

Modernising and Enhancing General Practice Services through Care Model Innovations

Jess Morgan-French and Roshan Fernando

Disclosure

Jess Morgan-French

- CEO Collaborative Aotearoa
- AUT doctorate in health science student

Roshan Fernando

- Business Manager, Otara Family & Christian Health Centre

Ko wai au?



Domains

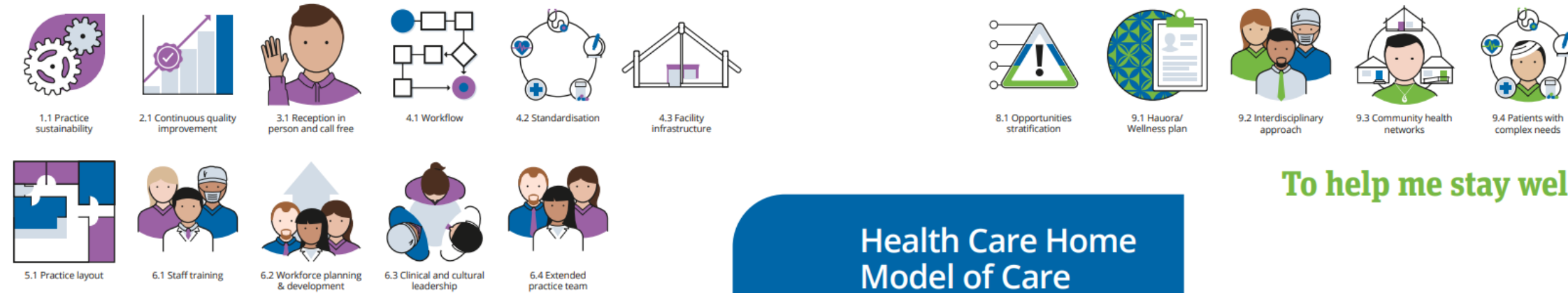
The model is based on the following three Health Care Home (HCH) domains which we believe are still relevant today:

