



MANAWARU, WHAKAKAWENATA 2, MANO 6, HŌNGONGOI 2013

Manawaru

Te Hauora o
Turanganui-a-Kiwa

Hōngongoi 2013

A language revives

Every year since 1975 New Zealand has marked Māori Language Week and at Turanga Health te reo was celebrated with the help of administrator Lorraine Brown (Rongowhakaata and Te Aitanga-a-Mahaki).

Māori language week is a time for all New Zealanders to celebrate te reo Māori and to use more Māori phrases in everyday life. Thanks to morning pānui from Lorraine staff were able to use more te reo whakatauki in their everyday communication.

Lorraine says she has been thrilled with the attitude of staff. "People seemed to really enjoy using the kupu answering the phone, ending a conversation or responding to emails." To the best of her knowledge Lorraine says a handful of Turanga Health are bilingual with many more possessing the skills to follow a conversation in te reo.

Lorraine developed her Māori language skills at Waikato University under the guidance of inspiring lecturers Haupai Puke and Dr Aroha Yates. She says their passion for the language came through in their teaching and she has never lost her enthusiasm for learning more and enjoying the written and spoken word.

This year's Māori Language Week theme was 'Ngā Ingoa Māori – Māori names'. This was part of the underlying theme of Māori Language Week, 'Arohatia te Reo – cherish the language'.

According to Te Taura Whiri i te Reo Māori (Māori Language Commission) te reo Māori is undergoing a resurgence and more people speak the language. There are Māori language schools, Māori radio stations, and in 2004 a Māori television channel began broadcasting. It's a success story considering there was a time when some people objected to hearing

Māori greetings such as kia ora. Some will recall that the future of te reo Māori was the subject of a claim before the Waitangi Tribunal in 1985. The tribunal's recommendations were far-reaching and Māori became an official language of New Zealand in 1987, alongside English.



Lorraine Brown, passionate about te reo Māori. Image: Lexi Green.

**Kei hea rā āu e hītekitiki ana
Ka mau tonu i āhau ōku tikanga
Tōku reo, tōku oho oho**

**Wherever I may roam
I will hold fast to my traditions
For my language is my cherished
possession.**

MAURIORA!

Congratulations!



You and your colleagues are entered in the Westpac Business Excellence Awards

Turanga Health has entered the Westpac Gisborne Business Excellence Awards; a regional competition that celebrates and recognises successful business.

It should come as no surprise to staff that Turanga Health is in a position to enter such a prestigious competition, says Communications Advisor Hayley Redpath, who along with Chief Executive Reweti Ropiha, and Corporate Services Manager Lisa Tamatea, wrote and submitted the nearly 4000 word entry.

"Turanga Health has transformed itself over its 16-year history, but never more so than in the past two years with the acquisition of Waikohu Health Centre," says Hayley.

"People in the health sector are saying this has been a real game changer for Turanga Health. The acquisition has cemented Turanga Health's validity with other primary health providers in the district and demanded a new level of organisational development and accountability."

Reweti said the awards are an opportunity to gain exposure and

recognition while celebrating business excellence in Gisborne.

"Entering the awards will provide an opportunity to be benchmarked against top performers demonstrating best practice and innovation."

He said just by entering Turanga Health can build its public profile and increase business networks. More importantly, by going through the gruelling entry process, Turanga Health has had a new kind of opportunity to review its performance, identify its core strengths and soon it will be assessed by an independent peer group. Judges are expected to visit in July or August.

"To be honest I was quite nervous about entering the Awards," says Reweti. I don't want anyone to think that we at Turanga Health think we are at the top of our game. No way. If you say you are at the top then the only way left is down."

He says Turanga Health has so much more to achieve but the time is right for Turanga Health to celebrate the enormous steps it has already taken – especially in the past nine years.

Some staff may not realise it but when Turanga Health started in 1997 it did so with an opening cash balance of \$300. One year later it launched the renowned Kaumātua Programme and took the cash-strapped Vanessa Lowndes Centre under its wing. Turanga Health had 150 people on its books.

In 2002 Turanga Health teamed up with seven general practices to form Turanganui Primary Health Organisation. In an unusual model Turanganui PHO was fifty-fifty owned by a practitioner association (Pinnacle Group Ltd) and iwi (Turanga Health). By now Turanga Health had over 3000 whānau. A major transformation happened again in July 2011 when Turanga Health took over the general practice at Te Karaka.

Reweti says other success such as regular accreditation, meeting Quality Plan targets, and even the recent Breakers tour are evidence Turanga

Health is a streamlined, professional, credible business.

Equipped with a culturally based business approach and style of operating we are confident and enthusiastic about providing quality health services in this district for years to come, says Reweti.

"It is a credit to all the staff we employ now, and staff from previous years, that we are in a position to even enter these awards. We already know what a fantastic service we provide, now it's time to share that with a new audience."

