

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!

Te Whatu Ora
Health New Zealand

Te Aka Whai Ora
Māori Health Authority

Shifting the System

- Dale Bramley, Acting Chief Executive Te Whatu Ora
- Riana Manuel, Chief Executive Te Aka Whai Ora
- Leigh Donoghue, Lead Data and Digital Officer
- Doug Healey, Director ICT Data & Digital Te Aka Whai Ora
- Loren Shand, Group Manager Design & Channels
- Michael Dreyer, Director Sector Digital Channels (Panel for Q&A)
- Mahaki Albert (MC), Maiaka Whakaruruhau Tikanga | Chief of Tikanga

30 January 2024

Te Whatu Ora

Health New Zealand

Te Aka Whai Ora

Māori Health Authority

1

The health system will reinforce Te Tiriti principles and obligations

All people will be able to access a comprehensive range of support in their local communities to help them stay well

2



5

Health and care workers will be valued and well-trained for the future health system

Everyone will have equal access to high quality emergency and specialist care when they need it

3

4

Digital services will provide more people the care they need in their homes and communities

100-Day Plan

Immunisation

- Health Minister, Dr Reti has announced a two-year \$50 million package to help Māori providers lift immunisation rates for all children
- Dr Reti also launched My Health Record – an App giving people improved access to their personal health records.



BreastScreen Aotearoa - Age Extension

- BreastScreen Aotearoa (BSA) is New Zealand's free breast screening programme for eligible women between the ages of 45 and 69.
- BSA is developing a business case to extend free breast screening to women aged 70 to 74.
- The business case will include planning for additional workforce, equipment and follow up services needed.

Enhanced security nationally

- 4 additional staff – Kaitaia hospital (11 Feb)
- 4 additional staff – Bay of Islands hospital (11 Feb)
- 6 additional staff – Whangārei hospital (11 Feb)
- 4 additional staff – Dargaville hospital (11 Feb)
- 10 additional staff – Waikato hospital (29 Feb)
- 4 additional staff – Tokoroa hospital (14 Jan)
- 4 additional staff – Te Kuiti hospital (14 Jan)
- 4 additional staff – Taumarunui hospital (14 Jan)
- 4 additional staff – Taranaki Base hospital (14 Jan)

- 4 additional staff – Nelson hospital (29 Feb)
- 4 additional staff – Buller Health | Te Rau Kawakawa (14 Jan)
- 4 additional staff – Te Nikau Greymouth hospital (14 Jan)
- 4 additional staff – Lakes District hospital (14 Jan)
- 6 additional staff – Invercargill hospital (14 Jan)



North Shore, Waitakere, Auckland City (15 additional staff each), and Middlemore hospitals (10 additional staff) until 29 Feb

4 additional staff – Thames hospital (14 Jan)

10 additional staff – Tauranga hospital (29 Feb)

4 additional staff – Whakatāne hospital (29 Feb)

4 additional staff – Rotorua hospital (14 Jan)

4 additional staff – Taupō hospital (14 Jan)

4 additional staff – Hawkes Bay Fallen Soldiers hospital (14 Jan)

4 additional staff – Kenepuru community hospital (14 Jan)

4 additional staff – Wairarapa hospital (14 Jan)

4 additional staff – Hutt Valley hospital (31 Jan)

10 additional staff – Wellington Regional hospital (29 Feb)

4 additional staff – Wairau hospital (29 Feb)

15 additional staff – Christchurch hospital (29 Feb)

4 additional staff – Ashburton hospital (14 Jan)

4 additional staff – Timaru hospital (14 Jan)

10 additional staff – Dunedin hospital (29 Feb)

Higher Risk ED's:
 Summer Hot Spot ED's:

- "Additional staff" are a measure of the total number of staff per each day (i.e. rotating shifts across each 24-hour period).
- All dates are in 2024.