1. Acute and Unplanned Care
2. Preventive and Proactive Care
3. Business Sustainability



HEALTH CARE HOME

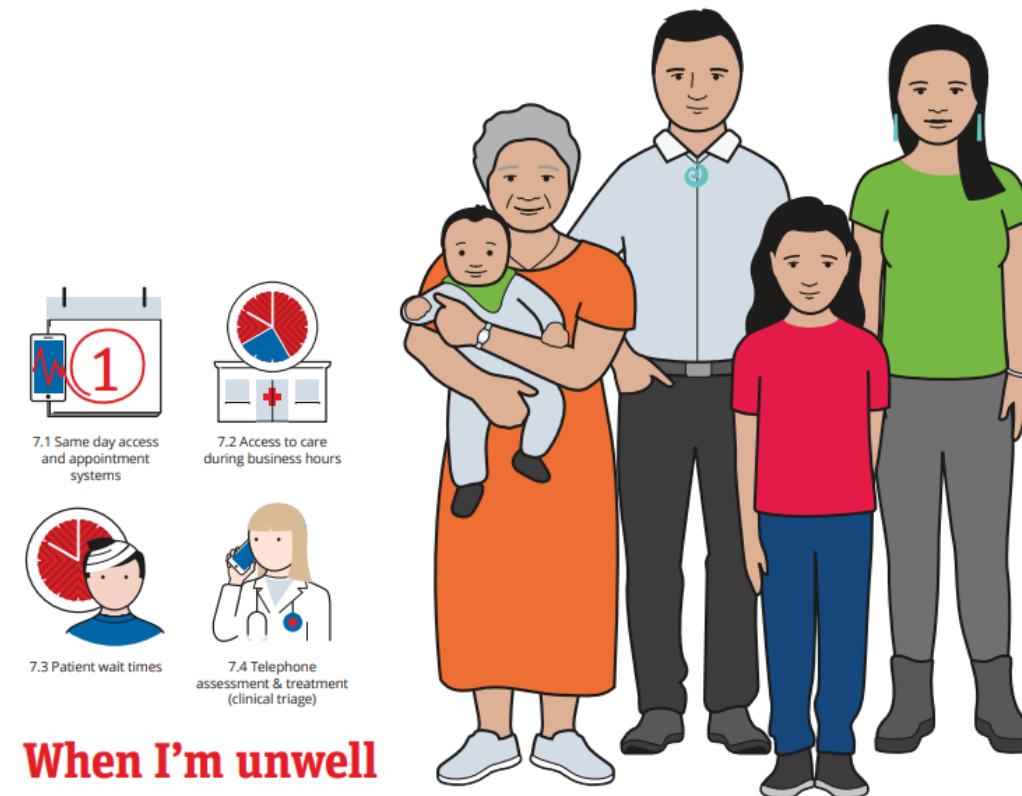
Health Care Home



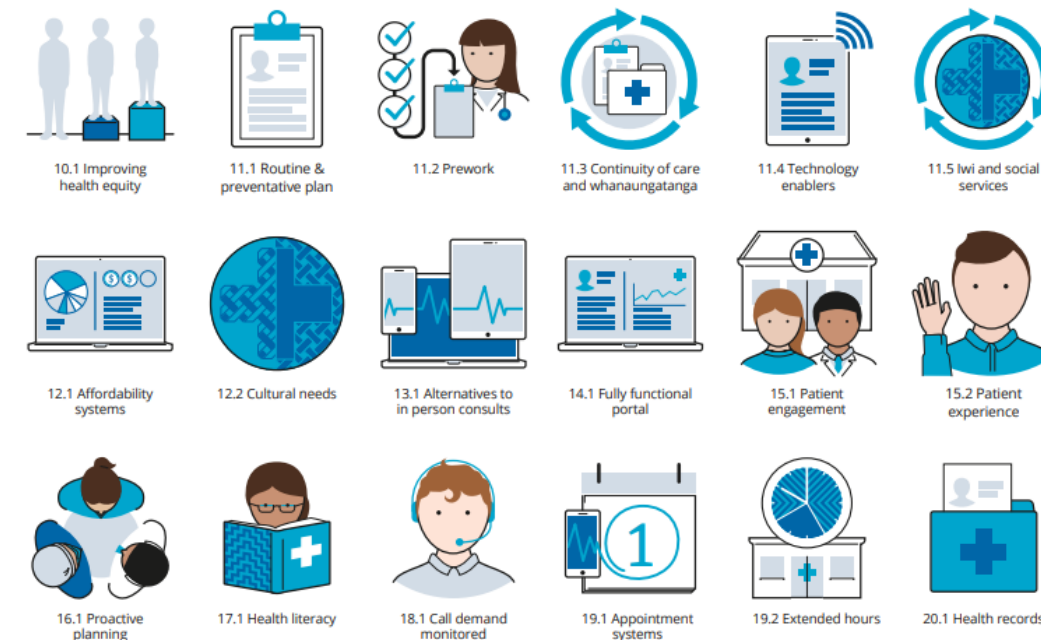
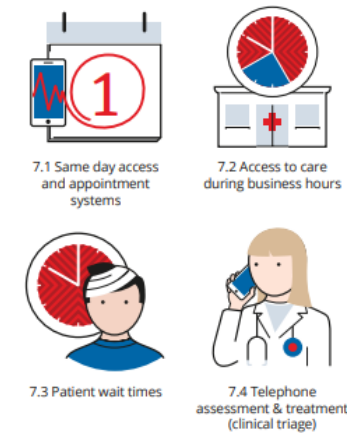
Health Care Home
Model of Care
Summary

To help me stay well

When I visit the practice



When I'm unwell



To keep me healthy

The need for change

“To improve is to change; to be perfect is to change often.”

