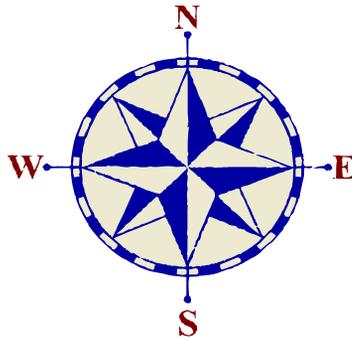
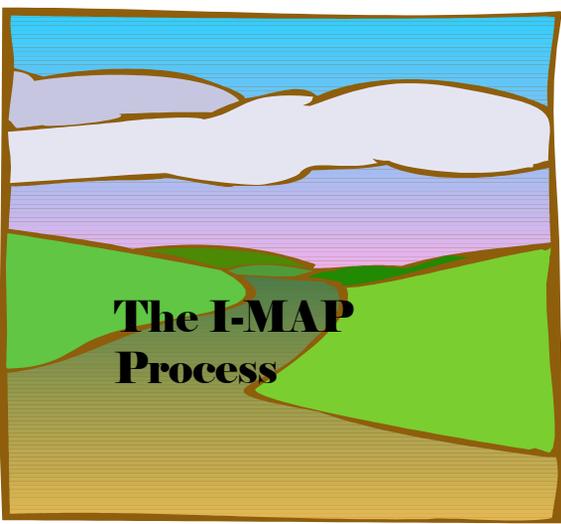


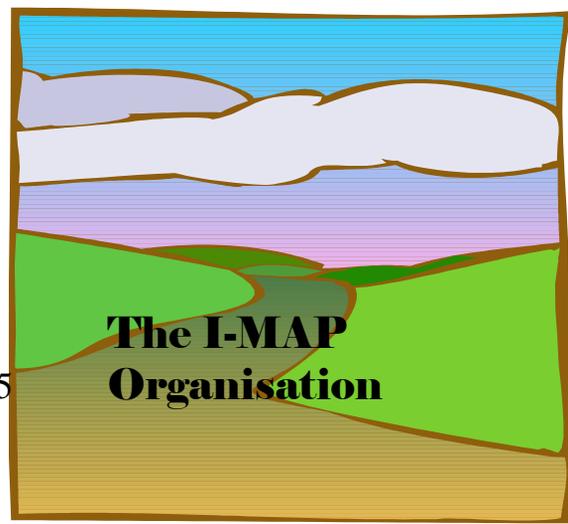
Te Puna Hauora o Te Raki Paewhenua

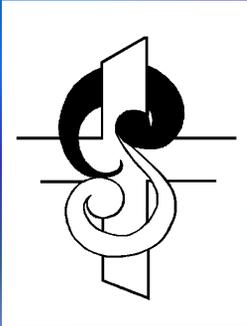


***A Best Practice Model for
Hauora Maori***



TPH Kaupapa 2005
Revised





Kaupapa

TPH Kaupapa 2005
Revised

Our Vision Statement:

**Our vision is to make
New Zealand a better place.
For our children and our
children's children. To
strive for equality and
fairness, working in
partnership with friends
and allies who share our
values. Creating our own
success, with skill and
passion. Celebrating
difference, nourishing
opportunities for action,
And being leaders in
everything we do.**

TPH Kaupapa 2005

Revised

Our Whakatauki:

**He aha te mea nui – he tangata,
he tangata, he tangata**

***What is important – it is people,
it is people, it is people***

**He aha te huarahi – I runga, I te
TIKA, te PONO, me te AROHA**

***What is the pathway – it is
Doing what is RIGHT
with INTEGRITY
and COMPASSION***

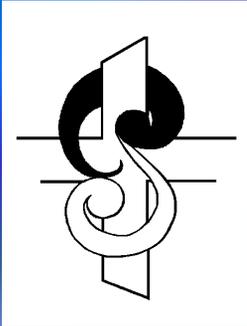
These whakatauki underpin the kaupapa Maori component of our model. The attitude of practice must reflect the spirit contained in this whakatauki, entwined throughout delivery at every level.

The restoration of Mana of people cannot take place unless the other three parts of the corner stone of Maori health are underpinned by the fourth, which is Taha Wairua (spiritual component) drawn from the Whare Tapa Wha model as articulated by Professor Mason Durie.

TAHA TINANA – *Physical*
TAHA HINENGARO – *Mental*
TAHA WHANAU - *Whanau*
TAHA WAIRUA – *Spiritual*

Our Kaupapa Maori model of delivery is encapsulated in our Harakeke-IMAP model. This model when practiced within it's true spirit, both generic and kaupapa Maori, is the korowai which encompasses the individual, whanau, hapu and iwi.

It focuses and brings alive the whakatauki which we have heard mai rano. It is the heartbeat of Maori development when practiced in partnership with different groups biculturally, multiculturally, intersectorally, intra-sectorally, intra-physically.



The Dynamics of Whanaungatanga



Te Puna Hauora *kaupapa, tikanga and kawa* are embodied in the traditional concept of whanaungatanga.

We pay tribute to Pa Henare Tate, who is the author and teacher of this inspirational concept.

Whanaungatanga encapsulates the *tikanga* of *tapu, mana*, and their expression through the principles of *tika, pono* and *aroha*.

