



ANNUAL REPORT

2018 / 2019

Inspiring Health Transformation

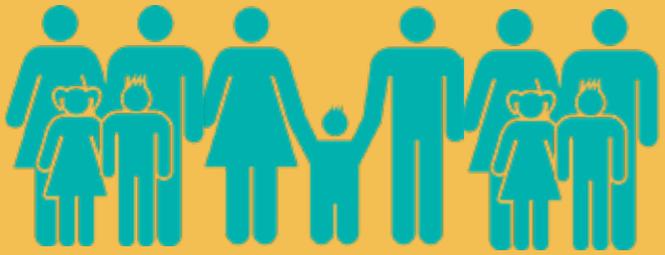




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Network Snapshot



111,245
total patient population
↑9% v's 2017/18

36
practices



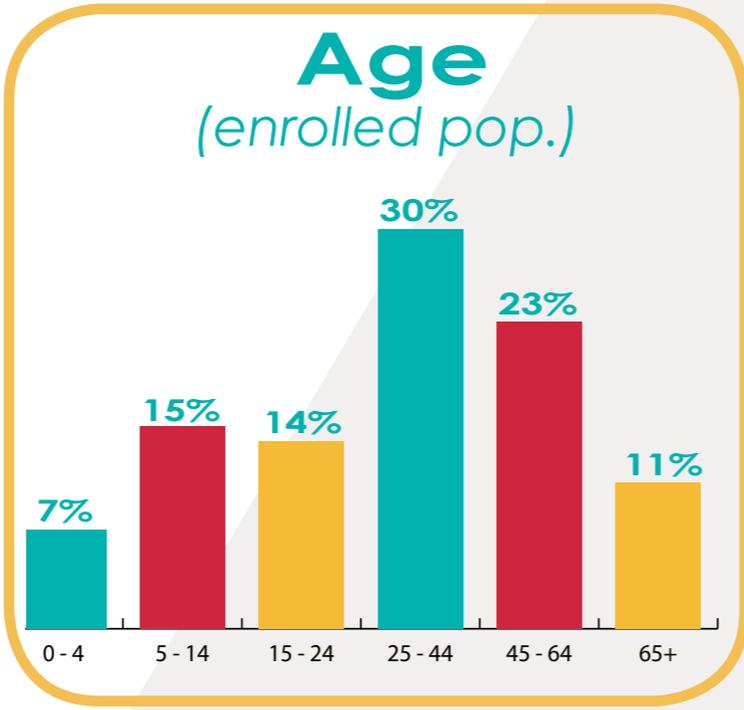
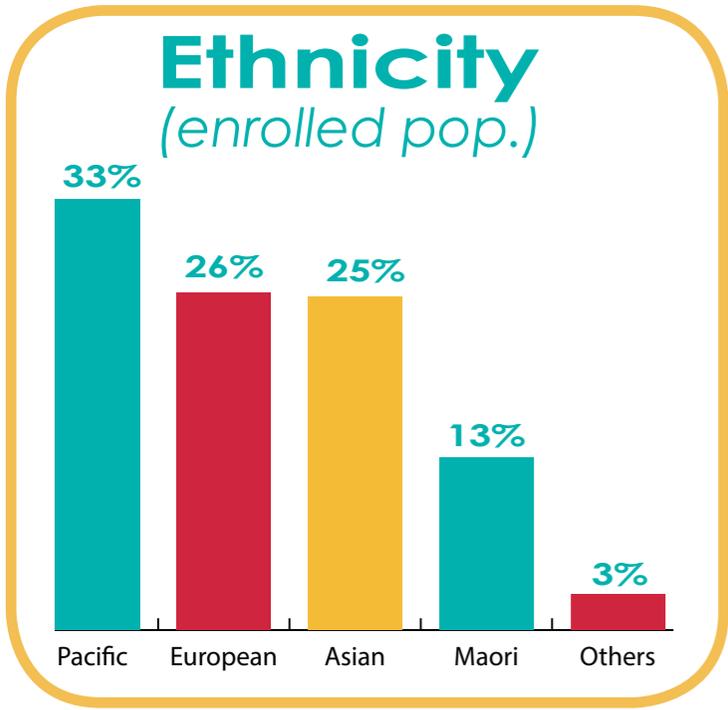
14 ADHB
19 CMDHB
3 WDHB

446,528
consults

GP (362,052)
Nurse (84,476)



92%
of 8 month olds fully immunised

100%

practice participation in Patient Experience Surveys



81%
given smoking brief advice



32,175
patients registered on ePortals

↑28% v's 2017/18



90%
of pop. have had Cardiovascular Risk Assessment





Vision

Strong families, Strong communities,
Living well longer

Mission

Transforming the health and wellbeing of
Pacific and high-needs communities

Values

Compassion - Courage
Honesty - Respect - Service

Performance Highlights

Our Strategic Goals

Engage Communities

- Engaged with 28 churches through the Healthy Village Action Zone (HVAZ) programme
- Supported 315 families (exceeding our target) to access health & social services through the Integrated Services Agreement
- Improved family and child health with the Positive Parenting Active Lifestyle (PPAL) programme
- Pacific People's Health Advisory Group contributed to the CMDHB Co-design Discovery Phase Report

