

PASIFIKA INTEGRATED  
HEALTH CARE LTD  
AS A PACIFIC HEALTH CARE  
PROVIDER  
FOR PACIFIC DISABILITY POPULATION  
IN AUCKLAND REGION

Pasifika Integrated Health Care  
(PIHC)

## PART TWO

### ABOUT THE SERVICE

#### Home Based Support Services

- The service provides Personal Care and Household Management to qualified clients under the Needs Assessment and Service Coordination Agency criteria.
- PIHC operates a sub-regional service to over 65yr olds, and regional for under 65yrs.
- Cover most forms of disabilities except Mental Illness.
- Special programmes designed for Intellectual Disability clients aged 5yrs – 45yrs.
- Programme is called “Community Engagement”. On trial for up to 12 months, then review it’s effectiveness. The programme is operated twice a week from North Shore office and 4 days at the Central Auckland office.

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The clients are assessed for their capabilities:

- Associate with other clients.
- Participate in activities that he / she enjoys.
- Non-aggressive behaviour towards other clients.
- Is able to follow basic instructions.
- Is able to work in a team of other similar disabled clients.

# STAFFING

## Home Based Support Services

- 65% of workforce is made up of HBSW / Family Carers.
- Home Based Support Workers are not nurses or cleaners.
- They are especially trained as Home Based Support Workers to assist clients in their own homes.
- PIHC employ 4 Service Coordinators in North Shore, and 4 in Central Auckland's office. Two Service Managers are on either site.
- Staff mixed from all Pacific ethnic backgrounds.
- Community / Home Based Support Workers, are also educators.

## Board of Directors

### Primary Care Services

- X3 Nurses
- X4 Community Health Workers / Educators

### Administration

#### X4 Staff

- X1 Finance Administrator
- X1 Contract Administrator / Office Coordinator
- X2 Referral Administrator / Receptionist

# TRAINING

- Partnership with a reputable private training Provider for last 3 years has assisted our service well (this is a 12 week programme), for 3 Levels (NZQA).
- In-service programmes are incorporated to training plans. Reviewed 6 monthly.
- Low turnover of staff is a reflection of how PIHC manage their workforce.
- All staff employed by PIHC must attend other work related courses outside the organization, i.e. Leadership Programme, Directors Training, Health Promotion.

## STATEMENT OF PURPOSE

Pasifika Integrated Health Care believes that commitment to effective integration is by working collaboratively, and alignment of and coordination of Health Services that have direct impact on the health of Pacific People.

## VISION

To be the best Pacific Provider to deliver a culturally sensitive, integrated health service to Pacific People within the Disability and Primary Health Care sector.

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# ABOUT THE ORGANISATION

- Established in 2001 with a Board of Directors as a business entity.
- Comprised of two structures – i) Business
  - ii) Operational

