

# Manaaki Māmao

## Stories of Impact



Hato Hone  
St John

***“My life changed a lot being on the programme, it taught me about medication, when to take it and how to take it. It gave me a lot more family time as well because I started feeling a lot better.”***

**- Maryanne**



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Section One

*A message*  
**from our  
Clinical Team**



**At Maanaki Mamao, we partner with participants to provide the tools and support necessary to improve their blood pressure and overall health.**

Together, we create a personalised plan and set achievable goals tailored specifically to them. We believe in moving beyond the “one-size-fits-all” approach, recognising that each individual is unique. We take the time to get to know each participants, fostering a relationship built on trust and open communication, so they feel comfortable asking questions and confident in our guidance. This personalised approach is what sets us apart.

**I consider it an honour to be in this role because the people we work with truly become part of our whānau. At Manaaki Mamao, we are committed to supporting those who may have “fallen through the cracks” in the system, ensuring no one is left behind.**

We are always open to feedback, as it allows us to continually improve and refine our programme to best serve everyone involved. The comfort, safety, and well-being of our participants are our top priorities. Over the years, we have made continuous improvements, striving for positive change.

Looking ahead, our goal is to expand our reach, helping even more individuals and making an even greater impact on people’s lives.

*Tiffany Neary*

**Telehealth Clinical Lead**



Section Two

# Patient Stories



On November 2nd, 2022, I experienced a life-threatening event, a type A aortic dissection. Thankfully, I survived, and now I have a mechanical heart valve and arch. It's a miracle I'm here, and I'm proud to be a survivor!

### **Blood pressure monitoring: A key tool in my recovery**

Since my surgery, a big focus has been on managing my blood pressure (BP). When I first started this journey with Hato Hone St John, I wasn't sure what to expect. However, here's what I've learned:

- › Having a home BP monitor is crucial after surgery.
- › Tracking my BP regularly reassures me that my doctor has the best data to make informed decisions about lowering my BP to a healthy 120/80.
- › Regularly monitoring my heart rate (HR) has also been important.

### **The impact**

But the most significant impact has come from the incredible support I've received from Tiffany and her colleagues. They've provided expertise, guidance, and most importantly, aroha (compassion) throughout this process.

Tiffany exceeded all my expectations. She's gone above and beyond the call of duty in so many ways.

Her guidance and advice have empowered me and my medical team (doctor, nurses, cardiologist) to make the best decisions for my health. Here are some specific examples:

- › Tiffany noticed my BP and HR were high and recommended seeing my doctor. His assessment confirmed her concerns, and he increased my medication dosage.

- › She supported me through emotionally and mentally challenging times, always available to answer my medical questions.
- › Knowing she was there for me during my trips to Samoa and Fiji provided immense peace of mind.

Through it all, the service she provides has been a vital part of my new normal.

### **A family effort and a brighter future**

My family and I are fully committed to this program. Even my children are involved in taking my BP readings! The healthy tips from the program have become part of our family discussions, encouraging us all to live healthier lives.

In short, I want to express my deepest gratitude to the St John's BP/HR monitoring program and especially to Tiffany for her daily support.

**Thanks to them, I'm making great progress in this new chapter of my life. I face each day with confidence, knowing I have Tiffany and her colleagues by my side.**

Yours Faithfully,

*Fa'avae Gagamoe*

## Kia ora, Talofa lava

I wanted to pause in my day to acknowledge the support and guidance shown to me by Tiffany Neary over the months she has monitored and advised me in my journey with my monitoring my blood pressure.

I am not the easiest of clients to win over however Tiffany pursued my participation, explaining instructions well and answering questions I had, seeing me as a whole person and helping me get on top of the medical challenges I faced. I can honestly say it was a partnership that honoured the pace in which I could process and shift my thinking. To this, I am so grateful as I can easily be tagged as another 'number/client' to pass through the system quickly and rapidly.

As a Samoan mature woman, relationship building is key to any trust one builds. We have the Samoan saying "Teu le Va" which means to nurture the relationships we build in the gaps. I felt honoured and respected by Tiffany. (I can only imagine she would have been pulling her hair out!)



### I want to record the major shifts that happened for me:

- › My blood pressure was sky high, and it has come down to the 140 mark and I plan to keep bringing it down to have regular counts around 120/80, it is a process!
- › Commencing the shift of work / life balance, making these choices that would help reduce stress.
- › The empowerment of taking charge in my own health. I have a way to go in my health journey but so grateful to have had that additional support and monitoring for me in the initial stages – thank you Tiffany.

