

The News

Ka Ora Telecare - Newsletter



100 DAYS OF KA ORA

By Patricia Morais-Ross

As we celebrate 100 days since launching Ka Ora Telecare, it's heartening to reflect on the progress we've made together in enhancing healthcare access for our rural communities.

From our start in November 2023, we've been focused on bridging the healthcare gap in rural areas, ensuring that everyone has access to quality care when they need it most. The inception of Ka Ora Telecare was met with both enthusiasm and enquiries, a testament to the critical need for innovative healthcare solutions in our underserved rural areas. Thanks to the collective effort of Reach Aotearoa/HealthStat, Practice Plus, and Emergency Consult, we've embarked on a mission: to ensure that every individual in our rural communities has access to quality healthcare, whenever they need it, wherever they are.

In just over three months, our service has become a cornerstone for rural healthcare, providing after-hours medical advice and support, free of charge. This initiative has not only alleviated the strain on our rural healthcare providers but also ensured continuity of care for our patients, embodying our dedication to improving the well-being of our rural communities.

Our success is measured by the voices of those we serve. We've achieved a 100% score on our Net Promoter Score (NPS) patient survey, the feedback speaks volumes:

"Amazing service. Just to be able to talk to a health professional in the night is such a settling thing. And she was so lovely. Thank you."

"Outstanding service!! Cannot thank you enough for this service being available."

"Great, friendly appointment. Really appreciated it. First time user!"

As of February 2024, we've reached an impressive milestone with 3000 patients contacting Ka Ora from 323 practices. This uptake is a clear indicator of the transformative potential of telehealth, providing a lifeline to remote practices and reshaping the landscape of rural healthcare.

Newsletter Highlights

A Message from Ka Ora's National Operations Manager

What is New

An update from Ka Ora's Clinical Director

User Case Study

Our Wins and Milestones



We're thrilled to announce that we've achieved a 100% score on our Net Promoter Score (NPS) patient survey, an indicator of the high satisfaction and trust in the services we provide.

As winter approaches, bringing the busy cold and flu season with it, we anticipate an increase in demand for our services. We're prepared to meet this challenge, ensuring that our communities have access to the care they need during these peak times.

But our journey doesn't stop here. We remain committed to evolving, refining, and expanding our services to meet the ever-changing needs of our communities. Through continuous feedback, regular evaluations, and community outreach, we aim to ensure that Ka Ora Telecare is not just a service but a beacon of hope and a model for accessible, patient-centered care.

To our rural healthcare providers, patients, and partners, PHO's, and NGO's: Thank you for being an integral part of our journey. Your support, feedback, and collaboration inspire us to keep advancing and providing high-quality, accessible healthcare for all our rural communities.

Here's to many more days of making a difference together.

WHAT IS NEW

Expanding Our Reach and Enhancing Services

As part of our continuous commitment to improve and expand our services, we've introduced several key enhancements designed to offer more support and flexibility to our rural healthcare providers and patients.

Extended Coverage: We're now here for you on every public holiday and regional anniversary day. No matter the occasion, you can count on Ka Ora for healthcare support.

Flexible Practice Support: Unexpected staff absence? No worries. Practices in our network can now lean on Ka Ora for last-minute support during operational hours, ensuring continuous care for patients.

Onboarding Improvements: We're streamlining our process to make joining and collaborating with Ka Ora even smoother for practices. Expect a call from our clinical team soon to refine how we work together.

We Welcome Your Input: Help us serve you better by filling out our practice survey. Your feedback is crucial in shaping our services. Find the survey here: [Practice Survey](#).

KA ORA TELECARE

After-Hours Care for Rural Communities

No matter the distance, healthcare is closer than you think.

Ka Ora Telecare's rural after-hours service is an extension of your local medical centre, where you can access a same-day phone or video consultation with our Telehealth team. We connect you to medical care quickly through a phone, tablet or laptop.

Book an appointment online or call our freephone number to connect with a friendly team member.

