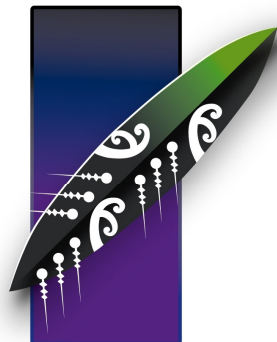


Turanganui Primary Health Organisation Strategic Plan

2007 – 2010



Turanganui PHO

Healthy Fit Whanau Ora

Revised June 2009

The board and staff members of Turanganui PHO wish to thank Wirangi Pera for his valuable contribution in the area of translation.

***Ahakoā he iti, he pounamu
Although it is small, it is of greenstone***

Mihimihi:

**Ko te amorangi ki mua
Ko te hapai o ki muri**

*A clear vision and direction ahead
A strong and dedicated team to give substance to those dreams*

Tena koutou nga karangaranga, a whanau, a hapu, a iwi huri noa i to tatou rohe, te iwi e tiaki nei i nga ahika o Turanganui a Kiwa.

Greetings to all, to families, to groups, to communities, throughout our area, the people who keep the home fires of Turanganui a Kiwa burning.

E mihi ana ki te ropu kua ngaro nei i te kitenga kanohi, te hunga kua huri atu ki tua o Te Arai, te hunga kua eke nei ki roto ki te okiokinga whakamutunga mo tatou mo te tangata. Ko ratou te hunga wairua kia ratou, moe mai, moe mai, moe mai, ko tatou nga whakatipuranga e whai atu nei i o ratou tapuwae, tena koutou, tena koutou, tena koutou katoa.

We remember those who we can no longer see, those who have crossed the great divide, those who entered into the last resting place for mankind. To those of the Spirit World we say sleep and rest in peace, for us the generations following in their footsteps, we say greetings.

I te tau e rua mano ma rua, i puta te wero a Te Kawana kia ara ake nga kai whakaruruhau a tena rohe, a tena rohe ki te whakatu he ropu hei whakahaere i nga mahi hauora.

In 2002 Government challenged districts and communities in New Zealand to take charge of their own health issues by setting up Primary Health Organisations.

I runga i tera whakaaro ka whakahonoa nga mahi a Te Hauora o Turanganui a Kiwa me nga takuta o Turanganui a Kiwa.

In Turanganui a Kiwa the challenge was taken up with the establishment of Turanganui Primary Health Organisation (PHO), a joint venture between Te Hauora o Turanganui a Kiwa and Gisborne Medical Practitioners.

Chairman Introduction:

Turanganui PHO has spent a lot of the last year determining its strategic direction and setting the future pathway of primary care services for the people who live in this community enrolled in our PHO.

I roto i te tau kua hipa i hangaia he huarahi kia taea e te hunga mauiui te toro atu ki nga kaupapa hauora e whakahaerea nei e te Turanganui PHO.

Turanganui PHO strives to achieve excellence in designing and delivering effective primary care services within the Gisborne area. As 75% of the people living in Tairāwhiti are enrolled with Turanganui PHO this provides a diverse range of priorities including geographic, age, gender, ethnicity and deprivation boundaries.