The Westpac Gisborne Business Excellence Awards will be announced in October.

Quality Planning is a Road Map for Turanga Health



Turanga Health continues to grow from strength to strength as an organisation and the creation of its own Quality Plan is a great example.

A Quality Plan is a road map for Turanga Health to seek continued improvement and is especially timely now that the organisation has joined the list of general practice providers in this district, says Chief Executive Reweti Ropiha.

"When we took over the Waikohu Health Centre we immediately became part of the yearly and quarterly Quality Plan programme managed by primary health care development company Midlands Health Network."

But, the Quality Plan is for the general practice arm of Turanga Health only. "It's time we implemented similar quality planning for the whole organisation."

"It's a big shift for us," says Reweti. He says in the past Turanga Health has had some challenges demonstrating clinical outcomes for its patients. "Quality adds strength and credibility to our organisation. It is an important tool for demonstrating to our communities and funders that we are quality focussed and the work we do makes a difference".

The new Turanga Health Quality Plan will measure progress in clinical areas such as immunisation, chronic conditions management and smoking cessation – just as the Midlands Quality Plan does. But it will also be used to demonstrate outcomes in areas such as disease coding, organisational health and safety, staff training, and more.

Database Manager Robyne McKeague has been working on developing the targets and Shirley Keown and Reweti Ropiha will also oversee the content. The first period for measurement starts 1 July 2013.

Healthy heart check numbers rising

When Turanga Health took over the Waikohu Health Centre in 2011 one of its challenges was to complete 435 cardiovascular (CVD) risk assessments on eligible patients within five years – sooner if possible.

While the number is not big compared to what other city-based general practices are required to do, the challenge was immense. Many of the target population were unfamiliar with the CVD health check, how it was done and its importance to their

ongoing health; there were numerous staff changes; and as always staff were busy with day-to-day general practice work.

But by July this year Turanga Health will be 75 percent of the way there with 326 of the 435 eligible patients checked. It's a huge achievement and one that meets targets set out in the Midlands Health Network Quality Plan for its general practices.

"It is an excellent outcome," says Database Manager Robyne McKeague, who along with Clinical Nurse Manager Karen Staples manages the data collected and submitted to Midlands for checking against the quality plan.

"We've done 75 percent of them in only two years. We had zero done when we took over and city-based practices had been working toward achieving this goal for a number of years."

Robyne says teamwork is the key. Nursing staff, the GP, kaiāwhina, and administration staff all have roles to play in understanding the concept of a quality plan and then getting a patient through his or her CVD risk assessment.

The assessment, or heart health check, looks at a patient's age, gender, ethnicity, weight, family history, blood pressure and cholesterol levels, and diabetic and smoking status. The nurse and or doctor can then assess the patient's risk of developing cardiovascular disease in the next five years. Patients can be told they have risk ranging from mild to very high and where appropriate health education is arranged for the patient and or medication is prescribed.

Turanga Health submits its Quality Plan data to Midlands four times a year. The reports Turanga Health gets back are named for the quarter year it applies to, with the most recent report known as 'Quarter 4'. As well as meeting the CVD risk assessment target of 75 percent the Turanga Health Quarter 4 report showed the organisation also met the targets for

smear taking, diabetes, and smoking cessation and referral.

Robyne and Karen say staff have every reason to be proud of their achievements and hope that the hard work will continue.



Robyne McKeague, Anahera Mita and Sue Andrew working with other Waikohu Health Centre Staff on healthy heart checks. Image: Lexi Green.

New Health and Safety Committee

Turanga Health's Health and Safety Committee has been revamped with new members (Polly Maxwell, Darryn White, Chris Miller, Anahera Mita, and Shirley Keown) and a new chairperson (Robyne McKeague).

Committee members were selected based on the perceived skills they could bring to the committee, which has as its focus workplace safety, emergency and hazard management, and injury prevention.

The Tama Rebound!

When you break it all down Service Delivery Manager Dwayne Tamatea was the reason the SKYCITY Breakers came to Gisborne last month.

A twinkle of an idea back in 2012 finally came to fruition for our own basketball-mad colleague; and he and his team pulled off a coup getting the top echelon of sportsmen to this district.

Tama and the Turanga Health team worked incredibly hard in the lead up to the tour. They worked even harder in the three days the players and coaches were here.

Each staff member had his or her own part to play, while Tama oversaw the entire event. Below is a breakdown on how the tour went from Tama's point of view; what really went on behind the scenes; and the moments you may not have heard about.

Manawaru: How did you feel when after all the preparation the team and coaches walked off the plane on that Sunday?

