Tu Mahi

Dallas Poi
Turanga Health
May 2018

Improvement Facilitator

- Dallas Poi
- Rongowhakaata/ Ngati Porou
- Te Hauora o Turanganui a Kiwa
- Event Coordinator – Population Health Team

Background/Context

- Turanga Health (1997)

- Midland Health Network

- Waikohu Medical Centre (2012)
  - ESU: 1500

Improvement Team

Our project team:

- Dallas Poi - Facilitator QI

- Dwayne Tamatea - Service Delivery Manager

- Shirley Keown - Quality Nurse Practitioner

- Reweti Ropiha - CEO

- Clinical / Non Clinical Team Member

- Business Owner

- Employee

- Whanau

Project

- Maori access to health services are poor, at primary and secondary care. Our intent is to address the notion of poor access and introduce options to facilitate and increase participation of Maori in primary health care and conversely reduce the demand on secondary care

Problem Statement

What is the problem you intend to solve?

- Poor access to primary care services for eligible enrolled Maori

How does it impact your practice and patients?

- Improve treatment management of long term condition
- Improve whanau knowledge of long term condition
- Expand engagement from individual to whanau
- Introduce wrap arounds for the long term condition and the whanau household

Aim Statement

- To increase the access to primary care services by introducing wrap around services in the home for all at risk whanau identified in 2 workoplaces by Feb 2019

Driver Diagram
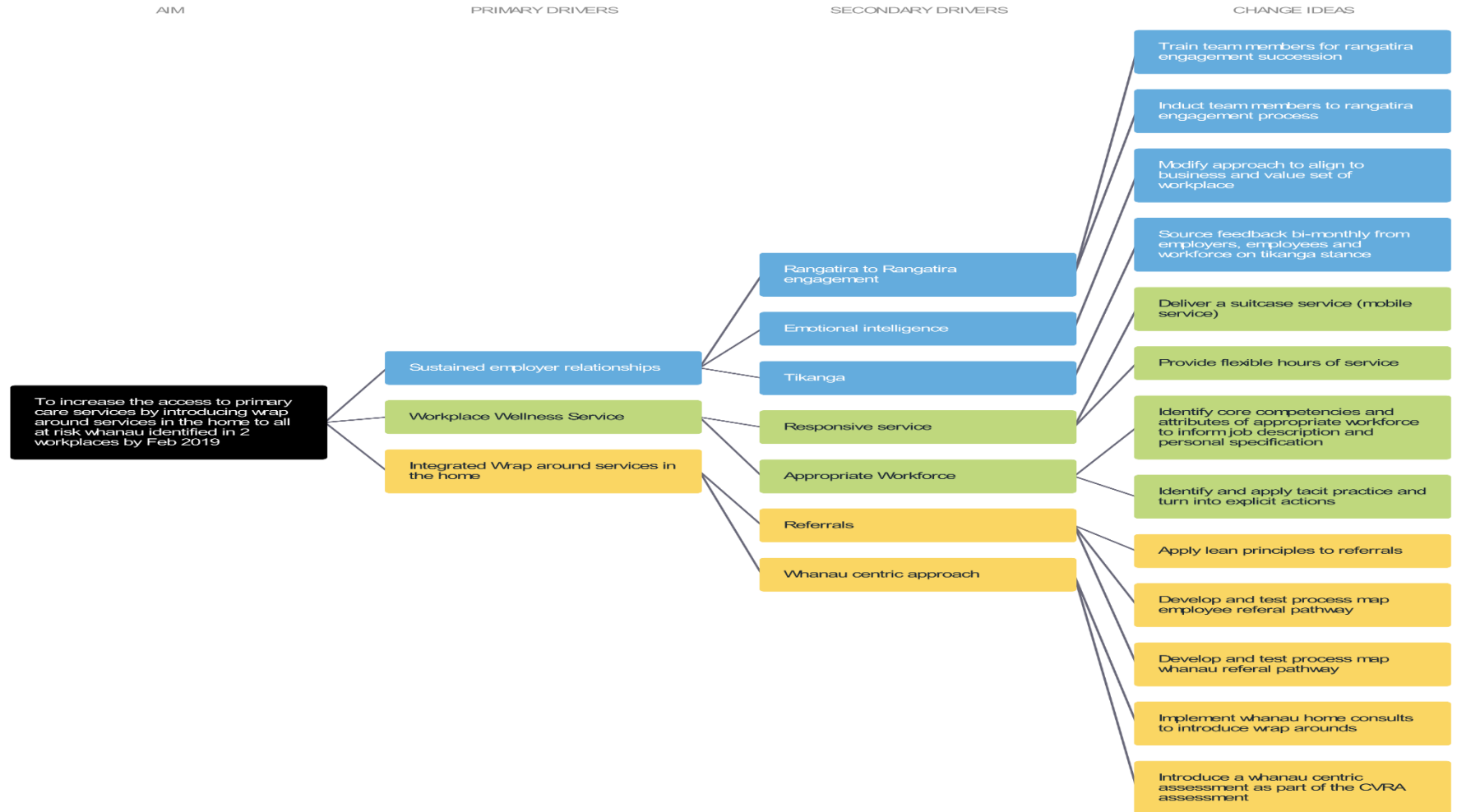
Diagnose the problem – data

