

Te Whatu Ora
Health New Zealand

Health Reforms 2023

Towards positive change in primary health care

Chiquita Hansen Regional Wayfinder Te Waipounamu
13th October 2023

Swanson's Art of Caring

| | |
|--------------------|--|
| Knowing | “striving to understand an event as it has meaning in the life of the other” |
| Being with | “being emotionally present to the other, striving to understand an event as it has meaning in the life of the other” |
| Doing for | “comforting, anticipating, protective of the other’s needs and performed competently and skilfully, while “preserving dignity” |
| Enabling | “facilitating the other’s passage through life transitions and unfamiliar events” |
| Maintaining belief | “sustaining faith in the other’s capacity to get through an event or transition, believing in/holding in esteem, maintaining a hope-filled attitude, offering realistic optimism and going the distance” |

The Five Practices and Ten Commitments of Leadership

JAMES KOUZES & BARRY POSNER

Model the Way

- Clarify Values
- Set the Example

Inspire a Shared Vision

- Envision the Future
- Enlist Others

Challenge the Process

- Search for Opportunities
- Experiment and Take Risks

Enable Others to Act

- Foster Collaboration
- Strengthen Others

Encourage the Heart

- Recognize Contributions
- Celebrate the Value and Victories

Te Whare Tapa Whā



Collective Impact

Common Agenda

Shared **whānau and community aspirations** drive our partners' shared vision for change including a common understanding of the joint approach

Diverse Voices • Responsive • Community Aspiration

Shared Measurement

Collecting data, measuring results consistently across all partners to facilitate insights and **strategic learning**

Alignment • Tracking Progress • Insights • Strategic Learning

Mutually-Reinforcing Activities

A mutually-reinforcing plan of action with a focus on **high leverage and loose/tight working relationships**

Weaving • System • Supportive • Centred

Continuous Communication

Consistent and open communication to partners and pathways for **authentic engagement for whānau and communities**

Trust • Transparency • Ongoing • Engagement

Backbone Support

Creating and managing collective impact requires dedicated staff and skills to serve as the **container for change** for the entire initiative to coordinate participating organisations and agencies

Facilitate • Convener • Co-ordinate • Movement

The background features a dark blue vertical band on the left and a teal area on the right. The teal area is decorated with a repeating geometric pattern of white lines forming diamonds and zig-zags. A horizontal line separates the top patterned section from a bottom section filled with a dense, chaotic web of white lines.

Health Reforms

The reformed health system – five system shifts

1 The health system will reinforce Te Tiriti principles and obligations.

2 All people will be able to access a comprehensive range of support in their local communities to help them stay well.

3 Everyone will have equitable access to high quality emergency and specialist care when they need it, wherever they live.