The following explanations for *tapu, mana, tika, pono* and *aroha*, are scribed from a 1999 hui conducted by Pa Henare Tate in *whanaungatanga*:



***Tapu* can be broken down into three perspectives.**

▪ **Firstly there is the intrinsic *tapu* or sacredness of being, for instance:**

***`te tapu i te atua'* (the *tapu*/sacredness of god/s),**

***`te tapu i te tangata'* (the *tapu*/sacredness of people),**

***`te tapu i te whenua'* (the *tapu*/sacredness of earth).**

▪ **The underlying principle here is that all living things (birds, rocks, trees etc) have an intrinsic sacredness.**



Secondly, there is the *tapu*/sacredness of relationships between *atua*, *tangata* and *whenua*. Therefore the intrinsic sacredness of both a person and the earth must be acknowledged and respected in any relationship between them.

Many believe that the relationship between people and earth is validated through the relationship between people and god/s. A person breaching the relationship with the earth via abuse i.e. burying toxic waste, is in effect also breaching their relationship with *atua* as well as *whenua*.



Thirdly there are *tapu* or sacredness as relating to *tapu*/restrictions. These restrictions support and enforce the intrinsic *tapu* and relationship *tapu*. An example of this kind of *tapu* would be '*rahui*'.

Rahui is a limit or ban on use of a particular resource which is put in place either to protect the resource or people.



Mana is the spiritual power that creates, produces and restores *tapu*. It can be expressed in a number of ways including:

Mana-whakahaere is the spiritual power and authority of people to order and determine their own lives according to *tika, pono and aroha*.

Mana-tuku is the spiritual power and authority of those with *tapu* and *mana* to share of themselves and their resources with others. *Aroha* is the principle under-pinning *mana-tuku*.

Manaaki is the act of sharing.

Mana is also authority, prestige, honour bestowed by *atua* of people upon individuals or representatives.



Tika can be defined as the principle concerned with the right ordering of relationships, among *atua*, *tangata* and *whenua*, the right response to those relationships and the right exercise of *mana*.

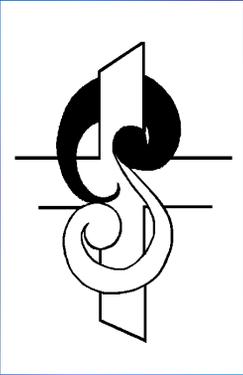
In other words the right way to do things.

Pono is the principle that seeks to reveal reality and to achieve integrity of relationships. In other words it calls for honesty and integrity in all that we do.



Aroha is the principle of expressing empathy, compassion and joy for others in all that we do.

Tika, pono and ***aroha*** are the principles of action by which we exercise ***tapu*** and ***mana***. If one wants to have ***mana***, one must first seek after ***tapu***. To possess ***tapu*** one must exercise ***tika, pono, aroha***.



The Journey

- The first Maori Health Provider service on the North Shore was established in 1995 at Awataha Marae under the management of the Marae committee. The practice was focussed on primary healthcare and consisted of a GP, a nurse, a community services worker and receptionist.
- By 1997 the community had become very involved in the development of the health provider, so an Incorporated Charitable Society was set up which gave the community control of the provider.

- The organisation was renamed Te Puna Hauora o te Raki Paewhenua and a board of 10 consisting of 5 staff and 5 community members was appointed, with the Chairperson always chosen from the community and having a casting vote.
- Most importantly, from a Kaupapa Maori perspective, a Kaumatua and Kuia advisory group was established to support the board and organisation. This has now evolved into kaumatua and kuia being both part of the board and part of the organisation.

