

KOROWAI AROHA



Pūrongo ā-Tau

2023

Our Vision

Toiora Whānau

Intergenerational Wellbeing

Our Mission

Whakapūmau i te Ora

Empowering people to lead healthy and fulfilled lives

Our Kaupapa

- Manaakitanga
- Rangatiratanga
- Whanaungatanga
- Kotahitanga
- Wairuatanga
- Ūkaipōtanga
- Kaitiakitanga

Our Strategic Goals

1. Operational Excellence
2. Valuing People
3. Sustainable Development
4. Leading and Partnering for Health Outcomes





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Agenda

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Minutes of the 2022 AGM

MINUTES OF THE AGM

YEAR ENDING 30 JUNE 2022

Hui held – Thursday, 20 February 2023

1.0 PRESENT

Eugene Berryman-Kamp (Chairman), Erana Hond-Flavell (Deputy), Glenda Gates, Mereana Corbett, Glenn Hawkins, Anthea Bryant, Fuschia Tipiwai, Grace Ransfield, Hariata Vercoe, Hinewai Runga, Jane Lane, Jo Marino, Julia Fonotia, Mary Roberts, Noelene Rapana, Phoebe Ransfield, Richard Vercoe, Ronda Ogle, Rose Whetu-Boldarin, Sean Scott, Tamar Thyne-Fitzgerald, Te Ahuriri, and Turuhira Marino.

1.1 KARAKIA, MIHI

Eugene Berryman-Kamp opened the hui at 4.40pm with a mihi and karakia. The Trustees and Glenn Hawkins (Accountant) introduced themselves. Annual reports were given out to those present.

2.0 APOLOGIES

Were received from Lorraine Hall, Eesha Karunanayake, and Mike Tustin.

*It was agreed that the apologies be accepted.
(Ronda Ogle / Mary Roberts - Carried)*

3.0 MINUTES OF THE PREVIOUS ANNUAL GENERAL MEETING

Held on Thursday, 30 June 2022, were circulated and read. It was resolved that the minutes were a true and accurate record of the previous Annual General Meeting.

(Mary Roberts / Hariata Vercoe - Carried)

3.1 MATTERS ARISING FROM PREVIOUS HUI

There were no matters arising.

4.0 CHAIRPERSON'S REPORT

Presented by Eugene Berryman-Kamp.

Eugene drew attention to the impact of COVID-19 on the organisation and the mahi that has been carried out to see that the organisation, and patients we serve, were able to get through the pandemic.

Eugene noted that we were able to take on additional service delivery mahi, enabling us to build up reserves, and placing us in a stronger financial position. Eugene reinforced Glenn's

kōrero that our financial position allows the board to support staff salaries and resources, while ensuring there is ongoing income to sustain increased expenditure.

We have been able to serve our own patients as well as supporting the wider community, receiving fantastic feedback around how the vaccination drive through was run. The health reforms have seen District Health Boards replaced by Te Whatu Ora (Health NZ) and Te Aka Whai Ora (Māori Health Authority), noted as the largest system change in over 20 years. The Board are mindful that we remain well placed for any future opportunities.

Mereana joined the Board during the year bringing a wealth of financial and accounting expertise to the board, along with a passion for our kaupapa and the population we serve. Eugene thanked Hariata and the senior leadership team for their continued efforts.

Eugene noted that Korowai Aroha celebrated its 30th birthday at Mitai in October 2022, which was an achievement and a milestone, noting that a number of organisations have come and gone in the sector over this time.

*It was agreed that the Chairperson's Report be accepted.
(Rose Whetu / Ronda Ogle - Carried)*

5.0 CHIEF EXECUTIVE OFFICER'S REPORT

Presented by Hariata Vercoe.

Hariata noted that her report mirrors that of the Chairperson, reiterating that it was a challenging year. Hariata quoted the proverb "smooth seas do not make skillful sailors" noting how impressed she has been by the team who have managed to get through "rough seas", not only this year, but over the last three years.

The year presented Korowai Aroha with opportunities to work collaboratively and collectively. We are a very community focused organisation who ensure our mahi remains relevant to our community. Hariata acknowledged the numerous partner agencies who have supported our kaupapa.

The biggest change for us this year was the establishment of Te Aka Whai Ora and Te Whatu Ora. While it is not quite clear yet how this change will impact us, it appears that it will be beneficial to our team, especially our medical team. It can be difficult for us if we compare to the DHB's, particularly around the equity gap in salaries, however Hariata is hopeful things will improve over the next six months quoting Barack Obama "Change will not come if we wait for some other person or some other time. We are the change that we seek."

Hariata noted that our 30th birthday celebration caused her to reflect on the pioneers who founded the organisation and the courage it took those Māori nurses to step out of their comfort zone. This reflects on the mahi of Korowai Aroha to the current day, where we will always be working in a trailblazing type role.

Hariata is continually grateful to the team and thanked the Trustee's for giving us the right of passage while also keeping us accountable.

It was agreed that the Chief Executive Officer's Report be accepted. (Fuschia Tipiwai / Anthea Bryant - Carried)

6.0 TEAM REPORTS

Are available in the Annual Report and were taken as read.

Clinical Report

Jo referred to page 15 noting a lot of changes due to COVID and stated that, while COVID mahi has died down, business as usual is still a busy environment. The drive through also required a lot of time commitment. The Kuirau merger was a large piece of mahi and the timing was not ideal, however demonstrates the fortitude of the team.

It was agreed that the Clinical Team report be accepted. (Sean Scott / Rose Whetu - Carried)

Community Report | Ratonga Hapori

Noelene referred to page 16 noting that it was important for us to include the whānau voice from the interviews we have conducted. Ratonga Hapori (Community Services) moved into their new building and the team have continued to grow.

Noelene spoke to each of the services in the report, making mention of the staff in each programme, and thanked Hariata for her leadership.

It was agreed that the Community Team report be accepted. (Mary Roberts / Richard Vercoe - Carried)

7.0 POPULATION HEALTH REPORT

The report is available in the Annual Report and was taken as read.

Jane spoke about the statistics starting to bounce back in the current financial year which will be evident in the 2023 Annual Report. We are achieving results by taking a team approach to projects across the community and clinical teams.

It was agreed that the Population Health Report be accepted. (Turuhira Marino / Grace Ransfield - Carried)

8.0 FINANCIAL REPORT

Glenn Hawkins (Accountant, GHA) presented the Financial Report for the year ended 30 June 2022.

Glenn referred to the Audit Report completed by BDO on pages 36-37 which reviews our systems and processes and verifies they are satisfied with the financial reporting presented in the Annual Report. They present an opinion on the financial report that it complies with all the standards and regulations.

The auditors have issued an unqualified opinion which means they are happy with the systems and processes, governance and financial result for the year.

Glenn referred to the Statement of Comprehensive Revenue and Expense on page 38 and the detail on page 45 that explains the numbers and sources of revenue.

He said there has been a substantial increase in revenue from \$4.2M last year to \$6.8M this year. Not only has the funding increased, but there are also some new streams of funding received, e.g. Te Arawa Lakes Trust. A lot of the increased funding is due to the unique COVID environment, and the response by the sector to help with that. Korowai has been a recipient of that extra funding.

Glenn warned that for the ensuing year the level of Covid funding will not be coming through so much so this year is very much a one-off scenario.

There has also been an increase in expenses of \$2.2M, expected because of the increase in funding. A breakdown is provided on page 45 onwards. The increase in expenses are relative to the increase in our income.

Glenn stated the surplus of \$688,000 has laid a good foundation for the future of Korowai Aroha and for the Board to continue looking strategically to the future.

The Statement of Financial Position on page 39 shows Korowai Aroha in a good position with \$1,576,128 cash in the bank, including short-term deposits, as at end of June 2022. Total assets amounted to \$2.4M and total liabilities \$1.05M, the largest being annual leave owing to employees and income in advance. Net equity amounts to \$1.4M, almost double the previous year, and putting Korowai Aroha in the strongest position it has ever been in.

Statement of Cash Flows, page 41, shows an increase in cash reserves for the year from \$790,000 to \$1.2M.

In summary it has been a positive financial year for Korowai Aroha. The auditors are happy and the Trustees are also happy with the good result achieved.

Sean queried the COVID-19 Response on page 45 of \$4,000 is the only income; Glenn advised this would have been just one small stream of funding. Jo advised this would have been a specific RAPHs payment.

Mary asked if we are in a good financial position and whether this could impact on remuneration. Glenn advised that the trustees have been working on increasing remuneration to be competitive and retain our valued employees.

With no further questions, it was agreed that the Financial Report for the year ended 30 June 2022 be accepted. (Jo Marino / Jane Lane - Carried)

9.0 APPOINTMENT OF AUDITOR

Eugene highlighted that the board would like to review audit services and seek expressions of interest. Due to the pressure on auditors and resulting delays the Trustees believe it is prudent to go out to market. It was agreed that the board have the mandate to review and appoint an auditor for the financial year.

(Turuhira Marino / Ronda Ogle - Carried)

10.0 GENERAL BUSINESS

Ronda queried why Home Based Support Services was not included in the report, asking whether it falls under clinical or community. Hariata stated it is a separate team and usually a report would have been included. The demand for the service has increased due to the demographic and the quality of service provided. Home Based Support and Rongoa services will be included in the 2023 Annual Report.

Mary queried the fact we are 87% high need population and whether the funds we receive adequately recognise this. Eugene mentioned that providers of high need populations do get increased levels of funding but questioned whether it is sufficient; Te Aka Whai Ora are investigating the capitation model and whether it is still fit for purpose. It will not be simple to come up with a clear cut solution.

Hariata advised that we hope to see a result in this space but expects it will take at least six months being that Te Aka Whai Ora only formed in July 2022. An example was given of high needs emergency housing whānau who can require significant additional mahi but do not attract any additional funding. Eugene mentioned the rationale of the reforms was to reduce inequity; we are well-placed to take advantage of any additional resource offered to reduce inequity.

Turuhira asked if the board have explored PHO options, due to funding gaps with our current provider. Eugene mentioned we are not geographically limited and can investigate PHO options. Jo has had conversations with the National Hauora Coalition around what they offer. Erana stated this is under consideration.

Noelene would like to understand the vision of our PHO for supporting GP practices to reduce inequity. Turuhira shared that it is disheartening to work to a funding model that requires 90% achievement, when we struggle to meet these targets given we have an 87% high need population, resulting in loss of additional funding while we are not meeting the set targets. The funding model and our high need population leave us in a difficult position financially.

Eugene expects significant change over the next couple of years agreeing it is timely to investigate options; having that a PHO or funder that understand what we require to best serve our clients is the first step.

Sean asked if our IT provision is controlled by our PHO; Hariata advised discussions are in progress, however we are ensuring we are not compromised if we were to move IT providers.

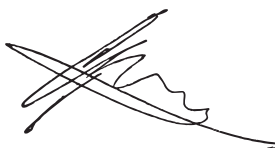
Jo queried the vision or aspiration our trustees have for the reforms, Eugene stated the aspiration is to sustainably deliver services to those most in need; this requires financial resource, staffing, facilities, quality IT, and to continue delivering a quality service. Mereana advised the board are planning a strategic hui in April 2023 to review our mission and vision. Glenda stated her desire is to look after and grow our staff to enable them to provide quality services to our people. Erana stated five year plans are not sufficient in a time of change; we should be reviewing our plan annually. Erana noted the board have high aspirations; the board are tasked to ensure we remain sustainable and responsive to community need. The ministry needs to provide adequately for the needs of our community; Korowai Aroha are in the best position to know what the community needs and the board's expectation is that Korowai Aroha will be well placed to meet that need.

Eugene announced that, after 14 years of service, Erana is retiring. She joined the board in March 2010 and will remain on the board until a replacement is found.

