

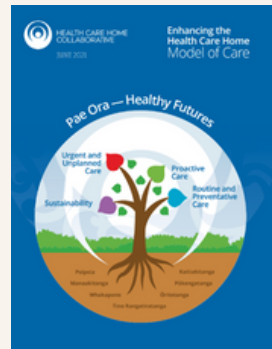
# COLLABORATIVE AOTEAROA NEWSLETTER



October 2023

## DELIVERING HEALTH CARE HOME - AN APPROACH TO MODERN GENERAL PRACTICE

Despite its name, the Health Care Home Model is not about delivering care within the home; instead, it centers an individual's healthcare experience around strong primary care, notably General Practice.



This model strives to promote and enhance whānau wellbeing by creating a patient-centered medical home based on a team-based approach. The model fundamentally incorporates whakawhanaungatanga, emphasising the creation of connections and relationships in the delivery of care. It comprises four domains - Sustainability (when I visit the Practice), Urgent and Unplanned care (when I'm unwell), Proactive care for those with complex needs (to help me stay well), and Routine and Preventative Care (to keep me healthy). These domains, together with the Health Care Home characteristics, drive General Practice into the modern era. To find out more contact our HCH Change Lead Petria Falconer: [petria.falconer@collab.org.nz](mailto:petria.falconer@collab.org.nz)



## Me Pēhea tātau e āwhina ai? How can we help?

Conference 2023

**COMING SOON!** Our conference video footage will be released in the coming days and to coincide we will share further learning collateral, through our updated online learning modules for both Digital Health/Telehealth and Collective Action with Communities.

Conference 2023 power point presentations and workshop slides can be found here [here](#)



## SHARING GEMS FROM THE COLLABORATIVE AOTEAROA VAULT

**Te Taiwhenua o Heretaunga (HCH Symposium 2020): Dr Kiriana Bird and Julia Ebbett** share their experience of managing the 'burning platform' and challenges of staff attrition. They said yes to change and yes to making mistakes - *BUT* learning from them for self-determination and better health outcomes for Māori. They talk about how they went about re-organising their service to include solutions like introducing GP Phone Triage, Leadership, Teamwork and supporting Learning and Development to upskill every single member of their team.

**Webinar: [Improving Same Day Care for Māori](#)**

**Courtney Medical (HCH Symposium 2020): Dr Dave Pickett** explains how 'LEAN-ing' his practice has transformed how his team delivers care. They applied tools like 5S (Sort, Set in Order, Shine, Standardize and Sustain), introducing huddles and visual management, one-page lessons and making use of Value-Stream Mapping. These tools and techniques proved invaluable for this team and according to Dave, "Lean is one heart, one mind: one day at a time".

**Webinar: [A LEAN Journey](#)**



**OUR TE ARA AKO O COLLABORATIVE  
AOTEAROA STUDY TOUR GROUP**



It was really special to have our rōpu together to share our learnings from our Study Tour in May 2023. Collaborative Aotearoa would like to extend its thanks to the Te Ara Ako delegates who participated in our Conference and the compilation of the report, sharing the key learnings, reflections and insights on how these can be applied in a local context.

Note that our First Nations colleagues from Ontario will be visiting Aotearoa early 2024 and we look forward to returning the manaakitanga and showcasing the amazing mahi from our sector.

**You can read the full  
report by  
clicking here**



"The power and impact of lived experience in enabling change was a huge take away for me, our stories matter."



Above our Lived Experience Adviser Whaea Merle Samuels is being acknowledged for her whakaaro and contribution to enhancing the Health Care Home Model. Presented by the Health Minister Dr Ayesha Verrall

Lived experience advisers bring unique perspectives and insights to our mahi that greatly enhance its impact and effectiveness. Whether its related to mental health, disability, addiction or any other area of our hauora, This firsthand experience helps us to understand the needs, concerns and aspirations of the individuals and communities we serve.

"The conference highlighted the importance of collaboration, sharing ideas & resources especially where there is opportunity to work toward a common goal or theme."



Thank you for coming on this journey with us.  
Your Collaborative Team.

*Ngā mihi nui*

**DATES FOR YOUR DIARY**



**HCH Leads Meeting:** What do our Leads need from an Engagement Hub - 27th October

**Peer Learning Sessions:** Join us as we learn from our peers across the sector - 21st November

**Facilitating Change:** Your identity as a facilitator Online Workshop - 23rd November - **Register now**

**Coming soon early 2024 - watch this space!**

Health Care Home Regional Wānanga  
PROSCI Change Management Training  
LEAN Kaizen Training