4 Digital services will provide more people with the care they need in their homes and communities.

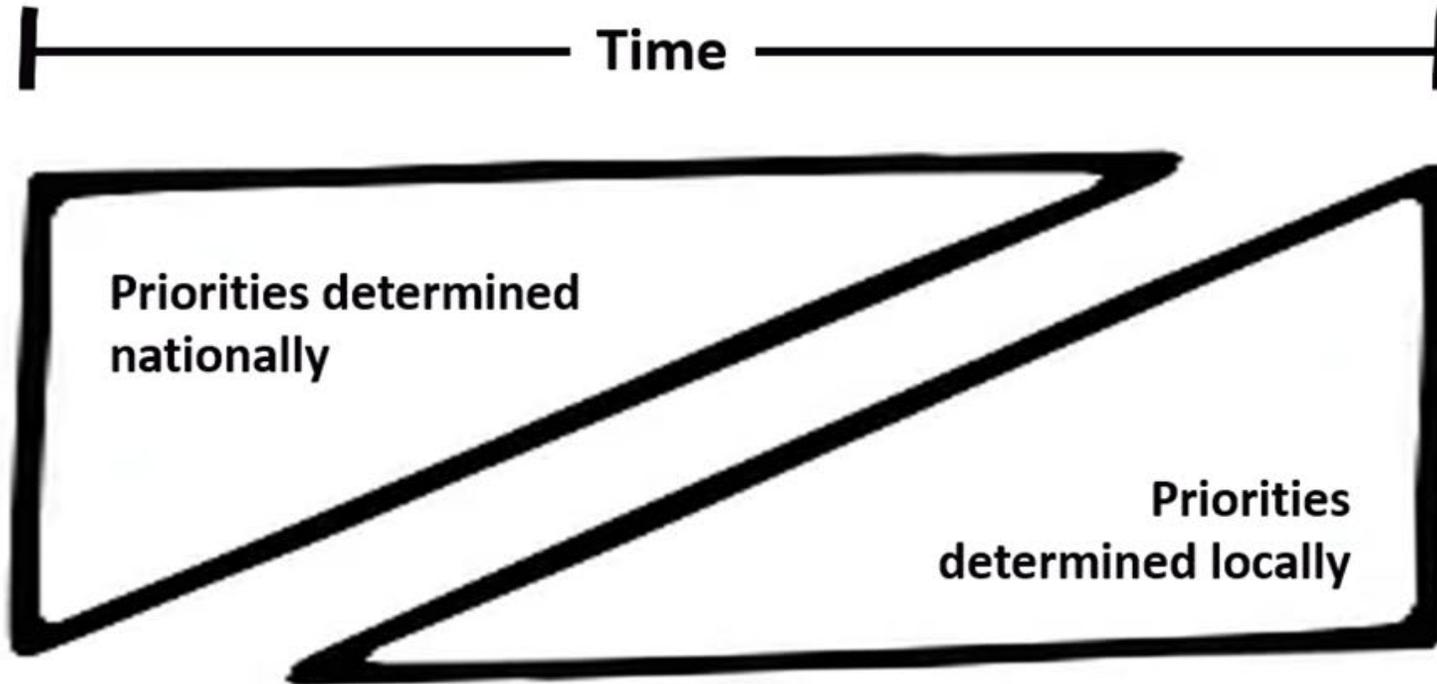
5 Health and care workers will be valued and well-trained for the future health system.

Iwi Māori Partnership Boards, Localities and Whanau-led Commissioning will help us achieve the five system shifts

Iwi Māori Partnership Boards (IMPBs)

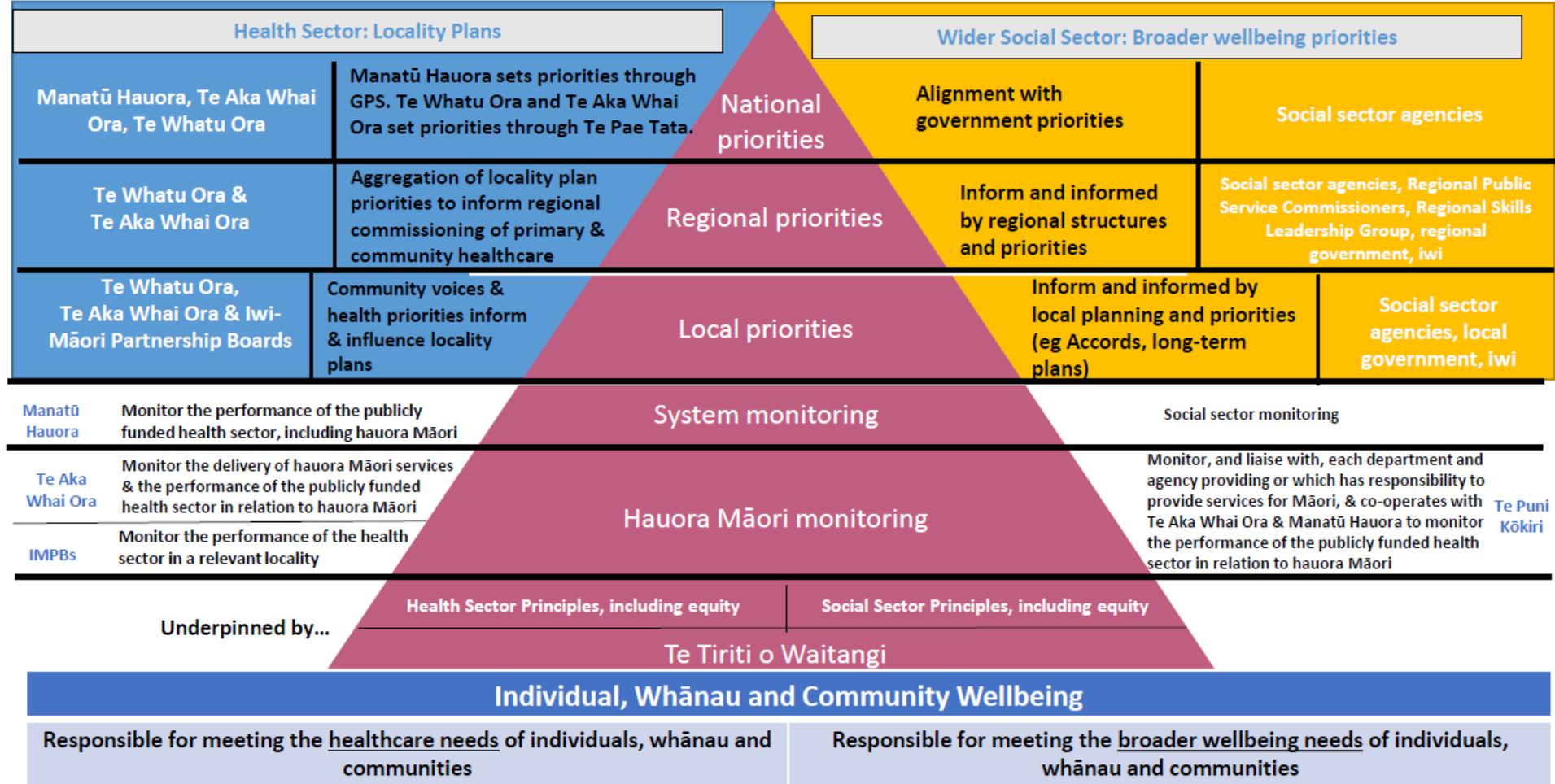
- They will create an authentic vision and strategies for addressing their shared concerns and solutions to improve the health system
- They will enable iwi, hapū and whānau to exercise rangatiratanga in their rohe
- They ensure tangata whenua voices are heard and local health services reflect those who need and use them
- This will help build a stronger Māori workforce, support the growth in capability and capacity of hauora Māori healthcare providers, and encourage more innovation in services that deliver better outcomes for Māori.

