



Western Bay of Plenty
Primary Health Organisation

TŪNGIA TE URURUA KIA TUPU
WHAKARITORITO TE TUPU
O TE HARAKEKE

Innovating with Health Coaches & Stroke Services

CONTINUITY OF CARE IN A CHANGING HEALTH LANDSCAPE

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Acknowledgements:

Mollie Clothier, James Schofield, WBOP PHO
Jo Lambert, CEO Stroke Aotearoa





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About Us:

Western Bay of Plenty Primary Health Organisation

WBOP PHO is a Primary Health Organisation serving communities across the Western Bay of Plenty.

We work in partnership with general practices, iwi, and community providers to support equitable, accessible healthcare for all.





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Our Journey with Stroke Aotearoa

- Whakawhanaungatanga began 2.5 years ago
- MOU about 2 years ago First to do Stroke 101 (testing) with HIPs and HCs
- Whanau Voice Hui – 1 year ago
- Bringing Tauranga hospital into connection and proposing solutions
 - six months ago
- Second PHO/TGA Hospital/Stroke Workshop – identifying progress
 - March 2025
- Second Whanau Voice Hui to ‘test’ ideas – March 2025

Source: Stroke Aotearoa NZ





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O TE HARAKEKE

Why this Partnership is Important



- Many stroke survivors and whanau are struggling
- There are limited resources in the 'system', and we can't fill the gap alone
- It is only by collaborating that we can help people to get the supports they need in a fragmented health system
- WBOP PHO is a willing partner with shared values
 - together we can make things happen
- As we progress, we can also bring in additional collaborators to help make meaningful change



Key statistics



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O TE HARAKEKE



12,000+ pa
↑ 40% by 2028



1st



2nd



89,000+



1.1bn in 2020
1.7 bn by 2038



Blood Pressure
the silent killer



Māori, Pacific, Asian
• 15 years younger
• More severe
• Poorer outcomes
• Secondary stroke
• No change in 40 yrs



Minimal ACC = whanau care



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WHAKARITORITO TE TUPU
O TE HARAKEKE

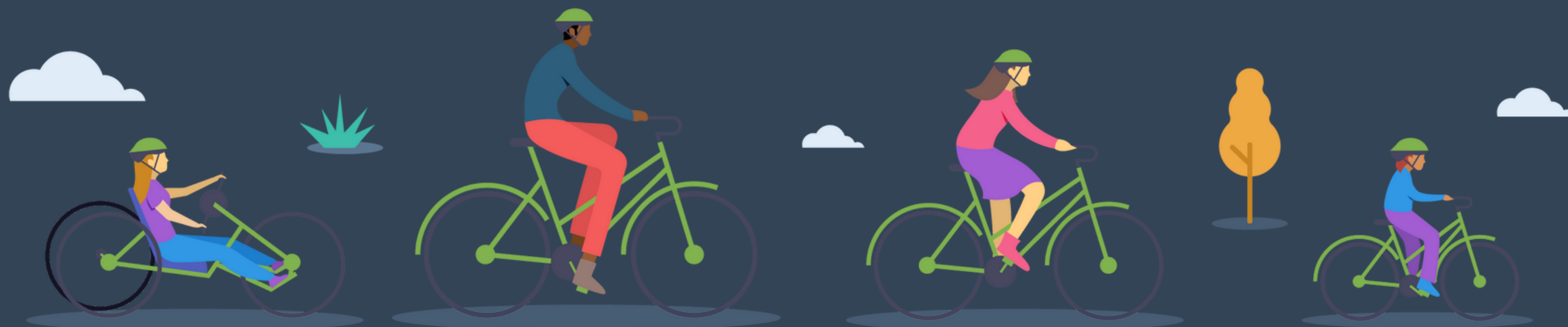
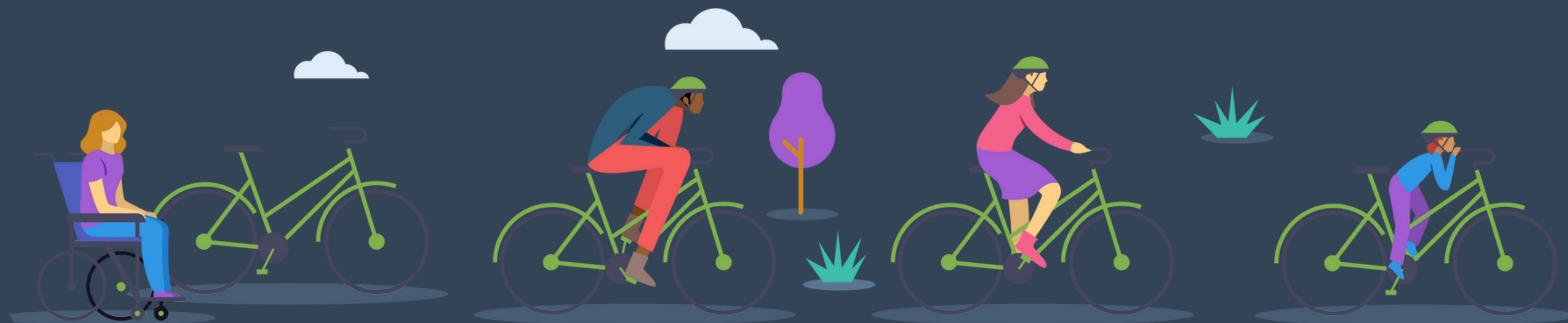




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WHAKARITORITO TE TUPU
O TE HARAKEKE

