

Allied Health Welfare Responding to the Waves

Jolene Hunter

Clinical Coordinator
Canterbury Hauora Coordination Hub
Health Welfare Team
Te Whatu Ora Health New Zealand

Background

The Allied Health Welfare Team was created within the Canterbury Hauora Coordination Hub to respond to the Omicron outbreak.

- ▶ Within a framework of the 5 C's we responded to Omicron Wave in a Multi-disciplinary way.
- ▶ Set up with an equity lens with a focus on complex situations and the unenrolled population

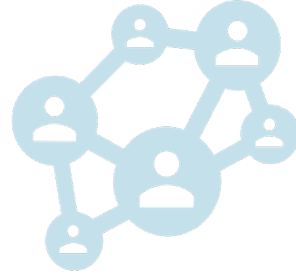
Five C's of Health Social Work

Complexity



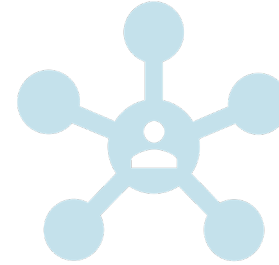
Social workers work with **COMPLEXITY**, including family safety issues, child protection, new diagnoses, AOD, mental health and other factors

Connection



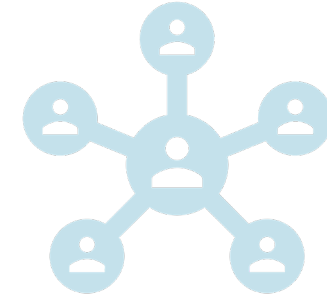
Social workers promote **CONNECTION** with whanau, utilising both formal and informal supports

Communication



COMMUNICATION is a core function of social work who often work when there are difficult dynamics in families or tangata whaior. Also work directly with individuals or whanau needing emotional support.

Coordination



Social workers **COORDINATE** inpatient and post discharge care plans, bringing together multiple components to meet diverse needs using strengths based solutions focused approaches.

CULTURE

Addressing Health Inequities

Equality



The assumption is that **everyone benefits from the same supports**. This is equal treatment.

Equity



Everyone gets the supports they need (this is the concept of "affirmative action"), thus producing equity.