Localities are a place-based planning approach



- **Community ownership of well-being plans**
- **Inclusive of all local voices, particularly priority populations**
- **Decision-making authority over funds allocated as a powerful expression of tino rangatiratanga**
- **Power is in the potential for “collective impact”, ie mobilise more investment than just health toward locally agreed priorities**

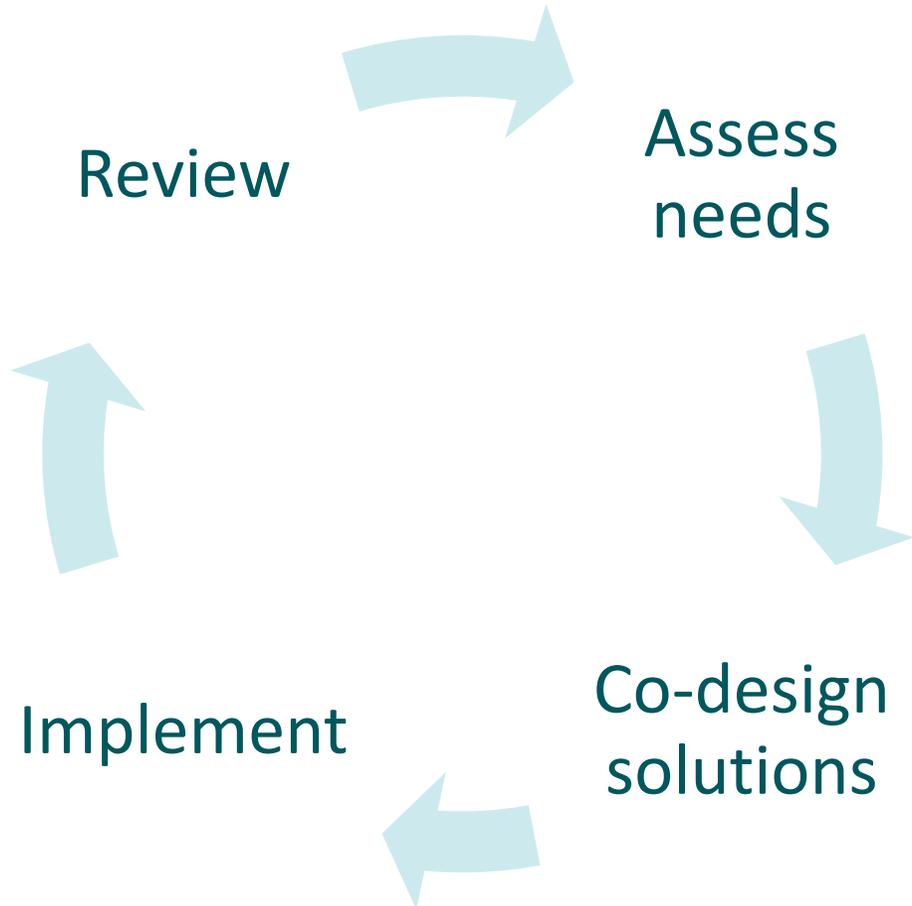
Localities Framework



**What does this mean for
the commissioning ?**



Whānau-led Commissioning



- It's a process
- Relies on high levels of engagement & relationships built on trust
- Brings together many stakeholders to develop plans that inform investment decisions
- The purchase of services is only one element of the process
- Success measured by what matters to communities and whānau

Operating model

Design systems of care

A fundamental principle of commissioning is to ensure a **diversity of voices leads** the design of Aotearoa's health care system.

Promoting wellness, preventing illness and influencing the social determinants of health are key objectives of system design alongside honouring our Te Tiriti commitments, achieving access to services in proportion to needs and maximising outcomes from public funds.

This involves **deliberate**, coordinated and well-informed planning to **achieve consistent, and less fragmented, services** across the motu.

Understanding the evolving expectations and aspirations of society is critical to this mahi as is nurturing a robust and fit-for-purpose workforce.



Agree health & wellbeing plans

Te Whatu Ora is divided into four regions, Northern, Te Manawa Taki, Central and Te Waipounamu. Each region is led by a **Regional Integration Team (RIT)** that oversees **integrated planning across hospital and community care**.

RITs work closely with a wide range of partners to develop plans including **locality plans** as set out in the Pae Ora (Healthy Futures) Act 2022.

Planning decisions are:

- guided by **national specifications** for efficient health service delivery;
- informed by **evidence** and diagnostic analysis about people, place and investment;
- refined according to **local community & whānau priorities**.

Monitor outcomes

The commissioning team ensures contractual obligations are met, but more importantly, that outcomes are achieved that **fulfil Te Tiriti commitments, Pae Ora reform intentions, aspirations of communities & whānau** and **original system design intent**.

The results are fed back into the commissioning cycle to achieve continuous improvement.