New Pathways Developing – MSK (Musculoskeletal)

- Finding new ways to better use an incredibly skilled workforce
- Creating win-win situations and spreading innovation across the whole country
- Orthopaedics has the largest planned care waiting list
- Prototype pathway rolled out in 2022 and 2023
 - Using physiotherapists to complete initial assessments
 - Te Tai Tokerau, Bay of Plenty, & Capital, Coast & Hutt Valley
- 75% of patients were able to be moved off a first specialist assessment waitlist
- Work is underway to establish a MSK pathway nationally

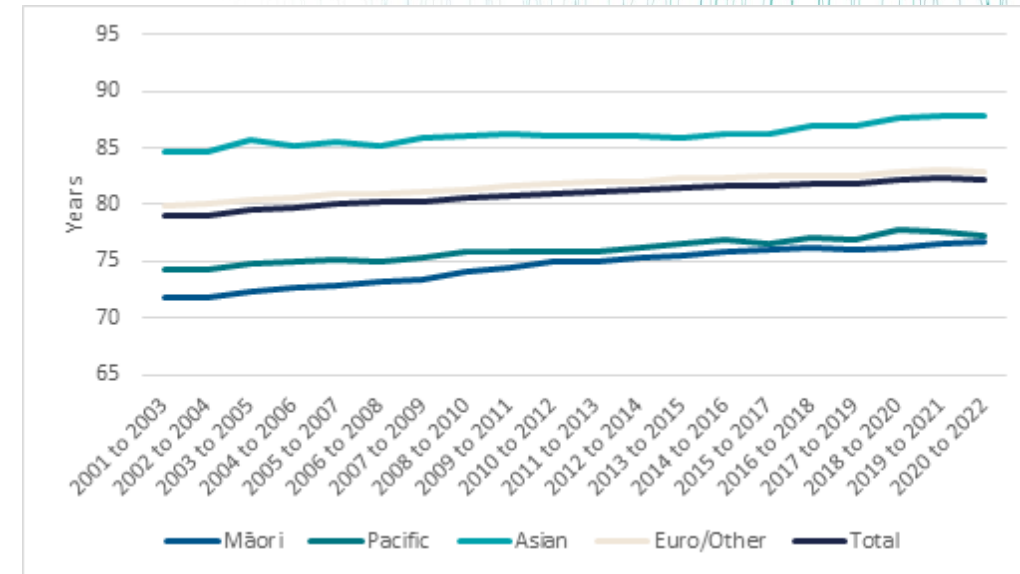
Health Status Report

First overview of health status for all New Zealanders

- There are a number of population health outcomes showing real improvement
- Life expectancy is rising
- Deaths from cancer and heart disease are declining
- Smoking is declining

There are some challenges

- High demand for acute services
- Increased waiting times in a number of areas
- Large rise in youth mental health presentation



Trend in life expectancy at birth, national by ethnicity – 2001-03 to 2020-22

The Report informs us of where to focus and responds to health care needs

Joint work programme

Service Improvement and Innovation - Data and Digital

- Exciting new joint work programme underway
- Creation of an innovation funnel
- Codesign centres developing
- AI lab created
- Virtual care ecosystem
 - Ambulatory Diagnostics to take tests into the community
 - Remote patient monitoring
 - Hospitals in the home

New possibilities for modernising healthcare

Too often technology has constrained how we deliver care. A step-change in approach was needed. We now have this opportunity: much wider levers of change are available today to enable better care.

Common challenges

- Rising demand
- Escalating costs
- Exhausted staff

THE OLD

Our legacy IT landscape in Health

- Most complex IT ecosystem in NZ (>6000 applications)
- Difficulty accessing information
- Aged applications and infrastructure
- High vulnerability to incidents and outages

