

## A Transformational Healthcare System for New Zealand: The Practitioners' View

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### **Abstract:**

Given the poor state of public healthcare in New Zealand, this study challenged researchers and practitioners to expand their conceptual repertoire beyond mere cost-cutting and piecemeal improvements to consider potentially transformative business models. It invited stakeholders to consider how they ascribe meaning to behaviour, events, and environments when participating in every aspect of healthcare provision. A Delphi study garnered expert opinion on the ideal healthcare system for New Zealand. Panel members reflected on New Zealand's (primary through tertiary) healthcare system before outlining an 'ideal solution' judged capable of transforming the performance of today's pipeline model, one involving equitable access, patient-centred care, service integration, and shared resources. Finally, the panel members ranked the national-, organisation- and management-level factors judged likely to enable or inhibit adoption. Fuzzy DEMATEL analysis then generated a causal diagram representing the cause-and-effect relationships between the factors identified by considering the extent to which they impact each other. As the healthcare landscape evolves, embracing dynamic and inclusive approaches that prioritise patients and harness the potential of technological advancements is crucial. By inviting practitioners to reflect on their participation in healthcare provision, this study contributes to the ongoing discourse on healthcare delivery models. It provides valuable insights for contemporary healthcare researchers, policymakers, and practitioners seeking a nuanced understanding of the ideal healthcare system for New Zealand and effective stakeholder interventions.

### **Keywords:**

Primary healthcare, Delphi study, Fuzzy DEMATEL, Transformation.