

# Piritahi Hau Ora Trust

Ara Manaaki - Model of Care



Nau mai, haere mai.  
Welcome to Piritahi Hau Ora.



# Piritahi Hau Ora - Background



- Piritahi Hau Ora was founded by Judy Davis in the late 90's
- To increase access & reduce barriers to primary care
  
- Nurse lead services delivered out of the hot water cupboard in “Ngakata” the Whare kai of Piritahi Marae.
- As demand for services grew > GP clinics > Counselling Services > Social Services
- Services reflected the needs of whanau and community
- In 2000 Piritahi Hau Ora was built with 6 rooms. The existing building has since be extended 2 times to meet the growth and expansion
- The trust purchased the Piritahi Kohanga building
- Later the trust purchased Oneroa Accident & Medical Centre in mid 2000's, which was rebranded as Waiheke Medical Centre in 2020.
- Piritahi Hau Ora Trusts owns and operates both Piritahi Hau Ora and Waiheke Medical Centre.
- Currently there are 40 kaimahi employed across both services with 5,500 registered patients.
- Socials services, WCC and acute care services accessed by casual and visitor patients





**PIRITAHU  
HAU ORA  
TRUST**



**Waiheke  
Medical  
CENTRE**

## WHAU TAKE - PURPOSE

To deliver evidence based, equitable, quality primary health care & social services

### Primary Health Care & Community Services

Monday to Friday 8:30am - 4:30pm

- Primary Care Clinics: GP, NP, Nursing Clinics, PCA
- Alcohol & Other Drug Services
  - Counselling & Community Alcohol Detox
- Social Work
- Counselling - Whanau Therapy
- Wellbeing Navigator Youth & Family Violence
- Health Promotion
- Health Coach & Awhiora

### Primary Health Care, Acute & Urgent Care

Monday to Fri 8:30am - 5pm

- 2-3 General Practice Clinics
- 1 Acute/Urgent Care Clinic
- Practice Nurse Clinic
- PCA - Primary Health Care Clinic
- Awhiora & Health Coach



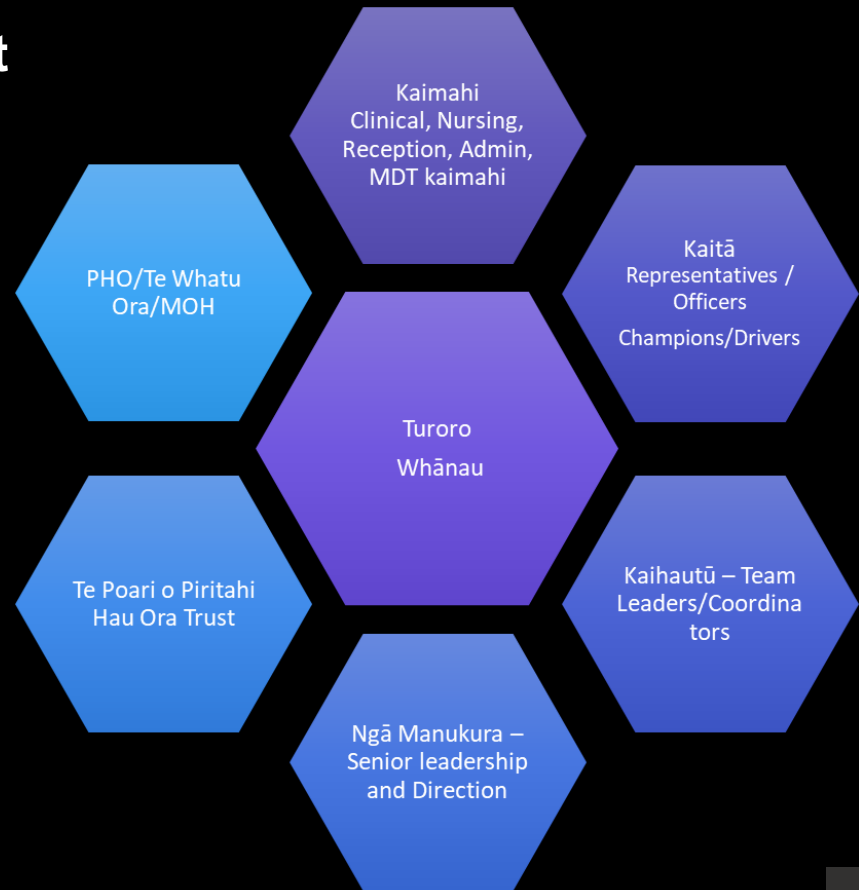
# Overview of Piritahi Hau Ora Trust Organisational Structure

## Māori model of leadership

Leaders are responsible for the collective, but they are only as strong as the collective strengths of each individual in that rōpū.

Everyone's skills, abilities and contributions are integral to achieving the collective aspirations/goals.

Decisions are made by leaders informed by the team and the needs of the community to work toward shared goals/vision as a collective (kotahitanga).



