



Karakia

Tūria, tūria te mata hau nō Rangi
Tūria, tūria te mata hau nō Papa
Paiheretia te tangata ki te kawa tupua,
ki te kawa tawhito
He kawa ora! He kawa ora!
He kawa ora ki te tangata
He kawa ora ki te whānau
He kawa ora ki te iti, ki te rahi
He kawa tātaki ki au mau ai
Tūturu o whiti, whakamaua kia tīna
Hui e! Tāiki e!

*Elevate and celebrate the gifts of Rangi
Elevate and celebrate the gifts of Papa
People are bound by the spiritual forces of ancestry
Uplift the spirit! Support the spirit!
Raise up the health of people, of family, of all.
A spirit that guides me
Hold fast! Uphold the essence.
Bring it together! It is complete.*

Stakeholder hui

2 July 2024

- **Margie Apa** – Chief Executive Health New Zealand
- **Andy Inder** – Director Ageing Well
- **Mahaki Albert** (MC)
- **iSign**, NZ Sign Language



Professor Dame Helen Stokes-Lampard DBE



Nadine Gray (Te Whakatōhea)

Government Policy Statement on Health 2024 – 2027

For more info visit [**www.health.govt.nz/publications**](http://www.health.govt.nz/publications)

System Pressures 2024

Stakeholder Hui

2 July 2024

Systems Pressures 2024

- High demands are placed on our Health System, and all our kaimahi, every day
- We acknowledge everyone's hard mahi, dedication and passion for caring for New Zealanders
- Everyday clinicians and support workers across the Motu help thousands of New Zealanders with proactive and reactive health services
- We have developed a Systems Pressures approach to embed long term change to help ease pressure



Our opportunity to ease system pressure

- As Health New Zealand – Te Whatu Ora we have a chance to create solutions that are consistent across the Motu
- Initiatives cross primary and community care, EDs and hospitals
- One national plan working with regions/districts to make it happen
- Although national initiatives these are adapted regionally and locally as every community is unique. E.g. local escalation pathways
- Not just a winter and summer response but embedding better practice in our system
- Single approach:
 - Clarity on challenges
 - Unified decisions
 - Embed into the system
 - Consistent support

What we want to achieve

- High demands can mean patients are not cared for in the appropriate setting
- This can result in:
 - Patients not being able to access timely, quality care
 - Less favourable patient outcomes
 - Additional pressures on our workforce
- Awareness and action around prevention programmes, particularly immunisation
- Smoother, coordinated pathways for higher risk individuals in our hospitals
- Fairly funded community-based services to support complex discharges



Prevention

Encouraging people to take preventative measures early, such as immunisations, staying home when sick, healthy behaviours.



Community care

Providing people with alternate healthcare options (urgent and non-urgent) and supporting living.



EDs & hospitals

Improving the patient journey through hospital by consistent Integrated Operations Centres, acute flow improvement to enable more resilient EDs, while maintaining staff wellness and well-being.

Initiatives underway – at a glance



Prevention

- COVID XBB
- Flu vaccine
- Childhood imms
- Boostrix
- Outbreak prep
 - International and domestic surveillance
 - Capability
- Outbreak response
- ARC residents, and ARC/HCSS kaimahi vaccination

Links to health targets

Improved Immunisation



Community care

- Ka ora virtual consults
- Urgent Care, rural after hours
- Extended primary care options for Acute Care (POAC)
- Timely discharge of complex cases to ARC/community
- Visibility of ARC bed availability

Shorter Stays in ED



EDs & hospitals

Discharge planning:

- Local complex discharge escalation pathway
- Integrated 7-day discharge planning
- Flu vaccinations for Health NZ staff

Create capacity for Shorter wait times for elective treatment

Childhood Immunisation coverage at 24 months – all ethnicities

65+ Influenza Vaccinations



2023
78%



2024
78%

2023

555k



2024

513k

Get your flu vaccine here

We're fighting flu together

Health New Zealand
Te Whatu Ora

Shorter Stays in ED

2023

2024

71.9%

69.9%

Emergency Department presentations

321,077

332,355

Admissions from Emergency Department

29.2%

29%

Choose the right healthcare for you and your whānau



Care at home

Info.health.nz
Advice and information on general wellness, colds, flu and Covid, minor injuries and skin issues.



Healthline

0800 611 116
Free health advice and information 24/7 from trained nurses and other health professionals.



Pharmacy

Advice and treatment
Medicines and vaccinations, help to treat minor illnesses, over-the-counter treatment.



GP or Doctor

Appointments with a doctor for general wellness, high fevers and rashes, injuries, mid to long term healthcare and all vaccinations.



Accident urgent medical centre

Out of hours or urgent care if your GP isn't available, for urgent injuries or if you're feeling very unwell.



Emergency department

Call 111 if it's a life threatening emergency
Go immediately if you have chest pain, difficulty breathing, severe bleeding or severe pain.

Summary

- Everyone working in health is passionate and dedicated and we value your unwavering work and support
- We know we need to find efficiencies and we have a national approach to deliver
- We are focusing on fewer initiatives but on those that are evidence based and we hope will make greatest impact
- We will constantly review our approach, learn and improve
- Work is already underway, and initiatives will continue to roll-out over 12-months
- Many of you have already initiatives underway to assist in easing the pressure
- We encourage you to reach out to Health NZ colleagues to share your mahi and help us continually improve our approach

He waka eke noa

Ngā mihi

Questions?



Karakia

Kia whakairia te tapu

Kia wātea ai te ara

Kia turuki whakataha ai

Kia turuki whakataha ai

Haumi e. Hui e. Tāiki e!

Restrictions are moved aside

So the pathway is clear

To return to everyday activities.