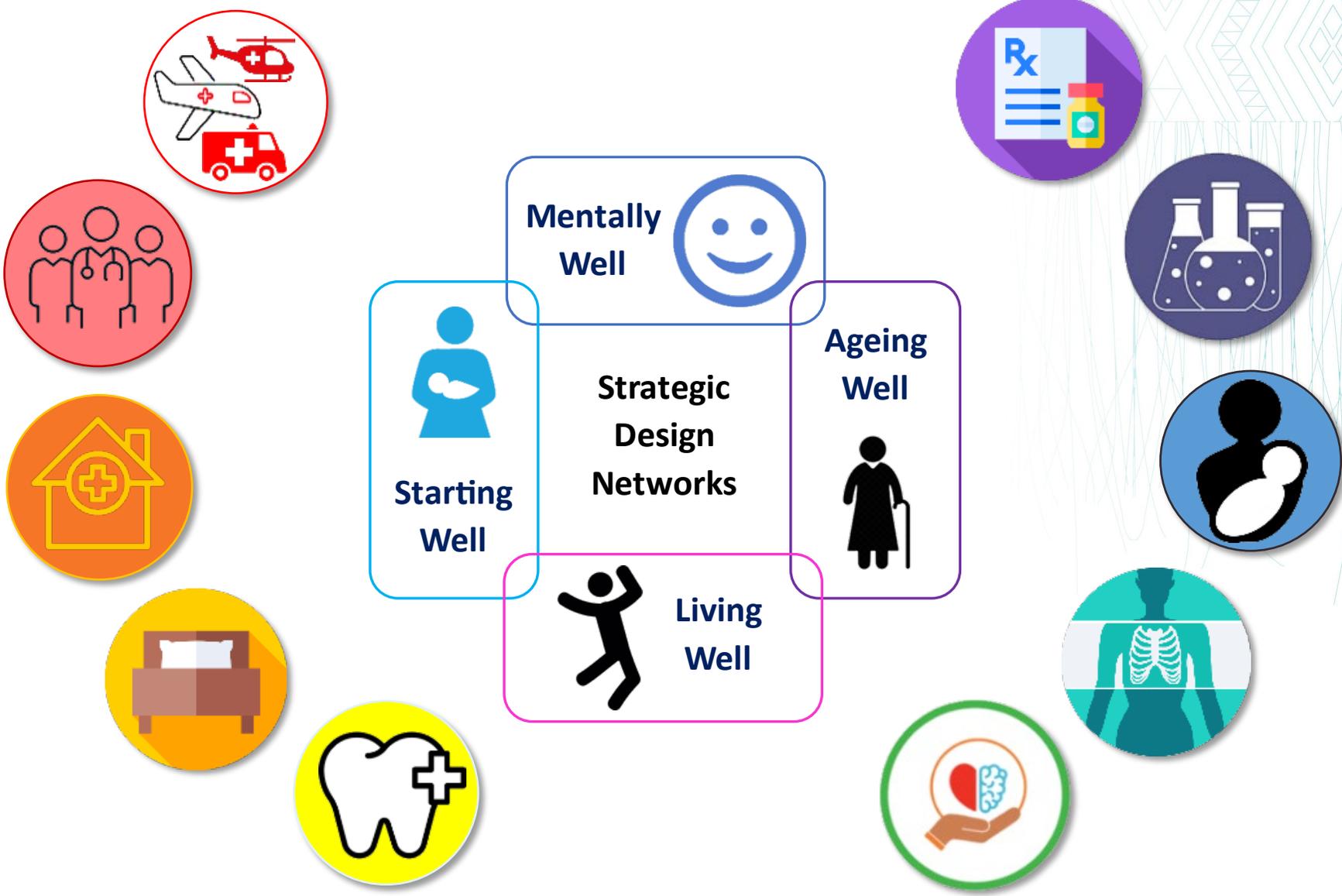
Execute investment decisions

The commissioning function is responsible for the expenditure of over \$7 per annum to **fund community-based services, in accordance with agreed national, regional and locality plans**.

