

# Briefing

## Reforms narrative update

<b>Date due to MO:</b>	15 May 2023	<b>Action required by:</b>	N/A
<b>Security level:</b>	IN CONFIDENCE	<b>Health Report number:</b>	H2023023534
<b>To:</b>	Hon Dr Ayesha Verrall, Minister of Health		

## Contact for telephone discussion

Name	Position	Telephone
<b>Sarah Turner</b> (Primary contact)	Deputy Director-General, Te Pou Whakatere Kāwanatanga   Government and Executive Services, Manatū Hauora	s 9(2)(a)
<b>Juanita Te Kani</b>	Maiaka Tukanga   Deputy Chief Executive, System Strategy and Policy, Te Aka Whai Ora	s 9(2)(a)
<b>Peter Alsop</b>	Chief of Staff, Office of the Chief Executive, Te Whatu Ora	s 9(2)(a)

## Minister's office to complete:

- |   |                                    |  |
|---|------------------------------------|--|
| <input type="checkbox"/> Approved             | <input type="checkbox"/> Decline   | <input type="checkbox"/> Noted               |
| <input type="checkbox"/> Needs change         | <input type="checkbox"/> Seen      | <input type="checkbox"/> Overtaken by events |
| <input type="checkbox"/> See Minister's Notes | <input type="checkbox"/> Withdrawn |  |

Comment:

# Reforms narrative update

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**Security level:** IN CONFIDENCE      **Date:** 15 May 2023

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**To:** Hon Dr Ayesha Verrall, Minister of Health

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## Purpose of report

1. This paper follows H2023023534 (18 April 2023) and provides an updated reform narrative one-pager incorporating your feedback from the earlier paper.

## Summary

2. Manatū Hauora, Te Whatu Ora and Te Aka Whai Ora are working to continually update the one-page narrative to ensure communications by the agencies on reform of the health system is consistent and reflects current progress.
3. In the latest iteration, we have incorporated the system shifts and reforms outcomes in the key messages, repositioned messaging to focus on the strengths of the health system and broadened the scope of *Excellence* wider than workforce.
4. The messaging within this one-pager has been agreed across Manatū Hauora, Te Whatu Ora and Te Aka Whai Ora before providing the update for your consideration.

## Recommendations

We recommend you:

- a) **Note** the content of this report **Yes/No**



Sarah Turner

**Manatū Hauora**  
Deputy Director-General,  
Te Pou Whakatere  
Kāwanatanga

Date: 9/5/2023



Juanita Te Kani

**Te Aka Whai Ora**  
Deputy Chief  
Executive, System  
Strategy and Policy

Date: 9/5/2023



Peter Alsop

**Te Whatu Ora**  
Chief of Staff, Office  
of the Chief Executive

Date: 9/5/2023

Dr Ayesha Verrall

**Minister of Health**

Date:

# Reforms communications

## Purpose

5. On 26 April Manatū Hauora, Te Whatu Ora and Te Aka Whai Ora received your feedback on the simplified draft health reform narrative one-pager. We have updated the document to reflect your feedback (Appendix 1).

## Background/context

6. To ensure a consistent narrative is being articulated on reform of the health system, a one-page resource was developed detailing the outcomes, system shifts and associated key messages to be used by all agencies.
7. Following your feedback, this one-pager has been updated and any new subsequent developments have been incorporated. Attached is the updated version.
8. The reforms narrative will continue to evolve as progress is made.

## Next steps

9. We will continue to update the narrative regularly to include more recent examples of progress. The intention is that this one-pager will form a core set of key messages that can be updated with relevant examples that will be updated over time.
10. We acknowledge that shortly you will be seeking one-pagers for the 3Ws. These are already being developed.
11. We are also developing one-page A3s for each system shift which will include key messages, work currently underway and how things will be different. These will be the basis for agencies to communicate with a number of different audiences about the progress of the reform.
12. The Joint Leadership Group will oversee updates of the key messages and agencies will work with your office when providing updates.

