

New Zealand Emergency Department Conference


Andrew Slater
Chief Executive Officer
Homecare Medical / National Telehealth Service
andrew.slater@homecaremedical.co.nz



The National Telehealth Services + other services



Safe to talk
He pai ki te kōrero
Waea Āwhina Taitōkai, 24/7.
Matatapu, Koreutu.



Puāwaitanga
Individual counselling, easy access, where you are.



Bowel Screening
Check Yourself Out



NATIONAL cervical SCREENING PROGRAMME

- + Defence Mental Health
- + DHB Mental Health After Hours
- + GP After Hours
- + Health Emergency Management Response



Quitline
0800 778 778

Free health advice when you need it
Healthline
0800 611 116

Gambling Helpline
NEW ZEALAND

NZ National Poisons Centre

Ambulance Secondary Triage

St John **WELLINGTON FREE AMBULANCE**

IMMUNISATION ADVISORY CENTRE
THE UNIVERSITY OF AUCKLAND
Te Whare Whānau a Tāmaki Raukawa

alcohol drug HELPLINE
0800 787 797

SIGN UP TO
The Journal
DEPRESSION.ORG.NZ

Depression HELPLINE

THE LOW DOWN CO.NZ

Elder Abuse Response Service

NEED TO TALK?
1737

RecoverRing
Alcohol & drug support line

EARLY MENTAL HEALTH RESPONSE

The Provider: Where, what and how?

Ambition

To virtually support kiwis to stay well
and connect them seamlessly with care when they need it

Values

Motivated by
Quality

Do the Right Thing

Pokohiwi ki
Pokohiwi

Passion for Better

Teams Delivering
Services Virtually
24/7

Nurses

MH&A
Specialists

Health
Advisors

Poisons
Officers

Emergency
Triage
nurses

Mental
Health
Nurses

Sexual
Violence
Counsellors

Screening
Team

Channels of
delivery



Unique Capabilities



Our contacts - 12 months ending 30 September

- A total of **757,747 contacts** across all NTS services
- those contacts came from **586,762 individual people (1 in 8 people in NZ)** of those, **116,766 identified as Maori**

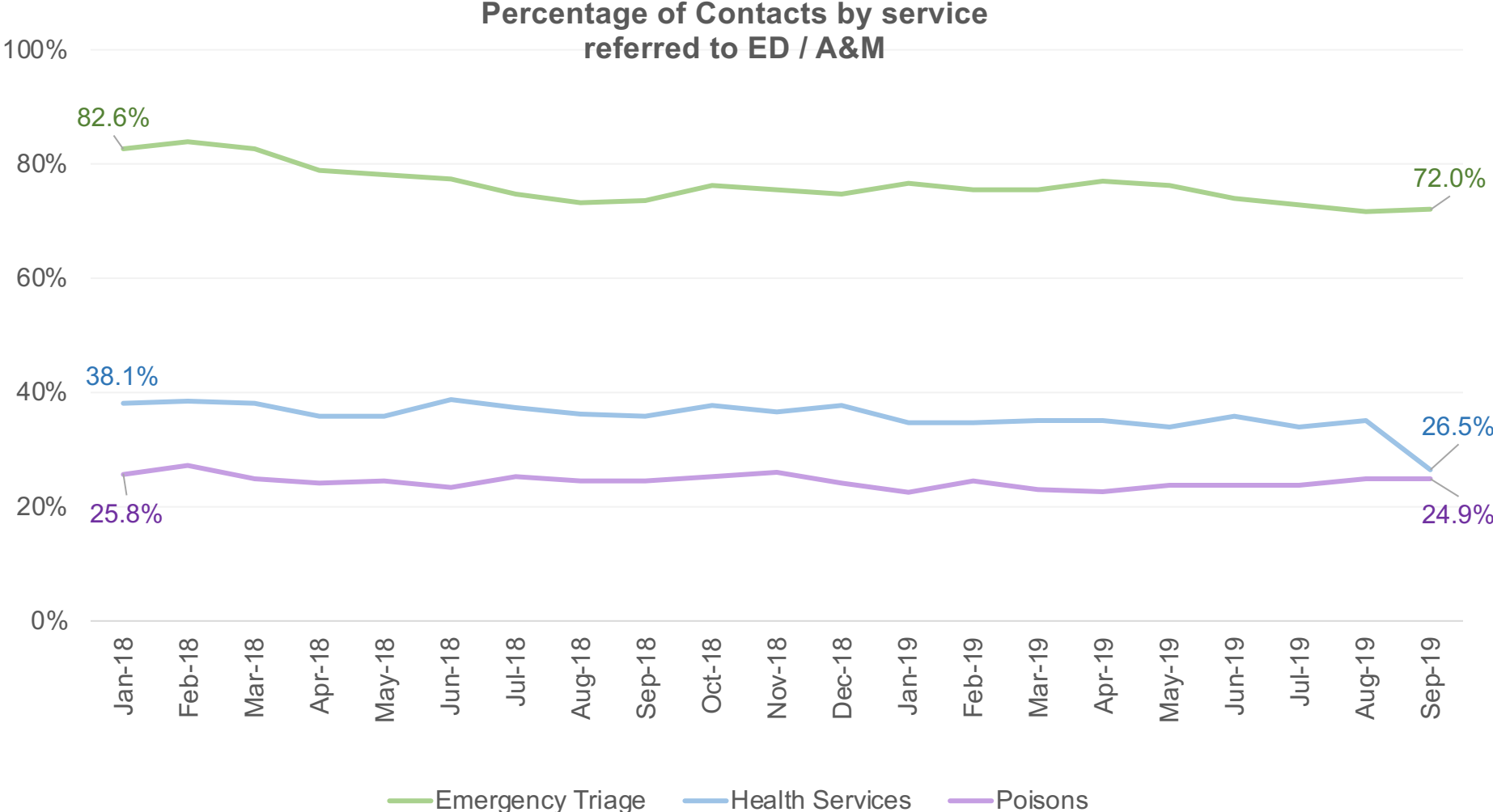
Demographics of people contacting the NTS services:

