

CONFERENCE ABSTRACT

Doing Whatever It Takes - to create meaningful outcomes for whānau

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Turuki Healthcare provides whānau/family-based health, wellness and social services and resources to people in South Auckland with high needs.

We have spent many years weaving together health and social services to get better support for whānau.

A Collective Impact Model - 'Doing whatever it Takes' to empower whānau to understand and manage their health and social care needs, building self-determination, health literacy and community capacity to create more meaningful outcomes for whānau.

A Collective Impact model requires partnering with providers across the social and health care continuum focussed on a whānau's specific needs and desires – aspirations for well-being belong to them - our role is to weave services around whānau to help them achieve their goal

This approach is recognised world-wide through organisations such as the International Foundation for Integrated Care.

To address the needs of our population we have adopted a co-ordinated integrated care model 'Collective Impact' creating a physical village of care at a single site supported by the Whānau Tahi ICT platform. This allows us to hold a single care plan in a single place accessible by whānau and their authorised care providers.

We hold individual contracts with myriad stakeholder funders Whānau Ora, Ministry of Health, District Health Boards, Primary Health Care Organisations, Ministry of Education, Ministry of Justice, Ministry of Social Development, each with reporting requirements based on provider, funder measures rather than outcomes for our people, even though we know that isolated interventions of individual organisations does not work for our population.

We are at the very beginning of our collective impact journey towards cross-sector collaboration. To ensure success we are following a framework to establish a common agenda, shared measurement systems, mutually reinforcing activities, continuous communication, and a backbone support organisation.

Our model requires partnering with providers across the social and health care continuum focussed on whānau specific needs and desires – aspirations for well-being belong to the client – building health literacy and self-determination with toolsets in the hands of whānau is the

only way to guarantee innovative and sustainable change and the transfer of ownership from the state to the individual.

To break down service barriers we must focus and refocus back on our clients and build a common action plan for all partners to work to including establishing a baseline report card and an Outcomes reporting framework for our stakeholder funders allowing us more time at the frontline and consequently influencing funders to work in a collective impact alliance model to create more meaningful outcomes for our whānau.

Lessons Learned: Finding additional capacity for data collection and IT is key for measuring outcomes and sharing stories. Work with whānau, funders, service partners to keep tweaking services to get it right over time. Look for synergistic relationships with others who dare to innovate, be courageous to fail fast and move on with new learnings.

Acknowledge that we are developing a strategic pathway for whānau, partners and funders to achieve, manage and maintain sustainable systemic change.

Keywords: collective; impact; alliance; parttnering; meaningful outcomes