Hariata presented a gift; Erana spoke about her time with Korowai Aroha as a patient and on the board.

11.0 KARAKIA WHAKAMUTUNGA

Eugene closed the hui with karakia at 5.40pm.



Eugene Berryman-Kamp BMS CMinInst
Chairperson

Chairperson's Report



Eugene Berryman-Kamp
BMS CMinInst
Chairperson

Te Arawa, Ngāti Kea, Ngāti Tuara,
Ngāti Whakaue, Ngāti Pūkiao,
Ngāti Manawa, Ngāti Awa

Eugene was appointed trustee in March 2010 and held various senior management positions in the private and public sector, including CEO of Health Rotorua PHO.

Eugene sits as a trustee for a range of community organisations and is currently employed by the Ministry for the Environment.

Tēnā koutou katoa

Once again it is my privilege to present my chairperson's report for the year ending 30 June 2023. The last year has been one of building on the foundations laid with all the work done during the Covid 19 pandemic, added to our existing health and social services delivery. As reported last year, we remain in a strong financial and operational position as we work through the second year of the health reforms and are well positioned, in terms of the opportunities they may present; although of course any potential change of government direction post-election means we need to be ready to pivot our approach accordingly.

Korowai Aroha is a large multi-faceted provider of primary healthcare in Rotorua and our experiences during the pandemic, along with the extra income generated through the provision of additional Covid 19 response and support services, has meant we have a sound base to build on. The continued work of our staff to serve our community across a wide range of health and social services has enabled this and I thank you all for your mahi. Your work means that we have been able to "reset" Korowai Aroha over the year, to best position ourselves for the future. This has involved consideration of our governance make up, our strategic planning, and our organisational structure.

I would like to formally welcome Phyllis Tangitu and Iwi Te Whau to the board. Both really require no introduction in this community as their reputations precede them and they bring an impressive array of skills and experience to the board. They have been contributing strongly to the board from their very first meeting and we are fortunate to have them join Dr Mike Tustin, Glenda Gates, Mereana Corbett and myself as the governance of Korowai Aroha.

I would also like to take this opportunity to formally acknowledge the years of dedication and astute governance provided by Erana Hond-Flavell who resigned from the board this year. Erana committed over 13 years to Korowai Aroha and her contribution has always been at the highest level.

Part of our preparation for what lies ahead has been to review and update our strategic plan alongside undertaking an organisational review ably assisted by GHA, to ensure that strategically we are best aligned to make the most of the health sector reforms. This has also required ensuring we have the correct structure and management capability in place so we have updated our organisation structure with an eye to the future. I thank the senior leadership team for their commitment to working through this comprehensive exercise, on top of "business as usual".

Once again the leadership displayed by Hariata Vercoe our CEO has meant we remain well placed for the future whilst making a very real and significant contribution to the primary health care sector in our community each and every day. On behalf of the board, Hariata, I thank you for your commitment and service.

Last year marked 30 years of service provision by Korowai Aroha to the Rotorua community and I am confident we are well positioned for the next 30 years to continue to deliver the high quality health and social services our people deserve.

Mauriora,

A handwritten signature in black ink, appearing to be 'Eugene Berryman-Kamp', written over a horizontal line.

Eugene Berryman-Kamp BMS CMinInst
Chairperson

Board of Trustees



Glenda Gates
Trustee

Te Arawa, Ngāti Pikiao, Ngāti Awa, Ngai Tawhakea, Tainui, Ngāti Tamatera

Glenda was appointed trustee in December 2019 and worked as a Specialist Diabetes Dietitian at Lakes DHB over several years. Glenda is currently involved in local business and numerous community organisations.



Phyllis Tangitu
Trustee

Ngāti Pikiao, Ngāti Awa, Ngāti Ranginui

Phyllis is Ngāti Pikiao, Ngāti Awa, and Ngāti Ranginui and has worked in the health sector for 35 years in Senior Management roles. She currently works in Ka Puta Ka Ora Emerge Aotearoa as Mana Whakahaere (Group Director Equity and Māori Health).



Mereana Corbett
Trustee

Ngāti Whakaue, Te Whanau a Apanui

Mereana has a Bachelor of Management Studies degree with First Class Honours and is a Chartered Accountant. She worked locally within the audit space for over 20 years and during this time worked with a number of Māori and charitable entities, across a range of industries and size.

In 2020, Mereana retired as an audit partner from BDO Rotorua, to work within their whānau business and to enable her to spend more time with her two children. She is keen to share the knowledge and experience she has gained as an auditor, to add value and insight into all aspects of the entities.

She now has a governance role in and was appointed as a Trustee of Korowai Aroha in December 2021.



Dr Michael Tustin
MB, ChB, BSc, DIP Paeds,
FRNZCGP
Trustee

Mike was appointed trustee in 2009 providing the clinical expertise, medical advice and support for the Board. Mike is a full time GP at Korowai Aroha with a vast institutional understanding of the development and requirements of the organisation and its Māori population.



Iwi Te Whau Jr
JP, MA Digital Marketing,
BA Coms, Post Grad Dip Bus
Trustee

Te Arawa, Mataatua, Tainui, Whakatohea, Ngai Tūhoe, Ngāti Maniapoto, Ngāti Kahungunu

Iwi is one of our newly elected trustees for 2023. Iwi is an influential figure in the Rotorua community with a wealth of knowledge in the Hauora, Social Services, Youth Development and Te Ao Māori spaces.

He continues to serve his community wherever possible and has a huge following on various social media platforms that he shares his Rongoā Journey and other supports available for our whānau in Aotearoa.

Iwi was apart of the Kaupapa Māori Early Intervention Team here at Korowai Aroha Health from 2009 with his expertise and sound advise being called upon over the many years since he left 12 years ago.

He is a Justice of the Peace, Independent Celebrant, Te Reo Māori educator and business owner. Iwi is excited to offer his services and expertise alongside his other fellow governance trustees, and welcomes the narratives that are to follow.

Chief Executive Officer's Report



Hariata Vercoe
Tumuaki | CEO

Te Arawa, Ngāti Pikiao, Te Rarawa

Hariata initially joined Korowai Aroha as the Corporate Services Manager in 2008, moving into the Chief Executive Officer role in 2012.

Hariata has an extensive background in finance, administration, HR, and management.

Hariata is a current Ministerial appointment to the Nursing Council of NZ and a trustee of the Rotorua Community Hospice.

Tēnā Koutou

“Kotahi te kohao o te ngira e kuhuna ai te miro ma, te miro pango, te miro where. I muri, kia mau ki te aroha, ki te ture, ki te whakapono”. (There is but one eye of a needle, through which white, black and red cotton are threaded. Hereafter, hold fast to charity, uphold the laws and be firm in the Faith). It implies that by making connections and blending skills makes working together to support a common vision possible and purposeful. This whakatauki originated with Potatau Te Wherowhero, the first Māori King.

This year has been one of consolidation and moving forward. We modernised our website and rebranded our look to welcome in a new decade. Korowai remains dedicated to finding new approaches which leads us to using old established practises handed down from our tupuna and ingrained in our Korowai values. New programmes of Te Whaioranga o te Pa Harakeke, Ngā manaaki o te Pae and Wāhine Screening Service support, all use the approach of whanaungatanga, authentic connection. We also moved the Whānau Manawaroa programme onto Papatūānuku Support Services as the essence of this programme, whānau resilience, sits more appropriately under their whakaruruhau (shelter).

Moving forward always comes with challenges and opportunities. I do not normally single out individuals but I must acknowledge Jo Marino in the work she has completed in our Quality assurance area. We had lagged behind in this work but an enormous push from her saw us attain Foundation Standard certification in May. We now have Cornerstone accreditation in our sights and hopefully before Christmas this will be another feather in our cap. Both of these certifications give the whānau we serve assurance that the care they receive is equitable and of high quality.

Korowai also chose to upgrade its IT Patient Management System. This proved more challenging than anticipated, and required our team and extra personnel to spend time on ensuring all the information transferred over correctly. Thank you to all those who worked tirelessly and continue to work on ensuring completion of this mahi. It is the first part of an IT upgrade planned over the next two years.

As we move into the next year we are optimistic about the future. We will continue to invest in research and development, further strengthen our partnerships and relationships, and explore new growth avenues. With a strong foundation and a dedicated, skilled and passionate team, we are well-positioned to capitalise on opportunities and navigate any challenges that lie ahead. Korowai acknowledges that it is our team that has always been our greatest asset.

A huge thank you to our management team, especially Noelene, who has stepped up into the role of Chief Operating Officer (COO). Our Korowai Aroha business has grown enormously over the last two years and has necessitated an increase in our structure but this will be further explored in 2024.

To our Trustees who guide and support but also challenge us in our journey it is very much appreciated. The skills, knowledge, connections and expertise that you bring to Korowai Aroha is invaluable.

“Everyone thinks of changing the world, but no one thinks of changing himself.”
Leo Tolstoy

Ngā mihi

A handwritten signature in black ink, appearing to read 'A. Vercoe'. The signature is fluid and cursive, written on a white background.

Hariata Vercoe
Tumuaki | Chief Executive Officer

Management



Noelene Rapana
DipNsg, BN, PGCertLTC,
PGDipHSC
Operations Manager

Ngāti Whakaue, Ngāti
Tūwharetoa, Ngāti Manuhiri,
Ngāti Porou, Ngāti
Hurungaterangi

Noelene has enjoyed working as a Registered Nurse for over 30 years, joining Korowai in 2013. Born and raised in Rotorua, Noelene relished in her role as a Respiratory Nurse Specialist thriving in an environment where whānau-centred care and the whānau voice was treasured. Nurtured within the Korowai values, Noelene embraced opportunities, while learning about her own culture, language, and mātauranga Māori; moving into the Community Services Manager role before her new position of Operations Manager. 'It is such a privilege to serve whānau, I am truly grateful.'



Tracey Morgan
Practice Manager

Kaiwhakahaere Nehi

Tracey joined Korowai Aroha in May 2023 as Practice Manager. Tracey comes with 17 years working as a Registered Nurse and is excited to fulfil this new chapter. She is also a Board of Director for New Zealand Nurses Organisation, National Executive Chair for Primary Health NZNO, and sits on the Royal College of General Practitioners Leadersip Forum (GPLF).



Richard Vercoe
Corporate Services Manager

Ngāti Pikiao, Ngāti Kea/Ngāti
Tuara, Ngāti Whakaue, Ngāti
Manawa, Ngāti Makino

Richard joined Korowai Aroha in May 2015. He has a background in finance, administration, management, and payroll. Richard is a Trustee of Manupirua Springs Trust and is Treasurer for the Pounamunui Marae Committee.



Dr Michael Tustin
MB, ChB, BSc, DIP Paeds,
FRNZCGP
GP Team Lead

Mike is a full time GP at Korowai Aroha, and a Trustee, with a vast institutional understanding of the development and requirements of the organisation and its Māori population. Mike is the Team Lead for the GP Clinic.



Jo Marino
**Poutaki Kounga | Quality
Manager**

From 2008 – 2011, Jo worked as a community nurse for Korowai Aroha, returning in 2020 as Practice Manager. In 2023, Jo began her new position as Poutaki Kounga, leading the Foundation and Cornerstone accreditation processes. She takes pleasure in examining and improving systems and procedures, as well as trouble shooting with attention to detail. With a passion for indigenous leadership, particularly in Māori nursing, Jo holds a number of national and regional positions that support and contribute to the wellbeing of whānau, hapū, and iwi.

