



Rural Community Views on Health Care Quality

Dr Carol Atmore, Foxley Fellow

Overview

- Why I did it
- What I did
- What I found
- What it means
- Where to next

Acknowledgements

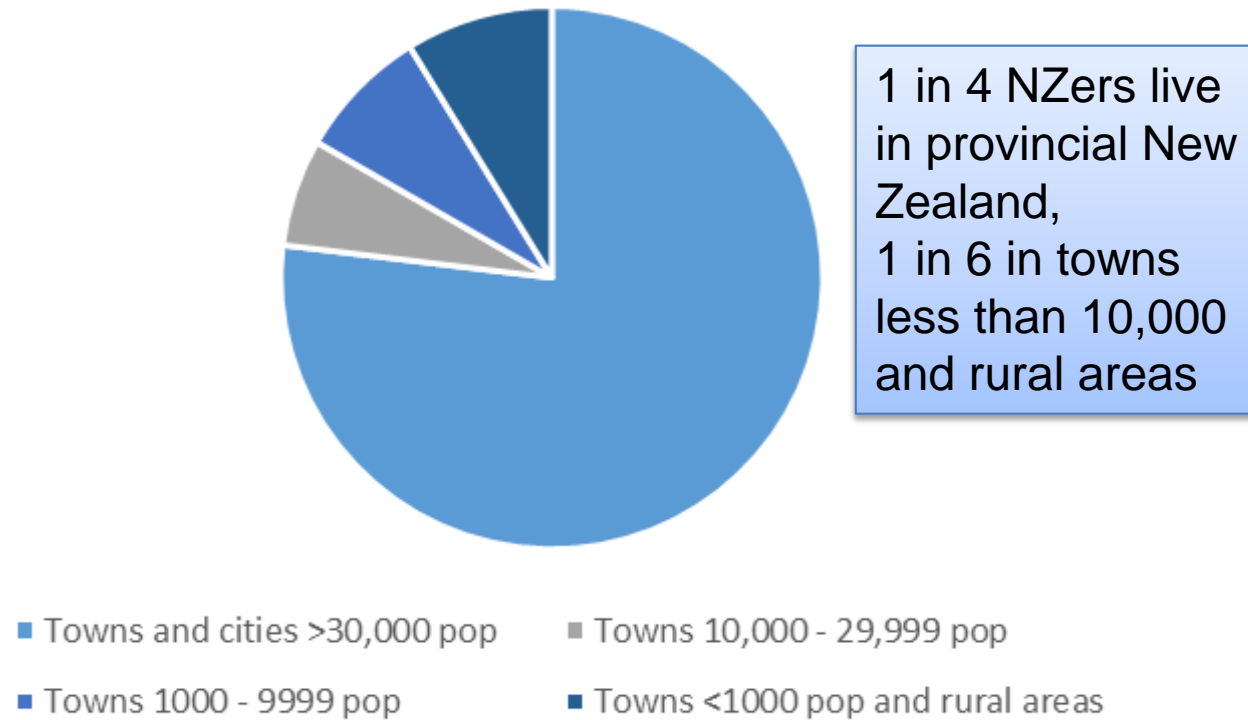


SHARP study
team



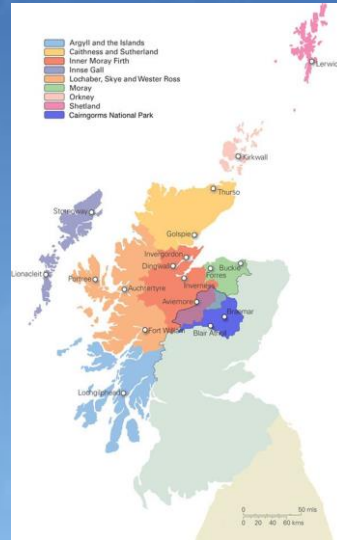
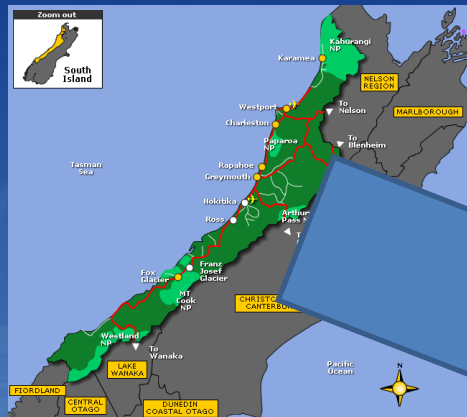
Why this?

