

Health Care Home Noticeboard archive

17 March 2020

An excellent, practical guide to how to use a patient portal for secure messages and booked phone or video consults. Thanks to our friends at Pinnacle Midland Health Network.

Please contact the WellSouth HCH team hch@wellsouth.org.nz or 03 477 1163 if you have any questions.

Click here to view: [A guide to remote consultations](#)

17 December 2019

Gaylene Hastie, Nurse Practitioner from Queenstown Medical Centre talking about their HCH journey at the recent National HCH Symposium. <https://webcast.hinz.nz/Mediasite/Channel/hchcollaborativesymposium2019/watch/1b5fa9289ef740d49e587f50502f83bf1d>

11 December 2019

Introduction to Health Care Home

Have a look at a two minute video explaining health care home from a patient's perspective. It's a great introduction to why to do health care home.

<https://www.healthcarehome.org.nz>

16 October 2019

Health Care Home National Collaborative Symposium - HiNZ, 19th November Hamilton

If you are interested in health care home, we encourage you to think about attending the National Health Care Home Collaborative Symposium in Hamilton on the 19th of November. It is also possible to attend online.

17 speakers with a range of clinical and change management background, all highly experienced on the Health Care Home journey, will be presenting on the four main parts of HCH.

To register go to <https://www.hinz.org.nz/page/HealthCareHomeCollaborative>.

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27 June 2019

Patient and clinician attitudes to OpenNotes.

A University of Otago Trainee Intern Health Care Evaluation Project June 2019.

Conclusion: Overall, our survey demonstrated largely positive attitudes towards OpenNotes by both patients and clinicians. However, there were challenges with the methodology of the survey including a short data collection period. A small sample size limited the generalisability, and the results were likely impacted by non-response bias.

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11 April 2019

Recent videos, courtesy of Pegasus, on other districts' experiences of health care home. Note videos are all password protected. Password = HCHCanterbury.

Dr Andrew Miller GP, Health Care Home National Clinical Lead – overview and evidence of the success of Health Care Home.

<https://vimeo.com/328544885>

Melissa Simpson, Programme Lead, Health Care Home, Compass Health – gains for the practice and for the patient.

<https://vimeo.com/328550754>

23 January 2019

[Introductions to key elements of the HCH model, from CMDHB.](#)

16 November 2018

[Health Care Home programme expands.](#)

23 October 2018

Patient portals are just one part of the Health Care Home.

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8 October

Compass Health reflections on the second year of their HCH model.

[Doc-10]

Productivity Commission report on early evidence of effectiveness of HCH in Wellington.

[Doc-11]

7 September 2018

Improving Primary Care (GP) to Patient Communication. Getting Portals Across the Line

Dr John Morgan - 3 September 2018

6 September 2018

Southern Health Future - Podcast

Interview with Stuart Barson on Southern Health Care Home from Otago Access Radio.

<http://bit.ly/HealthCareHomesOARFM>

HSRAANZ Webinar – Primary Care Stepping Up: learning and outcomes from the New Zealand Health Care Home Programme

<http://www.hsraanz.org/event/hsraanz-webinar-primary-care-stepping-up-learning-and-outcomes-from-the-new-zealand-health-care-home-programme/>

27 July 2018

NZ Doctor on Southern Health Care Home

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Health Care Home Newsletter July 2018

The HCH National Collaborative newsletters are our regular updates of news and initiatives on primary care, especially those that are related to Health Care Home, across the country. Attached is the third issue (July 2018). It features the launch of Shared Medical Appointments (SMAs resource e-book) and the Minister's visit in June 2018. Happy reading, and please feel free to circulate it to other colleagues.

[Doc-7]

4 July 2018

The Eol process is complete. We aim to make an announcement of the successful practices by 11 July.