THE NEW

Digital enablers



Strong partnerships



Digital Operating Model



Platform + Agile



Simplify and standardise



Interoperability



Purposeful Innovation

Non-technology enablers



Commissioning and Funding



Models of Care transformation



Data insights and intelligence



Standardisation of processes



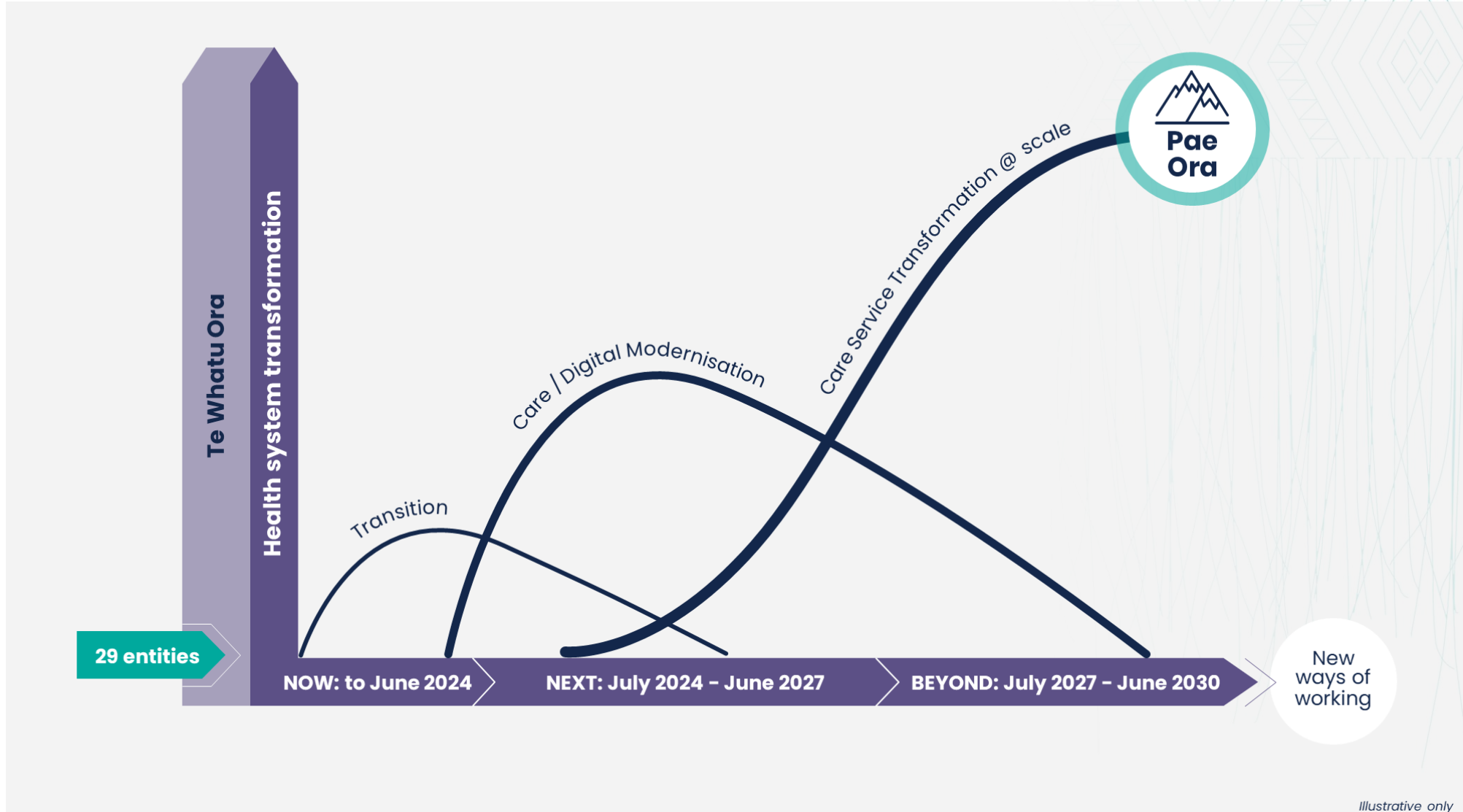
Governance, policy, regulation



Workforce

Defining our Journey to Pae Ora

Forward roadmap shaped around 3 key stages: Now (post-merger integration), Next (Digital Modernisation) and Beyond (Transformation). Focus on delivering benefits at each stage in the journey.



Digital Modernisation Flagships

A cohesive set of digital initiatives to enable better care, improve the efficiency and effectiveness of the health system, and significantly advance us towards Pae Ora. Focus on delivering platforms that enable industry innovation.