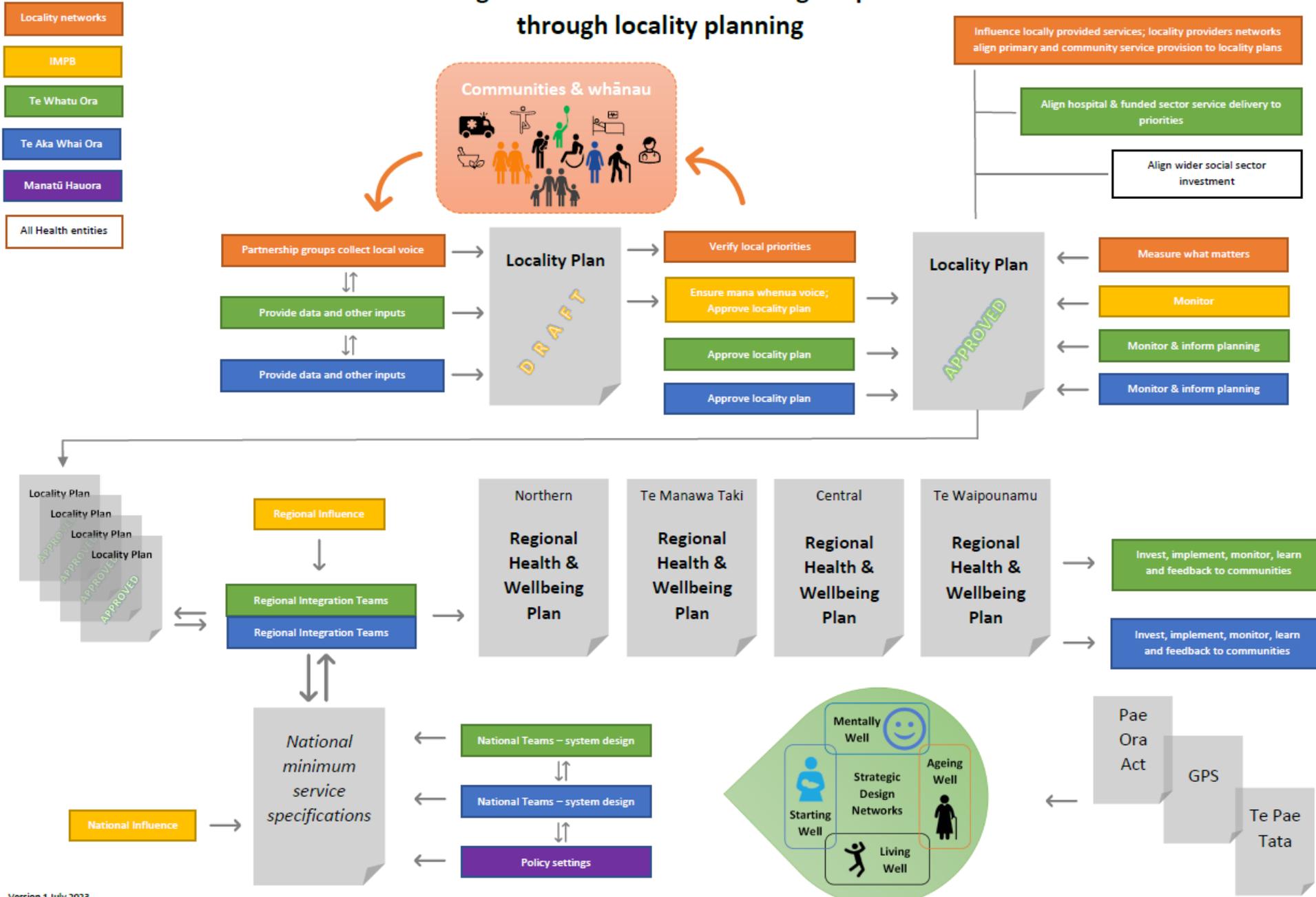
Te Whatu Ora's commissioning team oversees contracting processes designed to **clearly articulate the service levels and outcomes expected** in return for funding provided.

Reimagining health care

Nationwide
community
conversation
Developing
long-term
national
blueprints
together with
Te Aka Whai Ora
and
Manatū Hauora



Achieving whānau-led commissioning for pae ora through locality planning



What is Te Waipounamu Regional Response?



Tātou Whenua | Tātou Tāngata | Tātou Oranga

Tātou whenua acknowledges and respects the kaitiakitanga role of manawhenua ki Te Waipounamu.

Tātou whenua refers to “our land” the mountains, plains, seas and rivers.

It is our farmlands, our braided rivers, our rocky seascapes, our rural towns and urban cities.

It is the unique places we live and spaces we occupy at work, home and play.

Implicit is the understanding that connection to our land nourishes and sustains our wellbeing.

Tātou tāngata refers to “our people” who live in Te Waipounamu.

All ethnicities, ages, gender, abilities, socio-economic and health status.

Tātou tāngata are Iwi, maataa waka, and non-Māori including pakeha, pasifika, Asian peoples and new New Zealanders.

It is our hāpū māmā, pēpī, tamariki, rangatahi, pakeke and kaumatua. Our tane, wahine and gender diverse.

Tātou tāngata recognises and celebrates our people.

Tātou oranga refers to “our wellbeing”

It is multidimensional and encompasses our physical, mental, family and spiritual wellbeing – Te Whare Tapa Whā.

Tātou oranga also refers to health and wellbeing service providers and kaimahi ora, it is:

- hauora Māori and Pacific partners, hospital and specialist services, primary care, public health, aged care, and non-Government organisations
- kaimahi ora health workforce that deliver prevention, promotion, screening, assessment, treatment, and palliative or support services.

Tātou oranga is the important and precious role our health service providers have to support us to be well.

Our wellbeing is a taonga that we cherish.

