# Video transcript - Keynote 2: Dr Pete Watson & Riana Manuel - Health Workforce NZ Dialogue

E ngā mana, e ngā reo E rau rangatira mā.

Tēnā koutou, tēnā koutou, tēnā tātou katoa.

Ko Pete Watson taku ingoa.

Thank you for the invitation to speak today.

Unfortunately our chief executive Margie Apa is unable to join us.

So it is my pleasure to be able to speak to you on behalf of Te Whatu Ora.

Having spent my career at Counties Manukau in a range of clinical and leadership roles, I now have the privilege to be working as the Te Whatu Ora national interim director Medical.

As the Minister has noted.

We have a unique opportunity to redefine our approach to the health system here in Aotearoa.

A system that meets the unique needs of individuals and whānau, and has ōritetanga - that is equity - at its centre.

This is a complex and large-scale challenge requiring a coordinated effort.

Te Whatu Ora, working with Te Aka Whai Ora, in collaboration with Manatū Haoura, is working to ensure that we're covering all bases.

As we all know, however, addressing the significant workforce pressures is crucial to delivering a simpler, more equitable and coordinated health system.

Like the Minister, before I speak about what Te Whatu Ora is working on to address these issues and what has been achieved so far, I'd like to take this time to acknowledge the challenges that you have faced over the last few years and thank you for your tireless efforts.

Covid-19 has been incredibly testing, particularly when combined with increased winter illnesses and staff shortages, and added additional complexity to an already highly complex health sector.

The pressure placed upon the health workforce has been unprecedented.

We at Te Whatu Ora understand these shortages sometimes means you don't have the number of healthcare workers needed to provide the best care possible to patients and whānau.

And we know this cannot continue.

And that is why we are here today.

Te Whatu Ora will continue to listen to the concerns of our frontline and is committed to ensuring we have the right workforce in the right numbers to meet current and future demands.

We will grow, nurture and develop a diverse workforce that feels valued and heard, chooses healthcare as a lifelong career, and is trained to give effect to Te Tiriti o Waitangi, cultural competence, anti-racism, and pro-equity behaviours.

So turning to the health reforms.

The health reforms provide a significant opportunity to ensure our systems and workforce are better prepared, so they can keep up with the changing needs and expectations of our population.

In transforming our health system, Te Whatu Ora is focused on three major changes to the way our system has been working.

The first is: we will work as a unified system, working across geographic and professional boundaries.

Second: we will work as a smarter system, changing the way we deliver healthcare, enabled by nationally consistent data and digital investments.

Finally, we'll be a more sustainable system: more effectively allocating system resources to address inequities, and reorienting the system to embed a population health approach that empowers people to thrive, prevents avoidable ill health and looks beyond the health sector to address the determinants of health that impact our well-being.

You'll hear from Riana about Te Aka Whai Ora initiatives focused on addressing Māori health and equities, as well as some of our joint initiatives, but I'd like to touch on our work underway and some of Te Whatu Ora’s achievements so far in this short time since we have been in existence.

Te Whatu Ora is leading in a number of areas focusing on bolstering our health workforce.

We're training more clinicians and we're supporting people who stepped up to work in the COVID-19 vaccination programme to enter the health workforce.

We're boosting nursing numbers by doubling the number of nurse practitioners trained each year from 50 to 100.

We’re easing the process for overseas nurses in the provision of up to $10,000 per nurse and financial support for those international nurses to meet the New Zealand registration costs.

We're also providing up to $5,000 in support for New Zealand enrolled or registered nurses who want to regain their annual practicing certificate and return to work in a nursing role.

This year the return to nursing workforce support fund has helped over 200 nurses in New Zealand get back into the health workforce, many of them in aged care facilities.

We're also boosting GP numbers.

After discussions with the Royal College of General Practitioners, measures have been put in place to increase the numbers of GPs training from 200 to 300.

The pay gap will also be closed to bring the pay of first-year GP registrars in line with that of hospital registrars, removing one of the biggest barriers for young doctors going into general practice.

While Te Whatu Ora is committed to strengthening and growing our domestic supply of healthcare workers, we know our reliance on overseas trained health professionals is high.

As the Minister mentioned, we're now also making it easier for health care workers to move to New Zealand to help address some of the more immediate healthcare workforce shortages we have.

Te Whatu Ora’s new international recruitment centre was established at the end of last month, an office support to health workers looking to immigrate to New Zealand from their visa applications, to registration, all the way through to finding accommodation once they move here.

The international recruitment centre is also giving advice to health workers already based in New Zealand on temporary visas and are looking to extend their stay or become residents.

In addition, to complement the international recruitment centre, we're launching an international recruitment campaign later this month.