What data is available to help you understand the problem?

- MHN CVRA rates

- General practice CVRA

- ASH rates

What does it tell you? How can you use it?

- Build picture of current environment, real time snap shot, intelligence source of approaches

Diagnose the problem- tools

Provide details of 2 of the tools you used to help you understand the root causes of the problems

- Ishikawa Diagram
- Affinity Diagram

What surprised you about what you discovered?

- Rigor
- Validity to what we are currently doing
- Potential to apply tools to future projects

Capturing the Patient Experience

- Focus groups
- Patient/ employer survey

Voice of the Customer

Employer

- Mobility
- Flexibility

Employee/Patient

- Mobility
- Timely
- One stop shop

Whanau

- Whanau centric

Stakeholders & Communication

- CEO/ Directors
- Second tier management
- General Practice
- Whanau

Highlights/lowlights

- Learning/ applying new tools
- Face to face site visit
- Networking
- Life QI platform

Lessons Learned

- Increase appetite for toolkits in exploring merit of potential interventions/ investments
- Appreciation of the differentiation between quality assurance and quality improvement
- The "a ha moment"

Dashboard of Measurements

- Outcome Measure/s
  - GP Enrolment

- Process Measures
  - Sustainability of employer relationship
  - Workplace Wellness Service
  - Integrated wrap around services
  - CVRA Rate

- Balancing Measures
  - Failed relationships
  - Whanau engagement

Current change idea

Sustained Employer Relationships

- Induct team members to rangatira engagement process

Rationale:

- Identify approaches for successful engagement

- Shift tacit experience to explicit knowledge

- Sustain employer relationships

Current change idea

Q's

- Types of communication approaches to use when engaging
- Techniques that demonstrate successful engagement
- Importance of value proposition

