

Te Ara Tauwhirotanga

*Realising the aspirations of tangata whaiora,
whānau and our community for
mental health services @ Lakes*



Issue 2, January 2021

Mauri Ora inpatient facility all go!

The announcement in September that the Mauri Ora business case for a new mental health inpatient facility has been accepted, means it's all go!

Lakes DHB will get \$25 million from the government towards the \$31m project and will fund \$6m itself.

The sector wide model of care Te Ara Tauwhirotanga *"Pathways that lead to kindness"* – with its three themes and 10 principles will underpin the design and operation of the

new inpatient facility.

December saw interviews to recruit architects, health planners and engineers, ready to get started on the next stage of the building design process in early 2021.

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Lakes DHB Projects and Change Manager MHS

New Lakes DHB Projects and Change Manager for Mental Health and Addictions Esthe Davis says the announcement that Lakes DHB's business case for the new Mauri Ora inpatient facility is approved has generated a lot of energy to turn the vision of Te Ara Tauwhirotanga into a reality.

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Projects and Change Manager for MHS Esthe Davis (*contd.*)

“Staff are now confident that we are getting a new building and this has generated a sense of enthusiasm and positivity. People are expressing lots of ideas of what’s going well that we can build on and things that can be done differently. There is strong motivation to achieve positive outcomes for people with lived experience of mental illness and their whānau / families. One of the challenges of the role is to channel this energy into the right areas at each stage of the building project,” Esthe says.

“I’m enjoying the conversations I’m having with our staff and other community partners and hearing people’s interpretation of this vision. It’s fantastic to be in a position where I am able to tap into an enormous reservoir of ideas and enthusiasm for working in a way that gives people choice and validates that individual experience matters. For example we now have the opportunity to rethink recovery in the way our community describes it: *recovery happens when hope is present, and my strengths are recognised and developed.*”

Esthe has been seconded from her role as Clinical Manager Mental Health Services for Older People to manage several projects which are all enablers of the Te Ara Tauwhiro tangata new model of care for the mental health sector.

These include: the new Mauri Ora mental health inpatient facility; driving the development of the new electronic health record (Midland Clinical Portal) and also supporting the senior leadership and clinical teams to implement Te Ara



Tauwhiro tangata in mental health services in the provider arm.

A large part of Esthe’s role will be to work with the external Mauri Ora project manager, the health planner, architects, engineers and the Project Sponsor Alan Wilson to ensure Mauri Ora, the new inpatient facility, is fit for purpose.

“It’s important that the Mauri Ora build supports people’s journey to recovery and honours the principles of Te Ara Tauwhiro tangata, which is the voice of our community,” she says. “This strongly aligns with the service commitment to protect and promote wellbeing in an equitable way so people can live a life of meaning and purpose.”

Esthe says it’s essential to start making changes in the way services work together to align with Te Ara Tauwhiro tangata’s three elements (Tangata, Taiao, Tikanga) and 10 principles (see [website](#) for details) now, rather than wait for a new unit to be built.

“These 10 principles were a result of all the consultation done in 2018/19 and represent what a wide range of our communities said a mental health sector should look like. Te Ara Tauwhiro tangata tells us the things we are already doing well and also where our systems are fragmented or areas where we need to change.” e including data and statistics on service use, logic mapping and all the consultation that created the concept design for the new build. **Contd. page 4**

Mauri Ora Inpatient Facility All Go

(*contd. from page 1*)

A Mental Health Advisory Group is overseeing the DHB’s direct responsibility for implementation of Te Ara Tauwhiro tangata. This includes the associated facilities and providers needed to deliver positive mental health outcomes for the Lakes population. Both Tūwharetoa and Te Arawa are represented on

this group.

There is a wide range of work streams and projects reporting to this advisory group.

Te Ara Tauwhiro tangata embodies the vision of the Lakes community for the mental health sector and is the guiding strategy for everything we do in the mental health and addiction sector to support wellbeing and improve services. For more information see Lakes DHB’s website Major projects/ Te Ara Tauwhiro tangata.

Lakes DHB leading the way with eHealth innovation

Innovation at Lakes DHB in the field of mental healthcare outside of the traditional practice has been rewarded with an international leadership award.

Karen Evison, Lakes DHB Director Strategy, Planning and Funding, was presented the eHealth Innovation Leadership Award at an international congress in November.



