# Video transcript - Keynote 4: Dr Diana Sarfati - Health Workforce NZ Dialogue

E te Minita Hauora, tēnā koe Ki a koutou e ngā rangatira pukumahi Tēna koutou.

Nau mai haere mai.

My instructions have been simple and I've been getting more and more instructions during the course of the day.

Summarize everything keep it very brief be funny be profound.

Be light but be serious.

Take it take this issue with the seriousness that it requires but at the same time make people laugh.

So these are easy instructions and as a result of the instructions, this is the state of my speech.

So we'll see how we go.

But what I really first want to do is tautoko John's Reflections earlier today as we went into lunch.

The vibe, the wairua in this room has been really positive.

It's been really constructive, and I really want to thank you for bringing that today.

There's a sense of palpable common purpose, which is really encouraging to see and we cannot underestimate the importance of this, because the challenges that we face are large, They’re difficult ones and the more that we can pull together and the more that we can work together the more likely we are to succeed.

So thank you.

Thank you.

Thank you for bringing your wisdom your experience and your energy here today.

What we are all aiming to do is to create a health system that can provide excellent equitable care to the people it serves and to be a place where the kaimahi that people that work in the system can thrive.

So our mission now is to create a system that allows us to do that and some of the things we've been hearing today some of the challenges we're being hearing are that there are significant workforce shortages and a broad range of vulnerable health professions and vacancies.

We have a workforce which is at risk in terms of its well-being and resilience resulting in increasing attrition rates.

We've got workforce burnout, fatigue, emotional distress and job dissatisfaction.

We've got a workforce that is not representative of the population that it serves.

So we've got a notable under representation of Māori, disabled people and Pacific people in our workforce.

We've got inconsistent cultural competency which limits the ability to meet the needs of Māori, of disabled People, of Pacific people, of people from other diverse ethnic groups, and also gender diverse populations.

We've got workforce maldistribution, which can lead to problems for people to accessing health services resulting in disparities in health outcomes particularly in rural settings.

And we've heard about the workforce that evolved to deal with covid and the challenges that that workforce faces.

But today we've heard more about solutions and what we can what we can do next.

And again, I thank you for that.

I thank you for bringing that to the table today.

So before I go into some of those, the things that you've suggested and that the ways forward from here.

I just wanted to let you know that following today's dialogue Manatū Hauora will summarize what's been said and will be sharing this with the Minister with the Organizations Manatū Hauora, Te Whatu Ora, Te Aka Whai Ora, but also with you.

The key themes we put up on tatou, which is the online platform so you can continue to feed in and put and have input into those discussions and that work will feed directly into the work that Manatū Hauora, Te Whatu Ora and Te Aka Whai Ora are doing in terms of addressing the issues that we face.

So I just wanted to highlight a piece of work that the Ministry is focused on which is developing a workforce strategy.

And if you're like me when you think about strategies you sometimes think about you know, documents that gather dust on shelves or a strategy is something you do when you don't really want to do anything else or you know, some other negative connotation, but I want to reassure you that the strategy document is a very important one.

We're taking it very seriously.

And the reason for that is that the strategy is about making sure the environment supports health work development growth and improvement.

It's it's about making sure that things like big and complicated things like the legislative regulatory investment, education and training commissioning, immigration, and employment settings are fit for purpose.

So the strategy will be developed using the experience that we're hearing from you today the experience in this room and beyond and the idea is for the workforce strategy to have a longer-term focus.

So 10 to 15 years to shift the system to allow the changes that we've talked about today.

So it makes sure the foundation is strong for a long-term sustainable health workforce.

So meantime the system needs to work on the sorts of issues that we've heard about and it's a question of and, and, and, and, there's lots of areas that we need to be working on and we need to be working on those at the same time and in parallel and some of the key ones that I heard today.

We need to think really carefully about pipelines to work Force.

So this is the planting of the trees that Riana talked about earlier.

We need to be thinking about how do we reduce the barriers for people entering and getting through workforce training? This is important for everyone, but it's particularly important for Māori as well as for Pacific people and disabled people.

And we need to be flexible and innovative in the ways that we do that We need coordinated recruitment and immigration processes and we can see those things taking shape led by Te Whatu Ora.

We need to think about retention strategies and retention strategies throughout so throughout that training period but right through the whole career pathway and it includes a whole lot of broad issues including things like remuneration things like pay Equity pay parity those sorts of things, but also broader issues around staffing levels professional development and cultural issues and by cultural issues.

I mean that really broadly.

I mean having the work, The work, sorry, the health system being one that people want to work in, that creates a positive culture for all and so we need to think about how we can do that.

Very importantly, we need to look at the way that we deliver care, who delivers that care, and where that care is delivered.

And part of that and all of this broadly speaking is thinking about the Kaiāwhina workforce, and other elements that have come through perhaps more recently more strongly.

How can we leverage off that? It also includes collecting, collating, analysing and actually making sense of data to inform what we're doing and make sure we're leading out into the future.

It includes and is built on te Tiriti and our obligations under te Tiriti.

So we need to be very clear how that threads through all of this mahi.

And we need to make sure we keep this ongoing spirit of partnership because as I said, if unless we're all working together, we're not going to be able to create the changes that we want to see.

So, there's a lot of work underway across all these areas.

So we need to make sure that work continues.

We need to step out that program.

We need to broaden it and strengthen it.

We need to make sure that it is clear to all of us where we are going and how we are going to get there.

The workforce task force, led out of Te Whatu Ora is one mechanism to ensure that happens.

We also need to make sure that there are ways to continue to connect and collaborate across the system.

So that's about these sorts of things but all sorts of mechanisms to communicate so that you can talk to the system and the system can talk to you and all sorts of other patterns within that.

So as Minister Little noted in his opening address, what we have now is a once-in-a-lifetime opportunity to create the health system we need now and into the future.

He very clearly has expressed his commitment to this mahi.

From the people in this room.

I've heard passion and commitment and we're wanting to work together and I can absolutely reassure you, guarantee you, that this work is front of line - front of mind -It's getting late on a Saturday afternoon - front of mind for myself for Riana and for Margie.

We are committed to this work.

We we are committed to driving it forward.

This will be a journey and we won't get it all right.

But what we have to do now is harness the commitment and the Motivation we've seen here today to forge a new path.

We need to be brave.

We need to be bold, and we need to try new ways of working.

I want to just take a moment to thank all the people that have been involved in organizing this day.

I'm not going to name them because I will forget someone, but thank you for all of that.

But again, most of all thank you for being here today.

Thank you for your energy.

Thank you for your ideas.

I really look forward to working with you all on our journey to pae ora.

Nō reira, tēnā koutou, tēnā koutou, tēnā tātou katoa.