

Te Hiku
Hauora

Te Pūrongo-ā-tau

ANNUAL REPORT 2023



09 408 4024

49 Redan Road, Kaitaia

www.tehikuhauora.nz

reception@tehikuhauora.nz

NATURE OF THE BUSINESS:

Charitable Trust

KAUPAPA:

Hauora

MAIN OFFICE:

49 Redan Rd, Kaitaia

TRUSTEES:

Chairperson: Joan Norman

Deputy Chair & Audit & Risk Chair: Keringawai Evans Larkin

Audit & Risk: Robert Gabel

Rosie Conrad

Melanie Dalziel

Mere Henry

Roberta McLean

PATRONESS:

Jean Beazley

CEO:

Dr Maria Baker (PhD)





Te Hiku Hauora Vision

Āwhinatia he kaupapa Māori hei oranga mō ngā tangata katoa

A holistic Māori approach for all people to live well and to thrive

Te Hiku Hauora Mission

Ngā ratonga Hauora katoa ki ngā whānau, hapū, iwi me hapori o te Hiku o te Ika

Our mission is to provide and support Holistic Health Services to whānau, hapū, iwi and communities in Te Hiku o te Ika.

Foundations for a healthy life in Te Hiku O Te Ika

Whakawhanakehia me te tuku ratonga Hauora kia whakamanahia e matou katoa

We will develop and deliver Holistic Hauora services ensuring we value every one.

We view health in a holistic context, and believe a Kaupapa Māori approach will value all peoples as it recognises physical, mental, social, environmental and spiritual wellbeing of individuals, whānau, hapū, iwi and communities through the entire life course.

Contents

Chair Report	8
CEO Report	12
Te Hiku Hauora Services	14
Te Hikutanga Report	16
Whakapiri Ora	18
New Resources for Te Hiku Hauora	24
Medical, Pharmacy and Oral Health	28
Home Support & Community Care	32
Te Hiku Hauora Communications Report	34
Te Hiku Hauora Operations Report	38
Workforce Development Report	44
Strategic Priorities 2023/24	50



Joan Norman

NGĀTI KURI, TE AUPŌURI, NGĀI TAKOTO, NGĀTI KAHU, TE RARAWA

CHAIRPERSON

Chairpersons Report

Tēnā te ngaru whati

Tēnā te ngaru Pupuke

Tēnā te kupu heke i te wai heke kiri

Te tohu tēnā ō te tai timu ō te tai pari

Whakarongo ki te hau-moana ō Kiwa

Titiro hohonu, ki ngā taonga ō Hinemoana

Whakatau mai rā ki te whare ō Tangaroa

Koia rā te pupuke, te pupuke ō te wānanga

Tangaroa ara rau, Tangaroa whakamau tai

Eke Panuku! Eke Tangaroa!

Tihe-i Mauri Ora!

There is a wave that breaks

There is a wave that swells

There is a lesson in the ebbing waters

There is a message in the surge of the tides

Listen attentively to the ocean winds of Kiwa

Focus deeply and discover the treasures of Hinemoana

Explore the creative domain of Tangaroa

The source of profound knowledge

Tangaroa a myriad of pathways, the many tides of learning

Be inspired by the unseen energies of the land and sea

Tihe-i! Mauri ora!

Tēnā koutou katoa, it is fitting to utilise this karakia to align to the changes in the tides this year. Be it from the shifts within the health system reforms, to the resetting of Te Hiku Hauora and across Aotearoa. There has been a lot of movement in a short period of time.

This year we appointed a new CEO following the retirement of Bill Halkyard in December 2022 who served Te Hiku Hauora for over 20 years.

Dr Maria Baker joined us in February 2023. Maria has worked closely with our Trustees to reset our strategic priorities - agreeing on eight core directives. Maria is dedicated to Muriwhenua and currently implementing a transformational programme for Te Hiku Hauora to enhance the way we serve our communities.

Maria has ties to Muriwhenua through her own whakapapa and has worked locally as a Māori Health Professional working with whānau, hapū, iwi – so brings an understanding of our people. I am excited with the new direction Maria is taking Te Hiku Hauora, with her drive and commitment we are already seeing positive outcomes with new services, enhanced workforces and local relationships. One of these positive outcomes is the commitment to Te Hikutanga – a strategic priority that represents our special location in Aotearoa with our five Iwi which encompasses a holistic Te Hiku o te Ika

understanding of health and wellbeing. Central to ensuring Te Hiku Hauora delivery meets the needs of our communities and is against the strategic priorities includes a culture which values our kaimahi and seeks to build on the values of our tupuna. I am pleased to see the work underway is contributing to a marked increase in kaimahi morale and engagement in the organisation, and our communities.

I would like to acknowledge my fellow trustees and thank them for their support, leadership and dedication this year in meeting the fiduciary responsibilities of Te Hiku Hauora. It has been a full year of learnings with a new CEO, a new Management team and a new strategic plan. I am proud to present this year's annual report as the Chair of Te Hiku Hauora – presented as a compilation of reports from each of our units within Te Hiku Hauora.

