



COUNTIES  
MANUKAU  
HEALTH

# CLINICAL SERVICES PLAN





## Foreward

CM Health's strategic plan, 'Healthy Together 2020-2025', takes a high level view regarding how the organisation will address health disparities within the communities we serve.

The strategy aligns with the aims of the national health reforms announced in June 2021, and sets direction, and describes the outcomes that CM Health is committed to achieving.

However, whilst it identifies the actions that need to occur, the strategy does not provide a blue print for delivery. That is the role of supporting documents such as the Mana Oorite (Equity) Plan and this Clinical Services Plan.

The DHB clinicians and service leadership have individually and collectively reviewed the services they deliver and assessed these against the objective of ensuring all patients and whaanau can access and receive equitable, effective, timely and safe care. They have considered the way in which services are delivered, taking into account the issues of demand, capacity and resourcing.

They have also considered how different communities want to be engaged, focusing on a holistic approach to providing patient and whanau centred care rather than just treating a person's symptoms.

This approach to healthcare may not be revolutionary but it is critical if we want to change the way clinical services are delivered and have improved health outcomes for our patients.

By recognising that the status quo does not fit our strategic direction for the next five years, this Clinical Services Plan has challenged our clinical services leadership to consider what services must be delivered differently, what can be stopped and what new services need to be introduced.

In doing this they have also considered what services are best delivered locally when balanced against the benefits of regional care delivery.

The result is a plan, which supports the aims of the health reforms, identifies clinical priorities for investment over the medium term (3-5 years) and guides development of the enablers including workforce and facilities.

Together, this integrated planning approach will ensure CM Health is well placed to meet changing needs into the future.

**Dr Pete Watson**

Chief Medical Officer

## Why

Counties Manukau Health's Clinical Services Plan outlines the activities our 41 hospital and specialist clinical services intend to perform to help the DHB meet its aim of:

***“...enabling equity of access and outcomes for Maaori, Pacific and communities with health disparities”.***

The DHB clinicians and service leadership have reviewed the services they deliver and considered how different communities want to be engaged, focusing on a holistic approach to providing patient and whaanau centred care rather than just treating a person's symptoms.

Our Plan is aligned to our overall strategy and in particular links to our Healthy Services objective – **we will provide excellent services that are well-supported, to treat those who need us safely, with compassion and in a timely manner.**



## Pillars of our plan



Respect values and preferences



Deliver coordinated and integrated healthcare



Inform, communicate, and educate



Provide physical comfort e.g. manage pain or assist with daily living



Deliver emotional support and alleviation of fear and anxiety



Provide timely access to care



Involve whaanau, family and friends



Deliver continuity and secure transition between health care settings

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## What?

Each clinical service was asked to provide interventions/actions that:

### **Are patient, whaanau and community centric**

for example, how we improve the ability of an individual to access care close to where they live

### **Are focused on equity of access and outcomes**

for example, how we focus our service on addressing the disparities within the population we serve

### **Support safe, quality patient care**

for example, how we provide flexible care tailored to the individual whilst maintaining high quality & safe care

### **Support planned and integrated care**

for example, how do we work with your GP to ensure care is provided seamlessly



## How?

### Examples of how our hospital & specialist clinical services will achieve this.

This is a small sample of actions the clinical services intend to take before 2025. (Note that these are subject to funding).



#### Help people stay well

- Expand health screening for breast, bowel and cervical cancer
- Broaden presence in the community for testing hearing and sight



#### Deliver more specialist services in the community

- Expand Healthcare in the Home to deliver specialist care whilst you recover at home
- Deliver specialist health services from 6 hubs at Botany, Mangere, Manukau, Otara, Papakura and Franklin



## Deliver more services to groups who need it most

- Increase youth-focused specialist services for renal, mental health and cancer disease
- Increase Maaori support for 'at risk' Mama-Pepe-Tamiriki and Kaumaatua



## Provide more culturally appropriate care

- Care packages and delivery of services is co-designed with users
- Expand the whaanau ora and fanau ola care navigator models



## Work better together when a person has multiple care needs

- Provide more 'one stop shops' where multiple services are present at your appointment
- Increase community care team co-ordination



## Increase capacity to deliver more care

- Extend roles of nurses to help treat more people
- Expand facilities, Co-designed with Mana Whenua and other consumers, at Middlemore Hospital, Manukau Health Park and at community sites