



MANU ORA

Our unique kaupapa Māori primary healthcare service

Highlights from the independent Sapere evaluation:
August 2021 to December 2022

Mā te huruhuru, ka rere te manu
Me whakahoki mai te mana ki te whānau, hapū, iwi.
Kia korowaitia aku mokopuna ki te korowaitanga hauora.

Adorn the bird with feathers so it can fly and return the mana to us.
Let our future generations be embraced in good health.





Unique and needed

We are the only primary health service of our kind in Te Taihū, offering a fully kaupapa Māori primary care option.



More time for whānau

Our much higher ratio of clinicians to patients, compared to other practices, means more time with whānau and longer, more flexible appointments.



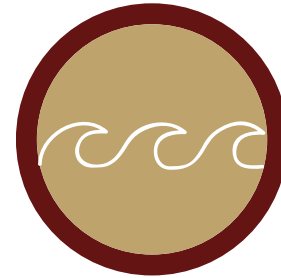
Māori-owned and governed

We are a registered charity and joint venture between Te Piki Oranga and Nuku Health. We seek input from all Te Taihū iwi.



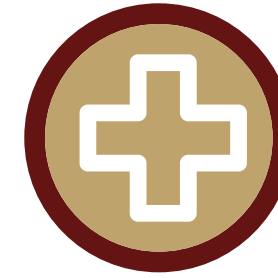
Going beyond traditional healthcare

We help whānau into housing, provide kai (pātaka) and improve access to care with free transport, appointments and home visits. We offer an extended programme for taha hinengaro (mental health) and wraparound services for vulnerable hapū māmā and pēpi in their first 1,000 days.



Collaboration for greater good

We allocate daily dedicated time to collaborate with community agencies, schools and other healthcare providers. We are a qualified teaching practice for medical and nursing ākonga.



Easing the pressure

Effective, early intervention before whānau become seriously unwell has led to less presentations to ED and urgent care.



The funding gap

\$280,000 to \$300,000 estimated in funding shortfall despite proven effectiveness in developing revenue streams and keeping overheads down.



Full books, but open doors

Full capacity was quickly reached. We now prioritise new enrolments for whānau Māori and people with complex and critical needs.



Established and poised to grow

Manu Ora opened on 1 August 2021, operating through COVID-19 and extending its services and partnerships where needed. We are now looking ahead to the future.



The design of Manu Ora is fit for purpose, relevant, coherent, and aligned with strategic and sector priorities

- A team-based, responsive approach to whānau-centred care
- Model of care strongly aligned to the intent of the Government health reforms
- Whanaungatanga, manaakitanga and kotahitanga underpin success

Good progress has been made towards achieving short- and medium-term outcomes

- The practice is now at capacity
- Enrolments continue to be accepted for vulnerable whānau Māori
- Kaimahi span GP, nursing, health coach, administrative and healthcare assistant roles

The management, implementation, and governance of Manu Ora is efficient and, through its collaborations and networks, is highly effective

- Te Ao Māori values and tikanga underpin all models of care
- Management is well-informed and clear in its decision-making
- Proven throughout the pressures of establishment and growth phases
- The alliance with Te Piki Oranga builds resilience in both organisations

A higher level of service comes at a greater cost to the practice

- More time and flexibility is offered for low-cost or no-cost to whānau
- Cost-effectiveness will be able to be measured more clearly with time and the emergence of longer-term outcomes
- The marginal gains are of high value; we care for people who would otherwise go without and the benefits extend across whānau members

Manu Ora is achieving its goals

Providing an āhuru mōwai – a sheltered haven – where people go with their concerns	Whānau Māori are staying enrolled, engaged, and are attending appointments	Kaimahi are learning te reo Māori and tikanga Māori, engaging with iwi and marae	Kaimahi embed Te Whare Tapa Whā principles from the start of their kōrero with whānau
Kaimahi report high job satisfaction and morale with no incidents of burnout	Whānau do not wait, or wait very long, for an appointment	Continuity of care for whānau being achieved to a very high degree	Whānau feel listened to and develop trust in the team to a very high degree
Access barriers, such as lack of transport, are being removed for whānau	Communication has improved among health and social service agencies	Issues affecting whānau ability to engage with health services are better understood	Whānau who are not enrolled in primary care are being identified

Tā mātou whānau

Our whānau (patients)



Manu Ora has a substantially higher proportion of whānau Māori (31 percent) compared to the Marlborough Primary Health Organisation (12 percent).



Half of all enrolled patients are 'vulnerable': Māori, Pasifika, people living in high-deprivation areas, or are Community Services Card holders. This compares to 37 percent of Marlborough Primary Health Organisation enrolments.



Manu Ora has a substantially different age profile than other practices – a higher proportion of pre-school aged tamariki and younger pakeke (25–44 years). A positive health experience for younger people is an important aspect of improving their engagement with healthcare services into adulthood.