That will include our nationally coordinated campaign for all regions, that targets foreign workers based in countries that have equivalency, and also a separate comms to proactively target New Zealand workers currently based abroad to return home to work in Aotearoa.

To tackle our workforce challenges, our Workforce Taskforce has been set up to focus on the issues that require both immediate attention and action, but also to develop those longer term strategies to build a sustainable health workforce.

The Taskforce brings together senior leaders from Te Whatu Ora and Te Aka Whai Ora, and the collective expertise from across the health sector, including health workforce, Māori Health, Pacific Health, service development, commissioning, planned care, and people and culture.

The work program of the Taskforce aligns with the strategic directions of Te Pae Tata - the interim New Zealand Health Plan and has oversight over the priority areas and delivery of rapid projects that will respond to workforce pressures.

The Taskforce has also set up dedicated working groups across key health workforce occupations to offer further recommendations on how we can strengthen their areas of the health system.

Groups currently set up are for nursing, midwifery, medical, allied health, technical and scientific, clerical and administration, and kaiāwhina, our non-regulated workforce.

So, as we are all too well aware, reforming our country’s health system is no small task.

It cannot be taken lightly and together we have a huge challenge ahead of us.

Te Whatu Ora’s vision is a health system that is equitable, people centred, accessible and sustainable.

To achieve this though, we will need to be both brave and bold, tackling some long established workforce settings and practices.

And together building a nurturing a workforce fit for the future, but also we need urgent action now.

Today, we'll have many conversations about what the problems are, but I urge us to focus our energies on not only what we can do or could do but what we must do now.

I'm confident today's korero will include many awesome ideas and recommendations for action.

These might include moving to a much more diverse workforce, where tasks and activities, that to date have only been within the scope of practice of certain professional groups, are shifted to a much wider group of workers.

I think about the amazing impact of kaiāwhina in our COVID response as a clear demonstration of the opportunity we can grow and expand.

Maximising the opportunities we have to move to a more flexible and mobile workforce so that we can respond to demand, whether that been when or where our staff is supported to work across our system, there are clear opportunities here.

And also realigning the wider workforce system, including our education and training providers, professional bodies, and regulatory authorities, activities and functions.

It's time to seriously rethink current training requirements, scope of practice decisions, and models of care.

There are already some great examples of innovation in change: rural generalism, nursing endoscopists, physician assistants, but let's challenge ourselves to do more - far more.

Before I close, I want to reiterate that Te Whatu Ora is deeply committed to focusing on our people: supporting our workforce whānau by making healthcare a better place to work, ensuring we have enough people, and the right people with the right skills, in the best places.

You, our health workers, remain the most important enabler for achieving genuine changes to improve health outcomes for all New Zealanders and making health a better workplace is key to our new system.

Change will take time, and it will be challenging.

But we hear and support our people and our communities.

So once again, thank you for everything you've done, everything you do, and everything you will do to keep New Zealanders healthy and well.

Ngā mihi nui Ki a tātou katoa.

Kia ora! Tēnā rā koutou katoa, ka tau atu tōku waka ki te moana i tangi tīkapakapa e ōku ruruhi Titiro whakarunga ki Moehau kei waho ko Te Aroha kei roto.

Hoea atu taku waka ki te whanga o Manaia, e rere mai nei tōku awa o Kākatarahae hei oranga mō te iwi.

E rere mai nei te awa ki te taha o tōku whare tupuna ko Te Kou o Rēhua Ko Ngāi Irihanga te wharekai hei āhuru mōwai mō te iwi Ko Hauraki tōku whenua tupu Tōku tūrangawaewae, tīhei mauri ora.

 Whānau, I'm a kind of a person that likes to give examples by doing.

So I've got a bit of an exercise for us.

Because I could repeat some stuff that's just been said, but I reckon this will be more fun.

So.

You'll indulge me and I'm sorry.

I'm going to pick on the middle of the room, because if I don't, that side won't be able to see what this side is doing.

So let's just ingratiate ourselves for a second and do a little exercise.

The Māori Workforce is the kind of kaupapa I thought I'd extend on, because Pete's just said a whole range of things about what we plan to do across the workforce.

But I wanted to give you an example of why we need to do something now.

And a very wise man who's in this room, Dr.

Curtis Walker once said if we wanted trees we should have planted them 20 years Ago.

And I would suggest to you, whānau, it's time to start planting trees.

So for that purpose just in case we wondered whether it was worthy of starting to plant those trees.

I'd like to ask and I need eight people.

So where’s a table of eight? Two, four, six, just about eight: Minister, your table.

Let's have You.

And thank you Minister for inviting me today.

