

Tūhonotia te Hapori kei te Ora

Connecting communities for wellbeing

Strategic Plan 2020- 2025



Marlborough Primary Health

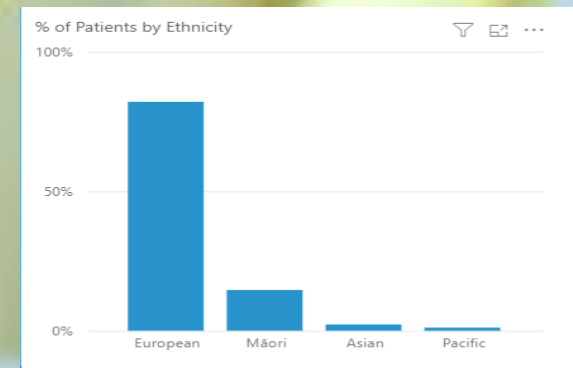
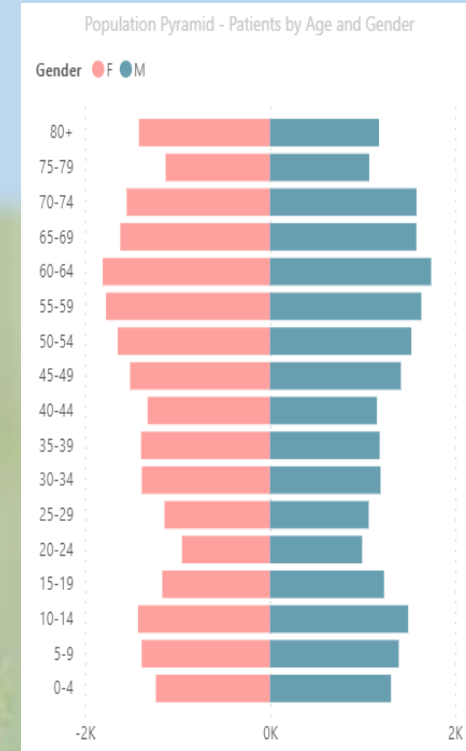
KIMI HAUORA WAIRAU | SEEKING WELLBEING IN MARLBOROUGH

Our rohe snapshot



46,627  enrolled population July 2021

- Predicted 9% total pop growth by 2033, by 5% each year across 75+ age group
- 11 General Practices
- Health Care Home
- Te Piki Oranga , Maataa Waka Trust & Te Hauora Ngati Rarua
- Urgent Care Clinic Marlborough
- PHO clinical programs
- Community based NGOs
- Community based DHB services



Weaving these themes provides a lens to view our strategic direction and a blueprint for connectedness



| | |
|------------|---|
| Whanau | Whanau Ora is a crucial building block of society |
| Equitable | Create the right environment, supported by Health Care Home |
| Access | Cultivated, named and treasured |
| Values | A Courageous, Respectful and Agile culture creating Suitability, durability and versatility |
| Innovative | Modern co-designs built on current models of care |
| Networks | Mutually beneficial and synergistic community relationships, building capability locally |
| Growth | Protected and nurtured |

Te Rautaki - our strategic context

The Marlborough Primary Health strategy of Whānau Ora, Equity, Access, Value, Innovation, Networking and Growth is grounded by the New Zealand Health Strategy, the New Zealand Māori Health Strategy and the Nelson Marlborough DHB strategic priorities.

| | | |
|--|---|--|
| <p>NZ Health Strategy Rautaki a-Motu <i>All New Zealanders live well, stay well, get well</i></p> | <p>NZ Māori Strategy He Korowai Oranga <i>Pae ora- healthy futures</i></p> | <p>NMH Fit For the Future Ki Te Pae Ora <i>Towards the new horizon and a healthy future</i></p> |
| <p>Value and high performance</p> | <p>Te whāinga hua me te tika o ngā mahi Value and high performance</p> | <p>Equitable Outcomes</p> |
| <p>Closer to home</p> | <p>Pae Ora Healthy futures for Māori</p> | <p>Healthy Communities</p> |
| <p>One team</p> | <p>Wai Ora Healthy environments</p> | <p>Personalised, Flexible and Responsive</p> |
| <p>Smart system</p> | <p>Whānau Ora Healthy families</p> | <p>Person and Whanau Centred</p> |
| <p>People-power</p> | <p>Mauri Ora Healthy individuals</p> | <p>Sustainable</p> |
| <p>Integrated and Connected</p> | | |
| <p>Safe, Skilled and Compassionate</p> | | |
| <p>Health, Safety and Wellbeing</p> | | |

Marlborough Primary Health - Strategic Aims

| | | | | | | |
|--|---|---|--|--|---|---|
| <p>W</p> | <p>E</p> | <p>A</p> | <p>V</p> | <p>I</p> | <p>N</p> | <p>G</p> |
| <p>Whānau Ora Achieving wellbeing</p> | <p>Equity People, community voice and data- driven</p> | <p>Access Easy, available, cross-sectors</p> | <p>Value Teams, technology, performance</p> | <p>Innovation Quality improvement, excellence, engagement</p> | <p>Networking Relationships, partnerships, collective impact</p> | <p>Growth Sustainability, system and alignment focus</p> |