L-R: Jordana Bealing (Consumer Advisor Link People), Amy Wharewera (Project Coordinator Lakes DHB), Karen Evison (Director SFP), Ben Hingston (Project Lead/Funding Specialist Lakes DHB), Karl Scoble (AoD Practitioner Manaaki Ora Trust), Shayne Hunter (Deputy Director General Data & Digital Ministry of Health)

eHealth is a key aspect of Te Ara Tauwhirota, the mental health model of care in Lakes DHB.

The initial stage of the programme involves training the trainers. This is a group of people from a variety of health and social providers. Once they are familiar with the tools and apps they can then pass on their skills and knowledge to colleagues to in turn be able to help tangata whaiora (service users).

Feeling confident in how to use these tools is a major step to using them successfully in the eMental Health realm.

The apps and tools are not aimed at replacing face-to-face appointments but to complement the traditional approach and offers interim support between appointments.

The 2020 eMental Health International Congress (eMHIC) focused on how eMental Health

An eMental Health train the trainer workshop was held in September with the first intake of 16 trainers. The two-day training programme teaches what eMental health is, the main features of the tools, benefits and also the barriers.



approaches can help tackle inequities around access to mental health services and enable greater choice of services.

Such initiatives are a vehicle to promote and achieve population wellbeing and prevention of mental ill-health or distress.

The leadership award is awarded annually to a person who is demonstrating noteworthy

leadership in the New Zealand eHealth landscape.

Karen Evison was nominated for her “unique ability to be forward thinking and able to recognise interventions that are needed to support an overstretched healthcare system and reach into communities with need”.

Nominees described how she had championed the use of eHealth technologies and had never been afraid of trying these, even when others desired a more conservative approach.

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Lakes DHB leading the way with eHealth innovation (cont.)

The award was presented by Shayne Hunter, Deputy-Director General, Data & Digital at the Ministry of Health.

“Despite the challenges of working within a system notoriously slow in adopting technology, our recipient takes a supportive and reassuring approach to coaxing the system, highlighting the potential benefits of technology, in particular the way it can enable extended reach and ease of access,” he said at the awards.

“Karen is a strong and vocal champion for eMental health at local, regional and national levels. The inclusion of eMental health in strategic decision-making amongst DHB managers of Planning and Funding has driven significant change and forward thinking in the eMental health space at a national level.

“She continues to prioritise and spearhead opportunities for driving innovation and change in mental health services to embrace eMental health alternatives.”

The Lakes DHB eMental Health journey presented to international conference

Ben Hingston and Amy Wharewera presented at the eMental Health International Congress (eMHIC) describing developments at Lakes DHB.

Ben and Amy say the eMental Health Collective journey so far has been marked by some really incredible successes and exciting developments.

To read more go to Lakes DHB’s website Major Projects/ Te Ara Tauwhiro tangā.



The Lakes DHB eMental Health Collective

L-R: Karl Scoble (TUMT), Tayla Sloane (Lakes DHB), Vince Rasell (Lakes DHB Taupō), Dr. Suzanne Gower (Tūwharetoa Health), Jen Murray (Rotovegas Youth Centre), Michelle Woodfield (Real Taupō), Pen Blackmore (Pinnacle PHO), Annabel Prescott (Anamata Taupō), Amy Wharewera (Lakes DHB), Willow Salvador (Tūwharetoa Health), Kylee Douglas (Te Ara Tauwhiro tangā Advisory group), Ben Hingston (Lakes DHB).

Projects and Change Manager (contd.)

Esthe has set up a Mauri Ora Transformation team which includes all the DHB senior mental health leadership roles, and will work with the team to ensure the Mauri Ora build and change strategies align with Te Ara Tauwhiro tangā.

Esthe and members of the Transformation team have already been to Hawkes Bay and Counties Manukau DHBs, both with recently completed new units, to see what went well and what could be avoided as we begin our building journey.

In December Esthe was part of the team interviewing to recruit the architect, health

planner and engineers. The next step will be to critique the concept design, refine and add more detail to get a preliminary design.

Then there will be a detailed design process which will look at finer details like which way doors may open. Esthe says the preliminary design will be taken back out for consultation with consumers, community providers, facilities staff, whānau/family and Lakes DHB mental health staff including the community teams.

This rapid but rigorous process ensures we match the model of care to the design and translates in significant cost savings during the build stage.