1

Enabling rangatiratanga over health and wellbeing

2

Enhanced data for planning, funding, and research

3

Digital modernisation of primary and community care

4

Modernising booking, scheduling and referral management

5

Digitally-enabled models of care

6

Transform diagnostics – radiology and pathology

7

Redesign urgent and emergency care

8

Control centres to optimise hospital planning and operations

9

Digital modernisation of Hospital and Speciality Services

10

Digital transformation of the supply chain

11

Enterprise human capital management and payroll

12

Finance and Payments transformation

“BECOMING DIGITAL”

Transforming how we think and operate within Data & Digital and across Te Whatu Ora



- **Maturity**
- **Appetite**
- **Competency**
- **Capability**



Getting The Balance Right



Tino

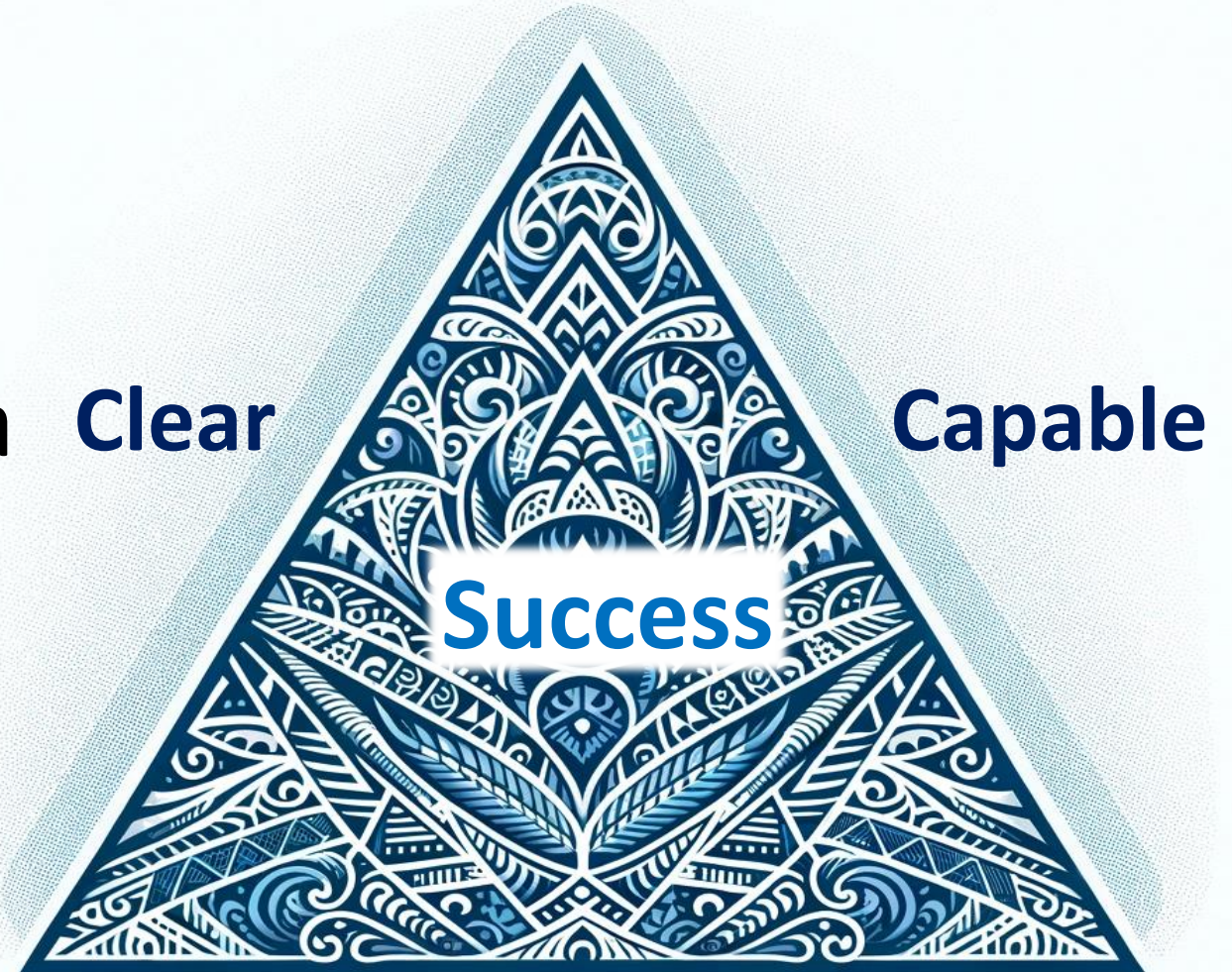
Rangatiratanga

(Culture Shift)