**Holacracy Model** - Roles have responsibility, team work, clear vision and purpose, strong leaders, effective strategic planning



## Strategic Objectives

INDIVIDUALS & WHANAU	OUR PEOPLE	EQUITY
1: Deliver primary health care that promotes and enables positive health & wellbeing outcomes for all	2: Foster talent, strong leadership and enable a collaborative, connected and progressive team and working environment	3: Committed to delivering equity centred services and dismantling barriers in access to care
QUALITY	INNOVATION & LEADERSHIP	SERVICE DELIVERY
4: Strive for quality centred services, high performance and efficient systems	5: Promote, lead and deliver innovative primary health care services and systems, survive and thrive in challenging times	6: Ensure strong financial foundations, sustainable and efficient service delivery

## Key Priorities

Optimal Health & Wellbeing of our patients,  
whānau & community

Optimal wellbeing, performance, growth &  
development of our Kaimahi

**He Hoatu i te Aroha ki Ngā Turoro** - Giving Love & Care to Patients and their Whānau



# Our commitment to Te Tiriti o Waitangi

## WHANONGA PONO – VALUES

Te Tiriti is embedded & reflected in all that we do

<b>Manaakitanga</b> Caring & Respect	<b>Whānaungatanga</b> Connection	<b>Kotahitanga</b> Unity	<b>Ngākau Pono</b> Integrity	<b>Auahatanga</b> Innovation
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- Deliver services in a manner that promotes and enables mana motuhake of all individuals, whanau, hapu, iwi and community
- Support patients, kaimahi and whānau to exercise tino rangatiratanga in their decision-making authority over hauora matters of importance to them
- Continuously identifying and striving to eliminate factors within the health system that contribute to inequities, including racism and bias
- Identify social inequalities that impact on health outcomes and work in collaboration with others toward achieving equity



## Whanonga Pono - Values

### Manaakitanga Caring & Respect

**Kaua e takahia te tangata, hikitia te tangata mō ake tonu atu.**

Never trample, belittle, or disregard the mana of a person; our intention is to always lift up, care, support and be of service to others for the betterment of all

### Whānaungatanga Connection

**Whiria te tangata**

Weave the people together. There is great strength in connection to others, community, hapu and iwi. This instills sense of belonging, grounding, growth and responsibility

### Kotahitanga Unity

**Me mahi tahi tātou mā ā mātou tangata.**

We work together for the benefit of our people, community and network.

### Ngākau Pono Integrity

**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. We strive to be honest, accountable and driven by what is right.

### Auahatanga Innovation

**Hei whakapai tātou i a tātou anō mō ake tonu atu. Whai ana te huarahi tika.**

We pursue excellence through continuous learning, innovation, and improvement.







# Clinical Team

- Nēhi - **Nurse, Nurse Prescribers**
- Nēhi/Kaiwhakawhānau - **Nurse/Midwife**
- Kai Whakatau - **Medical Receptionist**
- Tākuta - **General Practitioner**
- Mātanga Tapuhi - **Nurse Practitioner**
- Kaiawhina - **Primary Care Assistant**
- Kaiārahi - **Health Coach**
- Mātanga Whai Ora - **HIP**
- **Medical Reception**
- **Call Centre**



# MDT Team

- Kai whakamahereora waranga - **AOD Practitioner**
- Awhiora-Kaimahi Hapori - **Community Health Worker**
- Kaimahi Toko I Te Ora - **Social Worker**
- Whaiora Kaiwhakaterere - **Wellbeing Navigator**
- Kai whakamahereora - **Whānau Therapist/Counsellor**





## Piritahi Hau Ora



- VLCA
- GMS, POAC, ACC, Proextra, PHO, Patient Co payments
- MSD Social Work, Counselling, Family Violence Prevention
- Mahi Tahī - Awhiora
- Te Whatu Ora WCC, AOD, Immunisation Outreach
- PHO - HIP, Health Coach
- Te Aka Whaiora - PCA
- PHO Comprehensive Primary Care & Community Teams

## Waiheke Medical



- 
- GMS, POAC, ACC, Proextra, PHO, Patient co-payments



# Kaiawhina - Primary Care Assistant PCA

6 month training program mix of online training, certification, on the job training, Under supervision of RN, work to guidelines. Combination of Non Clinical and Task orientated Clinical work

- Phone List, Prescription Requests, Recalls, Health Targets. Nurse tasks: Ordering/restocking clinical supplies, autoclaving

## Kaiawhina/PCA Clinics

- Immunisations (Health care Work Vaccinator), Flu clinics, Covid Vaccine clinics, B/p Checks, B12 injections, Phlebotomy, Urine Drug Tests, Spirometry, Wound care, MS assist, Casting Assist, Moon Boots, Crutches, Chaperone, Non Acute ECG



# Pros/Gains of the PCA Roles

- Reduced the workload of Practice Nurses and GPs
- Nursing working at top of scope - All becoming community prescribers
- Progress on health targets
- Progress on more efficient claiming
- Keeping patient recalls up to date
- Earlier engagement with Primary Care
- Reduced wait times for patients
- Increased Nurse appt capacity
- Increased satisfaction for Nurses as workload management improved

Practice Nurses are rare gems to find and recruit and they take time to grow. This offers an alternative that works alongside our existing Practice Nurses