That was at the top of my thing, and I went on I went off script.

Another thing you'll get used to.

Okay.

 This table represents…so there are about 160 people here today, whānau and this represents how many Māori midwives we have in our current Workforce.

That's what it looks like in real time, percentage wise.

So Māori midwives make up 5.8% or, loosely Translated, though there’s not eight there right now, eight people in this room right now.

 Ka pai, tena koutou, you can sit down.

I'm Māori nurses.

This is where it gets interesting.

So we need 12 people to stand.

So we'll just have roughly these two tables stand up, please.

And it's so good because I can see Anne Daniels on this table.

So I know I've got some nurses amongst them.

All right.

So this, whānau, represents the Māori nursing workforce in Aotearoa, you know, roughly.

There you go.

Tena koutou.

 Alrighty.

Rawiri, where's your tēpu at? I think you can be seen from the other side.

Rawiri,stand up please: I need four of your people standing.

Sorry six, six from that table stand up.

And now let me introduce you to our Māori doctors and Māori doctoring workforce.

Tena koutou.

You can sit down.

Oh, thank you.

Yeah.

And not to forget: if we could have, I know, Ricky, and your tēpu - if you could stand up.

And now whānau I introduce to you our 484 Allied health professionals.

Ka pai.

 Alrighty, and the final Workforce I want to stand up.

So I'm going to need one, two, three, four five tables, please if you could all just rise.

And now I introduce the kaimanaaki workforce that we have of Māori amongst us.

Ka pai.

E noho koutou.

 I just want to add to that exercise, that 30 years ago, when I did my training, and I hate admitting there, but there you go.

It's out of the bag.

Because it feels like it was just yesterday.

But 30 years ago Māori made up five percent of the nursing workforce.

And let me just refresh your memories.

We now make up 7.5% So in And it just really isn't enough.

Not even if you were just not even trying it wouldn't be enough.

Right? So we've got some work to do.

I wanted to jump straight to that exercise because I had all this other korero that I was meant to say but Pete kind of said it.

And so the main takeaway from that korero is that we're going to work in partnership to grow those numbers quickly.

But we won't grow them just by wanting them to grow and that's the problem we have in front of us.

And for Māori working, just to put it into real time.

Last night I got phone calls from Māori students who were in the first year, trying to get through med school, who will not go any further.

They just didn't make the grade.

And so we've got some issue around how we train our Māori students.

 Because I mean these are fine young people who we need in the Workforce.

How it is that we can after one year of training, and it's not really even one year, because you started kind of February and by November, you know the inevitable truth and that one year.

But these are these are Māori students who have come from a nursing background.

They come from kaimanaaki background.

They've got really good skills, and they might not have been able to tackle that first exam.

And so there's something about the way we train our people.

If we want more then we have to do something about what we're going to do in that space.

Because in my mind, you know, these are things that we can do over time to lift the breadth and wealth of the experience and we need more people so letting them off the pathway just really isn’t an option for me.

So that's some of the things that we're going to have to do as we move through this.

Te Aka Whai Ora and Te Whatu Ora were aptly named and I think - where's John - there’s John - John started with a karakia this morning that talked about, you know, ascending those Heavens to get the baskets of knowledge.

Te Aka Whai Ora was named for that journey, to ascend and go on a journey.

To go and find those baskets of knowledge to do the work.

Te Whatu Ora were named to weave it all together.

So we've been charged in a partnerful way and I don't want anybody to mistake us for being the iwi partnership.

That's not what we represent.

We are both Crown entities, but we are expected to behave in a way that uplifts Te Tiriti.

And I think that's an important difference to make, but good news folks: our Iwi Māori partnership boards are coming on board on mass and they will be the voice of iwi and hapu andn whānau to make sure that over time we start to drive through and see change in that space.

And these are places that we haven't had before.

So there's something to do about training.

There's something to do about uplifting that group, that workforce that we've got.

And not just making sure we pick up the numbers but when we put them into places to train for those mentorships, for all of those rich kind of experiences, where are they going to go and find that? Who are the people that will guide them through that process? That's another important question.

Fun fact, one of the highest attrition rates for our Māori nurses is in the third year.

It becomes a financial battle.

It's just that simple.

And it becomes an issue around, actually, I don't know that I want to be there.

So we all have a responsibility to make sure we uplift them.

Nursing has always been hard work.

Let me tell you 30 years ago when I started working in a rest home (and that's where I started because my mother owned it, so that's a guaranteed job).

But 30 years ago when I started working.

It is hard work, you know, let’s not be, you know, blasé about this.

Our jobs on the frontline are always going to be hard work.

No one disputes that.

