

The LTC Strategy accentuates mahi underway by Health Hawke's Bay, lifts the ability to reach annual plan objectives, and identifies areas of investment for higher return on investment for targeted funding (specifically, Māori population prioritisation, with a spotlight on diabetes, CVD and respiratory diseases).

## Introduction

Health Hawke's Bay - Te Oranga o Te Matau a Māui (HHB) is committed to achieving equitable health outcomes - with and for Māori - through their core equity strategy Ka Hikitia. However, the current lack of a culturally responsive Long-Term Condition (LTC) strategy for the region is limiting the ability to achieve optimal health outcomes for the priority population.

The goal of developing a LTC Strategy, facilitated by Collaborative Aotearoa in partnership with Health Hawke's Bay, was to develop a refined approach to LTCs that supports the region to sustainably 'shift the dial' on LTCs and associated inequities.

## Methodology

The Strategy development used the Kia Kotahi Partnership in Design (KKPID) framework. This value-driven approach ensured all aspects of data gathering, including the environmental scan, online surveys and the wānanga series were mana-enhancing and aligned with Hawke's Health Bay organisational values.



The three key objectives of the process were;

1. Establishing the current state of LTC management in Hawke's Bay
  - o Analysis of regional health outcome data.
  - o Review of current LTC programmes and approaches across Hawke's Bay.
2. Determining the ideal state for LTC management in Hawke's Bay
  - o Literature review, including grey literature detailing LTC approaches and strategies implemented elsewhere in Aotearoa New Zealand.
  - o Analysis of feedback from key partners, including whānau, collected via online surveys and in-person focus groups (wānanga).
3. Developing a regional LTC Strategy.

## Results

Thematic analysis was used to identify, analyse, and report patterns (themes) within all collected data.

### Prioritise equity

- Continue to build on improvements made to PPP programme and identify tangible ways to improve Ka Hikitia strategy outcomes.

### Technology that works

- Leverage technology that better supports self-management of LTCs, empowering patients to take control of their health and alleviating the demand on healthcare providers.

### Patient and whānau empowerment and informed choice

- LTC management to be done with, and not to, whānau.
- Create and promote a clear picture of all LTC services available in the region for providers, patients and whānau.
- Increase access to Rongoā Māori and other wellbeing options.
- Continue to address language barriers and support providers with developing cultural responsiveness and safety.
- Integration of culturally appropriate shared appointments and shared care plans.
- Increase group support in the community.

### Building and strengthening relationships

- Prioritise, invest and engage in ways to create deeper, trusting relationships across primary and community hauora service providers.
- Improve cohesive links between services e.g. General Practice and Kaupapa Māori services.
- Strengthen relationships with Tihei Tākitimu, Health Hawke's Bay's local Iwi Māori Partnership Board (IMPB).

### Alignment and standardisation

- Develop gold standards of disease and care management for priority LTCs (cardiovascular disease (CVD), diabetes, asthma, chronic obstructive pulmonary disease (COPD)).
- Strengthen regional and national links to ensure collaboration and alignment including the Central Region Health and Wellbeing Strategy.

### Workforce development

- Identify and support LTC Champions across the General Practice, PHO and NGO provider network.
- Regular Peer Group sessions and micro-credentialing will encourage sharing of case learnings, build inter-Practice and inter-service rapport and encourage these teams to lift approaches to managing LTCs.
- Embed continuous learning pathways across primary and community workforce to support community living with LTCs

## Recommendations

It is pertinent to highlight that throughout the project, Health Hawke's Bay Annual Plan (2024-2025) and Ka Hikitia Strategy were key in anchoring the direction of the LTC Strategy. Gaining (and providing) synergy to these was a critical focal point for Collaborative Aotearoa. It is anticipated the imminent Central Region Health and Wellbeing Strategy will align to these approaches. Recommendations include;

1. Prioritise, invest and engage in ways to create deeper, trusting relationships across primary and community service providers (to enable all hauora and community providers to work seamlessly with General Practice teams), and
2. Standards of Care developed, socialised and supported for priority LTCs, and
3. Embed opportunities and encourage learning throughout Hawke's Bay (community and providers alike), and
4. Provide opportunities to 'shift the dial' toward preventative and population health, and
5. Utilise technology to encourage and enable self-management of LTCs, whilst reducing the demand burden on General Practice.

Utilising KKPID as a framework to support quality improvement alongside authentic and regular community connection and feedback opportunities, the LTC strategy can continue to be refined and improved. Change takes time; impact of change takes longer. Incremental approaches alongside all partners (hauora funders, providers and community members) have the greatest chance for long-term sustainability and success for whānau.

By Health Hawke's Bay taking the lead to create an inclusive culture across the rohe, the community - and the people who work for them - will thrive, through foundations of continuous learning, active listening, authentic communication and shifting the dial on meeting whānau needs.