Increase Health Equity

- Commitment to participation in strategic conversations to raise awareness and understanding of Te Tiriti o Waitangi, institutional racism and bias, and its impact on healthcare
- Streamlined process for the equitable distribution of Pacific Provider Development Fund (PPDF) funding.
- 92% of PPDF distributed by 21/12/18

Optimise Performance

- Expansion of the network through increased enrolments and new practices
- Assisted practices to monitor business performance with the use of the Power BI Dashboard
- Invested in Zoom video conferencing technology to minimise travel time and costs

Lead the Future

- Implementation of a new real-time digital platform - Mohio
- Facilitated the implementation of Emergency Q to shift demand from ED to primary care
- Development of a Pacific community workforce to deliver the PPAL programme, by training 20 community facilitators
- Supported the governance and leadership development of the Pacific health workforce within the network

Chairman's Letter



By 12 years of age 90% of NZ school children have their own mobile phone; rising to 98% by the final school year. In August the Census at School organisation released 2019 survey data for 23,000 children at 458 schools: 25% of children have mobile phones by age 8 (Year 4); 64% by 11 (Year 7). No wonder 70% of the adult NZ population has at least one mobile phone or device today. In the UK it is 80% of adults. In Australia, 88% of the population.

It is therefore a serious self-criticism, in the current measles epidemic, that mobile phones and devices are not a significant, organised, coherent, practical part of Alliance Health Plus' (AH+) work for responsive practice networks and population health. A demand aggregation system is the principle way in which AH+ can help general practices use mobile technology and devices for ongoing improvement in case load management, practice costs and patient treatment.

Last year my fellow Board Members and I stated our agreement with primary health-care futurist Dr Eric Topol's description of a mobile-tech transformed health sector. Since then we have ended our investment in the data warehouse system we promoted over four years to the practice network. In place of the data warehouse, after evaluation in November/December 2018, AH+ CEO Wayne Williams and his team have installed the Mohio system. It went live in April 2019. A growing number of AH+ network practices are now experiencing some of Mohio's benefits.

To advance AH+'s design, costing, project management and development of its demand aggregation system, I am reviewing systems with partial demand aggregation elements. One such system is the iMoko app Dr Lance O'Sullivan and his crew developed. iMoko has operated successfully from Northland since 2014. Through the app, throughout NZ, remote or disadvantaged population groups have timely access to online health consultations, treatment and referrals for children. By this time next year AH+ must be running the pilot of its demand aggregation system.

In July 2019 we, again, gained ISO re-accreditation under ISO Standard AS/NZS ISO 9001:2015 Quality Management Systems. Independent auditors, DAA Group, reported, "All allocated standards that were reviewed as part of this surveillance audit are meeting the requirements and there were no findings requiring corrective action". As one of NZ's few ISO accredited PHOs we continue to meet and exceed high, independent, international standards for PHO operations supporting the AH+ practice network and its 111,000 patients.

We continued our drive to be lean and cut operating and administrative expenses by another 4% (19% FYE 30Jun18) to produce a small surplus of \$89K (\$103K FYE 30Jun18). Net assets rose slightly 3% from \$2.8M to \$2.9M. Despite funding cuts AH+ revenue grew 2% by \$.7M to \$33.7M.

After six years we were sad to farewell Dr Mark Eustace in May. With wife Jo, Dr Eustace took a well-earned break in Europe. Since their return, they now work at a general practice in Tuakau. Dr Eustace also continues with his locality work at Counties Manukau District Health Board.

On behalf of the Board I extend thanks to the Hon Dr David Clark, Hon Jenny Salesa, Hon Carmel Sepuloni, Hon Aupito Su'a William Sio, Counties Manukau District Health Board Chairman Mr Vui Mark Gosche, CMDHB CEO Ms Fepulea'i Margie Apa and Auckland District Health Board Chairman Mr Pat Snedden. Thank you too to Ministry of Health Director General Dr Ashley Bloomfield, AH+ CEO Wayne Williams & AH+ staff, the practice network, especially our Pacific Providers.

Congratulations to The Cause Collective CEO Rachel Enosa for transformation and rebranding from Alliance Community Initiatives Trust and relocation into new offices.

Congratulations to Board Member Sharon Shea for the Queen's Honour. Last but not least thank you as always to my fellow Board Members: Dr Siro Fuata'i (Deputy & Establishment Chairman), Mr Leo Foliaki (Chairman of Audit & Finance), Dr Jim Primrose and Ms Sharon Shea MNZM.

Mr Uluomato'otua Saulaulu Aiono ONZM, CHAIRMAN

CEO's Letter



Thank you to our network of clinical and administrative teams for your tireless efforts managing the care of unwell patients and in particular, meeting unprecedented demand during recent winter months. Thank you also to our Pacific Provider network for your ongoing service supporting the health and social needs of people and their families in the community setting.

We continue to concentrate on achieving high quality care and health outcomes with a focus on equity for Maori, Pacific and high-needs families and communities. This supports the Government's health and wellbeing priority. We have seen the release of the first ever Wellbeing Budget in May 2019, the completion of the He Ara Oranga Report of the Government Inquiry into Mental Health and Addiction, in November 2018, and the discovery phase of the Health and Disability System Review which was completed as an Interim Report in July 2019.

Within the Metro Auckland region the Primary Health and Community Deep Dive project has progressed positively towards shaping the future design of the primary health care sector. This is part of the overall Long Term Investment Plan for the Northern region and is due to be completed in December 2019.