NZ population 2015, Statistics New Zealand



Why this?

The image displays a collage of maps and a photograph, illustrating the concept of regionalization. The maps show various geographical areas, including New Zealand, Scotland, the United Kingdom, and Somerset, each divided into distinct regions or districts. A large blue arrow points from the text "Why this?" towards the maps and the photograph, suggesting a connection between the question and the visual content.



Shih LC¹, Honey M The impact of dialysis on rurally based Māori and their whānau/families. *Nurs Pract N Z*. 2011 Jul;27(2):4-15.

ORIGINAL SCIENTIFIC PAPERS

QUALITATIVE RESEARCH

Introducing point-of-care testing into a rural hospital setting: thematic analysis of interviews with providers

Katharina Blattner MBChB, FRNZCGP, FDRHM;^{1,2} Gar
BA(Hons), PGDipTertT, PhD;² Susan Dovey MPH, PhD²

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Adverse events in New Zealand public hospitals I: occurrence and impact

Peter Davis, Roy Lay-Yee, Robin Briant, Wasan Ali, Alastair Scott and Stephan
Schug

Quality of hospital care for Māori patients in New Zealand: retrospective cross-sectional assessment

Peter Davis, Roy Lay-Yee, Lorna Dyal, Robin Briant, Andrew Sporle, Deborah Brunt, Alastair Scott

Summary

Lancet 2006; 367: 1920-25

Background New Zealand has a substantial indigenous minority—the Māori—that has considerably worse he

Mixed Methods Research...



Secondary Data Analysis
of
*Patient harms in New
Zealand general practices:
Records review study*
Susan Dovey et al

What I did

- 4 sites
- Clinical leaders and managers at the DHB and in rural communities
- Community focus groups and Māori hui
- Semi-structured interviews
- Talked, taped, transcribed
- Thematic content analysis

