

Prioritise achieving equity with Māori at the heart of how we operate



Recognise and embed our commitment to Te Tiriti o Waitangi



Supporting our provider network

Understanding what our practices need to best support the patients they serve.

Implementing systems that provide quality data and insight to inform our decisions.

Coordinating Integrated Care Team resources

Enhancing the scope and reach of our practice teams with Integrated Care Team resources.

Managing the allocation of, and professional elements of, Integrated Care Team resources



Embrace wellbeing as a broader concept than health



Partner with other organisations to increase the value we deliver

Ensuring continuity in health services

Ensuring our practices are able to meet their 24/7 provision of care obligation.

Providing services as a last resort to ensure continuity of care for our enrolled population.

Being a conduit for funding and contracting

Advocating for investment that empowers our practices to achieve equity with Māori.

Designing and implementing innovative and enabling contracting mechanism.

HEALTH HAWKE'S BAY: OUR STRATEGY 2020 - 2023

Our key outcomes for Māori and our journey to achieve them

Where we are now

- There is an opportunity to enhance the cultural competency of our network
- Māori would value being engaged earlier and more frequently in service design
- There is an opportunity to improve and test the range of support services we provide

- Māori would value greater choice in how, when and where they access services
- There is an opportunity to provide and coordinate more care in the community

- Māori health outcomes are demonstrably poorer than any other population group
- There is an opportunity to enhance the quality of care (culturally and clinically)

- Māori would value more flexible access to preventative care
- Our patients have difficulty understanding clinical language
- There is an opportunity to enhance access to self-management resources

Where we will be in 2021

- Our practices tell us they value the services we offer
- All of our practices are proactively managing their Priority Patients
- Our practices have partnerships with kaupapa Māori services in place
- All of our governance committees are Treaty partnership consistent

- There is a range of quality services available offering care in different settings
- Our patients are able to access care in a timely manner via multiple modalities

- Health outcomes for our Priority Patients are improving
- More Priority Patients are providing feedback around their experience of care

- Our providers understand the key challenges our population face in self-management
- More Priority Patients have an agreed care plan in place and are actively following it

Where we will be in 2022

- We have embedded tikanga Māori and Te Ao Māori in everything we do
- 75% of our flexible funding is targeted to our Priority Patients

- 90% of our patients report they were able to access care when they wanted it
- 75% of our providers are offering extended hours and the full range of consultation modalities

- Priority Patient health outcomes are within 15% of total population outcomes
- Most of our patients report meeting with their usual GP and/or Nurse

- Priority Patients are proactively accessing preventative care in a community setting
- Most Priority Patients have an agreed care plan in place and are actively following it

Where we will be in 2023

- All our providers have demonstrated they are culturally competent and offer culturally safe practice
- Every service we (re)design engages Māori from the outset

- Māori can choose the services which best suits their needs and preferences

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- Māori are empowered to manage their health and wellbeing



Providers are well-equipped to serve Māori
Kei ngā kaiwhakarato ngā āheinga katoa hei tautoko tika i te iwi Māori



Services are accessible where and when Māori need them
E wātea ana ngā ratonga ki a Ngāi Māori ā mea wā, ki mea wāhi.



Care provided to Māori is of high quality
He kounga te manaakitia o te iwi Māori.



Resources are available for Māori to manage their health and wellbeing
E wātea ana ngā rauemi ki te iwi Māori e taea ai tōna anō hauora me tōna anō oranga te whakahaere.