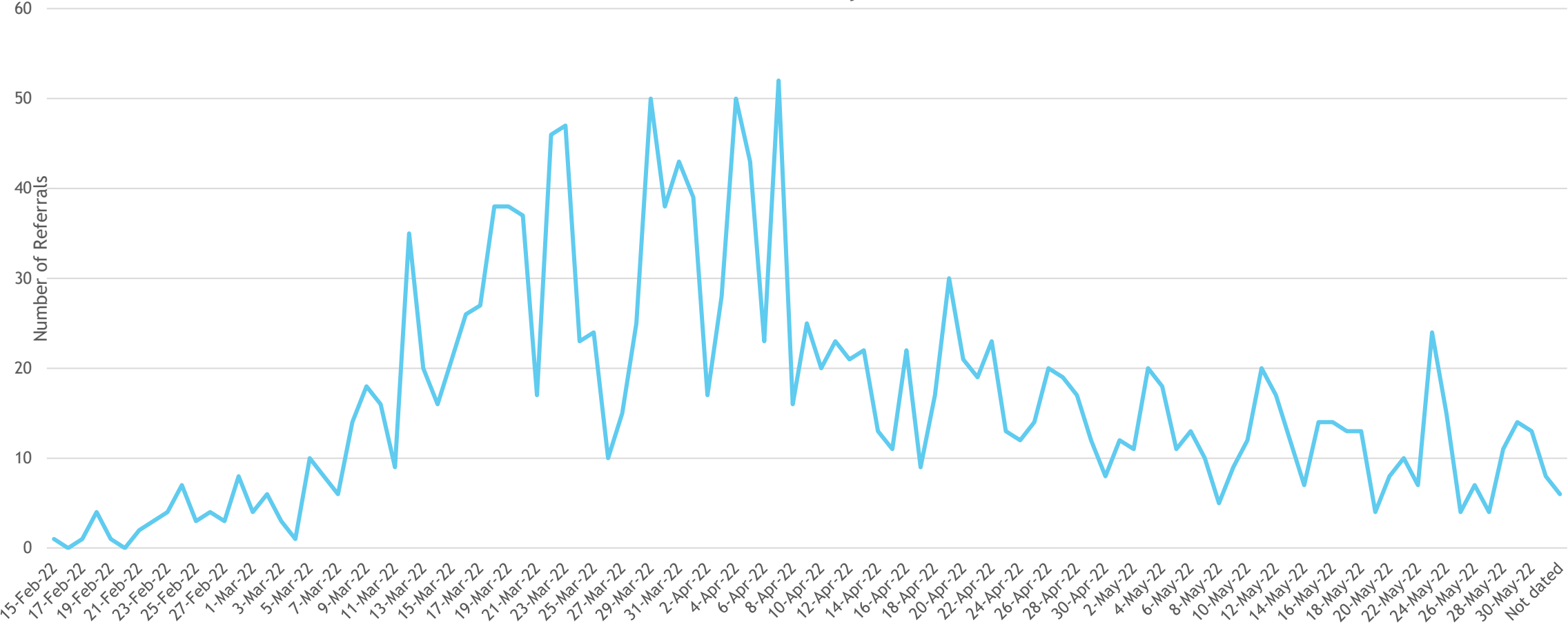
Justice



All 3 can see the game without supports or accommodations because **the cause(s) of the inequity was addressed**. The systemic barrier has been removed.

Outcomes

Health Welfare Team Referrals
Canterbury Hauora Co-ordination Hub
15 Feb - 31 May 2022

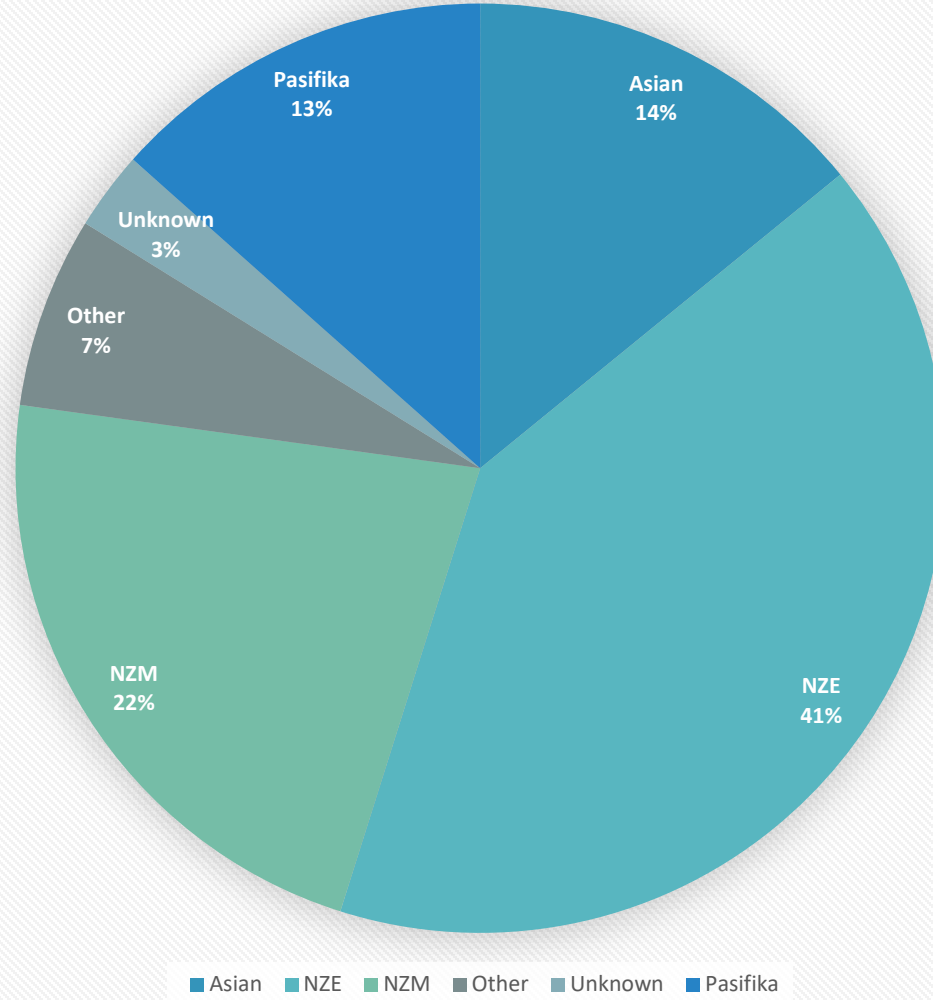


Outcomes

| | |
|------------------|----|
| Asian (Indian) | 74 |
| Asian (Other) | 63 |
| Asian (SE Asian) | 52 |
| Asian (Chinese) | 15 |
| Asian (Filipino) | 7 |

