

## CHIEF EXECUTIVE'S REPORT

The 2018/19 year heralded a sea change, where Whanganui district health and social service providers, in partnership with Iwi, worked in unity to address 'big hairy audacious goals'; with particular emphasis on housing, family harm and safety and wellness of tamariki. Whanganui Regional Health Network (WRHN) was a strong participant in this collaborative action, which led us to working outside of the traditional 'silo' to interface with communities, providers and agencies.

Operationally, the WRHN team and our general practice members have worked collaboratively to ensure that available funding is directed to address inequity for Maori and other people who experience genuine barriers to access general practice services. Investment in a general practice delivered Treaty of Waitangi training was supported 100%. General practice and the Manaaki te Whānau team have been outstanding in the achievement of B4School Checks, flu vaccinations, childhood immunisations and cervical and breast screening performance measures.

WRHN recognises that effective clinical governance requires transparent and cohesive relationships, and infrastructure to support business monitoring and patient performance measures. Clinical Governance provided a framework for delivery of equitable outcomes for Māori, however, we were lacking an integrated data base that provided the right clinical information to support clinical decision making. WRHN Information Analyst developed the WETA database, which provides real time information at source for practice teams and WRHN clinical and management personnel. This has revolutionised monitoring capabilities and ensures we have a range of information to assess practice performance.

The Health Promotion team has been recognised in the 2019 WDHB Health Quality Awards as a category winner in the 'Where should I be?' campaign. The messaging has been responsive to topical issues and is consistent, easy to read and in many cases influenced by consumers of health care. Also recognised was the WRHN Pregnancy and Parenting programme, which is a collaborative effort supported by the WDHB Haumoana team. The effectiveness of this programme has been the increasing volume of Māori wahine and their whānau attending the education programme. This incorporates distribution of safe sleep messaging and spaces, healthy homes advice, maternal vaccination, antenatal education and access to a midwife and general practice team.

WRHN Clinical Leaders have actively participating in the Whanganui Alliance Leadership Team (WDHB/PHO). There has been considerable strengthening of relationships and decisions that have been progressed, including investment of clinical pathways, acute demand alliance group and the establishment of an alliance focused on urgent care. I also participate at WDHB Executive Leadership Team monthly meetings and in key pieces of work that apply a system lens.

WRHN subsidiary companies have worked hard in the past year to address various challenges, each unique to each subsidiary business; however, there is a common theme across all clinics and that is the challenge of maintaining a permanent medical workforce. While some of the clinics have enjoyed a stable workforce for the past few years, a change in circumstance has seen a greater reliance on short term medical locums. WRHN recognise there is value in 'growing our own' workforce and therefore designing a collaborative system approach to future workforce needs is a priority that WRHN wish to pursue with our partners (WDHB and NHC PHO).

WRHN has supported the Waimarino community, ensuring access is maintained to a general practice clinic. Ruapehu Health Ltd is now well established and connected with the community and providers, such as WDHB Waimarino Health Centre team, Te Puke Karanga, Ngati Rangi Health Centre and Ngati Rangi Trust. There has been some excellent collaborative actions occurring with the health and social providers, working alongside the Police, education and Iwi groups to address risks and issues.

WRHN and its subsidiary companies are governed by a capable, grounded and competent Board of Trustees and Directors. Iwi presence is critical in driving health and social improvement for Māori that live in our communities, and the presence of clinical and business leaders hold the operational team to account.

Collectively, the governors and operational teams function within an environment of high trust, comfort in the level of competence that exists within our workforce, but importantly, a desire and motivation to 'do good' for the people who reside in the communities we serve in our district.

Ngā mihi nui  
Jude MacDonald, Chief Executive

## CHAIRPERSON'S REPORT

It is with pleasure I write this report as Chair of Whanganui Regional Health Network (WRHN) for the 2018-19 year. You will see some format changes this year, which reflect an update on obligations vs opportunity to showcase some of the activities that have occurred.

The health environment has continued to change, but the pressures remain the same, with ever expanding demand and limited funding to meet it. A notable development over the years has been evolution of the Whanganui Alliance Leadership Team (WALT), where with our partners there has been a significant increase in collaborative programmes and work streams, aimed at improving the health of our enrolled populations.