Joan Norman



CEO Report

Tēnā koutou katoa,

Aku whakaaro kia koutou kua mate I a koutou i tenei tau, ngā mihi mahana kia koutou katoa.

E hiahia ana koe kia pai rawa atu mo ngā ra kei mua, Tēnā koutou, Tēnā koutou, Tēnā koutou katoa.

It is my pleasure to present my first Annual Report for Te Hiku Hauora as the CEO. I joined Te Hiku Hauora in February 2023 at a time of complex health system reforms and a multiplicity of funding models within the organisation. What has been evident and encouraging are the talents of kaimahi and their commitment for the Hauora of our communities.

The success element of Te Hiku Hauora has to be about putting people and communities first. It is certainly part of my kaupapa - to ensure our organisation serves our communities, and the work programme that we are collectively facilitating aims to ensure the reduction of barriers so there is access to good primary health care for whānau, hapū, Iwi and communities resident in Muriwhenua.

With leadership from our Board and our management team, our strategic priorities are providing a road map to reenergise our goals and to allocate resources effectively to increase the reach to our communities as a Hauora organisation. We are someway to be

fully transformative, but the intent of the whole organisation and our people is to find ways to enhance what we are doing and to provide the right manaakitanga so all people in Muriwhenua will flourish.

We are a growing organisation, now with over 200 kaimahi who are interdisciplinary and engaged in a variety of roles in Te Hiku Hauora – we will continue to develop and we will continue to work on addressing the inequities that many residents in Muriwhenua experience.

For this report, we have taken a collaborative approach and duly provide highlights from each unit within Te Hiku Hauora as a means to provide some visibility to what we are doing to serve our communities. We have reports from Te Hikutanga, Whakapiri Ora, Medical, Pharmacy and Oral Health Domains, Home Support and Community Care, Communications, Operations and Workforce Development Teams. We end this report with insights from Te Hiku Hauora Awards, Scholarships and Sponsorship.

Dr Maria Baker (PhD)

Ehara taku toa i te toa takitahi, he toa takitini

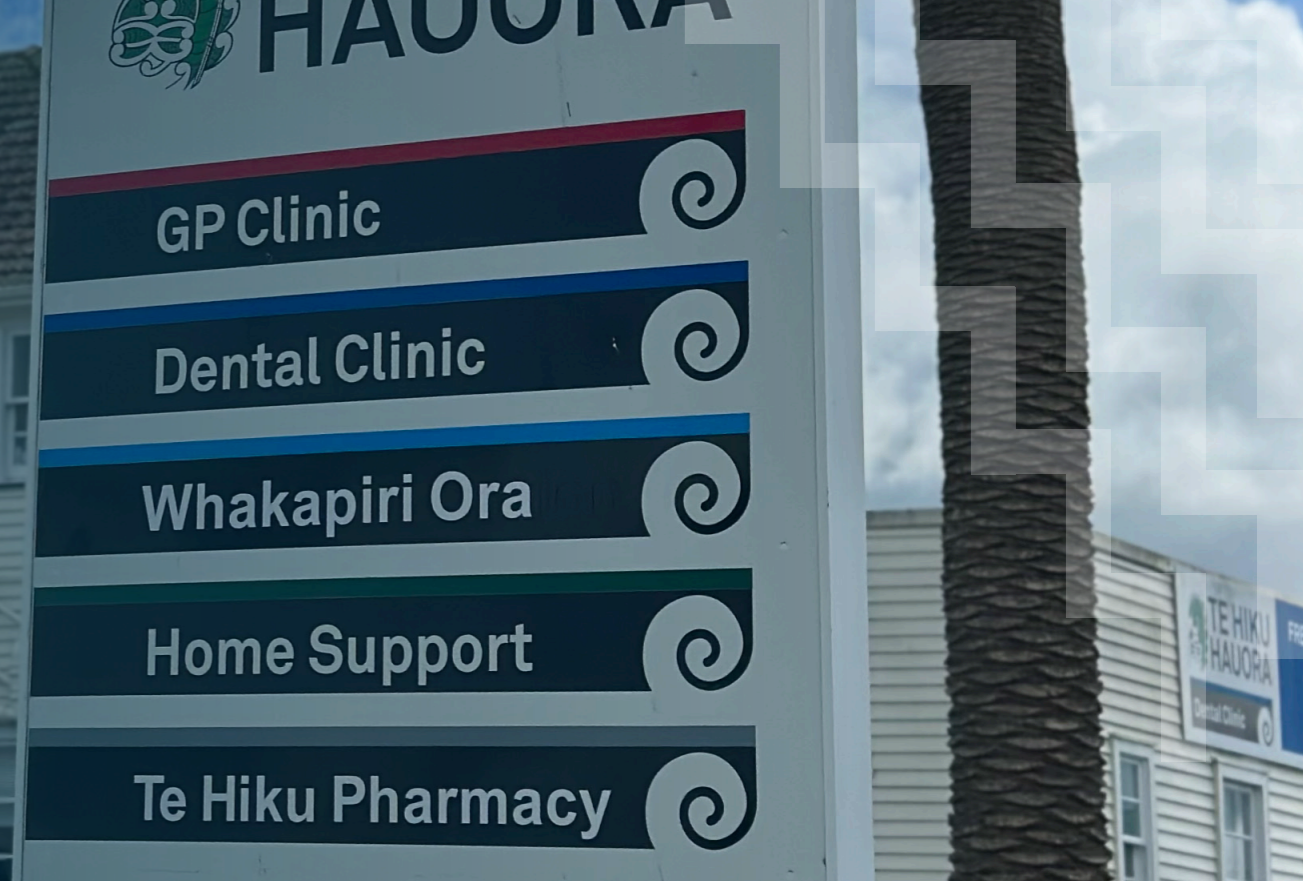


Dr Maria Baker (PhD)

