



**Southern
Health**

He hauora, he kuru pounamu

The journey and the future for the Southern health system



What has been our greatest challenge?





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Addressing the deficit?

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Working together to make the most of all the district's health care resources – to deliver better, more coordinated care

**We have needed (and still need)
to do things differently**



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To avoid inequity – postcode lottery



We have needed (and still need) to do things differently

To avoid inequity – postcode lottery

To reduce wasted time – driving 3 hours for a 10 minute appointment

How have we addressed this?

Southern Future

It's up to us

- We asked our community and staff what was most important
- We developed a whole of system Primary and Community Strategy and Action Plan
- We have progressed the development of New Dunedin Hospital
- We have identified the underlying changes and enablers that are needed, and brought this together as an overall plan

What have our people asked for?*

Southern Future
 It's up to us

- better coordinated care across providers, with less wasted time
- care closer to home
- communication that makes sense and is respectful
- a calm, compassionate and dignified experience
- high quality, equitable health services.

*Southern Future listening sessions, 2016



How will we get there?



By 2026:

We work in partnership to create a truly integrated, patient-centred health care system

A health-enabling society, within which we deliver:

More accessible, extensive primary and community care with the right secondary and tertiary care when it's needed.

So that our people:

- are healthier and take greater responsibility for their own health
- stay well in their own homes and communities
- with complex illness have improved health outcomes.





Primary and Community Care Strategy

1

Consumers, whānau and communities are empowered to drive and own their care

2

Primary and community care works in partnership to provide holistic, team-based care