In closing, Health Care is made up of two words the HEALTH – the skills of professional practitioners with expertise and CARE the empathy, trust building, nurturing, and training. I can say, I experienced both in the services of Tiffany. Thank you so much.

Tofa Soifua (Farewell)

*Vaitulu Pua*





Hi Danielle,

**Thank you for the knowledge and support on this program, my personal health and wellbeing is much different from when I started.**

I have more energy, focus and feel good about myself.

All contributing to less stress, and better blood pressure readings. my gratitude to you and the team. Much thanks.

*William*

I have to admit that I never used to take much of this sort of health advice seriously. However, thanks to Manaaki Mamao and its wonderful telehealth clinical advisors, I've undergone a transformative journey towards better health and lifestyle.

Despite my initial hesitation, our weekly catch-ups have become a comforting and supportive space where I not only built a rapport but also received personalised guidance that made lifestyle changes more manageable.

I can now better manage my blood pressure and I am grateful to Tiffany and her marvellous team.

*Emily*

Thank you for caring for me over the past year. The journey was worth it now that I am so much healthier

*Hera*

I was getting headaches, blurred vision and dizziness. I tried to contact my doctor about it but didn't hear back. Hato Hone St John followed up with my doctor on my behalf and was told the current wait time for an appointment was 4 weeks. Hato Hone St John then looked into urgent care doctors in my area, called them to organise an appointment that day and even text me a voucher so the appointment was free!

When I first started, my blood pressure would measure too high. With Hato Hone St John's patience and help, I've increased my exercise and changed what I eat. I've also been able to remember to take my medication which has helped lower my blood pressure

Hato Hone St John noticed that my blood pressure was measuring a lot lower than usual. I told them that I was noticing some dizzy spells whenever I stood up and after talking to them about this, they picked up that I might be doubling up on meds and contacted my doctor who then sent me to Middlemore Hospital.

**Thanks to Hato Hone St John's help, the issue was sorted and my blood pressure is now back to normal.**

*Manaaki Mamao participant*



Section Three

# GP & Nurse

*Stories*



Before Manaaki Mamao, when a patient had high blood pressure, we had two options

- › Patient comes back to see nurse in 1–2 weeks, for repeat blood pressure
- › Patient purchases their own BP measuring device and then reports results back to us.

**With the additional option of Manaaki Mamao, we have been able to address blood pressure management much quicker, and with confidence that there isn't a "white coat hypertension"\* effect.**

Hato Hone St John has been very good at providing devices, explaining to patients, providing regular reports, and contacting us when urgent issues arise.

*Dr Harley Aish*

**GP at Otara Family and Christian Health Centre**

\*White coat hypertension: Also known as white coat syndrome, it is a condition where blood pressure readings are elevated in a clinical setting, such as a doctor's clinic, but are normal at home. Some people get a high blood pressure reading because they are anxious about having their blood pressure taken.



I have absolutely loved Manaaki Mamao. Thank you for what you do for our patients. It is super helpful seeing what a patient's blood pressure is like at home and get the weekly averages and trends over time. It provides accurate feedback to help guide medication changes. I really appreciate what you guys do and it has been immensely helpful in helping my patient's with BP control.

*-Dr Thealyssa Ng*

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**As a health professional, I'm genuinely impressed with the Hato Hone St John Manaaki Mamao Telehealth program.**

It's heartening to see such an initiative that not only addresses a crucial health issue like hypertension but does so with an empathetic and accessible approach. The incorporation of user-friendly technology and consistent video consultations reflects a deep understanding of the patient's needs, particularly in communities where health disparities are prominent. This program is a great example of how healthcare can be more inclusive and effective through thoughtful use of technology.

The Hato Hone St John Manaaki Mamao Telehealth program not only offers critical health monitoring but also empowers patients in self-management. It provides tools and support that enable patients to take an active role in managing their health conditions, contributing to improved health outcomes and a sense of control over their well-being. This approach is particularly beneficial in addressing the unique needs of communities that have traditionally faced health inequities.

**I sincerely hope this project continues as it made a great impact to a lot of our patients!**

*-Nurse Af*

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I have found the Manaaki Mamao programme invaluable for being able to give some of my patients an option to take their own blood pressure at home. The clinic blood pressure can often for multiple reasons be unreliable. Being able to take a machine home can confirm more accurately a diagnosis of hypertension or possible white coat hypertension. I have patients who are unable to afford their own blood pressure machine. Also, some patients who were reluctant to purchase a home machine but found the trial empowering for their own health journey and subsequently purchased their own machine. Hato Hone St John has been very prompt to deal with. My patients have commented on how awesome they think the service is and the communication directly to patients from Hato Hone St John was great.