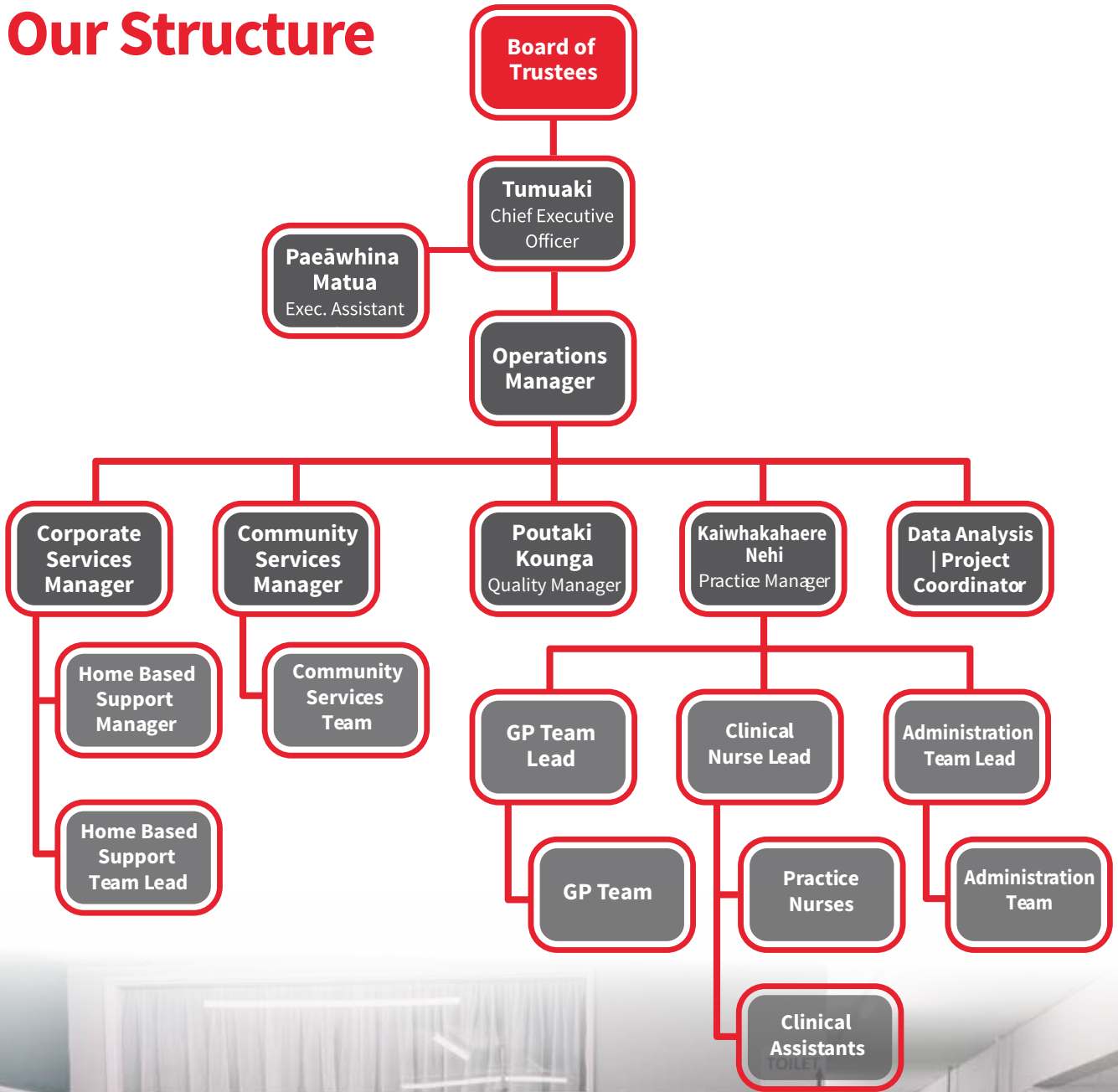


Aleisha Thompson
BNUR, PGDipHSc
Clinical Nurse Lead

Ngāti Raukawa

Aleisha first joined Korowai Aroha as a student Nurse in 2012 and came back to join the team as a new graduate Nurse in 2013. Since then she has continued with her studies and became a Registered Nurse Designated Prescriber for Primary Health and Specialty Teams' and taken on the role as Clinical Nurse Lead. Aleisha is passionate about working with whānau to build health literacy and achieve their health goals and loves seeing the positive outcomes that follow.

Our Structure



Team Reports

Full Clinic Team AGM Report November 2022 to October 2023

“Ehara taku toa i te toa takitahi, engari kē he toa takitini - acknowledges team effort, that one’s success is due to the support and contribution of many”.

As we conclude another year since the 2022 AGM, it has certainly highlighted numerous changes for both the Practice and the Staff. Ensuring the Clinic continues to operate smoothly remains the priority for us all. Korowai Aroha prides itself in manaaki, tika, pono, and aroha for the well-being of our 7226 currently enrolled patients.

In July we migrated from the Profile Practice Management System to Indici. This integration brought many challenges that were not anticipated. We were the first practice to migrate from Profile to Indici. Upon going live on 31 July, it was apparent that vital data, crucial to our mahi, had not transferred from the old system which caused multiple layers of concern. The pressure of this event placed an immense toll on the wellbeing of the clinic team.

This resulted in a major impact of Practice targets not being met. Indici apologised for this error and are working to correct the issues. We envisage the data transfer to be completed by November 2023. We have invested in a number of casual staff and overtime hours to support the integration and reduce additional workload for clinic staff. Thus, a decision was made to close enrolments to allow time for things to settle in the clinic and to support our Staff.

In these trying times we paused to reflect and acknowledge the team’s efforts with:

- International Nurses Day breakfast at Ambrosia restaurant on 12 May 2023
- Matariki dinner at Te Puia on 21 July 2023
- Kirihimete Staff Dinner to be held at Te Puia on 1 December 2023

Gratitude extends to others who supported the clinic team. We wish to acknowledge the following people for their support:

- Henri Egger: Practice Manager role Jun – Aug, while Tracey Morgan was redeployed to the Indici Migration
- Dr Hohepa Cummings: locum cover in July
- Tom Brons: locum cover Sep – Nov, while Mike Tustin took a 3-month sabbatical
- Korowai Aroha community team for their ongoing support
- Casual staff assisting with the Indici merger

Casual staff who helped with the Indici merger

- January: Turuhira Marino returned as a Practice Nurse
- February: Jo Marino transitioned to Poutaki Kouna (Quality Manager)
- May: Tracey Morgan joined as the Practice Manager
- August: Ocean Cresswell joined as Paeāwhina, Wāhine Ora
- October: Kat Mear and Phoebe Ransfield on parental leave
- November: Sascha Moke joins to cover parental leave administration Professional Development
- Turuhira Marino has completed two papers; Practicum for RN Designated Prescribers and Advanced Clinical Assessment and Mental Health

- Kat Mear completed the RN Designated Clinical Reasoning in Pharmacotherapeutics PG Dip with Merit
- Dr Josh Wakem and Dr Aroha Ihaka are currently completing the next year of their GPEP training
- Alisa Williams has completed her NetP programme end of 2022 and has completed her paper for Advanced Clinical Assessment for her PG Cert
- Anthea Bryant and Ocean Cresswell are currently nearing completion of Health and Well Being Level 4 for Advance Paper for Healthcare Assistants.

Quality

In May, the clinic achieved Foundation Accreditation through the NZ Royal College of GP. This has been a huge success. Our Quality Manager then immersed into achieving Cornerstone Accreditation. In order to achieve that two more modules must be completed; Continuous Quality Improvement (CQI), and Equity.

The first module CQI the full team chose CVRA (Cardiovascular Risk Assessments) for males aged 30- 45. The target for this module for the team was set at 55%. The full team achieved over 75% in the time frame that was designated for this. Currently Korowai is awaiting result for this module. The final module of Equity has been planned to complete before end of 2023. Once completed Korowai should successfully be Cornerstone Accredited.

HPV Contract

Korowai Aroha was successful in being part of the new rollout of the HPV Screening which came live in September 2023. Our HCA Ocean provided a first opportunity of rolling this out at the Māori Women’s Welfare League. This involved Nurses and Admin promoting this new initiative which was a success.

This screening will continue over the coming months with an after-hours evening and mobile service offered to external services in Rotorua to ensure screening is complete. Much has been achieved in this past year. I would like to thank the entire Korowai Aroha Health Team; clinic admin, reception, HCA, nursing and GP team for your hard work, fortitude and resilience over these trying times that we have all endured together.

Much has been achieved over the year. I would like to thank the entire Korowai Aroha Team for your hard work, fortitude and resilience over these trying times that we have all endured together.

Tracey Morgan, Practice Manager

Korowai Aroha Home Based Support Services

Overseen by Richard Vercoe and managed by Jessie Tahana and Ronda Ogle.

The service provides personal and home care support to people in the community referred by Te Whatu Ora – Lakes NASC team (65 + years) and Support Net (under 65 years).

We have a team of 59 support workers, 39 who care only for their whānau member and 20 who provide care for clients in the community. They are passionate about helping and supporting our kōeke, whose goal it is to remain living independently, in their own home.

The growth of the support worker team in the community has increased this year. This has been fantastic as it provided relief for our long standing workers to have a well-deserved holiday and not worry about their clients.

We have 100 clients who we are providing personal and home cares to and are made up of 97 Over 65's and 3 Under 65's, with a good majority of these clients being of high needs.

Our client pictured below wished to share her good news story. In March 2023 she requested to transfer to Korowai Aroha from another provider. She was overcome with joy and tears when advised we were able to accept her. She receives a high level of care which two support workers provide throughout the week. They support her with medication oversight, meals, personal cares, and more.

While under the care of Korowai Aroha her support workers report she has become brighter, happier, and less stressed. This positive change has resulted in her whānau, who reside in Australia, no longer being stressed and worried about their mum. This patient has given consent for the use of her photograph in our Annual Report.

Ā tātou haumāuiui i tēnei tau

- April saw the community support workers outfitted with uniform tops. Staff and clients love them as it is easy to identify the person is a Korowai Aroha support worker and staff look smart

- June 1st saw the introduction of monthly staff meetings and re-introduction of staff training. The positive vibe from these hui have been very beneficial with support workers getting to know their colleagues and sharing experiences and knowledge. Training sessions for the year incorporated Te Tiriti o Waitangi, Medication oversight, Client reference folder, Staff conduct, knowing your boundaries, Infection control, Equality & Equity – the difference between the two, Complaints process, reporting, and Code of Rights.
- The Home Based Service is awaiting a date for the Transition surveillance audit – Ngā Paerewa Health and Disability Services Standard (NZS8134:2021); this was up for review in July. This was developed with inclusion of all new Te Tiriti criteria to support providers' implementation of cultural safety services, particularly for Māori. This audit had Home and Community support services address 53 criterions, 22 new, 13 partially new, and 20 review and update. A huge thank you to Jane Lane for your assistance, guidance and critiquing, and to Tracey Morgan for your clinical contribution.

Nō reira, he mihi nui ki a mātou Kaimahi Tautoko tino pai mō ō koutou mahi, manaaki, awhi me te aroha ki to mātou whānau hapori.

Heoi anō tāku mō nāianeī

Jessie Tahana & Ronda Ogle, HBSS Team



Community Report 2023

Kia ora koutou, what a year it has been!

As well as maintaining all of their regular work, the team have participated in many community events throughout the year. These included Hume Pine Men's Day, Ngāti Whakaue Whānau Day, Kohanga Mokopuna Day, Māori Woman's Welfare League National Conference, and Ngāti Pikiao Health Day just to name a few. The vision over the next 1-2 years is to have a regular mobile service who will provide regular Hauora outreach services to communities.

Tāne Takitu Ake - The Team continues to go from strength to strength and are achieving excellent results for the men they are working with. Over the year, from the 50 Tane who started the programme 39 have graduated: 16 gained employment and 12 have gone on to gain employment after the programme utilising the tools learnt on the Programme (28 in total). Eleven Tane are continuing their well-being journeys referred on to 'Nga Kaihautu' a men's 10 week course facilitated by Whānau Ora with others referred on to both WERA and Work Bridge to find sustainable employment.



