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W

# Putting People First: A New Approach to Long-Term *Health* Conditions in New Zealand

**NGO – MOH Working Group**  
**23 October 2008**

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Sha:  
Innovating

Mainstream

Fesootaiga

Ordinary Kiwi's and LTC

tika

Tuufaatasiga

sts forever

ture Models  
of Care

# Definition of Long-Term Conditions

Any ongoing or recurring health issue that has a significant impact on the lives of a person and/or their family, whānau, or other carers

*Chronic pain, asthma, arthritis, CVD, cancer, anxiety, depression, alcohol and drug dependency...the list goes on.*



# Working with the Community and Voluntary Sector

- NGO-MOH Working Group in 2007
- Eight Hui
- Office of Community and Voluntary Sector
- Meetings with specific groups
- Peak Group
- Setting up Community and Voluntary Sector Advisory Group for long-term conditions

# Equity and Inequalities



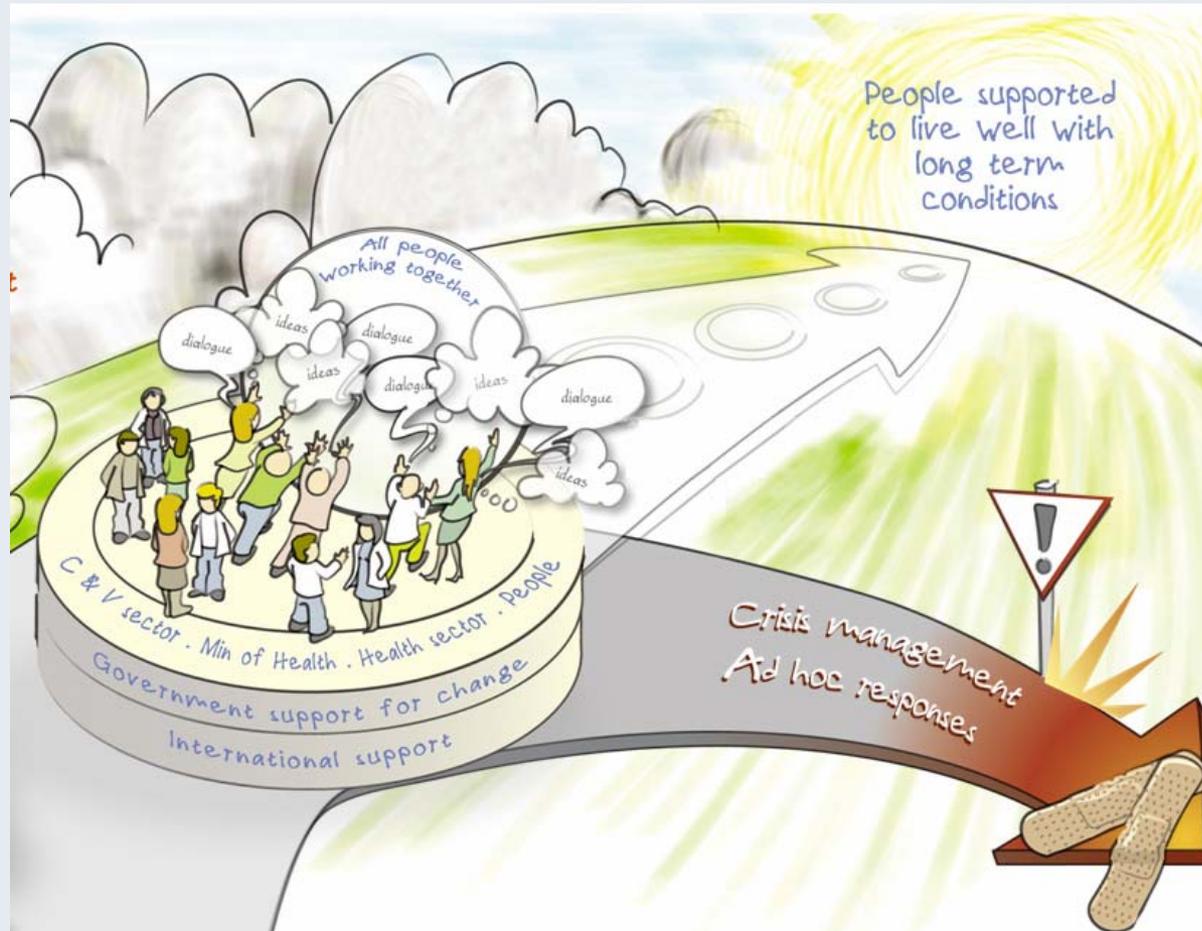
need to address unequal access to services