TE RARAWA, NGĀPUHI

CEO

Te Hiku Hauora Services



Community Pharmacy

We have a community wellbeing pharmacy based at 49 Redan Rd, Kaitaia delivered by Pharmacists, Pharmacy Technicians and kaimahi.

Home Support

We have a Home Support Team distributed throughout the Far North region who provide home supports for people needing additional help with their personal cares and home duties when injury or illness impact one's ability to take care of their own daily living activities.

General Practices

We have two General Practices which offer access to a Medical Team of General Practitioners, Physician Associates, Nurses, Health Care Assistants and Kaiawhina. Our main General Practice is based at 49 Redan Rd, Kaitaia and our East Coast General Practice is based on State Highway 10 in Coopers Beach shopping centre (Mamaru Clinic).

Oral Health Clinic

We have an Oral Health Clinic, delivered by a Dentist, Oral Health Therapist and Dental Assistants based at 49 Redan Rd, Kaitaia.

Rongoā Māori

We have developed a new partnership with Tuia Maara Whenua, a collective of Rongoā Māori Practitioners located across Muriwhenua with the purpose of enhancing the access to Rongoā options for whānau we work with.

Whakapiri Ora

Whakapiri Ora offers a range of Hauora Community Programs and Outreach Services covering various health and wellness areas for all age groups across the Far North. Utilising a model of holistic health and wellbeing Whakapiri Ora conduct preventative, hauora, personal and whānau centred approaches, to improve physical, emotional, spiritual and relational wellbeing in our communities.

Te Hikutanga Report

Tēnā koutou

This report presents Te Hikutanga the strategic priority to revitalise te reo me ona tikanga of Muriwhenua within Te Hiku Hauora.



Whakakotahi is about bringing kuia and kaumatua into Te Hiku Hauora and to elicit and draw on Muriwhenua matauranga

We established project Whakakotahi purposely to rebuild and revitalise the capacity and capability for Te Hikutanga in Te Hiku Hauora. Whakakotahi is about bringing kuia and kaumatua into Te Hiku Hauora and to elicit and draw on Muriwhenua matauranga for learning, skills and knowledge for the betterment of our workforces and communities so they have access to matauranga o Muriwhenua that are relevant to holistic wellbeing. Key to this approach has been the appointment of Te Hikutanga team, the establishment of Kaumatua and Kuia roles in the organisation, the development of a Taumata Kuia and Kaumatua, regular hui a Kuia and Kaumatua, increased awareness, learning and utility of te reo, tikanga and waiata in the organisation. A work programme has been shaped by Kaumatua and Kuia which will direct wānanga and training opportunities for our workforces and communities we work with.

Whakapiri Ora

Tēnā koutou

This report presents some highlights contributed to by our Community Outreach Team Whakapiri Ora during the year.



Community Outreach Team – Whakapiri Ora

With a team of 40 kaimahi, Whakapiri Ora provides a full community outreach approach to individuals and their whānau in Te Hiku o te Ika. Across all ages, the team consists of Nurse Practitioners, Registered Nurses, Kaiawhina, Social Workers, Nutritionist, Health Promoters and Whānau Ora kaimahi. Throughout the year this team has served over 21,000 whānau, and received over 1500 referrals from the community.

Summer Fest

A Summer Festival showcased the Whakapiri Ora Outreach services to the community. Held at Te Ahu Centre in Kaitaia, saw over 200 whānau attend to learn and experience the range of services that we have available. Key outcomes included follow up support by our community nursing and kaimahi team to connect whānau with our clinics and other services and support for their health needs.

It was also a good time for before school checks. A highlight of this event was the promotion campaign of “Kai connection” about the relationship between ones brain, mental wellbeing and the kai we eat” and lots of educational resources.



Wahine Hauora A New Screening Technique

In September 2023, human papillomavirus (HPV) screening became the new method for cervical screening in Aotearoa. Te Hiku Hauora had participated in the pilot of the HPV self-swab five years ago, now recommended as the first screening test. It was an easy process for our Whakapiri Ora team to lead out this kaupapa. This innovative screening approach looks for the human papillomavirus (HPV), which causes cell changes that may lead to cervical cancer. This kaupapa can now give Wahine two options for cervical screening (a self- swab or a smear test taken by a health professional).

