



WHANGANUI REGIONAL  
HEALTH NETWORK  
ANNUAL PLAN 2020/2021

## BACKGROUND

This year's annual plan is set in the midst of a worldwide pandemic and the release of the first significant health system review in 20 years. The influence of COVID-19 on all facets of life highlights issues that are important and timely to address. COVID-19 has also provided an impetus for change that would otherwise have taken years. An example of this is the ability for a range of health services across the system to take on board different approaches to delivery of health, through virtual health mediums. Whanganui led the way nationally, with its approach and subsequent outcomes for flu vaccinations. Using a collaborative, community focused approach, with a broad range of community leaders and our health provider networks, resulted in over 65 vaccination rates of 83% for Māori and 78.5% overall<sup>1</sup> (to date). This was also integral to reaching out and into communities for COVID-19 swabbing and education, with positive outcomes for those communities.

COVID-19 highlighted a number of risks and opportunities for Whanganui Regional Health Network (WRHN). Our focus this year is on rebuilding capacity and capability in the primary care sector, in response to the unprecedented times we find ourselves in. This includes information sharing and infrastructure, general practice support, wellbeing and long term conditions, child and maternal health, readiness for COVID-19 resurgence and subsidiary clinics:

- Our **technology** infrastructure was reaching capacity prior to COVID-19 and required careful management to cope with the additional demand; highlighting a need to follow through with investment in this area of the business, as it is a vital backbone that supports both clinical and business efficiencies and effectiveness.
- Acknowledging the importance of our **partnerships with general practice**, reducing duplication and increase uptake of critical messaging.
- Increase in **mental health and management of long term conditions** presentations, as a consequence of lockdown on our **population's health**.
- Utilising the opportunity to configure our workforce along with other providers, to ensure **effective partnerships** through a whānau-centered, integrated workforce.

Integral to the annual plan are WRHN's connection to the broader system via the overarching goals for the region set by the District Health Board, the contribution to the attainment of system level measures (SLM), the national health agenda and our organisational commitment to a pro-equity approach.

## UNDERLYING ASSUMPTIONS

All aspects of our plan and subsequent activities will take into consideration our commitment to;

- Making an observable difference to the achievement of health equity for Māori and others who require different approaches and resources for equitable outcomes
- Integrated and connected care
- Whānau and person centered care
- Our ongoing clinical and population health administration and contracts which form our business as usual
- Incorporating our organisational values and mission to our mahi.

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<sup>1</sup> 94.1% of Māori (and 91.9% overall) are completed, meaning they have been contacted and either given or declined flu immunisations.

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OUR VALUES & CULTURAL PRINCIPLES

Passion	Manaakitanga
Honesty	Kotahitanga
Cooperation	Tikanga / Kawa
Effectiveness	Whānaungatanga
Commitment	Aroha / Rangimarie
Team Work	Piki te Ora
Integrity	Kaupapa a Iwi
Respect	Mana Tangata

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OUR MISSION

**‘Engaging** with our **community** and **health providers**,  
through **effective partnerships** and **integrated systems**,  
to **improve** our **population’s health and wellbeing’**

The programme of work for 2020/2021 is organised into six key areas; information sharing and infrastructure, general practice support, wellbeing and long term conditions, child and maternal health, readiness for COVID-19 resurgence, and WRHN and subsidiary clinics.

## INFORMATION SHARING & INFRASTRUCTURE

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**What do we want to achieve?** A modern, reliable and sustainable infrastructure, that provides a basis for integrated, digitally enabled practice.

**Why?** COVID-19 highlighted the need to have a modern, digitally enabled health system in place to realise the potential of linking and providing information to support people. Our system requires future proofing to achieve what is expected by the Ministry of Health, enabling capacity to work from different environments and ability to utilise virtual technologies for the benefit of our population's health. IT infrastructure should be considered an asset, versus an expense, as requires an investment approach<sup>2</sup> to achieve the outcomes needed.

**What do we want to achieve?** A consistent and transparent health literacy approach to information and sharing of information, across our community and health provider network.

**Why?** COVID-19 highlighted the potential in linking and providing relevant information to support people and providers in adapting to change and decision making.

## GENERAL PRACTICE SUPPORT

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**What do we want to achieve?** A collaborative approach to practical solutions and responsive support for practice sustainability and efficiency.

**Why?** Feedback post COVID-19 identified duplication and differences in priorities experienced by the general practice teams. WRHN recognises that the practice teams are one of our most important links that we have with our community and subsequently the health outcomes of our population.

## WELLBEING & LONG TERM CONDITIONS

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**What do we want to achieve?** Integration of innovative wellbeing roles in general practice teams, expanding to including a revitalised approach to long term conditions; particularly those with complex co-morbidities (integrating WRHN and community health). Preparedness for new roles to expand across all general practice teams.

**Why?** We have been presented with an opportunity to work with the Whanganui District Health Board, to move the strategy around '69,000 beds'; with a need for resources to be focused in the right areas. Our aim is to support the development of a robust well-resourced interdisciplinary team in the primary care environment, starting with the roll out of additional mental health roles.

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<sup>2</sup> Outcome of review by D McLean, 2018.

## CHILD & MATERNAL HEALTH

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**What do we want to achieve?** A cohesive holistic approach to supporting maternal, child and youth health and wellbeing that is focused on supporting health equity for our most vulnerable.

**Why?** We know that a child's first 1000 days' influence future health and wellbeing. National Hauora Coalition research, resulting in the Gen2040 strategy. We recognise that a cohesive approach with our services and connecting them closer to the community will support the desired outcomes.

## READINESS FOR COVID-19 RESURGENCE

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**What do we want to achieve?** Ensure an agile plan is in place to support the ability to respond to a change in COVID-19 presence in the community and cope with winter wellness in a post COVID-19 environment.

**Why?** There is a need to have the capacity and capability to quickly establish a response to a resurgence. There is a need to respond differently to influenza like illnesses (ILI) over the upcoming months.

## WRHN & SUBSIDIARY CLINICS

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**What do we want to achieve?** A consistent overarching governance framework that recognises the uniqueness of each clinic, with the opportunity for innovative practice, systems and models to be tested, adapted and integrated for use across our provider network.

**Why?** A development plan is already in place to support the evolution of our subsidiary practices over the next 12-24 months. Additionally, ensuring enduring models of governance and infrastructure will be important to providing sustainable primary care services to these communities through nationwide health care service changes.