The Why: Advocating for Equity





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WHAKARITORITO TE TUPU
O TE HARAKEKE

The How: Navigation and Whānau -Based Care





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WHAKARITORITO TE TUPU
O TE HARAKEKE

The What: Empowerment Through Education

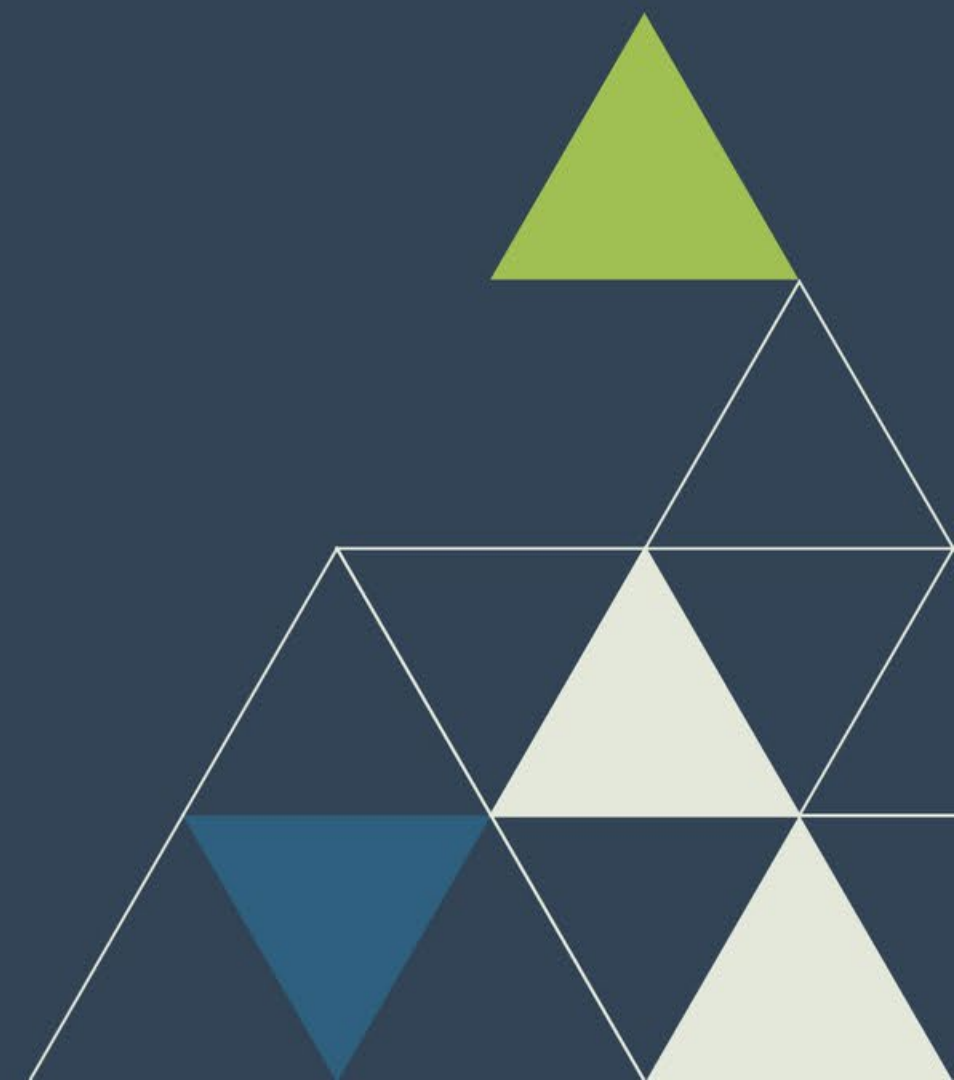




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WHAKARITORITO TE TUPU
O TE HARAKEKE

The Balance: Integration, but Community Based





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O TE HARAKEKE

The Innovation: Identifying Gaps and Being Opportunistic





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WHAKARITORITO TE TUPU
O TE HARAKEKE

Collaboration Leads to Understanding and Learning

- Hospital to Community patient experience = **'I fell off a cliff'**
- Tauranga Hospital + WBOP PHO + Stroke Aotearoa = **'something needs to change'**
- Knowledge gaps between Secondary and Primary services = **'creating the cliff'**
- Problem definition leads to shared understanding = **'what makes the cliff'**
- Options = **'a future state'**
- Testing = **'Whanau with lived experience tell us what truly matters to them'**





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O TE HARAKEKE

A Call to Action: TANGIBLE NEXT STEPS





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WHAKARITORITO TE TUPU
O TE HARAKEKE

What we are working towards



ASU
discharge
summary
goes to GP



Includes a
request for
the GP to do
immediate
referral to
Health
Coach



Health Coach
(who has
received
training in
Stroke)
receives the
referral from
GP



Health Coach makes phone call
to person/whānau to:

1. See if there are any immediate needs
2. Offer to make the follow up appointment with their GP
3. Offer to make an appointment with them after they've seen GP to check in on how they're going and see if they need more support /information



[If wanted] Health Coach sees person/whānau and uses stroke support checklist to provide support/information as required



[If support needed that the Health Coach doesn't have the knowledge to provide] Health Coach (on behalf) or person/whānau get support from Stroke Aotearoa:

0800 STROKE helpline (9am – 5pm Mon – Fri)
help@stroke.org.nz or accessing resources from
www.stroke.org.nz website



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WHAKARITORITO TE TUPU
O TE HARAKEKE

Questions?





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O TE HARAKEKE

Ngā mihi nui ki a koutou katoa

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