



ANNUAL REPORT

2019 - 2020

Agility through uncertain times



TABLE OF CONTENTS

- Network Snapshot 1
- Vision, Mission, Values 3
- Performance Highlights 4
- Chairman’s Letter 5
- CEO’s Letter 7
- Our Board 9
- Annual Awards 2018/2019 10
- Practice Network 11
- Award Winners 2019/2020 17
- Network Testimonials 19
- Clinical Team 20
- Research and Workforce 21
- Pacific Equity 22
- COVID-19 27
- Corporate Services 29
- Financial Overview 30
- Our Year 31
- Our Staff 33

Copyright Alliance Health Plus Trust 2020
ISO Certified AS/NZS ISO 9001:2015



Network Snapshot



126,004

Total patient population

↑ **13%** v's 2018/19



40

practices

16
ADHB

20
CMDHB

4
WDHB



Total consults: **435,740**

GP : 341,281

Nurse : 79,343

Other : 15,116 (e.g. Specialist, Health Coaches etc)

37,696 patients registered on ePortals



23,527
appointments
booked online



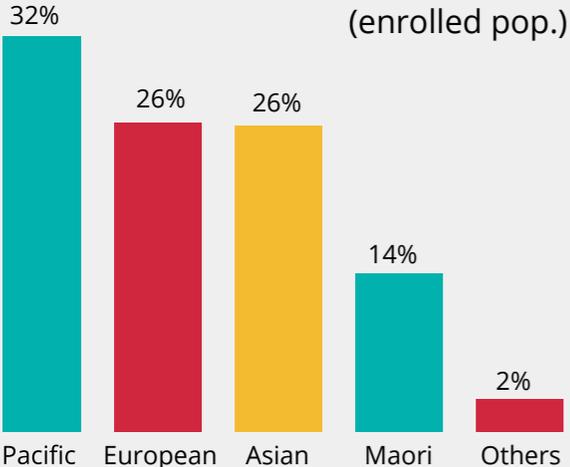
7,850
repeat prescriptions
ordered



36,687
messages sent and
received securely

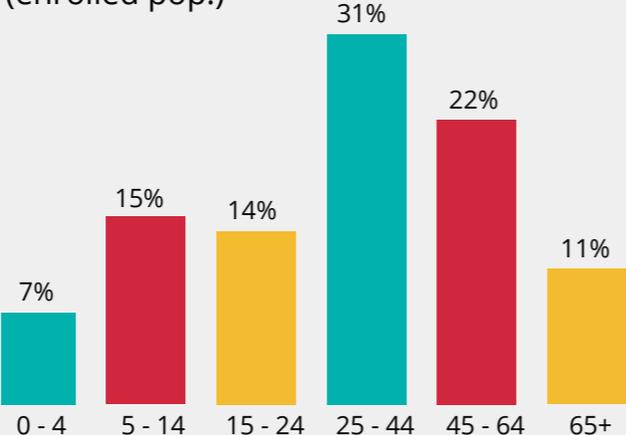
Ethnicity

(enrolled pop.)



Age

(enrolled pop.)



Network staff

165

GPs

104

Nurses

24

Practice / Business
Managers

102

Administrators
& Receptionists

13

Health Care Assistants,
Community/Social workers



About us

VISION

Strong families,
Strong communities,
Living well longer

MISSION

Transforming the health
and wellbeing of Pacific
and high-needs communities

VALUES

Compassion - Courage
Honesty - Respect - Service

Performance Highlights

Engage communities

- Invested in the organisational development of Buttabeen Motivation Ltd to support free access to weight loss programmes
- Continued to engage 28 churches through the Healthy Village Action Zone (HVAZ) programme
- Launched a Community Navigator pilot programme to connect high-needs families with health and social services
- Lead the Integrated Services Agreement with Baderdrive Doctors, South Seas Healthcare and Tongan Health Society to provide pragmatic solutions for Pacific and Maori families in crisis
- Supported the Pacific People's Health Advisory Group (PPHAG) and their involvement in various co-design projects
- Supported PPHAG and the Pacific Practice Based Research Network (PPBRN) with three on-going 'ground-up' research projects

Optimise performance

- Refined the real-time Mohio data management system
- Assessed practice viability during the initial COVID-19 period and delivered presentations to the network on financial viability and sustainability along with best practice approaches
- Customised practice plans to support improved clinical management of diabetes
- Provided practices with IT hardware to support the use of telehealth for consultations
- Supported our practice network with the implementation and use of telehealth tools, reducing the need for physical patient presentations and paper-based forms/documents

Increase health equity

- Changed Flexible Funding Pool areas of spend to focus on promoting equity, aligned to regional priorities
- Distributed funded contract volumes across the practice network to support equity measures where applicable
- Provided Pacific case studies for the Health and Disability System Review panel demonstrating the successful outcomes from equity initiatives
- Hosted 16 students - 13 of them Pacific - through the AH+ Internship Programme, increasing interest in health care careers, both clinical and non-clinical
- Supported regional initiatives on racial discrimination and unconscious bias
- Supported national investment and development of equity initiatives e.g. Gen 2040

Lead the future

- Re-invigorated the Optimise programme by launching the Cost of Care tool which helps practices to understand their population from a clinical, demographic and business perspective, contributing to more efficient and effective models of care
- Participated in two projects alongside ACC to streamline services and interventions
- Developed five successful funding proposals to support innovative programs and pilots

Chairman's Letter



Nothing has been the same at Alliance Health Plus since New Zealand's first COVID-19 coronavirus case was confirmed 28 February 2020. On Monday 23 March 2020 Prime Minister Rt Hon Jacinda Ardern announced that NZ's level 3 lockdown would start immediately at 1:40 pm. With 205 confirmed and probable cases on 25 March civil defence Minister Hon Peeni Henare declared a national state of emergency at 12:21 pm in Parliament. NZ entered alert level 4 at 11:59 pm.

COVID-19 national state of emergency Level 4 (most restrictive) and Level 3 lockdowns, triage and testing forced our general practice network doctors to change their business model almost overnight, to embrace virtual consultations. General practices, largely independent small & medium enterprises, suddenly embraced health-care futurist Dr Eric Topol's mobile tech transformation. Patients went online or phoned our network's doctors. The lack of primary care mobile tech infrastructure and expertise became very evident but was adopted quickly beyond all expectations. What we did observe as a consequence of COVID was Pacific and high needs patients fearing to go outside and fearing to present themselves to general practices. Consistent messages and appropriate triage arrangements in clinics has substantially addressed patient perceptions and avoided as best possible acute presentations to secondary care.

On 15 June 2020 the Minister of Health Hon Dr David Clark released Heather Simpson's long-awaited report: Health & Disability System Review. It recommends changes including the Ministry of Health restructuring into a much smaller entity, like the Ministry of Transport with 160 people, and a large separate agency, like the NZ Transport Agency with 1,500 people. Recommendations for reduction to between 8 to 12 district health boards with appointed members only and elimination of primary health organisations (PHOs) are controversial. The report's proposed Maori Health Authority split the review panel. And Pasifika health is not mentioned. Panel split and Pasifika health no-show combine to create legitimate system concerns for Maori & Pasifika people. They have life expectancies 6 – 7 years less than 83 years for non-Maori.