The whānau Voice

Kale joined TTA presenting with a variety of challenges - Severe obesity, Pre-Diabetes, Social Anxiety, depression, low self-esteem and suicidal ideation which was exacerbated by severe childhood trauma.

At first Kale was difficult to engage with speaking only at the absolute minimum, but slowly through the programme Kale began to connect and develop trust enabling healing to begin. With mātauranga Māori strongly embedded within the programme, Kale was able to reconnect to his culture after previously not stepping foot onto a marae for 30 years (due to a historic traumatic event).

Through that healing and armed with the ability to set goals, Kale was able to proudly recite his pepeha, sit on the paepaetapu (on multiple occasions) and lead the haka at graduation. Kale's well-being journey continued learning how to love himself while being able to open up via counselling. Kale gained amazing results losing 22kg's, enrolled in the level 4 certificate in Rongoā at Toi ohomai and level 3 Tikanga at Te Wānanga Aotearoa, and became drug free (6months so far) after previously using cannabis daily. "I learned how to love myself, Kale exclaims, this programme saved my life and my sons life as well". Kale has given permission to use his real name.

Pēpi Mokopuna Tamaiti Service (PMT) - The Team continue to deliver outreach services for overdue immunisations. These referrals come from the Korowai Aroha GP Clinic Services when they are aware of Pēpi and Tamariki needing a home visit to achieve these. They also work closely with the Immunisation Outreach Team at Te Whatu Ora - Lakes and the National Immunisation Register team while Amanda (Nurse Prescriber) delivers a well-received service to Hapu māmā. Kohanga Reo visits continue weekly to 12 Kohanga Reo across the Rotorua area. The team often have the hearing clinic van team accompany them as well as dental services. Also throughout this year, we have been able to secure a regular supply of toothbrushes and toothpaste for these Tamariki (with appropriate health messages).

School Based Health Services - These continue to visit on a regular basis, 5 Kura across Rotorua and the Lakes area.

Problems encountered are becoming more complex and challenging (health and social), with youth offending increasing at a much younger age and poor school attendance for some. They have also completed almost 180 HEEADSSS assessments at Rotorua Girls High School, Te Kura o Te Koutu and Awhina.

Fit for surgery - The programme has continued to build during the year. This programme supports whānau to achieve improved fitness to be fit and eligible for the surgery they need to improve their lives. Personalized and group sessions with Shar, are used to facilitate this.



The whānau voice

Michelle (her real name) was referred to the Fit for Surgery programme while she waited for bilateral knee replacements.

"I've been in agony for years but I kept saying to them I was ok every-time my pre-surgery assessment came up because I had a high pain threshold, but I wasn't" Michelle says.

Michelle and her husband have eight children together and were active, enjoying doing things together. But six and a half years ago Michelle fell in the shower. That's when everything changed.

It affected everything. My mental health, my relationship with my husband, and my sense of self-worth. I couldn't even look at my body. I went from dressing confidently to wearing tracksuits and baggy clothing. As my weight doubled I was so self-conscious it affected my relationship with my husband.

My Mental health was at its lowest, it took its toll on me. I wouldn't wish this on anyone. I didn't want this anymore. When you are having surgery you have Nurses and Doctors but you should get a counsellor too" Michelle exclaims. "I needed to talk to someone but I couldn't. My husband was affected too and he wouldn't talk to anyone either".

Michelle urges, "There's got to be something for people that's had this happen to them, especially when you rely on your income. When I was referred to *Fit for Surgery, I hadn't done any physical activity in 6 and a half years. My balance

was affected and I'd lost confidence. I joined the group sessions and got to meet people going through the same thing. Shar came to see me and referred me to the Korowai Physio because I was still waiting for the hospital one. I began to exercise and developed a new norm making time for myself.

I've regained balance and am beginning to feel better about myself. This is the first time I've worn these types of pants" (pointing to her tights on). "My relationship with my husband have improved too", Michelle beams. "I am so grateful for the service". Permission was given by Michelle to use her real name and tell her story.

Counselling - We have counselling services available 2 days a week at Ratonga Hapori to support whānau delivered by a third year student Counsellor. This in house service is welcomed and well utilized by the clients.

Diabetes (Māori Mobile Team) - The diabetes team of Mary and Alisa have continued their work completing 453 diabetes annual reviews throughout the year. The number of patients with diabetes continues to rise each year and now totals 570



in total, with 23 diagnosed in the last 6 months. Mary is a regular speaker for the TTA education sessions. Home visits are regularly completed for those who need them.



Te Whaioranga o te Pā Harakeke (ACC Koeke research Project) - This project commenced within this year. Clients enrolled at Korowai with an ACC injury were offered extra support to facilitate their recovery and restore their wellness. Community physiotherapy (Tioke Pryor) was also offered to assist with rehabilitation; this could either be at home or clinic visit. Group activity sessions were offered to the group with falls prevention visits and education to patients who were Māori and aged over 55. The majority of these visits were carried out in a home visit to make the clients aware of the hazards in their homes.

TAWO Paeārahi - Lorraine and Richard, have continued their valuable work supporting the Korowai Community Team in their work with clients. They provide the necessary social support for these whānau. Also the availability of the Pataka Kai for the team to give whānau emergency food and supplies to support them on the day they need it, is very welcome support.

Respiratory Service - Referrals from within Korowai, Rotorua General Practice and the Community were well received for respiratory specialist services including Tōku Oranga (Pulmonary Rehabilitation), Spirometry, and the 10 week Whaimua Programme. Referrals are now received via BPAC as well as other forms.

The Whaimua programme has gone from strength to strength, with many wanting to keep attending after their cohort has finished. Feedback from the participants has been very positive. The Korero bites sessions have been well attended and have included topics such as the Rongoā, Clinical Pharmacist, nutrition, community law, sustainability options, depression, anxiety, grief and change, as well as Respiratory health facilitated by our own Roel, the Respiratory Nurse Specialist.

Rongoā Service - Rongoā Māori has always been a part of Korowai's healing service. It is the traditional Māori healing practice that has been passed down through generations. We currently have Della Winiata, an accomplished mirimiri therapist, providing mirimiri relief to our whānau four

days a week in the clinic. In addition to Della, there is Lanne Wade-Jensen (Indigenous Light) who has made significant contributions to our whānau through the medium of wānanga, a place to learn and grow their own healing prowess. Through these teachings and practical applications Lanne has helped to pass on the knowledge and necessary skills to the next generation. Together the accomplishments of Della and Lanne helps to keep the practice of Rongoā alive and thriving, ensuring that this source of healing and wellness continues for generations to come.

It is also important to acknowledge the passing of Nanny Sally West in June 2023. An accomplished mirimiri therapist known for her skill in massage and making Rongoā Rākau.



Her teaching came from her parents with additional learning contributed from Korowai's first Tohunga, Mika Te Puia (widely known as Miha Tamehana). Nanny Sally provided mirimiri service to Korowai Aroha patients for over 10 years, retiring at a young age of 79 in December 2022. Nanny Sally's passing is a great loss to the community and to the practice of Rongoā Māori. Moe mai ra e te Whaea, kia au tou moe.

Audit - Three community Team contracts, PMT, Diabetes and Asthma, were all audited by Healthshare in December 2022. The feedback from the audit was very positive for all three teams with feedback from whānau also commenting on the strong welcoming spirit upon entrance into the building.

In summary it has been a very busy year for all the community teams to support as many whānau as they are able.

We would like to thank Management and the Board for supporting Korowai with pay parity. It has made a big difference for our staff and their own whānau.

Ngā mihi kia koutou katoa also to the Community Team. It has been a particularly long year with the changes to our IT system and team role changes but despite this you have done an amazing job!

We appreciate all your efforts!

Noelene Rapana, Community Services Manager

Practice Profile

A Population Health Perspective



Executive Summary

As at July 2023, **Korowai Aroha** has an enrolled population of approximately 7121 patients. (73% identify as Māori, 5% are Pacific Island and 22% as “other” ethnicities). This is an increase of 155 enrolled patients in total from October 2022. 6212 patients (87%) are in the High Needs Category (Māori, Pacific, and European and other ethnicities who live in a Quintile 5 Area). Conversely only 909 patients from the enrolled population are not high needs.

Diabetes Prevalence for Patients over 20 Years remains at 11.4%. There are now 571 patients diagnosed with diabetes at the Practice as at July 2023. January to July 2023 saw another 23 newly diagnosed patients added to the list. All patients are invited yearly to complete a Diabetes Annual Review (DAR) as part of their care package. This is a comprehensive assessment tool from which specific outcome management plans are developed between the patient and the nurse. 453 DARs were completed during the contract year Korowai Aroha monitors 8 month, 2 year and 5 year immunisations as part of the Te Whatu Ora Health Targets.

Every month has its challenges. The steady and persistent work continues and every effort is made each month to try to reach the unimmunised children. Declines have been a persistent issue throughout the year.

There is a strong team approach with the clinic and interventions from the Mama, Pepi, Tamaiti Team to vaccinate the very hard to reach. Despite all this work uptake continues to be much lower than usual with a significant number of declines continuing.

Currently there are now 640 patients diagnosed with mental unwellness. This is a 5 % increase from last year. This is now almost 9% of the total population enrolled at Korowai Aroha.

Korowai Aroha has a suite of mental health services available to all those who need them. These are: Counselling services (2), PRIMHS Nurse, Health Improvement Practitioner and Rongoā Services. All of these services are available at Korowai Aroha patients' onsite and are all available in a timely manner in order to reduce barriers to these services and to improve their mental well-being.

Korowai Aroha uptake increased to 57.32 %, for CVRA during the 2022-2023 contract year. The uptake for Māori men increased as well from 37.84% to 55.86% significantly reducing the inequity gap. The quality project to increase uptake of CVRAs for Māori men aged 35-44, had a positive impact on the uptake.

This flu vaccination campaign has again coincided with the roll out of the Covid booster recommendations. Despite the best efforts of the team, uptake for the flu vaccination has not been as good as the previous year.

Korowai Aroha offers a broad range of services for the enrolled population diagnosed with Asthma, COPD, and Asthma/COPD overlap syndrome. These services are also available to others in the community who have been referred from their GP. All of these are available to the individual as well as their whānau. Regular annual asthma reviews continue to be a focus for the team to ensure

patients are taking their prescribed medications, correct technique etc. One of the aims of this is to keep them well and out of hospital.

Whaimua is a 9 week respiratory programme that seeks to provide whānau with an improved quality of life through clinical and social assessments, physical activity and educational sessions. We implement a Kaupapa Māori Whānau-centred approach. Whaimua uses the Māori Model of Health, Te Whare Tapa Wha and the Hua Oranga Reflection and Outcome Measuring Tool to create lasting and sustainable changes for our clients. Whaimua has a strong focus on connection. Connection with our clients while also connecting them to their personal environments and each other.

Korowai Aroha regularly enrolls women in the breast screening programme and usually enrolment regularly sits around 90%. This contract year it has gradually dropped to around 80%.

Korowai Aroha Health Centre: Population Health Report October 2023

As at end of June 52.19% of eligible women have been screened. Uptake was down approx. 8% in the contract year as was the case nationally. The number screened over that last 2 years was affected by the presence and restrictions of Covid 19 in the community and the addition of the Kuirau Medical database. However 104 more women were screened in the 2022-2023 contract year than the previous year.