The Whakapiri Ora Team designed and delivered a Wahine Hauora kaupapa by creating new virtual and physical resources to promote HPV Screening and the importance of Wahine. The virtual resource went live on Te Hiku Hauora social media, not only highlighting the talent of our kaimahi, and their courageousness with putting important health messages across to our wahine and the public through the use of humour and real style. The attention of Wahine in the new HPV self-screening technique received a massive increase in interest from local Wahine to seek out the self-swab method for their own screening needs. With a set of new T – Shirts and campaign messages Whakapiri Ora is now the regional lead for HPV Screening for Te Tai Tokerau.

Hei Tiaki Mama programme

Hei Tiaki Mama programme is provided for Wahine postnatally, once their babies have arrived. Initially a six-week programme, we increased it to a ten-week kaupapa that is based on Te Whare Tapa Wha to promote physical, emotional, spiritual and relational wellbeing for the wahine, her pēpi and whānau. Guest speakers are included to bring in special topics of interest for the Wahine such as nutrition, breastfeeding, relationship, good mental health and sleeping patterns.

Te Oranga Pumau

Te Oranga Pumau are quick win classes of one-hour sessions for 10 to 15 people at a time which focus on heart health, diabetes and stroke. Te Oranga Pumau is well attended when whānau have received a diagnosis or they have experienced a cardiac event. Te Oranga Pumau is run bimonthly at our Kaitaia base These incorporate physical activity, social supports, stress and wellbeing classes.

Break Free to be Smoke Free

We celebrate World Smoke Free annually, this year were the most enrolments we have ever had on a smoke free day. We are the Northland Lead for Toki Rau, with ourselves and four Northland providers to facilitate and promote supports to be smoke free. We also launched a vape project in response to the increasing numbers of youth vaping.

Kaumatua

Our team have been supporting Kaumatua and Kuia with their social and health needs for many years. This year there were many highlights such as the Kaumatua Ball, multiple Hui and visits to Marae and outings. A specific highlight were the Korikori A Kaumatua games which we had not been able to provide prior to COVID 19 pandemic.

Teddy Bear Picnic

A wonderful event that brings tamariki, adults, whānau and ECE together for the better wellbeing of local whānau. This year Teddy Bear Picnic was held in Ahipara where over 160 Tamariki and 50 adults attended a full day of physical activity and fun.

Te Pito O Te Ao

Te Pito O Te Ao Wānanga are two-day wānanga tailored to a holistic approach to Hapū Mama and their whānau so they can prepare well for the arrival of their new pēpi. The wānanga cover a range of topics such as keeping well during pregnancy, options for birthing, choices during and after birth, nutrition, quit smoking, car safety with pēpi, healthy relationships, mental wellbeing, safe sleeping arrangements, pēpi feeding, mama and pēpi care. These wānanga are great ways to initiate support into health and social care for Wahine and their tamariki in a way that Wahine and their whānau can feel comfortable with. This year we delivered five wānanga to 100 whānau.

Marae & Community Clinics

In negotiation with Marae committees, hapū and Iwi, we instituted a schedule of mobile and comprehensive health clinics across our communities throughout the year. These have prioritised the needs and desires of the local communities and enabled better engagement of our resources to meet whānau needs. This year we increased the number of clinics including Wahine Hauora and Tane Ora evening clinics. We have had over 120 Outreach Clinics including holding clinics on Marae. We have seen over 400 people at Whare Manaaki and over 1800 people through assertive community outreach.

Tipi (Tipi Haere)

The outreach mobile clinic affectionately known as Tipi by the team is out and about a couple of times a week providing access for whānau (regardless of enrolment) to meet with our nurse and kaiawhina team. This year Tipi has gone out to Hihi, Northtec, Manukau Marae. It enables us to work with whānau directly and liaise with their GP if they have one or ensure they have access to repeat prescriptions and health care as needed.

Mokopuna Ora

We have a range of kaupapa at Te Hiku Hauora centred on the wellbeing of tamariki. Poipoia is one of our flagship kaupapa that work in close partnership with Kohanga Reo, Puna Reo, Early Childhood Education who dedicate their support to tamariki and whānau. This year the team delivered a number of kaupapa that facilitated activity, education and whanaungatanga. These kaupapa generate large numbers of whānau attending. Two events for example were, Korikori a Mokopuna (Arnold Rae Park) where over 300 people attended from 15 centres (Kohanga, Puna Reo, ECE) and 280 people attended Ta Ra Matariki o ngā Mokopuna.

A Tamariki Fun day was held at the Kaitaia Pool on the last day of its operations. With lots of games, competitions, spot prizes, sausage sizzles, water, fruit and sunscreen available. It was a memorable day that many whānau will not forget.



New Resources for Te Hiku Hauora

Tēnā koutou

This report presents the new resources we established this year.



Six Week Checks for Pēpi & Mama

Working with Mahitahi Hauora PHE we were able to provide tailored General Practice (GP) support for whānau who were not enrolled in General Practice Services and were due their pēpi six-week GP check. 20 new whānau and their pēpi were supported with this intervention which also resulted in a range of extended specialist services and supports being put into place for whānau.

20 new whānau and their pēpi were supported with this intervention

Kaitiaki in General Practice

Te Hiku Hauora General Practice is implementing a new workforce: Kaitiaki to enhance its quality of care and delivery to ensure patients have their needs fully met. Given the shortage of General Practice's and registered health professionals the Kaitiaki provide a unique workforce who support the General Practice Team to help extend care, and engage with whānau.

