

# TRANSFORMING HEALTH AND WELLBEING OUTCOMES, EVERYDAY: OUR JOURNEY

**2016-2021**  
Impact Report



COLLABORATIVE  
AOTEAROA

WHAKAWHANAUNGATANGA  
IS AT THE HEART OF OUR MAHI



SUPPORTING COMMUNITY AND WHĀNAU  
TO LEAD AND SHAPE OUR MAHI



## Our Vision

To bring together a strong collaboration of leaders committed to building an equitable future, through transforming health and well-being outcomes everyday, for all New Zealanders. Collaborative Aotearoa is committed to:

Honouring Te Tiriti o Waitangi

Elevating the voices of whānau, communities, and Hauora networks within our mahi

Bolstering services to advance delivery of the NZ Health reforms through continued support for general practices, digital health and localities learning platforms.



Nau mai haere mai,

Our team are delighted to provide this report showcasing the impact of our mahi over the last five years, and setting our strategic intentions for the future.

Reflecting on our journey has shown just how much a small and passionate team can achieve when networks and relationships are strong. With whakawhanaungatanga at the heart of our mahi, trust and connectedness shines through.

This impact report includes some of our highlights including support for the whānau centred enhanced Health Care Home (HCH) Model of Care, tools to accelerate adoption of Digital Health in a Covid19 world, and responding to the health reforms, in particular localities.

The report also introduces our new brand - Collaborative Aotearoa. A name that reflects our commitment to expand our reach, support our networks and continue to bring focus to equitable access to more communities and practices across Aotearoa. Health Care Home remains an important part of our mahi, particularly as a wellbeing partner within localities.

We invite you to review the impact of our mahi to date and learn about our strategic direction to support and improve equitable access to health and wellbeing services across Aotearoa, through Te Tiriti o Waitangi based relationships.

Ngā mihi nui

**MARK LIDDLE (CHAIR) & AMARJIT MAXWELL (CE)**  
COLLABORATIVE AOTEAROA

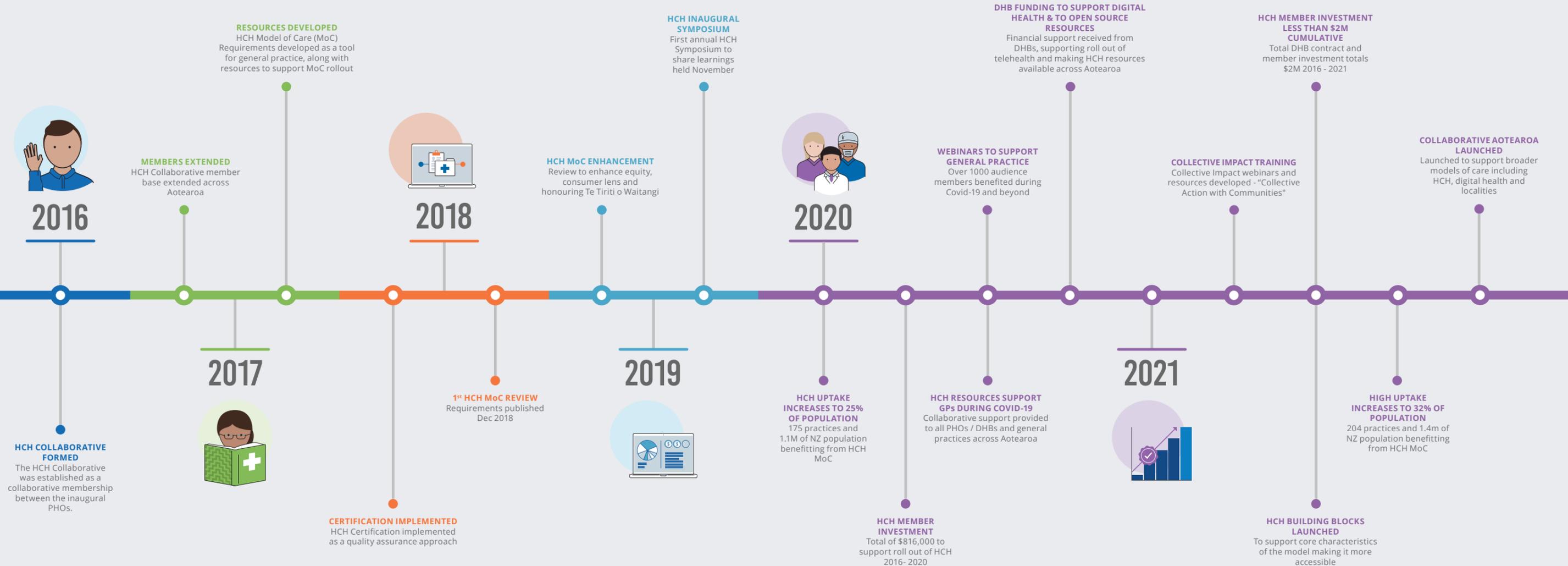


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# Our Journey Collaborative Aotearoa

Key milestones and highlights of our Collaborative journey to improve whānau wellbeing across Aotearoa:



Our shift to Collaborative Aotearoa reflects a wider scope to work with primary and community providers by leveraging the experience of our team and the expertise of our extended network.