Alliance Health Plus is therefore planning for a return to the future. The Hon Helen Clark's Labour government passed legislation in 2001 for PHOs. They replaced independent practitioner associations formed by doctors since the 1990s. The first PHOs were formed in July 2002. NZ governments paid GPs using a fee for service model. This changed to capitation for PHOs; 30 in 2020 remain from 82 in 2008. As at September 2020 AH+ had completed three workshops with Board and executives to anticipate the changes in primary health care funding and General Practice operations. What services and support will GPs need if or when they must deal directly with district health boards? After the October 2020 general election AH+ will begin consultation with its GP network and Pacific providers and stakeholders.

In the COVID-19 environment we produced a small deficit of \$89k (was surplus of \$89k FYE 30Jun19). Net assets fell slightly from \$2.9M to \$2.8M. AH+ revenue grew to \$39M (\$33.7M FYE 30Jun19) but this is a one-off spike caused by patient numbers and COVID operations.

We expected to report ISO re-accreditation under ISO Standard AZ/NZS ISO 9001:2015 Quality Management Systems. But COVID-19 has blocked normal schedules. An interim accreditation was confirmed in June during a full three yearly renewal. This is now scheduled for 30Nov20 and 1Dec20.

We farewelled Sharon Shea MNZM from the Board May after she resigned due to her appointment as Interim Chair of Bay of Plenty District Health Board. We appreciated her insightful approach and wish her well in the future. We formally welcomed Mr. Luamanu (Lou) Maea Tu'u'u to the Board at its 16Sep20 Board Meeting. Mr. Maea's accounting and finance expertise with governance roles at Habitat for Humanity NZ and other organisations complements AH+'s Board capability and networks.

Thank you as always to my fellow Board Members: Dr Siro Fuata'i (Deputy & Establishment Chairman), Mr. Leo Foliaki (Chairman of Audit & Finance) and Dr Jim Primrose. For their exemplary and astonishing leadership since the COVID-19 pandemic began, thank you also to NZ Prime Minister Rt Hon Jacinda Ardern and Director General Health Dr Ashley Bloomfield.

Mr. Uluomato'otua Saululu Aiono ONZM, CHAIRMAN

CEO's Letter



In January 2020, I mentioned to staff about the term “V.U.C.A.,” being an abbreviation for volatility, uncertainty, complexity and ambiguity. Over recent years this had applied to sudden and unexpected events such as climate change, cyber-crime, geo-political issues such as President Trump’s election, massive fire outbreaks in California and Australia and the tragic shootings in Christchurch. No-one anticipated that the emerging data coming from China in late December 2019 would lead to a global COVID-19 pandemic with such devastating consequences to humanity and economies.

Within Primary health care since March 2020, we have seen 50 year old delivery models turned on their head almost overnight as general practice rapidly adopted to virtual consultations, Ministry of Health and DHBs quickly established regional coordination teams under Emergency legislation and primary and secondary care collaborated effectively to create solutions on multiple fronts to safely test, trace and isolate positive cases, whilst continuing to ensure safe primary health care for vulnerable populations.

A huge thank you to the “front-line heroes” of general practice for risking their own safety by operating in clinics, community testing centres and mobile outreach clinics to enable the government’s objective to “stamp out” the COVID-19 virus.

We have continued to advocate and support your health and wellbeing and practice viability by supplying adequate PPE, ensuring appropriate payment mechanisms for swabbing procedures, supporting additional costs of safe practice and telemedicine, offering business advice regarding financial and commercial support available to general practice and arguing strongly for primary health nurse pay-parity with the DHB MECA settlement.

For South Auckland Pacific and high needs families we understand how COVID-19 has amplified existing inequities, manifesting in increasing unemployment, increased housing congestion, increased anxieties and delayed health interventions. We have invested in the development of a new health Navigator service to ensure families in crisis are appropriately supported by Government agencies and social support systems; we have invested in health activists’ Buttabea Motivation to assist the morbidly obese Maori and Pacific peoples of South Auckland and assist their emerging food distribution business and we are working on a Resiliency programme for Pacific families.

Other performance highlights against our Strategic Goals of engaging our communities, increasing equity, optimizing performance and leading the future include:

- Supported our network with the implementation and use of telehealth technology
- Customised practice plans to support improved clinical management of diabetes
- Re-invigorated the Optimise programme to support practice models of care and business efficiency and effectiveness
- Supporting the work of the Pacific Peoples’ Health Advisory Group and their co-design projects
- Supported the Pacific Practice based Research Network with 3 “ground-up” research projects
- Supported Pacific Providers to grow their capacity and capability through the Pacific Provider Development Fund (PPDF)
- Supported equity initiatives e.g. Gen 2040 led by National Hauora Coalition
- Hosted 16 Internship Programme students (13 Pacific) from Tupa Toa, Universities of Auckland and Otago and Auckland University of Technology

In health leadership, I continue to serve your interests as Chair of the Auckland/Waiemata Alliance leadership team and Chair of the Auckland Primary Care Leader’s Group and active involvement in GPNZ and PSAAP forums. Our Director of Nursing, Pauline Fuimaono Sanders, was fully engaged as Chair of Metro-Auckland Clinical Governance Forum, with core focus of achievement of equitable outcomes for Maori and Pacific populations. We farewelled Dr Tana Fishman in April after a period of 3.5 years with us as Clinical Director and a stellar career of over 20 years as a GP in South Auckland and we were delighted to appoint Dr Hinamaha Lutui, to the Clinical Director role in July.

As we move into late 2020, we will see potentially more volatility and change with a new Government that will consider the extent to which they adopt some or all of the recommendations of the “Simpson Report”. We embrace these potential changes and look forward to working with our stakeholders in the 2020/21 financial year and beyond.

Wayne Williams, CA, CInstD, CEO

Our Board



Uluomato'otua (Ulu) Saulaulu Aiono ONZM BSc, MBA - Chairperson

Mr Aiono founded successful software technologies company COGITA in 1983. In 2011 he became an Officer of the New Zealand Order of Merit for services to business. He is the Rise up Trust Vice Chairman & Treasurer, Habitat for Humanity Greater Auckland Chairman and Finance Audit and Risk Committee Director, The Cause Collective Chairman, SensorFlo Chairman and Director of ViAGO NZ Ltd.



Dr Sirovai Fuata'i MBChB (Otago), Dip Obs (Auckland), FRNZCGP

Dr Fuata'i has been a General Practitioner (GP) for more than 25 years in Counties Manukau and is the Director of Baderdrive Doctors which has clinics in Mangere and Manurewa. He is also a Board member for The Cause Collective.



Leo Foliaki BCom

Mr Foliaki is a senior partner at PricewaterhouseCoopers and has been with the firm for more than 25 years. He has a wide range of experience from due diligence acquisitions, initial public offerings and audits. Mr Foliaki is a member of Chartered Accountants Australia and New Zealand, is Co-Chair for TupuToa and has a Bachelor of Commerce from the University of Auckland.



Dr Jim Primrose MBChB (Otago), Dip Obs

Dr Primrose has extensive experience in leading and contributing to change of the New Zealand primary health care sector and ensuring that it fully contributes to overall system performance. He has held a variety of senior roles in the public and private health sectors within New Zealand and until 2013 was the Chief Advisor Primary Care within the New Zealand Ministry of Health. He is an advisor to the Northern Regional Alliance and Chair of the Cancer Society (Waikato & Bay of Plenty Division). Dr Primrose is a member of the Institute of Directors.