Funding constraints have impacted primary healthcare, as DHBs have reprioritised expenditure in response to relentless DHB deficits and the imperative to fund initiatives that support the Governments' equity priority.

We absolutely approve of the need for a fundamental shift in models of care in the delivery of primary healthcare services, to ensure we are not lamenting about continued poor health outcomes in 15 years' time. There is an appetite for change across the primary healthcare sector and within our provider network. There is increasing participation in the collaboration and co-design of programmes that will lead to improved health and social outcomes, in particular for Maori, Pacific and high-needs families and communities.

We have been actively involved within the health sector, advocating for the transformational change required to support the viability and sustainability of our general practice and provider networks to enable successful health outcomes for communities.

Given the focus on equity, institutional racism and unconscious bias have also been at the forefront of health sector conversations. We will continue to be part of these and to campaign for increased awareness and understanding that lead to change.

Performance highlights achieved by our network of practices and providers include:

- An increase of approx. 9K or 8% of enrolled patients
- An increase of approx. 4K or 1% of clinical consultations
- 92% of 8 month olds are fully immunised
- 90% of our enrolled population achieving a cardiovascular risk assessment
- Distribution of 92% of PPDF development plans within the 6 month period to 21 Dec 2018
- Mohio real-time digital platform installed in 100% of our practices
- 100% of our practices with patient portal, participating in quarterly Patient Experience Surveys and are Cornerstone Accredited

Thank you to our Senior Leadership Team for leading their respective teams and our staff for supporting the clinical and provider network. In particular Vanita Hira, for her relentless passion and drive and to Pauline Fuimaono Sanders, on her appointment as Chair of the Metro Auckland Clinical Governance Forum. Sadly, we farewell Metua Bates on 11 October, but we support and respect her aspiration and successful application as Manager of Aitutaki Hospital, Cook Islands.

I would also like to acknowledge and thank Chair, Ulu Aiono for his weekly sage advice and counsel and also to Board member Sharon Shea, for her well-deserved Award of MNZM for Maori health development, in early 2019.

Wayne Williams CA, CInstD, CEO

Our Board



Uluomato'otua (Ulu) Saulaulu Aiono ONZM BSc, MBA (Chairman)

Mr Aiono founded successful software technologies company COGITA in 1983. In 2011 he became an Officer of the New Zealand Order of Merit for services to business. He is Chairman of The Cause Collective and a Council Member of the Manukau Institute of Technology.



Leo Foliaki BCom, CA

Mr Foliaki is a senior partner at PricewaterhouseCoopers and has been with the firm for more than 25 years. He has a wide range of experience from due diligence acquisitions, initial public offerings and audits.



Dr Sirovai Fuata'i MBChB (Otago), Dip Obs (Auckland), FRNZCGP

Dr Fuata'i has been a General Practitioner (GP) for more than 25 years in Counties Manukau and is the Director of Baderdrive Doctors. He is also part of a GP collective that has set up new GP services at Cavendish Family Doctors.



Sharon Shea MSc Comparative Social Policy (Oxford, with Distinction), BA/LLB (Auckland), MNZM

Ms Shea runs a consulting business that works with government, non-government, Iwi and Pacific clients across health, education, social services, whānau ora and economic development sectors.



Dr Jim Primrose MBChB (Otago), Dip Obs

Dr Primrose has extensive experience in leading and contributing to change of the New Zealand primary health care sector. He has held senior roles in the public and private health sectors and until 2013 was the Chief Advisor Primary Care within the New Zealand Ministry of Health.

Celebrating hardwork, heart & humanity

The Annual AH+ Awards Celebration is eagerly anticipated each year by the PHO, our network and community. It is an opportunity to acknowledge and celebrate the incredible work carried out by our primary healthcare and community providers.

The awards were categorised into three areas; Ministry of Health Target Awards, AH+ Services, Systems and Models of Care Awards and AH+ Strategic Goals - Innovation Awards. The AH+ Strategic Goals - Innovation Awards were judged by an independent panel following self-nomination by practices, a great way to share some of the wonderful initiatives that take place in primary healthcare.

Approximately 200 guests were in attendance including members of our Practice Network, Ministers and their wives from the Tongan and Samoan HVAZ Churches and VIP guests such as Honourable Minister Jenny Salesa, Honourable Aupito Su'a William Sio, Matafanua Hilda Fa'asalele, Fepulea'i Margie Apa and guest speaker Pat Snedden.



Practice Network

The 2018/19 year was a tough one for the health sector with funding constraints significantly impacting on funding allocation to practices and providers. As the demand for health service delivery continued to grow, we as a PHO and the practices in our network, looked at ways to enable the continuation of effective care, while improving outcomes and efficiencies for both staff and their patient populations.

The use of technology such as Mohio and Zoom Video Conferencing are some of the tools that were used to enable efficiencies for our team. No longer did AH+ and practice staff have to travel to meetings through the Auckland traffic!



At AH+, our staff are diverse representing at least 10 different nationalities from a team of 24 people. This provides us with a valuable cultural understanding and awareness, that can be applied to our day-to-day interactions with our equally diverse practice network and their patient populations.

Practice Satisfaction Survey - feedback from our network

In November 2018, 172 survey invitations were sent out to all the staff in our practice network, providing an opportunity for evaluation and feedback on the services that we provide.