# Funding



**need to simplify complex funding packages**

# Inter-Sectoral Working



**need to work across health determinants**

# Social Isolation

"HAVING AN LTC  
OFTEN MEANS NO TIME  
FOR SOCIAL INTERACTION"

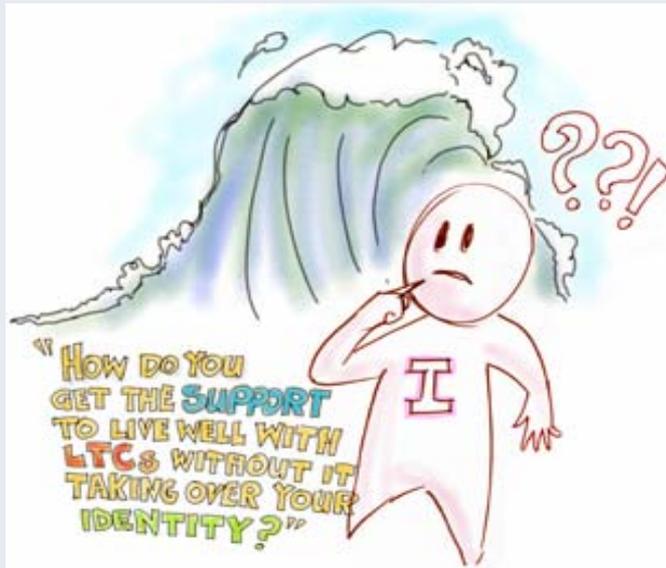


"IT'S INCREDIBLY  
STRESSFUL ...  
WE NO LONGER HAVE  
TIME TO DO THE  
ORDINARY FAMILY  
THINGS ..."