Cervical screening uptake improved by 8% in the 2022-2023 contract year to 61.52%. The achievement for Māori women was 60%. The equity gap has decreased from 3.13% to 1.56%

Extra resource has been available to work on the Quit Smoking target over the last 12 months of the contract period. This is the highest we have achieved in the last 2-3 years. Community and Clinical Teams continue to work together to support uptake of smoking status and encourage patients to give up smoking. Currently 16% (878) of those 15yrs+ smoke (down from 26% in Sept 2020) and now 19% (736) of those who are Māori, 15Yrs+ smoke (down from 30% in Sept 2020)

The Diabetes, Asthma and Mama, Pepi Tamaiti sections of the integrated contract, all had routine Healthshare audits in December 2022, with very positive feedback from the audit team.

In summary this last year has had its challenges coming off the back of the Covid 19 pandemic, however the teams have worked hard to achieve the clinical outcomes as shown in the following report.

Demographics

Population Demographics

High Needs Patients

Population by Age Bands

As at July 2023, Korowai Aroha has an enrolled population of approximately 7121 patients. (73% identify as Māori, 5% are Pacific Island and 22% as “other” ethnicities). This is an increase of 155 enrolled patients in total from October 2022.

Chart 1:

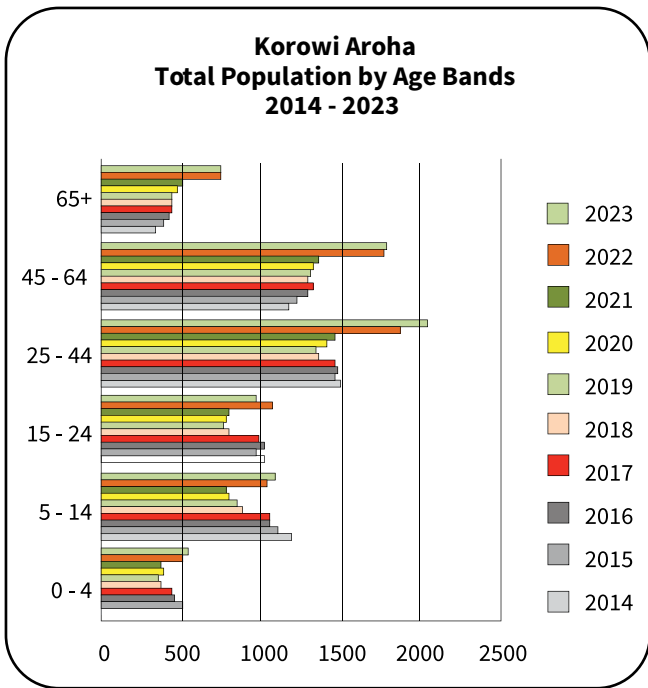
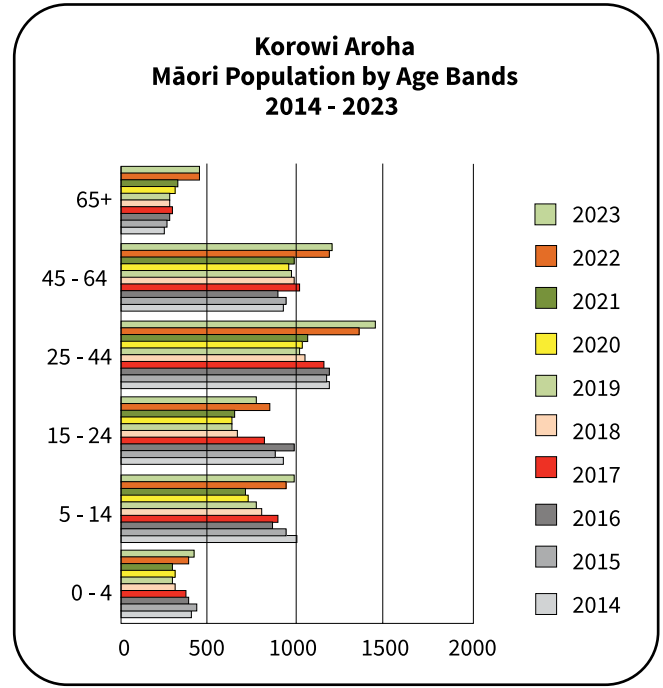


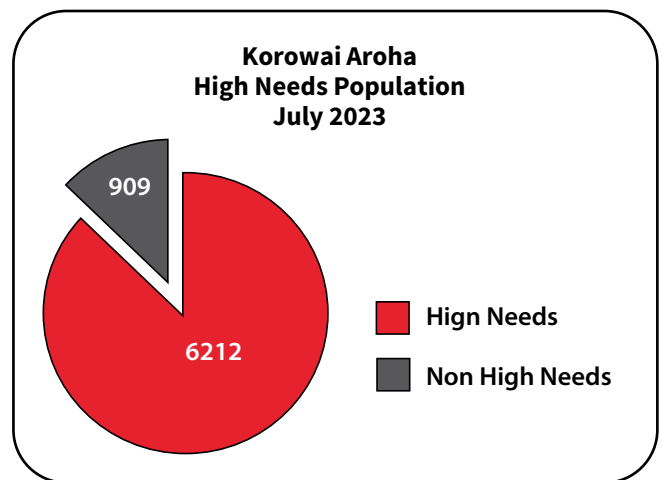
Chart 2:



High Needs Category:

6212 patients (87%) are in the High Needs Category (Māori, Pacific, and European & Other Ethnicities who live in a Quintile 5 Area). Conversely only 909 patients from the enrolled population are not high needs.

Chart 3:



Diabetes Care and Improvement

Diabetes Care and Improvement

Diabetes Annual Review

No inequity in DAR uptake

Experienced Diabetes Nurse, Mary Roberts leads the Diabetes care and during this year she has been joined by Alisa Williams providing some extra nursing hours to the service.

This contract year the service also saw the service audited by Health share under a new framework. The feedback was very positive.

Diabetes Prevalence for Patients over 20 Years remains at 11.4%.

There are now 571 patients diagnosed with diabetes at the Practice as at July 2023. January to July 2023 saw another 23 newly diagnosed patients added to the list. All patients are invited yearly to complete a Diabetes Annual Review (DAR) as part of their care package. This is a comprehensive assessment tool from which specific outcome management plans are developed between the patient and the nurse.

Chart 4:

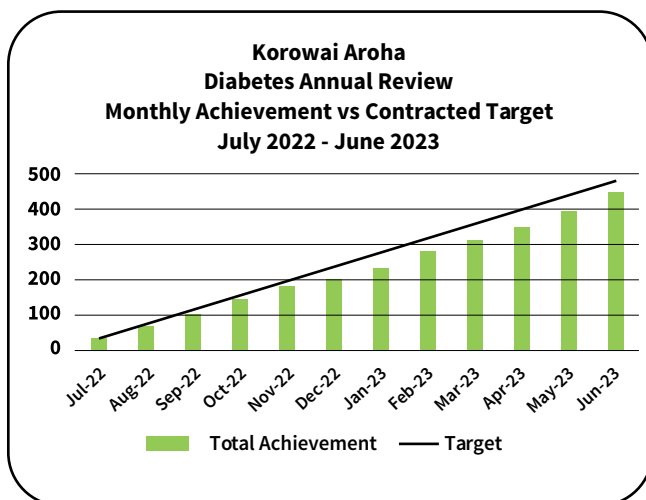


Chart 4 shows the steady uptake of DARs throughout the 2022-2023 contract year.

453 DARs were completed during the contract year

As at 30th June 2023 there was an 81% uptake for DARS

Profile of Korowai Patients with Diabetes as at 1st July 23.

	TYPE 1	TYPE 2	TOTALS
Numbers	10	561	571
Ethnicity	6 Maori	407 Maori	413 Maori
	1 Pacific	46 Pacific	47 Pacific
	2 Euro	78 Euro	80 Euro
	1 Other	30 Other	31 Other

Improving Child Wellbeing – Childhood Immunisations

Improving Child Wellbeing

Achievement 8 Months, 2 & 5 years

Monthly Equity & Target Monitoring

Korowai Aroha monitors 8 month, 2 year and 5 year immunisations as part of the Te Whatu Ora Health Targets.

Every month has its challenges. The steady and persistent work continues and every effort is made each month to try to reach the unimmunised children. Declines have been a persistent issue throughout the year.

There is a strong team approach with the clinic and interventions from the Mama, Pepi, Tamaiti Team to vaccinate the very hard to reach. Despite all this work uptake continues to be much lower than usual with a significant number of declines continuing.

Chart 5:

Achievement:
8 month Immunisations:
 June 2023 – All - Average 59%,
 Māori Average 60%
 (nil Equity Gap)

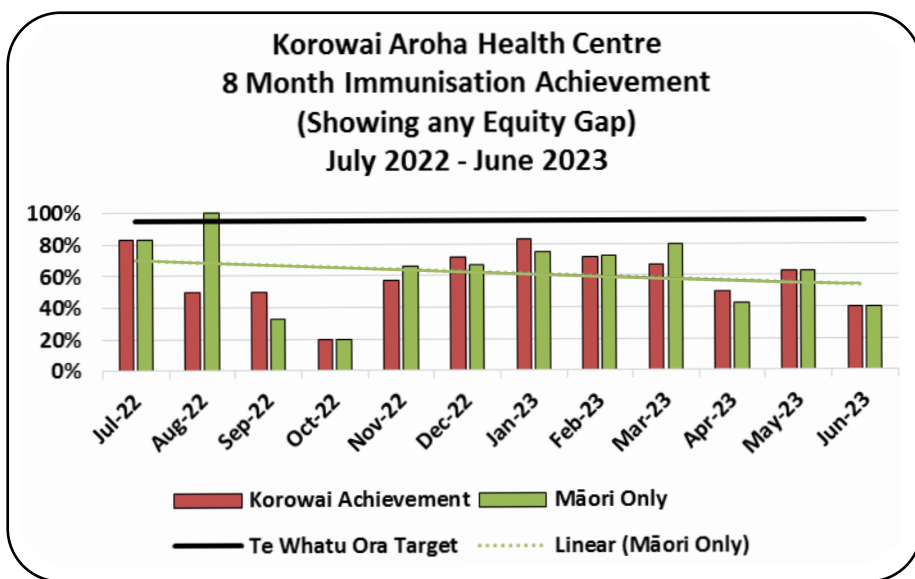
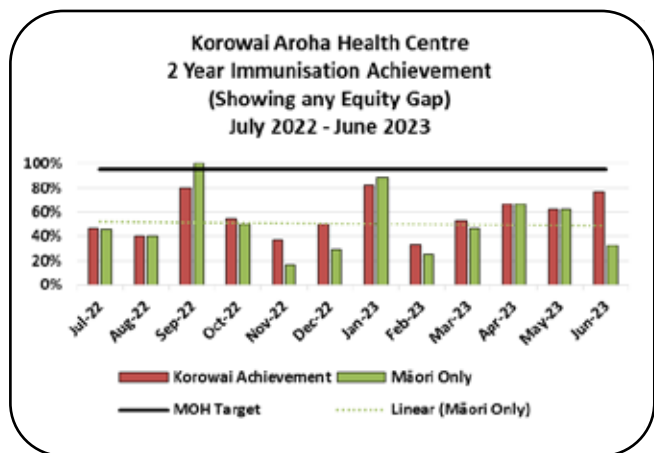


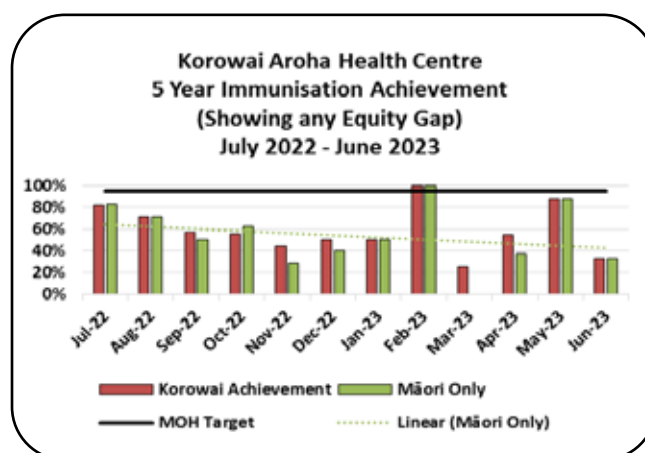
Chart 6:



Achievement: 2 year Immunisations:

June 2023 All - Average 57%,
 Māori Average - 50% (Equity Gap 7%)

Chart 7:



Achievement: 5 year Immunisations:

June 2023 – All - Average 59%,
 Māori Average - 54% (Equity Gap 5%)

Improving Mental Wellbeing

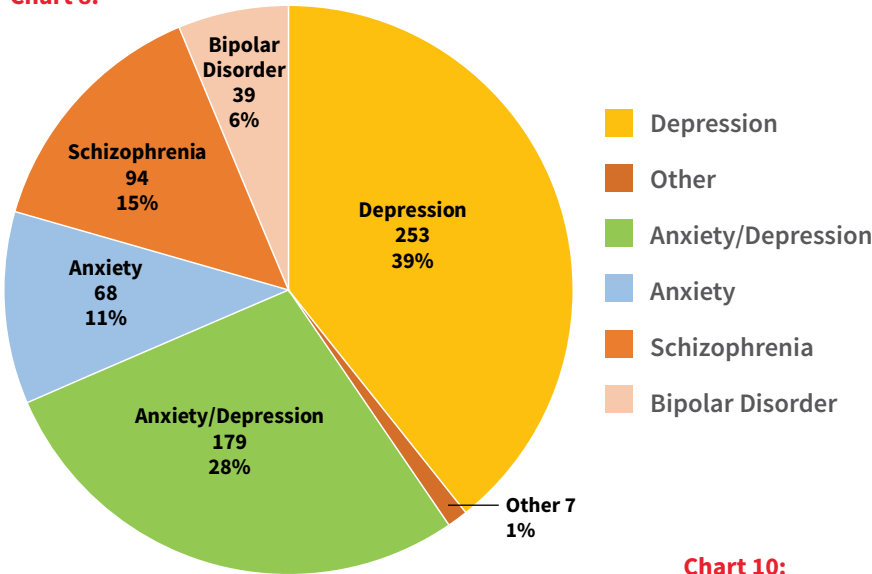
Improving Mental Wellbeing

PRIMHS, Counselling, Rongoa Services

Health Improvement Practitioner

Currently there are now 640 patients diagnosed with mental unwellness. This is a 5% increase from last year. This is now almost 9% of the total population enrolled at Korowai Aroha.

Chart 8:



As can be seen in the chart (left), 78% of those have a diagnosis of anxiety, depression or anxiety/depression.

Chart 9:

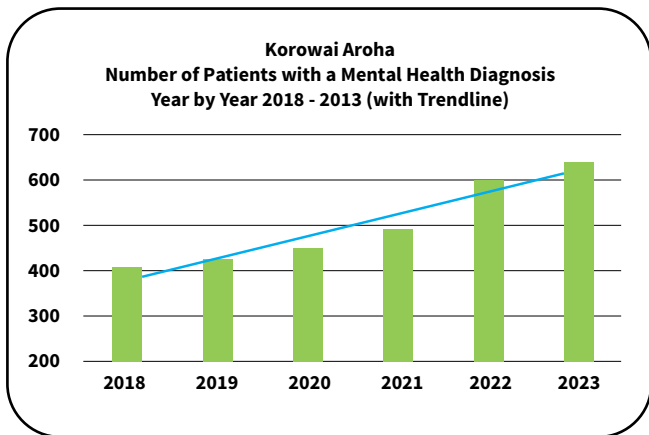
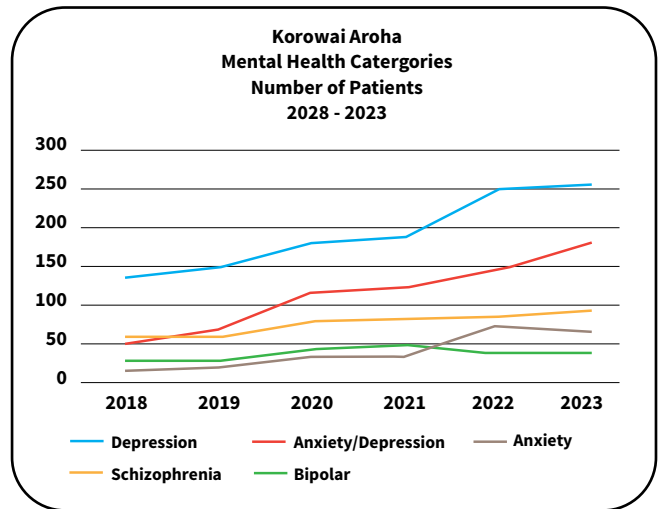


Chart 10:

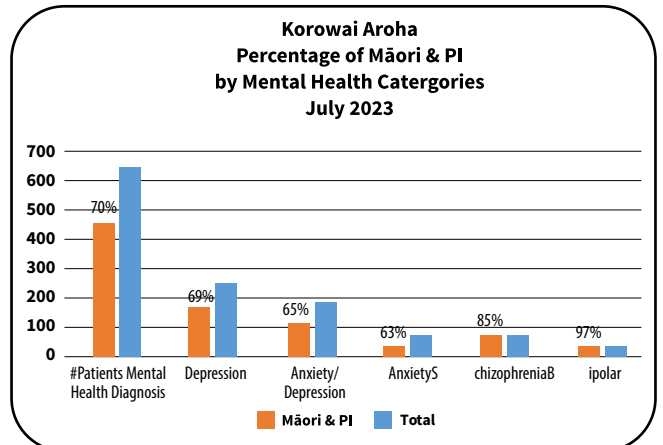


Korowai Aroha has a suite of mental health services available to all those who need them.

These are: Counselling services (2), PRIMHS Nurse, Health Improvement Practitioner and Rongoā Services.

All of these services are available at Korowai Aroha patient's onsite and are all available in a timely manner in order to reduce barriers to these services and to improve their mental well-being.

Chart 11:



Improving Wellbeing through Prevention - Cardiovascular Disease Risk Assessments

Improving Wellbeing through Prevention - Cardiovascular Disease Risk Assessments

Achievement 57.32 overall

Equity Māori Men 55.86% Target 90%

As can be seen in Chart 12 (below) Korowai Aroha uptake increased to 57.32 %, for CVRA during the 2022-2023 contract year. Chart 13 below shows the uptake for Māori men increased as well from 37.84% to 55.86% significantly reducing the inequity gap.

The quality project to increase uptake of CVRAs for Māori men aged 35-44, had a positive impact on the uptake.

Chart 12:

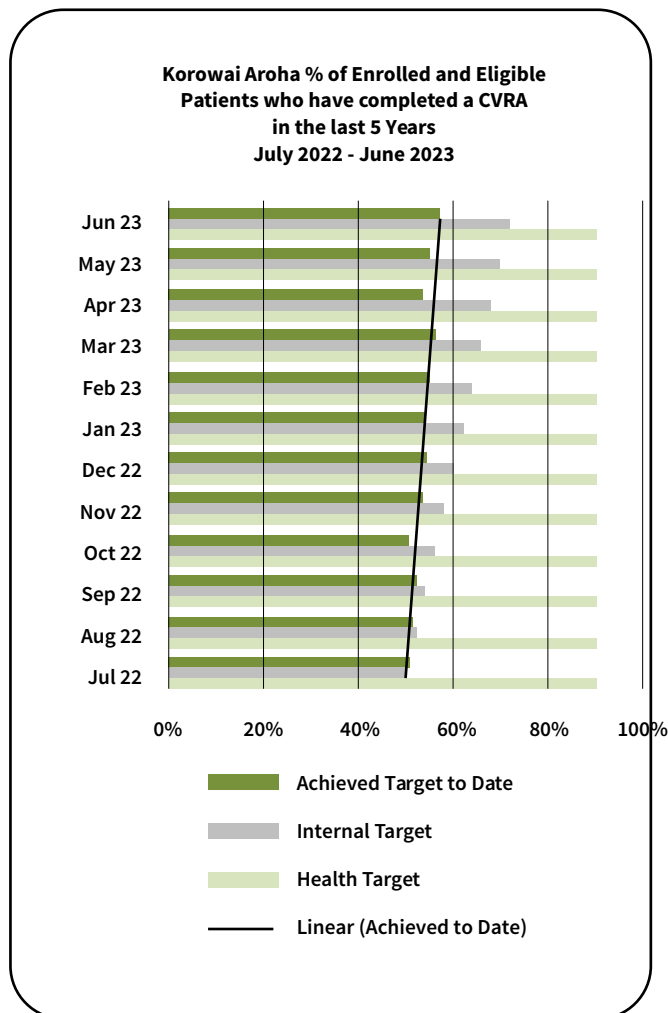
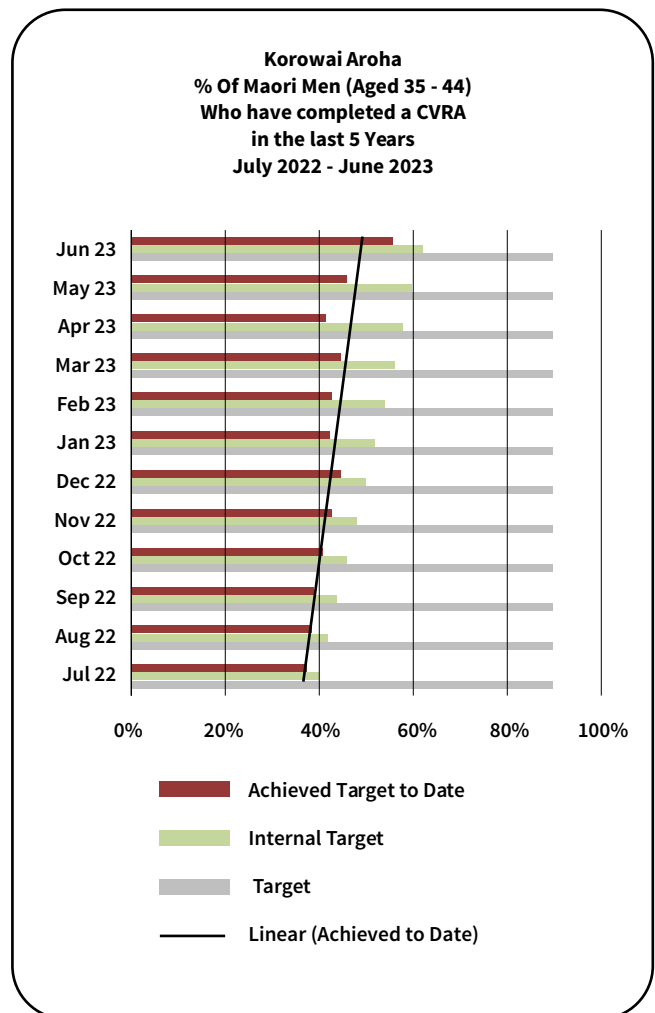


Chart 13:



Improving Wellbeing through Prevention - Influenza Vaccinations

Improving Wellbeing through Prevention - Influenza Vaccinations

National Target for Over 65s 75% achieved 53% Māori 49%

Equity

This flu vaccination campaign has again coincided with the roll out of the Covid booster recommendations. Despite the best efforts of the team, uptake for the flu vaccination has not been as good as the previous year.