- Whakawhanaungatanga
- Kotahitanga
- Manaakitanga
- Kaitiakitanga

Retrospective vs Proactive

The Success Triangle



Motivated



Recent releases

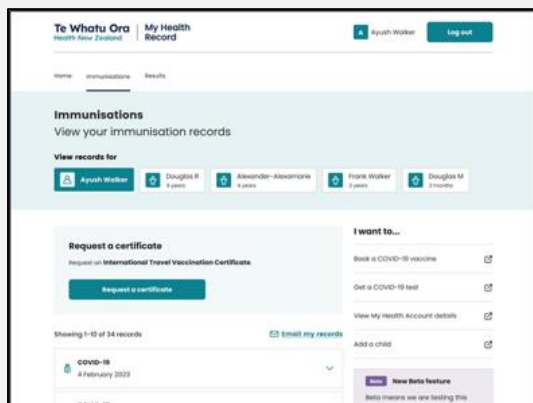
Aotearoa Immunisation Register

Released December

AOTEAROA
IMMUNISATION
REGISTER

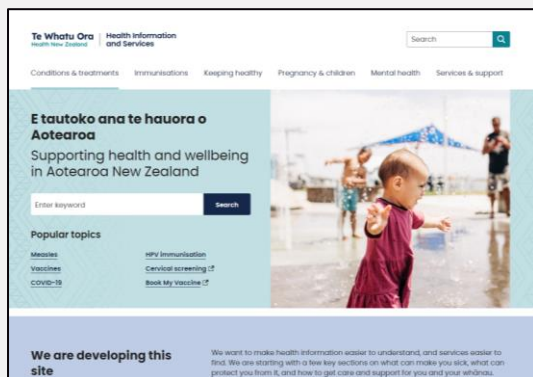
My Health Record

Released December



Health Information and Services

Released November



Achieving benefits for:



Can access health records for themselves and their children

Can find the information they need to make informed health decisions

Health consumers



Public health service providers

Have the information and interfaces they need to deliver services for their communities