**need to address wider impacts of LTC**

# Model of Care



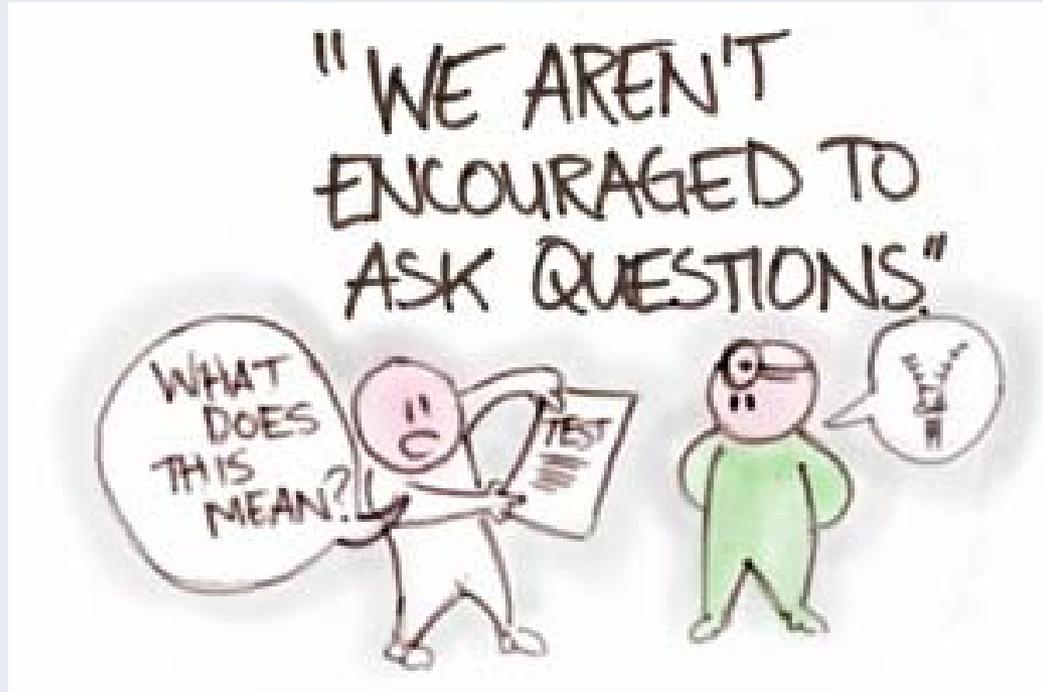
needs to encompass a social model

# Dignity and respect



**need to recognise the expertise of patient and carers**

# Empowerment



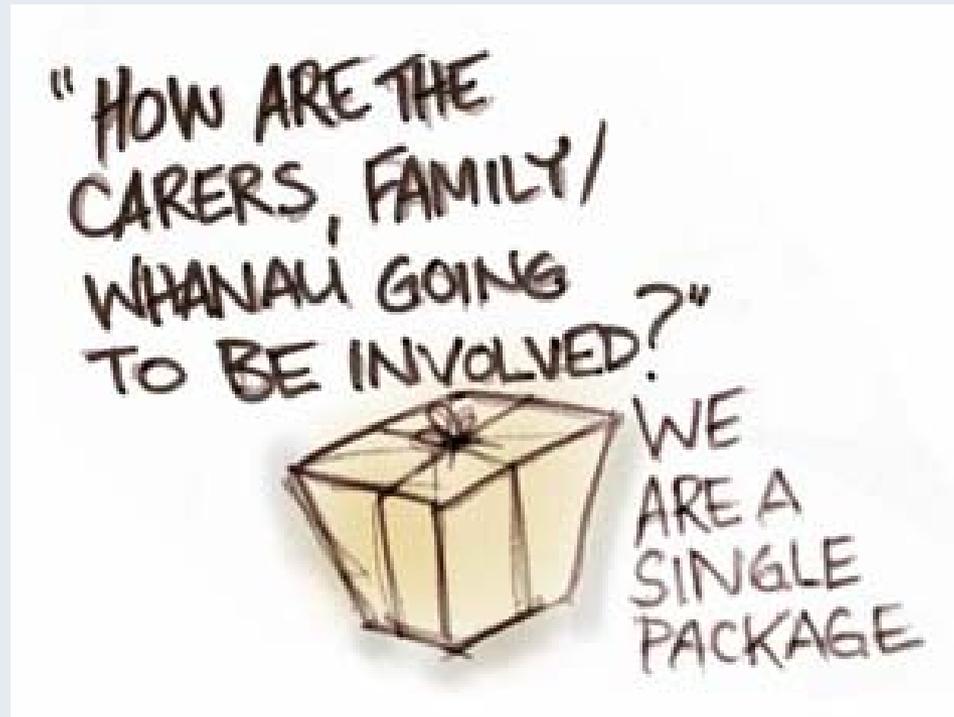
**need to enable access to reliable information**

# Navigating services



**need for coordinated, integrated care**

# Workforce



**need to involve the entire team including carers**



# Working with the Community and Voluntary Sector

Other clear messages:

- The sector is significant and diverse.
- MOH lags behind some agencies in understanding partnerships.
- Absolutely essential to recognise and value NGO contribution.
- NGOs experience and thinking needs to be incorporated into funding and planning.
  - not just service providers.
- NGOs already put people first.
  - NGOs have underlying value - that of respect for individual.
- NGOs are often more innovative and effective.

