## **Manu Taupua:**

## **Supported Enrolment Programme**

Manu Taupu is a Supported Enrolment Programme for Māori, Pasifika and Community Service Card (CSC) holders who are currently unenrolled in general practice. Referral into this programme is through City Medical and Hastings Health Centre Urgent Care Centres.

## HHB funds up to six consultations in general practice for patients within 12 months of the patient enrolling with the practice.

## **Benefits for Patients**

* Improved engagement with health services.
* Ongoing care for patients and their household whānau health needs.
* Subsidised consultations in general practice for first 12 months, funded by HHB.

## **Criteria**

Patients presenting to Urgent Care

* are not enrolled with a general practice in Hawke’s Bay AND
* reside in Hawke’s Bay AND
* are Māori or Pasifika or CSC holders.

## **Manu Taupua: Supported Enrolment Pathway**

## **Urgent Care**

Patient presenting to Urgent Care not currently enrolled with a general practice is offered referral to Manu Taupua, the Supported Enrolment Programme, if eligible.

* Explain to patient the benefits of enrolment and seek consent for referral
* Consent declined - provide service and charge patient as per UC usual fee schedule.
* Consent obtained - provide service as requested by patient, HHB will fund consultation.
* Refer patient into the Supported Enrolment Programme *(see Appendix 2).*
* If patient is unable to be enrolled in a timely manner and follow up is required, provide follow up consultation funded by HHB (up to two additional consultations will be funded).

**Poutoko (Health Coach-Supported Enrolment)**

The Poutoko – Health Coach Supported Enrolment (HCSE) will support the patient to enrol with a general practice

* Contacts patient to discuss benefits, barriers to enrolment, provide options and identify preferred provider.
* Support enrolment process for the individual and household whānau, facilitation, and ongoing relationship with enrolling general practice, support initial GP visit.
* Support facilitation with community pharmacy, as required.
* Refers to Health Coach for continued support.
* If patient chooses not to enrol with general practice, facilitate relationship with NGO Health Providers.
* Follow up patients accessing NGO Health Providers at three months to determine whether they would like to become enrolled at a general practice.
* When enrolled, if patient is not engaging with practice, HCSE will be advised by Health Coach who will follow up with patient.
* Nine month follow up with whānau for review and feedback.

## **General Practice**

Accepts patient and household whānau to enrolled in the practice

* HHB will fund six GP/NP/Practice Nurse consultations over a period of 12 months following enrolment (excludes services available through other funding streams).
* Offer and provides all appropriate screening, vaccinations for patient and household whānau.
* If the patient is not engaging in general practice services, they can be referred to Health Coach for additional support and follow up.

## **Poutoko (Health Coach)**

* HCSE hands over facilitation to Health Coach attached to enrolling practice or floating Health Coach.
* Health Coach continues to facilitate relationship between general practice and patient.
* Health Coach walks alongside the patient and household whānau during the 12-month programme.
* Patient engaged with general practice - no further follow up required.
* Patient not engaged with general practice – continue to facilitate relationship and advise HCSE.

## **Exiting Patient from Programme**

Patients are exited from the programme by:

* Choosing not to enrol in general practice and remain accessing NGO Health Provider
* Not engaging with Health Coach or general practice. The patient will remain enrolled with general practice but will be exited from the Supported Enrolment Programme.
* Accessing six visits to general practice over 12-month period.

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**Manu Taupua: Supported Enrolment Pathway**

**Criteria:**

* **Not enrolled with general practice**
* **Resides in HB**
* **Māori**

**Criteria:**

* **Not enrolled with general practice**
* **Resides in HB**
* **Māori or Pasifika or CSC Holder**

Patient presents to Urgent Care

Exit from programme

Follow up by HCSE

Patient NOT engaged with general practice

Patient engaged with general practice

Urgent Care to follow up patient care - offer to refer patient to Supported Enrolment Programme

Unable to be enrolled in general practice and requires follow up

Health Coach provides continuing support

HCSE facilitates enrolment for patient and whānau

HCSE hands over to Health Coach

HCSE facilitates relationship with enrolled General Practice+/-Pharmacy

Exit from programme if not wanting enrolment

3 month follow up with HCSE

Alternative provider offered

Patient declines enrolment to General Practice

Patient consents to enrolment in general practice

HCSE contacts patient to discuss enrolment

Referrals received and triaged by Health Coach Supported Enrolment (HCSE)

Consent obtained - referral completed and sent to HHB; HHB funds consultation

Urgent Care offer to refer patient to Supported Enrolment Programme

Consent declined - patient self-funds consultation

**Poutoko: Health Coach-Supported Enrolment**