



HAURAKI
PHO
Te Puna Hauora Matua o Hauraki

Annual and Māori Health Plan 2020 - 2021

Reviewed June 2020

Mihimihi

Kā mihi ki te tangata, ka tangi ki te whenua
E ngā mate hāere, hāere, whakangaro atu ki te pō
Ki a tātou e takatū nei i te mata o te whenua
Kei te mihi, kei te mihi
Tēnā tātou katoa

Overview

Hauraki PHO – Te Puna Hauora Matua o Hauraki (HPHO) Strategic Plan 2020-2025 developed in conjunction with the HPHO Board, staff and General Practices articulates HPHO's mission, vision and values as shown further on in this Plan.

Te Tiriti o Waitangi is the founding document of Aotearoa and recognises and respects the principles of the Treaty. The Crown's commitment is reflected in the government's Strategic Objectives for Māori health and focuses on:

- Building the capacity for Māori participation at all levels of the health and disability sector;
- Enable Māori communities to identify and provide for their own health needs;
- Recognises the importance of relationships between Māori and the Crown in health services, both mainstream and those provided by Māori;
- Ensure accessible, equitable and appropriate services for Māori; and
- Foster and support Māori health workforce development.

The activities within this Annual and Māori Health Plan are based on the principles of Te Tiriti o Waitangi to include participation, protection and partnership and Hauraki tikanga and kawa. The principles are woven through policy, procedure and service delivery throughout the HPHO and its General Practices.

HPHO is committed to the recognition of the rights and responsibilities of whānau to receive safe and appropriate services that maximises their health and wellbeing. Māori are the tangata whenua in a bi-cultural society of Māori and non-Māori. HPHO will provide appropriate cultural support as a fundamental component of HPHO.

The key purpose of the HPHO Annual and Māori Health Plan is to provide a benchmark for driving Māori Health gain within the HPHO rohe. It is HPHO's intention to improve the health status of Māori through the removal of inequities.

The driver for the HPHO is to witness improved health outcomes, with Māori in our rohe living longer and better quality lives by understanding Māori health issues, through engagement with our key stakeholders (Iwi, Hauora Māori, General Practices, District Health Board, etc); integrated health; education and prevention services which are well resourced and sustainable into the future.

HPHO has a crucial role to play in the achievement of Māori health gains. HPHO general practices are committed to the improvement of Māori health and will contribute positively to continued improvements and the reduction in inequities through quality prevention, assessment and treatment.

The Annual and Māori Health Plan is based on Whānau Ora principles to assist Māori to achieve improved health and wellbeing through a whānau centered approach. A commitment to the achievement of the Ministry of Health Targets and the System Level Measures is only one positive step towards maintaining and improving the health of Māori residing in our rohe.

The Annual and Māori Health Plan will continue to evolve through the outcomes of the Tiriti o Waitangi Claim 2575; the Health and Disability System review recommendations to include the development of Locality Plans driven in partnership with our key stakeholders and through the support of the HPHO Board.



Hauraki Primary Health Organisation Strategic Plan 2020-2025

Te awhero: Te whakatutuki i te whāinga kia mana taurite ā-hauora mā te whakamana i ō mātou whānau kia ahu ai rātou ki te mana motuhake

Vision: Achieving health equity by empowering our whānau toward mana motuhake

Te huarahi matua: Te mahi ngātahi me ō mātou wāhi mahi, me ō mātou hapori, me ō mātou tāngata e matatika ai ngā hua

Mission: To work in partnership with our practices, our communities and our people to achieve equitable outcomes

Whanaungatanga | Manaakitanga | Kotahitanga | Aroha | Tika | Pono

Goals:

Embed a Whānau Ora approach to our partnerships, collaborations and services

Engage with our whānau and communities to understand their needs and aspirations

Increase health literacy for our whānau

Target our funding to areas of highest need

Develop the internal enablers to support the work we do

Ensure a managed approach to growth

Measures of Success:

Agreed social determinants indicators improve year on year

An annual planning process with whānau and communities determines priorities for investment and required system improvements

Agreed health literacy indicators improve year on year

Increased percentage of funding allocated to support those with the greatest need

Workforce development, the use of technology and the sharing of data improves system literacy across our network

Increased services/contracts and General Practices that are aligned to HPHO's vision, mission and values.