95% of respondents feel they are well supported in quality improvement by AH+ Practice Advisors

93% of respondents say staff are accessible

87% of respondents would recommend AH+ to others

“I feel that AH+ PHO works to get the best for the people, not for themselves” - Anon.

“Very helpful and knowledgeable. Approachable and easy to contact. Always willing to help and find better ways for our clinic to succeed.” - Anon.

System Level Measures (SLM) - year two of our journey

We are proud to be a PHO that has put a great deal of work into supporting regional SLM measures. The AH+ Programme supports the SLM targets which fall under three of the six high-level measures 1) Ambulatory Sensitive Hospitalisations for 0-4 year olds 2) Acute Hospital Bed-Days and 3) Patient Experience of Care. The AH+ SLM Programme also incorporates the two National Screening targets - better help for smokers to quit and increased immunisations.



The reduction in hospitalisation rate for the total population included activities for Mothers and Children, promoted pregnancy immunisation as well as the influenza vaccine for children aged 0-4 hospitalised with a respiratory illness. Patient Experience of Care activities continued to focus on ePortal registrations and the quarterly Patient Experience Surveys.

During 2018/19 we adopted a preventative approach to improve and focus on nurse-led activities, as listed below:



Use of support tools such as POAC and Health Pathways



Healthy Housing Referrals



Immunise pregnant woman and refer to smoking cessation support



Increase influenza vaccination rates for eligible Maori and Pacific children

Patient Portals - connecting patients & practices with technology

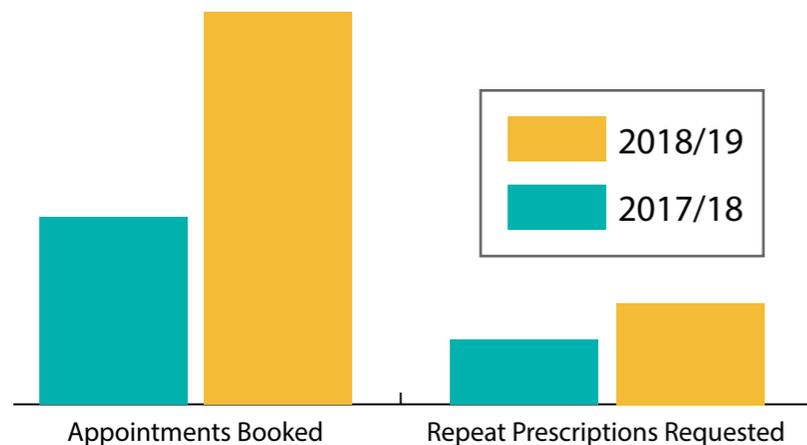
Patient Portals continue to connect more patients with their practice through the ability to view their own health records, book appointments, order repeat prescriptions and receive laboratory results via an online hub. Patients can also receive secure messages from their provider through the portal.

 **100%**
of practices with
a **portal installed**



5,416
repeat prescriptions
ordered online

Lift in Portal Utilisation



20,752

appointments
booked online 

17,083

 **messages sent & received securely** via the portal

Mental Health Focus

During the 2018/19 year we have been active in promoting nurse-led interventions for mental health care in general practice settings. Our nurses are leading the way in mental health interventions across the network, and as a result of this, are helping to lead the future of primary mental health care.

This activity has been recognised in comments from the Counties Manukau Health Portfolio Manager, Mental Health and Addictions, Pam Hewlett.



“Across all ethnicities more behavioural activation (e.g. sleep hygiene and activity scheduling) is being provided than medication; the model is supporting a high number of Maaori and Asian people and Alliance Health+ has the highest proportion of nurse consults and phone reviews across the district.” - Pam Hewlett, CMDHB

Our nurses in Counties Manukau DHB, under the Wellness Support Model of Care, are providing 17% of provider sessions, well above the DHB average of 9%. AH+ out-perform the overall CMDHB average in both follow-up phone reviews and in nurse-led mental health interventions.



With the introduction of the Mohio Alcohol ABC screening tool, we have seen a steady increase in alcohol screening across the network. The report from April to June 2019 indicates that practices are utilising the tool well and we congratulate them for their effort!

Mohio - a new real-time digital platform

One of the major projects during the 2018/19 year, was the selection and implementation of Mohio - a clinical support and reporting tool. After careful review and analysis of different platforms and systems, Mohio was chosen to replace BPAC and the AH+ Data Warehouse. We are the fourth PHO nationally to be using Mohio, which went live for our network on 1 April 2019. The Mohio suite consists of Rocket M (data extractor), Mohio Express (screening prompt/dashboard), Mohio Forms and Reports. Some of the functions these tools provide are:

- Data collection
- Live reporting
- Live status-board
- Referrals
- Appointment scanning
- FFP reporting
- Claiming and budgeting
- Support of contracts for reporting to DHBs
- Healthsafe data uploads for Auckland DHBs

Mohio supports practices to work more efficiently and effectively. The status-board refreshes every 10 minutes and reports refresh every 2 hours. Information can be easily accessed through Mohio which supports teams to analyse their own data in a timely manner and support on-going improvements in the delivery of patient care.