Winston Churchill

1. Sustainability of General Practice
2. Workforce
3. Burnout
4. Ageing population
5. Unmet need within our communities

Key elements to modernising your General Practice

1. Extended workforce
2. Different modes of accessing General Practice services
3. Same day access for same day need
4. Clinical triage applied to patients requesting same day services
5. Alternatives to in-person appointments
6. Population stratification to support proactive and routine care
7. Use of AI to increase General Practice productivity

Extended workforce

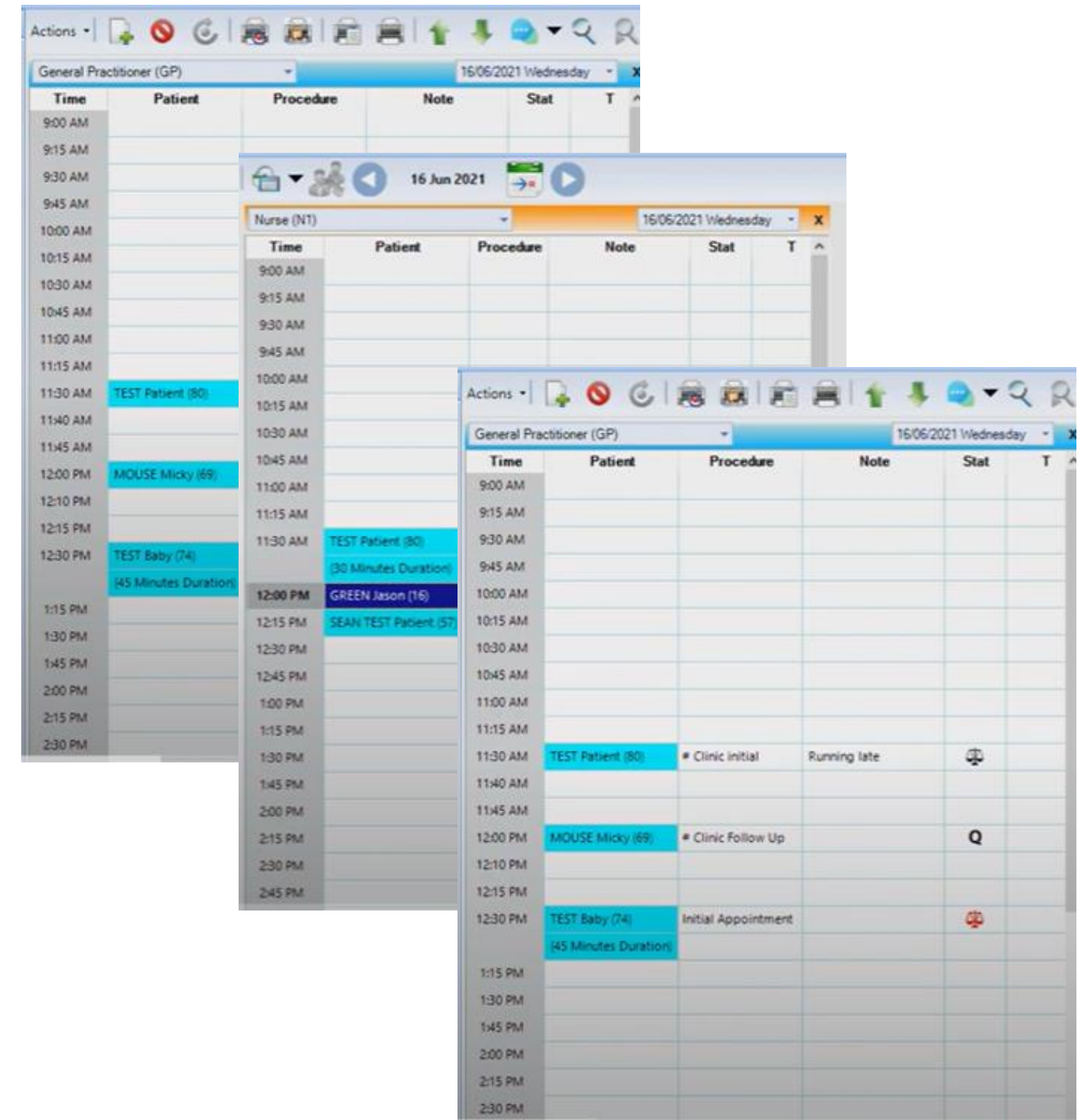


Different modes of accessing General Practice services



Same day access for same day need

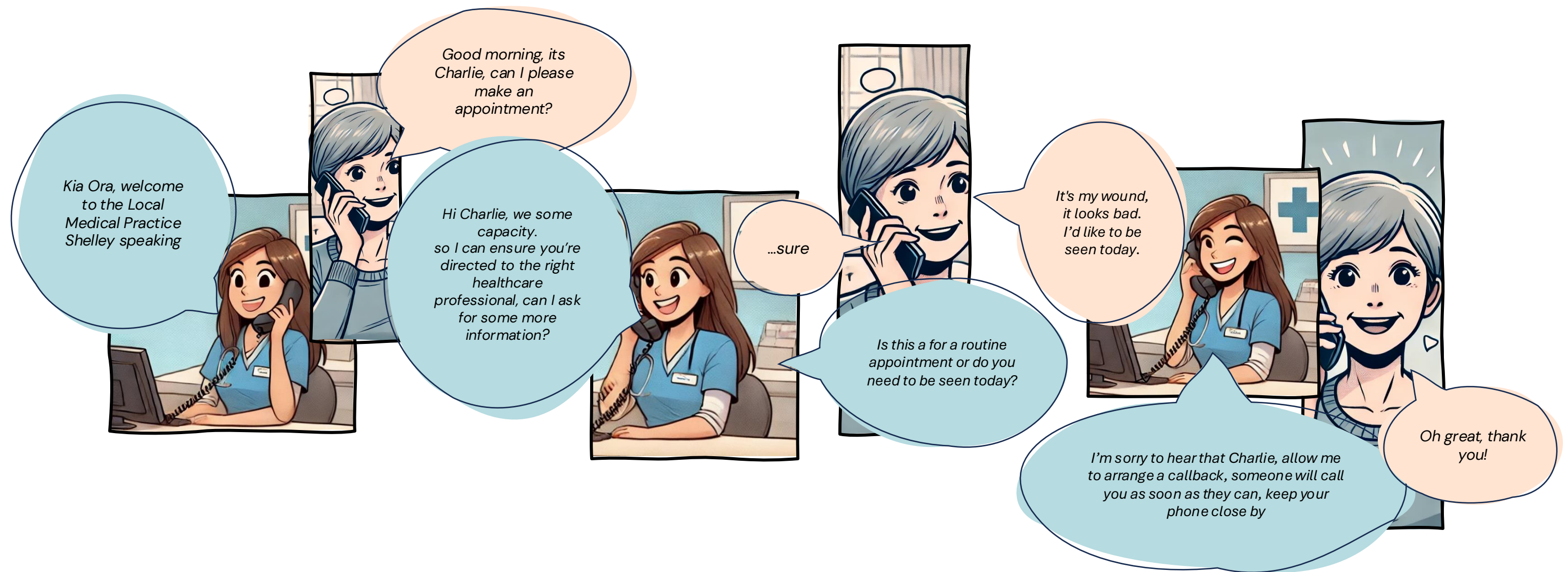
“Sure – we have lots of availability today”



The image displays three overlapping screenshots of a medical scheduling software interface. The top-left screenshot shows a General Practitioner (GP) schedule for Wednesday, 16/06/2021, with a time slot from 9:00 AM to 2:30 PM. The top-right screenshot shows a Nurse (NT) schedule for the same date, with a time slot from 9:00 AM to 12:00 PM. The bottom screenshot shows a General Practitioner (GP) schedule for the same date, with a time slot from 9:00 AM to 2:30 PM. The bottom screenshot also includes a 'Note' column with entries such as 'Clinic initial', 'Running late', 'Clinic Follow Up', and 'Initial Appointment'.

Time	Patient	Procedure	Note	Stat	T
9:00 AM					
9:15 AM					
9:30 AM					
9:45 AM					
10:00 AM					
10:15 AM					
10:30 AM					
10:45 AM					
11:00 AM					
11:15 AM					
11:30 AM	TEST Patient (80)				
11:40 AM					
11:45 AM					
12:00 PM	MOUSE Micky (69)				
12:10 PM					
12:15 PM					
12:30 PM	TEST Baby (74)				
1:15 PM					
1:30 PM					
1:45 PM					
2:00 PM					
2:15 PM					
2:30 PM					