Tiriti o Waitangi principles | Hauraki tikanga and kawa

Hauraki PHO Values Defined

- Manaakitanga (respect and care for others)
- Whanaungatanga (whakapapa, connections and relationships)
- Aroha (love, compassion, patience, humility, empathy and respect)
- Kotahitanga (unity and collective approaches)
- Pono (truth, honesty, integrity and reliable)
- Tika (doing what is right with integrity)

Behaviours and outcomes that underpin the Values

Value	Behaviour	Outcome
Manaakitanga Respect and care for others	<ul style="list-style-type: none"> • Model respect at all levels of interactions • Caring and compassionate • Treat people with respect • Active listening • Solutions focused 	<ul style="list-style-type: none"> • Trust is established between the work whānau and whānau • Whānau and communities are empowered to be self-confident and self-manage
Whanaungatanga Whakapapa, connections and relationships	<ul style="list-style-type: none"> • Connecting with others through whakapapa and other linkages • Understanding and respect for all cultures 	<ul style="list-style-type: none"> • Empowering and respecting whānau wellness • Development of positive relationships
Aroha Love, compassion, patience, humility, empathy and respect	<ul style="list-style-type: none"> • Caring and compassionate • Displays empathy in all work situations • Respect for all 	<ul style="list-style-type: none"> • Work whānau and whānau feel respected • A place of belonging and identity for whānau
Kotahitanga Unity and collective approaches	<ul style="list-style-type: none"> • Active engagement and consultation with Māori hauora, Iwi and whānau • Have each others backs, one for all, all for one • Collective approaches with whānau 	<ul style="list-style-type: none"> • Adaptability of services that meet the needs of the Māori population • Collaborative approaches • Work whānau feel supported
Pono Truth honesty, integrity and reliable	<ul style="list-style-type: none"> • Working in an ethical manner 	<ul style="list-style-type: none"> • Doing the right thing at the right time and in the right way
Tika Doing what is right with integrity	<ul style="list-style-type: none"> • Transparency in dealing with the work whānau, whānau and general practices • Model respect at all levels of interaction with all views valued 	<ul style="list-style-type: none"> • Open communication and authenticity • Loyal partnerships • Credibility with Providers, stakeholders and funders





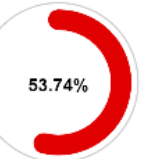















Patient Demographics

As at the 1st July 2020, the HPHO has an enrolled population of 63,677 within five General Practices, with 18 clinics covering eight communities across Waikato and Hauraki. Māori are the largest ethnic group, making up approximately 40% of the population.

Register and FFS Analysis for Hauraki PHO for Jul 2020			
For Jul 2020			
Patient Register			
Funded		Age Group	
Patients Funded	63,677	00-04	4,473
		05-14	10,536
		15-24	8,886
		25-44	19,120
		45-64	14,059
		65+	6,603
Ethnic Group		Deprivation Index	
European	22,537	Quintile 5	22,000
Maori	24,918	Quintile 1 - 4	40,083
Pacific Island	4,401	Unknown	1,594
Asian	10,012		
Other	1,762		
Unknown	47		

Clinical Indicators Dashboard

The dashboard indicates current performance towards a number of key clinical measures.

	Smoking Brief Advice 10 August 2020	Cardiovascular Risk	Diabetes Control	Breast Screening	Cervical Screening
Total					
Required	 3,367	 5,363	 1,632	 4,229	 4,809
Māori					
Required	 1,981	 2,135	 816	 1,691	 2,201

Annual and Māori Health Plan Actions 2020/2021

The below table captures the HPHO's non-business as usual activities that align to the HPHO Strategic Plan 2020-2025's goals.