WRHN has also had a significant focus on equity over the past year and is continuing to explore this to close the existing gaps, which have persisted in health outcomes. We are fortunate to have wisdom and guidance at the Board table, and also from our operational teams and partners.

A new challenge for the organisation will be the development of the maternity care team, in response to the lack of access to midwives for young women in our community.

On behalf of the Board, thanks to our well led subsidiary companies, with their hard working teams operating in a challenging environment. I wish to thank the WRHN team for their concerted efforts over the year, with ongoing challenges to keep on top of normal day to day work and added demands. Our senior managers also perform above and beyond what is expected of them. I congratulate Judith MacDonald, voted onto the WDHB Board once again.

WRHN would not be able to achieve its targets without all the hard work; not only in the subsidiary practices, but also the private general practices we work with – so thanks to the owners and teams for their diligent efforts.

I wish to express my thanks to the Board members of the Network, who give of their time and expertise in this challenging environment. I'd like to take this opportunity to acknowledge Dr Tony Frith, who has been clinical lead at Te Oranganui and a WRHN Board member, for his thoughtful contributions to the Board table over the years and wish him well in continuing in his other endeavours – he will remain in his clinical role.

**We have gone too far to ever think we can't go any further.  
Dame Tariana Turia**

Dr Ken Young, Whanganui Regional Health Network Chair

## FINANCIALS

The audited consolidated financial statements of WRHN and its subsidiary companies Taihape Health Ltd, Gonville Health Ltd, Whanganui Accident and Medical Clinic Ltd (WAM), and Ruapehu Health Ltd, reported the following;

- Total Revenue of \$23,254,656 including: (1) PHO Contract revenue of \$14,931,114; (2) Clinical & Support Facilitation revenue of \$3,803,312; (3) External revenue from subsidiaries companies of \$4,171,036; (4) Other revenue of \$349,000.
- Total Expenses of \$23,812,242 including: (1) Delivery of government contracts and provision of community health services (including the operating expenses of the subsidiary companies), of \$14,801,503 (62%); (2) Consolidated wages and other employee costs of \$8,165,011 (35%); (3) Depreciation and occupancy costs of \$846,000 (3%).

Total consolidated net loss for the year ended 30 June 2019 was (\$318,085). At this date the WRHN Group had consolidated assets of \$6,666,064 and liabilities of \$1,965,135. The financial statements were audited by CSK Audit and all entities received unmodified audit opinions. Audit reports for WAM and Ruapehu Health include an Emphasis of Matter paragraph, as both entities require financial support of the parent entity in the next 12 months.

# Whanganui Regional Health Network



## ANNUAL REPORT 2018-2019



Whanganui Regional Health Network

## HEALTH PROMOTION

- 'Where should I be?' resources developed to support improved health literacy of patients – non-prescription pads, meningococcal and bronchiolitis flyers. Category winner in the WDHB Health Quality Awards.
- Gout education update organised through collaborative a project with Arthritis NZ for the clinical Whanganui Inter-Professional Education (WIPE) session, GP peer review meetings and nurse's forum.
- Equity and Cultural Training package delivered to initial practices and the remainder to be rolled out during the 2019/20 period.
- All Workwell sites have current plans in place and two have achieved Bronze level accreditation. Remaining practices have chosen not to continue with Workwell, but create an internal workplace wellness plan; which aligns with the Health Promotion plan.
- As a result of Men's Health Month, three local Health Promoters started a monthly vlog called Bromigoes – going live on Facebook to discuss topics that are relevant to men's health. The theme of the month was 'What matters to you?' and this focus has continued. Each month the Bromigoes have a discussion with a local males about what matters to them.
- Supporting Counterpunch Parkinson's boxing fitness classes – helping with strength, balance and quality of life for those with Parkinson's.



## COMMUNITY DEVELOPMENT

- Engagement with health services, Ministry of Social Development, District Council, Police, education and other NGOs, through the FLOW (Family Harm) initiative, has been influential in redesigning a system response to family harm interventions, where whānau are at the centre of decision making.
- The Wellbeing Tool is an interconnected suite, providing general practice teams with infrastructure that supports holistic care, quick access to a network of providers and resources, available electronically and in the community. It aligns to a patient/whānau centric approach, which supports health literacy.
- Establishment of Ruapehu Health Ltd (formerly Ruapehu Doctors) on 2 July 2018. A subsidiary practice of Whanganui Regional Health Network.
- Ruapehu Health participation in the Integrated Wellness Research Project, lead by Ruapehu Whānau Transformation – co-design of a new model for integrated health and wellbeing services for the Waimarino rural community.

