



# NMPHOC Whānau Ora System

**An Overview**

**May 2010**



## A vision of Whānau Ora

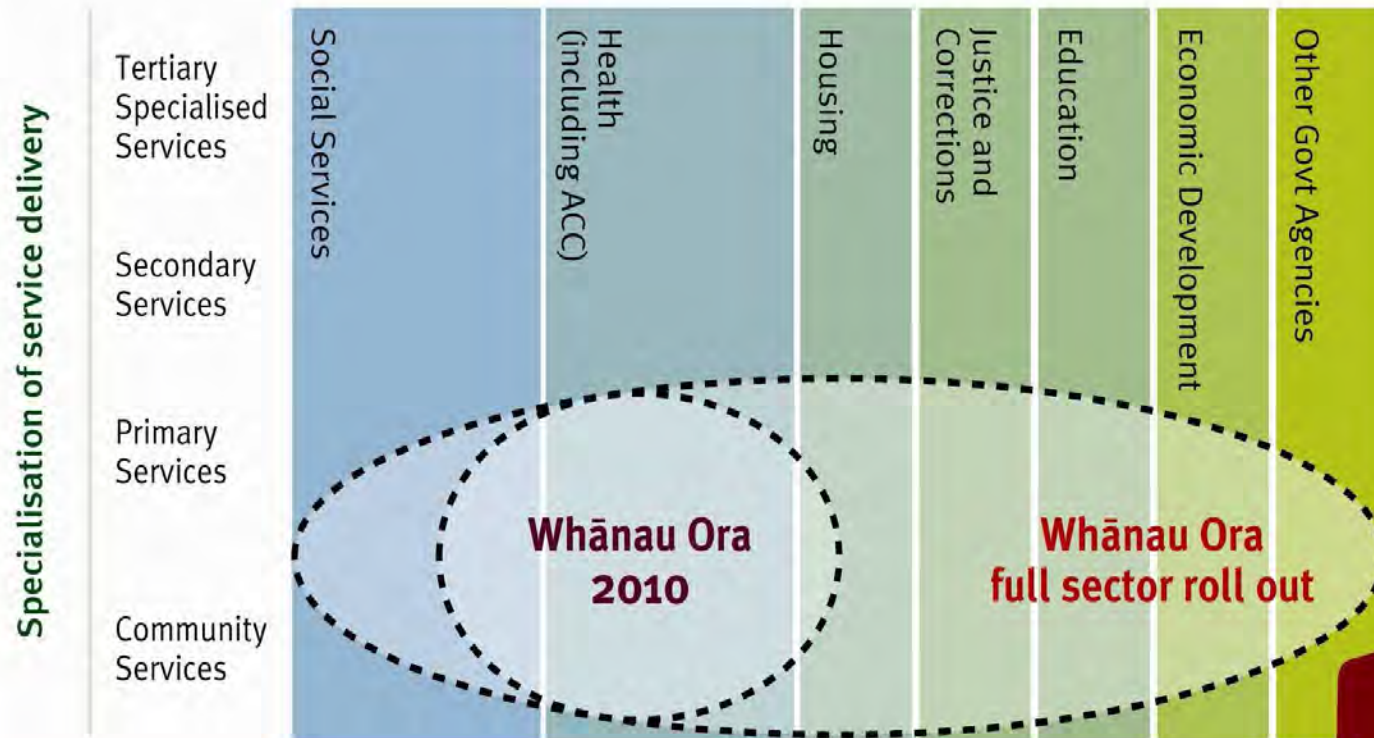
“to enhance and enable the strengths of whānau to achieve rangatiratanga / self determined success. We believe that whānau who are nurturing, healthy, engaged, knowledgeable and prosperous are positioned to succeed.”



## The Coalitions Business Case

The creation a Whānau Ora system that will enable the delivery of high quality health and social services that will result in positive Whānau Ora outcomes with wide ranging benefits for Maori whānau and the nation.

# Whānau Ora Integration





# Whānau Ora System

## OUTCOMES INFRASTRUCTURE

*Supporting Whānau Ora Networks of High Performing Providers*



## SERVICE DELIVERY INFRASTRUCTURE

*Supporting the achievement of Whānau Ora Outcomes*



## HIGH PERFORMING PROVIDER INFRASTRUCTURE

*Supporting Whānau Ora provider capacity and capability*

# Whānau Ora Outcomes Infrastructure

## Whānau Ora Outcomes Framework

The development of an outcomes framework to refocus sector effort from “what we do” to “what we achieve” with whānau and high needs families

## Whānau Ora Programme Design

The development and design of Whānau Ora programmes that prioritise delivering Whānau Ora outcomes to whānau and high needs families