**Community Operations
& Clinical
Social Workers
Community Support
Workers
Mental Health Workers**

**GPs
Nurses
Mobile Nurses
Specialist Clinics**

**Home Based
Care**

**Children Services
Tamariki Ora
Daycare Centre
Parenting
Programme**

**Frontline Receptionists
Drivers,
Vehicles etc
Site Maintenance**

**Human
Resources
Finances
contracts**

**Te Puna Hauora Management Team
Clinic & Community
Team Coordinator
Business & Frontline
Team Leaders**

General Manager

TE PUNA HAUORA BOARD

5 Community Members

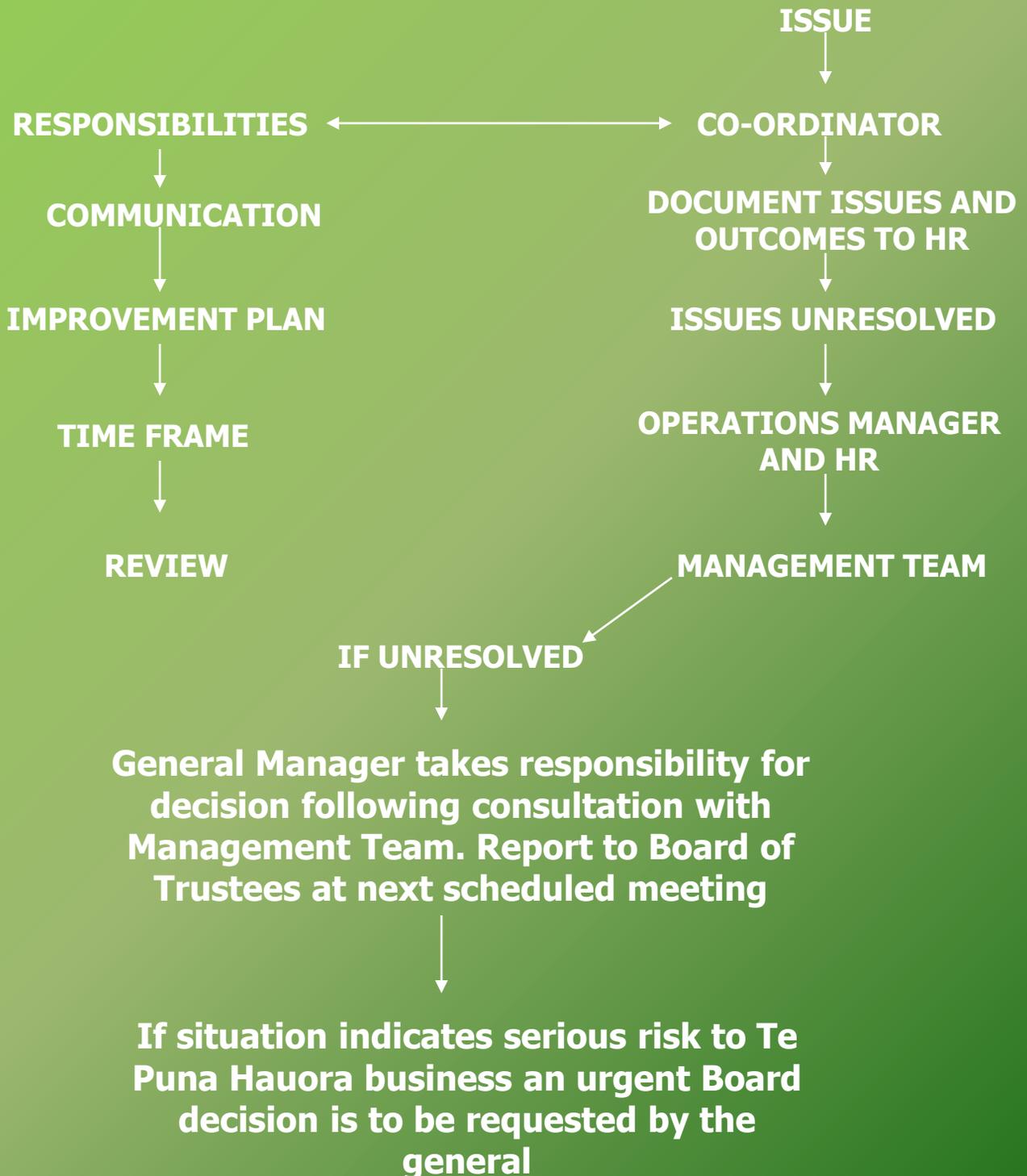
5 Staff Members

Chairman & Treasurer elected from community Board Members

Meetings open to public

TE PUNA HAUORA ORGANISATION & STAFF

ISSUES PROCESS



- In 2000 the government enacted the New Zealand Public Health & Disability Act, changing the health funding and contracting environment from one Health Funding Authority to twenty one District Health Boards.
- In 2001 the Ministry of Health released the Primary Health Care Strategy (February 2001) and He Korowai Oranga: Maori Health Strategy Discussion Document (April 2001).
- These documents formed the basis for Te Puna Hauora, in conjunction with Comprehensive Healthcare Services, an Independent Practitioners Association on the North Shore creating a Primary Health Organisation.
- This is named the North Harbour PHO Trust and was created on the 25th of June 2002.

- In May 2001 the organisation moved into new premises which consists of a large building donated by the Lady Allum Home on the North Shore. This was placed on land leased from the Awataha Marae, on the marae grounds.
- Funding was secured from both the Lotteries Commission and the ASB Trust to build a conference room, kitchen and carparks. Further funding was obtained from the Ministry of Education, ASB Trust, and Lotteries Commission to build an early childhood centre for 50 children on site

- In December 2003, Te Puna Hauora achieved ISO 9001 accreditation.
- In October 2004 Te Puna Hauora won the Ministry of Health Whanau Supreme Innovation Award for the Harakeke I-MAP model and was joint Supreme winner with Ngati Porou Hauora of Te Matarau Maori Health Provider Award.
- In 2004 approximately \$2.3m of funding was received from the Ministry of Health, Waitemata District Health Board, Ministry of Education and Child, Youth and Family Services.
- In 2005 services were offered from 166 Birkdale Road, a building which was purchased by Te Puna Hauora to service the Birkdale and Beach haven whanau/client who prefer to access services closer to home.

- The contracted services grew in the period to 2004 to include:
 - General practitioners & Nursing service
 - mobile nursing service
 - mobile mental health service
 - mobile community worker service
 - mobile homecare support services
 - tamariki ora (well child) services
 - health and social services networking and training
 - student placements for health, social work and childcare education
 - work placements for GP trainee interns, house surgeons and registrars
 - a Certificate in Community Work joint venture with AUT
 - a community conference room for community hui
 - and an early childhood centre for 50 children.

- In line with this development phase, a number of relationships with external agencies, service providers and individuals were developed to deliver services that were requested by the local community.

Te Puna Hauora 2005

- Services delivered on Te Puna Hauora premises by external agencies, providers and individuals include:
 - paediatrician
 - midwifery service
 - nutritionist
 - three psychotherapists
 - a physiotherapist
 - nurse ear specialist
 - diabetes clinics
 - legal services
 - alcohol and drug counselling
 - retinal screening
 - podiatry for diabetes
 - meningococcal trials and a broad range of other services and specialists.