Chart 14:

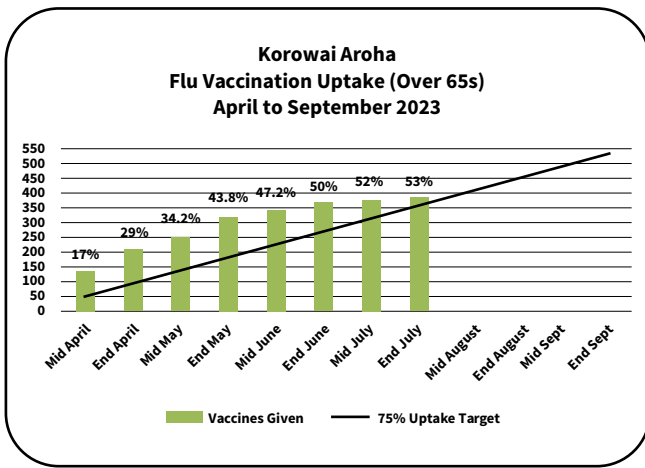


Chart 15:

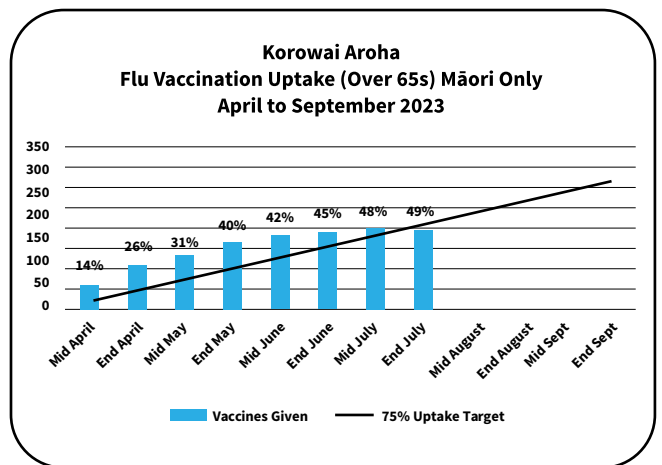
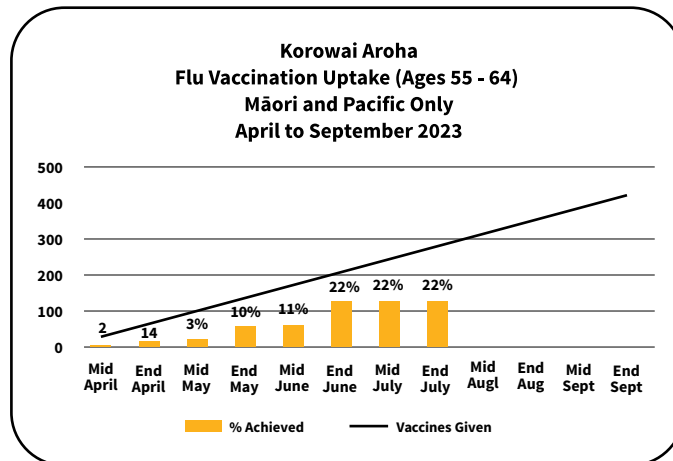


Chart 16:



Improving Respiratory Health

Improving Respiratory Health

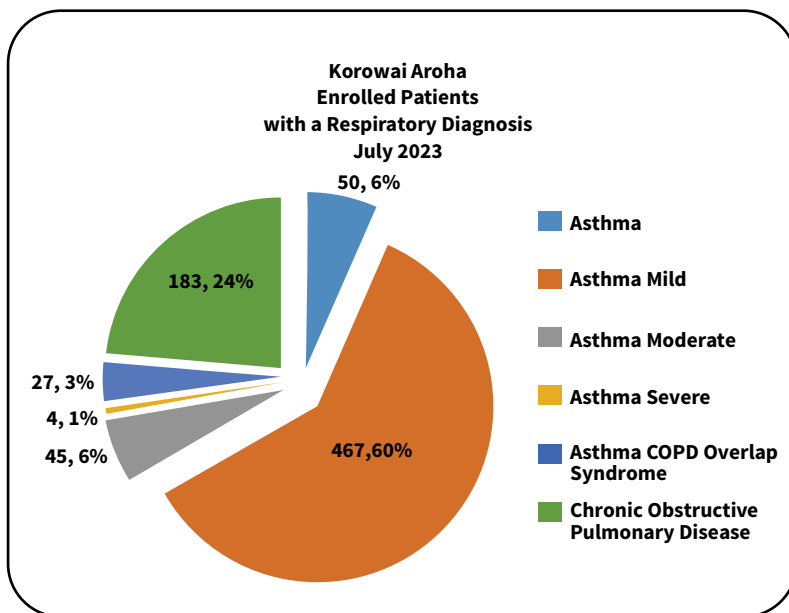
Respiratory Diagnosis

Whaimua - Toku Oranga

Korowai Aroha offers a broad range of services for the enrolled population diagnosed with Asthma, COPD, and Asthma/COPD overlap syndrome. These services are also available to others in the community who have been referred from their GP. All of these are available to the individual as well as their whānau.

Regular annual asthma reviews continue to be a focus for the team to ensure patients are taking their prescribed medications, correct technique etc. One of the aims of this is to keep them well and out of hospital.

Chart 17:



Respiratory patients are offered a wide range of services that may include:

- Asthma Education - Individual
- Asthma Education – Whānau
- Asthma Reviews
- Asthma Advice
- COPD Reviews
- Spirometry
- New Management plans
- Follow Up Management Plans

The Asthma Service was audited by Healthshare this contract year and the feedback was very positive.

The Whaimua Programme is an integral part of the Respiratory Care for those with COPD.

Whaimua is a 9 week respiratory programme that seeks to provide whānau with an improved quality of life through clinical and social assessments, physical activity and educational sessions. We implement a Kaupapa Māori Whānau-centred approach. Whaimua uses the Māori Model of Health, Te Whare Tapa Wha and the Hua Oranga Reflection and Outcome Measuring Tool to create lasting and sustainable changes for our clients. Whaimua has a strong focus on connection. Connection with our clients while also connecting them to their personal environments and each other.

Clinical Support and Care: Health assessments that include Chronic Obstructive Pulmonary Disease Test (CAT) and Asthma Control Test (ACT) are done in the initial assessment

with our Respiratory Nurses. It is then that our participants can take a deeper look into their management of the respiratory condition they have. Follow up consultations are made if required as well as respectful collaboration with their General Practitioners (GPs)

All the participants have access to our specialist Respiratory Nurses, Roel and Hinewai.

Toku Oranga (Pulmonary Rehabilitation) is the gym session component of the Whaimua Programme. These sessions are held at the gym and run during week 2 through to week 8 of the 9 week programme. Consisting of 2x1 hour gym sessions per week. The gym sessions were implemented to improve lung capacity and functionality and to help manage respiratory conditions. 6 minute walk tests are done at the beginning and the end of the programme to track each person's progress. Sharaleen Brown has been trained by Roel to deliver Toku Oranga.

Improving Women’s Health - Breast Screening

Improving Women’s Health - Breast Screening

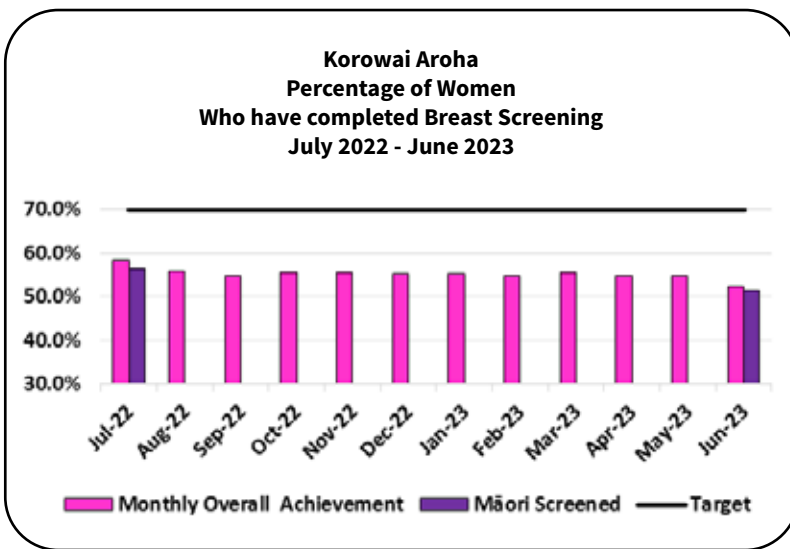
Achievement 52.19% All 51.30 Māori

Monthly Targets

Korowai Aroha regularly enrolls women in the breast screening programme and usually enrolment regularly sits around 90%. This contract year it has gradually dropped to around 80%.

As at end of June 52.19% of eligible women have been screened. Uptake was down approx. 8% in the contract year as was the case nationally. The number screened over that last 2 years was affected by the presence and restrictions of Covid 19 in the community and the addition of the Kuirau Medical database.

Chart 18:

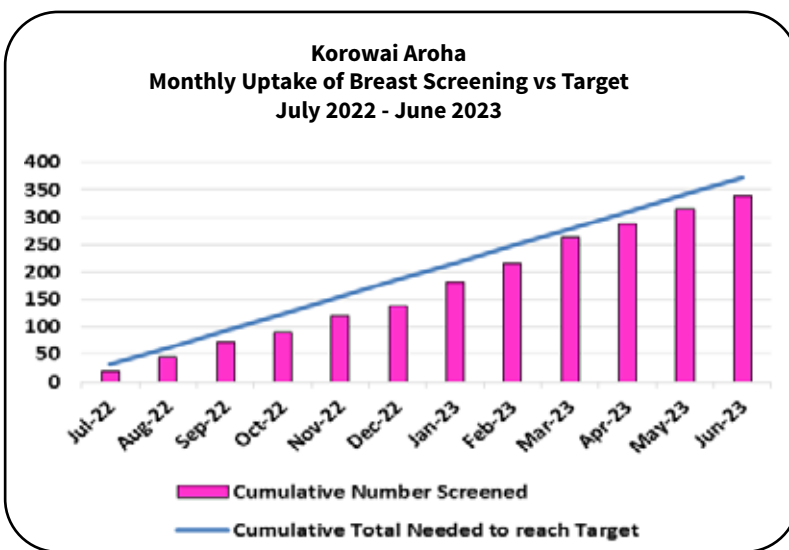


As can be seen in Chart 18, the percentage of women screened has decreased over the contract year.

This was despite 339 women being screened in the 2022-2023 year. The highest number we have screened in any one contract year. The previous year only 235 women screened. The target is measured over 2 years and we are looking to increasing the screened numbers this contract year so that our overall achievement has greatly improved.

Korowai Aroha is in regular contact with the Te Arawa Whānau Ora Screening Paearahi for support for women to attend for screening, including offering transport to the service. This support has worked well. During this year more women were referred to this service.

Chart 19:



104 more women were screened in the 2022-2023 contract year despite not quite reaching our self- set target (Chart 20)

Improving Women’s Health - Cervical Screening

Improving Women’s Health - Cervical Screening

Achievement Overall 61.56%

Achievement for Māori Women 60%

As can be seen in chart 20(below), cervical screening uptake improved by 8% in the 2022-2023 contract year.