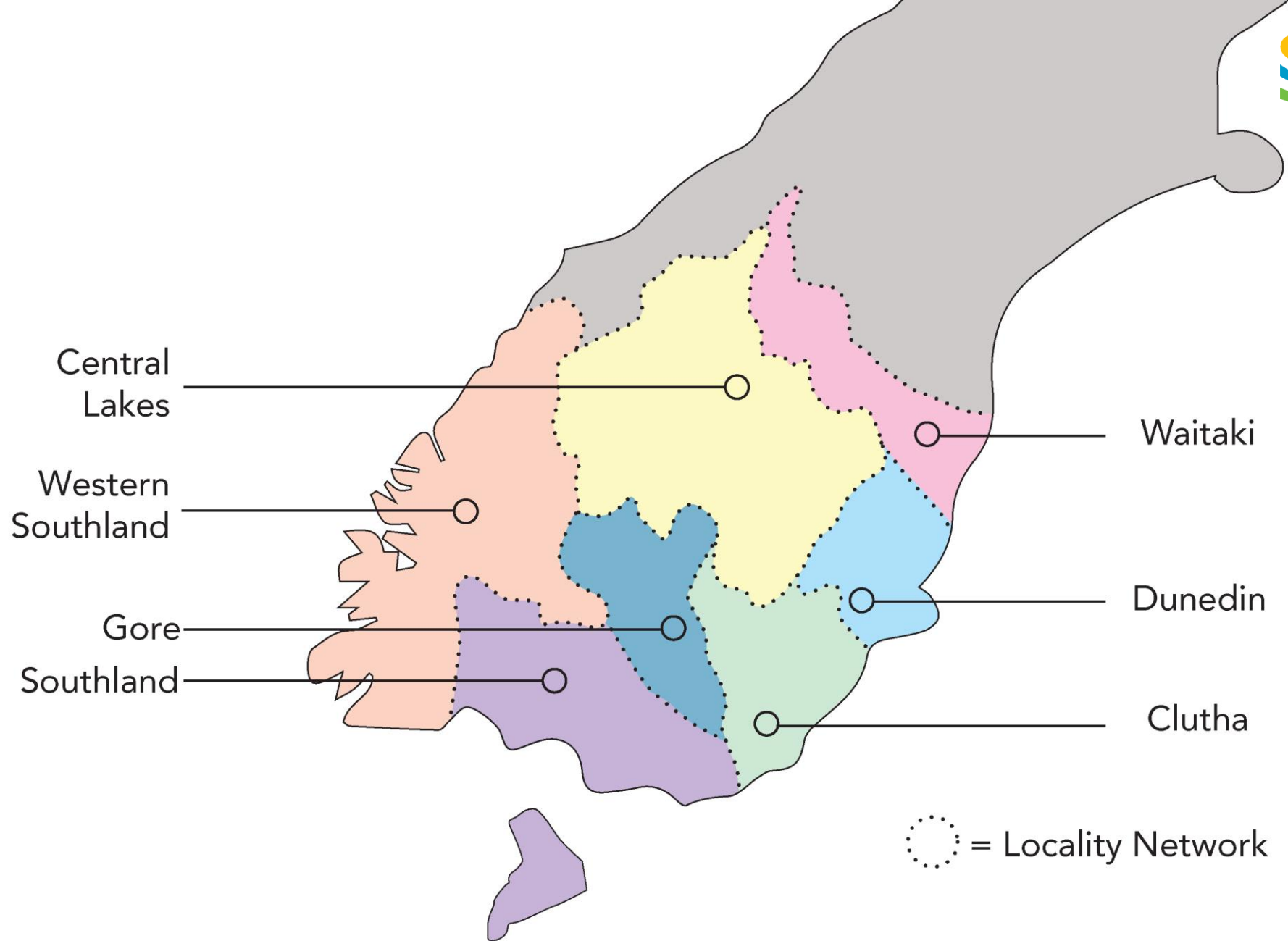
3

Secondary and tertiary care is integrated into primary and community care models

4

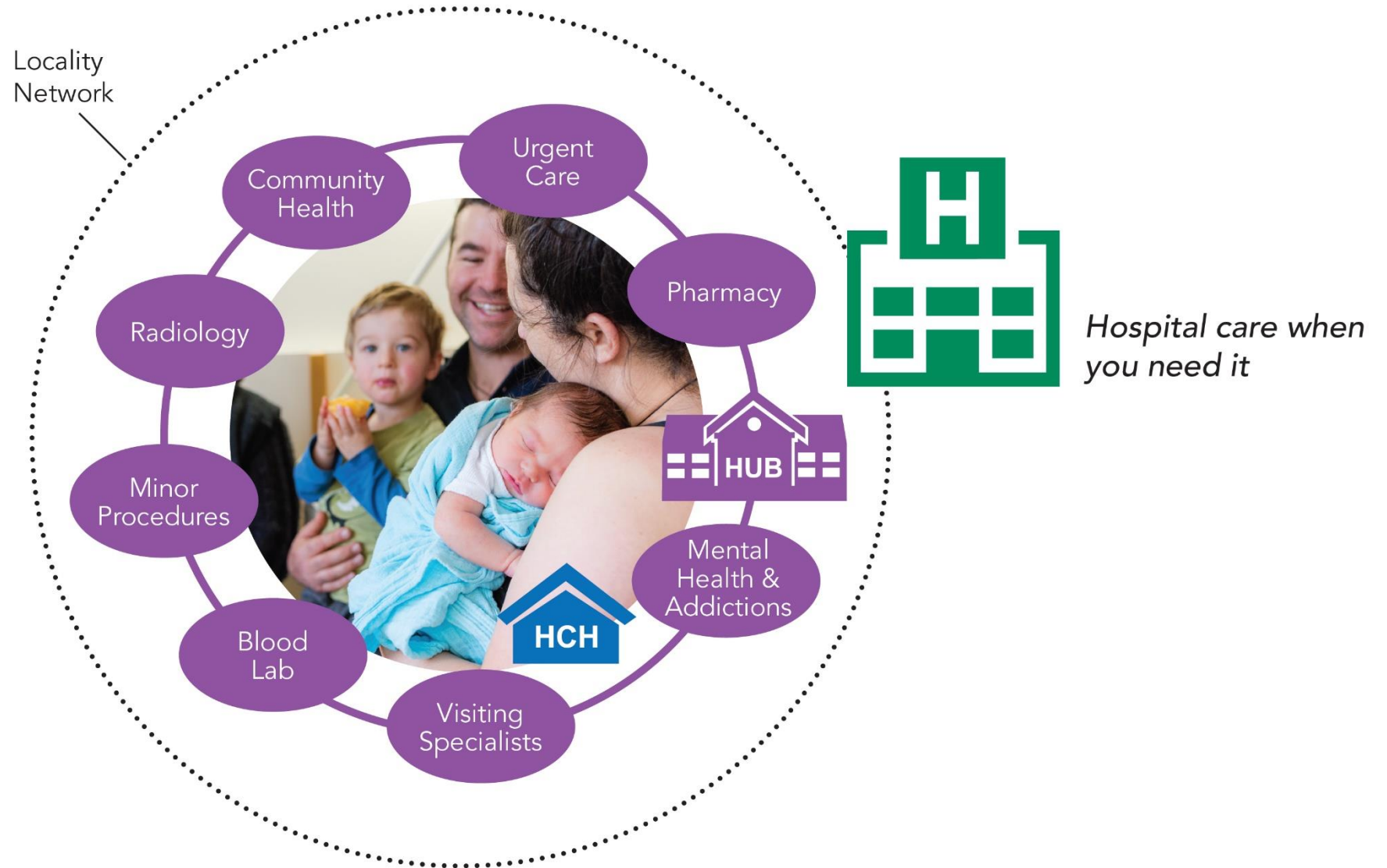
Technology-based health care system

Our Locality Networks



Patient Centred
Better Coordinated Care

More services delivered closer to home





- Health Care Homes now serving 40% Southern's population.
More responsive service, eg
 - Telephone triage meant more than one third of those patients could avoid face to face appointment (Audit June 2019)
- Engagement underway with critical services about providing care in the community where appropriate – eg in Community Health Hubs
- Registrations of Interest from investors into building Community Health Hubs
- Central-Lakes Locality Network established



Integration with secondary services

- 869 virtual health appointments last year
- 628 Health Pathways now live – more streamlined care, eg from GPs to specialists
- Average length of stay on one Dunedin ward reduced by 8 days (37%), as older people better supported at home
- More effective long-term conditions management in community eg diabetes, cardiac
- Patient centred, whole of health system website and logo now live



In herd immunity, the vaccinated protect the unvaccinated.

 = unvaccinated
 = vaccinated

Find out what you need to know to keep you and your family safe from measles.

[Measles - What you need to know](#)



Getting the help you need

Find out about how the health system works, services you need, and preparing for an appointment or visit



Southern Health A-Z

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Along the way we've also

- Uncovered and addressed numerous service challenges, such as ophthalmology, urology – focusing on ongoing quality improvements
- Invested in Intensive Care/ Critical Care
- Redeveloped Emergency Department and other spaces at Lakes District Hospital
- Introduced additional payments for LMC midwives, and redesigned maternity infrastructure across district