2012 Te Puna Hauora

Clinical Services

- Doctors Clinic
- Nurses Clinic
- · Cardiovascular Risk Assessment
- · Diabetes Get Checked
- · Care Plus
- · Free Cervical Smears
- · Immunisations
- · Immigration Medicals
-
- Tamariki Ora/Well Child service
- Family/Whanau Support
- Mobile nursing service
- Healthy Lifestyles Service
- Podiatry Service
- Transport (Criteria applies)
-
- **Allied Services**
- Pharmacy Service
- Dental Service
- Midwifery Service
- Physiotherapy
- Retinal Screening – Provided by WDHB
-
- **Community Services**
- Social Worker
- Community Support Workers
- Adult Mental Health Support Services
- Budgeting Service
- Youth Worker

2012 Te Puna Hauora

- As at 30 April 2012
 - 11185 Registered Population
 - 9846 Funded Population
 - 5.0 FTE GP
 - 8.6 FTE Nurses

Te Puna PHO Ltd

Te Puna PHO



2005

↘ *April* NHPHO dissolved

↘ *July* Te Puna PHO established as a charitable company with Te Puna Hauora as its sole beneficiary

↘ *October* Windsor Medical Centre joined Te Puna PHO

↘ At establishment there were no funds.

↘ The financial set up of the PHO was funded solely by Te Puna Hauora

The Waka

The concept is based on the Whanaungatanga Principles of sharing opportunities and resources. GM PHO is Clinical Director in designing and managing new concepts in the Primary Care Team in exchange for sharing the Human resources in the business arm including contracting, financial control, HR and Quality Assurance.

All staff in the clinical arm are interviewed and chosen by GM PHO and employment pathway managed by GM Te Puna Hauora.

All health mainstream contracting arrangements and funding streams are responsibilities of the GM PHO. The continued management including financial is the responsibility of the GM Te Puna Hauora. The PHO is the post-box for unfettered money to flow through to Te Puna Hauora

Te Puna PHO

Te Puna Primary Health Organisation

~11,000 enrolled patients



~7000 enrolled patients
(Northcote & Birkdale Clinics)