Whānau feedback confirms progress is being achieved in areas including: team-based care, flexible appointment times, mana-enhancing experiences, a warm and welcoming physical space, comprehensive follow-up, value for money (clinic fees), and a whānau-based approach to address health issues in the wider whānau.



“ My first consult shocked me...time was taken to look into my whole hauora, my whare tapa whā, my haerenga. They were all considered and acknowledged with respect and kindness. I felt like I could be who I am as a Māori. I felt heard. ”

WHĀNAU FEEDBACK

“ She explains everything, not in doctors' terms, but it in a way we can understand. ”

WHĀNAU FEEDBACK

“ They take the time, and they listen and observe; they already know you because they have read the notes and heard your story, not just what you're in for. ”

WHĀNAU FEEDBACK

Tā mātou ratonga

Our services



Longer appointment times allow for whakawhanaungatanga, enabled by a higher-than-usual ratio of clinicians to enrolled patients (1 : 1000 patients compared with 1 : 1500–1750 in other practices). Low-cost or no-cost options are available for vulnerable whānau, to reduce barriers to accessing care.



A consistent kaupapa Māori approach means Te Whare Tapa Whā is embedded from the first appointment, where a person's physical, mental/emotional, spiritual, and whānau needs are all considered.



Wellbeing assistance goes beyond physical health needs. For example, collaboration with a Christian Methodist Mission has enabled whānau to be housed in a more timely way. And the pātaka (pantry) offers a range of fresh and dry goods in a non-stigmatising way.



Manu Ora is involved in the local implementation of Hei Pa Harakeke to provide wraparound care for pēpi and whānau in the first 1,000 days of life. Hei Pa Harakeke builds whanaungatanga across community, primary, and secondary agencies to improve outcomes for whānau by supporting strong pēpi-mātua relationships.



Te Manu Tākai kaupapa supports extended mental health appointments for whānau Māori experiencing mental health issues related to COVID-19. It demonstrates the ability to respond flexibly to needs.



Manu Ora kaimahi undertake health promotion mahi such as vaccination education. Kaimahi have also been involved with the Graeme Dingle Foundation and activity around health, wellbeing and career development at local secondary schools.



The local health system is stronger because of the load that Manu Ora is bearing. For example, Manu Ora has made a real difference to the hospital social work team who had previously struggled to refer people into primary care.

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[Previously] I was despondent because of the inability to look after people as a whole person...care versus task-oriented, time pressured, pressure because of numbers. As staff, we did not feel we were doing the best for our patients...I could not deliver nursing as trained to do. ...Then met [name removed] and the passion came back. ... I am not despondent anymore. Some days are very challenging and tiring, but not despondent. It's exciting.

MANU ORA NURSE

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Eye opening. In practice previously we might have seen someone once, but they don't come back and deal with some of the underlying chronic issues. But to have people come back and trust us with their health journey has been pretty cool.

MANU ORA DOCTOR

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“

We can definitely see it having an effect. The emergency department-type maladies are being addressed earlier...we would have lost four or five people given their chronic conditions and would have had more people in hospital...with a lot of people I think that actually seeing a doctor gives people a sense of something. Makes people feel that they're on their way to getting better.

TE PIKI ORANGA

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“

I do not know how it would have gone without the [Te Piki Oranga] partnership. They help with the financial management and are aware of our finances. We got [name removed] to help with the strategy day and she is now the co-chair of the IMPB. Pleased the collaboration is so strong.

MANU ORA GOVERNANCE

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The Manu Ora potential to make even more of a difference



Increase staffing to enrol more patients. Manu Ora kaimahi aspire to care for up to 2,000 people, of whom at least 50 percent are Māori.



Provide additional services such as rongoā, specialist clinics, and complementary therapies such as art therapy for tamariki affected by trauma.



Maintain or increase the proportion of rangatahi enrolled with Manu Ora by creating a school-based service. A positive health experience for younger people is an important aspect of improving engagement with health services into adulthood.



Keep the 'fires burning' in the Manu Ora whare. The whare was home to the highly-respected Walker whānau for many years and its new purpose as home for Manu Ora is appreciated for the cultural value of ahikā, or continuous occupation. Extending services through mobile and outreach clinics, rather than moving to a larger premises, means Manu Ora can stay in the whare and maintain ahikā.



Offer mobile clinics, marae-based outreach clinics, kura-based clinics and special event health promotion.



Attract more medical kaimahi to relocate to Wairau. Encourage more nursing and medical students into kaupapa Māori practice by giving them direct experience on a placement.



Kaimahi development: Support rangatahi into other Manu Ora roles (eg support and admin). Mentor rangatahi into tertiary health training.



Improve services for kaumātua such as more mobile care (to enable regular in-home visits) and a clinical pharmacist for complex patients and diabetic care.



These are the highlights from the 2022 Sapere evaluation report.
Please read the report for fuller detail.