



# WELLBEING IN HEALTHCARE

BDO WELLBEING IN BUSINESS INDEX  
BDO TE RANGAHAUA O NGĀ HAUORA PAI

JULY 2022

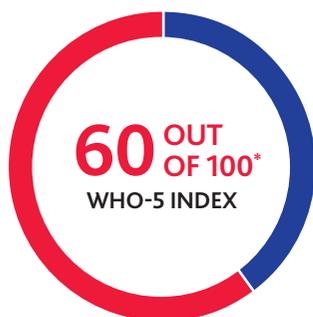


## WELLBEING IN HEALTHCARE

# OPPORTUNITIES EXIST DESPITE NEW ZEALAND'S STRAINED HEALTHCARE SECTOR

Healthcare sector business leaders and owners who responded to the inaugural BDO Wellbeing in Business Index survey scored 60 on the World Health Organisation's WHO-5 wellbeing measure (adopted for this BDO study), the second lowest across all sectors. Given the huge and unprecedented challenges that COVID-19 has caused in the healthcare industry, this was not surprising.

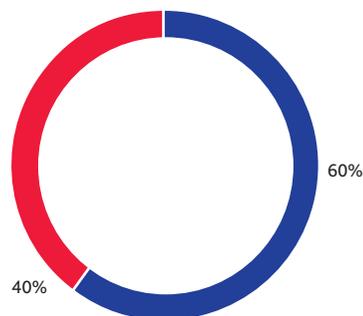
What was a little surprising, however, was only 40% said that in the last 6 months they had been feeling less mentally healthy than normal. Given their low WHO-5 score and the pressures exacerbated by COVID-19, we would have expected this figure to be higher.



### \* HOW THE WHO-5 SCORE IS CALCULATED:

The WHO-5 survey prompts respondents to rate their wellbeing in the last two weeks against 5 key statements. Someone who scores 'all of the time' on a particular statement is given a score of 5, while if they score 'at no time' they get a score of 0 for that statement. The total raw score, ranging from 0 to 25, is multiplied by 4 to give the final score, with 0 representing the worst imaginable wellbeing and 100 representing the best imaginable wellbeing.

IN THE LAST 6 MONTHS HAS ANYTHING BEEN CAUSING YOU TO FEEL LESS MENTALLY HEALTHY THAN NORMAL?

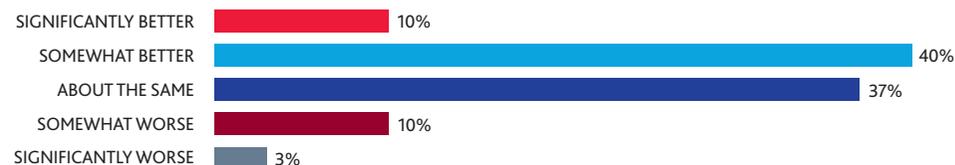


- YES - I HAVE BEEN FEELING LESS MENTALLY HEALTHY THAN NORMAL
- NO - I HAVE NOT BEEN FEELING LESS MENTALLY HEALTHY THAN NORMAL

## HALF OF HEALTHCARE BUSINESSES FEELING BETTER SINCE COVID-19

When asked about general wellbeing now, compared to when their business was facing peak COVID-19 disruption, 40% said they were feeling somewhat better, and a further 10% said they felt significantly better. This is encouraging, though over one-third (37%) still said they were feeling about the same. COVID-19 remains in the community and is clearly still impacting wellbeing in healthcare organisations.

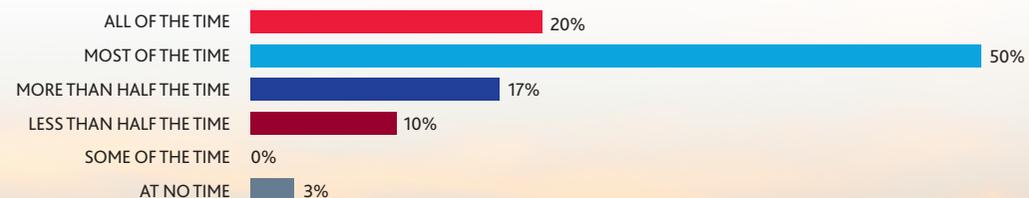
COMPARED WITH WHEN YOUR BUSINESS WAS FACING THE MOST DISRUPTION FROM COVID-19, WOULD YOU SAY IN THE LAST TWO WEEKS YOUR GENERAL WELLBEING HAS BEEN:



## FUTURE WELLBEING LOOKING MORE POSITIVE FOR HEALTHCARE BUSINESSES

Looking forward, healthcare is expecting the greatest improvement (among all those sectors surveyed) in wellbeing in six months' time – with 70% saying that they expect to feel generally satisfied with life all or most of the time, and a further 17% saying more than half the time. This is very encouraging and hopefully reflects an expectation that the impacts of COVID-19 will lessen over time and maybe a reflection of hopes that the borders reopening will lead to more staff coming into the country to fill existing labour shortages.

TAKING INTO CONSIDERATION YOUR PREVIOUS ANSWERS, HOW DO YOU EXPECT YOUR GENERAL SATISFACTION WITH LIFE TO BE IN 6 MONTHS' TIME?



## WELLBEING IN HEALTHCARE

### DIGITISATION PROVIDING STRONG OPPORTUNITY IN HEALTHCARE

"It's disheartening to see such low levels of wellbeing among healthcare businesses – even before COVID-19, the system was strained, with staffing shortages and financial pressures combining with an ageing population. That said, many opportunities also exist within the healthcare sector. COVID-19 has forced many healthcare providers to digitise and adopt newer technologies and ways of operating. COVID-19 saw an increasing uptake in telehealth and virtual consults – saving time for patients, who no longer need to travel to their GP or other clinic. Longer term this can also help to reduce barriers for people seeking assistance as well as allowing doctors to be available when location/safety could be an issue. Digitisation and use of technology can and should play a large role in the future of healthcare in New Zealand."



GINA COOK,  
BDO HEALTHCARE SECTOR LEADER

### PRACTICAL STEPS FOR HEALTHCARE BUSINESSES STRUGGLING WITH WORKLOAD

COVID-19 and ongoing funding and staffing issues are causing a strain for overworked healthcare businesses. There are various steps healthcare businesses can take to alleviate some of this burden:

1. Review telehealth options to help create some efficiencies and flexibility for yourself and your staff.
2. Explore what further digitisation options are available that can streamline your business and make systems and processes more efficient.
3. Understand funding options available to you – More money has been made available for Māori and Pasifika healthcare providers, as well as pharmacies. \$488 million was made available during Budget 2022 for investment in primary and community care – explore whether your healthcare business qualifies for any of this.
4. Investigate collaboration options with other healthcare professionals – can you create synergies that benefit both your business and patients?
5. Communicate with your customers – if you've got new telehealth options available or are providing a new service, make sure your patients know about it. Customers always value strong communication from businesses, and healthcare organisations are no different.
6. Look at options to outsource financial management – your patients and customers are your number one priority. Let others who understand your industry take care of your finances while you can focus on what matters.



CONTACT OUR SPECIALIST HEALTHCARE TEAM  
AT [BDO.NZ/HEALTHCARE](https://www.bdo.co.nz/healthcare)



WELLBEING SUPPORT  
CONTACTS

Xero Assistance Programme (XAP)  
1737.org.nz – National mental health helpline  
Mental Health Foundation ([mentalhealth.org.nz](https://www.mentalhealth.org.nz))