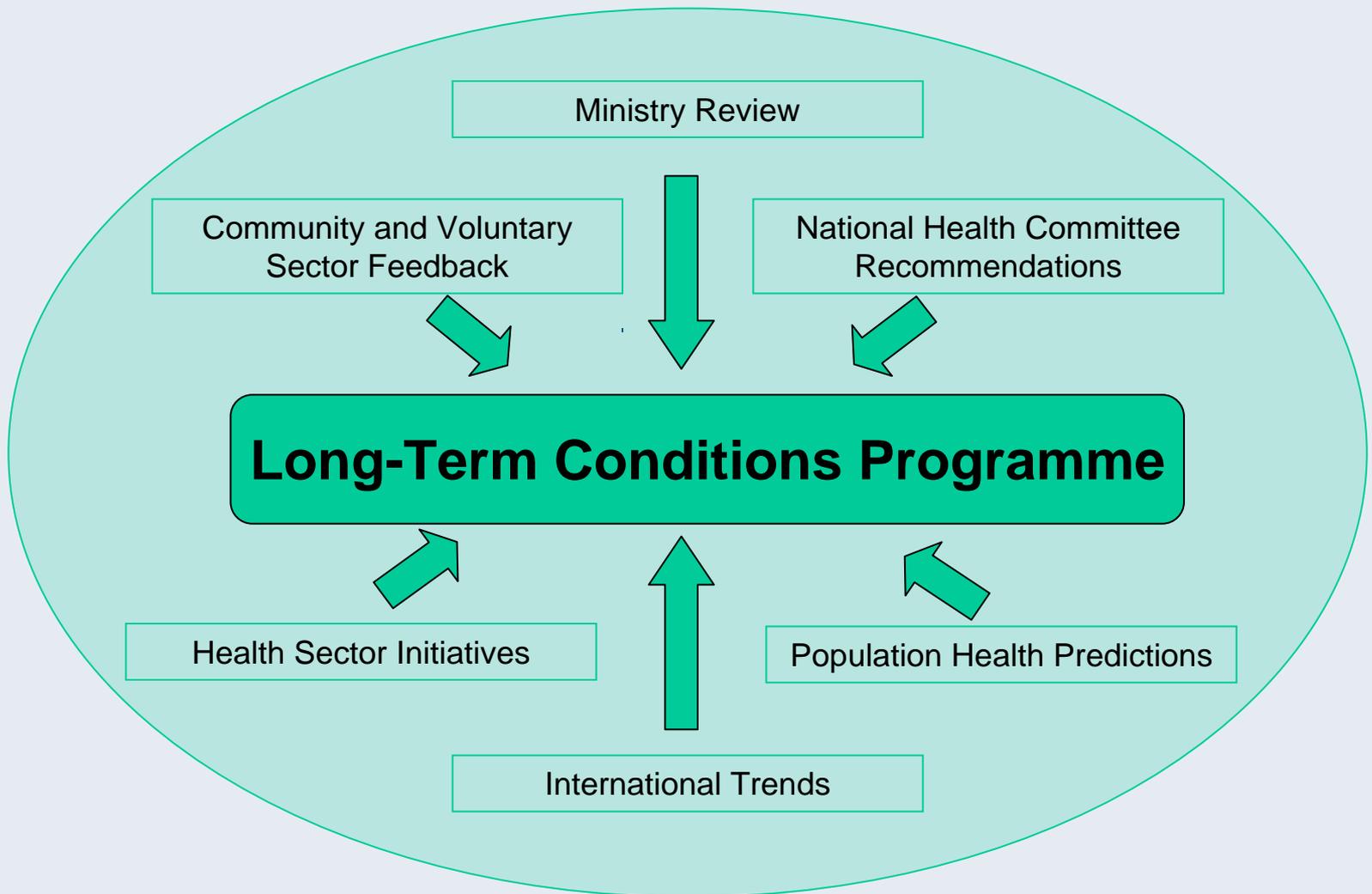


# Working with the Community and Voluntary Sector

Other clear messages:

- Need to sort out contracting:
  - Philosophy shift to partnership.
  - Needs to be simplified for PHOs to work with NGOs.
- Need for centralised leadership to push boundaries of the current model.
  - MOH needs to be more prescriptive, advocating NGOs involvement in planning.
- Recognition of the cost to NGOs to get to the PHO table.