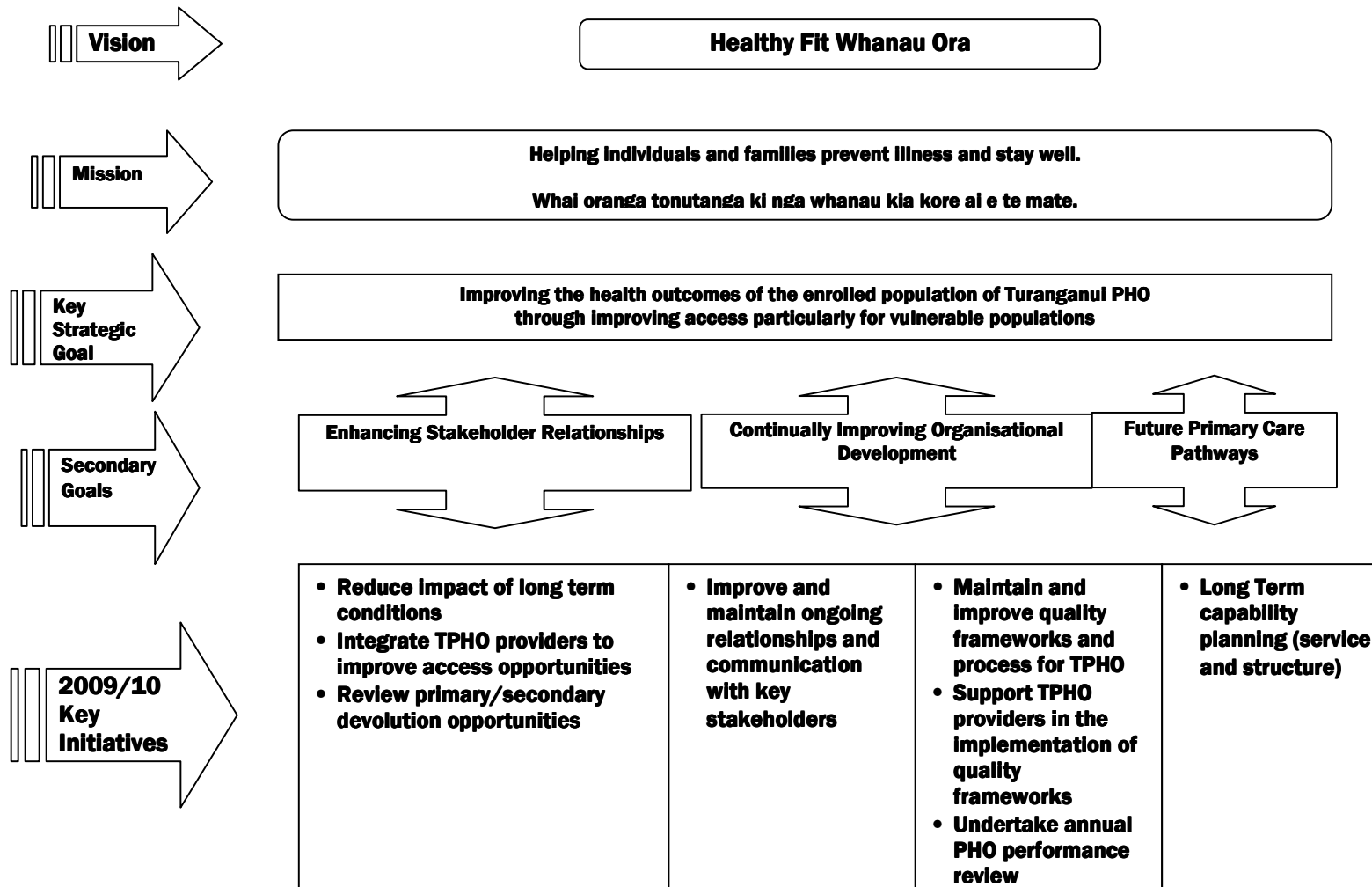
Ahakoā he uaua te huarahi e whaia nei e te Turanganui PHO, engari, ko te wawata ka puta enei kaupapa hauora ki te iwi o Turanganui a Kiwa, no te mea, ko te nuinga o te iwi kua rehita i raro i nga whakahaere hauora o tenei ropu. Ka taea e ropu te kawē enei kaupapa hauora ki nga tangata katoa e noho nei i roto i te rohe, ahakoā kei whea e noho ana, ahakoā pehea te pakeke, ma i nga mokopuna tae atu ki nga kaumatua, ahakoā maori, ahakoā iwi ke, tae atu ki te hunga rawakore.

Turanganui PHO looks forward to the future, secure in the knowledge that it has been built on the successes of the past, coupled with the need to continually improve. Turanganui PHO welcomes the opportunity of working with you to improve the health and well being of our community.

Kei te marama te huarahi kei mua ia Turanganui PHO, no te mea i tipu ake tenei kaupapa hauora i runga i nga mahi aatahua o nanahi nei me te whai atu i nga taumata o enei momo mahi. He mihi atu nei tenei kia koutou, nga iwi o Turanganui a Kiwa. Ko te tumanako, ko te wawata, kia noho ora ai koutou me a koutou whanau, ki o koutou nohoanga, ki o koutou kainga, ki o koutou marae, huri noa te rohe o Turanganui a Kiwa.