The achievement for Māori women was 60%. The equity gap has decreased from 3.13% to 1.56%

Chart 20:

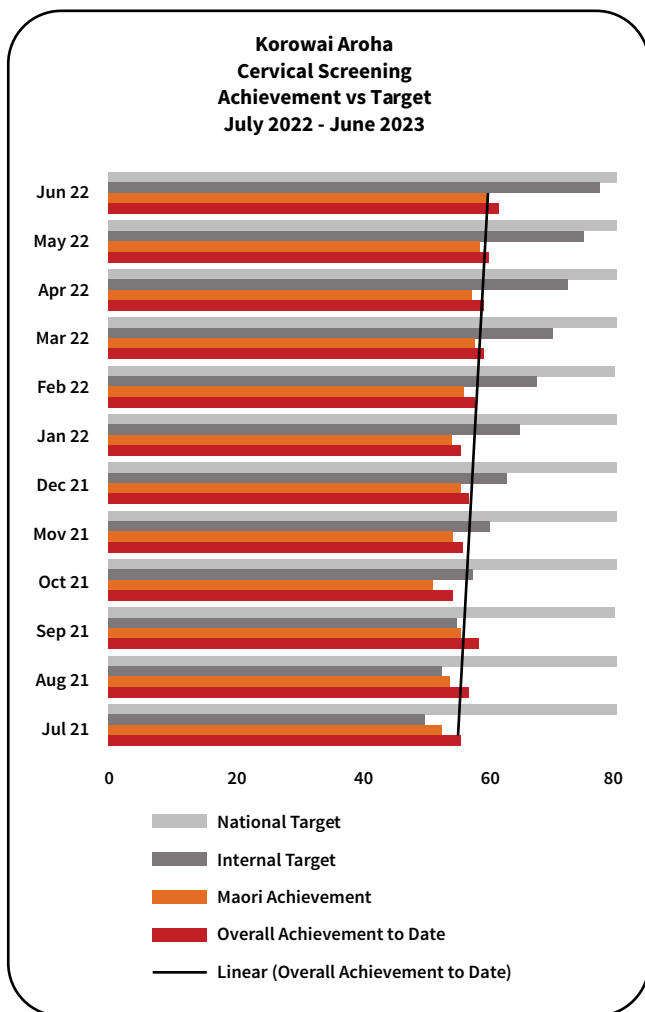
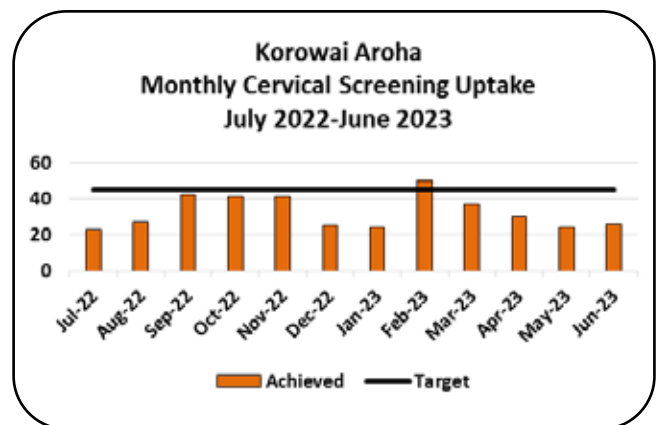


Chart 21:



The Screening Paearahi at Te Arawa Whānau Ora has been very supportive with contacting those women overdue for cervical screening. Some vouchers have been made available to assist high needs women to attend to try to increase uptake numbers and this work is ongoing.

The changes to cervical screening that will be introduced in September 2023 will be welcomed by the team. HPV screening will become the primary screening for eligible women which is far less invasive as a primary screening.

Quit Smoking Interventions

Improving Wellbeing through Prevention - Quit Smoking Interventions

National Target 90%

Achievement 94%

Extra resource has been available to work on this target over the last 12 months of the contract period as shown in Chart 22 below. This is the highest we have achieved in the last 2-3 years. Community and Clinical Teams continue to work together to support uptake of smoking status and encourage patients to give up smoking.

Chart 22:

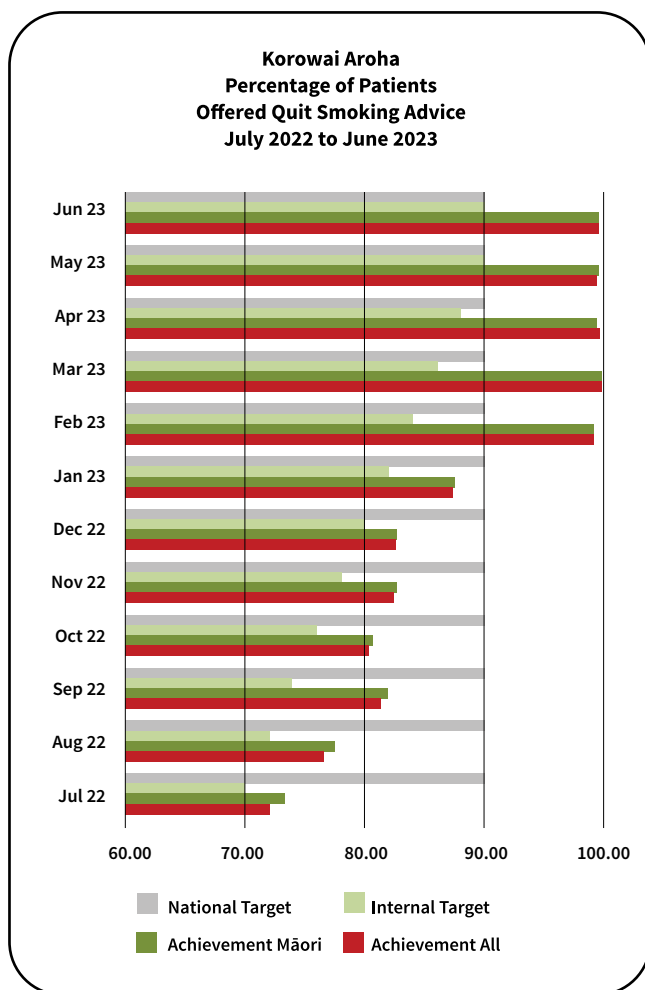
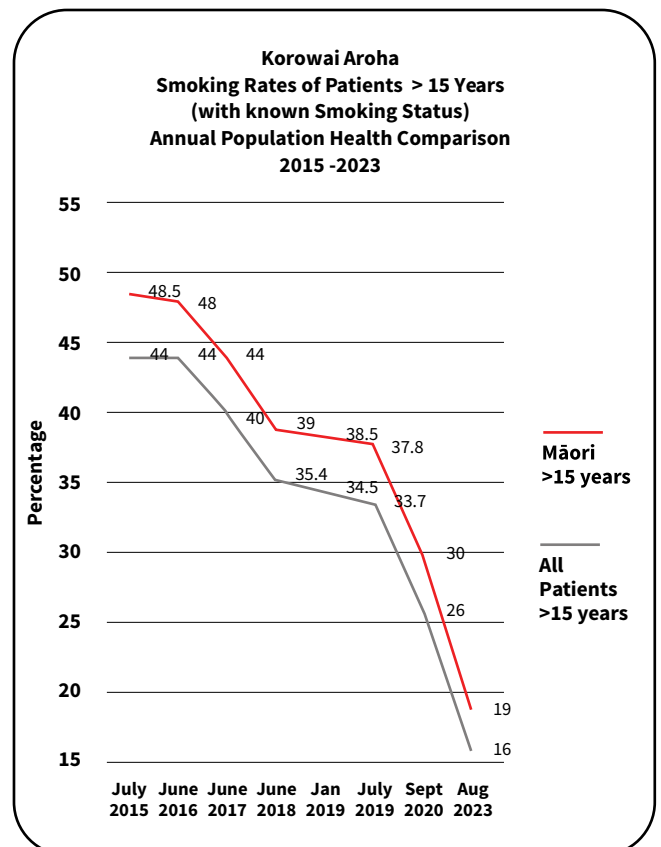


Chart 23:



As can be seen in Chart 23, in July 2023:

- 16% (878) of those 15yrs+ Smoke (down from 26% in Sept 2020)
- 19% (736) of those who are Māori, 15y--rs+ smoke (down from 30% in Sept 2020)

Also:

- 20% (422) of Māori women enrolled at KA currently smoke



Trust Directory

Nature of Business

Health and Community Services

Date of Incorporation

27 October 1992

Trustees

Eugene Berryman-Kamp | Chairperson (appointed 30 March 2010)

Glenda Gates (appointed 4 December 2019)

Phyllis Tangitu (appointed 29 June 2023)

Mereana Corbett (appointed December 2021)

Iwi Te Whau Jr (appointed 29 June 2023)

Dr Michael Tustin (appointed 27 May 2009)

Accountants

GHA Ltd

Level 1, GHA Centre

1108 Fenton Street

ROTORUA

Auditors

BDO Spicers

1130 Pukaki Street

ROTORUA

Bankers

BNZ Rotorua

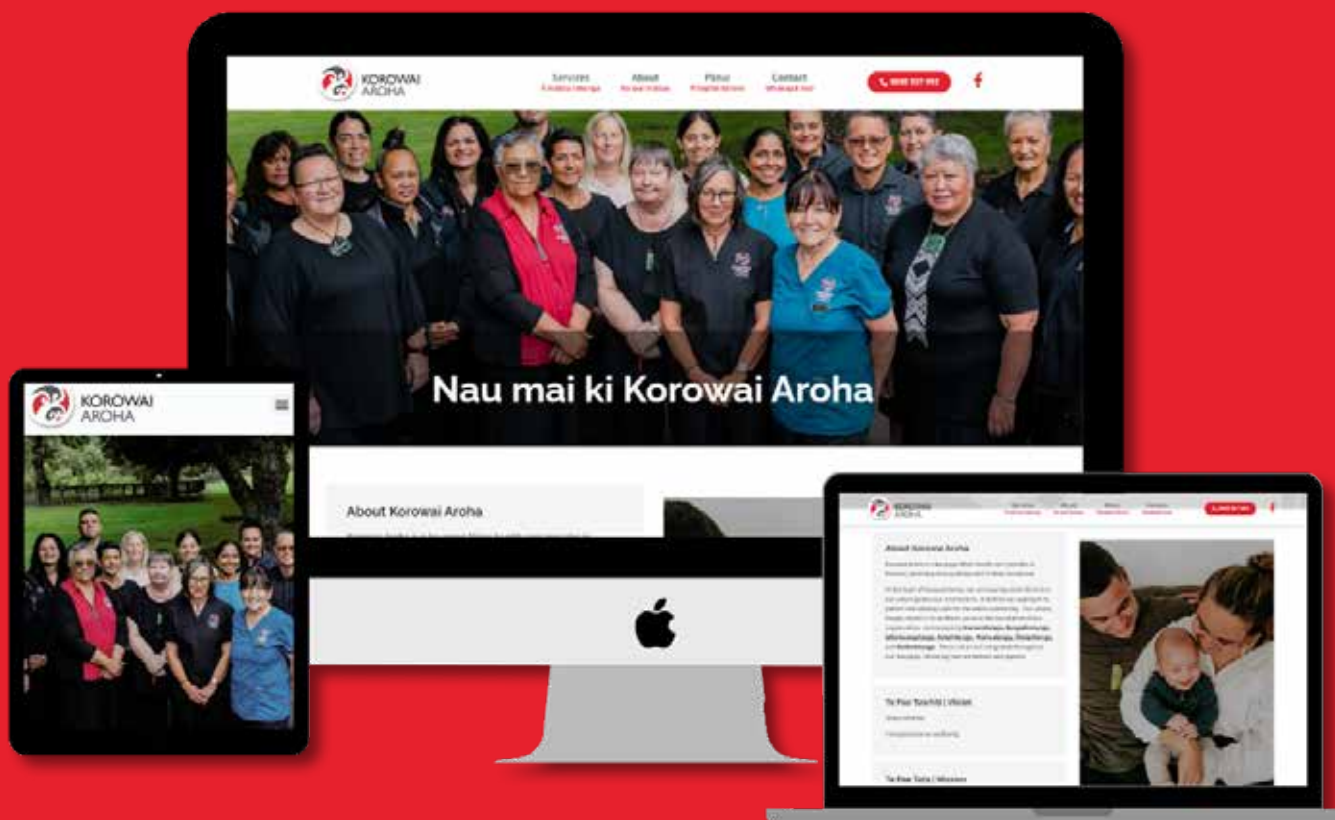
Pukeroa Oruawhata House

1176 Amohau Street

ROTORUA



Check out our revamped website for more information



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