But we don't have enough of us.And the thing that I've experienced and during COVID, is when we shut the borders down we really felt the pinch of not having enough people around us.

Now it's not enough just to reach across the globe and bring people in.

We really have to make use of these amazing people we've got coming through the ranks.

And that's the kind of stuff I want to get busy doing.

Because, as we bring them into our workforce, we're not just solving the issue around the workforce issue, but we start to deal with things that are about social determinants and uplifting Māori in general.

Making sure that we provide positive working places and spaces, making sure that we bring our people along to create the great lives that we envisage for all our children, for all our mokopuna.

There are so many things I could talk about in terms of the programs, the opportunities, you know them: the STEM, Institutes, Ngā Manukura o Āpōpō.

 You know, these are amazing programs that have kind of been ‘number eight wire-y’, kind of getting on with the getting on, doing the do, but now we've got to kind of stand that up and make it something that is just more than a little kind of boutique thing on the side.

That it grows and it develops these great opportunities for us all.

Now this might seem a little bit strange, but I'm just wondering do we have any of our Kaimanaaki workforce from the COVID? Can I just ask you to all stand up? If you're in the audience? Pretty please come on now, stand up.

Tēnā koutou, pakipaki.

These people are near and dear to my heart, and I call them out not because I don't want to play down what we as we registered nurses and doctors and Allied Health professionals did during this time - because we ran our systems, we were used to our systems.

But we stood up this group of people and we asked them to do things that they had never done before.

We asked them to take up vaccines and put them into the arms of 12.4 million doses given across this country.

We asked them to stand beside us as registered professionals and often they led the way.

And I wanted to acknowledge them today, because in real time, it's nice for us to see what this looks like.

The potential that's there.

They knew where our people were far before I did.

I stood out there with them.

I stood with them in such Pride.

 Because they're in the room with me.

So anyway, I wanted to call them out, because if we don't, then when would we? And it seemed like the nicest place of all for us to really acknowledge that we have this superpower group of people.

But it will require all of us as regulated professionals to create the pathway for them going forward, to get out of their way and get them into a space where they can help us out.

Because truly, that's what it meant for us during those times of COVID.

I could not have gone out to a rural remote community, vaccinated our people at a blistering pace, without these beautiful women.

Who by the way, knew how to cook the bejesus out of lunches that we just had.

I mean good God, we ate like kings even in lockdown! And it one stage I think Kath, who's sitting over on that table, brought her husband along who made a hangi for us while we were out on the road.

So, you know, these are the kind of things that I take heart from because that's the job I believe Te Aka Whai Ora is here to do.

 It's no mistake that Te Aka Whai Ora stood up in this year.

And I want to thank everybody who had a hand in it.

Because we didn't arrive - it's not like yay, we’re here.

 If we've seen further, it's because we stood on the shoulders of giants.

Te Puea Hērangi, Tā Mason Durie, Whina Cooper, Naida Glavish657 with the first utterance of Kia ora.

There are so many and I know that I shouldn't have started naming, because now there's someone who's going to get their feelings hurt.

But to name a few and I want to point that out, because change doesn't come easily.

But when we see little moments and glimpses and opportunities like Te Aka Whai Oraalongside of Te Whatu Ora and in partnership with Manatū Haoura and I've got I've got what there's three of us in this game - by the way Di’shere! So I'm not sure why the heck you're not up here with us, love, but Dr Diana Sarfati,670 myself and Margie, we're determined to make sure that we turn this waka around.

We're a fleet of waka, we're here to do a very specific job and I will finally end as I wax through this speech - and I don't want to, you know, make you sit here and listen to me for too much Longer - but Kingi Taawhiao had a whole range of tongikura.

If you have never read any of them.

I just really would invite you to go on Google look it up and you'll find those tongikura.

Tongikura are kind of like prophecies, right? When you consider when Kingi Taawhiao was here with us, you know, a long long time ago.

He uttered the most amazing prophecies.

I've lived with them as a good Tainui waka girl for a long time.

But one that we had that we really whakapono to here at Te Aka Whai Orais E kore teenei whakaoranga e huri ki tua o aku mokopuna..

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My mokopuna will not inherit the system that we all did.

I roto i tēnā whakaaro, tēnā koutou, tēnā koutou, kia ora tātou katoa we're going to sing a song so everybody up because everybody knows it.

Tūtira mai ngā iwi Tātou, tātou e.

Tūtira mai ngā iwi Tātou, tātou e.

Whāia te māramatanga Me te aroha, e ngā iwi, kia kotapatahi, kia kotahi rā.

Tātou, tātou e.

Tātou, tātou e.

Purutia kia mau.

Hī auē hī.

Kia ora.