Sharon Shea, MSc Comparative Social Policy (Oxford, with Distinction), BA/LLB (Auckland)

Ms Shea runs a consulting business that works with government, non-government, Iwi and Pacific clients across health, education, social services, whānau ora and economic development sectors. Ms Shea is Interim Chair for Bay of Plenty DHB and was Chair of the Maori Expert Advisory Group for the Health & Disability Systems Review. Ms Shea has tribal affiliations to Ngāti Ranginui, Ngāti Hauā, Ngāti Hine and Ngāti Hako.

Annual Awards Inspiring Health Transformation

The annual Alliance Health Plus Awards Dinner, sponsored by the Royal New Zealand College of General Practitioners and the Pacific Nursing Section of the New Zealand Nurses Organisation is a greatly anticipated event in the calendar. The evening is an opportunity to celebrate the incredible work carried out by our primary healthcare and community providers and allows us to award outstanding achievement.

Approximately 150 guests attended including AH+ staff members of our Practice Network, District Health Boards, Ministry of Health, Ministers and their wives from our Tongan and Samoan HVAZ churches, and other VIPs.

The awards were categorised into four areas; Ministry of Health Target Awards, AH+ Systems & Models of Care Awards, AH+ Equity Awards and for the second year, the AH+ Innovation Awards. The Innovation Awards involve self-nomination by practices and judging by an independent panel. Special acknowledgments recognised individuals who delivered outstanding service within the health sector.

Adding to the fun of the evening, spot prizes were awarded throughout the night, including the coveted prize of two tickets to attend the 2020 RNZCGP Conference.

In the spirit of giving and gifting, guests were treated to entertainment in the form of a surprise performance by 'The Fine Mats' - a dance troupe comprised of the AH+ team. AH+ staff are a diverse fusion of cultures, as such, the performance blended a variety of short traditional dances into one memorable routine.



Practice Network

Practice Network

What an interesting year it has been! We can safely say that the last three months of the 2019/2020 year were unexpected and unprecedented due to COVID-19, however, the practices in our network were agile and changed their service delivery models overnight; flexing up and down to manage the changing COVID-19 environment.

In addition to the enormous amount of work created by COVID-19, the first three quarters of the 2019/2020 year were also busy and productive.

As a team we were able to:

- Roll out the Wellness Support Mental Health programme across all of our network practices
- Implement a system to manage and monitor Flexible Funding Pool spend
- Maintain 100% of practices on ePortal
- Maintain performance measures for the regional System Level Measures program
- Provide on time performance contracts and reports
- Refine and add to the Mohio platform to include reports and added efficiencies
- Support two new start-up practices and transition two established practices into our network

Our Practice Network Team have a passion for primary care and work with practices as if they are part of the on-site team. We are proud to have dedicated staff who reflect the diversity that we see across our network of practices.



System Level Measures & Targets

Practice Network

AH+ and our practice network continued to support and contribute to regional System Level Measures (SLMs) and national targets which aim to improve population health and screening.

In 2019/2020 the focus was on three key primary care, high-level measures that were reported to the Ministry of Health, our practices focused on individual activities to support these.

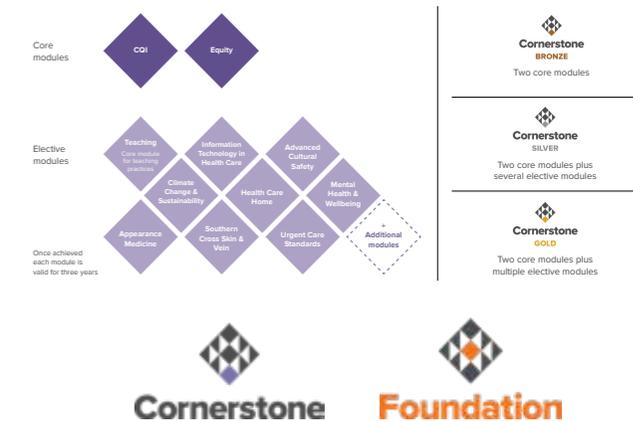


Separate to SLMs, practices were also working towards two national targets; Smoking Brief Advice and Childhood Immunisations. Disruption caused by COVID-19 made this a challenge.

RNZCGP Quality improvement standards

Cornerstone practice assessments were paused for much of the 2019/2020 year while the Royal New Zealand College of General Practitioners carried out the Cornerstone and Foundation standards simplification project. The project included pilot assessments and the training of new assessors. During this time the AH+ team focused on developing new tools, templates and sample documents to support the new Foundation standards and other new modules.

The new standards framework was announced by the RNZCGP in late 2019. During 2020/2021 the AH+ team will support more than half our network practices as they work to achieve the Foundation standards and additional Cornerstone modules.



Mental Health Integration

Practice Network

Auckland Wellbeing Collaborative

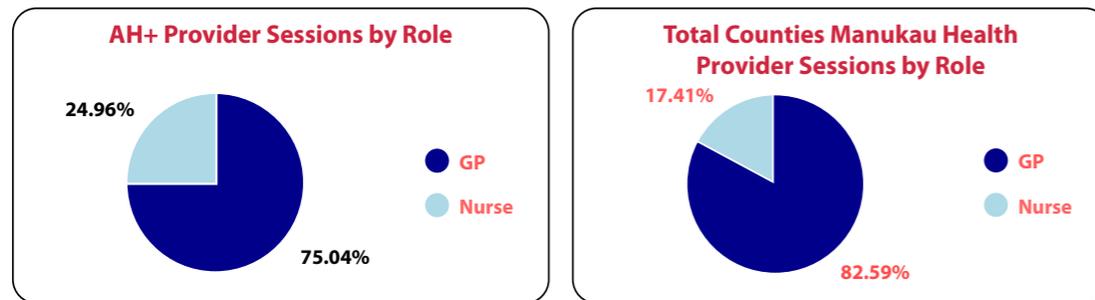
Also known as Integrated Primary Mental Health Addiction Services

During 2019/2020 we have been planning and preparing for the implementation of the national rollout of the Auckland Wellbeing Collaborative programme and are in a strong position to support this across our network of practices. The roll out is much anticipated and will mean a greater range of support than ever before in primary care, for people with any level of psycho social distress.

Wellness Support

AH+ was the first PHO to have all practices engaged in the Counties Manukau Health Wellness Support model before the end of 2019.

Throughout this year AH+ out-performed all other PHOs in nurse-led interventions and phone reviews. Phone reviews were of particular value to the community during the COVID-19 lockdown period, allowing people ongoing support through a very trying time. Our counsellors and psychologists also embraced virtual platforms to continue delivering talking therapies during the weeks in lockdown.



Above: AH+ nurse-led sessions are higher than the total Counties Manukau Health nurse-led sessions.