Clinical triage applied to patients requesting same day services



Alternatives to in-person appointments

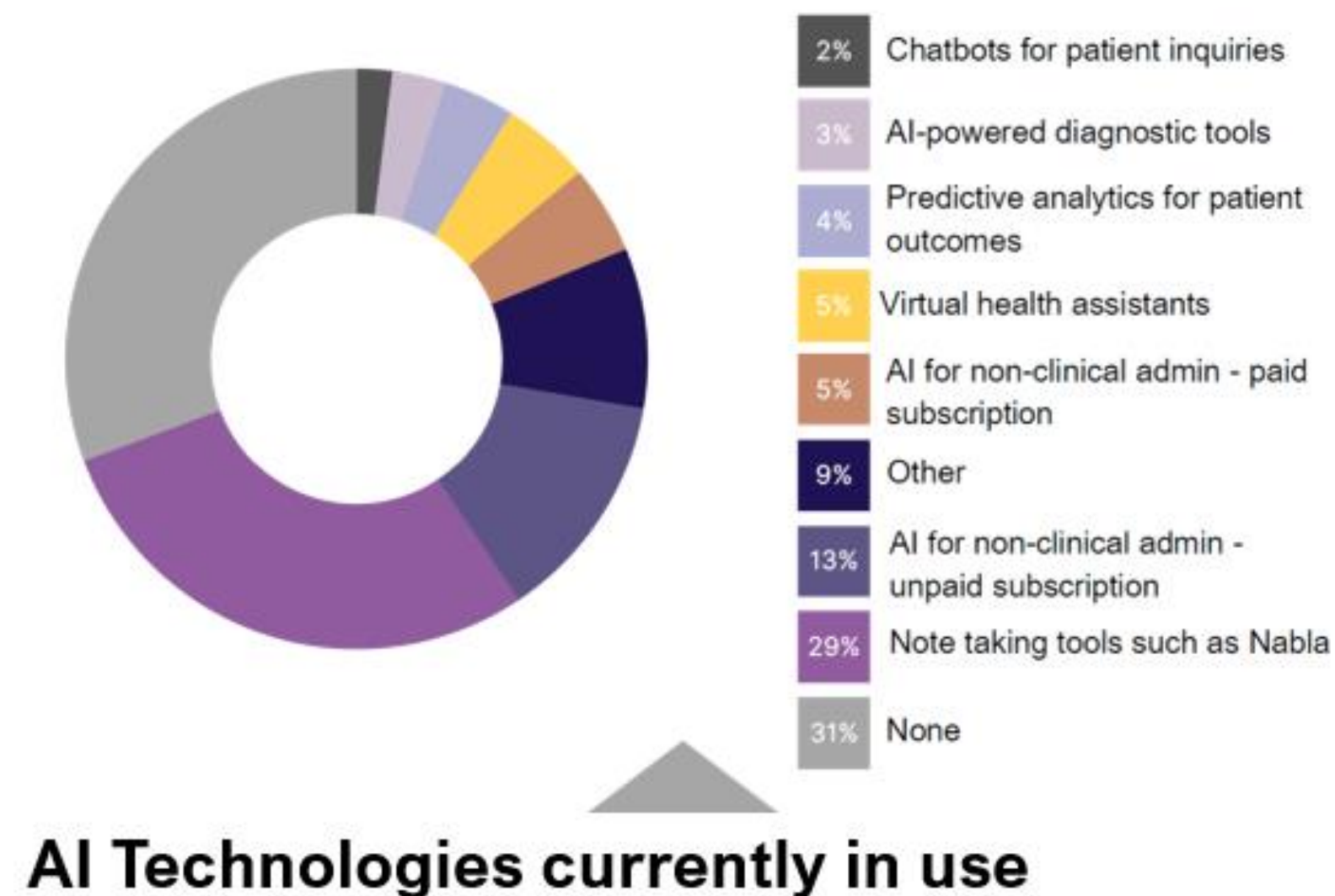
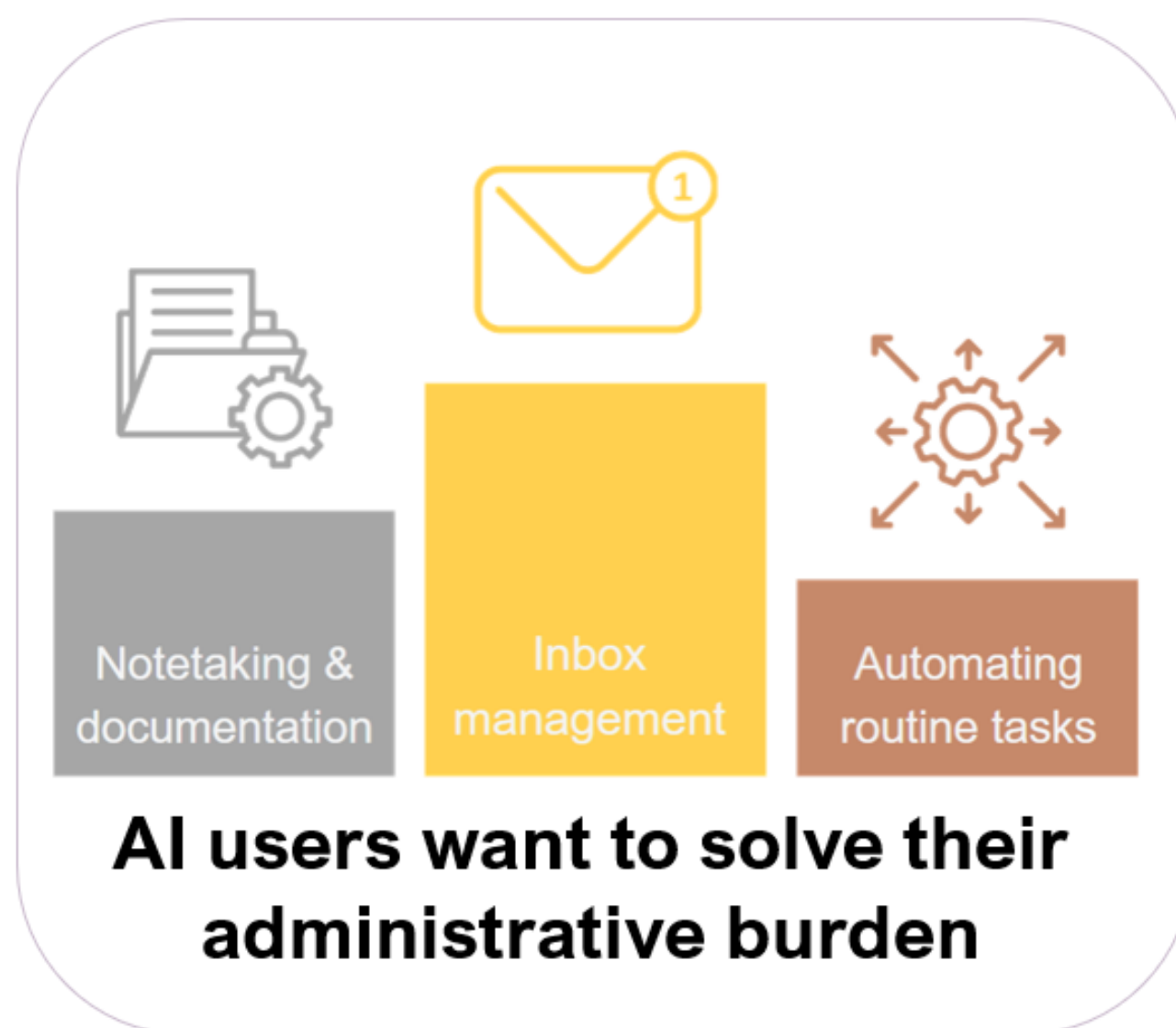
- **Telehealth Consultations:** Video and phone consultations continue to be an essential alternative to in-person visits.
- **Asynchronous Telemedicine:** Platforms that allow patients to communicate with healthcare providers via messaging, email, or secure portals, without needing real-time interaction.
- **Remote Monitoring and Wearable Technology:** Use of devices that monitor vital signs, glucose levels, heart rate, or other health indicators in real-time.
- **Group Telehealth Sessions:** For patient groups with similar conditions, such as diabetes or hypertension, to receive education, motivation, and support collectively through virtual meetings.
- **Expanded Use of Chatbots:** Chatbots that provide 24/7 initial triage, answer common health questions, and guide patients on the next steps for care.