Te Puna
Hauora

Windsor
Medical
Centre

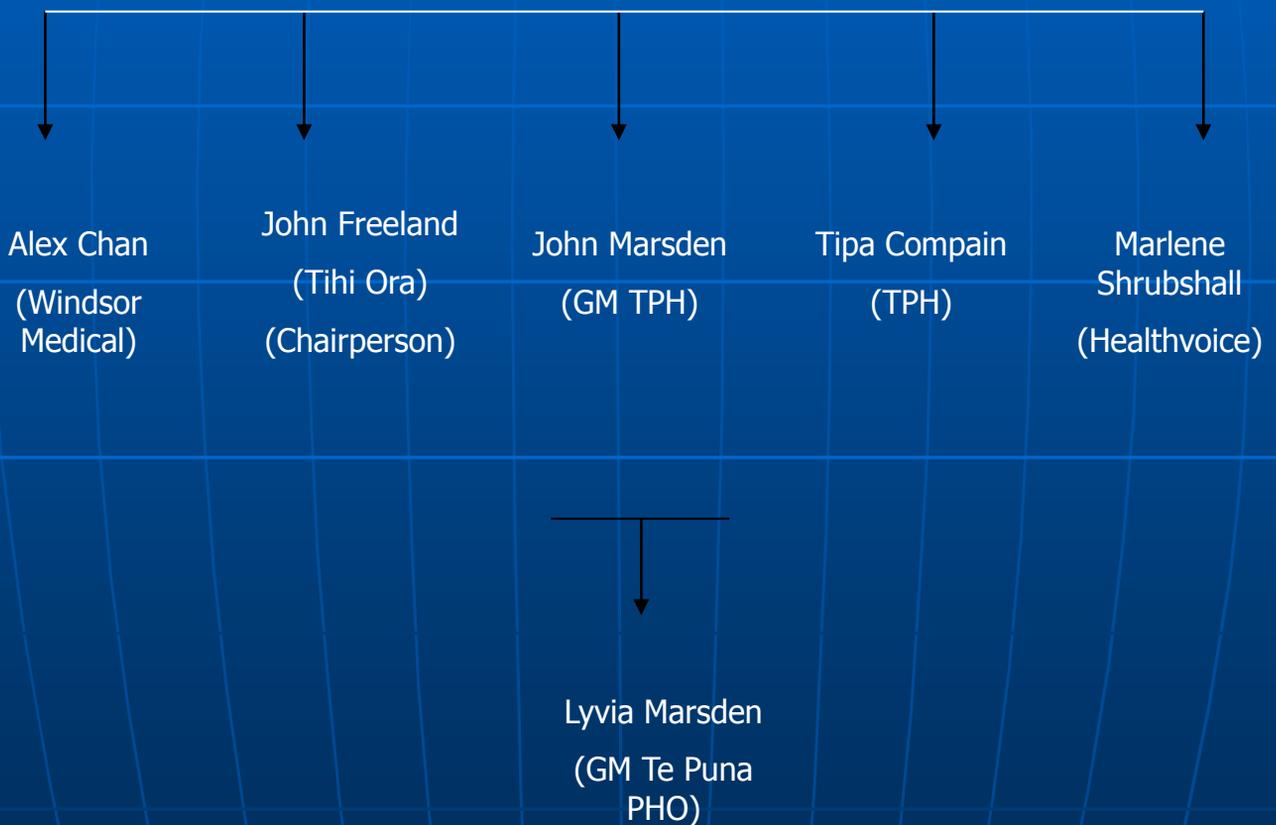
~4000 enrolled patients



Te Puna PHO Board of Directors

BOARD MEMBER CHART Te Puna PHO

BOARD OF DIRECTORS

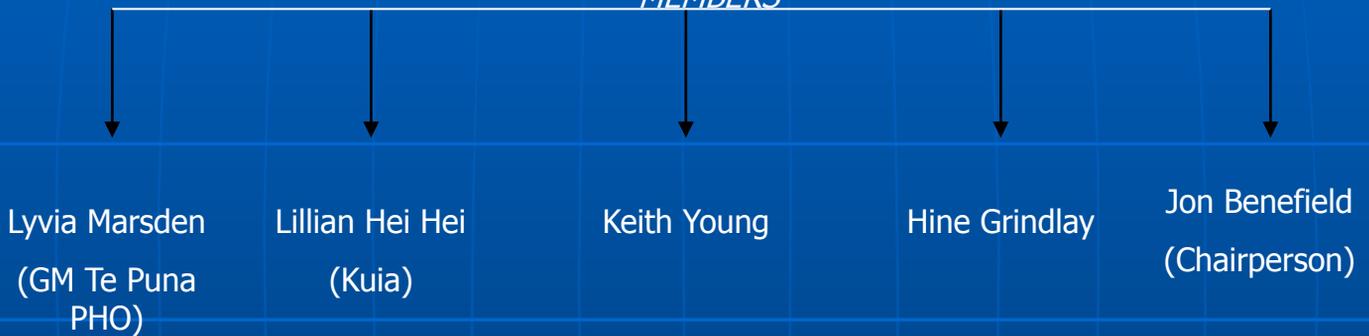


Te Puna Hauora Board of Trustees

BOARD MEMBER CHART Te Puna Hauora o te Raki Paewhenua

BOARD OF TRUSTEES

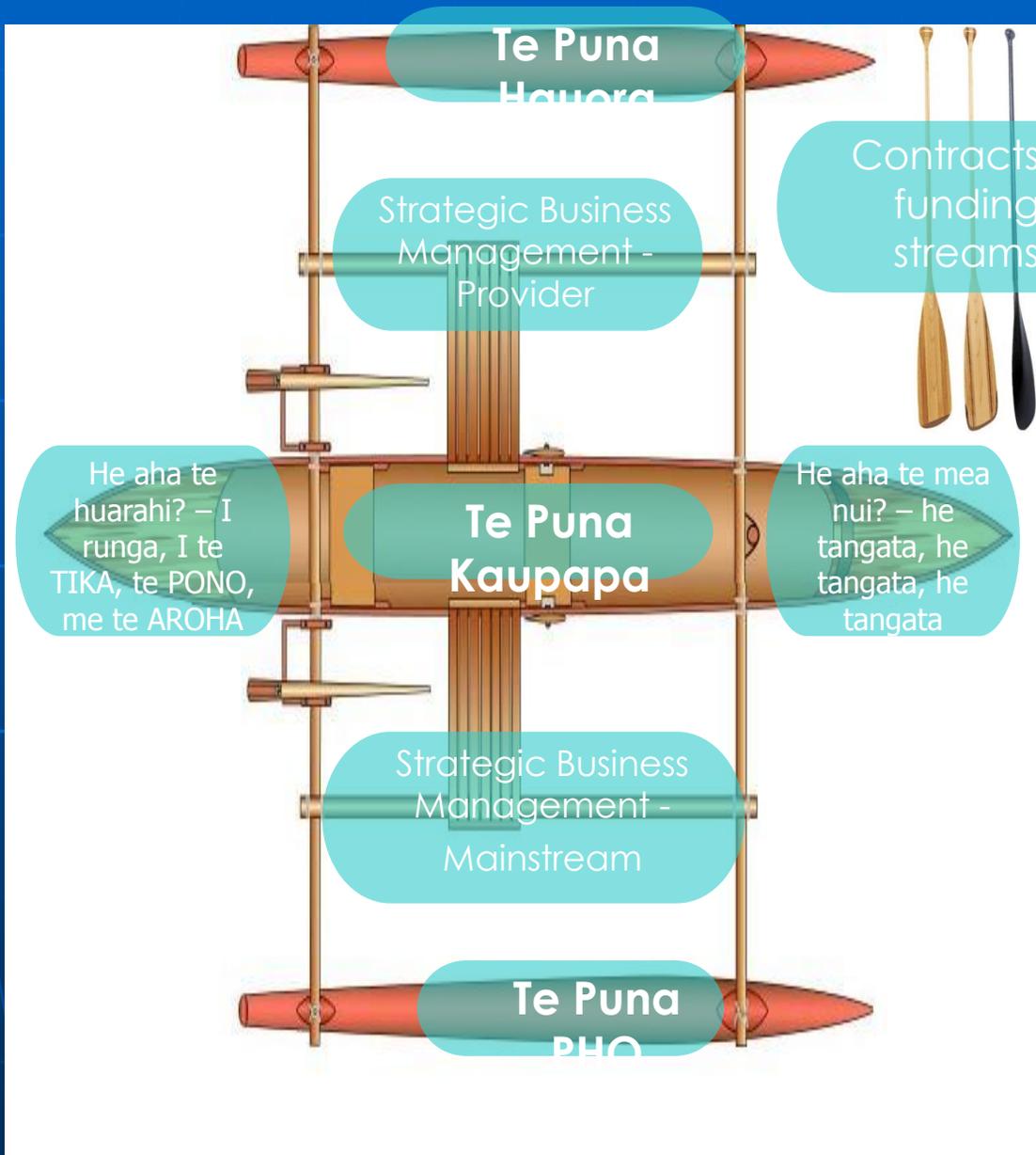
COMMUNITY BOARD MEMBERS



TE PUNA HAUORA BOARD MEMBERS



The Waka and the way forward...



Te Puna Whanau Ora Network Alliance Ltd

Te Puna Whanau Ora Network Alliance

- June 2008 – November 2010
- Te Puna PHO became a member of the National Maori PHO Coalition.