Youth initiative in Franklin

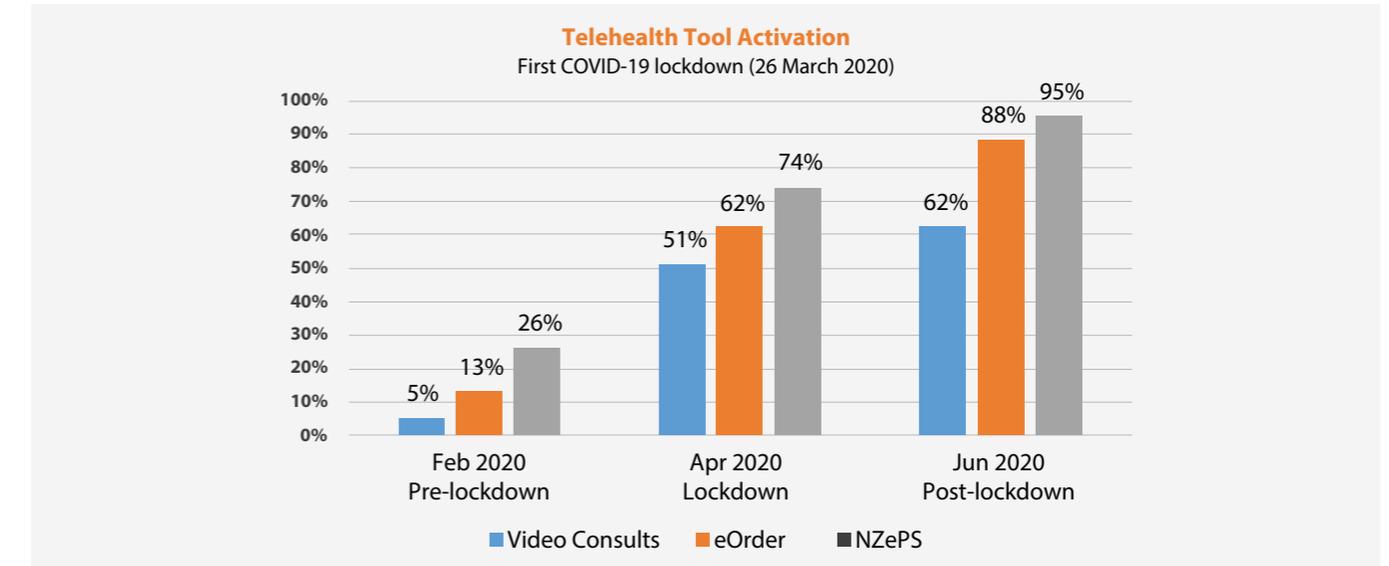
Supporting a Counties Manukau Health initiative in the Franklin district we have engaged with a youth orientated counselling service in our two Franklin practices, for people under the age of 25 years. This initiative has been most welcomed by the communities who have utilised and demonstrated the need for this type of service.

Telehealth tools take off

Practice Network

The use of telehealth tools increased dramatically during the COVID-19 lockdown, driven by a shift from in-person to virtual consults.

Initially, virtual consults were predominately conducted by telephone, however an increasing number of practices are now conducting video consults. The number of AH+ practices using **video consults increased from 5% in February to 62% at the end of June 2020.**



eOrder allows clinicians to order lab requests online. **Activation increased from 13% in February to 88% at the end of June 2020.**

E- Prescribing (NZePS) allows clinicians to securely send electronic patient prescriptions directly to their nominated pharmacy.

Activation of NZePS at AH+ practices increased from 26% in February to 95% at the end of June 2020.

Practices are realising the benefits of using NZePS some of which include:

- Signature exempt prescriptions
- Faxed prescriptions – an original hard copy is no longer required
- Controlled drug RX triplicate is not required

Our Practice Network

Auckland District Health Board

- Alliance Family Healthcare Otahuhu
- Avondale Family Health Centre Ltd
- Caring Clinic
- Elstree Ave Family Doctors
- Family Health Matters
- Grafton Medical Centre
- Hall Ave Medical Centre
- Hong Kong Surgery
- New Al-Dawa Medical & Dental Centre Ltd
- Otahuhu Family Medical Centre
- Queen Street Medical Centre
- Rosebank Road Medical Services
- The Auckland City Doctors
- Tongan Health Society – Langimalie Onehunga
- Tongan Health Society – Langimalie Panmure
- Victoria Park Medical Suites

Counties Manukau District Health Board

- Baderdrive Doctors Mangere
- Baderdrive Doctors Manurewa
- Bishop Medical Centre
- Cavendish Doctors
- Clendon Medical Centre
- Clevedon Road Medical Centre
- Dr Magan's Surgery
- Fellbrook Medical Centre
- Flat Bush Medical Centre Ltd
- Greenstone Family Clinic
- Howick Medical Practice
- Pukekohe South Doctors Ltd
- Rosehill Christian Medical Centre
- Sandhu Doctors Ltd (Your Health Centre)
- Selwyn House Medical Centre
- Southpoint Family Doctors
- South Seas Healthcare Trust
- The Airport Doctors Ltd
- The Wood Street Doctors
- Waiuku Health Centre Ltd

Waitemata District Health Board

- Kelston Mall Medical Centre
- Northpoint Medical Centre
- Stanmore Bay Medical Centre
- Waitakere-i Medical Centre

New start-up practices

Family Health Matters - based in Glen Innes this is the first nurse-owned and nurse-led clinic in Auckland and a pioneer for nurse-owned clinics across New Zealand.

Waitakere i-Medical Centre (WIMC) - located in West City Mall in Waitakere, patients can conveniently have their health care with modern technology and strives to provide quality and affordable care to improve the health and wellbeing of its patients.

Transferred practices

Clendon Family Health Centre - located in a densely populated area with a large high health needs population Clendon Family Health Centre is committed to providing quality care and positive clinical outcomes in a trusting environment.

Elstree Ave Family Doctors - situated in Glen Innes, this is a practice with a passion for the community. Elstree Ave Family Doctors works in partnership with their population to ensure they are best supporting positive lifestyle changes for health and wellbeing.

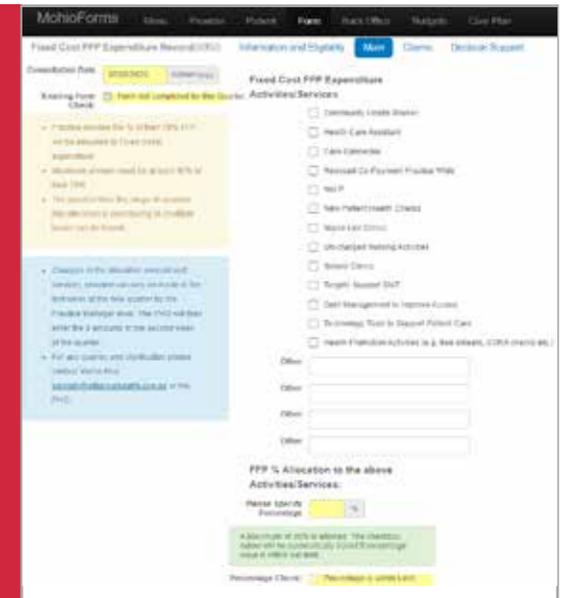
Flexible funding to support patient care

Practice Network

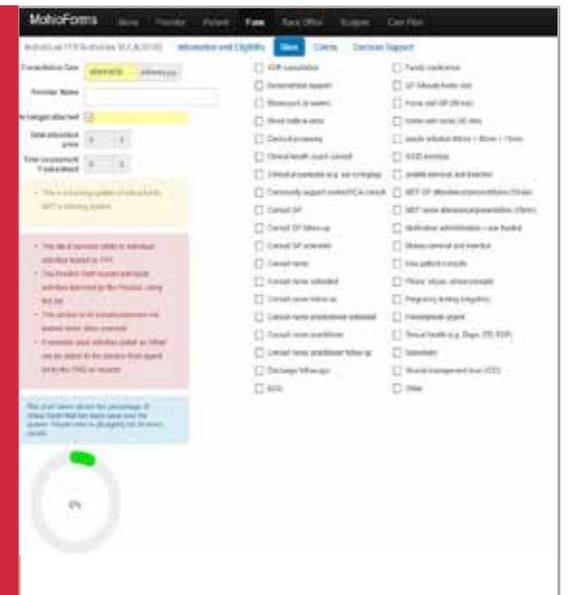
During 2019/2020 the DHBs had a focus on Flexible Funding Pool (FFP) spending. FFP is made up of funds allocated for improving access to primary care, health promotion and support of patients with long term conditions.

