

Resilient Health
Care-
Aotearoa
November 2021

How do we do better?

How do we reach further?

How do we deliver holistically?





ISSUES TO BE ADDRESSED



Increase capacity to meet the high and complex needs of whānau and improve access and timeliness



Whānau never present with one issue



Significant behavioral and social issues impact on whānau health and wellbeing. A 15 minute GP consult is not enough



Long waits in the waiting room



Whānau generally prefer walk-ins but have to tell their story each time they present – hard to give continuity of care

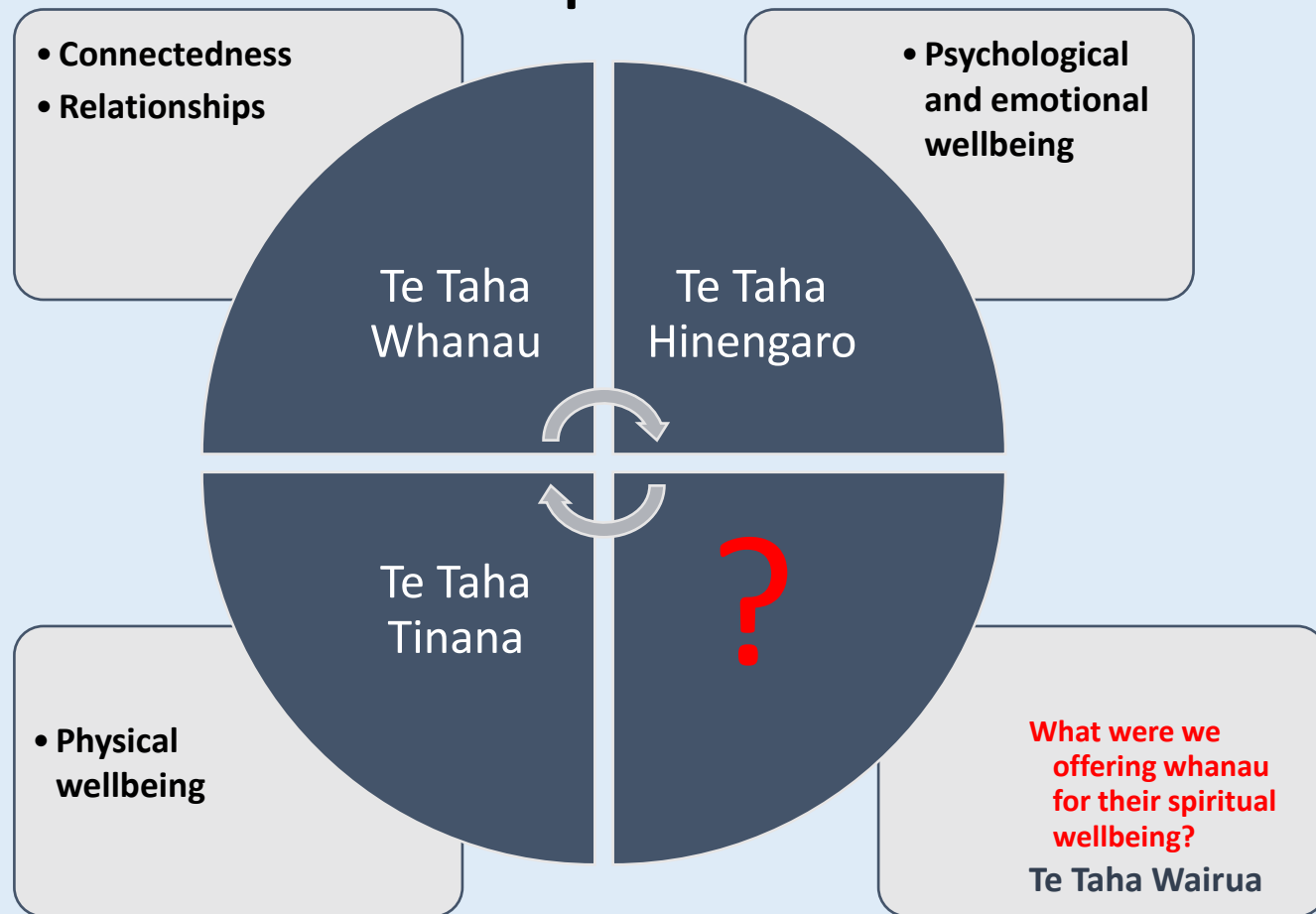


Static services impact on easy access – a range of options and access points are required



We needed to develop a more holistic approach

Te Whare Tapa Wha





Turuki Health Care

Our journey so far...

Video:

https://youtu.be/_tyxeG3CaYg

We cannot do it alone..

Our networks are vital for us to move and mobilise in order to reach whanau

Waikato Tainui Provider Network	Taumata Korero	Te Pae Herenga Whānau Ora Collective	Kotahitanga Whānau Ora Collective	Te Kootuinga Hauora
<ul style="list-style-type: none">• Individual Marae and hapu relationships• Iwi planning and strategy for COVID/health services• Guidance from Kiingi Tuheitia – caring for the people is paramount, whānau leadership	<ul style="list-style-type: none">• Relationship with Ngāti Whātua• Regional kai network• Access to Ministers and key govt. agency officials• Partnering with Ngāti Whātua	<ul style="list-style-type: none">• Resources and collaborative mahi and data sharing• Political solutions• Awhi, funding and support	<ul style="list-style-type: none">• Local relationships in South Auckland – resource sharing e.g. kai, referrals• Shared contract arrangement	<ul style="list-style-type: none">• Long term conditions• Resource and sharing of expertise• Information, support, new business, kai and other resources, workforce support



Covid 19-our greatest teacher...

From our learnings from COVID came our mobile service delivery model

Taking services to whanau



Mobile Primary Care

- Immunisations and vaccinations
- Pop up clinics and kai distribution
- Providing information sessions in the community
- Building relationships to engage and improve access
- Making sure our kuia and kaumatua – our elders are looked after
- Working with tamariki and their whanau through our relationships with schools
- Dealing to the barriers that prevent whanau getting what they need



Finally, the changes we are wanting to sustain include:

MUKA model for integrated Primary Health Care and social services

ARONUI an indigenous health and well being approach that incorporates and expresses Te Whare Tapa Wha

GOING DIGITAL to reach more people.
Online programmes with meditation, maramataka, cooking classes, access to wairua practitioners, counselling and our APPs

MOBILE SERVICES help improve access and remove the barriers

Our hope for ongoing innovation, sustainability and growth lays with the Maori Health Authority, our WAI 2575 claim and Health NZ.... **but more importantly with whanau**

"Amohia ake te ora o te iwi, kia puta ki te wheiao"

-Kiingi Tuheitia Potatau Te Wherowhero Te Tuawhitu

"The wellbeing of the people is paramount"



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