Collaborative Aotearoa provides a structure under which we utilise collective action to lead, advocate and connect health and wellbeing services across Aotearoa to achieve a more equitable future.

## Our Whakatauki

Hapaitia te ara tika pumau ai te rangatiratanga mo ngā uri whakatipu

Foster the pathway of knowledge to strength, independence and growth for future

## Our Values



### Poipoia

Having empathy and nurturing the provision of quality care for whānau



### Manaakitanga

Acknowledging the mana of each party in order to create an environment of respect for different perspectives and behaviours



### Whakapono

Acknowledges the need for trust in doing the right things to ensure high quality systems and quality care



### Tino Rangatiratanga

Respecting the self-governance of each party and their control over their own destiny



### Ōritetanga

All whānau experience the same excellent health and wellbeing outcomes regardless of situation and challenges



### Pūkengatanga

There is an expected level of expertise by those delivering care and an obligation to do the best for patients and whānau



### Kaitiakitanga

Acknowledges a duty of care as a custodian that has the best interests of the patient/ whānau and staff at heart

# Project Highlights

Collaborative Aotearoa provides tools, resources, and expertise to support change management and implementation at scale.



HCH Model of Care enhanced to honour Te Tiriti o Waitangi, equity and lived experience leadership



HCH Performance Benchmarking and Vulnerability index launched



HCH Building Blocks is a flexible and adaptive MoC that is implemented around the needs of community/whānau to improve access



Locality Data Dashboard: Building capability, sharing knowledge and early learnings



Collective impact learnings for Aotearoa – Collective Action with Communities



Digital Health, Online Learning framework.



Regional network support for Health Care Home, Digital Health and Localities



HCH Symposium and Virtual Summit



HCH Certification – quality assurance and improvement lens



Lived experience network – gathering stories



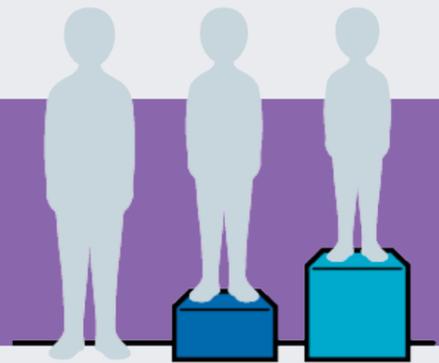
Website refresh to improve access to tools, resources and expertise



Webinars delivered during and post covid lockdowns to support sector capability

# HCH Learnings

The HCH Model of Care Evidence Review has provided useful learnings for continuous improvement. For some time now we have sought greater input from those with lived experience as well as our focus on improving access through digital health.



## Pūkengatanga

- The investment of time and effort required should not be underestimated
- LEAN processes are improving practice efficiency and teamwork
- Impacts on secondary care may be promising but more time is required to measure effects

## Poipoia

- Not all patients are the same and different services work for different people
- Some HCH tools for routine and proactive care may need revising

## Manaakitanga

- Not all practices/PHOs are the same and have different relationships and resources to draw on in supporting change
- Expanded teams have enhanced teamwork and improved continuity of care
- Staff workload may have increased in some cases

## Kaitiakitanga

- Unplanned appointments are more effectively managed
- Some studies suggest that we need to continue to be more patient-centred
- Mixed findings in relation to the financial sustainability of HCH practices

## Whakapono

- Continuity of care and trust-based relationships are important for Māori and Pacific patients and whānau
- Telephone triage supports continuity of care and managing unplanned appointments, but may not be equitable
- Patient portal is useful for some, but not all

## Tino Rangatiratanga

- HCH practices are helping people to help themselves
- People want to become more health literate
- Shared medical appointments are an effective tool that could be used more
- More flexibility is needed to allow the model to be adapted to local contexts

## Ōritetanga

- Equitable outcomes are not consistently evident
- An 'equity lens' has been further strengthened in the HCH model of care review
- Cultural needs are about more than just ethnicity
- Lower cost is not everything

# Our Team

Our diverse and highly passionate team hold years of experience in primary and community care. We believe in building strong and trusting relationships as well as working with our partner organisations to support the health and wellbeing of whānau.