Te Kahu Taurima: First 2000 Days

Te Kahu Taurima is a focus on enhancing the first 2,000 Days of pēpi with Wahine Māori and their whānau by implementing a Te Ao Māori Model of Care with planned initiatives. Te Hiku Hauora was successful in receiving a Te Kahu Taurima contract which will upscale the work we are doing currently with Wahine, Hapū Mama, Pēpi and whānau and improve the health system.



Cancer Care Coordination: Upscale Cancer Support Services

Te Tai Tokerau has had a high cancer mortality rate for many years. Once diagnosed, Māori will experience delays or disruptions in the health system. As an outcome Māori will have poorer health system experiences and poorer health outcomes than non-Māori for most cancers. While cancer survival is improving in Aotearoa, the Māori Cancer rates of improvement are slower.

Te Hiku Hauora has experience in cancer care coordination and support in its ongoing partnership with Cancer Society. This year we were successful in gaining new resource to upscale this service. We have a team of dedicated Māori Cancer Care Coordinators and Navigators to ensure a full comprehensive service for Māori diagnosed with Cancer. It is our aim to improve the coordination of care between different clinicians, services and health - social service sectors throughout the whānau journey to ensure quality of care. In addition to reaching out to our community to ensure whānau are aware of the supports they can access.

We have a team of dedicated Māori Cancer Care Coordinators and Navigators to ensure a full comprehensive service for Māori diagnosed with Cancer



Kia Piki te Ora Māori Suicide Prevention Services

Te Hiku Hauora with a collaborative of services led the redesign of Māori Suicide Prevention services for Muriwhenua resulting in Ki Te Ao Marama – a report on the redesign of Māori suicide prevention services. Following a cultural hand over process with Te Runanga o te Rarawa who held Kia Piki te Ora suicide prevention services for 20 years, Te Hiku Hauora has now commenced preparations for the design and delivery of Kia Piki te Ora Māori suicide prevention services.

Kei Hea Ratou?

To increase our capability and capacity to serve whānau living with disability, we developed Kei Hea Ratou? An initiative to explore and understand the needs of whānau hua who are living in Muriwhenua. At the beginning stages, our intent is to understand the aspirations and hopes of whānau living with disability and to understand our role in supporting or contributing to the achievement of these.

Te Hiku Hauora Medical, Pharmacy and Oral Health

Tēnā koutou

This report provides a snapshot from our Medical, Pharmacy and Oral Health Domains.

We are fortunate to be working with 12,000 people who choose to be registered with Te Hiku Hauora. In the beginning of 2023, we felt the need to centre our energies on our people and withdrew from delivering the after-hours General Practice services to the community and providing medical cover to Switzer Rest Home. This was not an easy decision, with the shortage of General Practitioners locally and our own clinical staffing shortages at that time we felt we had to take care of our current workforce.

Since then we have worked hard to introduce a range of kaupapa to improve the way we deliver care to our communities. This has included Emergency Consult who are providing a resource and access to virtual Nurse Practitioner and Doctor time alongside our team to provide same day acute overflow and to reduce wait times for appointments. Over the Summer period we have extended our General Practice hours.

We are proud of our skilled General Practice Team of doctors, nurses, physician associate, kaiawhina and administration staff who we know do the best they possibly can for patients and their whānau.

We have employed kaiawhina, and Healthcare Assistants in the General Practice and happy for three of our Healthcare Assistants who in an ‘earn as you learn’ programme funded by the University of Auckland are training to be Enrolled Nurses.

We introduced a new role called Kaitiaki as a new workforce to enhance the quality of care and delivery in General Practice, whilst exploring different methods to support the practice and the team to affirm patients have

their needs met. The aim of the role is to ensure patients and their whānau receive full support, advocacy and an extension of care as needed. The Kaitiaki is a unique workforce drawing on a range of hauora and social support professional careers. Early outcomes are demonstrating great potential for building an outreach service from the general practice.

Te Hiku Hauora has been undergoing a transformational programme to enhance all services in order to be able to serve the needs of our communities. In line with this, Te Hiku Hauora appointed Dr Lorraine Brooking (Tūhoe, Ngāti Porou) as the Hauora Māori Clinical Director who has initiated a programme of quality improvement in action. This includes the confirmation of a new Hauora Clinical Governance model and group that will be collaborative across key disciplines and roles in the organisation to provide a korowai of hauora and clinical leadership. The review of practice and clinical protocols, the agreement for audit regimes, the identification of key training and resources. Including the beginning stages of a programme to re-engage with the Royal NZ College of General Practitioners (RNZCGP) and Division of Rural Hospital Medicine for receiving senior GP Registrars for work force development. There is an intent for Te Hiku Hauora to develop a recruitment plan for General Practitioners nationally and across the Pacific Region, in addition to providing support for nursing and allied health professional clinical training and ongoing professional development. At present we are reviewing the Cornerstone accreditation with RNZCGP and other quality improvement programmes. The next element is the reset of our model of practice as a whole organisation and this work will be collaborative.