**1**

Home  
(Self Care)

**UNWELL OR INJURED?**  
Where should I be?

**2**

General  
Practice (GP)  
& After Hours

**3**

Emergency (ED)

- Call Healthline 0800 611 116 – for free medical advice 24hrs/day.
- Home for rest, regular fluids and pain relief, if required.
- Talk to your pharmacist – they are a good source of information.
- Contact your general practice team first.
- See over page for a list of local medical centres.
- For urgent or after hours care, contact your general practice in the first instance for advice. Or visit the Whanganui Accident & Medical (WAM) service located at Whanganui Hospital. Open every day from 8am-9pm.
- Emergency Department for emergencies.

## MEDICAL CENTRES

- As at 30 June 2019, Whanganui Regional Health Network had a total of 11 general practices, with an enrolled population of 59,739.
- Gonville Health Ltd was one of six practices selected nationwide to participate in the Health Quality & Safety Commission whakakotahi quality improvement. The project aimed to streamline the patient journey when enrolling in general practice – planning and improving patient outcomes and therapeutic relationship through the first patient visit. This enabled a reduction of an average of 49 days between enrolment and first visit.
- WRHN practices have three Nurse Practitioners and two Nurse Prescribers.
- Eight general practices achieved Cornerstone Accreditation and three have obtained Foundation Standards.

## WHĀNAU

- Two outstanding results – top of all DHB regions: Breastscreening target is 70% in the 50-69 year age group and our result was a total of 79.7%, with Māori 74.6%. For the second year, our over 65 flu vaccination was the highest, with a total of 79.7% and Māori 74.6%.
- Number of children immunised at home via outreach for the 2018-19 year was 91 and number of children immunised in WRHN onsite clinic was 270.
- Cervical screening result for three years ending 30 June 2019, women aged 25-69 years a total of 72.90% and Māori 70.70%.
- The B4School team continued to exceed its target, resulting in a final performance of 107.8%, which is above the national average of 101.4%.
- Successfully achieved the 95% target rate for 4yr olds identified as clinically obese at their B4School Check – referred for ongoing growth monitoring and management. Equity of Māori and Pasifika children also achieved.
- Antenatal pregnancy and parenting classes – 32 urban and 17 rural took place over the year, ranging from four to twelve hour sessions and offering flexibility to meet women's needs. There were 214 women booked, with 187 completing at least part of the classes.
- Hapū Wāhine one-stop sessions – 34 participants (62% Māori, 6% Pasifika, 3% Asian) and their support people. These were aimed at young Māori women who traditionally did not engage well with longer classes.
- Distributed 275 safe sleep spaces – 180 were pēpi-pods and 95 wahakura. All spaces come with mattress, linen and merino blanket. Women are also offered maternal immunisations, Healthy Homes assessments, general practice enrolments and some referred to quit smoking services.



## SYSTEM WIDE ENABLERS

- Information from enterprise resource planning software, WRHN population health database and WRHN in-house clinical database (WETA) is integrated within Microsoft Power Business Intelligence software, to produce business insights that inform WRHN governors and management, general practice, planner/funders and WRHN community.
- As at 30 June 2019, seven practices were offering a Manage My Health (MMH) Patient Portal, with three more indicating interest in participating.
- Following the 'sharing of patient consultation notes' being added to the MMH Privacy Impact Assessment, five practices have commenced sharing patient notes on the MMH Shared Care Record since 1 September 2018, with the remainder being encouraged to follow suit.
- Gonville Health started ePrescribing in May, with 1312 ePrescriptions (71.4% scanned at pharmacies) as at 30 June 2019 and Bulls Medical Centre started in June, with 398 ePrescriptions (22.4% scanned at pharmacies).
- Primary Care Mental Health Credentialled Nursing Programme established, with 12 participants in the first year.
- Adopters of changes made to the National Cardiovascular Risk Assessment Guidelines, through the use of the updated Predict clinical decision tool.
- Integrating primary and secondary Chronic Kidney Disease management – model of care and database developed.