Embed a Whānau Ora approach to our partnerships, collaborations and services		
Team	Activity	Timeframe
Finance, Quality and Administration	Reinforce and strengthen Hauraki Kaupapa Māori cultural practices through two staff Wānanga	June/October 2020
	To be an active member of the Kaupapa Māori PHO group to support the achievement of Māori health outcomes	Jul-20
	To be active members of Kaupapa Māori Community Provider networks to support the achievement of Māori health outcomes	Jul-20
	Accreditation support to practices through developing policies and procedures to meet the new standards which are now inclusive of Māori indicators and criteria	Monthly
	Seek new opportunities to access additional funding for practices e.g. MPDS	May-20
	Improve the "weekly update" communication to general practices through gaining general practice feedback on its reliability, timeliness, user friendly, etc	Ongoing
Practice Support	Strengthen our relationships with our General Practices through general practice support	Ongoing
	Be responsive to needs through anticipating upcoming concerns and problem solve early	Ongoing
	Provide clinical advise and leadership for our General Practices and internally across all strategic goals	Ongoing
Education	Recommence Smoking Cessation Champions quarterly newsletter	Quarterly
	Share ideas to increase smoking brief advice and cessation across practices through promotion of "every encounter is an opportunity" for all general practice staff	Sep-20
	Work with General Practices to assess interest for GATEWAY 2021 placement with a focus on Māori students	Sep-20
	Work with Te Puna Oranga/WDHB to collaborate on GATEWAY placements	Ongoing
	Begin GATEWAY programme conversations with secondary care educators	Ongoing
Ngā Kaitiaki Manawanui Whai Ora	Develop stronger partnerships with General Practices/secondary care through sharing ideas of care via regular hui	Ongoing
	Work with community/whānau ora services to raise awareness and education of long term conditions including specialties such as Diabetes/Respiratory	Ongoing

	Work with Respiratory Clinical Nurse Specialist (asthma) to ensure improved communication and seamless care post discharge to include GASP trained nurses are alerted to follow-up these patients post discharge within one week of discharge	Ongoing
	Building General Practice relationships that enhance diabetes clinical rigour, knowledge and recognition that whānau self-management is the end goal	Ongoing
Breast/ Cervical Screen	Develop stronger Breast/Cervical partnerships with General Practices through sharing ideas to increase screening and education	Ongoing
	Work with whānau ora community services by raising the awareness of cervical screening through education	Ongoing
Outreach Immunisations	Develop stronger immunisation partnerships with General Practices through sharing ideas of care via regular hui	Ongoing
	Work with community whānau ora services to raise awareness on the importance of on time immunisations	Ongoing
	Work with General Practices to support outreach flu vaccinations	Ongoing
Primary Mental Health	Develop stronger partnerships with counsellors, psychiatrists and community mental health teams by sharing ideas through regular hui	Dec-20
	Provision for expanding referrals to community whānau ora services by raising awareness and education of primary mental health services	Dec-20

Engage with our whānau and communities to understand their needs and aspirations

Team	Activity	Timeframe
Finance, Quality and Administration	Work in an integrated way with our Practice Support team to provide feedback on financials, quality and administrative areas for the benefit of our General Practices	Ongoing
Practice Support	Kanohi ki kanohi General Practice hui to discuss and resolve specific issues	Six weekly
	Commence wider General Practice forums to bring the network together to collaborate in a group workshop	3 x annually

Education	Identify barriers to patient engagement with regard to smoking cessation and develop solutions to address barriers	Ongoing
	GATEWAY programme information shared with practice teams through phone/visits to practices and via the weekly update to include messages being shared with Rangatahi via practices	September/December 2020
Ngā Kaitiaki Manawanui Whai Ora	Identify barriers to patient engagement and develop solutions alongside General Practices to address barriers	Ongoing
	Support whānau to meet their aspirations by raising awareness and education of community services and opportunities available	Ongoing
	Audit of patients having received GASP assessments by random sample with a simple questionnaire to patients/whānau to assess improved asthma outcomes	Ongoing
	Support networking of community long term condition nurses through online learning forums, email resources, regular telephone contact and support to attend face to face education	Ongoing
Breast/ Cervical Screening	Identify barriers to patient engagement with cervical smears and develop solutions alongside General Practice to address barriers	On-going
	Identify barriers to patient engagement with breast screening and develop solutions alongside General Practices to address barriers	On-going
Outreach Immunisations	Identify barriers to parents engaging with General Practices for immunisations and develop solutions with General Practices	On-going
Primary Mental Health	Identify barriers to whānau engagement with services and develop solutions alongside General Practices to address barriers	Dec-20
	Identify areas of improvement for whānau being re-referred to the service and develop solutions alongside General Practices	Dec-20

