



HEALTH CARE HOME
COLLABORATIVE

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Feilding's first steps on a new journey

As practices around the country continue to progress the Health Care Home model, assessments are made, and progress reports filed. But what of those who are earlier on their implementation? How are things shaping up for those who've really just begun? We thought it would be interesting to take a look at a practice a few months into implementation.

Feilding Health Care, opened in February 2016, is the result of a consolidation of all of Feilding's doctors into a single facility, based in Duke Street, Feilding. With 11 GPs and 14 Nurses, the practice has 19,500 registered patients and gives over 10,000 consultations each month. It has a slightly older population than others in the region, with about 30% being High Needs.

In September 2017 – just over eight months ago – they began their Health Care Home journey. Dr Bruce Stewart has lived and worked in Feilding for 30 years. He is one of the Practice Owners, Shareholder, as well as Chair of the PHO Trust Board and Medical Director of the PHO. We spoke to him recently about these early months.

Q: Please tell us a little about how you came to Health Care Home.

A: We became interested at the PHO level in early 2017, and we looked at places where it has been working for a while, seeing a presentation from a Waikanae doctor in Wellington. We also visited John Macaskill-Smith at Midland Health in Hamilton, and all this convinced us that it was a smart way forward. We already had a Chronic Care programme in effect at Feilding, and this and other aspects of HCH seemed to be a good match for us.

Q: What aspect of the model particularly appealed to you at Feilding?

A: Several things, really. Ready access to acute and unplanned care for all of our patients; better planned and proactive care for people with high and complex needs; better routine and preventative care; the prospect of improved business efficiency and sustainability.



*Bruce Stewart
GP and Shareholder
Feilding Health Care*

Q: Given that it is early days, what seems to be working well for you?

A: Well, GP Triage – which has been implemented by ten of our doctors every day for 30 minutes- seems to be an effective tool, successfully diverting a number of acute patients. Whilst around half of those triaged were given an appointment (either urgent or another day), a third were given a phone consult, an option which is often eagerly taken up by patients unable or unwilling, for whatever reason, to physically present themselves.

We've also been very proactive on the Patient Portal, managing to achieve a 25% take-up in just these first months. We set ourselves high targets – higher than the PHO sometimes.

The Lean methodology, too, is a very effective set of tools, and we've found that applying Lean best practices to, for example, the way we handle our prescription processing and patient invoicing are already saving us time and money.

Q: And the challenges?

A: Any significant change in the way you work is going to be challenging, and you can sometimes see in retrospect that the degree of preparation could have been higher. But on the whole the staff have taken to it with a will. Unsurprisingly, I think that the fact that we listen to and act on staff suggestions is an empowering experience.

Q: Looking ahead, what's next?

A: As you said, it's early days yet. But we are keen to push on, expanding the Patient Portal, improving a broad range of our patient service areas and management routines. Improved IT systems are also on our wish list, funding permitting, of course.

Martin Parker

ON WAY TO MATURITY – HEALTH CARE HOME CERTIFICATION

Starting in 2015 with the mission of strengthening primary care through the Health Care Home Model of Care, the Collaborative has been working non-stop in supporting general practices to implement various changes for the better. To date, there are 128 practices serving over 840,000 patients using the HCH model across the nation. To recognise different stages of HCH development at general practices, the HCH Collaborative has identified three sign-off levels including credentialing, certification and accreditation. The highest currently available sign-off level is HCH Certification which acknowledges the progress the practices have made on their HCH journey.

The first Moderation for HCH Certification took place on 16 March 2018 by a group comprising of HCH leads from PHO members, and with recommended practices from Northland DHB, ProCare, Pinnacle Health, and Compass Health. Set criteria and a developmental approach were used to assess the practices' continuous improvement with HCH.



Northcare Practice Manager David Gaines (left), Clinical Director Dr Rebekah Doran (middle), and Pinnacle MHN GM of Practice Support and Development Bevan Bayne (right).

Mr David Gaines, Northcare Practice Manager, felt it was a good exercise to go through, mapping the practice activity to all the national HCH requirements and said it was now easier to focus on the areas of change that had been identified by the practice team.

Dr Harley Aish, GP at Otara Family & Christian Health Centre stated that the *"Otara Family and Christian Health Centre has been on the Health Care Home journey for almost two years. Some aspects have been very hard to implement, so it is great to have achieved certification. The benefits of the changes are being realised now, both from our patient's perspective, and those working in the practice. We look forward to achieving the final standards, and gaining further rewards, in the way we work as a team."*

Twelve HCH Practices were certified:

- The Doctors Kamo
- Clendon Medical Centre
- Otara Family & Christian Health Centre
- Pukekohe Family Health Care
- Turiki Health Care
- Northcare Grandview Road
- Northcare Pukete Road
- Northcare Thomas Road
- Lake Surgery
- Johnsonville Medical Centre
- Hora Te Pai Health Services
- Raumati Road Surgery

Not only a recognition of the practices' achievement, this event marked a significant step in terms of maturity for the Collaborative and the HCH model of care. Outcomes from the Moderation also help the Collaborative to improve its work programme, as well as having the right focus for future development.

Moderation for HCH Certification are organised quarterly, and certified practices will be reviewed after 12 months. We are very eager to see more and more practices making progress in implementing HCH model of care.

Chair of the Collaborative, Martin Hefford, says: *"It's very satisfying to watch this unique NZ model of care maturing to the extent that practices can be certified by a national group. It's also great to see the group maintaining a very high and consistent standard, so that patients from Kaitiāia to the Bluff can expect a consistent service ethos from a Health Care Home Practice"*.



Cheers from ProCare and Turuki Health