Population stratification to support proactive and routine care

population stratification refers to the approach of segmenting the patient population into different groups based on specific characteristics, such as age, ethnicity, socioeconomic status, or health risk factors. This stratification is used to identify varying health needs, disparities, and priorities within the community, enabling practices to deliver more targeted, equitable, and effective care.

Artificial Intelligence

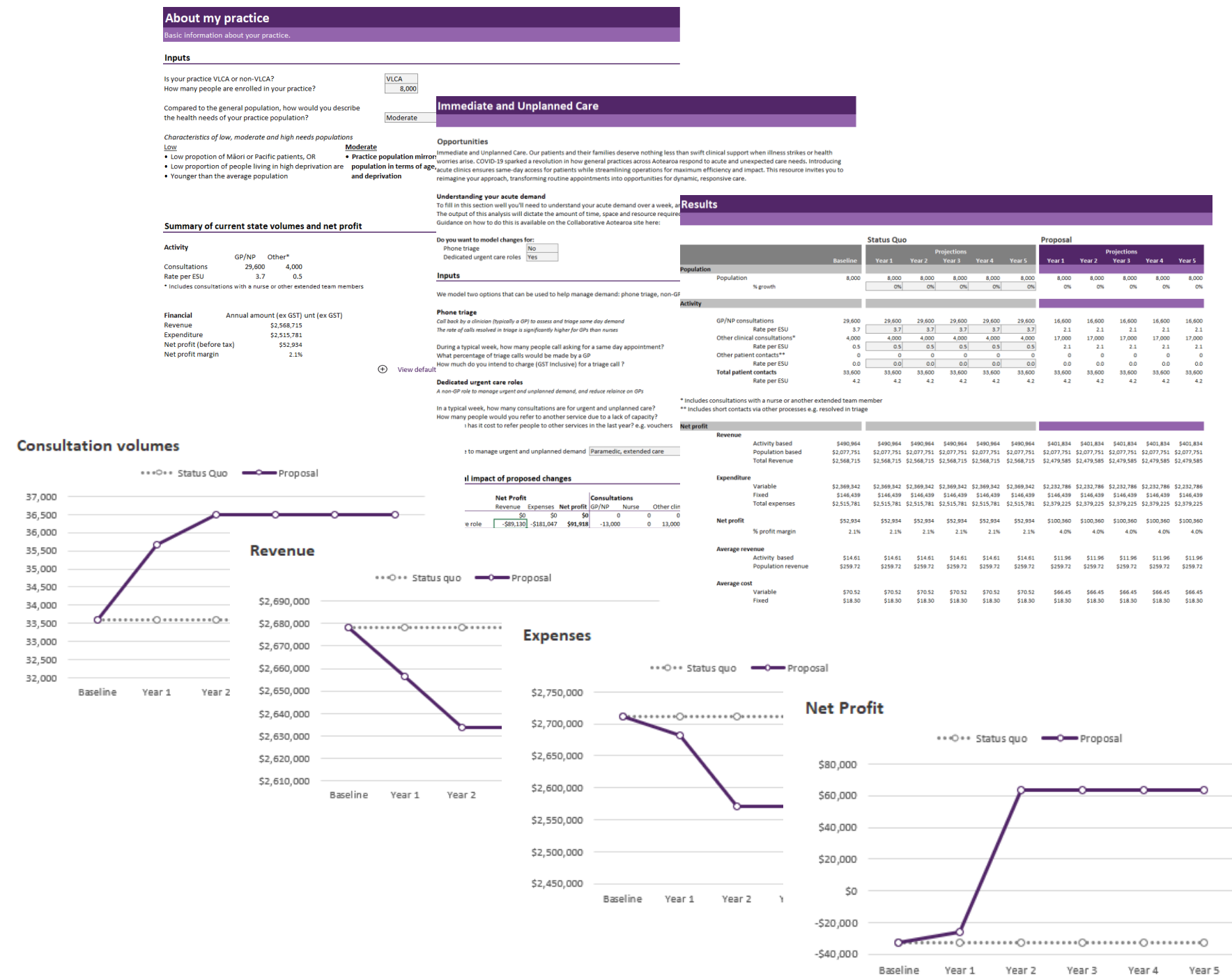
A survey completed by over 300 people from primary care told us that...