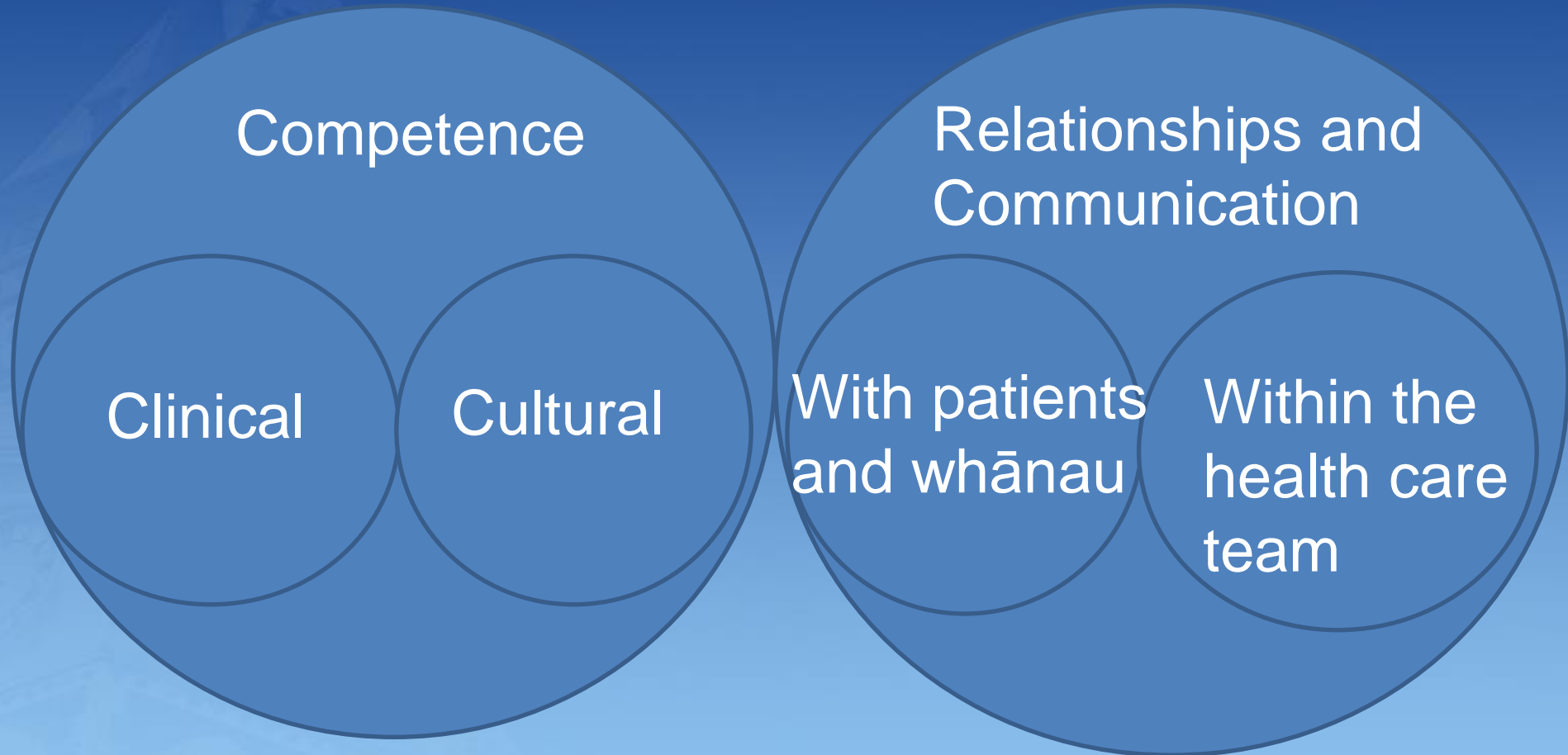
Subset

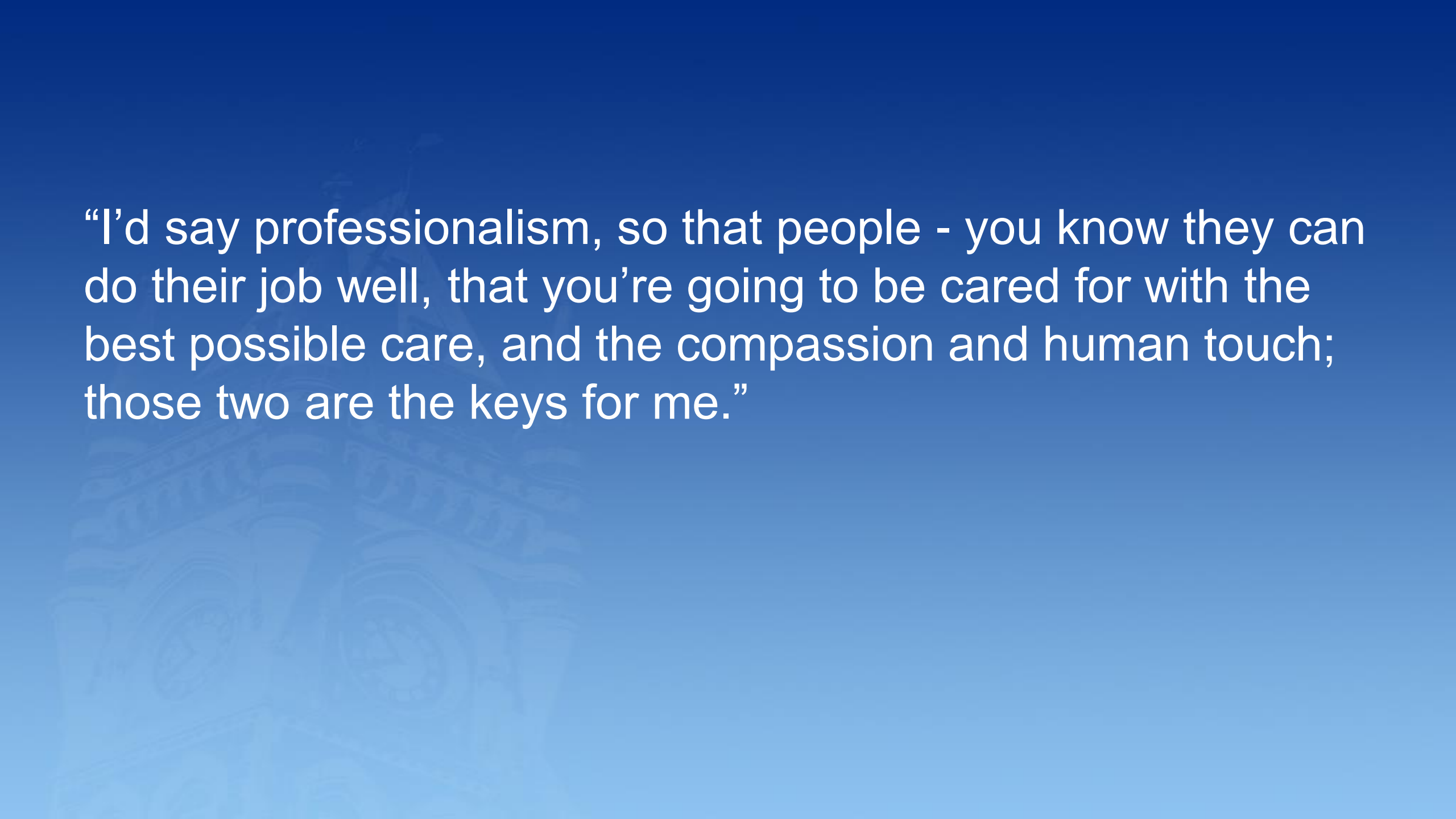
- 4 community focus groups
- 4 Māori hui
- Over 60 people's views

What's important for health care quality?