Tama: *There is no going back now! The time has arrived, it's real and let's go do this! I also thought there is no time for hiding now..."*

Manawaru: What level of planning went in to getting the Tour to all the schools on Monday and Tuesday, on time, and out again? (Perhaps you could tell us about the set up and pack down crews)

Tama: *There were many sleepless nights for me on how best to put the programme together so we could reach all our schools. I wanted to give the community options, and at the same time give everybody an experience with the Breakers. As it got closer it was about forming our teams and giving roles and*

responsibilities to staff. We always wanted to be one step ahead if not two! We planned ahead for everything, even the kai that was produced for the Breakers' lunch and snacks. On day two it was a huge plus to have a team set up the dinner while the other crew was out doing the rural schools. Our Turanga Health crews were complemented by the utilisation of professionals for some of the jobs: the lighting, the video, the mc. It made that side of things much easier. At the end of the day EVERYBODY played a part in the success of the tour.

Manawaru: How GOOD was the new BUS!??

Tama: *The bus was just awesome. Having it for the three days was an asset. Everybody in one vehicle meant there was good korero and heaps of room. The art work by Draggnett Design made it look outstanding. You could tell that's what the Breakers thought...you should have seen their faces when they first saw it at the airport. I think they thought "wow, these guys are for real!"*



All Breakers photography by Lexi Green

Manawaru: What did the players do on the bus in between stop-offs?

Tama: *They worked out strategies for the next visit: who was going to talk and what activities they would do. But general conversations were mostly about basketball: about games, old players, who were the best players from different areas, players that made it and players that didn't.*

Manawaru: CJ seems at ease with crowds, what was the style of say Alex Pledger, or Judd Flavell?

Tama: *CJ is CJ! He loves, and is good at, that kind of stuff. The other two are probably a bit more shy but as the days progressed they came out of their shell. Judd Flavell was really good at the VLC breakfast talking about bouncing back. And Alex Pledger was funny in his own way. He was popular with the high school students.*



Alex Pledger

Manawaru: How much can these boys eat?! Tell us about the average breakfast.

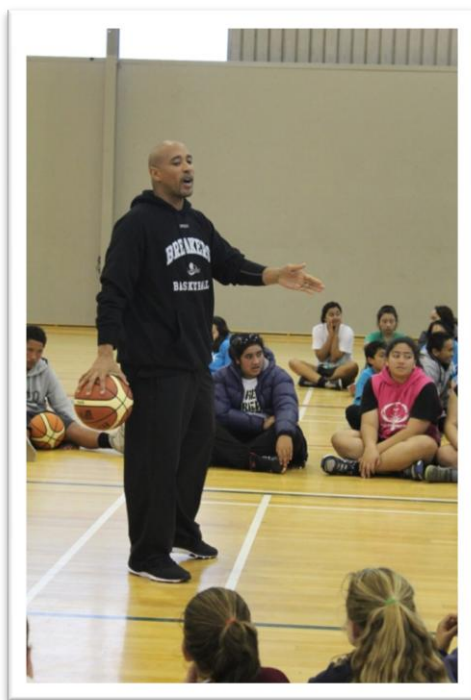
Tama: *They probably graze heaps rather than eat lots at one time!*

Manawaru: Which player worked the hardest do you think?

Tama: *There probably isn't one I can single out that did more than the others. They were all great in what they did and picked up from each other. They didn't moan once or say a bad word about anyone the whole time. Everything was positive.*

Manawaru: We heard them say how unique this community tour was, but can you expand on that perhaps from further conversations you had with Hayden, or one of the boys.

Tama: *It was the first of its kind for them and us. It was good for our community, rangatahi and Turanga Health. They say it was good for them too as the Breakers players like to get out into rural parts of New Zealand and see who their fans are, meet them, and thank them personally.*



CJ Bruton

Manawaru: What contact have you had with them since?

Tama: *I had Facebook messages, emails and a couple of texts from them within three days of them leaving saying 'thanks' and 'had an awesome trip'. I was up in Auckland earlier this month so I went out to the*

Breakers' headquarters to show them the first cut of the Tour DVD. The Breakers' owner Paul Blackwell and CEO Richard Clarke and the boys were there and they were all very happy with the outcome of the tour. They were talking about next year and having more of their players available to come down. They were talking about how they could replicate the tour in other areas.



Dean Vickerman

Manawaru: What behind-the-scenes hiccups or dramas happened during the tour that readers would never have known occurred?

Tama: *There were probably two. On the very first morning, Sunday at 7.30am, Hayden Allen's plane was stuck in Nelson and he couldn't get to Auckland to fly with the rest of the team. He didn't get in till 5pm Sunday. The second hiccup was when the DJ that was organised to do the three days had to pull out for unforeseen circumstances. We had to arrange a new DJ.*

Manawaru: How did you and your team evaluate the impact of the Breakers on the audiences?

Tama: *We have a DVD with all the footage and the comments from the participants. We also took written feedback from whānau that experienced the Breakers at all the tour events.*

Manawaru: What did you learn from the evaluation?

