



NEWTOWN UNION HEALTH SERVICE

## Strategic Plan: 2020-2025

Te manu e kai ana te miro ngonga te ngahere  
Te mea e kai kaiana te matouranga ngonga te ao  
The bird that feasts on miro berries, the forest he owns  
The one who feasts on knowledge, the world is his

### **Aims of Newtown Union Health Service**

**To provide very low-cost, accessible, quality, sustainable, comprehensive and innovative primary health care services that improve the health outcomes and wellbeing of our population**

#### **This will be achieved by:**

##### **Recognising Te Tiriti O Waitangi**

Recognising Māori as tangata whenua and applying mana-enhancing principles and practices in accordance with Te Tiriti O Waitangi.

##### **Commitment to the Declaration of Alma Ata and Holistic Health Care**

A commitment to the aims and articles of the Declaration of Alma Ata for primary health care services and its principles of social justice, participation, preventative health care, inter-sector cooperation, use of appropriate technology and sustainability.

##### **Cultural Responsiveness**

Ensuring health services are sensitive to culture and are mindful of individual differences and cultural, ethnic, sexual and gender diversity.

##### **Strong Relationships**

Effective working relationships with local communities and with the PHO, the DHB, other health and allied services and relevant national and local government organisations.

##### **Community Engagement and Commitment to Social Justice**

Recognising and responding to the social determinants of health and wellbeing and advocating with our communities for social, economic and political responses to achieve equitable health and wellbeing outcomes.

# Medium Term Strategic Goals 2020 - 2025

The medium-term strategic goals for NUHS are:

## 1. *Our model of care*

To ensure we continue to provide a sustainable, innovative and equitable model of primary health care.

### Key Performance Indicators

- The revised model of care has been developed and implemented.
- There are systems in place to ensure the delivery of care to the highest possible standard.
- Our model of care reduces health inequalities and members' health outcomes have improved within the plan period
- Contractual obligations are delivered on time and within budget.
- Take practical steps to improve the environmental sustainability of the service.
- Identify the measures that can identify health inequalities and members health outcomes.
- Access for the patient is maintained at the highest possible level.
- To develop and implement the Primary Care Nursing education modules.

## 2. **Our leadership and decision-making**

To have in place a leadership and decision-making system which will enable the successful management of the NUHS model of care.

### Key Performance Indicators

- To have systems and policies in place to ensure governance and policies are kept up to date.
- To implement and disseminate the changes to the constitution.
- Treaty of Waitangi – words from Grant?

## 3. **Our reputation and relationships**

To be a leading model of primary health care for high needs populations.

### Key Performance Indicators

- We are recognised in the community as exemplifying the model of care we aspire to be.
- We are invited to contribute to major regional and national discussions and projects concerned with primary health care services to high needs populations.
- We enjoy constructive relationships with our principal stakeholders.
- Our achievements and the improvements in health outcomes are recognised and profiled.

## 4. **Our people**

To ensure we acknowledge that our staff are our principal asset and that we value their wellbeing, innovation and creative thinking.

### Key Performance Indicators

- Productivity and staff morale are at high levels.
- Innovation, collaboration and creative thinking is supported and evident in the organisation's decision-making process and in the outcomes, it achieves.
- To have in place a plan that addresses the resilience and sustainability of our workforce.