- 29 March 2011
- Commenced official MOU relationship with ProCare Ltd

- May 2011
- Te Puna Whānau Ora Network Alliance Ltd was established. It is a subsidiary company of Te Puna Hauora o Te Raki Paewhenua set up to replace the dis-established Te Puna PHO

- The TWONA focus has been expanded
 1. A) Maintenance of PHO functions in partnership with ProCare Network Ltd
 2. B) Whanau Ora Values Based Best Practice implementation

- July 2011
- Auahatanga contract under MoH directorate innovation funding commenced. Facilitation and training of selected Whanau Ora providers in preparation for implementation

- In April 2012 journey of development of IMAP Values Based best practice model from paper-based to website completed
- Concentration on Values Based Alliance models with shared opportunities developed

Alliances

ProCare Regional Networks Ltd (Mainstream Medical)

Values based relationship (MOU) with shared opportunities, medical and Values Based Best Practice across Primary Care Sector. ProCare leading medical, Te Puna Whanau Ora Network Alliance leading Whanau Ora

NSCSS (Community Development)

Values based relationship (MOU) with shared opportunities attempting to integrate local NGO providers delivering services to greater community

Tech Management (Maori Company)

Values based relationship (MOU) with shared opportunities with Maori owned and managed IT company to host TWONA website and data collection from alliance providers

MOU – Procare Health Ltd – Mainstream Relationship **Memorandum of Understanding Between ProCare Health Ltd and Te Puna Whanau Ora Network Alliance Ltd**

PARALLEL JOURNEYS,
SHARED
OPPORTUNITIES



Procure – The Relationship

- An important component of the alliance will be the retention of the sovereignty of each organisation.
- The Parties share the key values of; Tika [shared vision and pathway]; Pono [integrity]; and Aroha [compassion] and these will be the foundations supporting the relationship.
- The parties see this as an enduring relationship that will grow and mature without ever losing sight of its founding Kaupapa
- Te Puna is seeking a 'post box' type arrangement with ProCare
- Te Puna has also offered to be ProCare's 'post box' for Whānau Ora funding flows
- It is important to note that there is a total alignment between the ProCare clinical delivery and governance model and the Te Puna Whānau Ora delivery and governance model. They are parallel systems that interface where required to meet the best interests of the individual client and or Whānau grouping. [A classic one plus one equals three scenario]

Governance

Clinical Governance

Guardians of Clinical Quality Standards and Best Practice

Clinical Based Medical Model

For: Drs, Nurses, HCA, Allied Health Practitioners

Example Roles: reduce and eliminate clinical barriers across primary, secondary, tertiary services; and whanau ora programmes

Ensure member primary care services have clinically safe and effective clinical and business plans

Are committed to learn and understand the Dynamics of Whanaungatanga and whanau centred/cultural practice.

Development of the clinical workforce

Health & Wellbeing from a clinical perspective

Whānau Ora Governance

Taumata Guardians of Cultural Quality Standards and Best Practice

Values Based Cultural Model

For: Genealogists, Tohunga, Rongoa Practitioners, Mirimiri, Kaumatua & Kuia
The Whanau ora workforce
CSW trained as Whanau Ora Practitioners

Example Roles: reduce and eliminate cultural barriers across primary, secondary, tertiary services; and whanau ora programmes
Maintain the mauri, mana and cultural integrity of whanau ora

Ensure whanau ora programmes and member primary care services have culturally safe and effective whanau ora and business plans

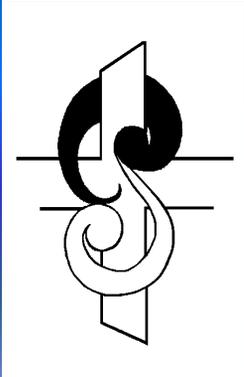
Are committed to support mainstream learning of Values based Whanau centred Model, connection between whanau ora and clinical workforces

Development of Whanau Ora workforce

Health & Wellbeing from a cultural perspective

WHANAU

Working together to provide services to meet needs and encourage whanau driven solutions to achieve Rangatiratanga



The Harakeke I-MAP Concept

Certificate of Trade Mark Registration

Trade Mark Registration Number: 849885

The above trade mark was entered on the register of trade marks under section 51(a) of the Trade Marks Act 2002 on **28 April 2012**, with a deemed registration date of **29 September 2011**.

The details of registration are as follows:

IMAP

Registered in the name of Te Puna Whanau Ora Network Alliance Limited, 166 Birkdale Rd, Birkdale, North Shore City, New Zealand, New Zealand.
Contact address: SMITH & PARTNERS, PO Box 104-065, Lincoln North, Waitakere City 0654, New Zealand.

In respect of the goods and services that follow.