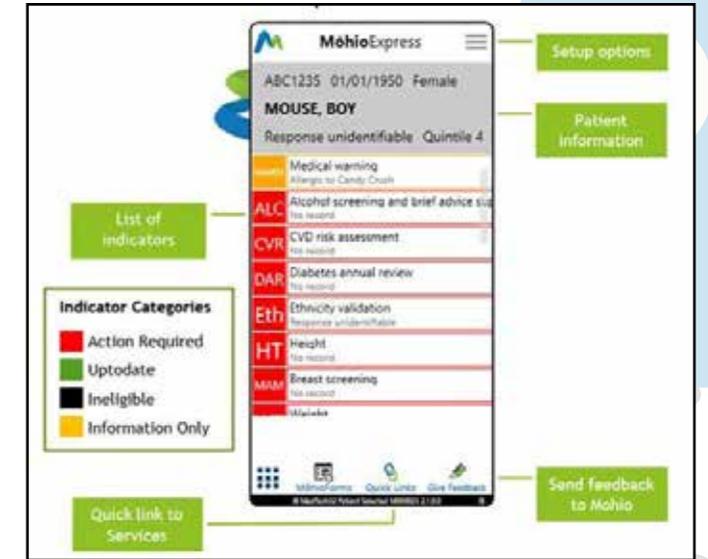
Sample Mohio targets status-board - refreshed every 10 minutes

136 practice staff were trained to use Mohio, of this **88** practice staff were trained via Zoom sessions

Overall feedback has been positive regarding the usability of the tools, quality of the data and timeliness of reporting.



Mohio Forms



Mohio Express Prompts

New Practice Startup

Grafton Medical (ADHB)

Grafton Medical is a modern General Practice that provides up to date, patient centred care with a focus on preventative health, has joined the AH+ network. The clinic collaborates closely with nearby specialist services to maximise overall patient wellbeing.

“Get yourself a good PHO such as AH+, one that's supportive, responsive and productive. Your life will be so much better.” - Dr Lung Choi, Grafton Medical

Dr Lung Choi's sentiments came following the support and assistance given by the Practice Network Team prior to the practice opening.

Grafton Medical



AH+ Clinical Leadership

AH+ organised a visit to the Health Care Home sites at Pinnacle Midlands Health Network with members of the AH+ Clinical Governance Committee (CGC), CMDHB Planning and Funding and East Health Trust. This was to observe new models of care and build relationships with the wider primary healthcare sector.

AH+ have two practices participating in the Own My Gout project in CMDHB - Greenstone Family Clinic and Southpoint Family Doctors. This programme is a nurse-led partnership with pharmacy to manage patients affected with gout more effectively.

AH+ Nurse Leader, Pauline Fuimaono Sanders, wrote articles in two nursing publications in 2018 - Kai Tiaki and Te Puaiwai. These focused on her Aniva Masters findings - understanding Pacific nurse leadership in primary healthcare. Pauline also presented her findings to the Nurse Executives of New Zealand.

Cornerstone - quality standards for General Practice

Cornerstone is the New Zealand Standard for legislation and quality in General Practices and it is a requirement for all teaching practices.

Over 2018/19 100% of AH+ practices were Cornerstone accredited. This year, eight practices completed a full assessment and accreditation was achieved by all, with minimal recommendations. Congratulations to **Flat Bush Medical Centre, Greenstone Family Clinic, Northpoint Medical and Skin Centre, Stanmore Bay Medical Centre, New Al-Dawa Medical and Dental Centre, Langimalie Clinics Onehunga and Panmure, and Kelston Mall Medical Centre.** Feedback from practices indicates that our Cornerstone support is highly valued both in preparations for assessment and with achieving annual requirements.

AH+ Clinical Governance Committee



Back row, L-R: RN Wendy Qiu, RN Sushma Sharma, Dr Andrew Chan-Mow, Dr Michael Morrison, RN Devika Dayal, RN Mele Vaka, RN Sarah Hewitt. **Front row, L-R:** RN Pauline Fuimaono Sanders, Dr Tana Fishman, Dr Hinamaha Lutui, Dr Amanda Bishop. **Absent:** Dr Nua Tupai, RN Parvati Nair, Dr Mark Young



Health Workforce

Pacific engagement at the leadership and governance levels in health is an important element in system change to improve health equity and health outcomes, particularly for Pacific people.

Our strategic goal 'Lead the Future', supports this development and opportunities are provided when able. As part of this process, Dr Hina Lutui was mentored in the position of Acting Clinical Director while Dr Tana Fishman was away on a three month sabbatical.



Dr Hina Lutui,
Southpoint
Family Doctors

"My time as AH+ Acting Clinical Director was a positive and informative induction into the interactions between primary care, PHOs, DHBs and the Ministry of Health. There are common goals yet polarising agendas."

Grow your own - the Alliance Health + Internship Programme

The AH+ Internship Programme continues to host tertiary students as interns, to gain academic credits in their healthcare and health leadership papers. Our priority is to help develop the Pacific workforce and all interns work on projects relating to our strategic plan. Projects have a Pacific-focus on improving health equity and interns fully integrate into the AH+ team.

Building on partnerships with University of Auckland and Unitec which began in 2017, we signed a Memorandum of Understanding in 2018 with the Division of Health Sciences, University of Otago, Dunedin. This was initiated by an invitation from Faumuina Associate Professor Dr Fa'afetai Sopoaga.