Components of health care quality – the staff

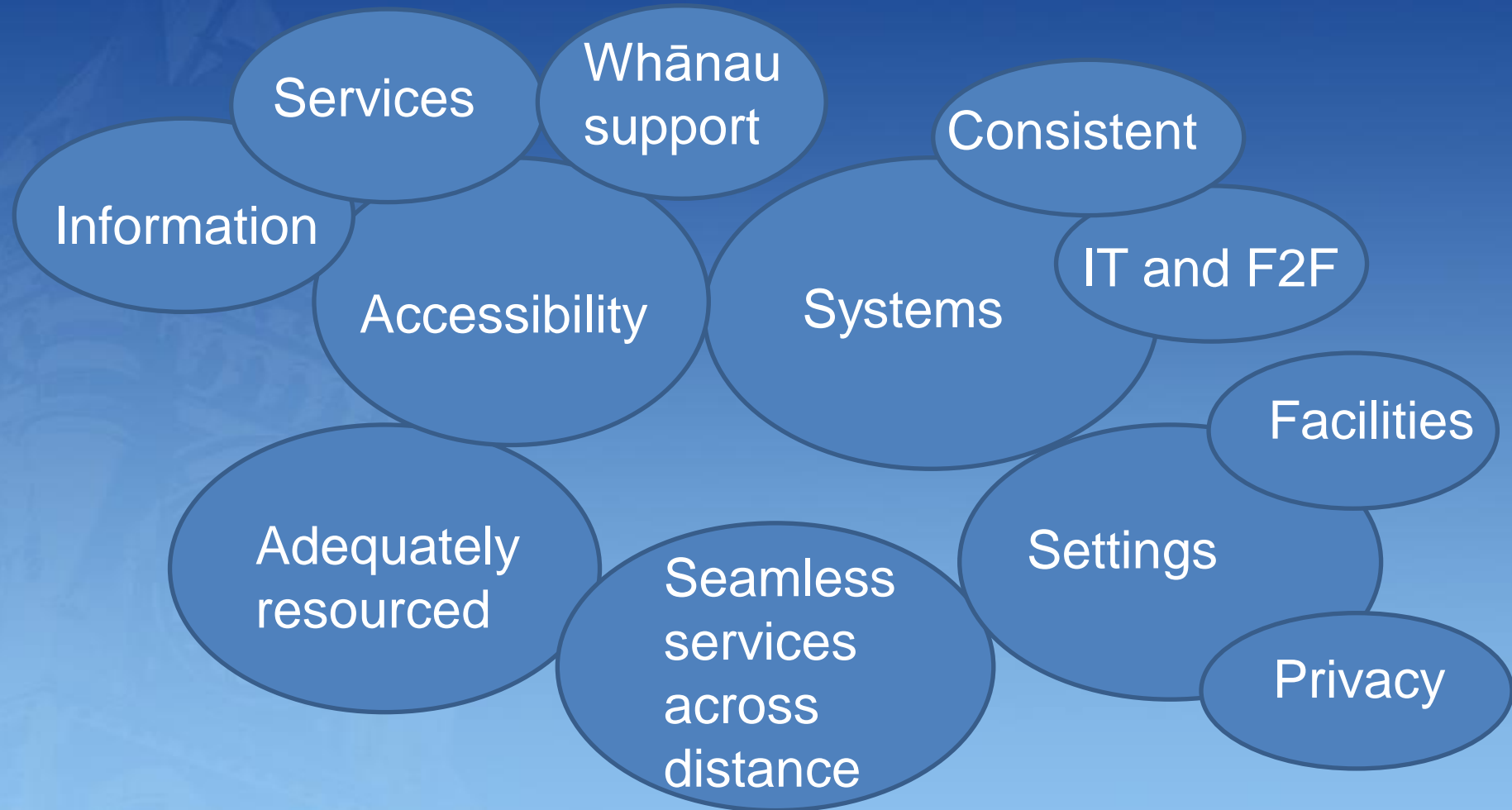




“I’d say professionalism, so that people - you know they can do their job well, that you’re going to be cared for with the best possible care, and the compassion and human touch; those two are the keys for me.”

“The cultural stuff; Te Ao Māori view, but if we go broader than that, too - it's respect. It's respect that this a person in front of you, that this person is potentially a grandma, has a number of kids, she could have been a nurse at one time so don't make assumptions of who the person is, and always provide the absolute best care that you absolutely can, and if things do go astray, which happens, that you own it and you have those conversations with them, and talk it through.”

Components of health care quality – The System





“Well I just think good quality is having access to the services required within a reasonable time frame.”

“In the whole of New Zealand, no matter where you are; if you can’t get that care here directly, then you should be confident that whoever is providing that care directly is linking you into another centre that is going to provide that different type of care, depending what it might be ... If any one of my whānau come in here I would expect that whilst the surgeon or the doctor on the ward or whatever may not be the one that we need for that particular thing - that they are connected to Christchurch or somewhere. And I just know that is happening; that would be my expectation, knowing that we’re in a rural centre and knowing that perhaps all of those specialists aren’t going to be here but that actually we’re accessing them through our people here on the ward. I think the quality of care should be the same across the board no matter where you are. We should be ensuring that line through to those specialist areas and that is open at all times, really.”