## How are these funded

- All claiming is maximised
- Te Aka Wahi Ora PCA at Piritahi
- Not needing to increase RN FTE
- PHO Comprehensive Primary Care & Community Teams
- Eventually the income generated from the roles pays for the position

## Recruitment

Medical Receptionists, Student Nurses, Enrolled Nurses, International Nurses



# The Piritahi Hau Ora Way



## Characteristics

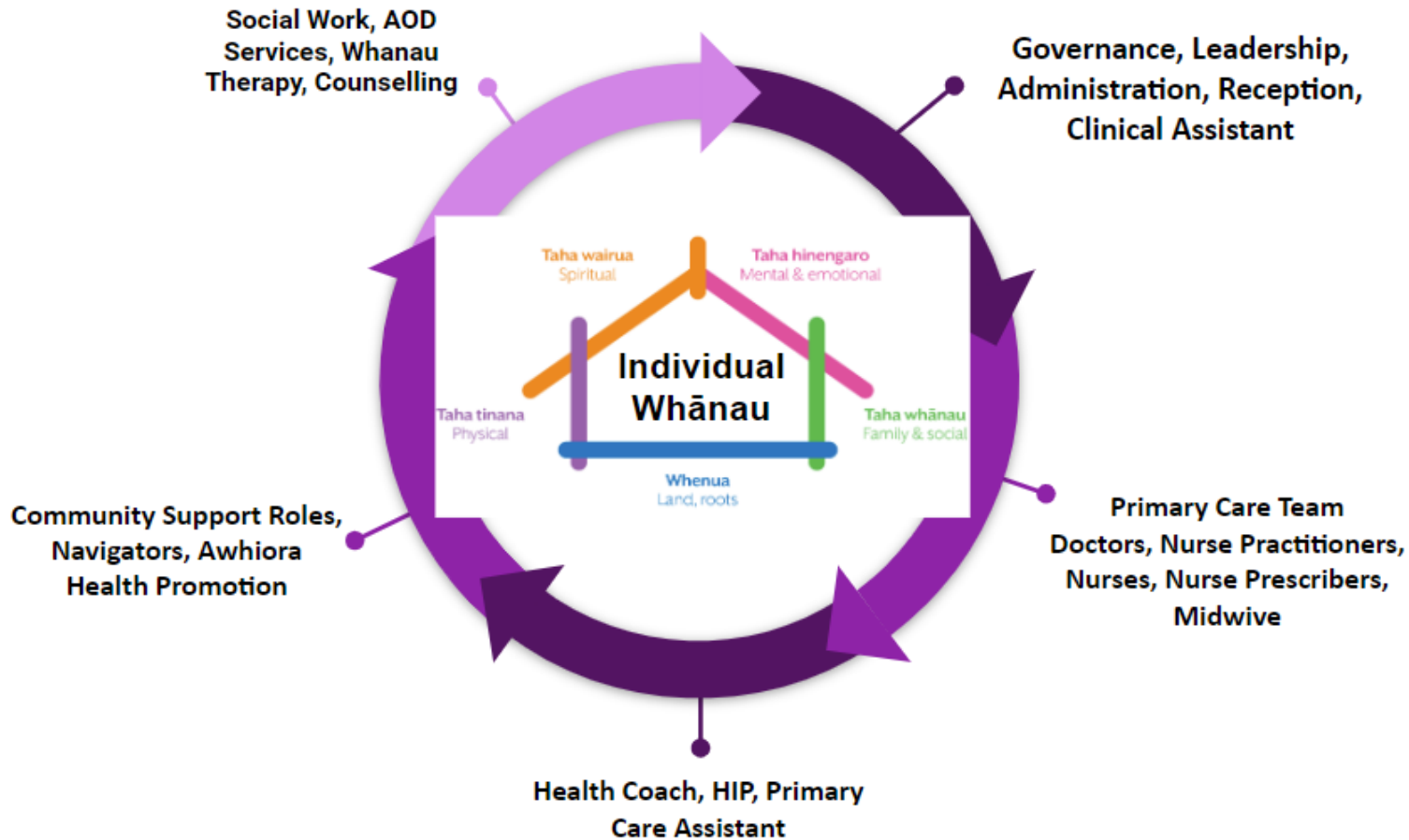
- Māori leadership model
- Patient & whānau centred
- Evidence informed, best practice, quality care
- Māori model of care
- Multidisciplinary
- Inclusive of all
- Established 1998

**Primary Care & MDT Services enables care & support to be delivered through Te Whare Tapa Wha**



Te Whare Tapa Whā was developed by leading Māori health advocate Sir Mason Durie in 1984. The model describes health and wellbeing as a whare/whenua/meeting house with four walls.

**When all domains are in balance, we thrive. When one or more of these is out of balance our wellbeing is impacted.**





# Ara Manaaki - Model of Care

Encompass  
Cultural Safety  
Consciousness

Kaupapa Māori | Patient & whānau Centred | Evidence informed quality care | Inclusive of all

Te Tiriti is  
embedded &  
reflected in all  
that we do