15 May 2018

An update on patient portals at Karori Medical Centre

<https://www.digital.health.nz/content/digital-health/en/home/digital-health-stories/patient-portal-alters-doctor-patient-relationship.html>

7 May 2018

Pinnacle Health Care Home evaluation - updated analysis just released

Summary can be found [here](#)

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20 April 2018

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.

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18 April 2018

[Doc-4]

16 April 2018

Expressions of Interest documents for Health Care Home.

Please download the document by clicking on the link below

[Doc-3]

The closing date for expressions of interest is 18 May 2018 at 17:00

16 April 2018

Expressions of Interest documents for Health Care Home will be available on this page today at 16:30.

Your practice will also receive them by email.

Closing date for expressions of interest is 18 May 2018 at 17:00

11 April 2018 Midlands has recorded a significant fall in hospital visits by patients of practices using a Health Care Home model.

Kiwis show the way on Health Care Home • The Medical Republic

A GP-run network in New Zealand has recorded a significant fall in hospital visits by patients of practices using a Health Care Home model.

The Kiwi version is bolder than the Australian government-backed HCH trial confined to patients with chronic disease, in that it involves whole patient populations.

“Our Health Care Home model is a much broader and radical redesign of general practice,” Helen Parker, Health Care Home strategic development manager at the Pinnacle Inc network, told *The Medical Republic*.

“It covers a redesign of the whole practice population, regardless of whether they are ill or not.”

Data collected by the GP-owned organisation showed that patients of HCH practices were 16% less likely to be admitted to hospital and 8% less likely to present to an emergency department.

The results will be presented in a report measuring the outcomes and performance of the HCH model, expected to be published next month.

“It is a success not just in terms of hospital visits. That is not our main driver,” Parker said. “It’s a success in terms of being a much more convenient service for patients.”

Since Pinnacle kicked off the HCH model in New Zealand’s Midlands region in 2010, a total of 15 practices, with 101,000 patients, have made the transition.

Exhaustive data collection has enabled the group to compare practices’ performance and outputs on a range of indicators, Parker said.

It includes data on GP consultation types and rates, ethnicity and demographic data, email consults, and activity through patient portals where patients can check health records.

“We also collect the outcomes of GP triage consultations, and we’ve also got ED presentation and hospitalisation information, and more.”

The raw data does not show precisely why hospital visits are reduced at HCH practices.

“We have yet to do analysis as to why that is so. But we can see that at the Health Care Home practices, the GPs and nurses see more patients,” Parker said.

“It’s important to remember there are many reasons why people present to ED, such as cost. But at the Health Care Home practices, we’ve got actually have a higher proportion of lower socio-economic patients.”

On the other hand, it’s clear that the model is more efficient for doctors and patients.

“Patients registered with a traditional practice would have to go in for a face-to-face consultation if they felt ill or wanted some advice or treatment,” Parker said.

“In the HCH practice, they can speak to a GP on the phone first. We know that one-third to 50% of patients who ring for a same-day appointment don’t need to come in. The GP can manage them over the phone.”

“This saves the face-to-face appointments for the people who need them most and gets the practice away from being a mini ED service where it’s first-in, first-served, regardless of what they need.”

The non-profit GP network is now supporting other practices and primary care organisations around New Zealand to roll out the model.

Although the New Zealand context is different from Australia’s, with a long history of patient enrollment at general practices, Pinnacle is also sharing its expertise with Australian colleagues.

4 April 2018 Video on Healthcare Home

(5 min 23 sec)

23 March 2018

Some more background information: A recent presentation to New Zealand PHO CEOs on health care home by the National Health Care Home Collaborative.

[Doc-2]

February 2018

Health Care Home will be coming to selected practices in the Southern District during 2018, following an Expression of Interest process, starting soon.

Please bookmark this page as it will be updated regularly as this project develops.

Further information about Health Care Home can be found at on the [Health Care Home Collaborative](#) website.

A document outlining the model of care requirements can be downloaded from below

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If you have further questions about Health Care Home [email](#) Stuart Barson.

