

## Gemba Workshop

### Who are Gemba?

Gemba Research were contracted by the Ministry of Health to provide support to the Midland Regional Health Network in their implementation of the Better, Sooner, More Convenient Primary Health Care business case.

### About Gemba

Gemba researchers have focused on delivering knowledge and results through kaizen instruction since 1998. They do this through public training workshops, benchmarking trips to Japan, on-site education and consulting to transform your Gemba (actual place) and how you manage it.

### When did this workshop happen?

A wide range of health service people all with an interest in improving future service, participated in a workshop held in Hawera on 27-29 April.

### Who was involved?

Of the participants 58% delivered clinical care in South Taranaki, 37% managed local health services and 5% represented either Iwi or the community.

### What did they do?

They designed a draft future state around four elements;

- Prevention and screening
- Assessment, triage, emergency
- Diagnostics & specialist assessment
- Treatment rehab and follow up

### Were there some common themes?

- Central hub and spoke
- Mobile services
- Pooling resources
- One IT site/system
- Building single team focus
- Recruitment, retention, training

### What were the key enablers?

- Transport
- Policy & Governance
- IT – shared information
- Funding
- Workforce
- Health literacy/education
- Facilities