Health system

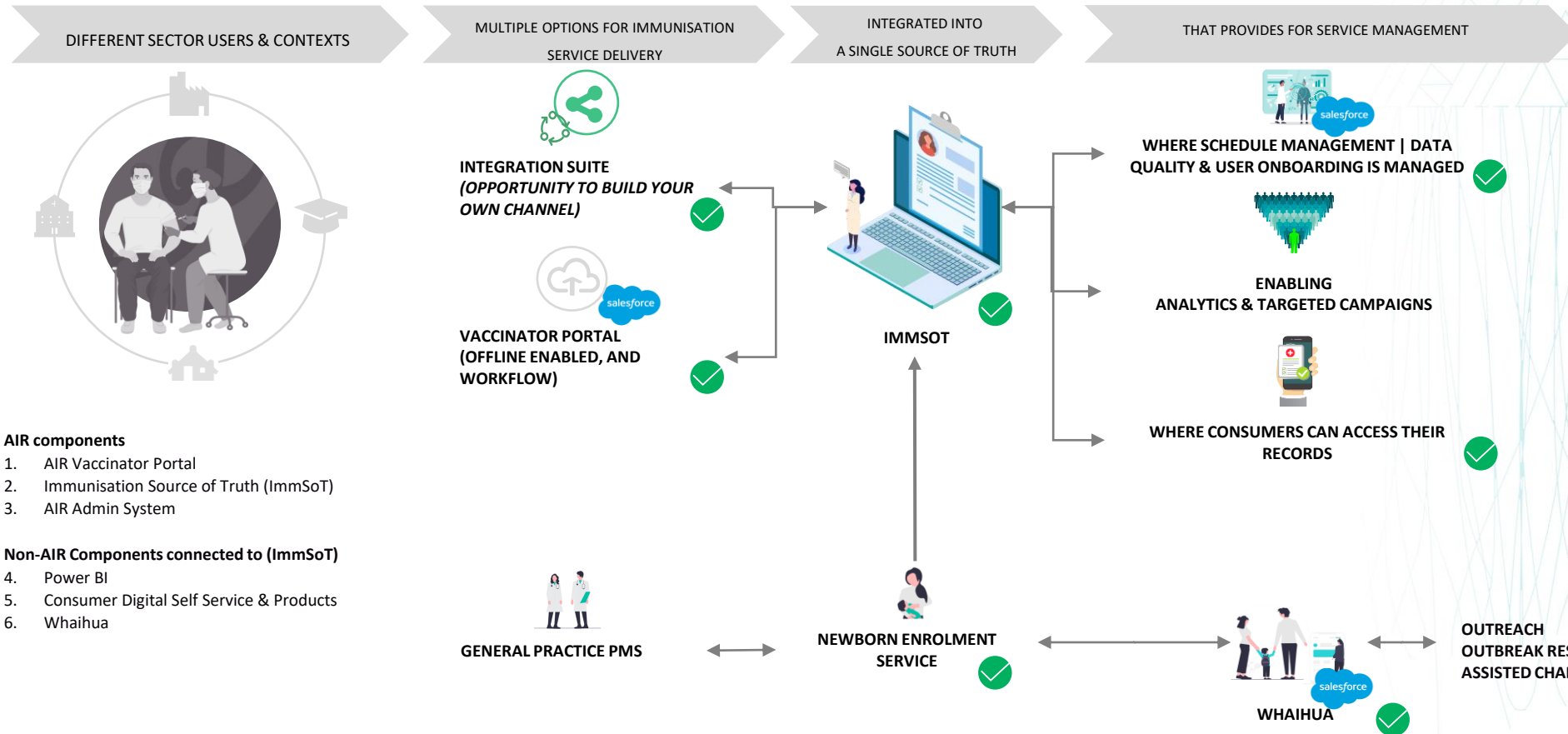
Consolidating onto fewer, better platforms for greater efficiency

AOTEAROA IMMUNISATION REGISTER

AIR | Current State – Where we are now

Te Whatu Ora
Health New Zealand

The overarching goal of AIR is to achieve equity of outcomes through better delivery of immunisations for all population groups. The image below identifies the current state of the AIR, and clearly identifies the different components that form the AIR eco-system:



AIR components

1. AIR Vaccinator Portal
2. Immunisation Source of Truth (ImmSoT)
3. AIR Admin System

Non-AIR Components connected to (ImmSoT)

4. Power BI
5. Consumer Digital Self Service & Products
6. Whaihua

AIR BUSINESS CASE INVESTMENT OBJECTIVES:

- ✓ Vaccinators can work where and when they are needed
- ✓ Each vaccination will be easy to record in the AIR
- ✓ Individuals in the New Zealand public will be able to view their immunisation status
- ✓ Local and national immunisation service planners will have access to complete and recent data
- ✓ As new data requirements and new vaccine programmes are made available the solution can be easily modified

Below outlines the key dates, functionality and key results associated with the implementation of the AIR .

AOTEAROA IMMUNISATION REGISTER

Aotearoa Immunisation Register

Vaccinator Portal – Used to record vaccinations and view immunisation history

Admin System – Used for AIR admin functions such as fixing errors and onboarding

Integration – Connections with other software i.e PMS

Vaccinator Portal – Launched in November 2023

Admin System – Launched in February 2023

Integration – Launched in December 2023

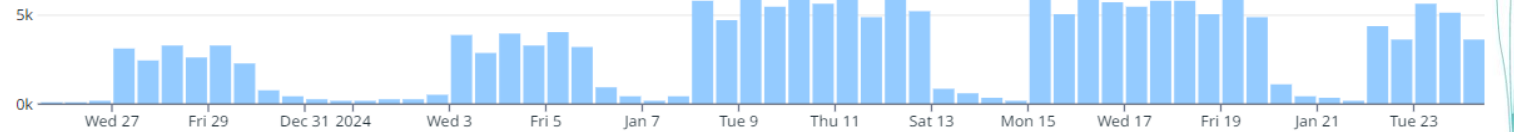
390,000 Immunisation Create Events since cutover