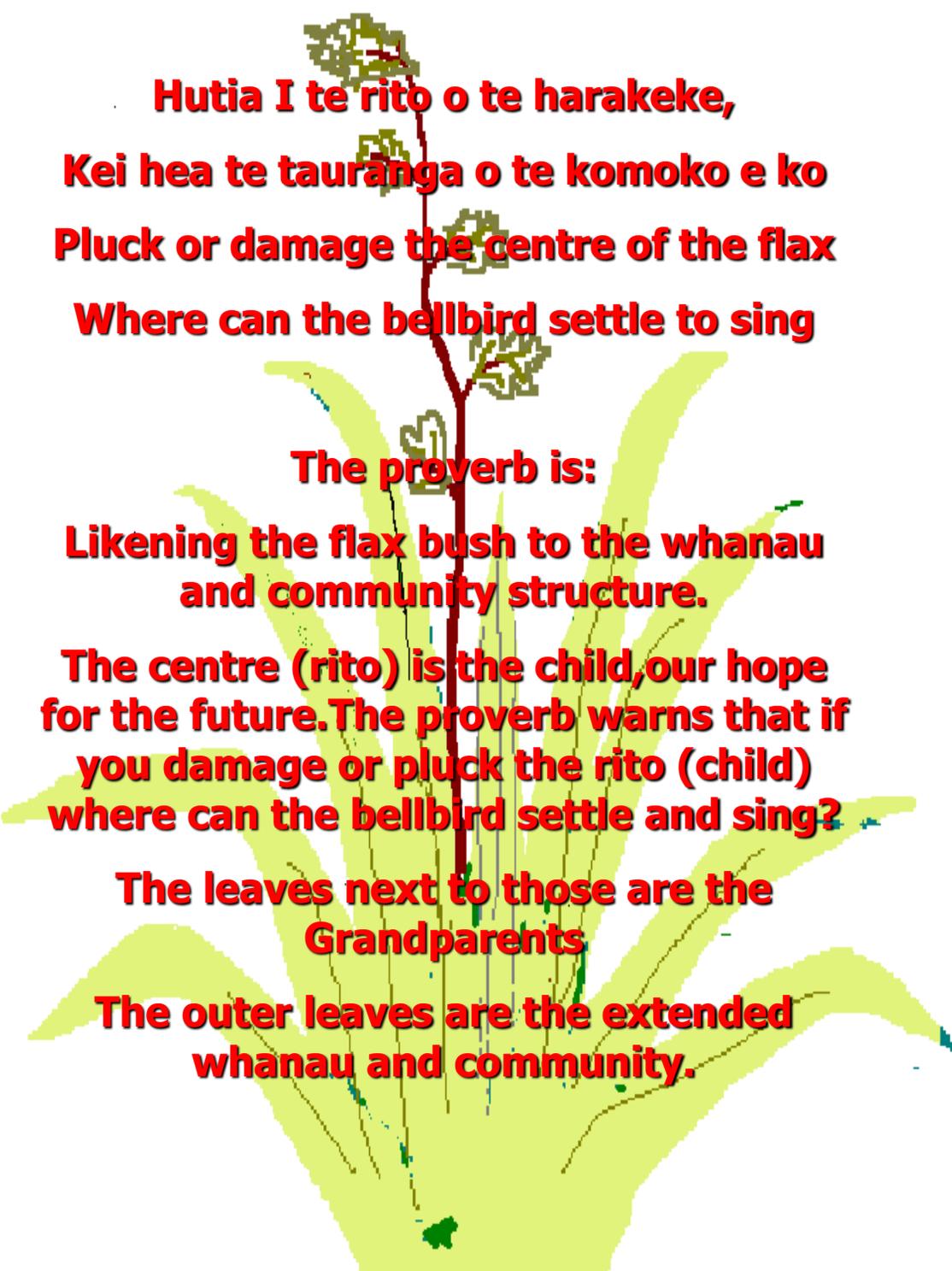


Neville Harris
Commissioner of Patents, Trade Marks and Designs



Issued on 28 April 2012

THE HARAKEKE



**Hutia I te rito o te harakeke,
Kei hea te tauranga o te komoko e ko
Pluck or damage the centre of the flax
Where can the bellbird settle to sing**

The proverb is:

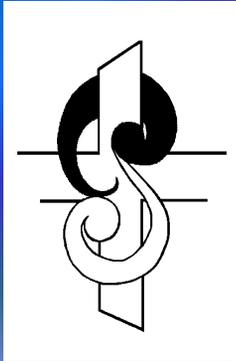
**Likening the flax bush to the whanau
and community structure.**

**The centre (rito) is the child, our hope
for the future. The proverb warns that if
you damage or pluck the rito (child)
where can the bellbird settle and sing?**

**The leaves next to those are the
Grandparents**

**The outer leaves are the extended
whanau and community.**

- This is ideologically aligned with the weaver weaving the flax into the shape they want. In the Te Puna Hauora process the weaver is the whanau/client and Te Puna Hauora provides guidance on the weaving process.

