



Media release

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NZ's FIRST HEALTH CARE HOME PRACTICES CERTIFIED

This month 12 General Practices from across New Zealand were officially certified Health Care Homes, in the inaugural certification for this new model of care. The Health Care Home model is designed to ensure primary care remains fit for the future; able to cope with increasing demand, an aging population and workforce challenges whilst at the same time delivering improved patient outcomes and satisfaction.

Taking the best of successful international models, Health Care Home has been adapted to a New Zealand context and aims to actively manage patient demand through: clinician triage, to provide ready access to urgent and unplanned care; proactive care for those with more complex needs; better routine and preventative care; expanded roles within the general practice workforce and improved business efficiency and sustainability.

Martin Hefford, Chair of the Health Care Home National Collaborative comments, "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 Kaitaia to the Bluff can expect consistent service ethos from a health care home practice."

Northcare Practice Manager, David Gaines said "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, Otara Family and Christian Health Centre commented "Otara Family and Christian Health Centre has been on the Health Care Home journey for almost two years. Some aspects were challenging, so it is great to have achieved certification. The benefits 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."

Dr Jan Widdowson, Doctors Kamo noted "Managing acute load and demand has made a big difference, telephone triage is a really useful thing, patients really appreciate getting a call from us and it helps prioritise our workload which has really reduced the stress on our team."

"Given that this was the first Moderation, the process was supportive, robust and transparent. This is a good reflection on how the Collaborative has grown and matured since its establishment."

Melissa Simpson, HCH Programme Lead, Compass Health.



HEALTH CARE HOME

The first New Zealand practices certified as Health Care Homes are:

Organisation	Name of Practice
Northland DHB	<ul style="list-style-type: none"> The Doctors Kamo
Pinnacle	<ul style="list-style-type: none"> The Lakes Surgery - Taupo Northcare Pukete Road Northcare Thomas Road Northcare Grandview Road
Compass Health	<ul style="list-style-type: none"> Johnsonville Medical Centre Raumati Road Surgery Hora Te Pai Health Services
ProCare	<ul style="list-style-type: none"> Clendon Medical Centre Otara Family and Christian Health Centre Pukekohe Family Health Care Turuki Health Care

Ends

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ABOUT THE HEALTH CARE HOME COLLABORATIVE

The New Zealand Health Care Home Collaborative is supporting primary care networks and practices to improve patient and staff experience, enhance quality of care and create greater efficiency. The Health Care Home programme is being rolled out across New Zealand, with 128 practices now using some or all of the Health Care Home model of care. Representing the primary health care needs of over half the enrolled population of New Zealand, PHO collaborative members comprise Compass Health, Capital & Coast DHB, Central PHO, Pegasus Health, Pinnacle, ProCare, Northland DHB, Manaia Health, Te Tai Tokerau, Hutt Valley DHB, Te Awakairangi Health Network, Cosine, Comprehensive Care, Nelson Marlborough DHB, Nelson Bays Primary Health, Marlborough PHO, and Southern Health System (WellSouth and Southern DHB) with national supporting organisations, the Royal NZ College of General Practitioners (RNZCGP), GPNZ and the DHB Partners.