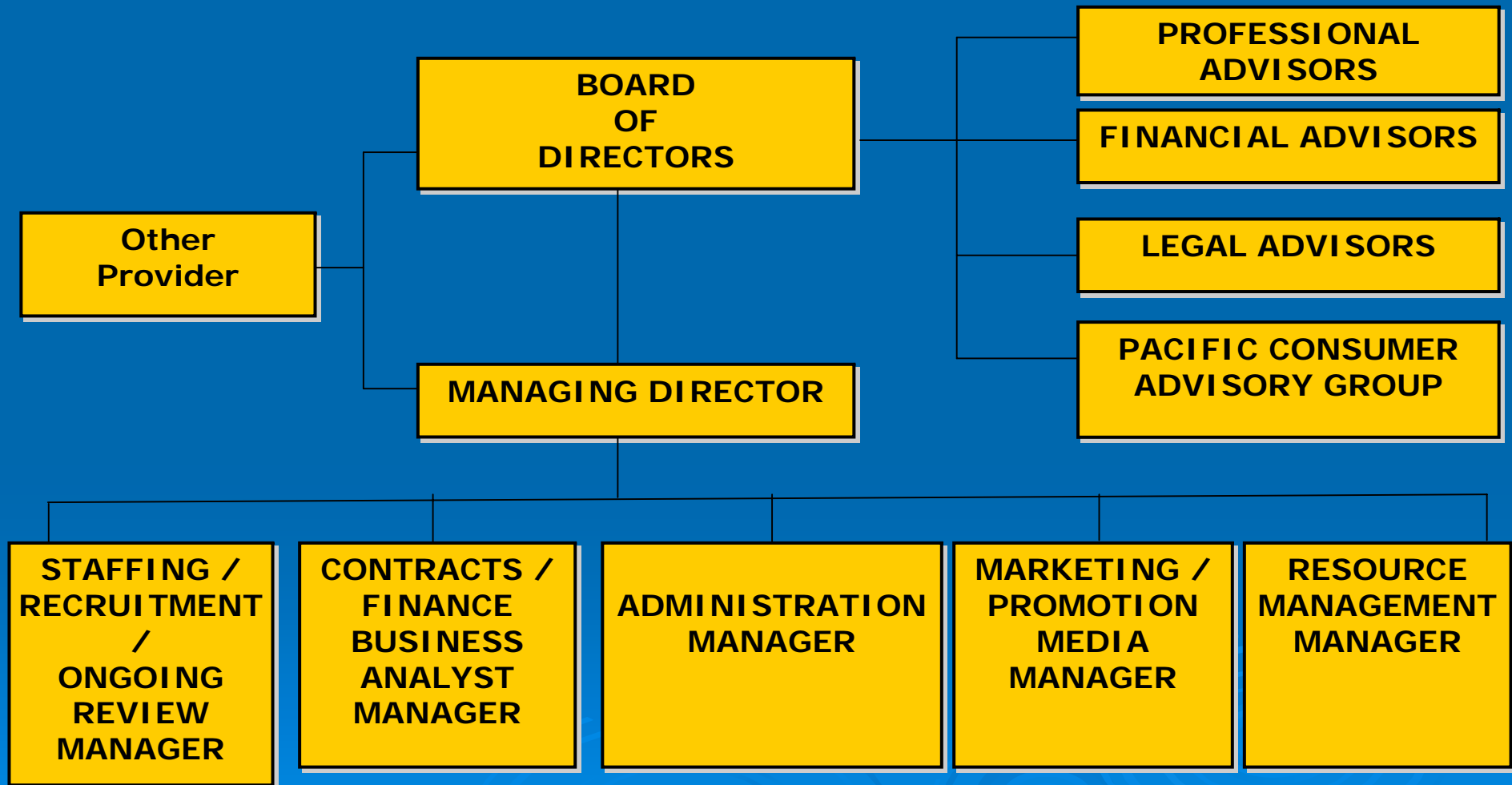
# BUSINESS STRUCTURE

Business Structure has five main silos:

- i. Workforce Recruitment / Retention and Training
  - ii. Contracts / Finance
  - iii. Administration
  - iv. Resources
  - v. Marketing / Promotion
- Through consistent marketing and promotion of organization core services and transparency. There was a rapid growth noted by MOH in 2005.
  - This growth is a call for consolidation and review of services.
  - PIHC has a philosophy of “deliver the best and alleviate pain, maintain comfort and prolong life”. We align service delivery with Disability Home Based Care Standards.

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# PIHC BUSINESS ORGANISATIONAL STRUCTURE



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# OPERATIONAL STRUCTURE

Comprise of two core services:

