

# Whānau Ora Update for District Health Boards

Issue 2 – October 2011



## Whānau Ora leads to new way of contracting

**Months of hard work and commitment has paid dividends for the Bay of Plenty District Health Board, which recently signed three integrated contracts with Whānau Ora providers.**

The DHB is now one of the funders in an integrated contract with Pirirakau Hauora (Tauranga), Ngai Tai Iwi Authority (Torere, Opotiki) and Whaioranga Trust (Tauranga).

Janet McLean, the DHB's general manager for Māori Health Planning and Funding, said DHB staff worked closely with the Ministry of Health, Te Puni Kōkiri, Ministry of Social Development (MSD) and Māori providers to support an integrated Whānau Ora delivery model with a strong focus on positive outcomes for whānau.

Janet said outcomes-focused integrated contracts mean funding agencies have to change the way they have traditionally funded services, based on outputs and inputs.

'The DHB is now sitting around the table with other funders and the provider and having a new conversation about outcomes and what success looks like,' Janet said.

'This includes discussing how we will report, and show what we are funding and delivering is actually making a difference for whānau.'

For providers, integrated contracts offer improved operating efficiencies and more streamlined reporting requirements. This gives them more time to spend on service development and improving their responsiveness to the aspirations of whānau, as they deliver holistic whānau-focused services.



Bay of Plenty DHB Māori Health Planning and Funding team  
Back row: Dillon Te Kani, Kiri Peita, Kym Richards, Jackie Davis, Connie Hui, Annette Copeland. Front row: Dr George Gray, Cynthia Turuwhenua, Janet McLean (GM), John Welch and his daughter Maddison

Equally as important, the integrated contract also allows providers to tell their stories, noting exactly how they are improving the lives of whānau.

The DHB's Māori Health Planning and Funding staff worked through a rigorous integrated contracts process over about six months before the DHB signed up to its first three integrated contracts.

This included the following:

- Completing due diligence on all its Whānau Ora providers to identify which ones were ready for an integrated contract. Staff used the MSD's High Trust Contracts tools to help with this huge chunk of work.
- Working closely with the MSD integrated contracts advisor responsible for the Bay of Plenty.





- Organising workshops with key DHB personnel – the chief financial officer, legal advisor, general managers, planning and funding portfolio managers and business analysts – to ensure everyone had a shared understanding of the policy drivers, including the organisational approach and plan.
- Getting DHB Funding Management Committee approval to progress integrated contracts.
- Drafting a proposed contract on the outcomes already identified, to put to providers at the first round-table meeting.
- Meeting with providers, other funders and MSD’s national integrated contracts advisor to discuss the contract.
- Getting Funding Management Committee approval of the final contracts.
- Making sure the DHB’s governance and compliance expert also reviewed the final contracts before they were signed.

Janet said strong relationships at all levels were crucial to the success of Whānau Ora.

There are two Whānau Ora collectives – Ngā Mataapuna Oranga (Western Bay of Plenty) and

Te Ao Hou (Eastern Bay of Plenty) – in the Bay of Plenty. These collectives representative a total of 18 different providers.

### Janet’s tips for embedding Whānau Ora change

- Make sure you have effective leadership and organisational commitment at a governance and executive level.
- Have a dedicated staff member to champion, lead and implement the change within the DHB.
- Create opportunities for teams to give feedback on policy papers, submissions, proposals and contracts and to adopt a learning and applied research approach to the implementation.
- Leverage off the Whānau Ora regional leadership group relationships, networks, and work streams to advance the implementation.

## Integrated contracts talks

Twelve Māori health providers in Whānau Ora collectives are scheduled to begin integrated contracts talks in October/November.

They are:

- Turuki Health Care
- Papakura Marae
- Te Kaha o Te Rangatahi
- Huakina Development Trust
- Manukau Urban Māori Authority
- Te Rūnanga o Kirikiriroa
- Ngāti Hine Health Trust

- Hauora Hokianga Health Trust
- Ngāpuhi Iwi Social Services
- Te Kotahitanga E Mahi Kaha
- Te Rūnanga A Iwi O Ngāpuhi
- Whangaroa Health Services

The Ministry of Social Development is currently working on an integrated contracts resource kit, which should be available to DHBs in the next month. Initial resources will be frequently asked questions on integrated contracts, a fact sheet and a powerpoint presentation.

# Action research process

## Assessments began this month on Whānau Ora action research plans.

The first to go through the assessment process was from the Whakauae action research group, which is working with Te Oranganui Iwi Health Authority Primary Health Organisation in Whanganui.

Action research is the approach being used to gather evidence of whānau-centred service delivery and development.

Action researchers have been contracted by Te Puni Kōkiri (TPK) to work with Whānau Ora collectives and whānau to produce the plans, which then go to an assessment panel.

This panel has representatives from TPK, the Ministry of Health and the Ministry of Social Development – including its action research advisor Dr Fiona Cram.

To ensure a comprehensive health sector response, the Ministry of Health has asked DHB representatives to help evaluate the plans.

The action research plan assessment process is below.

Each Monday, Te Kete Hauora will contact any DHBs that need to be part of an assessment, and provide all relevant documentation. The panel assessments are expected to be held on the Thursday of the same week.

If you have any queries, please contact Lorain Kern-Smith: [Lorain\\_Kern-Smith@moh.govt.nz](mailto:Lorain_Kern-Smith@moh.govt.nz)

What	Description
<b>Step one: Initial check</b>	TPK does a preliminary check to make sure the plan has all the required components.
<b>Step two: Assessment</b>	The plan is sent to panel members to assess, using a supplied scoring sheet. DHB representatives will be sent all relevant material by the Ministry of Health. DHB responses will inform the health assessment of each plan.
<b>Step three: Final decision</b>	TPK will make the final decision on each research plan, informed by the health assessment panel's recommendations and advice from the Ministry of Social Development. Where recommendations differ significantly, TPK will convene a panel discussion for further clarification.
<b>Step four: Notify assessment panel</b>	TPK will notify the assessment panel, including a summary of comments. The Ministry of Health will send this material to DHB representatives who contributed to the process.
<b>Step five: Notify researchers</b>	TPK will notify researchers of the decision.

## In brief

### OPF amendment

The National Health Board recently made a significant addition to the Operational Policy Framework (OPF) to support DHBs moving to integrated contracts with their service providers.

The changes formalise integrated contracts as a legitimate tool DHBs can use within the accountability framework. They also clarify how service specifications and purchase units are to be applied when integrated contracts are used.

The update became effective on 1 September.

The amended OPF can be found on the Nationwide Service Framework Library (NSFL) website [www.nsfl.health.govt.nz](http://www.nsfl.health.govt.nz)

An integrated contract template can be found on the NSFL website by following the 'Resources' link to 'Contracting Information'. ♦

### Online access for this newsletter

Copies of the regular Whānau Ora electronic newsletter updates we are providing for DHBs will be placed on the Nationwide Service Framework Library website, [www.nsfl.health.govt.nz](http://www.nsfl.health.govt.nz) ♦

### Information kits

Looking for extra Whānau Ora material to share with colleagues or at a hui? Te Puni Kōkiri (TPK) now has Whānau Ora information kits available. You will get an A4-sized presentation folder with current publications and TPK updates. Email requests to [whanauora@tpk.govt.nz](mailto:whanauora@tpk.govt.nz) and allow 10 working days for your request to be actioned. ♦

### Success stories

Do you have any Whānau Ora successes or story ideas you would like to share with other DHBs through this newsletter? Please email [Marama\\_ellis@moh.govt.nz](mailto:Marama_ellis@moh.govt.nz) with your ideas. ♦