Tama: *That people want more of this sort of thing. Whānau want Turanga*

Health to work alongside their youth helping them become community champions. People had an awesome experience with Turanga Health and the Breakers.

Manawaru: The stage show at the dinner was epic! What was the inspiration?

Tama: *I am a big fan of basketball so the idea came from there. I thought it was only fair to talk about how the relationship was formed and how we got the tour here. I wanted to give an insight into each of the players, and the team as an organisation. I also wanted to add in a bit of Turanga Health flavour. The key to the whole night for me was when we knew we were going to have Te Hamua Nikora as the MC. He was the only choice and was classic. His presence added charisma and flavour to the night.*

Manawaru: The tables, settings, platters, and decorating at the dinner was exquisite and unlike any previous Turanga Health function. Who helped you achieve that level of sophistication for the evening?

Tama: *We had a few discussions around the set-up of the Cossie Club, how would the tables go etc. We got Martins to help; then team leader Tracey Fogarty and her VLC team came up with the final design and the look of the tables and the decorating. Yes it was great, and the feedback and evaluations reflect that.*

Manawaru: ECT were very generous supporters, and all they wanted in return was some of their own time with SKYCITY Breakers coach Dean Vickerman. Can you tell us more about that?

Tama: *They wanted to pick his brain on how and what was he going to do to be successful; how the business operated; what was everyone's roles within the organisation were; how much influence the owners have; how do you recruit, things like that.*



Manawaru: What were the top two things that went well on tour?

Tama: *One would have to be Monday. The logistics of getting to the rural schools and the organisation of it all worked like clockwork because of the preparation and planning. The dinner would have to be a highlight because of how it went. It took Turanga Health outside its comfort zone to run such a large-scale corporate event. The set-up, the programme, the team work and the whole buzz of the place with the wide range of punters was great to see. Sharing it with another part of the community was fantastic.*

Manawaru: What two things would you look at improving if there were to ever be a next time?

Tama: *Take them to play golf and go fishing! On a serious note I'm not too sure what we could improve but it would be good if they could see a bit more of Turanga.*

Manawaru: Some of the players had been away from home a long time before they got on the plane on the Tuesday to leave Gisborne. What kind of personal commitment had some of them made to be here? I understand for example Hayden Allen and wife have a brand new baby.....

Tama: *They didn't look at it as a chore. It is part of what they do when they join a team like the Breakers. It's part of their DNA.*

They have a fan base all around the country and it was a great opportunity for them to say thank you and get out and meet them.

Manawaru: How much sleep did you get while they were here?

Tama: *Probably five hours a night!*

Manawaru: What did you do on Tuesday evening after they had left?

Tama: *I was asleep on the couch by 7.30pm while my son was babysitting me watching his cartoons!*



Manawaru: What message have you got for your Turanga Health colleagues who helped with the tour?

Tama: *It is good to see what great team work can achieve and is capable of producing. It was such an outstanding event over the three days. The 5 Ps paid off: Prior Planning Prevents Poor Performance. As CJ Bruton said on the DVD, a hug for thanks is not enough!*

Political hotbed!

Turanga Health hosted a large number of MPs and potential politicians last month in the lead up to the Ikaroa-Rawhiti by-election.

The seat was made available due to the death of Parekura Horomia, who held the electorate that spans from

north of Wellington to the East Cape since its creation in 1999.

The Green Party's Marama Davidson, Mana Party's Te Hamua Nikora, Māori Party's Na Rongowhakaata Raihania, and eventual winner, Labour's Meka Whaitiri all spoke at recent Kaumatua Programmes.

Then last week Labour leader David Shearer, in town to support the election, also popped into the Turanga Health Derby St campus. He was joined by former Health Minister Annette King, new MP Meka Whaitiri, and Labour MPs Shane Jones and Rino Tirikatene.

The group visited VLC, the gym, and spoke with senior staff from Turanga Health. CEO Reweti Ropiha said they seemed impressed by the model of care used by Turanga Health and how well the organisation connects with its whānau.

Reweti said he told them the biggest challenge for Turanga Health was delivering services in a 24/7 environment as opposed to a Monday to Friday 9am to 5pm environment. "I told them that was ten years ago and ever since then we have morphed to respond to that."

Hurricanes!

Thirteen Vanessa Lowndes Centre (VLC) whānau had a chance to support the Hurricanes in a special weekend trip away to Hamilton last month.

Guy Moetara, Chris Miller, Nanny Mau and Nanny Queenie travelled over with the whānau who enjoyed stops at Bayfair Mount Maunganui and The Base Hamilton, shopping centres on the way.

The game at Waikato Stadium saw the Hurricanes go down to the Chiefs 34-22. VLC staff and whānau raised some funding for the trip out of a hangi, and their pot-holing work carried out at Gisborne Hospital car park.