Pharmacy

Now that we have two pharmacists, pharmacy technicians and kaimahi working in our community pharmacy – the number of our prescriptions have increased monthly. We are exploring ways to better utilise the space we have with the potential for an extension in the building and we have increased the range of wellbeing products for purchase.

We were blessed this year to develop a new partnership with Steve Foster - Ezy Vision who has provided a selection of affordable glasses which are now hosted in our pharmacy. This service provides the public with the ability to try on and select glasses to ensure they fit well and look good, and once chosen they can be sent down to Ezy Vision headquarters to have their lenses fitted at a low cost.

Our new Hauora Clinical Director is working closely with our Pharmacy team with standing order support, updates and staff training.



Oral Health

In the Oral Health domain, Te Hiku Hauora continues to provide a dental service led by our popular Dentist Dr George Paul and the dedicated oral health team. We employed our first Oral Therapist who is currently offering treatment to all adolescents thus freeing up capacity with the dentist and encouraging preventative treatment with hygiene work. We are at the early stages of building an overall Oral Health Plan for Te Hiku Hauora and have prioritised the recruitment and skills development of Oral health care professionals.

Te Hiku Hauora Home Support & Community Care

Tēnā koutou

This report provides a snapshot from our Home Support and Community Care Team.



The Home Support and Community Care Team have been situated with Te Hiku Hauora for a number of years, coordinating a community care team across our communities to serve the need of individuals and their whānau who require awahi in their homes due to the impacts of injury and illness that impact their activities of daily life. Resetting the team and setting an action plan for this service has its intention to enhance our reach into the community and to provide opportunities for whānau employment. This year we have supported 220 whānau with just under 65 strong Home Support workers across the Far North. A major priority has been to seek new home support workforces resident and able to support whānau living on the East Coast. We launched a new recruitment campaign through social media which has increased interests in the community for employment and manaakitanga of whānau needing assistance in their homes and with their personal cares.

**We have supported
220 whānau
with just under
65 strong Home
Support workers**

Te Hiku Hauora Communications Report

Tēnā koutou

This report presents highlights from our Communications Team.



Communications play an important role in supporting the work of Te Hiku Hauora. Since mid-2023 we invested in the development of Te Hiku Hauora Communications Department. With a new inhouse communications team complete with talent across a range of mediums such as social media, digital design, communications, online engagement and analytics, graphic design, creativity we have already seen massive impacts and outcomes. In collaboration with the diverse group of kaimahi employed across Te Hiku Hauora on various health-related kaupapa we have found our own style of communication embedded in Te Hikutanga and Hauora o ngā whānau whanui.

Highlights have included the involvement in community events such as the Matariki Ball and the Mokopuna ball which were rewarding to enabling us to connect with the community and capture these special moments. Alongside our Te Hikutanga team, integrating Māori practices into our healthcare approaches and enhancing our connection with Te Hiku o Te Ika's whānau and iwi - from Powhiri, Kuia and Kaumatua hui to the Pa Harakeke health model. These projects are vital to the livelihood of Te Hiku Hauora. We are at the beginning of linking into the creativity of Te Hiku whanui, like the educational and humorous skit with the HPV nurses and Aunty Punny's self-screening initiative, underscore our commitment to producing engaging and informative content. Seeing our kaimahi passionately step up to the camera gives our team the confidence in our team.

With a new inhouse communications team complete with talent across a range of mediums ... we have already seen massive impacts and outcomes.



**KAIMAHI
NEEDED**

PRACTICE NURSE

ANNUAL PRACTICING CERTIFICATE

GENERAL PRACTICE EXPERIENCE

HOLISTIC PRIMARY CARE

REGISTERED NURSES

**TE HIKU
HAUORA
CAREERS**

peopleandperformance@hauora.net.nz

Facebook Recruitment Campaign

Attracted over 50 applicants in three to four days

A significant highlight was the successful execution of a recruitment campaign that we sent through our revised facebook page which attracted over 50 applicants in three to four days, despite our website being under development. This achievement showcases our team's strategic communication skills and the growing appeal of Te Hiku Hauora as an employer of choice.



Direct Impact on Community Perception

Shape the narrative of Te Hiku Hauora and positively impact its image

The ultimate highlight for us has been the observation of how our communication initiatives are directly influencing the perceptions of both the people we work with and the broader community. Being able to shape the narrative of Te Hiku Hauora and positively impact its image is our aim as we serve our communities of Te Hiku Hauora. We deliberately are embracing a Māori approach to healthcare promoting a holistic approach for all peoples living in the Far North.

Te Hiku Hauora Operations Report

Tēnā koutou

This report presents the key highlights of Te Hiku Hauora Operations Team.



Redan Rd Building

We have been situated in the Redan Rd Building, commonly known as the old Nurses Residence since the late 1990's. A victim of the end of Hospital based nursing training, the buildings lay still for years until previous Trustees strategically occupied the building with whānau in the aim of preventing its demolition and keeping its historical importance for the region. Many generations of local people in the Far North have whānau who have stories of living in the residence as trainees and employees of Kaitaia hospital and in the Far North community. Following the occupation, the land in which the buildings are located were land banked in the Treaty of Waitangi claims by Ngai Takoto and Te Rarawa. Now post settlement, Ngai Takoto and Te Rarawa are the custodians of the whenua.