We have also signed an agreement with TupuToa to provide an internship for a business student towards the end of 2019. TupuToa is an internship programme creating pathways for Maori and Pacific students into careers in the corporate and professional sectors.

"My passion for our Pacific people pushes me to know more so that I can help in any way possible."

Rhonda Tomasi, Intern
- working on a Pacific
Literature Review

Research & Co-design

Community Co-design

The Pacific People's Health Advisory Group (PPHAG) was formed in 2017 with the support of AH+ (refer to 2017/18 Annual Report). The PPHAG contributed to the CMDHB Co-design Discovery Phase Report "Supporting People & Whanau/families living with Long-term Conditions", providing a Pacific perspective.

Pacific Practice-based Research Network (PPBRN)



PPBRN is a unique network in New Zealand which brings together the community (through PPHAG), practices, the PHO, and university researchers. The purpose is for the community and practices to identify areas of research that are relevant to them. These ideas are then put into research questions with university partners. There is a particular focus on issues that have significant impact on Pacific health outcomes. Research Officers have also been identified in each of the participating practices.



In the coming financial year, a paper on the formation of the PPBRN is due to be published in 'Annals of Family Medicine'.

The first research project involving the PPBRN is underway looking at gout prevention and access to medication for Pacific people. The prevalence of gout in Pacific men aged 45 - 64 years is 33% compared to non-Maori, non-Pacific men of the same age group at just 6%. The project was considered imperative by both the community and practices.

The research project is being conducted by Shahara Farik, Honours Masters student at University of Auckland and is expected to be completed by June 2020.



L-R: Malakai 'Ofanoa, Felicity Goodyear-Smith, Shahara Farik, Dr Tana Fishman, Pauline Sanders

Pacific Equity

The Pacific Integration and Development Services Team held strategic planning sessions in February and April 2019. One of the outcomes was a name change of the team to Pacific Equity. This name change consolidates our focus and emphasis on improving health equity and wellbeing in primary healthcare for Pacific and high needs populations.



The team leads an organisational focus on making sure that our different populations have access to the same opportunities as others, to achieve health outcomes on par with the rest of the population.

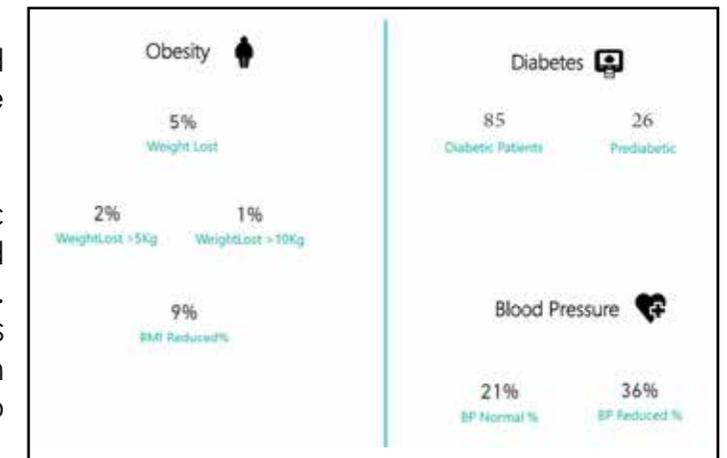
Integrated Services Agreement

The Integrated Services Agreement (ISA) provides funding for Pacific Primary Care Providers (Baderdrive Doctors, South Seas Healthcare and Tongan Health Society) to partner with Pacific households. Providers help improve health literacy, increase access to housing and social support and to support self-management of long term conditions to improve health outcomes. Providers seek to achieve equity for Pacific households comparable to mainstream populations through the coordination of various service delivery agencies.

In 2018/19, 315 families were supported through the ISA contract, exceeding the target of 286.

The service is delivered by a Pacific workforce, with high cultural expertise and connections within the Pacific community. Auckland DHB is funding this service as there is a recognition the current approach to delivering health and social services to Pacific people is limiting.

Obesity, Diabetes & BP Outcomes



Rheumatic fever - a health promotion campaign

In 2018/19 we completed 1,467 throat swabs - 637 more than 2017/18. Alongside the swabbing programme, the Pacific Equity team led a health promotion campaign from July to December 2018. The successful campaign included three channels:

- **Health Promotion events** conducted by 18 churches and community groups.
- A **radio promotion campaign** through Pacific Media Network and Pacific Health & Welfare, in 6 languages of the Pacific. Live interviews were conducted with health practitioners from within the AH+ network of practices and the PHO itself.
- A **social media campaign** by AH+ using health promotion material generated by the churches.

400,000+

people reached via
the @mamashouseAH
facebook campaign

Keeping rheumatic fever front & centre

Pacific children and young people unfairly bear the greatest burden of rheumatic fever, making up 79% of cases. With significant government funding investment in Auckland, we continue to work closely with the Pacific community, along with other health and social services providers, DHBs and fellow PHOs, to find the best and most effective approach to combat this preventable disease.

Social Media - engaging with our community



Mama's House is an initiative developed in 2013 to provide a way through which we can engage directly with Pacific people, that relates and connects with the community. Our facebook page @mamashouseAH has 3,896 likes and is a valuable way for us to share, educate and raise awareness of important health and wellbeing issues. Like our page!