AH+ has a unique model of up-front payment with the use of Mohio FFP Forms to support practices in tracking their spending. Work is in progress to consolidate the areas of spend to align with the nine regional DHB priority areas and improve the forms so they are better fit for purpose in practices.

Fixed Cost FFP Expenditure captures the relevant activities/services that are implemented at practice-level.



Individual FFP Activities capture the relevant individual claims made per consult.



AH+ PRACTICE NETWORK AWARD WINNERS 2019/2020

Unfortunately, like many events planned for 2020, our Annual AH+ Awards Celebration was cancelled due to COVID-19 and the risk involved with gathering in large numbers. Regardless, our practice network has cared for their patients and communities with ongoing dedication and passion, and this year, perhaps more than any other, they deserve recognition of their wonderful work.

Congratulations and well done to all practices, but particularly the award winners below!

Winners – High Needs Population

Award criteria: Maori, Pacific or Quintile 5 with at least 10 eligible patients in categories of small (0-2,000), medium (2,001 – 5,000) & large (5,000 +) enrolled population that met target as at June 2020.

Immunisations	
Practice size:	8 month olds fully immunised Target 95%
Medium	Clevedon Road Medical Centre (100%)
Large	South Seas Healthcare Trust (96%)
24 month olds fully immunised Target 95%	
Medium	Greenstone Family Clinic (100%)

Smoking Brief Advice	
Practice size:	Smoking Brief Advice Target 90%
Small	Howick Medical Practice (100%)
Medium	Queen Street Medical Centre (99%)

Diabetes Assessment and Management	
DARs – population that have had a Diabetes Annual Review Target 90%	
Small	Howick Medical Practice (100%)
Medium	Queen Street Medical Centre (100%)
Large	Tongan Health Society (94%)
Valid HbA1c within 15 months Target 90%	
Small	Sandhu Doctors (100%)
Medium	The Airport Doctors (95%)
Large	South Seas Healthcare Trust (92%)
Management of Microalbuminuria Target 90%	
Medium	Hong Kong Surgery (100%)

CVD Assessment and Management	
CVDRA – population that have had a Cardiovascular Risk Assessment Target 90%	
Small	Sandhu Doctors (100%)
Medium	Queen Street Medical Centre (100%)
Large	South Seas Healthcare Trust (94%)
CVD Secondary prevention Target 70%	
Small	Stanmore Bay Medical Centre (76%)
Medium	Hong Kong Surgery (80%)
Large	Avondale Family Health Centre (75%)

Winners - Total Population

Award criteria: With at least 10 eligible patients in categories of small (0 – 2,000), medium (2,001 – 5,000) & large (5,000+) enrolled population that met target and had an overall ranking of all 4 quarters as the top performer (June 2020 achievement %).

Smoking Brief Advice	
Practice size:	Smoking Brief Advice Target 90%
Small	Howick Medical Practice (94%)
Medium	Queen Street Medical Centre (100%)

Immunisations	
8 month olds fully immunised Target 95%	
Medium	Hong Kong Surgery (100%)
Large	South Seas Healthcare Trust (96%)
24 month olds fully immunised Target 95%	
Medium	Hong Kong Surgery (100%)

Diabetes Assessment and Management	
DARs – population that have had a Diabetes Annual Review Target 90%	
Small	Caring Clinic (100%)
Medium	Queen Street Medical Centre (100%)
Large	Tongan Health Society (94%)
Valid HbA1c within 15 months Target 90%	
Small	Grafton Medical Centre (100%)
Medium	Southpoint Family Doctors (96%)
Large	South Seas Healthcare Trust (92%)

Mental Health	
Practice size:	For practices that have demonstrated outstanding initiative in mental health activity
Medium	Elstree Ave Family Doctors for supporting an initiative to establish group therapy sessions with a psychologist (only thwarted by COVID lock downs).
Large	Waiuku Health Centre for being early adopters of a new GP based mental health tool 'Just a Thought' a programme of patient treatment through a web based platform.

CVD Assessment and Management	
CVDRA – population that have had a Cardiovascular Risk Assessment Target 90%	
Small	Sandhu Doctors (99%)
Medium	Queen Street Medical Centre (100%)
Large	South Seas Healthcare Trust (94%)
CVD Secondary prevention Target 70%	
Small	Stanmore Bay Medical Centre (75%)
Medium	Dr Magans Surgery (74%)
Large	South Seas Healthcare Trust (70%)
CVD Primary prevention Target 70%	
Medium	Alliance Family Healthcare Otahuhu (71%)

Cervical screening Target 80%	
Met target for each of the four quarters and top performers for the network (June 2020 achievement %)	
Small	Sandhu Doctors (81%)
Medium	Queen Street Medical Centre (97%)

Testimonials from our network

The AH+ team is amazing. Always helpful and positive. We appreciated your comprehensive support throughout the ever changing times. You guys are an A+++ example of why PHOs like yourselves are truly needed for the community.”
- Janice Choi, Grafton Medical Centre

“All staff at AH+ are so very helpful and knowledgeable, they are always there to help with any questions we have. Philippa is always quick to reply to questions by either email or a phone call. She has always treated me with her warm and helpful manner.” - Anon

“We decided to open our own medical centre at the end of last year. Our journey was definitely made easier and smoother with the broad experience and good guidance and advice from the AH+ staff. We receive excellent support from Vanita, Umesh, Anju, Philippa, Joe and others. AH+ was recommended to us by our fellow colleagues and we will definitely highly recommend them to others.” - Dr Albert Low, Waitakere i-Medical Centre.

CONTINUED SUPPORT

“We would like to take this opportunity to thank all the staff at AH+ for their continued support. A special thank you to Vanita and Anju for their support over the phone and in person, we get a prompt response every time which is very much appreciated.”
- Prenita & Dr Vijay, Fellbrook Medical Centre

“The following quote is very similar to the quote we record in our Maori Health Plan. I find this is very apt for our team at Alliance Health Plus. ‘Ka whakanuihia ta maatau kaha e te tautoko a te roopu Alliance - Our strength is enhanced by the support of the Alliance team’.”
- Gaylene, Pukekohe South Doctors

“I have worked in the medical industry for over 20 years and since starting with my current clinic (4yrs ago) I have been supported every step of the way. AH+ has not only given myself support, but my colleagues as well. To all the staff at Alliance Health Plus thank you all very much for all your support over the years.” - Anon

TRULY AMAZING

“The team at AH+ has consistently responded with empathy and action at lightning speed. Truly amazing.”