935,000 Immunisation status queries since cutover

1463 facilities onboarded into vaccinator portal

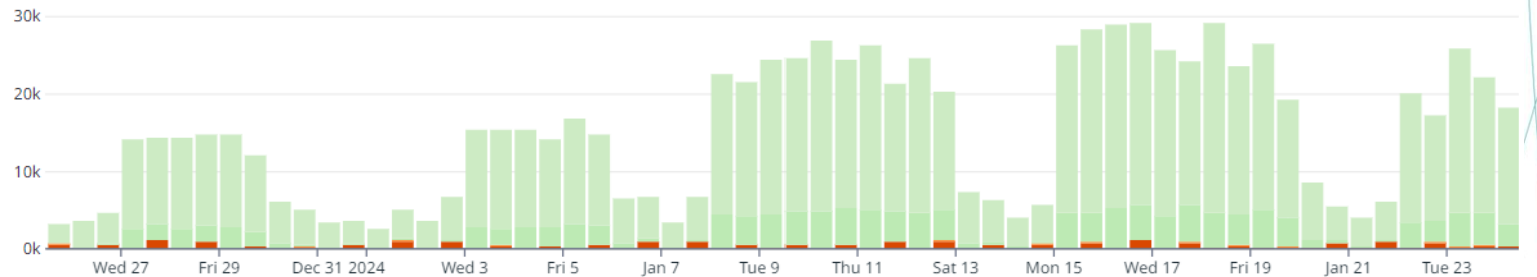
7470 total users onboarded across a range of roles

Since cutover



Total Create Events in last month
180k

Total Create Events since cutover
390k



Total status queries in last month
495k

Total status queries since cutover
935k

Data as of 24/01/24

My Health Record

Released December 2023

The image displays three overlapping screenshots of the My Health Record web application. The top-left screenshot shows the 'Immunisations' page for user Ayush Walker, with options to view records for various family members. The top-right screenshot shows the 'Immunisation records for Tom John Gibson', including a date of birth and NHI number, and a table of vaccination records. The bottom screenshot shows the 'Results' page for COVID-19 test results, with a 'Report a RAT result' button and a list of recent and historical tests.

Immunisation records for Tom John Gibson
Date of birth: 20 July 2006 NHI number: 2420526

	Batch	Date given
(Infanrix)	AB23456	6 December 2018
(Infanrix)	AB23456	6 December 2018
(Infanrix)	AB23456	30 March 2019
(Infanrix and polio (Infanrix))	AB23456	30 March 2019
(Infanrix)	AB23456	30 March 2019
(Infanrix)	AB23456	7 December 2019
(Infanrix)	AB23456	7 December 2019
(Infanrix)	AB23456	7 December 2019
(Infanrix)	AB23456	7 December 2019
(Infanrix)	AB23456	7 December 2019
(Infanrix, polio, hep B, and Hib)	AB23456	7 January 2022
(Infanrix, polio, hep B, and Hib)	AB23456	7 January 2022
(Infanrix, polio, hep B, and Hib)	AB23456	06 December 2023

Results
COVID-19 test results

Report a RAT result
Self report a rapid antigen test result (RAT) for yourself or for others.

