

Mauri Ora

Redevelopment of Mental Health and Addiction Services in the Lakes District

Mauri Ora to look at future mental health requirements

Mauri Ora is the name of the project which will look at how mental health and addiction services are delivered for tangata whaiora (service users) and their whanau across the Lakes district including Rotorua, Taupo and Turangi.

adequate for contemporary care focusing on wellness. The building is also in need of redevelopment due to its physical condition.

An initial business case was developed that went to the Lakes DHB Board in December 2017 to get



A large number of representatives of mental health providers and tangata whaiora met in early March 2018 to discuss the process going forward to co-design a new model of care for mental health and addictions services in the Lakes district.

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Early conversations with tangata whaiora and whanau talked about their aspirations - that the service had to look at more than mental illness, and focus on all aspects of a person which contribute to their wellbeing. The name Mauri Ora was born, that is, focusing on the journey-from mauri noho (languishing) to mauri ora (flourishing). See page 4.

Redeveloping mental health and addiction services in the Lakes district is driven by the need to look at new ways of addressing the community's needs.

The current mental health inpatient facility on the Rotorua Hospital site (Te Whare Oranga Tangata o Whakaue) was suitable for its day, however 40 years later is no longer

approval to progress to a full business case for the Ministry of Health.

Developing the full business case will require that the DHB engages with communities and stakeholders to understand what the needs are and the best way of addressing these.

The needs of tangata whaiora and whanau will be at the forefront of service development as a new model of care is being designed. The on-going planning will also involve iwi, mental health service providers, primary care and social service providers to ensure any new care model and its associated facility supports the wider community's needs.

Governance and Leadership for Mauri Ora



MAURI ORA Governance Group

Pictured here from L-R back are: Director Strategy and Planning Karen Evison (inset), HOD and Clinical Director Lakes DHB Mental Health Services Dr Malone, Michael O'Connell Clinical Nurse Director MHS, Lakes DHB Board member Rob Vigor-Brown, Chief Operating Officer Nick Saville-Wood, Chief Financial Officer Alan Mountford, Lakes DHB Board member Stuart Burns, Strategic Advisor Cathy Cooney and Manager MHS Michael Bland (inset). L-R front: General Manager Maori Health Phyllis Tangitu (inset), Kingi Biddle Ngati Whakaue, Nicky Humphris Project Manager, Marita Ranclaud Portfolio Manager, Strategic Advisor Consumer Leadership Gemma Griffin-Dzikiewicz.

A Lakes Mental Health and Addictions Facility Development Governance Group has been established to oversee the project. Chief Operating Officer Nick Saville-Wood is leading the group which consists of representation from DHB executive and mental health service staff,

consumer, and Ngati Whakaue as mana whenua of the Rotorua Hospital site.

An invitation has been extended to Te Roopu Hauora o Te Arawa and Ngati Tuwharetoa.

Mental health provider hui co-designing process for model of care

Early in March, a large number of representatives from mental health providers across the district including Taupo, Turangi and Mangakino met to discuss the process for designing the new model of care for mental health and addictions.

Portfolio Manager Marita Ranclaud says she was very pleased with the contributions people made to co-designing the process. Marita noted the strong consumer voice at the hui and the clear need for consumer participation in the redevelopment of mental health services.

A Model of Care working group is being formed to lead the work with a meeting scheduled for April 10. An engagement process will be written by early April and engagement with a wide range of stakeholders to co-design the new model of care for mental health will begin.

Feedback from this provider hui included the need for frequent feedback from the DHB to the



sector and transparency.

Mental health and addictions care is delivered mainly in the community with access, when necessary to acute inpatient (hospital) and other specialist services.

The DHB is committed to a collaborative approach between its mental health and addictions service and primary health services, community providers and social service agencies.



Investment Logic Mapping (ILM) Workshops

As a requirement of the business case for the Ministry of Health, the Mauri Ora project completed two ILM workshops late February and early March.

The aim of the two workshops was to ensure a common understanding of the problems and expected benefits of investing. The workshops were facilitated by an accredited investment logic mapping facilitator and a Better Business Case expert practitioner. Participants in the workshops represented NGOs, primary care, consumers and mental health service senior staff.

Pictured from L-R: Phyllis Tangitu Lakes DHB GM Maori Health, Christine Hall Chief Executive Link, Karen Evison Lakes DHB Director Strategy Planning and Funding, Carley Jones CNM Inpatient Unit, Michael O'Connell Clinical Nurse Director Mental Health and Addiction Services, Nicky Humphris Mauri Ora Project Manager, Jacqui Gregory Psychology Professional Advisor, Marita Ranclaud Portfolio Manager Mental Health and Addiction Services, Bridget Davey Acting Clinical Nurse Manager Te Ngako, Michael Bland



Service Manager Mental Health and Addiction Services, Trish Smith MOH Advisor Capital Team (who is supporting Lakes DHB with the approval process to get sign off from the Ministers of Health and Finance), Gemma Griffin-Dzikiewicz, consumer representative, Kirsten Stone Rotorua Area Primary Health Services Chief Executive, Sylvia Meakin facilitator, Lynda Stevenson Accountant Mental Health and Addiction Services.

