOCTORS

Health coaches support  
behaviour health  
consultants & GP team



# See more people with complex high needs

## Engagement from CBT referrals



## Warm Handover

- 170 people seen behaviour health consultant, 77 seen health coach, 38 both

# See more young people, Maori, & Pacific

<b>GLEN INNES ETHC</b>	<b>Referral System 2017</b>	<b>Warm Handover 2018 YTD</b>
# People <26 years seen	11 (all females)	31
# of Maori Pacific seen	17	79



See the light come back in GPs eyes...

# Contact Us

- Nicholas Cao

[Nicholas@ethc.co.nz](mailto:Nicholas@ethc.co.nz)

- Leona Didsbury

[Leona@ethc.co.nz](mailto:Leona@ethc.co.nz)