Most Recent

- COVID-19 Rapid Antigen test - 10 Nov 2022

Historical

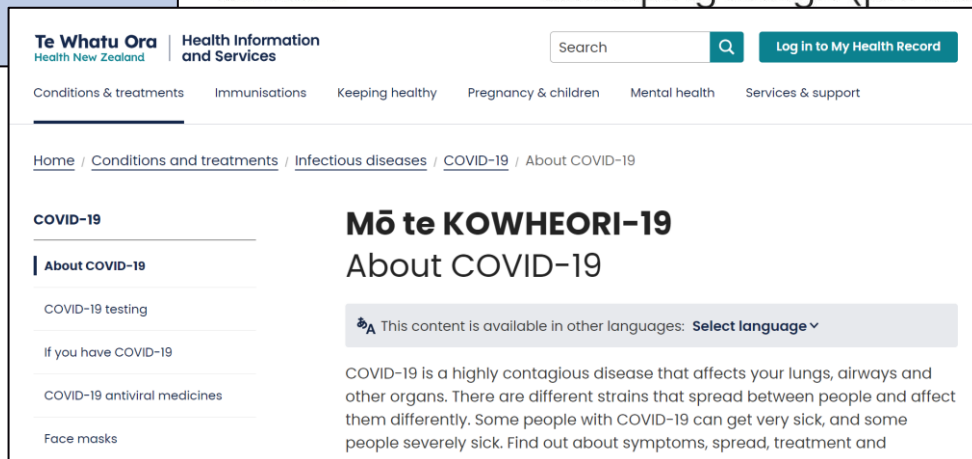
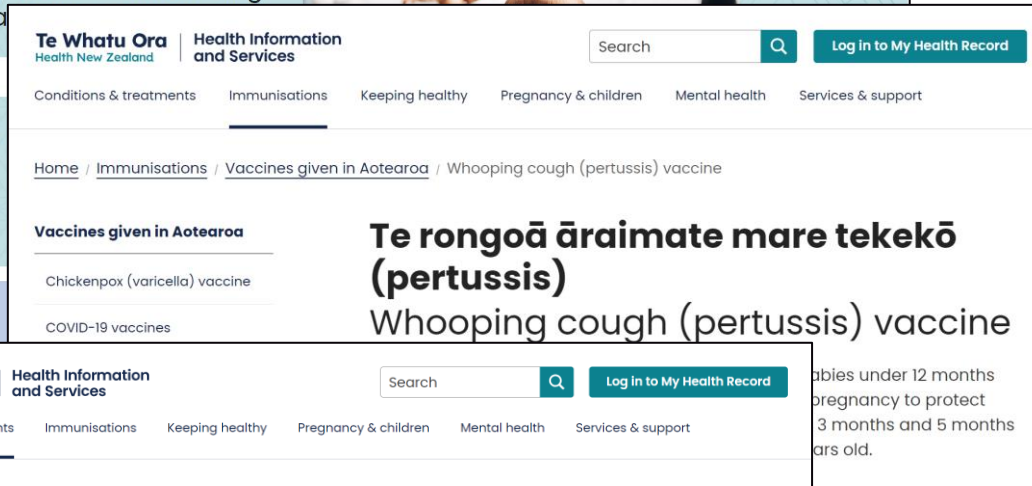
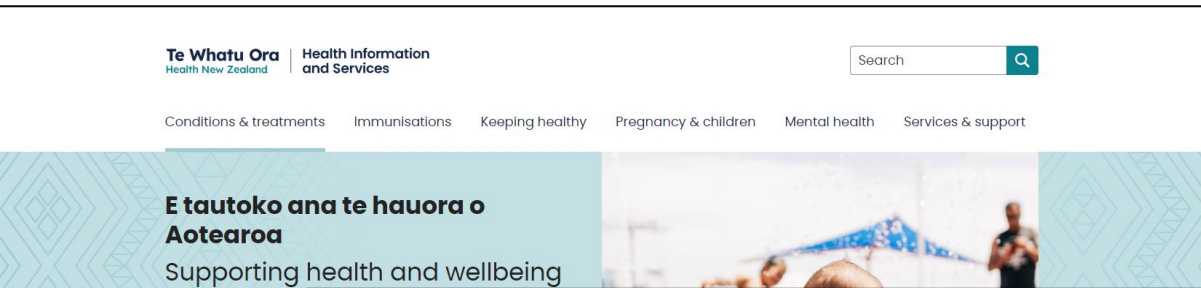
- COVID-19 Blood Test - 10 Nov 2022
- COVID-19 Rapid Antigen test - 10 Nov 2022
- COVID-19

Consumers can now access immunisation records and COVID-19 services for themselves and their children, and more is on the way.

Health Information and Services

Released November 2023

People can now find plain language information about health and health services published by Te Whatu Ora on one modern and user-friendly website.





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