Kia ora

**David Scott
Chairperson**



2009/2010 Key Initiatives

Annual Objective	Improving the Health Outcomes
Responsibility	CEO Turanganui PHO, HealthRight Manager
Approach	<ul style="list-style-type: none"> • Reduce the impact of long term conditions by: In partnership with Pinnacle Inc and Turanga Health implementing the HealthRight business case across all general practice sites, Turanga Health and TPHO including the recommendations identified in the HealthRight review. • Design and implement integration processes between TPHO providers by: Implementing across the findings of the smoking cessation review where there are relevant to primary care • Review Primary/Secondary devolution opportunities by: Continuing the TPHO discussions with TDH until an acceptable and effective solution is reached.
Documents	<ul style="list-style-type: none"> • HealthRight Business Case and subsequent review documents • Other DHB funded HealthRight agreements • HealthRight Quality and Outcome Indicator Framework • Maori Health Plan (revised) • SIA programme business cases • Primary Mental Health programme • Health Promotion Plan • Smoking Cessation Review Document • Primary/Secondary devolution working papers
Indicators and targets/expectations	<ul style="list-style-type: none"> • As per above documents (links provided)

Annual Objective	Enhancing Stakeholder Relationships
Responsibility	CEO Turanganui PHO, Redpath Communications Limited
Approach	<ul style="list-style-type: none"> • Improve and maintain the PHO relationship with key stakeholders by: Annual Board to Board meetings with TDH, NPH PHO Bi-annual Board to Board meetings with owner organisations Quarterly senior management meetings with TDH Fortnightly PHOnetic electronic newsletter published Annual report and Snack N Go published Six monthly publishing of general practice fees Maintaining of TPHO website Development of HealthRight Communications Media Releases Six monthly meetings with TPHO providers
Documents	<ul style="list-style-type: none"> • TPHO Communications plan • Annual Report • Snack N Go • PHOnetic • Heads Up documents for TDH operational meetings • Board reports and minutes
Indicators and targets/expectations	<ul style="list-style-type: none"> • As per above documents

Annual Objective	Continually Improving Organisational Development
Responsibility	CEO Turanganui PHO, TPHO Board, PGL, Pivotal
Approach	<ul style="list-style-type: none"> • Maintain, improve and assist quality frameworks and process for TPHO and TPHO providers by: Funding and implementing Quality Plan 13 through Pinnacle Inc Funding and implementing Performance Management Programme year 4 through TPHO providers Maintaining PHO certification Improving the HealthRight Quality and Outcome Indicator Framework • Undertake Annual PHO Performance Review by: Undertaking Board self review (collective and individual), and implementing recommendations All staff performance appraisals completed, with KPIs and professional development plans agreed for the oncoming year Publication of the Annual Report Establishing a qualitative PHO feedback process
Documents	<ul style="list-style-type: none"> • Quality Plan 13 • Year Four Performance Management Programme plan • Annual Report • HDANZ OnTrack Certification maintenance programme • HealthRight Quality and Outcome Indicator Framework • Performance Review documentation • Board reports and minutes
Indicators and targets/expectations	<ul style="list-style-type: none"> • As per above documents

Annual Objective	Future Primary Care Pathways
Responsibility	CEO Turanganui PHO, TPHO Board, Pivotal
Approach	<ul style="list-style-type: none"> • Work with local Pinnacle Inc providers and Turanga Health to determine what role all (including TPHO) will have in planning and funding future primary/ community service and structure opportunities in this community
Documents	<ul style="list-style-type: none"> • Board Planning Documents
Indicators and targets/expectations	<ul style="list-style-type: none"> • As per documents

2009/10 Additional Performance Indicators and Targets

These indicators will be further refined at management implementation level as the Annual Plans are developed. These metrics are reported four monthly at the Finance Audit and Risk Committee and at Board level.

Goals	Indicators	Baseline 2009	Target 2010
Financial Viability	<ul style="list-style-type: none"> • Net surplus/loss • Operating cash flow • Cash Reserves 		
PHO enrolled patient viability	<ul style="list-style-type: none"> • Number of enrolled patients remains stable (+/- 5%) • Number of enrolled high need patients remains stable (+/- 5%) • Number of consultations annually remains stable (+/- 10%) • High need: general population consultation rate improves 		
Organisational Capability	<ul style="list-style-type: none"> • Maintenance of PHO certification with HDANZ 	Attained in 2008	
Implementation Effectiveness	<ul style="list-style-type: none"> • All implementation strategies are appropriately resourced and monitored to targets • Implementation targets reflected in CEO performance agreements • Governance effectiveness reviewed annually and an audit schedule implemented • Governance review and audit recommendations implemented 		

Goals	Indicators	Baseline 2009	Target 2010
Responsiveness to Maori	<ul style="list-style-type: none"> • Programmes designed to improve the health status of Maori in relation to long term conditions are implemented • All PHO programmes report outcomes based on ethnicity • Maori Health Plan is reviewed yearly • Maori Health Outcomes report produced • Cultural Competency training offered to providers bi-annually • Goals of the TDH Maori Workforce Development Plan related to primary care are implemented 		