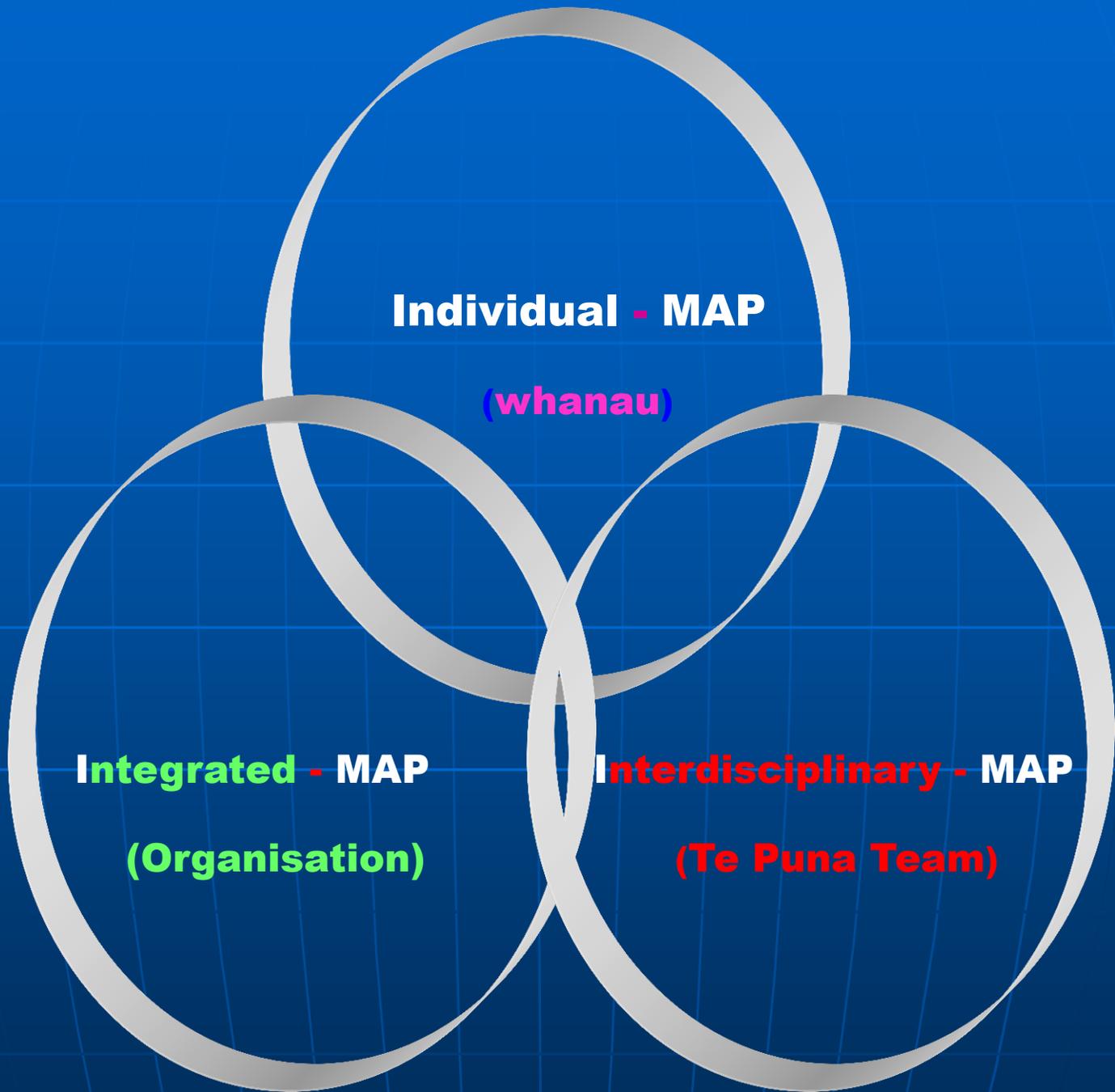


The Harakeke I-MAP Model

The Harakeke I- MAP

management
model is three
dimensional.

The I-MAP Process and the Three Dimensions



Paramount is the **Individual** 'I-MAP' Management Action Plan in which the whanau/client, with total support, is confident that s/he can map their way through complex issues.

**Step 1:
Assessment with
Individual and
whanau**

**Step 2:
Case conference with
Te Puna I-MAP team
and assign Community
Support worker**

WHANAU/CLIENT:

THE INDIVIDUAL

MANAGEMENT ACTION PLAN

(RESTORATION OF MANA)

Individual and whanau/client driven processes including prioritization with guidance in mentoring by skilled interdisciplinary clinicians and community support workers from a plan developed between whanau/client and Te Puna teams. The plan is based on comprehensive assessment of health and social needs and case management.

**Step 3:
Identification of
appropriate agencies
and liaise with
communities to
provide choices for
whanau/client
to meet goals**

**Step 4:
Plan and
Implementation
accomplished by
whanau/client**

- The second is the **Interdisciplinary** Management Action Plan where the Community Support Worker, whose sole purpose is to mentor the whanau/client, internally has clinical support from Doctors, Nurses and Social Workers as well as the availability of all Te Puna Hauora services.
- External agencies and community allied services are included in case management and family group consultations facilitated by the Community Support Worker and the whanau/client together.

- ✓ Ethics
- ✓ Protocols
- ✓ Standards
- ✓ Processes

- ✓ Privacy
- ✓ Confidentiality
- ✓ Case management
- ✓ Liaison with other services

TE PUNA I-MAP TEAM:
INTERDISCIPLINARY
MANAGEMENT ACTION PLAN
(RESTORATION OF MANA)

Workforce Development

**Developing processes of interdisciplinary practice across
The organisation, sharing each individuals skills in a
Structured plan which empowers client/whanau through
Processes to gain “confident self management”.**

- ✓ Supervision
- ✓ Clinical guidelines
- ✓ Competencies

- ✓ Ongoing training
- ✓ Strengthening of values
- ✓ Continual upskilling

- The third component is the organisation itself and is underpinned by the **Integrated** Management Action Plan emphasising strong business practices, policies and values based external relationships focused on favourable outcomes for the individual/whanau.

Step 1:

Identify and build relationships with other organisations
Attract shared service relationships
Attract funding

Step 2:

Strong business plan practices
Strategic direction.
Financial control
Human Resources

ORGANISATION

INTEGRATED MANAGEMENT ACTION PLAN

(RESTORATION OF MANA)

The Integrated Management Action Plan is the business base of the organisation emphasising strong business practice, values based practice which embed organisation culture policies and processes focused on favourable outcome for whanau client.

Step 3:

Maintain & enhance ISO accreditation
Continual training & up-skilling across organisation
Risk management

Step 4:

Strengthen Community Development
Influence change to Benefit the community

The I-MAP

**Whole organisation focus on building and maintaining
Concept, vision, design, culture and quality
practices.**

**Individual Management Action Plan
(I can MAP my way out of this with help)**

**Interdisciplinary Management Action Plan
(Workforce Development/
Organisational Practice)**

**Integrated Management Action Plan
(Strengthen external relationships,
community development)**