- Established a Community Health Council
- Reshaped Māori health leadership
- Renewed 'Raise Hope' - Mental Health and Addictions Strategy

So, did we tackle the deficit?

Yes, and we also:

- Faced and addressed burning issues
- Invested in critical facilities
- Prioritised future-focused change
- Built stronger leadership
- Developed a strategic framework
- Gained better understanding of community needs and processes for engagement

Established a stronger foundation and direction for the future

What are the challenges and opportunities ahead?

- Next steps towards Primary and Community Care Strategy – more collaboration, streamlined care
- Enable greater equity for our diverse communities
- Health and disability system review
- Mental health and addictions – reshaping services
- Central-Lakes health services
- A digital health system
- Continuing to work together on quality patient-centred models of care

What does this mean for North Otago?

- More accessible primary care through Health Care Homes
- Better systems for booking specialist appointments in Dunedin at sensible times!
- Telemedicine opportunities being developed
- Exploring future of rural hospitals as part of network of care. Eg CT
- Stronger clinical partnerships across system
- Future development of a North Otago Locality Network, based on lessons learned, to ensure ongoing community and health provider input

What does this mean for Central-Lakes area?

- So far focus is on shoring up the structure for longer-term approach.
 - Central- Lakes medical centres leading way with Health Care Homes
 - Locality Network established
 - Immediate improvements to emergency and diagnostics at Lakes District Hospital – now focusing on longer term solution
 - Recognised maternity services needed to be improved:
 - Improved sustainability of midwifery workforce
 - Interim maternal and child hub services in Wanaka, ongoing hub being developed
 - Longer-term solutions for maternity services to be considered