The building consists of one three storey concrete building with over 40 rooms and a basement and a two-story timber building with over 20 rooms. The ground floors of

each building are for public utility in the delivery of a broad range of primary care services, included are the General Practice, A Pharmacy, Oral Health Clinic, Rooms for our resident Podiatrist and Massage Therapist. The other floors house the many staff in Te Hiku Hauora, third and fourth floors in the concrete building are in need of repair.

Working with what we have is something that we are accustomed to doing. Keeping the buildings and the grounds up to date, maintained and fit for purpose for our community has been the sole responsibility of Te Hiku Hauora. This year we completed a number of projects including the instalment of a generator which is operational. The refurbishment and adaptation of room space, the painting of the Concrete Building, new carpet on the second floor of the timber building and the continual up grades of the building, its maintenance and refresh of the property and its grounds.



Whare Manaaki, Ahipara

We lease the building at 15 Takahe Rd in Ahipara (formerly Ahipara Adventure Centre) to provide a facility for our teams to deliver a wide range of free health services. The owners have placed the property on the market and we will explore other options locally for the West Coast communities.

Whare Tiaki, Kaitaia

We own the Whare Tiaki building on Puckey Avenue which was the old Kaitaia Medical Centre. We replaced the fence and cleared the grounds and car park highlighting the size of the property. We have a Rangatahi Ora Clinic and space available for Te Hiku Hauora to provide a range of community free clinics such as Wahine Wellbeing Clinics. Other rooms in the building have been previously leased to Plunket, Rubicon and presently leased to a local Midwife.

Mamaru Clinic, Coopers Beach

We own the Mamaru Clinic building at Coopers Beach. Built 10 years ago, the location is ideal for whānau on the East Coast. We are revising the structure of the building to ensure it continues to meet its purpose for our communities.



Emerging Hauora Infrastructural Plan

We started brain storming solutions to better deliver health services to our community that are accessible, free and efficient

With room and space at a high premium in the Far North, and the constant need to explore options so that we are serving the needs in our communities we started brain storming solutions to better deliver health services to our community that are accessible, free and efficient.

Though, we have the privilege of the above facilities – they are not designed to deliver health services from, and we wish to enhance our engagement with the community and with whānau. We do mobilise a broad range of health services to the people, to Marae, in community-based clinics and mobile vans but we want to enhance our delivery by meeting the aspirations and needs of whānau in the Far North Community. We are in the early phases of exploring the needs for facilities and our footprint in Muriwhenua. We will be seeking the views of our communities in 2024 about their desires and needs for primary health services.



Our Workforce

Te Hiku Hauora currently employ over 200 kaimahi

Te Hiku Hauora currently employ over 200 kaimahi in a broad range of essential workforce roles. These are critical roles to the delivery of Hauora primary care services and serving the communities who live in the Far North.

The list of workers and roles include:

- Administration worker
- Allied primary health practitioner
- Call Centre worker
- Communications
- Community wellbeing worker
- Counsellor
- Dental Assistant
- Dentist
- Enrolled nurse
- Executive Assistant
- Family physician
- Finances
- General Practitioner
- Grounds maintenance
- Health Care Assistant
- Health Promotion practitioner
- Home support worker
- Management
- Māori Health practitioner
- Mental Health practitioner
- Nurse Practitioner
- Nutritionist
- Oral Health Therapist
- Pharmacist
- Pharmacy Technician
- Physician Associate
- Practitioner of natural healing
- Registered nurse
- Social worker
- Whānau Ora worker
- Workflow Coordinator
- Workforce Development Coordinator

In our Kaitiāia premises we have access to:

- Massage therapist
- Podiatrist

Te Hiku Hauora Workforce Development Report

Tēnā koutou

This report presents Te Hiku Hauora Workforce Development activities that commenced this year.



We appointed a Workforce Development Coordinator and with the support of Te Aka Whaiora, our first priority is to increase a focus upon the Kaiawhina workforce.

Our strategic priority of Growing our own Workforce has also included establishing a strong evidence base of all workforces, creating and testing learning opportunities in house for professional development, supporting career pathways, designing and delivering our own workforce strategies, establishing the foundation to a Hauora academy, including the beginnings of an intern programme.



Kaiawhina

Kaiawhina are crucial Hauora Workforces for Te Hiku Hauora. We have tailored Kaiawhina in a number of roles such as Health Care Assistant and Physician Assistant (in General Practice), Kaiawhina in the Community who work with Hapū Mama, Tamariki, Rangatahi, Pakeke, Kaumatua and Whānau Ora. There are kaiawhina who focus in Hauora Māori, Health Promotion and Public Health Interventions. As well as Kaiawhina working with whānau at home who require support with their activities of daily living when illness or injury impact their lives.

Our mission is to develop Te Hiku Hauora kaiawhina workforce development strategy that take into account the wide range of roles Kaiawhina can fulfill now and into the future. Then to develop and implement a Te Hiku Hauora Kaiawhina Training Program to enable the vision of a flourishing Kaiawhina Workforce. To assist with this approach, we have conducted an online survey of our kaiawhina workforces, this evidence base will aid in the workforce strategy for this professional group.