- Jitendra Pal,
Selwyn House Medical
Centre

VERY GRATEFUL

“We are very grateful for the support we receive, especially from Philippa who is always willing to help with any issues, particularly around Medtech. Recently she set up a bulk text for us which has saved us hours in administration of chasing up bad debt. Thank you to Vanita who is always so accessible, and to the whole AH+ team.”
- Jackie Burton, Waiuku Health Centre

GREAT SUPPORT

“You guys have been of great support. I don't think we could do what we do without you. So, thank you very much!”
- Yasmin Parmar, Northpoint Medical

“If you need any help the AH+ team are always there to support and assist you!” - Jill Pearce, Sandhu Doctors Ltd.

EXCELLENT RESPONSE

“Would like to thank all AH+ staff for their ongoing communication and excellent response and team work especially during COVID-19 lockdown. Wishing all staff great health, look after yourselves. Keep up the great work”
- Queen Street Medical Centre Otahuhu

Our Clinical Team

Clinical

Long-term conditions are a major focus at DHB and PHO level, and among other projects, the AH+ clinical team played a key role in the rollout of new diabetes and CVD service specifications to practices. This rollout involved 10 practices with high numbers of enrolled patients with multiple co-morbidities including diabetes and CVD.

AH+, in collaboration with partners BBM Motivation Ltd, Greenstone Family Clinic, Southpoint Family Doctors, The Waiting Room and Zoom Pharmacy Ltd, were successful in their proposal for the Counties Manukau Health Te Ranga Ora contract which aims to deliver innovative primary and community services to support people and whaanau living with long-term conditions. AH+ practices South Seas Healthcare Trust and Baderdrive Doctors were also successful in their Te Ranga Ora proposals as part of other collaborative partnerships.

We farewelled AH+ Clinical Director Dr Tana Fishman in May 2020, Tana had been with AH+ for 3.5 years and advocated at DHB level with speciality service clinicians to improve access for primary healthcare.



Dr. Tana Fishman

Some key work that Tana lead included; falls prevention, bowel screening, Hep-C look-back and Long Acting Reversible Contraception (LARC) projects. During COVID-19 lockdown, Tana significantly contributed to the clinical advice and support provided to our network.



Pauline Fuimaono Sanders (RN, BN, MP)

In August 2019, AH+ Nursing Director, Pauline Fuimaono Sanders (RN, BN, MP) was voted in as Chair of the Metro Auckland Clinical Governance Forum (MACGF) which consists of clinical representatives from all Auckland PHOs as well as Primary Care team representatives from the three Auckland DHBs. It is a critical alliance in forming and driving a collaborative approach to the improvement of primary healthcare across the region. Pauline is the first Nurse, the first Pacific person and the first female to hold the position. Pauline was also the first Pacific member of the HQSC Primary and Community Integrated Advisory Group and has been successful in advocating for more Pacific representation within the Group.

Support for Samoa during the measles epidemic



In October 2019, the Samoan Ministry of Health declared a measles outbreak. By early January 2020, Samoa's Ministry of Health had reported nearly 5,700 cases of measles and 83 measles-related deaths, most of them children under five.

New Zealand provided emergency support to Samoa and AH+ Nurse Advisor, Joe Glassie-Rasmussen was in the first cohort of eight nurses sent as part of the medical response.



Joe Glassie-Rasmussen (RN) in Samoa

Stationed in Lepea on the island of Upolu, Joe was part of 'Team 13' – a combined team of nurses from both Samoa and New Zealand.

Joe provided guidance on Cold Chain procedures and delivered vaccination education and re-fresher training to local nurses including potential side effects including anaphylaxis, and the appropriate response.

Pacific research & co-design

The Pacific People's Health Advisory Group (PPHAG) was formed in 2017 by Dr Tana Fishman and patient Rose Lamont with the support of AH+. The group provides a way to engage the Pacific community around new initiatives, health care delivery and research. Following this, the Pacific Practice Based Research Network was formed in 2019 bringing together the community (PPHAG), practices, the PHO and university researchers to identify areas of relevant research.

A Health Research Council activation grant will enable the PPHAG, PPBRN and University of Auckland researchers to continue to work together over the next year to prioritise a co-design research project that will later be put forward to HRC Pacific Project round grant applications.

The story of PPHAG and PPBRN was published in the Annals of Family Medicine "View from the Canoe: Co-designing Research Pacific Style" by Rose Lamont, Tana Fishman, Pauline Sanders, Malakai 'Ofanoa, Felicity Goodyear-Smith.

The first paper to emerge from this community-directed research programme, "Interventions to Improve Uptake of Urate-Lowering Therapy in Patients with Gout: A Systematic Review" was published in the British Journal of General Practice Open. The paper found that Nurse-led interventions were found to be the most effective intervention, although there is limited data on their long-term effectiveness.



Founding PPHAG member and key contributor, Joseph Tuala sadly passed away in 2020. Our deepest condolences to his family. He will be sorely missed.

Grow your own

The Alliance Health + Internship Programme

This Programme hosts tertiary students as interns to gain academic credits towards their healthcare and health leadership papers. Growing since 2017, we now partner with University of Auckland (UoA), Unitec, Manukau Institute of Technology (MIT), University of Otago and TupuToa, a programme creating career pathways for Maori & Pacific students in the corporate and professional sectors.

Interns work on individual projects relating to the AH+ strategic plan. These have a Pacific focus and contribute to the improvement of health equity while offering students valuable work experience.

Some of the projects interns worked on in 2019/2020 include; researching and proposing strategies to improve smoking cessation rates, assisting in collecting, managing and reporting data across the business and supporting the implementation of a new data collection database for BBM Motivation.

Two students from UoA began their placement with us just before New Zealand went into COVID-19 Level 4 lockdown. The internships continued with successful high-trust relationships, connecting virtually to ensure the students felt involved, supported and mentored. Their individual projects developed robust Pacific health feedback surveys which will be implemented in our PPAL programme and future Pacific-focused community health activities.



Pacific Equity

Pacific Equity

This year has been one of change not only in what is happening around the world with COVID-19 but more specifically within our Pacific Equity Team. The passionate team of Pacific workers who deliver services and programmes to our Pacific community is now led by Karyn Ne'emias and while being mindful of the contractual requirements and constraints set out by the DHB's and Ministry of Health, we are reviewing the ways we can help our community.

Our team provides the fundamental link between health initiatives and Pacific communities, focusing on improving health equity and wellbeing for our Pasifika. For many years we have been talking about social determinants of health, we feel that now is the time to do something about it.



Back row L-R: Karyn Ne'emias, Sinia Saafi, Malae Sanders, Loli Mesepa Channing
Front row L-R: Aumua To'o Vaega, Nainai Tipelu

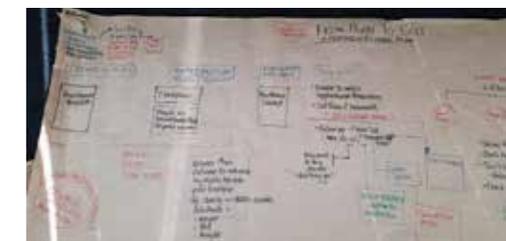
Integrated Services Agreement (ISA)

This is an innovative programme designed to achieve better outcomes for high needs Pacific families across Auckland DHB, through the integration of many small contracts into one single contract. The services are delivered through three of our Pacific Health Providers; Baderdrive Doctors, South Seas Healthcare and Tongan Health Society.