**ENDS.**

# Appendix 1

## Reform narrative (simplified) DRAFT (12 May 2023)

Reform outcomes (CAB-21-00092)	System shifts (iGPS)	Key messages
<p><b>Partnership</b> - ensuring partnership with Māori in leading the design and delivery of services at all levels of the system and empowering all consumers of care to design services which work for them.</p>	<p><b>The health system will uphold Te Tiriti o Waitangi</b> The health system will uphold Te Tiriti principles and obligations</p> <p><b>People and whānau will be supported to stay well and connected to their communities</b></p>	<ul style="list-style-type: none"> <li>Upholding Te Tiriti o Waitangi includes improving health services for Māori. We need to improve how services work more effectively for Māori. This includes partnering to develop approaches that better meet the needs of Māori. When we make that shift, we will improve service for everyone.</li> <li>More than 150 Māori providers have received significant increases to their contracts, to provide certainty for the organisations and their workforce and address historic underfunding. It will mean more te ao Māori solutions are developed and available to whānau across vital areas like maternity and the early years of our tamariki, with Kahu Taurima.</li> <li>Māori health services and providers were a key part of the COVID-19 response and vaccination programme. These providers designed approaches that met their communities' needs. We continue to fund kaupapa Māori providers and as part of the new health reforms we are providing them with more sustainable funding so they can continue to contribute to a health system where there is a service suitable for everyone.</li> </ul>
<p><b>Equity</b> – tackling the gap in access and health outcomes between different populations and areas of New Zealand, with a particular focus on outcomes for Māori, Pacific peoples, and disabled people.</p>	<p>Local communities will have a range of supports to help them stay well</p> <p><b>High-quality specialist and emergency care will be equitable and accessible to all when it is needed</b></p> <p>You'll get emergency and specialist care when you need it, no matter where you live</p>	<ul style="list-style-type: none"> <li>Local communities will have a range of supports to help them stay well. For people and whānau who have been less well-served to date (Māori, Pacific people and disabled people) we are working with their communities to create a fairer healthcare system. Our healthcare workers and system are working hard to change things so that whoever you are, and wherever you live, you get high-quality healthcare.</li> <li>We have implemented targeted investment for primary care, to address under-funding for Māori and Pacific providers and enable them to continue delivering high-quality services. This is part of the Budget 22 initiative 'Primary Care Funding Formula – Equity Adjustments to Capitation' and will allocate \$12.758m in FY 22/23 and \$24.414m in FY 23/24 and beyond to Māori and Pacific providers and specific practices based on their enrolled Māori and Pacific (high needs) populations.</li> <li>Kaiāwhina roles have been introduced as part of the new comprehensive care teams to strengthen primary, community and rural care. This is an example of our partnership in action to design and deliver services by hauora Māori and Pacific health providers.</li> </ul>
<p><b>Person and whānau-centred care</b> - empowering all people to manage their own health and wellbeing, have meaningful control over the services they receive, and treating people, their carers and whānau as experts in care.</p>	<p><b>Digital services and technology will provide more care in people's homes and communities</b></p> <p>You will get more care at home and in the community online and digitally, such as telehealth</p>	<ul style="list-style-type: none"> <li>Everyone should have access to high-quality healthcare when they need it. A recent example is the new wellbeing website, <a href="http://www.wellbeingsupport.health.nz">www.wellbeingsupport.health.nz</a> which helps whānau to find a local provider and connect with services that offer free and easy-to-access mental health and addiction support.</li> <li>We know that technology can only help if people have access to it – while over 90% of NZ has access to a smart phone, a key barrier for access is the cost of mobile data. We have launched a 'zero data' programme to provide free access for consumers to access essential online health information and health services.</li> <li>New Zealanders are sharing their feedback about their healthcare. So far this year there have been more than 150 meetings, hui and fono and nearly 30,000 online engagements about the new health strategies that will determine how we make the health system better for rural communities, women, Pacific peoples, Māori, and disabled people. I encourage anyone in New Zealand who wants to contribute their thoughts to visit the Your Views on Health Facebook page.</li> </ul>
<p><b>Excellence</b> – ensuring consistent, high-quality care in all areas, and harnessing clinical leadership, innovation, digital and new technologies to continuously improve services.</p>	<p><b>Our health workforce will be valued and well trained, ensuring we have enough skilled people to meet future needs</b></p> <p>Kaimahi will get training and have their skills valued. We will have enough skilled people to meet future needs</p>	<ul style="list-style-type: none"> <li>To improve high-quality health care around the motu and provide national level coordination, our health system merged. Twenty-eight organisations, including 20 DHBs, merged into a single organisation (Te Whatu Ora) where there is greater ability to provide everyone with access to high-quality healthcare.</li> <li>We need to see more great people working in health which is why we added 32 new health sector roles (April 23) to the residence pathway including some new roles in dentistry, pharmacy, nursing and mental health. We now have 48 health roles on the 'straight to residency' pathway green list.</li> <li>The health system is committed to innovation in how we deliver health care services, particularly digital innovation, and we are currently expanding telehealth to improve services this winter:             <ul style="list-style-type: none"> <li>Patients in remote Te Tai Tokerau Māori communities will be able to have their health monitored remotely (preventive and acute monitoring, and point-of-care testing).</li> <li>Te Tai Tokerau, Auckland, Middlemore, Tauranga, Mid Central, Christchurch, Invercargill will see an increase in clinical telehealth to support ambulance services and paramedics. People who call 111 may receive care from ambulance staff that avoids the need to visit ED. General practitioner or specialist medical advice will be provided to ambulance crews, including guidance on alternatives to EDs.</li> </ul> </li> </ul>
<p><b>Sustainability</b> – embedding population health as the driver of preventing and reducing health need and promoting efficient and effective care.</p>		<ul style="list-style-type: none"> <li>Preventing illness helps you and your whānau to stay well and protect your health and wellbeing: The system developed for COVID-19 booster reminders (text and email) is now being used to encourage women to schedule a mammogram as part of the Breast Screen Aotearoa programme. The initiative started nationally in October 2022 and we have already contacted 5800 priority group women (2,138 wāhine Māori and 3660 Pacific women). As at 9 May, 942 wāhine Māori and 560 Pacific women have attended screening as a result of the reminders.</li> <li>The new health system recognises improving health is more than treating illness and includes a wellbeing approach. We are expanding funding for rongoā Māori, which is a holistic wellbeing approach available to everyone.</li> <li>For local areas, the development of locality plans will involve consumers, communities and entities that contribution to population health outcomes. A population health approach focuses on supporting whānau to stay well in their communities. It is built on the understanding that a whole range of different things can impact a person's wellbeing. Our approach focuses on wai ora (healthy settings, environments), mauri ora (healthy lifestyles) and whānau ora (collaborating to impact on social determinants of health).</li> </ul>

## Minister's Notes

PROACTIVELY RELEASED