A story of service enhancement: The health care home journey
Kevin Rowlatt & Michelle Benson, Victoria University of Wellington

Since 2018 Student Health at Victoria University of Wellington has developed a strong relationship with the local Primary Health Organisation (PHO)- Tu Ora Compass Health.

Tu Ora Compass Health has provided the expertise, funding and support needed for our health service to enter into the Health Care Home Programme and we will be the first tertiary health service in Aotearoa to take part.

The summary characteristics of a Health Care Home are that the service delivery model is re-orientated to provide:

- Better urgent and unplanned care
- Proactive care (better screening for disease and lifestyle education)
- Routine and preventative care for students with long term conditions (removing the ambulance from the bottom of the cliff)
- Business efficiency and sustainability using LEAN methodology and diversifying the clinical workforce

The Health Care Home programme has been designed to provide a high quality and consistent standard of health care to patients and we will develop ours using a student centric approach. The presenters will share a story of service enhancement and redesign that delivers a better experience for both students and staff using best practice and measurable outcome data (e.g. student satisfaction, clinical quality outcome data, reduced wait times and reduced staff burn out) to measure progress.

Learning outcomes
Participants will gain an understanding:
- Of the development of the Health Care Home programme in Aotearoa and how this can be developed and implemented for a predominately youth health service.
- The importance of using data to measure success and health equity outcomes for students.
- The importance of forming close relationships with Primary Health Organisations who have the expertise and funding to support change management and service improvement as experts in their field.

Presenter
Kevin Rowlatt, Victoria University of Wellington

Has had a 20-year career as a Business Manager in General Practice with special interests in clinical workforce diversification, practice mergers and business sustainability. He has also worked for Tu Ora Compass Health (Primary Health Organisation) providing business management support to practices throughout its network. Currently he is an Associate Director of Student Academic Services for Student Health and Counselling (Mauri Ora) at Victoria University of Wellington.

Michelle Benson, Victoria University of Wellington

Michelle Benson is a Registered Nurse with 28 years clinical and management experience in a variety of health care settings. With a passion for workforce development particularly in nurses working at the top of their scope, Michelle has worked in General Practice, Military Health, Maori Health Services and Youth Health services. She is currently Clinical Lead Nursing and Health Care Home lead at Victoria University of Wellington.