

CHAIR REPORT FOR 2017

As we take some time to look back over the last year we realise the pace and scale of our business has certainly accelerated - even more so than last year. Changes on the local scene are becoming more pronounced following a refresh of the Bay of Plenty District Health Board's policy direction and new management.



But first we must pause and acknowledge those who are no longer with us. Our beautiful Aunty Maria passed away in July at her home in Te Puna following a long illness. She was a loyal supporter of Hauora here in the Moana and across the Motu as well. Her contribution was huge in the area of Māori development - often she was the first Māori woman to be nominated into areas that were predominately non-Maori. Maria was a foundational member as well as the chair in later years of Te Whānau Poutirirangi ora a Papa. She was instrumental in the establishment of Te Manu Toroa and remained on the Board until her health started to fail. She stood down as a Trustee in 2013.

Maria's contribution to wellness and to the resilience of her people will be remembered.

THE BOARD



Front Row: Punohu McCausland, Bev Flavell, Cindy Mocomoko
Back Row: Nga Mataapuna Oranga Managing Director - Janice Kuka
Absent: Hine Kane

The Board membership The Board has been part of the consultation from Bay of Plenty District Health Board on impending changes in their Strategic direction document. They have also been

involved in the consultation process of the Māori Development and Planning new proposed structure.

They have undertaken a one day refresh of the Ngā Mataapuna Oranga Strategic Plan with the Network Providers. Together we have aligned our strategic plans to ensure everyone is moving in the same direction.

The Board has continued to meet as a Strategic Planning Partner with the Bay of Plenty District Health Board alongside the other two Primary Health Organisations. We were visited by the Board earlier in the year to discuss strategies to improve the immunisation rates.

Through a grant Ngā Mataapuna Oranga Board supported the Tuakana Teina Rangatahi attendance at an international Indigenous Conference in Toronto. This has been the culmination of three years of Leadership Camps organized every January by Te Puna Hauora Ki Uta Ki Tai to develop skills, resilience and of course leadership.

NGA MATAAPUNA ORANGA'S STRATEGIC DIRECTION

Our Mission:

To achieve prosperity and wellbeing through a high performing and comprehensive Whanau Ora network

Our Vision:

Mauri Ora, Mauri Tau Whānau Prosperity and Wellbeing

Our Values:

Whakapapa, Whanaungatanga, Wairua, Rangatiratanga, Pae Ora

Our Strategic Goals:

Business Approach, Long term Financial Sustainability Integration of our business, Quality and Workforce

The Board tracks quarterly on the progress of the **Integrated Strategic Business Plan** through the bi-monthly Board reports. To date the focus has been on the building up of the infrastructure of NMO and the Networks.

HIGHLIGHTS

Finance

This year the turnover of the Company has increased by 7.4% over last year reaching more patients with more programmes compared with previous years.

The Company continues to operate profitably whilst retaining sufficient reserves for development and growth.

The Company has a strong working capital and financial balance sheet with no long term debt.

Information and Technology

Designed and developed a total new IT system for NMO and the Network.

Ngā Mataapuna Oranga's IT Team completed a major project of migrating all our systems onto a much more efficient platform. This system enabled NMO to have better access and proper management controls over our data. We now have the ability to oversee and monitor all related IT matters across our network of providers. The objective now is to increase our IT knowledge in planning towards integrating all our business.

Workforce

We have placed a priority on workforce development to assist the organization and the networks meet their strategic goals. Ngā Mataapuna Oranga ran a series of workshops facilitated by the Institute of Directors, for all Board members and their Managers.

Bi-monthly training is provided on site for any organization wanting to learn about the Whānau Ora Approach to Practice. As well we contract in any specialized training that is required from our clinics and clinicians.

Health Targets

Nga Mataapuna Oranga has achieved a consistent high rate of success in the **Better Help for Smokers to Quit** over a period of three quarters.



Immunization has seen some improvements in our overall attainment. Our clinics and community staff continue to work towards improving our systems to enable continued improvement in all health targets.

Partnerships in Co-Design

A six month project was signed off between the Bay of Plenty District Health Board and Ngā Mataapuna Oranga. The project will pilot Whānau Tahī Connected Care as part of a whānau ora access pathway. This pathway will provide a platform for the sharing and communicating of patient care information between primary and secondary and also provides for the involvement of whānau.

Te Manu Toroa / Pirirakau Clinics

All four clinics have full complement of Doctors and clinic staff. Reaching this stage has taken a lot of planning and negotiating from our new Practice Manager. We are fortunate to have a very supportive Clinical Director who takes a very active role in the quality management of all the clinics and provides sound clinical advice and guidance to the Organization and staff.

The city clinics of Te Manu Toroa continue to be our pressure points with a high demand on all their services. We are also observing that due to the increased development in Pāpāmoa and Tauranga West we are starting to see our high needs / Māori population move further out into the outer perimeters of the countryside. Ngā Mataapuna Oranga is involved with the two councils on the future planning for health and social services for these populations.

Back Office Functions

The diverse business of Ngā Mataapuna Oranga continues to grow and alongside that our back office capability. We have an additional two more Hauora that we provide back office support for. As well our contract management has increased with more new contracts and more compliance requirements to our existing contracts and business.

Te Ara Auahi Kore Research Project

Nga Mataapuna Oranga alongside Māori Providers throughout the Motu and in partnership with the University of Otago and Whakaue Research Services are undertaking a research project. The aim of the research is work with Māori communities to gather data that will provide evidence for national and local decision makers to help us reach **Smokefree Aotearoa 2025**.

Hapainga Programme



Eastern Bay Health Alliance in partnership with Ngā Mataapuna Oranga were successful in obtaining a Ministry of Health funded contract to help people quit smoking in Primary Health. We have two stop smoking practitioners here in the west and they are both sited with providers within our network. Although very challenging they are meeting with some success.

This programme has been integrated alongside other similar stop smoking strategies that we have.

Lead Partner in Whānau Ora

Whānau Direct, Kaiārahi and Collective Impact have all been generating positive outcomes for whānau. These programmes have highlighted the desperate need of our whānau and how with some assistance and an aspirational plan they can plan their way out of crisis.

These programmes continue to measure and evidence good outcomes for the whole whānau.

PRIORITIES FOR 2018-2019

Our key priorities for the coming year will include the following.

- Increasing patient enrolment into our services
- Improving systems between Providers
- IT developments to ensure we are capturing the data that we need and want
- Ongoing workforce development
- Growing our revenue with aligned contracts
- Testing integration design and measurement tools
- Whānau Ora and collective impact



Bev Flavell

Board Chair