Micro-credentials

We partnered with Te Rau Ora, who developed a series of micro credentials that we are implementing inhouse. To commence this process we tailored two sets of Micro-credentials: Understanding Kaupapa Māori Health – Level 2 (5 credits) and Tikanga and Māori Health – Level 2 (5 credits) for all of our workforces to gain NZQA credits during their training and employment with Te Hiku Hauora. We are at the beginning stages of this delivery and in the months of October and November 30 kaimahi have been participating in this learning. This approach will provide a beginning form of certification and recognition of workforces working at Te Hiku Hauora, with the potential view of staircasing qualifications and career opportunities.

Prekure pre-diabetes pilot programme

Three kaimahi in the Whakapiri Ora team completed Te Ao Māori Health coaching training programme for the Pre Kure-Pilot for pre-Diabetes through Mahitahi PHE. To trial this programme, our team offers the programme to our own kaimahi.

Nursing

Te Hiku Hauora currently employ over 20 Nurses as Enrolled Nurses, Registered Nurses and Nurse Practitioners. With a high percent of this regulated workforce in our organisation, we need to enhance our capacity to support this workforce. We have also conducted an online survey for this nursing workforce to identify their hopes and needs, which will increase our understanding and obligations to this nursing workforce, and their ongoing professional requirements.

Oral Health Therapist

Te Hiku Hauora employed its first Oral Health Therapist this year. A role that has the ability to provide dental care, treat gum disease and encourage whānau to take care of their teeth and gums in a more preventative way.



Te Hiku Hauora Awards and Scholarships

Te Hiku Hauora has a history of investing in the future and current health workforces for many years.

Dr Bruce Gregory Merit Award continues to be made available to Kura Kaupapa and Secondary Schools in Muriwhenua to recognise secondary school students who show outstanding achievement in Te Reo Māori. This year Merit Awards went to 20 Tauria with Kaitia College, Pukemiro Kura Kaupapa, Taipa Area School and Kura Kaupapa Te Rangianiwaniwa.

Te Hiku Hauora Scholarships were provided to 20 Māori who whakapapa to Muriwhenua and studying a range of tertiary health qualifications. Most bursars were studying for an undergraduate qualification in Nursing followed by Allied Health studies in physiotherapy, pharmacy technician, dental surgery, oral health therapy, followed by medicine.



Hauora Academy and Intern Programme

We are at the development phase for a Te Hiku Hauora – Hauora Academy that will be launched in 2024. With the support of WINZ Mana and Mahi Programme, we implemented an intern programme that we are calling Kaiawhina in Training (KIT). Our first intern is currently working with our resident Podiatrist, and she is on her way with commencing an early study pathway in health. Further opportunities are underway to strengthen our environment to ensure we are conducive to being an employer and mentor to Rangatahi and youthful workforces – keen to enter health as a career option.

Sponsorship

This year Te Hiku Hauora supported a number of local kaupapa specifically aimed to support and enhance the wellbeing opportunities and activities of Rangatahi and whānau living in Muriwhenua.

Te Hiku Hauora Strategic Priorities 2023/24

CORE PRIORITIES

DESIRED OUTCOMES

Te Hikutanga

- Increased presence of Kuia & Kaumatua in Te Hiku Hauora
- Increased Maturanga Māori expertise
- Increased Te Reo me ona Tikanga
- Kaimahi are taking up Wānanga
- Increased Pūrākau me ngā kōrero ki te kainga

Growing our Hauora Workforce

- Te Hiku Hauora Workforce Needs Analyses
- Te Hiku Hauora Grow our own Workforce Development Strategy
- Increased workforce development initiatives

Improving the health system

- Te Hiku Hauora Oral Health Plan
- Increased Oral Health / Dental Resources
- Increased options improve access to Primary Health Care
- Paper: Institutional Racism – impeding Māori wellbeing in Te Hiku o te Ika

Strong Governance

- Trustee Work Plan / Programme
- Trustee Governance Manual
- Trustee Wānanga

Maintaining our Relationships

- Te Hiku Hauora Legacy Project
- Increased relationships and collaborations with Ngāti Kuri, Te Aupōuri, Ngai Takoto, Te Rarawa, Ngāti Kahu.
- Increased relationships with Te Aka Whaiora, Te Whatu Ora and key funders, stakeholders

Creating Healthy Environments

- Increased Hauora Māori input for safe, stable and healthy housing for whānau
- Scoping: Hauora Infrastructure – Te Hiku Hauora.

Focusing on Health Promotion

- Increased Hauora Māori Promoting Activities
- Increased self-management and Champion initiatives that build whānau capacity

Research, Development & Innovation

- Paper: Hauora Needs of Māori in Te Hiku o te Ika
- Increased knowledge about potential research, development and innovation areas for Te Hiku Hauora.

Te Hiku Hauora

09 408 4024

49 Redan Road, Kaitaia

www.tehikuhauora.nz

reception@tehikuhauora.nz