## Whānau Ora Funding & Contracting

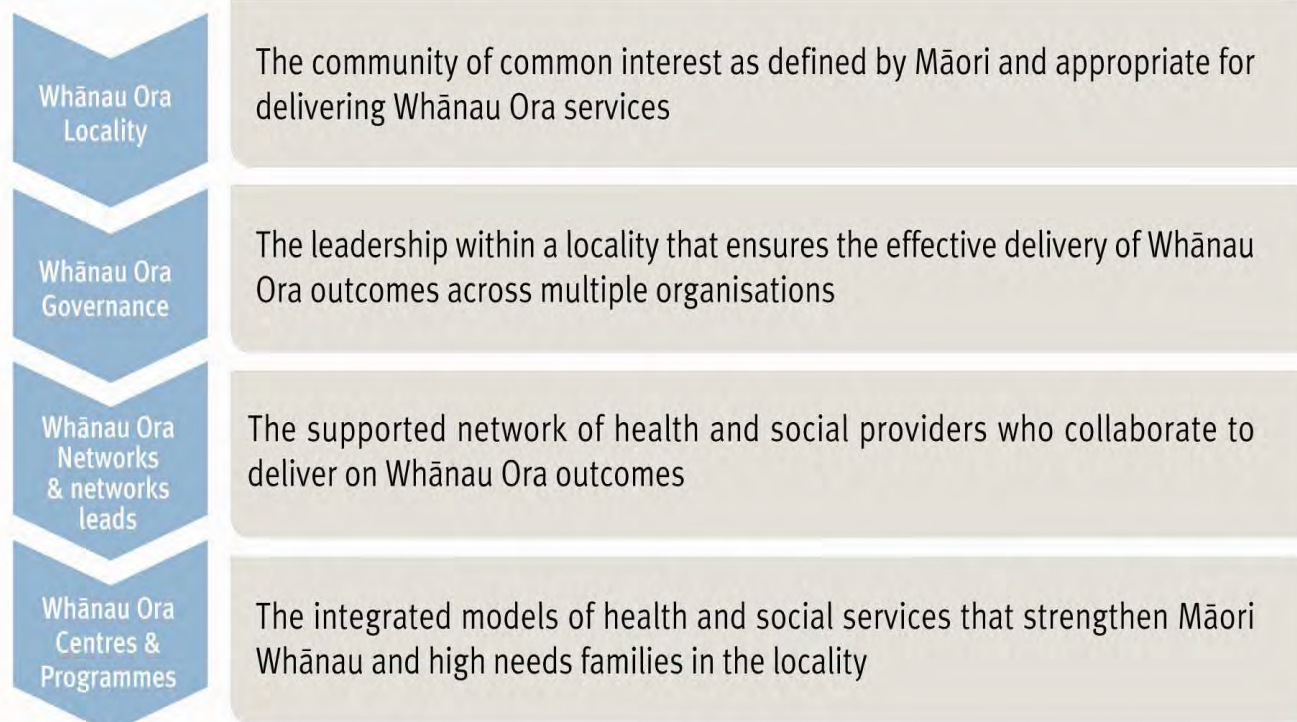
The development of a funding strategy that supports the Whānau Ora system and uses relational contracts to reward the achievement of outcomes



**Supporting Whānau Ora Networks of High Performing Providers**



# Whānau Ora Service Delivery Infrastructure



**Supporting the Achievement of Whānau Ora Outcomes**

# Whānau Ora High Performing Provider Infrastructure

Whānau Ora  
Fit for Purpose  
Framework

A framework to support targeted and effective investment to escalate the growth of high performing Whānau Ora providers, Centres and Networks

Whānau Ora  
Clinical  
Governance

The provision of clinical governance and leadership that ensures high quality patient clinical and cultural care

Whānau Ora  
Workforce  
Development

Sustaining a Whānau Ora workforce that supports whānau and high needs families to achieve their Whānau Ora outcomes

Whānau Ora  
Information  
Management

The creation of an information management platform to support the delivery of Whānau Ora outcomes