Special thanks to our inaugural Chair of the Collaborative, Martin Hefford, for his foresight and vision of getting this mahi started back in 2016.



**Amarjit Maxwell**  
Tumu Whakarae



**Kanita Nikora**  
Kaiwhakahaere kaitohu



**Kirsten Kyle**  
Kaiwhakahaere Kaupapa



**Jess White**  
Kaiwhakahaere kaitohu



**Jo Henson**  
Kaiarataki Panonitanga



# Governance



**Mark Liddle**  
Chair



**Lance Norman**  
Deputy Chair/Equity Lead



**Dr Jeff Lowe**  
Clinical Lead



**Dr Andrew Miller**  
Clinical Lead



**Chiquita Hansen**  
Connecting Communities for Wellbeing Lead



**Bridget Allan**  
Co-design Champion



**Merle Samuels**  
Lived Experience Advisor



**Gary Sutcliffe**  
Lived Experience Advisor

## What Matters To Whānau

Every year our team of leaders, sector groups and health practitioners become catalysts for change across the health and wellbeing sector. Their impacts become the stories our people, whānau and our community tell – the successes, the challenges, and the strides being made towards equitable access to services for Aotearoa's priority populations.

We collect and share stories often to provide living examples of our work in practice, but also to celebrate the hard work and dedication of change leaders whether at a practice, PHO, DHB or community level.

### Te Whareora O Tikipunga – Whakawhanaungatanga

#### Maureen & Lisa Bracewell – Whangarei Health Care

Maureen (Practice Nurse) and Lisa (General Practitioner) are clinicians at Te Whareora O Tikipunga, a Health Care Home general practice in Whangarei. To them, the HCH model is about creating the capacity to establish meaningful relationships with their patients, in order to best serve their needs. The Māori concept of Whakawhanaungatanga is of paramount importance to the team – it represents the establishment of authentic relationships within a Māori context.

"We as a general practice care about Whakawhanaungatanga – we owe it to our patients to give them the best care, making sure they know they're being listened to. It's not just about their health problems, it's about their whānau and what's going on in their lives." – Maureen.

The HCH model has also allowed the practice to develop broader team roles, enabling the GPs, nurses and other clinicians to work at the top of their scopes and expand their services to patients.



### Getting to know your patients

#### Dr. Andy Williams – Feilding Health Care

Andy believes the HCH model of care works best when the clinician knows their patients. One of the requirements of the HCH model is that the GP triage checks that the GP is available to their patients via phone for a specified time slot each day. This ensures continuity of care and more efficient patient management. The GPs are also encouraged to take ownership of their appointment books so that they have more control over their day, something Andy deems essential to making the model work.

"If you know the patient, you can take the history over the phone, which means you just need to carry out the clinical examination upon arrival. It's a more efficient way of operating."



#### Aifou, 38, Female

Aifou called her practice to book an appointment for a suspected UTI. Within minutes, her doctor had called her back and was able to assess her needs over the phone. The doctor then booked Aifou to see the nurse that same morning, using a standing order to enable the nurse to prescribe antibiotics if necessary. During her appointment, the nurse also notices that Aifou is due for a cervical screening and a mammogram, and books these in with the appropriate service providers with Aifou present.



#### Jana, 45, Female

"I called Hora Te Pai Health Services to book an appointment for my 7-year-old daughter, as she was complaining of a sore tummy. My GP returned my call quickly, and after answering more questions, we established that there was no sore throat or fever, so we agreed that we would monitor over a day or two to see if the symptoms worsened. It saved me time and avoided a visit to the GP — this new service is awesome."

#### Sandra, 64, Female

Sandra's husband was diagnosed with Alzheimer's disease in 2012. As his disease progressed, their GP helped to co-ordinate services such as a home assessment, access to respite care and eventually help getting him into a rest home. Sandra was put in touch with an Alzheimer's support group. Sandra also took advantage of being able to access their GP via phone to seek instant advice when she needed it.

"Having all this support has been marvellous & getting him into the home has meant I can be back as his wife, rather than just a carer".



# Financials

## INAUGURAL MEMBERS (2016)

Early adopter support with our inaugural members – ProCare, Pinnacle, Pegasus, Tū Ora Compass Health and Northland District Health Board, have facilitated excellent sharing and learning.

## GROWING MEMBERSHIP

Additional memberships since 2017 have allowed our core mahi of the Health Care Home model and Digital Health to be supported across general practices in Aotearoa.