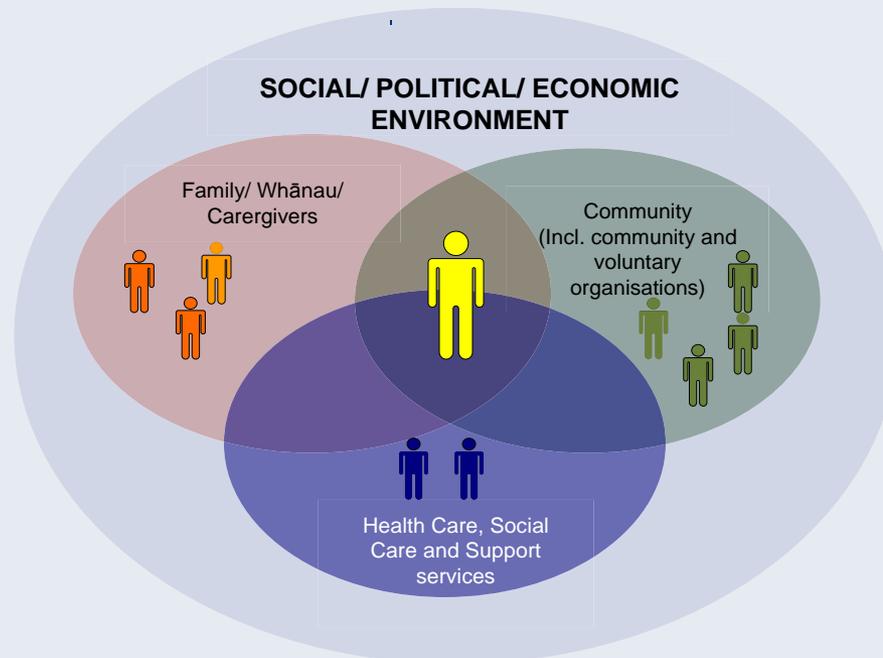
# The Long-Term Conditions Programme





# Our Vision

- New Zealand is a place where people living with long-term conditions are supported to achieve their maximum health and wellbeing.



