

# Revolutionising Child Health with NCHIP – Te Whatu Ora- Waitematā



# NCHIP – Te Whatu Ora Waitematā



## CUSTOMER DETAILS

<b>Customer name</b>	Te Whatu Ora - Waitematā
<b>Location</b>	Waitematā Auckland, New Zealand
<b>Focus area</b>	Child health and preventative healthcare
<b>Key benefits</b>	<ul style="list-style-type: none"><li>• NCHIP has provided a single source of truth for non-clinical child health data in the Northern region.</li><li>• Access to NCHIP through the Clinical Portal enables informed conversations and improved healthcare outcomes for children.</li><li>• The integration has resulted in better on-time Well Child Tamariki Ora core checks.</li><li>• The progress made so far is expected to continue bringing positive outcomes as familiarity with the data sets grows.</li></ul>

Integration of datasets through the coordination hub has ensured around 40% more priority tamariki are now seen on-time for their first Well Child Tamariki Ora core check.





## The Customer

In 2019 a new Waitematā and Auckland District business unit Uri Ririki - Child Health Connection Centre was formed to house the National Immunisation Register (NIR) team.

The Uri Ririki team works with health and social service providers to make sure tamariki (children) up to the age of six are connected with a provider of their choice and receive all of their health checks and immunisations on-time.





## The Challenge

The early years of a child's life are very important for their health and development. Te Pae Tata states that "the first 2,000 days lay the foundation for a child's entire future; it is a critical period that impacts lifetime health and wellbeing." In New Zealand, children are eligible for 30 child health milestone checks between birth and six years. These include metabolic screening, immunisation, Well Child Tamariki Ora (WCTO), oral health, before school checks and vision and hearing.

### Some of the challenges they faced are:

- **Fragmented data silos:** Information regarding child health milestone checks is held in separate data silos, making it difficult to recognise patterns and identify children who are missing out on services.
- **Lack of visibility:** The healthcare system faces challenges in identifying children who are not receiving preventative and proactive healthcare, as the first indication often occurs when they present with acute illnesses at hospitals.
- **Incomplete healthcare records:** When children do present with acute illnesses, it is not always clear what healthcare services they have received or who is currently involved in their care.
- **Public health issues:** The presence of community-wide health issues, such as pertussis, necessitates the quick and accurate assessment of individual immunisation status during clinic visits.
- **Limited connectivity to standard healthcare systems:** Children who are most at risk often have limited access to and engagement with standard systems of healthcare, particularly in areas like immunisation and oral health.
- **Well Child Tamariki Ora engagement:** Ensuring active engagement with the Well Child Tamariki Ora program poses a challenge, as some children may not be effectively connected to the necessary healthcare services.

## The Solution

Orion Health and partners developed a National Child Health Information Platform (NCHIP) that tracks milestone achievement for children from birth to six years old. The NCHIP child record is made up of demographic data including ethnicity, deprivation level, health provider relationships, milestone updates and care coordinator notes.

## The Results

### Here's how NCHIP helped:

- **Unified view of milestones and care provider relationships:** NCHIP consolidates fragmented non-clinical information from various sources into a single, comprehensive view of milestones achieved and care provider relationships.
- **Enhanced coordination through Child Lists:** NCHIP enables coordinators to access Child Lists, which categorise children based on priority, those lost to service, and those with missing General Practitioner (GP) or Well Child Programme (WCP) relationships. This ensures efficient coordination and targeted interventions.
- **Seamless connection with healthcare providers:** The clinical teams in the Northern region's child health connection services utilise NCHIP to ensure that children are connected with their preferred healthcare providers and receive timely health checks and immunisations.
- **Point-of-care access to information:** NCHIP's Northern data is easily accessible to clinicians through the regional Clinical Portal, allowing them to access vital information at the point of care. This empowers clinicians to have informed conversations with families, support clinical decision-making, and achieve the best outcomes for children.
- **Improved timeliness of Well Child Tamariki Ora core checks:** Integration of datasets through the coordination hub has ensured around 40% more priority tamariki are now seen on-time for their first Well Child Tamariki Ora core check.
- **Enhanced access to early healthcare:** NCHIP has contributed to improved access to basic early healthcare for children, ensuring that they receive the essential services they need at the right time.
- **Tailored conversations with families:** NCHIP enables healthcare providers to have personalised and tailored conversations with families, fostering better engagement and understanding of the child's healthcare needs.



“If I’m sitting in a clinic with a young child, I can easily and quickly access NCHIP via the Clinical Portal and have informed clinical conversations with the family/whānau about building on what they’ve done already.”

**DR TIM JELLEYMAN,**  
Community Paediatrician,  
Waitemata Te Whatu Ora

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