Financial Modelling

Benefits:

- Business Effectiveness
- Increase in Staff and Team Moral
- Organisational Strategy execution
- Succession Planning
- Talent Acquisition (Workforce)
- Financial Gains





Admin Burden in General Practice

Let's hear from you

slido

Please download and install the Slido app on all computers you use



What strategies does your practice use to support with clinical administration burden?

① Start presenting to display the poll results on this slide.

slido

Please download and install the Slido app on all computers you use



What are the common bottlenecks or challenges you face with clinical inbox management, and how do they impact patient care and staff workload?

① Start presenting to display the poll results on this slide.

slido

Please download and install the Slido app on all computers you use



What solutions do you think we should scale across the country to support with this nationally consistent challenge?

① Start presenting to display the poll results on this slide.

Let's kōrero

1. What is one thing that works within your Practice that you would **never change** because it simply isn't broken?
2. What is your **biggest challenge** right now as a Practice Manager that you need a new model of care to solve?
3. **What resources** do you need to help your General Practice team evolve its model to be fit-for-the-future?



Resources

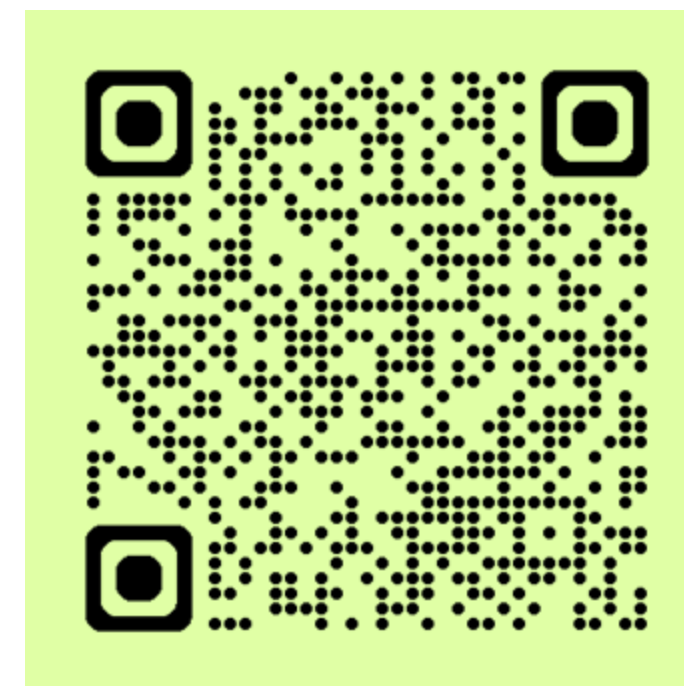
Our website is open source. Please download and use resources on our website to support you with the effective management of your practice



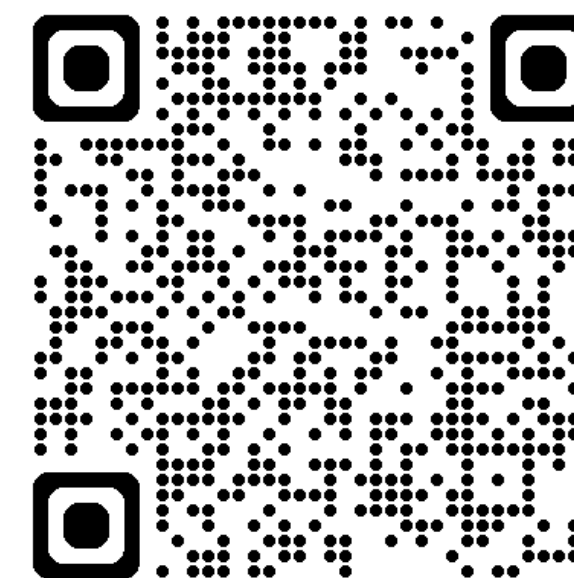
MODEL OF CARE



DIGITAL HEALTH



COLLECTIVE ACTION



COLLABORATIVE
AOTEAROA
SIGN UP TO OUR
MONTHLY PĀNUI

Ngā Mihi



COLLABORATIVE
AOTEAROA

Building an equitable future, through transforming health and wellbeing outcomes every day, to ensure whānau flourish.