Increase health literacy for our whānau

Team	Activity	Timeframe
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Finance, Quality and Administration	Review relevant communications with our practices and community to ensure it is offered in Te Reo e.g. Strategic Plan	Ongoing
	Review and remodel the Website to ensure it is an efficient tool through ease of navigation for our General Practices and whānau through seeking GP and whānau feedback	Mar-21
Practice Support	Work with practices to understand current areas of need and facilitate improvement	Jul-20
	Ensure all PHO communication is clear, consistent and in an accessible manner	Ongoing
Education	Provision of smoking brief advice/cessation practice support packs in Te Reo and English	Ongoing
	Review the quality of smoking cessation resources to ensure there are no patient engagement barriers	Ongoing
Ngā Kaitiaki Manawanui Whai Ora	Identify initial long term conditions health literacy levels and develop solutions i.e. educational resource development in varied modes of communication	Dec-20
	Increase health literacy information to patients and whānau by increasing the availability of asthma and COPD information and developing an individualised pictorial asthma inhaler guide for patients	Ongoing
	Increase health literacy for whānau with diabetes by exploring options for whānau with relevant diabetes resources that support learning based on Te Ao Māori	Ongoing
	Create an educational video from whānau educating other whānau on living well with diabetes for use in practice waiting rooms	Ongoing
Breast/Cervical Screening	Identify initial breast/cervical health literacy levels and develop solutions i.e. educational resource development in varied modes of communication	Dec-20
	Provision of midwifery resources, health promotion and education for our wāhine whānau	Jul-20
Outreach Immunisations	Identify initial immunisation health literacy levels and develop solutions i.e. educational resource development in varied modes of communication	Dec-20
	Upskill staff on assessment of health literacy levels by sourcing training programmes available	Dec-20
Primary Mental Health	Identify initial primary mental health, health literacy levels and develop solutions i.e. educational resource development in varied modes of communication	Ongoing

Target our funding to areas of highest need

Team	Activity	Timeframe
All Services	Whānau satisfaction surveys are carried out to gain input into service/programme development and/or improving services through a redesign	Ongoing
Finance, Quality and Administration	Look for alternative advertising mediums such as Kaupapa Māori newsletters to advertise upcoming roles	Ongoing
Practice Support	Ensure Māori health improvement is identified as a priority in all operations/programme development	Continuous
	Assist practices to ensure that available funding is utilised to it's full extent	Continuous
	Investigate areas for innovative opportunities outside of current business as usual	Continuous
Education	Focus System Level Measure smoking brief advice/cessation payments on achievement for Māori	Quarterly
	Grow Māori workforce within general practices through the promotion of education/funding opportunities	Ongoing
Ngā Kaitiaki Manawanui Whai Ora	Initiate assessment of long term conditions data to find highest needs area through researching population demographic across General Practices	Dec-20
	Develop and establish a long term conditions plan based on data and work collaboratively with General Practices	Sep-20
	Work with General Practices and IT support to identify patients with high asthma burden as portrayed by General Practice presentations and prioritise them to receive GASP assessments	Ongoing
	Analyse GASP audit data for improvements in asthma control and to feed into improved System Level Measures	Ongoing
	Implement a business case that supports adding a nutritionist that can provide culturally specific, tailored information to the whole whānau around healthy kai	Ongoing