Outcomes framework - Tūhonotia te Hapori kei te Ora - Connecting Communities for Wellbeing

Commitment to Te Tiriti O Waitangi

Strategic Aims

Whānau Ora

Achieving wellbeing

Equity

People, community voice and data- driven

Access

Easy, available, cross-sectors

Values

Teams, technology, performance

Innovation

Quality improvement, excellence, engagement

Networking

Relationships, partnerships, collective impact

Growth

Sustainability, system and alignment focus

W

Maori Health Strategy

Te Reo Whai Pānga
Whānau Input

Whānau aspirations, priorities and values are sought, heard and considered. Whānau are at the core of all decisions

E

Te Matatiki
Resourcing

Build capacity and supporting structures to allow system wide understanding of complex problems

A

V

Te Auahatanga
New Ideas

Whānau and Iwi are the centre for collaboration where diverse and local groups can develop new ideas and solutions

I

N

Te Whakawhānui
Scaling up Solutions

Successful innovation is linked by systematic changes in mindset, policy, process and structure to sustain whānau

G

System Level Measures

Preventing and detecting disease early
Reduce amenable mortality rates

Keeping children out of hospital
Reduce ASH rates for 0-4 year olds

Using health resources effectively

Reduce acute hospital bed days per capita

Ensuring patient centred care

Improve patient experience of care

Ensuring a healthy start

Increase proportion of babies who live in smoke-free households

Youth are healthy, safe, supported

Increase access to, and utilisation of, youth appropriate health

Quality Domains


Haumarū
Safe


Whaihua
Effective


Arotahikite te kiritaki
Consumer-centred


Māia
Efficient


Wā Tōtika
Timely


Kia tōkeke ai
Equitable

Health Care Home Domains


Urgent and unplanned care


Proactive Care


Routine and preventative care


Business efficiency and sustainability

Whanau Ora Outcomes

Rangatiratanga
Self-Managing

Kōtahitanga
Whānau Cohesion

Hauoranga
Living Healthy Lifestyles

Tuakiritanga
Participating in Te Ao Māori

Tiaki Taiao
Responsible Stewards of Living & Natural Environments

Pāporitanga
Participating in Society

Pukenga Rawa
Economic Security & Wealth Creation



Affordable Care

Excellent outcomes

Excellent experience for those we serve

Excellent experience for providers

Quadruple Aim

Contributory measures, quality and wellbeing Indicators - annual

Communities

Blenheim

Renwick

Havelock

Picton







Seddon

Equitable conditions create the right environment for people to thrive



- **Strengthening partnerships** with Te Piki Oranga and Marlborough Pacific Trust
- **Building networks and connections** to NGOs, Iwi, MDC, all health providers
- **Aim** minimum of 35% uptake of Maori across all community contracts
- **MPH and Te Piki Oranga** – work together to identify Maori men for CVDRA screening
- **Offer** outreach Covid vaccinations for RSE, vulnerable populations, rural populations
- **Protection** Covid vaccinations for priority Maori, Pacific, people with long term conditions
- **Promotion** Te Piki Oranga inclusive of the Stop Smoking Service
- **Improve health literacy** provide translated information to Pacific, Asian communities
- **Access/Outreach** clinics out of hours/weekends to high needs communities
- **Clinic vouchers for** high needs communities, Probation, Crossroads, BETHS
- **Upskilling** professional development and training is offered to providers
- **Support and coordination** focused on refugee, migrant and vulnerable populations
- **Te Tumu Waiora** - wellbeing practitioners and coaches in all practices

Strategy at a Glance 2020-2025 Tūhonotia te Hapori kei te Ora - Connecting Communities for Wellbeing