**Supporting Whānau Ora Provider Capacity and Capability**





# The Whanau Ora Model of Care

## The Case Management System

# Whānau Ora Models of Care



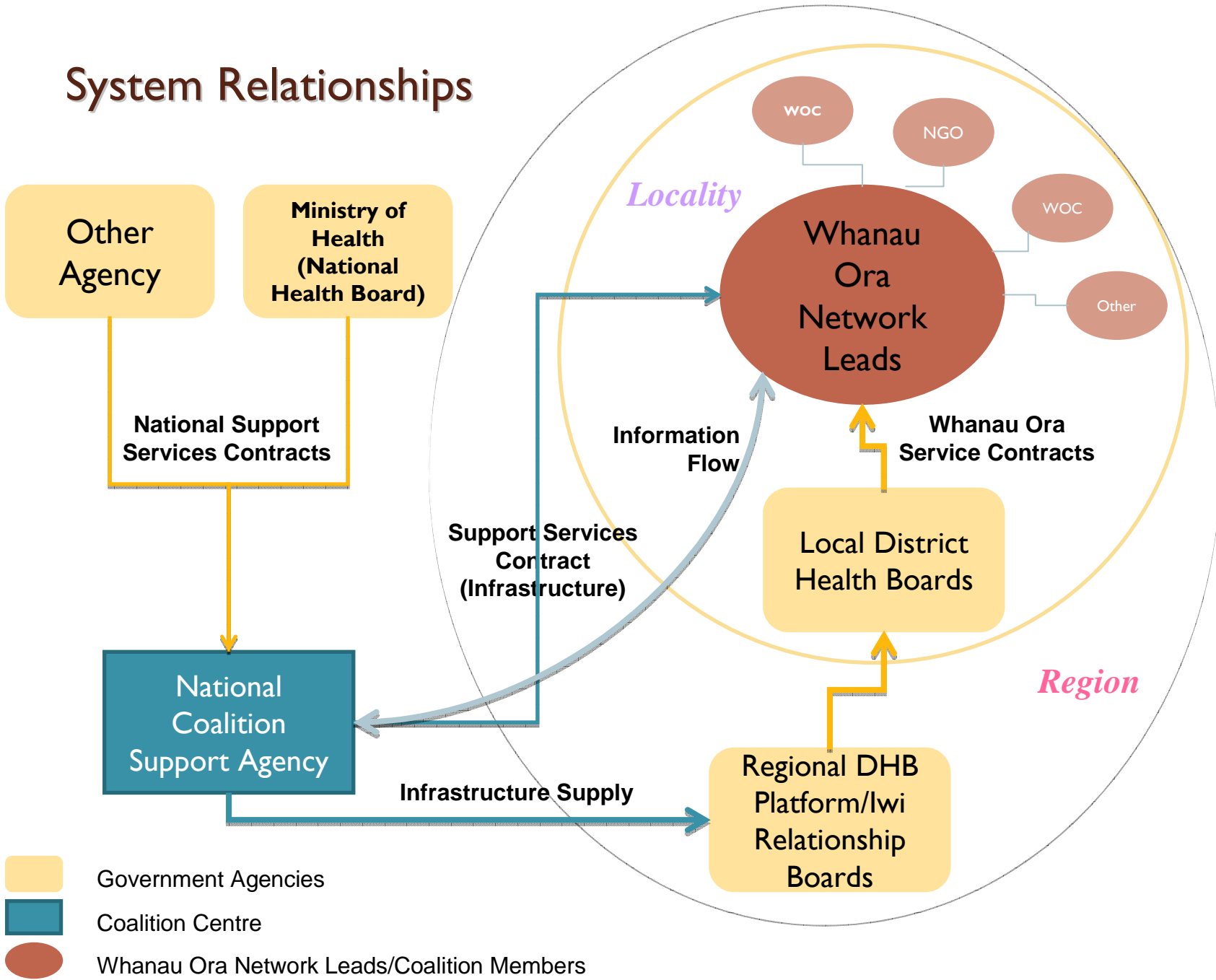


## Whānau Ora Assessment and Case Management

- Connecting information to whānau as well as individuals;
- Supporting the development and achievement of Whānau Ora assessments and plans;
- Connecting providers across whānau plans;
- Integrating service provision across multiple agencies;
- Reporting on Whānau Ora outcomes that are linked to key performance indicators;



# System Relationships



- Government Agencies
- Coalition Centre
- Whanau Ora Network Leads/Coalition Members



## Creating Whānau Ora Knowledge

- The knowledge is collated from a variety of sources to empower whānau to enable planning to create a different future:
  - At an individual level
  - At a whānau and hāpu level
  - At a population level
- Provide a depth of information about the whānau;
  - Cultural and whakapapa knowledge
  - Health, social environment and education knowledge
- To support Māori provider development and performance;
- Provide an ability to research, and measure outcomes for whānau to empower Māori self determination;



## Conclusions

- The creation of a Whānau Ora knowledge management system that supports:
  - Whānau Ora case management and assessment
  - Enables cross provider management of individuals and whānau
  - Enables cross agency support for individuals and whānau;
- Will enable whānau ora knowledge base to plan a better future;