Strategic Advisor Consumer LeadershipGemma Griffin-Dzikiewicz

Gemma is involved in Project Mauri Ora as a member of the governance group. This role involves using her consumer experience, and her experience working on similar projects, to provide advice at a strategic level. Part of her advice is that effective engagement with a range of consumers should happen throughout the project. She is interested in discussing how to best support consumer engagement throughout Project Mauri Ora.

Gemma lives in Dunedin and currently uses Southern DHB services. However she has used a wide range of mental health services throughout the last 15 years, including using inpatient services in three DHBs.

Gemma has been working in the mental health sector for over 10 years. After completing a law degree at the University of Canterbury, she started her career as a Consumer Advisor at the Forensic Psychiatric Service at Canterbury DHB. She then spent a period working overseas and



completed two international internships—with the World Federation for Mental Health (USA) and the World Health Organisation (Geneva, Switzerland). Following that, Gemma returned to the World Federation for Mental Health and moved to South Africa to coordinate their Africa Initiative on Mental Health and HIV/AIDS.

In 2010 Gemma came back to New Zealand and resettled in Dunedin where she worked as a Portfolio Manager for the Southern District Health Board. This involved being responsible for the strategic planning and funding of mental health and addiction services across Otago and Southland, and managing an \$85-90million/year funding budget.

Since 2014 Gemma has worked part-time as a consultant on a wide range of projects involving quality improvement, project management, reviews of services and research. She combines part-time work with parenting her young son, and with postgraduate study.



The story of Mauri Ora and Tangata, Tikanga, Taiao

Mauri Ora means maximum health and wellbeing for individuals and their whanau. Mauri refers to the life force that all individuals have, and Ora refers to wellness. In essence, Mauri Ora is the wellness of our life force.

Mauri Ora embodies Tangata, Tikanga and Taiao, the three core elements underlying the vision for the development of Lakes DHB Mental Health and Addiction Services. These elements summarise the themes as described by tangata whaiora and their whanau and will underpin all work to develop their vision.

TANGATA, TIKANGA, TAIAO

Tangata – he mana to te tangata, he mana to te whanau

Acknowledges that all persons have mana, that all persons have a valued status, and acknowledges that all families have a valued status in the wellness of a whanau members life force.

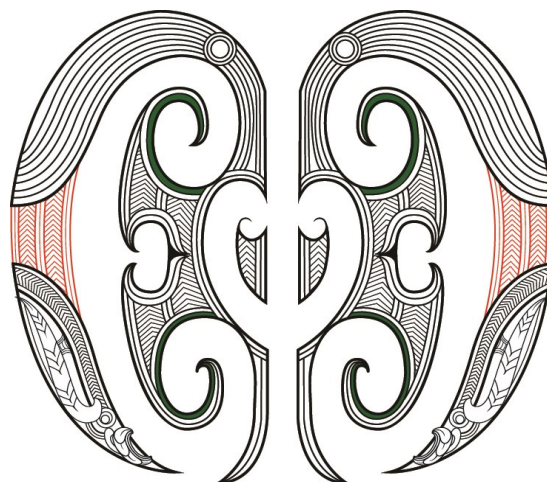
Taiao – toku ao, toku ohooho

Acknowledges that a person's environment, where they live and participate, supports the wellness of their life force.

Tikanga – Ata whakarongo, ata whakaaro, ata haere

Acknowledges the privileges of relationships, that it is important that we take the time to listen carefully, think about the information that has been shared, and go gently about our work.

MAURI ORA DESIGN ELEMENTS



The Mauri Ora design elements are unique to Te Arawa and Tuwharetoa. The central element (moko kauae) symbolises tangata (in this case female) and the four koru symbolise the four elements of nature (taiao).

The top element derives from the male rauru facial tamoko and symbolises tangata (in this case male). The fill elements are derived from the turapa design and pertain to the local area and tikanga of Te Arawa/Tuwharetoa. The central negative space mangopare also places emphasis on the Te Arawa/Tuwharetoa area. The two bottom figures symbolise tangata, working together, kaitiakitanga (in terms of care, guardianship and protection based on the Maori world view).

The green colour, symbolises nature and tradition through tamoko.

We want to hear from you

Lakes DHB is keen to hear what you think a future mental health and addiction service should look like. Engagement hui will be advertised shortly and everyone is welcome to attend these. If you have anything to say please e mail:

mauri_ora@lakesdhb.govt.nz