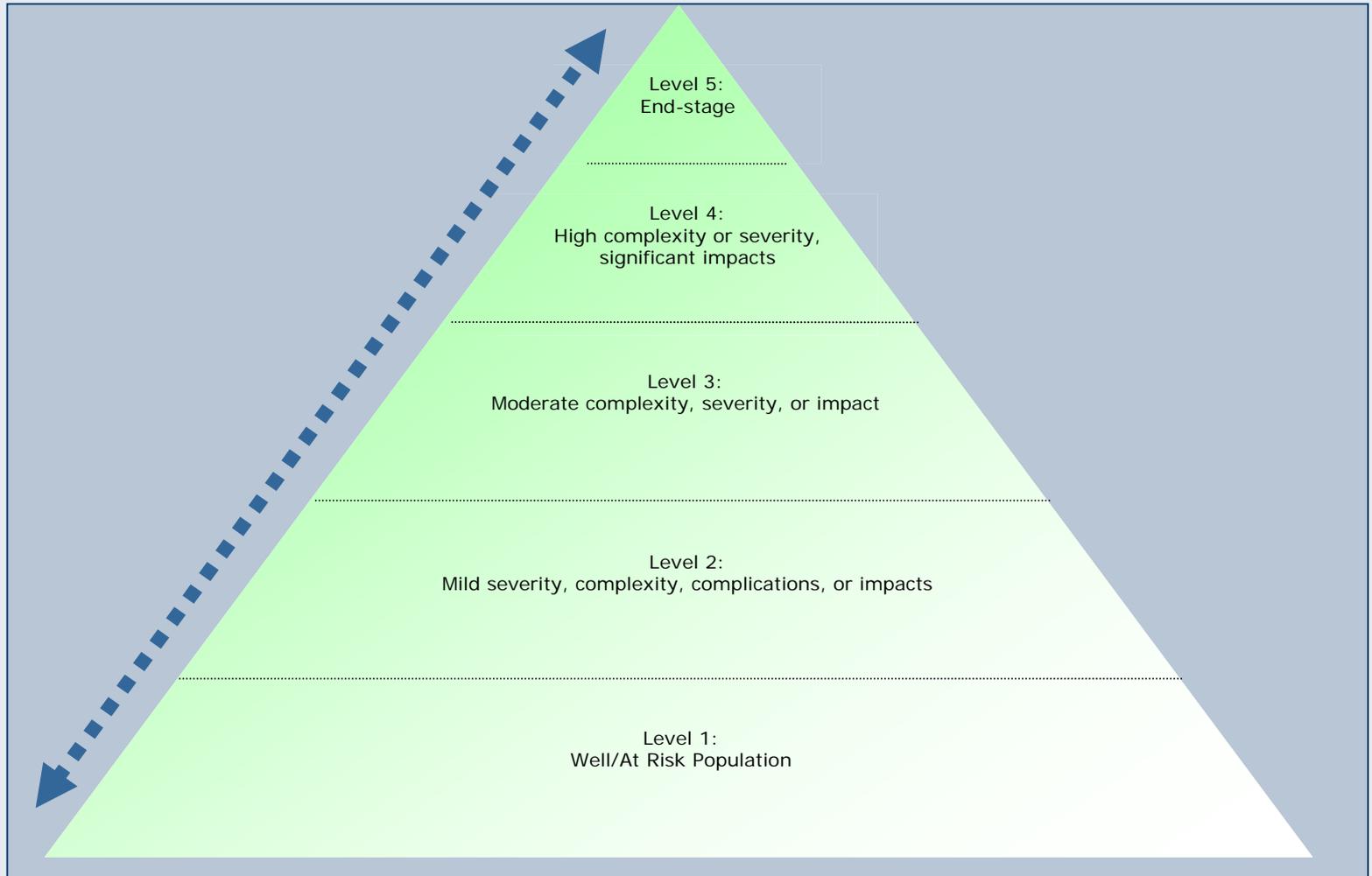


# Six Goals

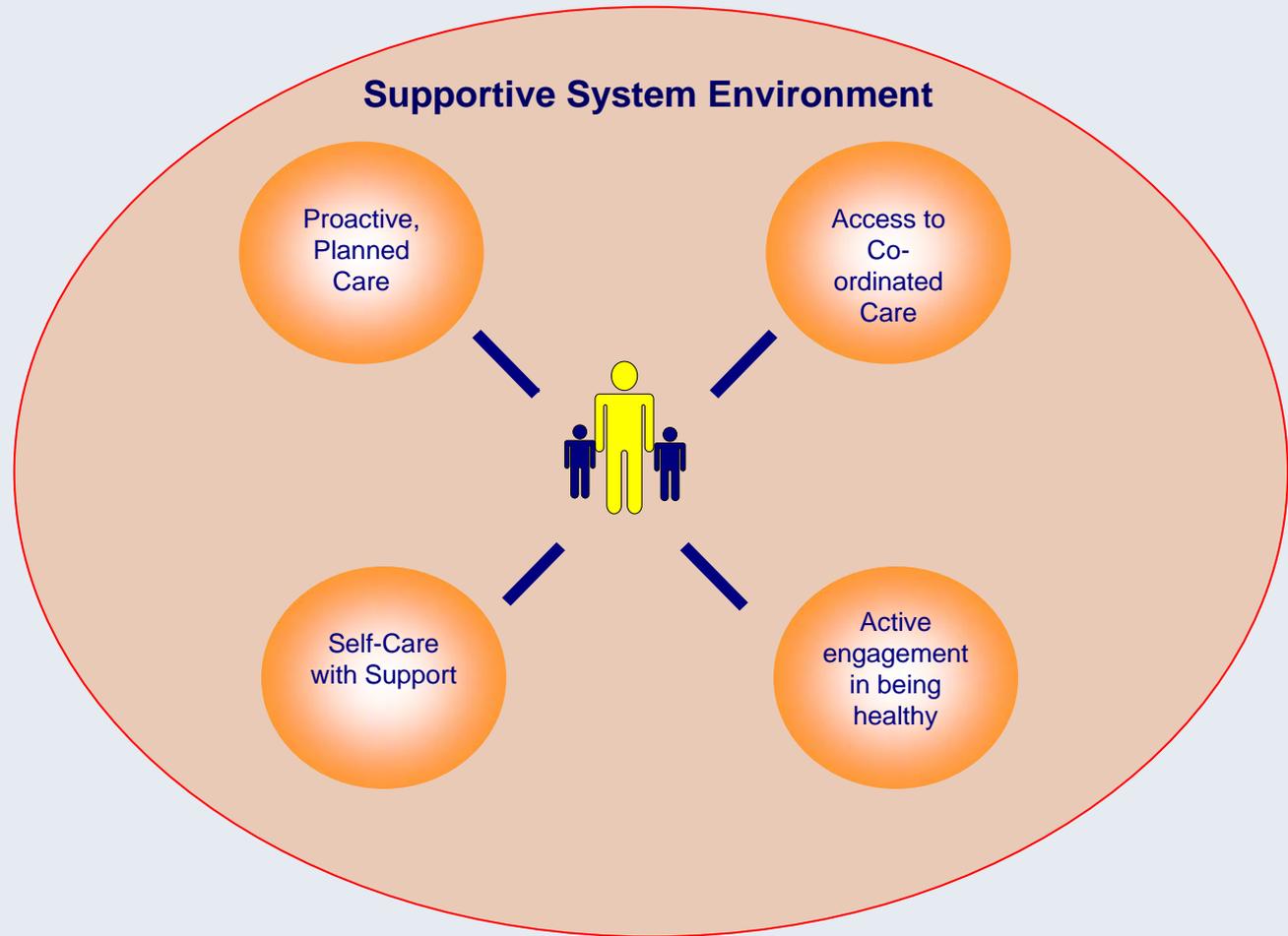
- Reduced incidence.
- People living with long-term conditions have improved quality of life.
- People living with long-term conditions are supported and enabled to self-manage and be actively involved in decisions about them.
- People-centred health and support services.
- Services are integrated, proactive, planned and responsive to people.
- Services are high-quality, accessible and sustainable.