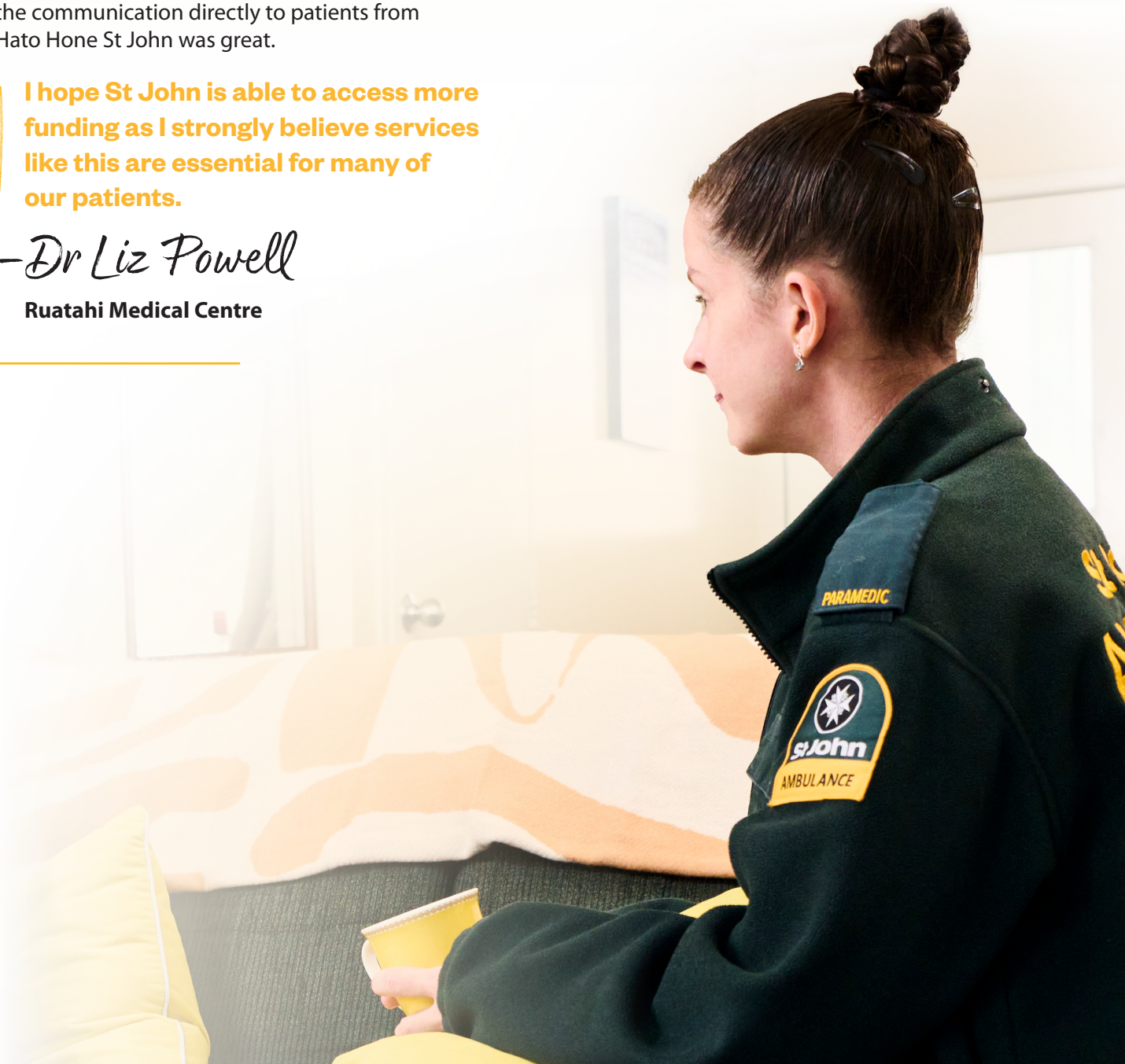
Regular updates give us a more accurate picture of the true blood pressure readings, as often we see snapshot pictures which may be transiently elevated or transiently reduced, however regular measurements gives more accurate averages.

*-Dr Mayad George*

**I hope St John is able to access more funding as I strongly believe services like this are essential for many of our patients.**

*-Dr Liz Powell*

**Ruatahi Medical Centre**



**[stjohn.org.nz/manaakimamao](https://stjohn.org.nz/manaakimamao)**

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**Hato Hone  
St John**