Pharmacy Services within the New Zealand Health Strategy

Live well, stay well, get well

Cathy O’Malley
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Five strategic themes to guide the Health Strategy

1. People-powered
2. Closer to home
3. Value and high performance
4. One team
5. Smart system

All New Zealanders live well, stay well, get well
People Powered

“The growth of technologies that support the “consumerisation of healthcare” will make a considerable contribution to the effectiveness and efficiency of health service delivery. These will also aid the development of preventative solutions and empower greater levels of self-awareness and self-management.”

NZ Health IT Cluster

“The need for people centred services is critical. At present there is too much focus on the bricks and mortar, and the medical professionals. The people who need treatment and care need to come first”

Individual
There is often a disconnect between available health services and those that require them. Young people, even more mobile than the general population, often find it hard to both physically access healthcare and find the means to financially access this.

National Youth Advisory Group

End of life care and advanced care planning are important challenges related to an aging population and long term conditions.

Auckland DHB
Value & High Performance

“It is important to remember that in measuring outcomes, outcomes for the individual and outcomes for the system differ. It is necessary to balance what is good for the sector, clinicians, individual clients and families.”

*Werry Centre*

“In terms of overall measurement, tracking and reporting – transparency in all areas is going to be paramount. Everyone has to know the expectations and whether they’re being delivered or not. Leadership of this is essential so that people are aligned to the outcomes and working on doing the right things to achieve them.”

*New Zealand Health IT Cluster*
One Team

“We are strongly in agreement with the need for a simple integrated system where relevant partnerships can be forged, knowledge shared and best practices implemented.”

The 5+ a Day Charitable Trust

“The health workforce lacks diversity and superdiversity is an emerging issue. There needs to be an emphasis on educating the workforce so they are mobile and clinicians can go to the people.”

NET Pacific
“Need to develop personalised/precision medicine health system that can provide a complete picture of an individual's genetic makeup and clinical history. This capability would enable the best possible personalised treatments to be delivered every time.”

*Orion Health*

“While we are strongly supportive of the establishment of a national electronic health record, we are concerned at the plan's assumption that all Nzers will be able to access their health information electronically and use 'health apps'. There is a digital divide in NZ. Greater use of technology should not exacerbate health inequities or exclude particular population groups.”

*NZ Medical Assn*
People Powered

‘People drive what matters most in health’

‘New Zealanders are health smart’

• Pharmacy role in public and population health, and acute demand
• Pharmacists support people to manage their own medicines
• Services are accessible and integrated around the person
Closer to Home

‘We provide customised care for people who need it most........ as close to home as possible’

• People are enabled to self manage
• People will have equitable and timely access to self-care advice, treatment of minor ailments, acute demand triage and appropriate referral to enable early intervention and disease prevention
• A range of settings
One Team

‘We provide customised care for people who need it most’
‘We have the most adaptive, diverse and agile workforce’

• Inter-professional respect and collaboration around the person and family
• Leadership is a key component of our one team vision: a cohesive team approach to leadership is needed within the pharmacy profession and across the health and disability sector.
• Active partnerships with people and communities are needed at all levels.
• The capacity and skills of the existing pharmacist workforce will be fully utilised while growing future capability to deliver a wider range of integrated services in a wider range of settings.
Value and High Performance

‘Our health system delivers results through smart investment’

‘We make our health system easy, convenient, and simple’

• Accountabilities are increasingly oriented to patient experience to achieve equity of health outcomes
• Key measures of success determined for overall system outcomes and five themes
• A robust regulatory regime is a prerequisite for delivering high-quality integrated health services to people that are safe and effective
• Cost-effective
Smart System

‘We are at the forefront of emerging technology and innovation’

‘Our health system understands all aspects of peoples’ lives’

- technology will be easy to access and contribute to improved health outcomes
- More of the workforce are coming together for shared care plans and health records
- IT system improvements
- Robotics
- Wearable devices
The Pharmacy Action Plan

• **Focus areas**
  - Population and Personal health
  - Medicines Management
  - Minor Ailments and Referral
  - Dispensing and Supply

• **Enablers**
  - Leadership
  - Smart Systems
  - Workforce
  - Regulation
Next steps

• The sector, MOH and DHBs in collaboration
• Your task over the next two days
• The Health Strategy release
• The Action plan release