

Te Toi Ahurangi

Strategic Framework

MAY 2021



Western Bay of Plenty
Primary Health Organisation

TŪNGIA TE URURUA KIA TUPU
WHAKARITORITO TE TUPU
O TE HARAKEKE

Our vision

To be courageous leaders of compassionate, connected, trusted and innovative whānau-centred healthcare provision for our whole population.

Our purpose

Health equity

Health equity is about fairness. We serve a diverse community with different levels of advantage that require different supports, resources, and approaches.

In our community

We act as a korowai (caring and protecting) through a range of supports, health services, and programmes to support wellness.

Focus on wellness

We enable all people to shape their own health and wellbeing.

Our priority

Improving Māori health and wellbeing

Our commitment

We will support a community health system that addresses the structural drivers of inequality and poor health and wellbeing outcomes for Māori that were identified in the Waitangi Tribunal Wai 2575 Health Services and Outcomes Kaupapa Inquiry.

Operationalising our priority

Our way of working to achieve our priority will include the following concepts:

1. **Māori led:** We will establish an independent iwi-owned Māori Commissioning Agency (MCA) that works in partnership with WBOPPHO.
2. **Whānau and community voice:** We will support the MCA to have the capacity to engage with communities and identify local priorities for Māori health and wellness and to identify effective health and wellness initiatives for Māori.
3. **Partnering:** We will work with MCA to agree how WBOPPHO can support the delivery of health and wellness programmes through its provider networks - and acknowledge that sometimes programmes may be delivered through channels that do not include our provider networks.
4. **Equity focus:** We will ensure that our agreed service initiatives focus on always improving equity.
5. **Locality-based:** We will deliver services in a way that respond to local needs and considers local capacity, networks and infrastructure.
6. **Connected:** We will endeavour to connect data from across the network of community providers to support integrated services.
7. **Knowledge driven:** We will use this connected information to provide feedback on progress, understand performance and to improve our services.
8. **Build capacity:** We will develop the capacity of Māori providers and of general practice to respond to integrated wellbeing models.
9. **Enable equity and outcomes:** Together we will create a system that responds to Māori health and wellbeing needs to deliver improved equity and outcomes.

Measuring our performance

The illustration below has taken the 'way of working' described above and placed them within a framework that can be applied to guide the development of, and assess the performance of, local services.

The framework covers four levels:

Inputs – in which we want to monitor whether the design and development of services for Māori are undertaken in partnership with the Māori Commissioning Agency. Reporting should describe how the proposed services target Māori needs and why the design approach is relevant to Māori.

Process – which seeks to ensure that services are being delivered in partnership and in a locality model; that best endeavours are being made to share relevant data and other information to support coordination and integration; and that information is being used transparently to support common improvement – which may improve GP practices, Māori providers and other community providers.

Delivery – where we want assurance that services are accessible, relevant to and taken up by whānau; and that providers from across the system are building their own skills and capacity to support Māori health and wellbeing. Note: it is important that there are independent and effective means to assess whānau perspectives on service delivery.

Impact – we should be measuring if all this activity makes a difference. There are many ways to measure impact, and this will depend on the needs targeted and the services delivered. Note that measuring impact can be difficult but that does not mean it should not be thoughtfully attempted. These measures should be designed in collaboration with the Māori Commissioning Agency.

In the illustration below the darker boxes indicate the service design elements that make up our way of working. The lighter boxes identify the type of information or evaluation that could provide insight about progress and achievement, regarding these elements.

