

Health Care Home National Collaborative

December 2020

Meri Kirihimete

Just like that we have reached the end of 2020 and what a year it has been! We are all ready for a break and well earned whānau time. The HCH Collaborative will have skeleton staff available over the break, so please bear with us if our responses are a bit slower than normal. We hope you enjoy our last newsletter of the year.

Amarjit



Enhanced MoC now available

This newsletter provides some of the main highlights for the Health Care Home (HCH) Collaborative this year – this includes the enhanced HCH Model of Care – focusing on equity, consumer involvement and honouring Te Tiriti o Waitangi. The HCH MoC is a practical whānau-centric approach to modernisation of primary care, leading to a better patient and staff experience, enhanced quality of care, and improved sustainability.

The enhanced HCH MoC can be found on our website: [Enhanced MoC](#)

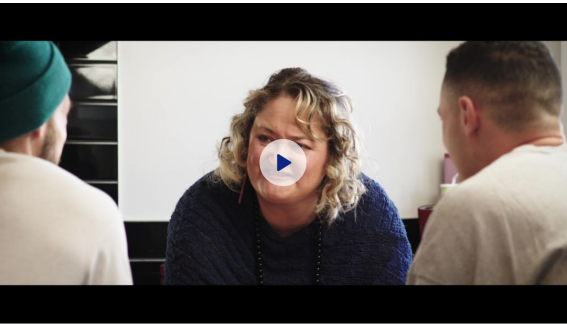
The team is developing a resource library which supports the implementation of the HCH MoC – this [interactive resource](#) can also be found on our website.

The Collaborative has also been running a suite of regular webinars around the enhanced Model of Care; you can find all the [recordings here](#).

We are very grateful to our network for sharing their learnings to support others in the implementation of the HCH MoC. Practices are encouraged to choose parts of the model that fit with the needs of their community – there is a strong recognition that Practices are all at different stages on their journey.



Telehealth & Reachout Campaign



The Collaborative has been working to promote and support the utilisation of telehealth and have produced a Primary Care Reach Out poster which includes videos, like “Virtual Nan”, and a step by step guide for PHOs and General Practices on how to reach out through social media platforms.

Within the interactive resource library there includes a suite of telehealth resources. Including provider focused videos (developed in collaboration with ProCare) on how to deliver effective telehealth consultations. Make sure to take a look....

The Health Care Home Collaborative Team – Amarjit, Jess and Kirsten would like to wish you all Meri Kirihimete . We hope this involves some well deserved relaxation and whānau time.



Introducing the Building Blocks of HCH

To further support our network the Collaborative has developed the Building Blocks of the HCH MoC. This short booklet provides an introduction to the model of care, which has now been adopted to underpin change and improvement in many general practices all over Aotearoa.

Implementation of the model may seem a bit daunting, but it is a process that is flexible and adaptable, regardless of practice size, location, or individual circumstances. Practices typically incorporate the model over a period of time so it can support their service, workforce, and business priorities in the best possible way to help achieve better outcomes for their patient population.

The model features a small number of core Building Blocks designed to improve access and outcomes, including making more use of telehealth and of a wider range of workforces, as well as focusing on planned and proactive care. The Building Blocks continue to be refined, based on learnings and population health needs, with the most recent enhancements centred around achieving equity for Māori, Māori aspirations and tikanga. That includes alignment to Pae Ora (Healthy Futures) as a vision, a new set of values grounded in equity, and incorporation of whakawhanaungatanga (creating connection/relationship) in the delivery of care. Practices may choose to implement some or all of the building blocks, choosing aspects that fit the needs of its community / whānau.



This is not a one size fits all model of care but one that is flexible and adaptive.

The recent experience of managing COVID-19 has reinforced the importance of alternatives to face-to-face consultations in primary care, and we are continuing to develop our resources to help integrate the telehealth options which are a key element of the model.

The [Building Blocks A4 booklet](#) can be found on our website – it is currently draft as we would appreciate any feedback before we publish early 2021. Please email comments/feedback to collaborative@hch.org.nz



We were lucky to be the cover story in the November edition of NZ Doctor – Our key experts highlighted the journey of enhancing the HCH MoC – the proof of success will be in the implementation of the model and closing the gaps in terms of health outcomes. There is much more mahi to do and we are very keen to support our network in drawing from all or part of the HCH MoC – depending on the needs of whānau. It is a flexible and adaptive model that is designed to serve the needs of the community.

