

## In the 2012-2013 financial year

The Kaumātua Programme was held **21** times. **16** programmes were held on **11** different Marae. On average **120** Kaumātua attended each programme.

Turanga Health helped insulate **160** homes.

Turanga Health held **6** holiday programs at Marae and schools, focusing on Fire Safety, swimming, mau rākau, Māori traditional games, hīkoi, rugby, netball and movie nights. We played Ki-O-Rahi with **20** schools and over **1000** rangatahi.

During the SKYCITY Breakers tour players went to **23** schools and made contact with over **2000** rangatahi and whānau.

There were **639** participants in Zumba classes held in Te Karaka, Manutuke and Muriwai.

**249** whānau were referred or re-enrolled with a Ministry of Health-funded smoking cessation programme at Turanga Health. Just over **50%** were smokefree after **3** months.

**100%** of enrolled children at Waikohu Health Centre aged **24** months were fully immunised.

**70%** of enrolled patients at Waikohu Health Centre aged **65** years and over were vaccinated against seasonal influenza.

**76%** of enrolled eligible women at Waikohu Health Centre had a current cervical smear result.

**1479** patients were enrolled at Waikohu Health Centre.

**130** whānau took part in the Tū Marae duathlon in Waituhi/Patutahi in March.

The Piki te Ora bus was used for **52** mobile clinics.



# 2012 - 2013 te whakaahuatanga

## ceo message

Mihi nui te nga whānui o Turanganui-a-Kiwa.

This has been a significant year for Turanga Health dominated by change. It was change demanded of us by an external environment; an environment that challenged us to demonstrate higher performance, accountability, and innovation. I believe we have met that challenge.

First up was our new high trust relationship agreement with funders which shifted our "one-year-at-a-time" focus to a four year contracting term.

Alongside that we have also:

- Formed greater connections with primary care via shared business arrangements, better referral processes, and the Community Cook Offs.
- Transformed Waikohu Health Centre into a pleasant and spacious general practice that meets the needs of its nearly 1500 patients, and consistently meets Midland Health Network Quality Plan targets.
- Made the tough, but in the long term safe, call to exit our home based support service contract.
- Initiated Tū Mahi, workplace health services at some of the biggest employers in Gisborne.
- Introduced the unique rural health and fitness Tū Kaha programme at Marae, schools and halls throughout the rohe
- Continued the Tū Marae duathlons linking whānau back to Marae and incorporating health messages and nurse checks
- Introduced our first internal Turanga Health Quality Plan measuring progress in immunisation, chronic conditions management, smoking cessation, disease coding, organisational health and safety, staff training, and more.
- Continued the nationally renowned Kaumātua Programme which is held at 11 Marae across the rohe.
- Hosted the successful SKYCITY Breakers Tour.
- Sustained our special relationship with the Vanessa Lowndes Centre whānau ensuring they build confidence and are nurtured with meaningful and educational activities and events.
- And won the Community Service Excellence section of the Westpac Gisborne Business Excellence Awards.

It's an impressive list, and it didn't come easily. But it has been transformational for Turanga Health and set the benchmark for the years that will follow. We now have a new gauge for the way services are delivered and how they will be measured. I look forward to our continued work in 2014.

Ngā mihi o te Kirihimete me TeTau Hou.

**Reweti Ropiha**

## the dollars & cents

Turanga Health's income was **\$5.6** million; of that **\$1.4** million came from the Ministry of Health and **\$2.8** million came from Tairāwhiti District Health. The remainder came from ACC, Midlands Health Network, Internal Affairs, NZ Lotteries Commission, and the Ministry of Social Development.

## quality plans

This year a Turanga Health-wide Quality Plan was introduced. The Plan adds strength and credibility to the organisation and demonstrates how the mahi is making a difference. It measures progress in immunisation, chronic conditions management, smoking cessation, disease coding, organisational health and safety, staff training, and more.

## workplace wellness

Turanga Health's Workplace Wellness programme Tū Mahi is now in Gisborne Fisheries, Leaderbrand, TROTAK, PGG Wrightson, Wi Pere Trust and Eastland Community Trust. Staff get onsite health assessments in the office, factory or field. We are making health care available to those who struggle to access it during normal work hours.

## international visitors

Three north-American senior health officials were astounded by the range of services offered at Turanga Health after their two-day visit with the organisation last year.

The three visitors were: Dennis Mohatt from the United States (with an interest in mental health programmes); and Margaret Pfoh and Kelowa Edel from Canada (with an interest in social services).

After a trip up Kaiti Hill, and time spent at Manutuke, Tairāwhiti Museum, and Vanessa Lowndes, they visited the Kaumātua Programme at Tapuihikitia Marae.



## the skycity breakers

The SKYCITY Breakers embrace a community programme about making good choices around alcohol and drug use as well as play basketball! Turanga Health hosted players during a three-day tour. Funding came from Midlands Health Network and local business sponsorship. The Breakers shared messages about family, balance, respect and sacrifice while teaching kids about basketball.

Turanga Health staff used every skill in event management, community engagement, marketing, and networking to host the team and associated events. Thousands of rangatahi met the Breakers at school and gym-based training sessions. Public events attracted hundreds of people, and a formal dinner cemented Turanga Health's ability to manage a large-scale production.

## integrated contracts

This year Turanga Health was picked to simplify its relationship with the Government and have its multiple funding agreements merged. Known as integrated contracting, it was offered to community organisations contracted to deliver services for more than one Government agency who have a good track record delivering them.

As a result multiple agreements were merged into one integrated contract. Turanga Health now has a holistic view of the services provided for any client, at any given time, and staff can see it all using patient information system Medtech.



## tū marae

Marae are still a vital part of everyday life so it made sense for Turanga Health to host an event linked into local places where Māori celebrate health and wellbeing.

The Marae to Marae duathlons see young and old walking and cycling their way between local Marae. Health messages and nurse health checks are woven into the day.



## farewell to home based support services

There was sadness in 2013 as Turanga Health reluctantly moved away from providing home-based support services to whānau.

The decision came after Government improvements were introduced to the sector including tighter service specifications, staff training and supervision requirements. Turanga Health wholeheartedly supported the focus on improving the quality of care people receive in their home, but wasn't in a position to be one of the providers.

It was a difficult decision for the organisation but assurance about the quality and adequacy of the services was crucially important for the people receiving them, as well as Turanga Health. There was 170 whānau receiving the service and everyone was helped with transfer to a new provider.