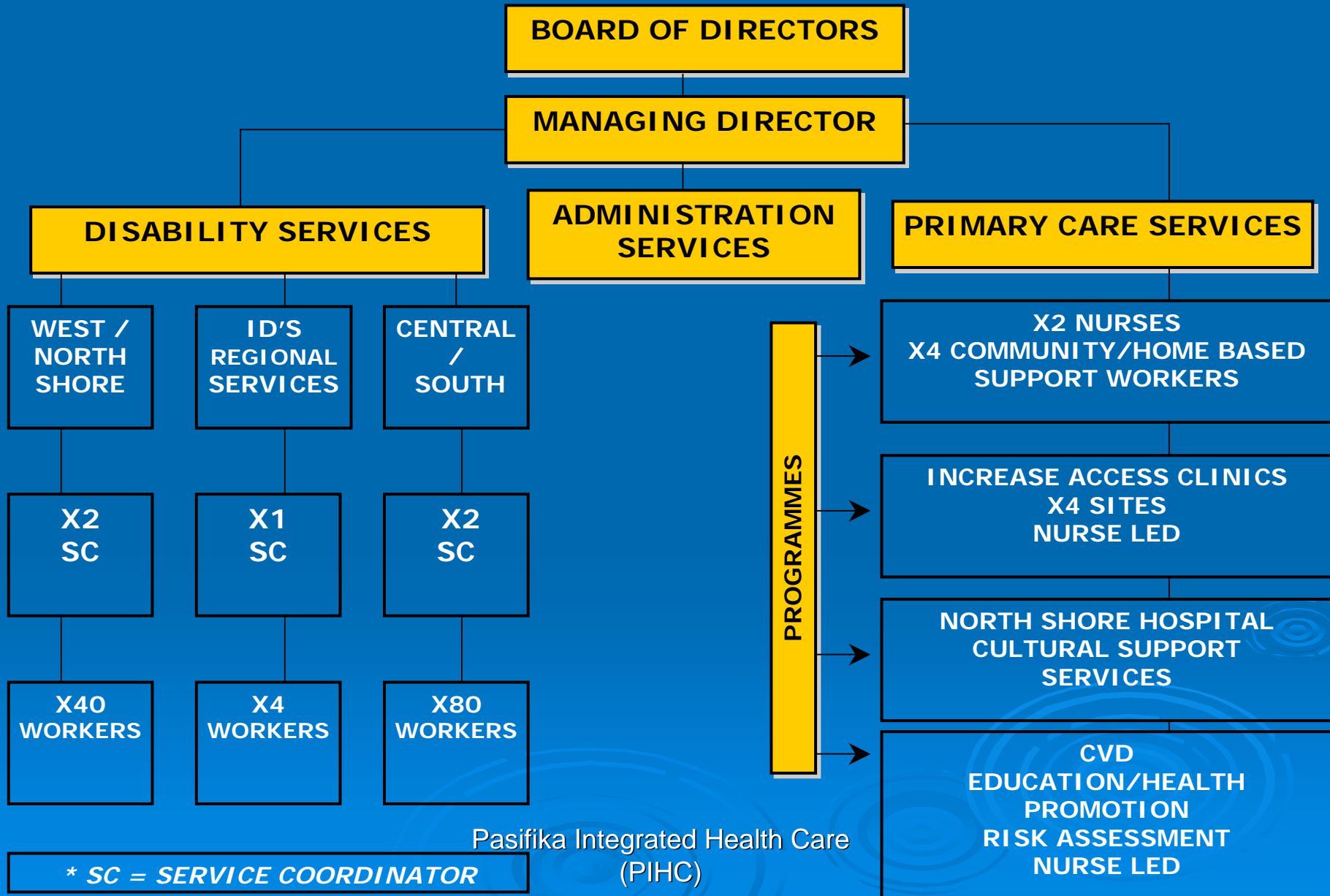
## 1. Health and Disability

- Community Engagement
- Homebased Support Services, ACC

## 2. Primary Care Programmes

This includes Cardiovascular Disease, Outreach clinics and Cultural Support Services (North Shore Hospital).

# PIHC OPERATIONAL STRUCTURE



## OPERATES TWO DIFFERENT SITES

- Due to demands for Disability Services, PIHC operates from 2 sites.
- One in North Shore and the other in Central which supports the South Auckland referrals.

# STAKEHOLDERS RELATIONSHIPS

- NASC Agencies
- ACC & MOH Working Committee
- New Zealand Standards
- Pacific community groups in North Shore
- Mainstream Providers and other Pacific Providers
- Funders – WDHB, MOH, ADHB, ACC and private clients
- Chamber of Commerce
- Pacific Business Trust
- New Zealand Home Health Association (NZHHA)
- NGO / MOH Working Group
- North Shore Business Enterprise

# TOTAL DISABILITY CLIENTS

•400 across Auckland (0 – 80yrs plus)

Total Pacific Community Groups (North Shore only) – 21

- 7 Samoan
- 7 Tongan
- 3 Cook Islands
- 3 Niuean
- 1 Other (Mixed)

•No service is delivered without being assessed by NASC.