Healthy Village Action Zones (HVAZ) - Parish Healthcare

Over 70% of Pacific peoples identify with one or more Christian religions in Census 2013, despite the overall decline in religious affiliations in New Zealand.

Pacific students in the Youth'12 national survey were four times more likely than New Zealand European students to report that their spiritual beliefs were important to them. This is a significant driver in our decision to work closely with Pacific church communities. Youth are a strong force in driving transformational change in the health and wellbeing of Pacific peoples.

We continue to work with 14 Samoan churches while Tongan Health Society works with 14 Tongan churches to address obesity, diabetes, cardiovascular disease and other long term conditions through lifestyle programmes and events.

Some of the activities we have coordinated include; Smokefree Brief Advice - Train the Trainers sessions, Nutrition training, First aid training, National Institute of Sport scholarships to train personal trainers and the Aiga Challenge. 'My Health Day' events began in March 2019 and continue until November 2019.

A Service Review began in June 2019 to better understand the Enea Ola (West Auckland) and HVAZ programmes. The intention is to find ways to improve the programmes, to support Pacific people in Auckland and Waitemata DHB areas, to have greater control over improving their health and wellbeing.



Aiga Challenge Prizegiving 2018



*'My Health Day',
Samoan Methodist Church Otahuhu*



*'My Health Day',
Samoan Methodist Church Mt Roskill*

Positive Parenting Active Lifestyle

In 2018 we successfully tendered for a Positive Parenting and Active Lifestyle contract. The contract delivers 14 week programmes for Pacific, Maori and other parents with children under the age of five years whose weight is in the 91st centile or above.

The service began with seven facilitators and almost a year later we trained an additional 20 facilitators. This training was made possible by working closely with our Pacific providers, churches and our Pacific communities. Our facilitators play a vital role in engaging parents and families to complete the programme.



Building on our existing connections with churches and communities is crucial. We've learnt that we must find our Pacific people and go to them with our service, rather than asking them to come to us.



Pacific Provider Development Fund

AH+ started managing the Pacific Provider Development Fund (PPDF) in 2013 with five Providers. This has now grown to 14 Providers. PPDF supports the Ministry of Health priority of Pacific Provider and workforce development from the Pacific Health and Disability Action Plan.

PPDF Providers identify areas for PPDF investment, following completion of a customised Development Plan, which outlines a methodical approach to service improvement and organisational development.



PPDF Fono June 2019

continued on next page...

South Seas Healthcare and Pacific Homecare are two PPDF Providers. Below you can read how PPDF has supported them to deliver services and initiatives to reduce social and health inequities and improve the overall health and wellbeing of their Pacific populations.

South Seas Healthcare

In February 2019 South Seas Healthcare Trust celebrated their 20th Anniversary. Established in 1999 in Otara, the aim was to change the alarming health statistics of Pacific people in New Zealand by providing low cost and easy access to health professionals from their own cultures. A group of highly trained and specialised general practitioners, registered nurses and allied staff who are passionate about working in the front line of Pacific communities started this Pacific-led service.

South Seas Healthcare used their 2018/19 PPDF funding in part, to create a new Model of Care and Wellbeing Framework, and to further develop their Pacific Youth internship programme - MYSTORY, a development programme for Pacific youth in South Auckland. In June 2019, they hosted the MYSTORY Summit in Mangere, bringing the Pacific community together to share solutions to key challenges for Pacific youth.

Pacific Homecare

Pacific Homecare celebrates over 30 years of delivering high quality homecare services to Pacific communities – a significant milestone in their journey.

As a PPDF Provider, they have been supported in prioritising development areas, resulting in many positive outcomes. This included a review of quality management systems leading to the employment of their first, full-time Quality Manager. Following this, senior staff were re-trained and their Customer Relationship Management systems developed further, to enable efficient quality data capture. This data supports on-going improvements in service delivery for Pacific populations.

Corporate Services

In 2018/19 the Corporate Team delivered excellent results for the PHO in the form of financial, marketing and contractual requirements, as well as undertaking the lead for the organisation's ISO surveillance audit.



A focus on continuous quality improvement for timely payments to practices continues as a team priority. The implementation of the Mohio Payments System was a key enabler of quality improvement for both our practice network and various internal and external customers.

Improvements in communication with key stakeholders included the implementation of a fortnightly 'Health Hub' email to our network, revitalisation of the Mama's House Facebook page and the creation of quarterly video updates from CEO Wayne Williams.

ISO Certification - AS/NZS ISO 9001:2015 Quality Management Systems

ISO 9001 is an internationally recognised quality management system (QMS) standard designed to be a powerful improvement system. We are proud to have achieved and maintained ISO quality management standards certification for the last six years, with our last two re-certifications awarded with **no recommendations**.

ISO is an ongoing programme that requires input from all team members. The standard covers the areas of leadership, human resource management, planning, support, operations, performance evaluation and improvement.