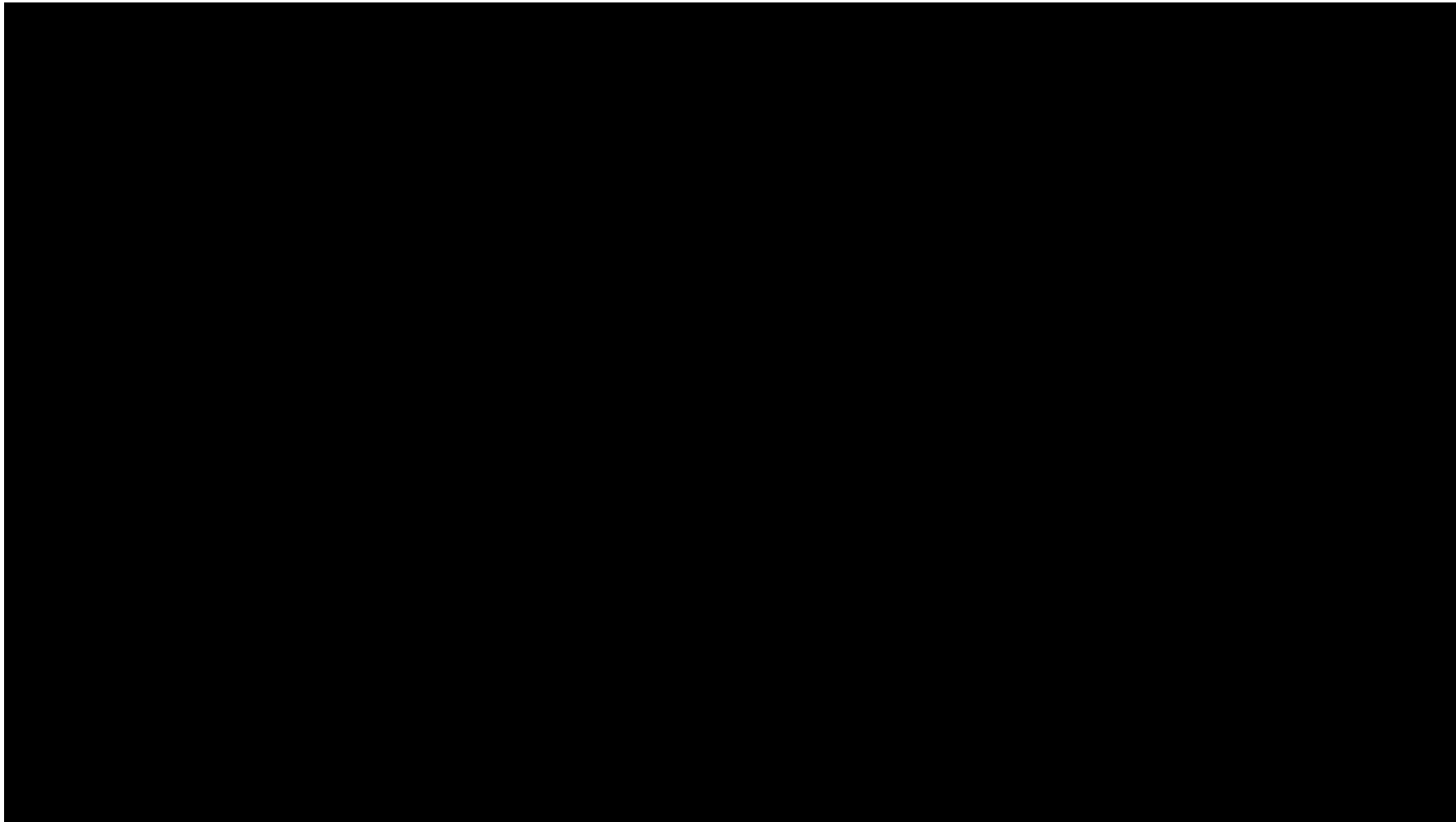
What does this mean for Central-Lakes area?

- Medium-term focus (7-10 years) is on supporting growing population:
 - Healthy communities – housing, air, water
 - Enhanced primary care – Health Care Homes
 - Appropriate network of care across Central Lakes area – role of Lakes District Hospital, Dunstan Hospital, Community Health Hubs, partnerships with private sector
 - Sustainable maternity services – stakeholder engagement underway, scenarios will be shared with public as these are developed

Beyond 10 years – need to develop a shared vision

What does this mean for Southland?

- Development of Southland Locality Networks, based on lessons learned
- More accessible primary care options – alternative options to ED
- Enhanced community delivery of care – eg for older people
- Better sharing of expertise, resources and quality between base hospitals



Achieving this means working as a whole health system, with patients at the centre
<http://www.youtube.com/watch?v=aqdE0kiWEZk>

There is more to be done



We are on a journey, pointed in the right direction, and making good progress

The achievements we make will be the result of a collective, unified effort.

There is more to be done

*Naku te rourou nau te rourou ka
ora ai te iwi – with your bread
basket and my bread basket the
people will live*

*He waka eke noa – we are all in
the same canoe*

*He hauora, he kuru pounamu –
Good health is a great treasure*



Stay involved at: www.engage.southernhealth.nz