This year included:

1. A review of the Customer Relationship Management database (CRM) which was designed to collate the outputs and outcomes of this programme. This review triggered a comprehensive review of the contract and we found various opportunities for improvement in both data capture and service delivery which will benefit our families and our providers.
2. The commissioning of Impact Lab which showed AH+'s Social Value Return on Investment for the ISA service. A report was presented and delivered to AH+ in early August 2020 showing an **830% social value return**.

Find the report at alliancehealth.org.nz/news.



Workshopping improvements to the ISA contract

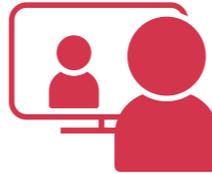
Positive Parenting Active Lifestyle (PPAL)

Pacific Equity

PPAL is a programme for families or caregivers with children under 5 years old, with a BMI in the 91st centile or above. AH+ worked with ADHB, Triple P and Plunket, to transform the contract into a deliverable programme that benefits families by providing education, support and resources around nutrition, active lifestyles and behaviour changes.

This year, AH+ delivered six group programmes and 38 one-to-one home visit programmes, reaching 80 families. All of the active facilitators were Tongan and bi-lingual classes helped Tongan participants feel comfortable to share more openly. Our facilitators had the opportunity to share the success of the programme on a Tongan radio show which was very helpful in promoting the programme to our community.

During the March 2020 Level 4 lockdown we quickly changed from face-to-face to virtual classes via Zoom, for four groups that had already started their programme. Online learning in this manner was foreign to many from our Pacific community, however, our facilitators helped participants navigate technology and tools, supporting them to successfully and enjoyably complete the programme.



Part of the programme's success is the eagerness of our facilitators to understand the participants' current knowledge and lifestyle, and explain new concepts in a clear and relatable way. This skill was acknowledged by both participants and supporting health workers. "I have to agree, I was so inspired by you last week! The way you were able to get your message across to those communities was amazing!" – ADHB Dietician



PPAL group, Tongan Methodist Church Panmure



Mt Roskill Free Church of Tonga, PPAL Zoom session

Pacific Community Navigators

Pacific Equity

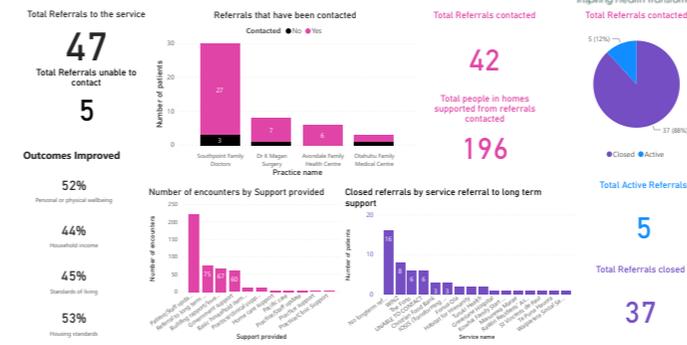
During COVID-19, AH+ was given the opportunity to respond to the growing need for health and social support in the community. From our experience and relationships we knew that creating Pacific Community Navigators who were available to our GP practices would create long-lasting benefit for our Pacific people. From our AH+ enrolled population, 32% of patients are Pacific. 56% of those patients are NOT enrolled with a practice that is categorised as a Pacific Provider, therefore many of our Pacific continue to miss out on the assistance they need, merely because funding is not available through their enrolled practice.

AH+ piloted the Pacific Community Navigator Service which started in May 2020. The service provides practices with the ability to refer Pacific patients who need assistance connecting with other health and social service providers. We have two Pacific staff implementing the pilot with patients from four of our general practices.

Although Community Navigators are not a new concept, our pilot introduces a unique 360-degree feedback loop where the referring GP is updated with their patient's connection with outside support services, allowing for improved continuity of care. It is clear from the numbers and feedback that this is a valuable service. The key to success is working together with patients, their families, GP practices and the many social providers – both Pacific, Maori and mainstream. We believe that supporting these patients in a more holistic way, will give them space to begin to prioritise health, resulting in improved outcomes.

Pacific Community Navigator

As at 30 September 2020



Pacific Community Navigators Nainai Tipelu (left) and Malae Sanders

As at 30 September the team had received 47 referrals and made connections for 42 of these, indirectly impacting a total of 196 people who were living in these homes.

Healthy Village Action Zone (HVAZ)

Pacific Equity

Parish Healthcare

AH+ continues to work with 14 Samoan churches while the Tongan Health Society works with 14 Tongan churches to address obesity, diabetes, cardiovascular disease and other long term conditions through lifestyle programmes and events.

One of the recommendations of the service review undertaken by ADHB & WDHB last year was:

Community-led development is an effective way to support sustainable family and community level change. It is well accepted by Pacific communities. Therefore investment by the DHB's into the HVAZ programme should continue.

The Aiga Challenge prize giving was held in November 2019 at the Sandringham CCCS Church. Through AH+'s relationship with Dave Letele of Buttabeen Motivation (BBM), he was invited by the church ministers to be the guest speaker at the event. The topic of obesity is common to both HVAZ and BBM and Dave's speech resonated with many of the HVAZ parishioners who attended. Congratulations to the female participants who took out all the prizes for the challenge! The Church Ministers issued a new challenge to all the males in the network of HVAZ churches to do better the following year.

COVID-19 changed the way our communities came together to support one another. In lockdown, all in-person events were postponed and the AH+ HVAZ team began to provide different services and support to the HVAZ community.

Loli Mesepa Channing (Parish Community Nurse) started working at the South Seas Healthcare COVID-19 Community Testing Station, while Aumua To'o Vaega maintained regular phone and email contact with church ministers and their health committees to ensure that important health and other relevant messages were being understood by the Samoan HVAZ community.

Online church services, physical activities in household bubbles, physical challenges, fist pumps, elbow bumps and Zoom meetings are all becoming the norm for our churches and we continue to support the balance of physical, spiritual and mental health.



HVAZ Aiga Challenge Prizegiving 2019



Pre-COVID-19 exercise session with HVAZ Church; Seventh Day Adventist Church Onehunga

Pacific Provider Development Fund (PPDF)

Pacific Equity

For the last seven years AH+ managed the Pacific Provider Development Fund and was the lead co-ordinator across 14 providers. PPDF providers submitted their annual plans showing how PPDF would support them to deliver services and initiatives to reduce social & health inequities, and improve the overall health and wellbeing of their communities. Many of these deliverables were put on hold during COVID-19 lockdown as all our providers are essential services. This collective of Pacific Providers worked tirelessly to help keep our Pacific communities informed, safe and provide support and resources to those who needed it. New Zealand was witness to how working collaboratively could only benefit our Pacific communities



As of 1st July 2020, the Ministry of Health will be managing this fund for all four New Zealand PPDF Collectives. It has been a pleasure serving our Pacific Providers in managing this fund.

Fighting obesity with Buttabeen Motivation (BBM)

In November 2019 we partnered with Dave Letele, founder of Buttabeen Motivation and the BBM programme. This weight-loss programme, developed from one man who wanted to help a friend lose weight, is community development at its best.