Age	NTS	2018 census
Under 19 years	38.3%	26.8%
20-29 years	16.1%	14.1%
30-39 years	13.9%	13.0%
40-49 years	9.5%	13.0%
50-59 years	7.6%	13.0%
60-64 years	3.2%	5.6%
65-74 years	5.3%	8.8%
75 years +	6.0%	6.4%

Ethnicity	NTS	2018 census
NZ European	60.1%	70.2%
NZ Māori	19.9%	16.5%
Asian	5.1%	15.1%
Pasifika peoples	5.8%	8.1%
Middle Eastern	0.8%	1.5%
Other	8.3%	1.2%

Note: that only 66% of people provide their demographic details.

Reducing ED presentations

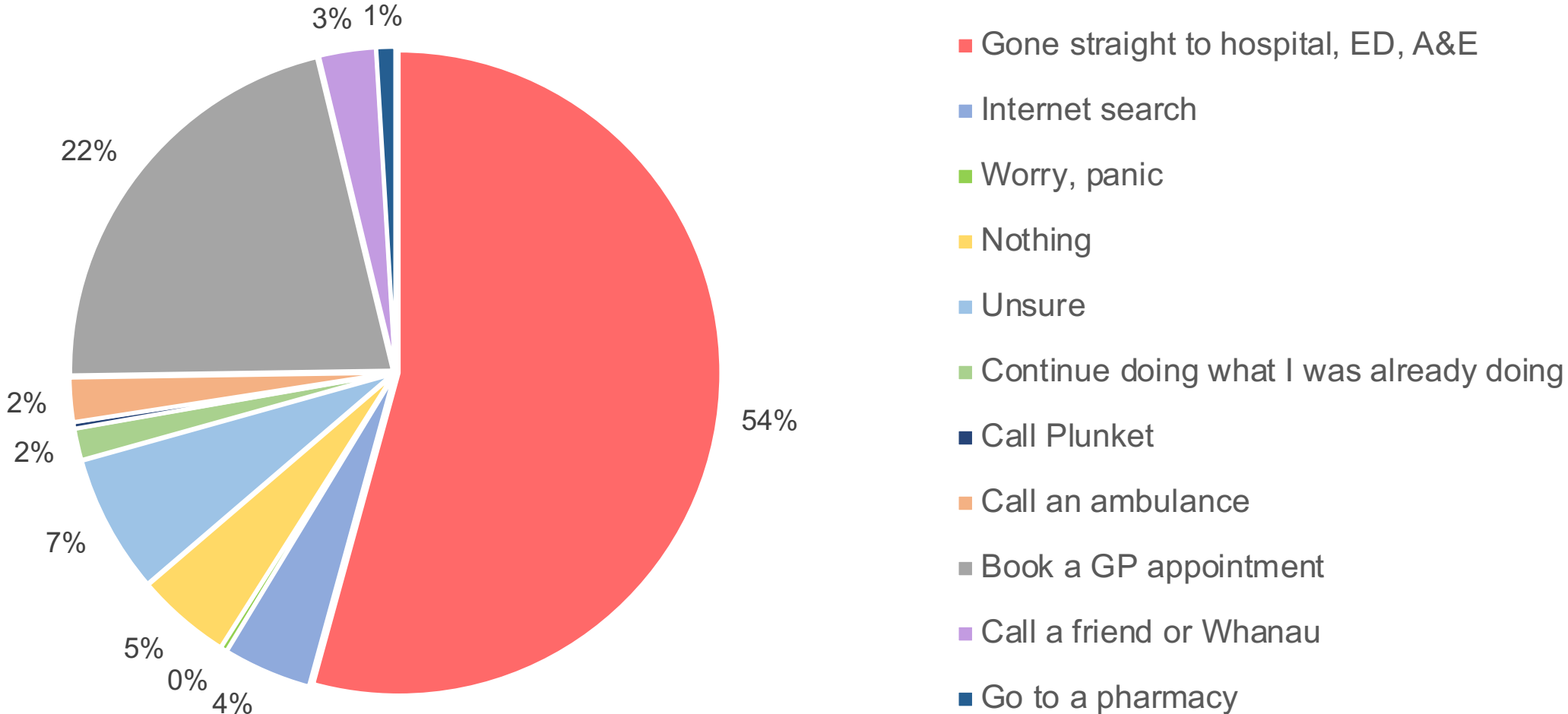


Equity is our priority

- A key strategic key priority for NTS is to directly influence and drive better health outcomes for priority populations. This will be achieved through working collaboratively across the health ecosystem, improving access, choice and health outcomes for Māori, Pacific people, and people living in disadvantaged communities.
- With NTS services reaching 19% of Maori and 6% of Pasifika peoples (compared with 16% and 8% respectively of the general population - 2018 Census), NTS is well placed and dedicated to improving physical, mental and social health across these equity groups.
- For NTS, this means embracing cultural diversity or 'whāngai' is part of our DNA. Our activities are co-designed, equity-led, our Cultural Advisory Group informs and guides us, and lifting our cultural diversity and competency with all internal and external stakeholders.