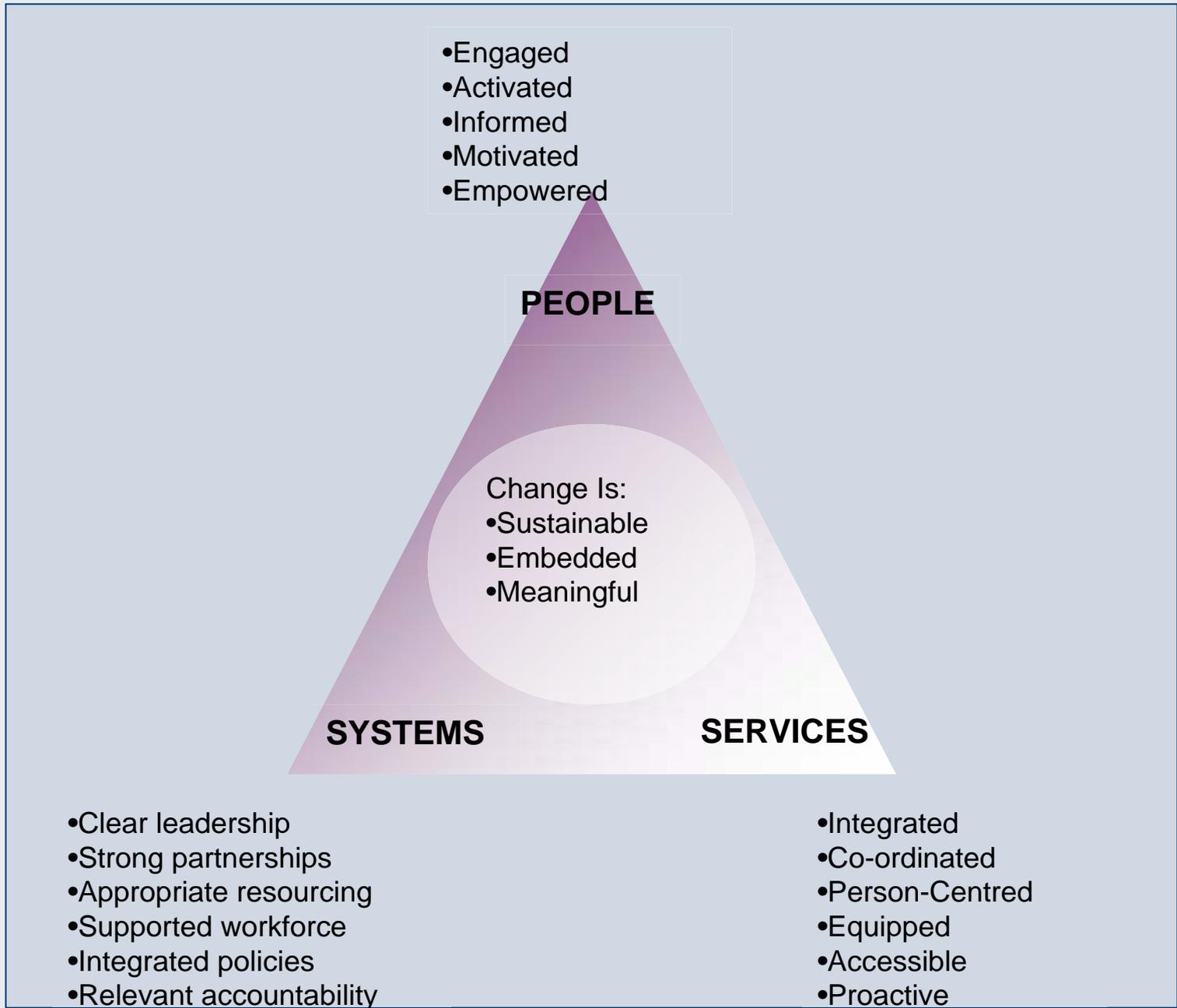
# Levels of the Care Continuum



# Key Components for Long-Term Conditions Management



# A Framework For Action





# A Supportive System Environment

- Leadership
- Funding
- Workforce
- Infrastructure
- Partnerships
- Information Systems
- Accountability
- Policy
- Quality and Innovation

# What's Next?

- Work with Community and Voluntary Sector to input into the framework and implementation
- LTC Framework (March 09)
- Economic Impact Analysis
- Collaboratives
- Workshops 2009
- Developing Implementation Plan
- Implementation



# Community and Voluntary Advisory Group

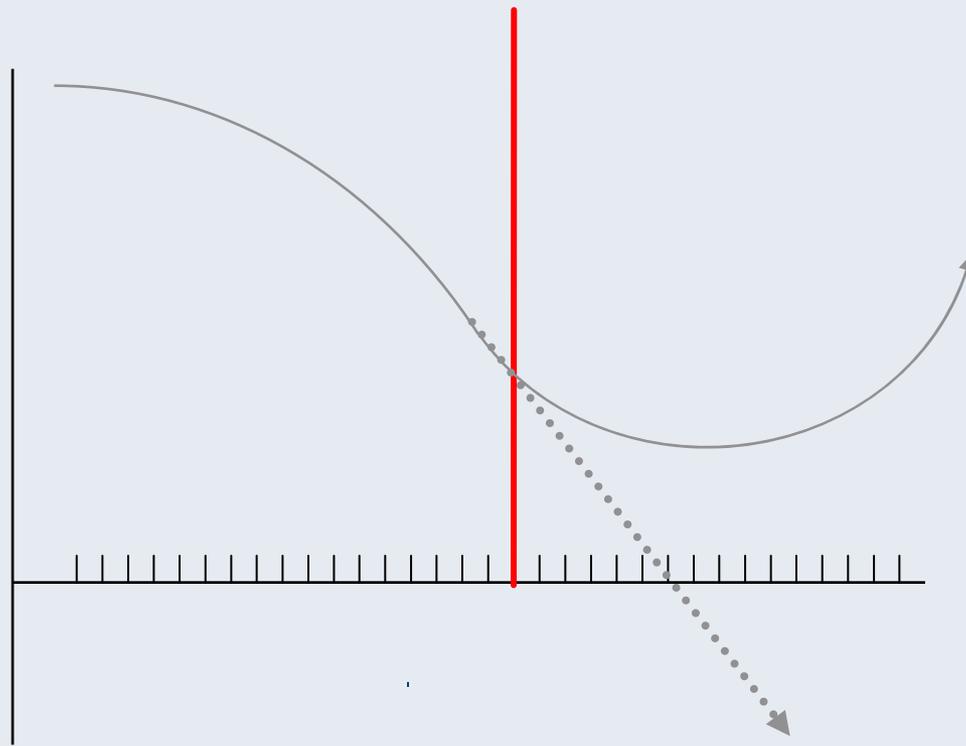
- First meeting 20 November
- The role of the group is to
  - provide expertise and views on the Long-Term Conditions Programme including the framework and development of supporting resources, and
  - give advice on other key issues which may affect the programme.



# Workshop

## NGO – Health relationship: *for improved long-term conditions management in NZ*

- In small groups:
  - Maori Health, Pacific Island Health, Mental Health, Personal Health, Public Health.
  - 1. Endorse or comment on TOR and any additions required for Community and Voluntary Sector Advisory Group.
  - 2. Barriers and Opportunities exercise.



1. Look at the last 10 years and next 10 years.
2. What is the historical pattern?
3. What is the likely future pattern if current policies and practices remain unchanged.
4. What is the preferred and plausible future.
5. What are barriers and opportunities to making this happen.