After exhausting many funding avenues with little success, BBM approached AH+ with an opportunity to partner with them. As a Pacific-led PHO with a mission to transform the health and wellbeing of Pacific and high-needs communities, the partnership is one that makes sense. Through this relationship we have an opportunity to support a significant reduction in health inequities for our Pacific population and we can already see BBM achieving this at a grass-roots community level.

BBM runs at least 17 free boot camps weekly, in three locations in South, West and Central Auckland and participants are welcomed into the BBM family that lives by the culture of #noexcuses; empowering people to take ownership of their own health and work towards a better lifestyle.



L- R: Ulu Aiono (AH+ Board Chairman), Umesh Chandra (AH+ CFO), Wayne Williams (AH+ CEO), Dave Letele (BBM Founder), Karyn Ne'emia (AH+ Pacific Equity Manager), Ula Letele (BBM General Manager)



'No excuses!' BBM bootcamp at the BBM HQ in Manukau

Life during COVID-19 lockdown

Primary health care played a critical role in the successful management of COVID-19 in New Zealand. We are extremely proud of the way our practice network, Pacific providers, associated community groups and churches acted with agility and determination to ensure their communities remained safe.

The AH+ Senior Leadership Team actively participated in the health response at a national, regional and local level. All AH+ staff worked tirelessly across their area of expertise during the lockdown period (also chipping in wherever else they were needed!), providing essential resources and support. Here are some of the activities that took place during the first lockdown:



The dancing team at Panmure Community Testing Centre

Community testing response

- Established and managed the Panmure Community Testing Centre (CTC)
- Operational, clinical and technical support provided to the South Seas Healthcare Otago Community Testing Centre
- Established two Mobile Testing Units
- The Panmure Community Testing Centre team gained publicity for dancing to keep spirits high while working at the frontline



Care for mental health

- 3 psychological support sessions arranged for frontline staff at the Panmure CTC
- 2 presentations to CTC staff on effective communication to support them in dealing with challenging patient behavior



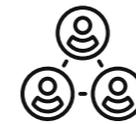
In the media

Coverage of the support provided at the Community Testing Centres appeared in various media including:

- NZDoctor
- Stuff.co.nz
- The Breeze Breakfast Show
- TVNZ
- Kai Tiaki Nursing



Pauline Fuimaono Sanders being interviewed by TVNZ



Our general practice network

- 200+** deliveries of personal protective equipment (PPE) to practices, by AH+ staff
- 5** Zoom sessions hosted by AH+ providing a forum for advice, guidance and support
- 36** mobile phones donated to help practices manage phone line congestion

Supported practices to increase video consults from

- 5%** pre-lockdown to
- 62%** post-lockdown



- 32** eNewsletters sent, delivering the latest (ever-changing) information and guidelines



Financial business support

- Summaries of government support packages provided to practices
- Support offered to individual practices by Chief Executive Officer and Chief Financial Officer as required
- Lobbied for additional funding for general practice at a governance level



PPAL session delivered virtually via Zoom



Social Media

@mamashouseAH Facebook posts reached over

69,000 people



Our Pacific community

- **14** Healthy Village Action Zone (HVAZ) churches supported with regular phone and email contact
- **12** "Pasifika Post" eNewsletters sent to our Pacific community with the latest COVID-19 and relevant support information
- **20** sessions of the Positive Parenting Active Lifestyle Programme (PPAL) delivered virtually across 4 groups

Corporate Services

The 2019/20 year saw the Corporate Team remain heavily involved in the financial management, contract management, information management and marketing for AH+. The implementation of G-Suite was a major project delivering enhanced data security measures. The team was well prepared for the emergence of COVID-19, delivering services online with seamless continuity. General Practice and Provider payments, for example, continued throughout all alert levels with no disruption.

Communication to our key stakeholders continued to include regular 'Health Hub' eNewsletters providing clinical & sector updates along with a round-up of available education opportunities for network staff. The 'Pasifika Post' eNewsletter was launched in November 2019 containing health and community updates important to our Pasifika community. Our facebook community (@mamashouseAH) continued to grow and flourish, and provided a critical pathway for sharing updates with the public.



Back row L – R: Simon Warbrick, Amanda Crichton, May Harper, Anson Huang
Front row L - R: Rebecca Lam, Umesh Chandra, Hue Chung

Contracts & reporting

During 2019/2020, AH+ had 50 contracts funded either by the Ministry of Health or the Metro District Health Boards. Of these, 41 were managed by the Practice Network Team, and nine by Pacific Equity.

Corresponding back-to-back agreements with Practices and Providers numbered 300. The value of these contracts was \$31.3 million, of which \$23.4 million was capitation funding and \$7.9 million was non-capitation funding. Performance Monitoring Reporting was required for 44 of these contracts with all submitted successfully during the financial year.



Financial Overview

Total Revenue:
\$38.9 million

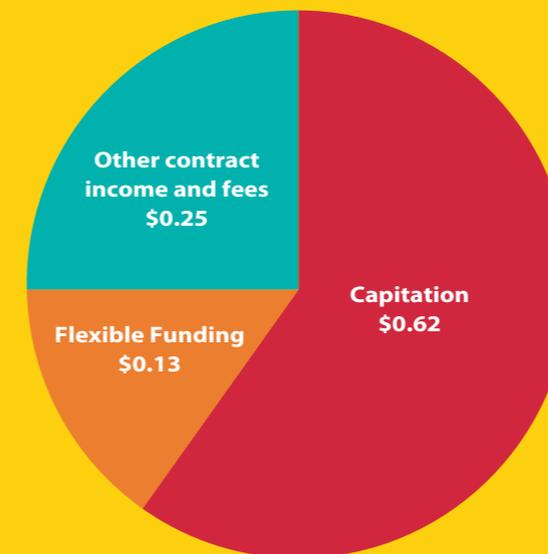
Largest source of revenue:
First Contact Care capitation: \$24 million

Cost of Services:
\$36.9 million

Gross Surplus:
\$2 million

Net Deficit:
\$89,974

Revenue analysis by each dollar received



Expenses analysis by each dollar spent



To view our full audited financial statements visit: alliancehealth.org.nz/annual-reports

Our Year...





Back Row L to R: Loli RN Mesepa Channing, Nainai Tipelu, Aumua To'o Vaega, Anson Huang, RN Joe Glassie-Rasmussen, Moe Tu'ipulotu, RN Wayne Hussey, Simon Warbrick, Amanda Crichton
Middle Row L to R: May Harper, Hue Chung, Anju Verma, Rebecca Lam, Philippa Little, Selaima Masima, Malae Sanders, RN Fazmina Mohammad
Front Row L to R: Karyn Ne'emiam, Vanita Hira, Wayne Williams, RN Pauline Fuimaono Sanders, Dr Hinamaha Lutui, Umesh Chandra, Absent: Sinia Saafi

Mālō 'aupito
Māuruuru
Merci Arigato
Fakafetai lahi Dojeh
Gamsahamnido Fakaaue lahi
Shukran Gracias
Vinaka vaka levu
Bedankt Ngā mihi Xiè Xiè
Salamat
Thank you
Fa'afetai lava
Dhanyavaad Ko rab'a
Mahalo nui loa
Meitaki ma'ata