Predictions

- Identify key communication approaches
- Identify techniques to demonstrate success
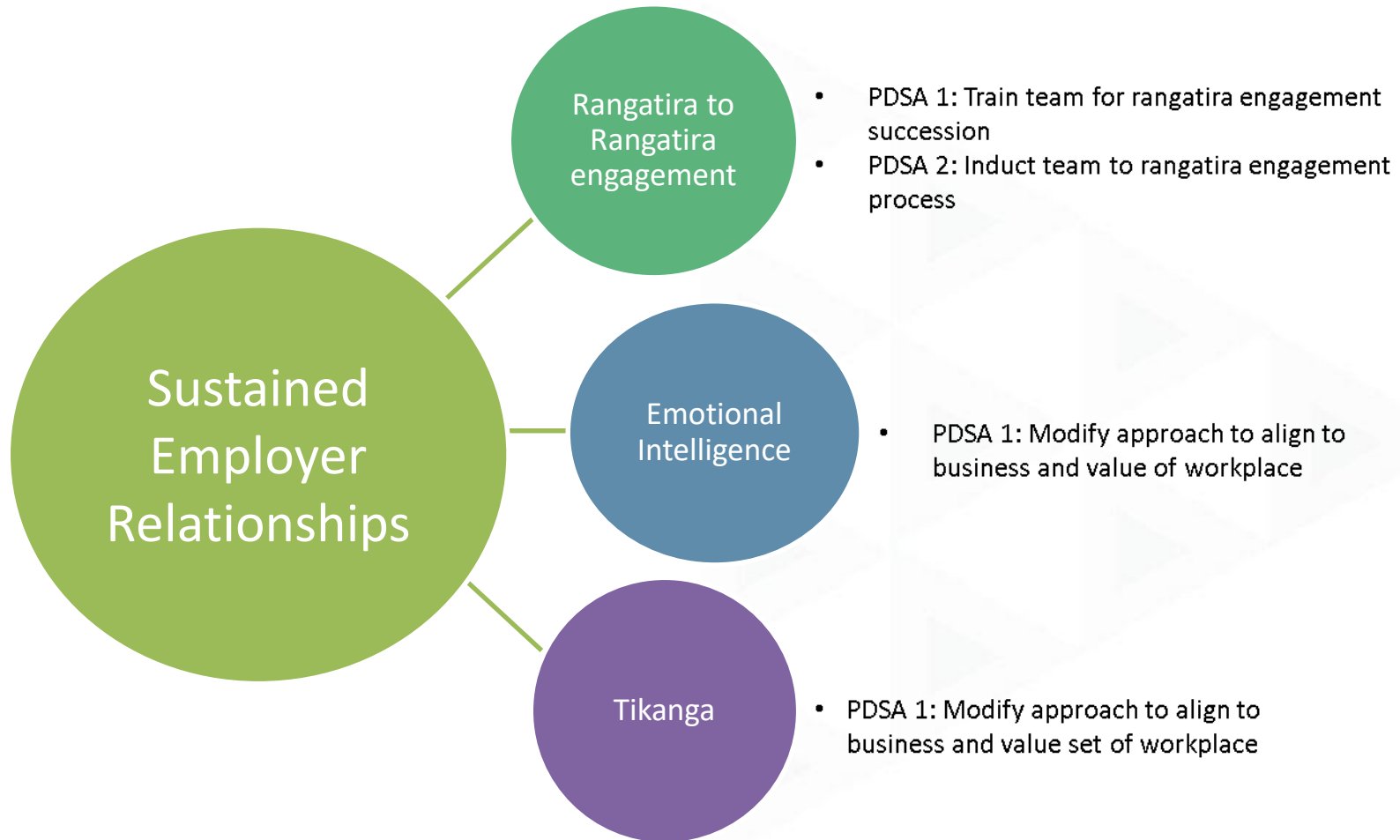- Identify validity of value proposition

Current change idea

Data

- No. staff identified to engage workplace

- No. staff inducted to rangatira engagement

- No. staff applied learnings to rangatira engagement

Building up a change package:

Rangatira to Rangatira engagement

- PDSA 1: Train team for rangatira engagement succession
- PDSA 2: Induct team to rangatira engagement process

Sustained Employer Relationships

Emotional Intelligence

- PDSA 1: Modify approach to align to business and value of workplace

Tikanga

- PDSA 1: Modify approach to align to business and value set of workplace

Data Analysis & Reporting

- Start tracking and sharing your family of measures

- Initially you will need to look at process measures as changes here may be seen earlier than your outcome measure

- Remember to share these with your team on a regular basis