

# Connecting Care national collaborative

## Auckland DHB

# Aim

*We will ensure a safe connected experience for tangata whaiora, and their whanau, as they move into the community from hospital.*

# Project team

Mark Fisher, Mike Butcher, Gemma Whittam, Sati Sembhi, Christine Rigby, Alicia Backler, Richard Allam, Neal Autrey, Jake Tahitahi, Ioana Mulipola, Leigh Murray, Gillian Schweizer, Jade Caulfield, Anastasia Bargiacchi, Simon Judkins, Bianca Roshel, Shubhangi Kausik, Patrick Murray, Erin McGuinness, Dianne Bartlett, Aishwarya Rahi.

# Engage

Include key experiences from consumer, families, whānau, staff and stakeholder engagement

# Capture

What did you capture from consumer, family and whānau and staff experiences using a range of methods?

# Understand

What did you understand: emotions and 'touch points' along the journey of care?

# Co-design themes

What themes have emerged from your co-design process so far?

# Ideas generation

What change ideas have been generated through  
your co-design process?



# Measures

Time to Face to Face contact after discharge  
Pre-discharge meetings.  
Re-admission rates  
Qualitative measures of satisfaction

# Shared learning

What have you learnt that would be useful to share with other teams?