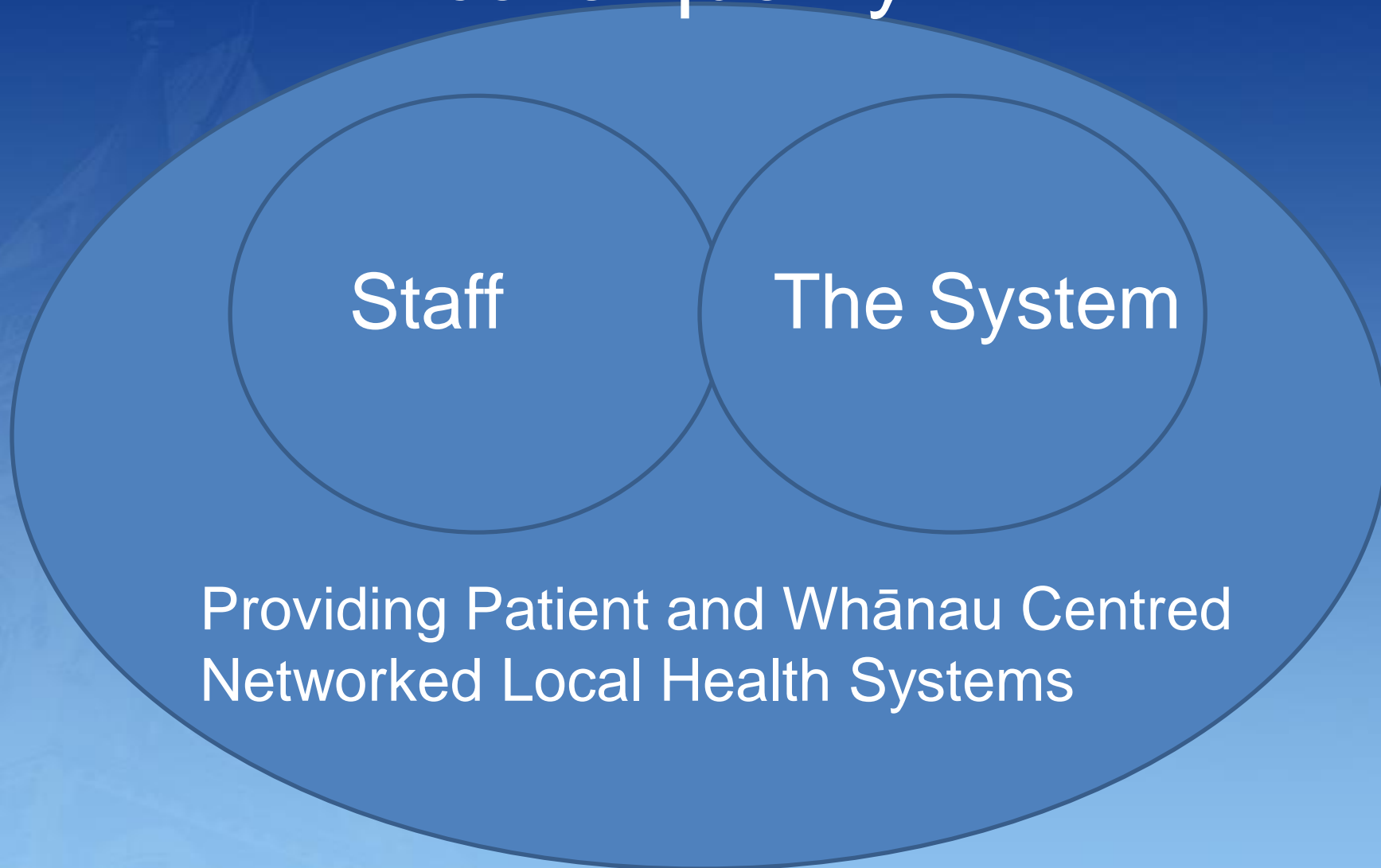
So what?

- 'Soft stuff' as important as technical competence
- Cultural competency is a core competency
- We've got to up our game – a patient and whānau centred networked local health system

Where to next

- Complete the analysis
- Pull threads of both arms of the study together into report
- Develop toolkit resources
- Tweet, post, visit, sing, dance...

Summary - What's important for health care quality?





Thank you!

carol.atmore@otago.ac.nz