| Strategic Aims | | Key areas of focus | | | | | Whanau Ora Outcomes | | |
|------------------------------------|---|--------------------|--|---------------|---------------|------------------------|---------------------------|---|---|
| Commitment to Te Tiriti o Waitangi | Whānau Ora Achieving wellbeing | W | Positively support and influence cross-sector Whānau Ora and Wellbeing policy settings and directions Continue to drive the uptake and utilisation of the Hauora Direct Māori Health Strategic Framework | | | | | Rangatiratanga Self-Managing |  |
| | Equity People, community voice and data- driven | E | Connect information and people to inform and transfer knowledge to develop innovative ways to improve equity Health intelligence provides quality and context-based insights to support decision-making to improve equitable health outcomes Effective data stewardship and system interoperability will improve the access and flow of information | | | | | Kōtahitanga Whānau Cohesion |  |
| | Access Easy, available, cross-sectors | A | Provide leadership for the inclusion of bold political choices for health across all sectors Develop a strong affinity between the Health Care Home, Iwi and Maori providers and other community- based health, social and specialist services MPH will improve access by continuing to drive the digital connectedness in our rohe | | | | | Hauoranga Living Healthy Lifestyles |  |
| | Value Teams, technology, performance | V | Establish locality-based teams across the district to coordinate care and support whānau to meet their health and wellbeing needs Locality-based teams and coordinated care will be supported by technology that enables patient centred care, mobility, productivity, knowledge and safety MPH Outcomes Framework will focus expectations on equity of outcomes and any related consumer and practice incentives across our communities | | | | | Tuakiritanga Participating in Te Ao Māori |  |
| | Innovation Quality improvement, excellence, engagement | I | Recognise and celebrate our provider network achieving <i>excellence every day</i> in improving health outcomes through Clinical Governance and linking across the district Achieving our local response to the Te Tumu Wairoa primary mental health rollout | | | | | Tiaki Taiao Responsible Stewards of Living & Natural Environments |  |
| | Networking Relationships, partnerships, collective impact | N | Partner with people, community and providers to collectively support our communities' aspirations Become a trusted backbone organisation that supports cross-sector alliances Partner with local and national to improve our approach to research and development | | | | | Pāporitanga Participating in Society |  |
| | Growth Sustainability, system and alignment focus | G | MPH will give effect to the Nelson Marlborough DHB Health strategic and annual plans Diversify revenue streams to achieve primary health care clinical and financial sustainability Cultivate innovative approaches to primary health care workforce development to improve the experience of providing care | | | | | Pukenga Rawa Economic Security & Wealth Creation |  |
| COMMUNITIES | BLenheim | RENWICK | HAVELOCK | PICTON | SEDDON | Quadruple Aim | | | |
| | | | | | | Affordable care | Excellent outcomes | Excellent experience for those we serve | Excellent experience for providers |

MPH Clinical Programmes Strategic Planning 2020-21

Enablers

Digital initiatives and solutions will be consumer-led and enable interoperability in information sharing

Our safety system is robust

Our quality culture supports quality improvement

We have an organised and supported consumer voice to ensure partnerships are developed and sustained

Our model of care ensures health and social care alignment

Our aligned system will ensure people receive health care in a timely manner







We have strong and enduring health equity leadership

We have a strong and sustainable workforce that provides evidenced based care

Quality Domains

The quality domains and consumer, provider and system meaning depicted below are incorporated into the MPH Outcomes Framework



| Domain | Consumer/Whānau meaning | Provider Meaning | System Meaning |
|--|--|--|---|
|  Safe Haumaru | My Whānau and I will not be harmed by the health system | The care our consumers receive does not cause harm | Our safety system is robust and will identify if things are going wrong. It looks after our people (population and our providers) |
|  Effective Whaihua | My Whānau and I receive the right treatment for conditions, and it contributes to improving health | The care provided is based in best evidence and produces the desired outcome | Our quality culture supports quality improvement, innovation and research |
|  Consumer centered Arotahi ki te Kiritake | My goals and preferences drive my wellbeing/ care plan. My whanau and I are treated with respect and dignity. I am at the centre of all my care decisions. Nothing about me without me | Joint decisions about our consumers' care reflect the goals and preferences of the consumer and his or her whanau or caregivers | We have an organised consumer voice across our rohe that ensure we partner with people and whanau to support health and wellbeing |
|  Efficient Māia | The care my whanau and I receive from all practitioners is well co-ordinated and efforts are not duplicated | We deliver care to our consumers using available human, physical and financial resources efficiently, with no waste to the system | Our models of care ensure health and social care alignment. Resources are deployed to ensure best value for our community |
|  Timely Wā tōtika | I know how long I must wait to see my health care team for tests or treatments I need and why. I am confident this wait time is safe and appropriate | Our consumers can receive care within an appropriate and acceptable time after the need is identified. | Our aligned system will ensure people receive health care in a timely way |
|  Equitable Kai tōkeke ai | No matter who I am or where I live, I can access services that benefit me | Our consumers have access to the services they need regardless of their location, age, gender or socio-economic status. The treatment provided aims to ensure equity or outcomes so may be different to suit the specific needs of the person. | We have the strong and enduring health equity leadership across the rohe at all levels. |



Performance

Our performance will be aligned with our WEAVING and will be reported within the MPH Outcomes Framework

The overarching MPH outcomes encapsulate the Whānau Ora outcomes and the quadruple aim:

- Affordable care
- Excellent outcomes
- Excellent experience for those we serve
- Excellent experience for providers

High levels of performance in aligning health and social care will be achieved through engaging clinicians and system leaders in collecting and monitoring performance data.

A feedback loop on key outcome measures will be used to effect change and connect local quality improvement activities.

The specific measures in the MPH Outcomes Framework include the Maori Health Status, System Level Measures, Quality Domains and the Local and National Health Care Home Domains