Breast and Cervical Screening	Initiate assessment of data to find breast and cervical highest needs area through researching population demographic across General Practices	Mar-21
	Develop and establish a breast/cervical plan based on data and work collaboratively with General Practices	Sep-20
Outreach Immunisations	Initiate assessment of data to find highest needs area through researching population demographic across General Practices	Mar-21
	Develop and establish a plan based on data and work collaboratively with sub-contractors/General Practices	Sep-20
Primary Mental Health	Initiate assessment of data to find highest needs area through researching population demographic across General Practices	Mar-21
	Develop and establish a plan based on data and work collaboratively with General Practices	Sep-20

Develop the internal enablers to support the work we do

Team	Activity	Timeframe
Finance, Quality and Administration	Support the development of staff members to take on new roles within the organisation through identifying those staff that fit this criteria	Ongoing
	Introduce a team building event to support staff morale	Oct-20
	Implement the developed intranet to provide a common place that staff can share information and access key documents	Mar-21
Practice Support	Develop a set of Thalamus applications enabling stakeholders to interactively engage with data	Jul-20
	Empower practices to utilise current resources to their full extent	Jul-20
Education	Grow Māori workforce (whole team) to include graduate and postgraduate	Ongoing
	Support the Expression of Interest to the Nursing Council for Registered Nurse Prescribing in the Community	Jul-20
	Grow Māori Designated RN Prescriber and Nurse Practitioner workforce through linking interested nurses with colleagues undertaking/completed pathways as potential mentors/support across all practices	Ongoing
Mana ki Mana wanui	Work with General Practices to improve referral and feedback processes through regular hui	Ongoing

Breast and Cervical Screening	Support General Practices to build capacity and clinical competency in managing complex diabetes within the whānau by ensuring every practice has at least one specialist nurse per 700 whānau with diabetes, two proficient nurses and every nurse is working to the basic level of care	Ongoing
	Reduction in numbers of HbA1c over 100 mmol/mol to less than 200 whānau	Jun-21
Outreach Immunisations	Work with Midlands and General Practices to improve referral processes through regular hui and review of referrals against General Practice data	Dec-20
	Work with NIR to improve the referral process through regular hui and review of referrals against NIR data	Mar-21
Primary Mental Health	Work with immunisation team around workload distribution and find solutions for more capacity	Mar-21
	Work with General Practices to improve referral and feedback processes through regular hui	Dec-20

Ensure a managed approach to growth

Team	Activity	Timeframe
Finance, Quality and Administration	Reconfigure Xero Software to create efficient financial processes	Jun-21
	Growth of services through tenders and new contracts that support our people and communities we serve	Jun-21
	Through the Primary and Community Alliance support initiatives to shift services to primary care	Jun-21
	Support for interested General Practices to become a member of the HPHO	Ongoing
	Provide administration support to finance team and contract development to ensure robust applications for funding to grow PHO capacity	Ongoing
Practice Support	Provide a stable, reliable and trusted platform that demonstrates excellence in everything we do	Ongoing
	Maintain HPHO's kaupapa of openness and transparency across all actions	Ongoing
Education	Grow Māori workforce using sustainable model which includes small cohort, well supported with long term view to ongoing career pathway and opportunities	Ongoing

	Grow Māori workforce by identifying student nurse placement and capacity with Iwi Providers (preceptors to support third year placement)	Ongoing
Ngā Kaitiaki Manawanui Whai Ora	A growth in numbers of GASP accredited nurses in HPHO with the potential to grow this into continuing training	Ongoing
Breast and Cervical Screening	Develop and implement breast and cervical initiatives in partnership with General Practices and Breast Screen Midland	Dec-20
Outreach Immunisations	Develop and implement immunisation initiatives in partnership with sub-contractors, General Practices and NIR	Dec-20
	Source additional funding opportunities through being a part of the Immunisation Leadership Group	Dec-20
Primary Mental Health	Develop and support implementation of initiatives in partnership with General Practices	Dec-20
	Source funding opportunities through being a part of key stakeholder and mental health Governance forums	Dec-20