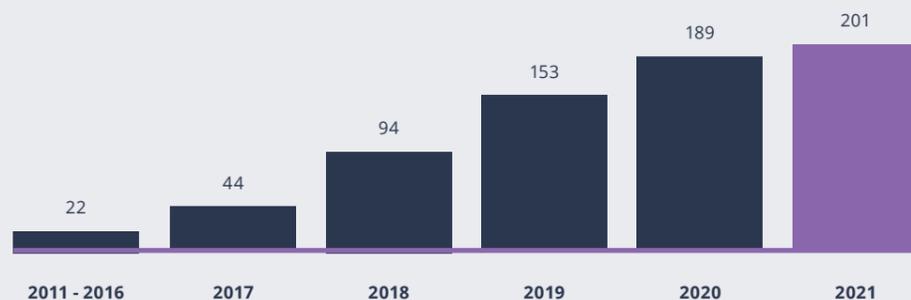
## WIDER NETWORK SUPPORT

With equity front and centre, all tools and resources shared by the Collaborative were open sourced prior to the first Covid19 lockdown. All member PHOs and other organisations are actively supported with change and implementation for the Health Care Home model, Digital Health and more recently a collective impact approach to localities.

## IMPACT OF OUR MAHI

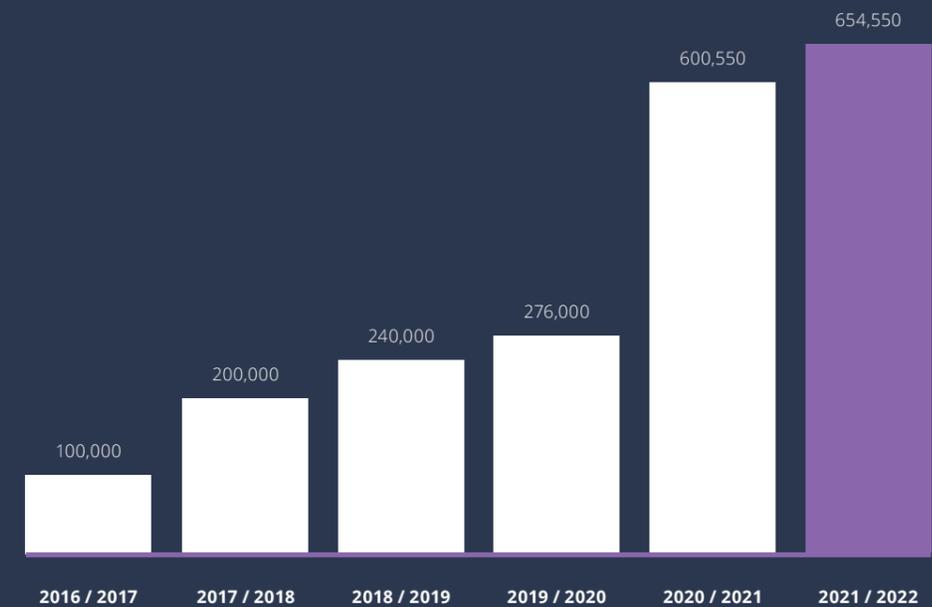
Over recent years, the number of HCH general practices has grown, with over 200 practices offering this model of care and around 32% of our enrolled population benefiting from improved health and wellbeing outcomes.

CUMULATIVE NUMBERS OF HCH PRACTICES



Efficiently optimising funds received and applied – our goal is to remain lean, while still achieving change and implementation at scale."

CONTRACT AND MEMBERSHIP REVENUE



Increased revenue since 2020/21 relates to contractual commitments for digital health and enhanced equitable support across our networks.

## Strategic Direction

### Our Mission

Continue to partner with experts to powerfully support system change to ensure whānau flourish. We will expand the reach of the Collaborative across the motu, support our base membership of general practices on the journey to become Health Care Home wellbeing partners within localities, and strengthen peer to peer shared learnings and workforce development, at scale and pace. We will boldly drive our mahi towards equitable outcomes for Aotearoa through supporting:



Locally designed and tailored approaches to address priority population needs.



Better connected primary and community care providers centred on shared priorities and measurement.



Iwi-Maori leadership, honouring Te Tiriti o Waitangi partners within the local rohe.

### Our promise to our network

**Be a catalyst for change** – help networks and communities to translate system change, challenge thinking and enable localised action.

**Collaborate and facilitate** – bring together community and locality leaders to learn from each other.

**Influence** – leverage efforts of our network to share the learnings and not reinvent the wheel.

**Empower** – build capability in our networks and communities committed to change.

**Practical implementation** – support the doing focused on what really matters to your local network.

**Sustainable mahi** – set up for sustainable implementation, supported by backbone organisations.

**Champion** – for resources to communities to achieve local outcomes.

COLLABORATION MOVES  
AT THE SPEED OF TRUST





COLLABORATIVE  
AOTEAROA

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