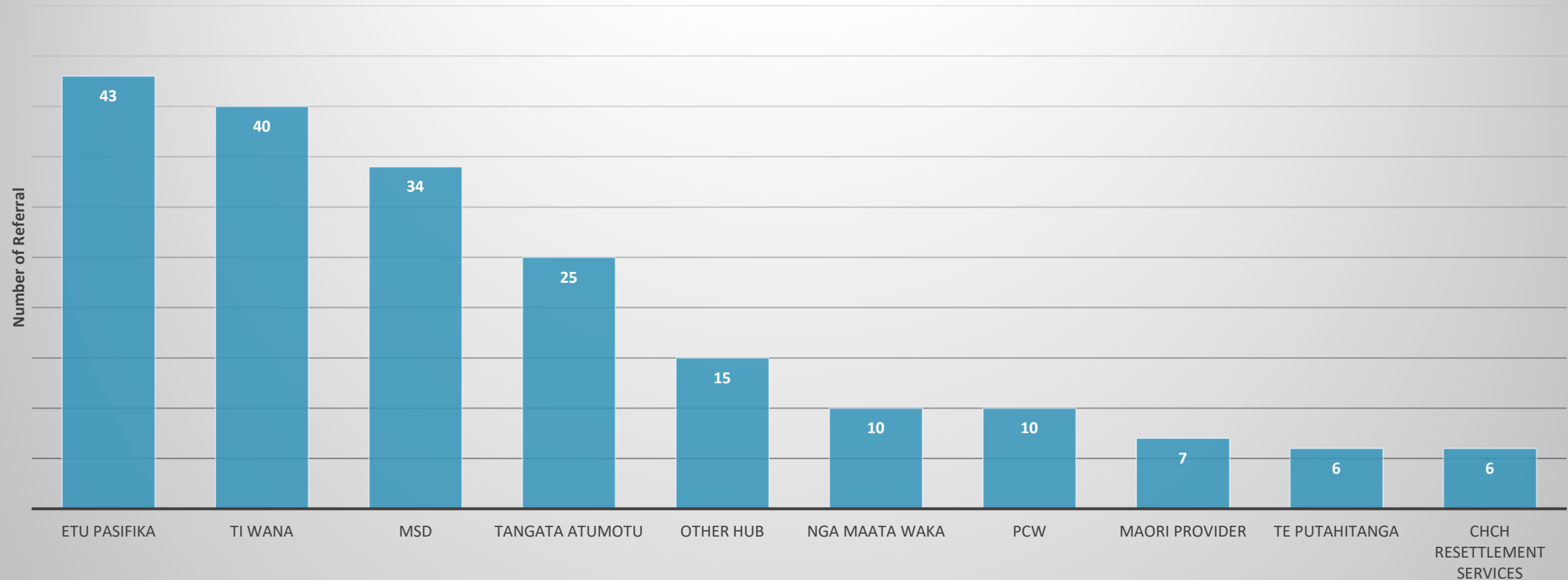
| | |
|------------------------|-----|
| Pasifika (Samoan) | 108 |
| Pasifika (Fijian) | 44 |
| Pasifika (Tongan) | 36 |
| Pasifika (undefined) | 24 |
| Pasifika (Cook Island) | 9 |
| Pasifika (Tokelauan) | 2 |

Canterbury Hauora Co-ordination Hub
 Health Welfare - Primary Ethnicity of Referrals Received : 15 Feb - 31 May
 2022



Outcomes

Canterbury Hauora Co-ordination Hub
Health Welfare - Top 10 Organisations Referred To
15 Feb - 31 May 2022



Implementation
/ Translation to
Practice

Mixed workforce

+

Working virtually

=

High output and wide reach

Implementation / Translation to Practice

Meeting Basic needs

+

Emotional/mental health & health support

=

Improvements in wellbeing

Implementation / Translation to Practice

Successful Coordination Requires:

- Relationships
- Co-location
- Collaboration

Next Steps - Allied Health Supporting Wider Systems

Unenrolled Population
Health and Welfare Care

Avoiding Admissions

Complex Discharge Support