Tātou Whenua | Tātou Tāngata | Tātou Oranga

Mahi Mātua

(Principles of Practice)

Mana-i-te-whenua

Authority comes from the land

Recognise the whakapapa of mana whenua o Te Waipounamu

Nurture our whenua, so the whenua can nurture us

Partner with whānau and communities to achieve mana motuhake (self determination)

Value our kaimahi ora

Whakamana

Empowering

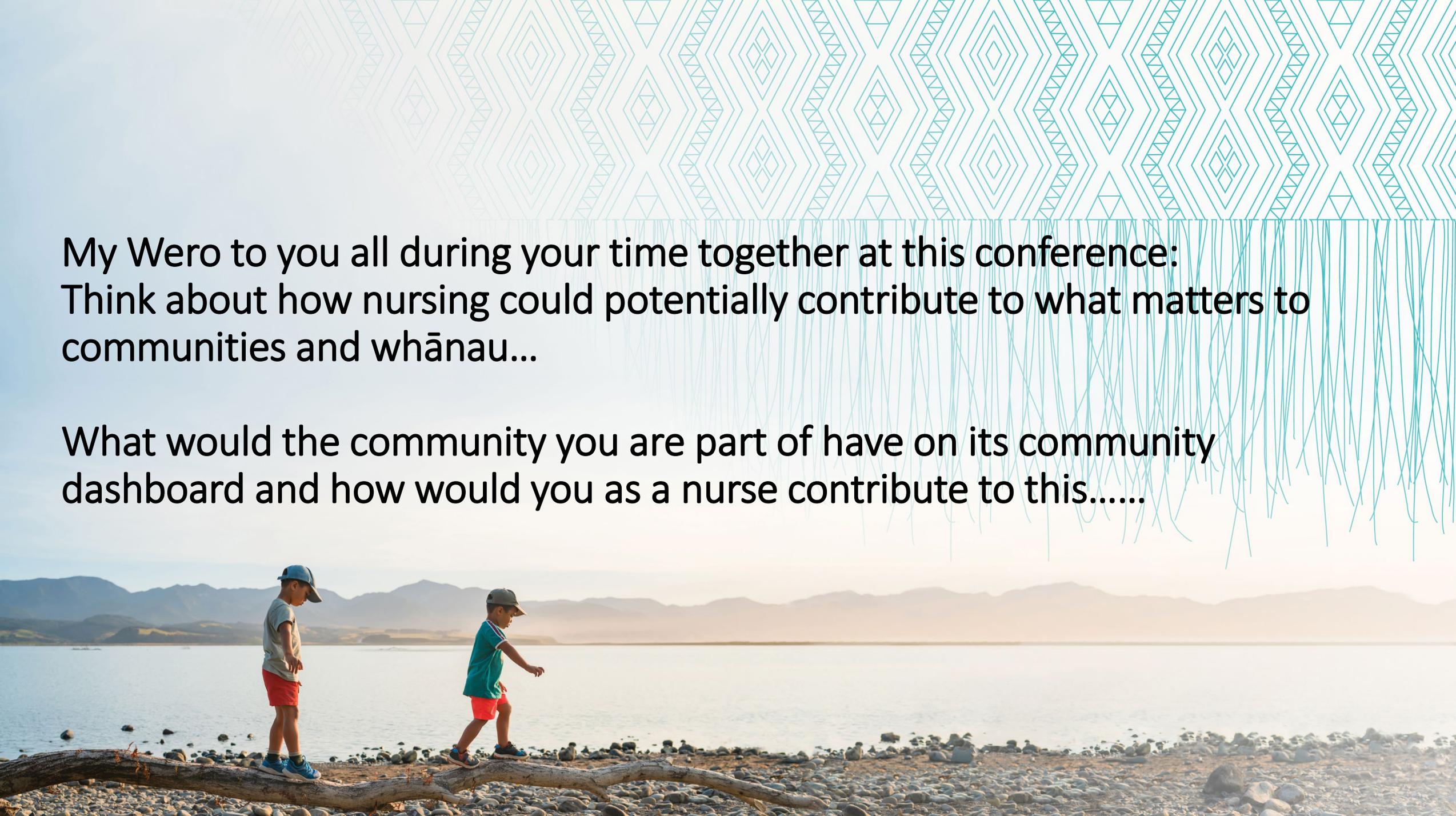
Kotahitanga

Unified

Collectively redesign the way health services are organised to improve accessibility

Deliver on equity promises

Mana-i-te-whenua | Whakamana | Kotahitanga



My Wero to you all during your time together at this conference:
Think about how nursing could potentially contribute to what matters to
communities and whānau...

What would the community you are part of have on its community
dashboard and how would you as a nurse contribute to this.....



Patai?