KAORA.CO.NZ
0800 2 KA ORA
0800 2 52 672

WEEKENDS & HOLIDAYS
24hrs

An Update from the Clinical Director - Dr Emma Calvert

Reflecting on our recent busy holiday period, Ka Ora witnessed firsthand the unique healthcare needs of our rural patients and the incredible resilience of our Rural Communities. Throughout the holiday season, our Clinical team, comprising Kaiāwhina, Nursing Triage, Nurse Practitioners, GPs, and Emergency Specialists, worked tirelessly to address an array of patient concerns. From being kicked by an unfriendly goat, to the need for interim medications while away on holiday, to new crushing chest pain, our team was ready to assist with a wide range of medical presentations.

We're proud to share that our team managed to provide comprehensive care to 82% of patients who sought medical assessment through our telehealth service during this bustling period. Ten percent of patients required further in-person assessment which our clinicians referred to teams in their local area.

At the heart of our service are our core values, emphasizing the delivery of high-quality episodic care. We are equally committed to supporting the continuity of care, ensuring that patients remain engaged with their enrolled provider.

After-Hours Care for Rural Communities



Changes

- All weekday after hours managed by Ka Ora. We have also reduced our weekend practice “open” time utilising Ka Ora when the practice is closed.

Benefits

- Reduced workload/stress and addressed work/life balance issues for clinical staff (ie no weeknight duty/on call)
- Increased in-hours appointments for patients as clinics are starting earlier in the morning, as the after hours rostering burden has been reduced. Allows for increased patient access and reduced time to next available routine appointment.
- Early data indicated the use of Ka Ora has reduced emergency department admissions.

Impacts on Staff

- Our clinicians and management have really embraced the service
- Clinicians can enjoy reduced weekday after hours workload
- Better managing our workforce by reduced inhouse afterhours demand

Impacts on Patients

- A ‘gold-level’ service for our patients and community (can see a doctor quickly)
- Reducing Emergency Dept admissions due to effective triage and consultation pathway by Ka Ora clinicians (early days but seems to be the case)
- Continuity of service, patients are cared for throughout their Ka Ora pathway (can receive health care while still at home)
- Excellent patient experience

In-Person Services

- Patients who do need to be seen face to face go to Taupo ED, but the early data is showing that our admission rate for Taupo Medical has reduced since on-boarding with Ka Ora.

KA ORA - USER CASE STUDY

Jess White, Director of Ka Ora and General Manager of Practice Plus caught up with Dr Dale Towers, company director at Taupō Medical Centre. Dale kindly shared the positive changes they have noticed since coming on-board with Ka Ora.

User Demographics

Practice Name	Taupō Medical Centre
Enrolled Patients	20,000
FTE GP's	10
FTE NP's	3+3 external
FTE PN's/MCAs	7
FTE total	45





OUR WINS AND MILESTONES

In the whirlwind of progress and innovation, we're pausing to celebrate some recent highlights and milestones in our journey. It's been an exhilarating ride, and we're excited to share the news with you.

Every Day, Always There: We've extended our reach to ensure that no public holiday or regional anniversary day goes uncovered. Our commitment to being there for rural communities, every single day, marks a significant milestone in our mission.

Seamless Support, Anytime: Addressing the unexpected has become our forte. We're providing practices with the flexibility to manage unforeseen staffing challenges, ensuring that patient care remains uninterrupted and top-notch.



Onboarding, Streamlined: Joining the Ka Ora family is now smoother than ever. Practices understand that our services are free of cost to the practice, and that we can adapt to meet the practice needs, to offer bespoke solutions when necessary.

We've fine-tuned our process, making it a breeze for practices to get onboard and start leveraging the power of telehealth.

Your Feedback, Our Compass: The launch of our practice survey is a step towards refining our services with your invaluable input. Your perspectives are guiding us towards even greater achievements in rural healthcare.

Stronger Together with PHOs: Our collaboration with Primary Health Organisations (PHOs) is breaking new ground. By working closely to simplify onboarding and remove barriers, we're not just enhancing access to telehealth—we're strengthening the healthcare ecosystem for our communities.

These milestones reflect our shared commitment to advancing rural healthcare in New Zealand. Each achievement brings us closer to a future where every individual has access to quality care, regardless of where they live.