Financial Overview

Total Revenue: \$33.7 million

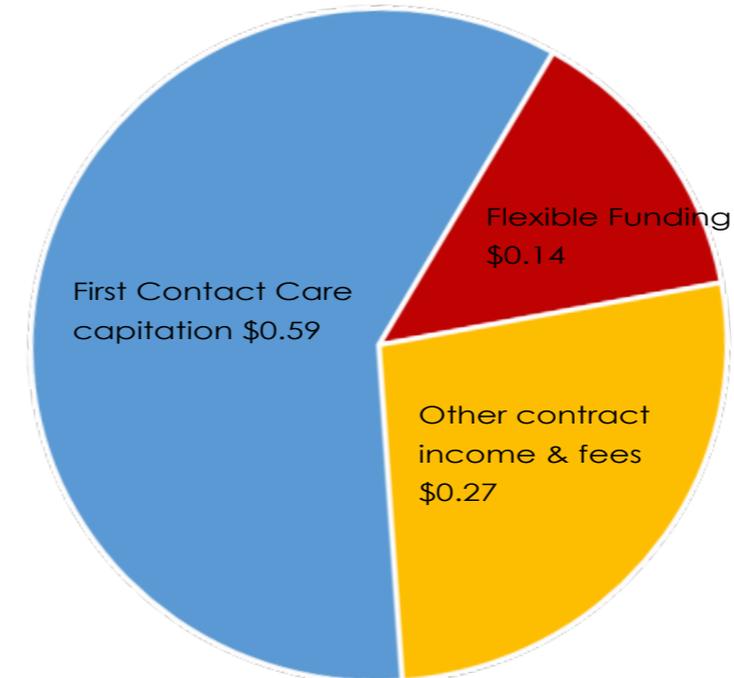
Largest source of revenue:
First Contact Care capitation
\$20 million

Cost of Services: \$31.7 million

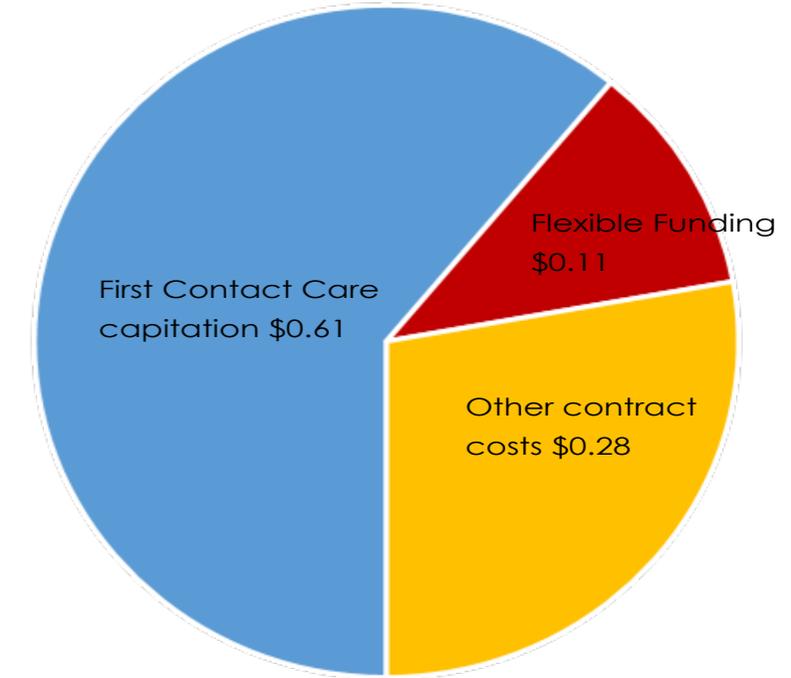
Gross Surplus: \$2 million

Net Surplus: \$89,975

Revenue analysis by each dollar received



Expenses analysis by each dollar spent



To view our full audited financial statements, visit:
alliancehealth.org.nz/annual-reports

OUR Year...



Clockwise from bottom left: The Congregational Christian Church Samoa (Sandringham) EFKS - Hamilton HVAZ trip, AH+ Samoan Language Week celebrations, AH+ staff Christmas Party, AH+ staff 'Walk n Talk', Rheumatic Fever Campaign Grand Finale event

Clockwise from bottom left: The Reformed Christian Church of Tuvalu in New Zealand Rheumatic Fever Event, AH+ Round the Bays, AH+ Diwali celebrations, Radio NZ filming a story on Rheumatic Fever at AH+, South Seas Healthcare 20th Anniversary celebrations



Absent from the group photo:



Amanda Crichton



RN Joe Glassie-Rasmussen



RN Wayne Hussey

Back Row L to R: Simon Warbrick, Aumua To'o Vaega, Loli RN Mesepa Channing, Sinia Saafi, Philippa Little, Karyn Ne'emua, Anson Huang
 Middle Row L to R: May Harper, Rebecca Lam, Selaima Masima, Namoe Tu'ipulotu, Anju Verma, Jacinta Brown, RN Trisha Ireland, Hue Chung
 Front Row L to R: Dr Hina Lutui, RN Pauline Fuimaono Sanders, Umesh Chandra, Wayne Williams, RN Metua Bates, Vanita Hira, Dr Tana Fishman



Mālō 'aupito
Māuruuru
Merci Arigato
Fakafetai lahi Dojeh
Gamsahamnido Fakaauē lahi
Shukran Gracias
Vinaka vaka levu
Bedankt Ngā mihi Xiè Xiè
Salamat
Thank you
Fa'afetai lava
Dhanyavaad Ko rab'a
Mahalo nui loa
Meitaki ma'ata





To find out more about us,
visit our website:

www.alliancehealth.org.nz

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 @mamashouseAH

We're always looking to innovate, so we would appreciate your feedback.
Contact amandac@alliancehealth.org.nz