

Waitaki District Health Service Review

Frequently asked Questions

1. Why are Waitaki District Health Services (WDHS) being reviewed?

- Southern DHB (SDHB) funds WDHS to provide some of the publicly funded health services in the Waitaki District, including the services provided in Oamaru Hospital.
- WDHS and SDHB are currently engaged in contract negotiations and this review has been agreed to inform those negotiations.
- The review presents an opportunity to explore alternative models of care for health services provision for the people of the Waitaki district.

2. What is the scope of this review?

- The scope of the review will include the services funded by the SDHB that are provided by both the SDHB and WDHS for the population of the Waitaki District.
- This review is not a contract negotiation, but an opportunity to explore how best to provide sustainable health services to the Waitaki district community.
- The Review may comment on findings for future work outside of the direct Scope of this piece of work, e.g. services provided by NGOs or primary care.

3. Who is conducting the review?

- A Review Team has been established and is made up of people nominated by WDHS and SDHB respectively, reflecting a diversity of views from across the system, including GPs, Pharmacy, Nursing and others.
- The Chair of the Review Team is Dr Carol Atmore, Clinical Advisor, Alliance South.
- A small Governance Group will ensure Terms of Reference are adhered to.

4. What are the objectives of the review?

- Identify current challenges for service delivery for people in the Waitaki district, including the impact of population demographics, service delivery models, funding and workforce for WDHS and other services provided to the community.
- Taking into account the current challenges, identify gaps in health and disability service delivery for the Waitaki population and how these could be addressed through service redesign.
- Identify improvements in the service delivery models in the district to better meet the needs of the Waitaki community, improve the clinical and financial sustainability of services the Waitaki population receives, improve quality, and promote workforce sustainability.

- Engage with the Waitaki community
- Produce a set of recommendations for change based on improving the health outcomes for the Waitaki populations

5. What progress has the Review Team made thus far?

The review team has participated in a series of workshops to:

- Review data associated with health service delivery .Identify challenges and opportunities,
- Process map six typical patient journeys to understand what happens now and what could be improved. This has started to identify common themes for service redesign.
- Discuss opportunities for improving services to improve patient experiences.

6. What's next?

- The Review Team will hold a workshop using the themes, issues and challenges identified in previous workshops to ask how services might change and would look like. The workshop will form the basis of the recommendations for the final report.
- The Review Team is now engaging with the Waitaki community in conversations to ensure preliminary recommendations are understood and there is the opportunity to provide feedback to shape the final recommendations.
- Following community engagement, the Review Team will produce a set of recommendations for change based on improving the health outcomes for the Waitaki population through service redesign which is both clinically and financially sustainable.