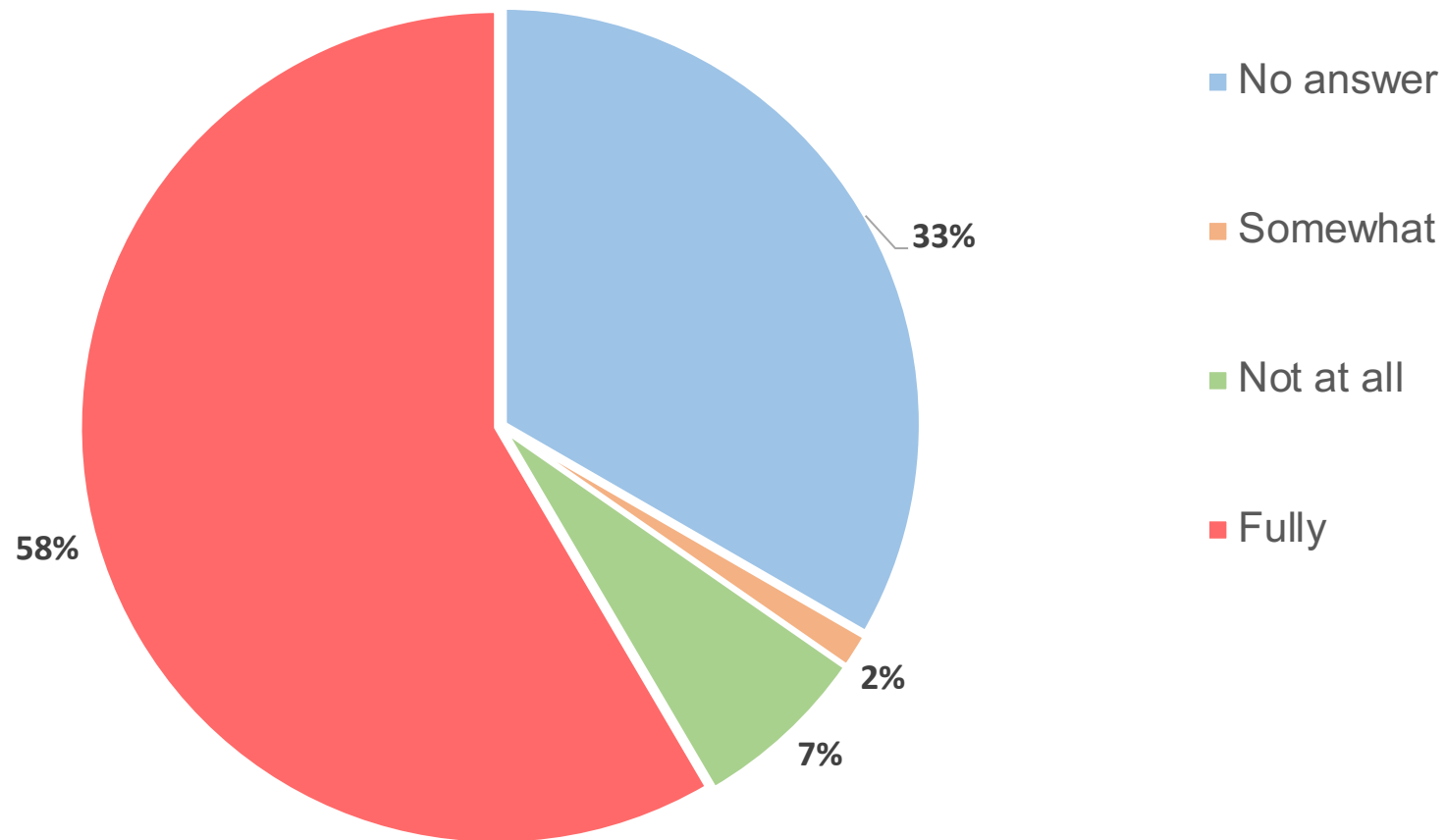
Māori service user feedback

“What would you have done if Healthline wasn't available?”



Māori service user feedback

“To what extent have you followed the advice provided by the person you spoke with?”



It's great talking to a professional straight away about any health issues. It ensures me that I'm making the right decisions about health for my whole whānau.

Kia ora koutou mo ou tautoko, nga mihi nui ki a koutou!!

Very helpful, was advised to go to ED. Lucky they did as I was advised from my doctor the same day that nothing was wrong with me. Was in turn admitted to hospital with a serious infection for a week.

Great. Calling Healthline for expert advice is such a helpful avenue when deciding whether to go to ED or not.

I'm happy this is my go to place when I need support for whānau or self. Highly recommend.

Equity success & learnings

PUĀWAITANGA

- 1,700 sessions in one year
- 7 languages (Urdu, Hindu, Malaysian, Te Reo, Croations, Welsh and English)
- appointment of Te Reo speaking coordinator has seen significant uplift in conversion rates, lifting from 36% to 47% in two months
- intergrated with primary care through sending discharge summary to GP or referral with themes, outcomes and recomendations, with whānau involvement encouraged
- high conversation rate from referral to appointment for Māori of 82% compared to 61% for non-Māori groups
- average Duke score for Māori clients' pretreatment is 51 compared with 70 post treatment – non-Maori is 49 pre vs 65 post.

SCREENING SERVICES

- 13 languages (Te Reo Māori, Samoan, Tongan, Cook Island Māori, Cantonese, Mandarin, Punjabi, Pushto, Hindi, Fijian Hindi, Urdu, Tahitian and English)
- the bowel screening kit return rate where it could be tested and to talk with the person was 46%. The return rates for our priority populations are 48% Māori, 44% Pacific and 44% Dep 9 and 10
- Māori and Pacific people are contacted on their first spoilt kit to explain why it was not tested or to correct obviously incorrect information (e.g. dates). This is has seen over 250 returned samples to be tested that would ordinarily have been binned
- the upcoming redesign of the bowel screening kit will be driven by a multi-cultural co-design team, including a Māori researcher, a Pacific researcher and a Pakeha researcher.

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