

Building Tomorrow's Health Services

# Workshop Feedback

Recommendations & Issues



*A Community Partnership*

# Leadership in Primary Care

Kim Arcus & Judith Smith

## Recommendations:

- Mechanisms to support community leadership (unlikely to happen without it)
- Leadership to review PHO governance and funding
- Networks/conferences to start aligning visions and collaborate
- DHBs to support leadership development

## Issues:

A number where identified. Two common themes were:

- Shared Vision
- Workforce development

# Consumer Influence on Service Development

Monique Davies & Tanu Toso

## Recommendations:

- Community itself – we don't bite and we can lead! And we are open to working together, because we serve the same community.

## Issues:

- Consumer involvement is limited by resources and capacity. How can DHB's support us?
- How does your DHB have transparent and accountable relationships with local government?

# Improving System Sustainability and Performance

Chris Mules

## Recommendations:

- Need national planning for low volume services.
- Some fragile local services need a national look e.g. maternity.
- Strong participation by consumer groups, especially with low volume services.
- Need a forum to provide platform for Maaori health discussions at a national level.

## Issues:

- What should be planned nationally? – Complex question.
- How we insure equitable access is critical – implementation just as important as the planning.

# Quality Improvement

Dr Mary Seddon

## Recommendations:

- Have a 5-year horizon as well as a 20-year.
- National vision for high cost/high value technology e.g. prescribing.
- More information given to patients when drugs dispensed.
- E-medication – across sector, no change to list without a reason.

# Regional Collaboration

David Meates

## Recommendations:

- Need a “Vision”
- Regional/national Service Planning not an optional extra – it must be core business.
- To be heard is fundamental!
- Discussion/debate needs to focus on “How are we going to get there?”

## Issues:

- Don't confuse ownership with service delivery.
- Well developed solutions dis-empower.

# Working with Other Sectors to Address Workforce Scarcity

Elizabeth Powell & Anne Fitisemanu

## Recommendations:

- Sector-wide approach to managing Pacific nurses into the workforce.
- Mentor youth to work in the health sector.
- Long-term funding/scholarships – earn as you learn.

# Grabbing the Tiger by the Tail in Mangere

Tony Spelman

## Recommendations:

- Community as Principal Stakeholder
- Wellness not sickness
- Health Services supporting the community's health and wellness aspirations.

## Issues:

- Community demands are often unrealistic.
- Community empowerment could be a dangerous experiment in people's health.
- People just need to be educated better and then we all get on with the job of delivering health and community services.

# Clinical Networks

Dr David Panter

## Recommendations:

- NZ should explore more clinical networks as part of long-term systems framework.
- Have to be tailored to NZ.

## Issues:

- Getting the workforce balance right.
- Health sector governance.
- Models of care.

# Supportive Technology in Future

Dr David Galler, Dr David Parrish, Dr Donna Stemmer & Alex Ushakoff

## Recommendations:

- National vision needed.
- Collaboration not competition.
- Interoperability – don't need big bang.

## Issues:

- Decision making process about all of this.
- Status quo unacceptable – needs leadership.

# The Future Patient Journey

Geraint Martin & Allan Cumming

## Recommendations:

- Quality improvement – primary care.
- Seamless journey – not primary and secondary care.
- Look at the collection of information for the whole journey rather than fragmentation.
- Everyone needs access to look at the holistic view at every interaction.

## Issues:

- “Patient Journey” vs. “Patient-centric”
- Some people may not know they are “patients”

# Engaging Pacific Communities

Elizabeth Powell & Rachel Lila

## Recommendations:

- More meetings like this and in larger groups.
- Building workforce to reflect the community.
- Cultural difference is a resource not a barrier.
- Inter-sectoral engagement.

## Issues:

- Cultural competency training/assessment.
- Change and make-up of pacific communities – not all unhealthy.

# Thinking Outside the Square

Sue Hallwright

## Recommendations:

- Research what inspires and motivates people with long-term conditions to get well and stay well.
- Pilot programmes that create practice based evidence about self-management.
- Better dissemination of consistent information/

## Issues:

- How do we accelerate progress in addressing health disparities?
- We need to invest in decreasing demand by growing self-management capability of people with long-term conditions.