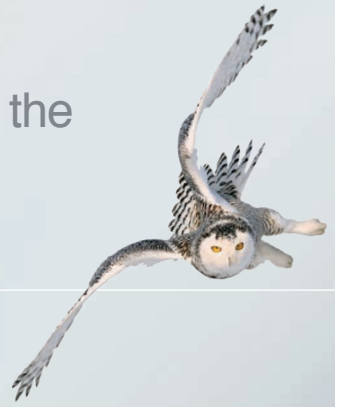


# Review of Health Services on the East Coast of New Zealand



<p><b>What we were asked to do</b></p>	<p>The three boards of Tairāwhiti District Health (as the funder of Ngāti Porou Hauora services), Ngāti Porou Hauora (NPH, as the provider of health services) and TRONPnui (as the parent company for NPH) commissioned this review. The purpose of the review was to identify options for sustainable models of care that meet the unique needs of communities on the East Coast.</p>
<p><b>How we approached the project</b></p>	<p>The scope of coverage of this Review was all services provided by both TDH and NPH on the East Coast. This included primary and community health services, hospital services, maternity services, disability support services and mental health services. This was a complex project, involving the management of an engagement process with a range of stakeholders with different perspectives.</p> <p>The key work components are described below:</p> <ul style="list-style-type: none"><li>• Health needs assessment</li><li>• Current and forecasted population profile</li><li>• Assessment of complexity of the population</li><li>• Desk research on burden of disease</li><li>• Service utilisation analysis</li><li>• Description of current activity</li><li>• Future activity projections</li><li>• Site visits and interviews</li><li>• Visits to hospitals and all health centres</li><li>• Staff interviews</li><li>• Patient interviews</li><li>• Financial analysis</li><li>• Analysis of the current situation</li></ul> <p><i>continued over</i></p>

<b>How we approached the project</b>	<ul style="list-style-type: none"><li>• Workforce benchmarking based on similar operations</li><li>• Forecasting a sustainable future</li><li>• Facilities assessment</li><li>• High level review of current facilities</li><li>• Models of care</li><li>• Patient sampling</li><li>• Staff journals</li><li>• Workshops</li></ul>
<b>Our findings</b>	The outcome of this process was a comprehensive report outlining the findings from the Review and our key recommendations for change.
<b>Read the final report</b>	<a href="http://publications.srgexpert.com">publications.srgexpert.com</a>