

# Model of Care Reponse Summary



## Activity 1 Key Themes

What are some of the changes that have impacted health and healthcare over the last 10 years?

### Telehealth

- Increased use of telehealth post-COVID, with infrastructure challenges, e.g., lack of a unified PMS.
- Higher patient expectations for virtual care.

### Workforce Challenges

- Rising demand and complexity, with reduced practice capacity.
- Lack of pay parity for nurses, increased locum costs, and high turnover.
- Expanded roles (NP, CPCT, HIP, HC, HCA) without adequate training investment or backfill.

### Funding & Financial Strain

- Funding shortfalls drive up patient costs and strain practices.
- High costs due to complex patient needs and corporate ownership pressures.
- Excessive contracting burdens

### Systemic Issues

- Whānau distrust of the system, and experiences of systemic racism.
- Poor integration with secondary care, siloing primary services.
- Frequent PHO program changes hinder continuity.

### Patient-Centered Challenges

- Growing cases of long-term conditions and complex needs, especially with aging populations.
- Insufficient focus on health literacy, impacting patient engagement.
- Rising patient costs, leading to delayed care and more severe cases over time

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**Activity 2**      **Micro Pilot Ideas in order of importance,**  
**Key Themes**    **starting with the most important.**

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**Activity 2b**      **Wild card Ideas in order of importance, starting**  
**Key Themes**    **with the most important**

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## Activity 2c Key Themes

What are some innovations, initiatives, or strategies could be integrated into a model of care to better support whānau wellbeing and enhance kaimahi?

### Funding & Integration in Healthcare

- Better funding and integration between community pharmacy and general practice to support continuity of care eg fund things pharmacy are already trained to deliver, ECP, gout management..."
- "Make cost of care the same across all providers eg pay the same at a pharmacy for a pharmacist-only med as at a GP so we can move some care away from practices but not a cost barrier for Pt"

### Team Culture & Training

- Using Huddles to reinforce/teach te reo 'word of the day/week'"
- Interactive education sessions e.g., receptionist greeting, desiccation, how to triage, etc.

### Technology & Innovation in Care Delivery

- AI
- other intergrated tools

### Collaboration & Communication Among Providers

- Better communication between a/h (after-hours) service providers and GPs"
- GPs to share HCH (Health Care Home) experiences is powerful

### Patient-Centered Care & Workforce Satisfactio

- People & whānau get appropriate care when and where they need it and kaimahi whānau love their jobs. There is meaningful partnership and responsibility for hauora.

# Model of Care Responses Summary



## Activity 3 Key Themes

## What is your Vision for Primary Care for 2030?

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### Financial and Clinical Sustainability

- Financial and clinical sustainability of primary care while providing excellence in access and preventative care for all populations in the rohe.
- A push back on the cost of locums - both in-person and telehealth locums. Current cost is unsustainable.
- Affordable and accessible.

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### Equitable Access and Care

- Equitable health care for everyone.
- Can get help where and when needed by the right people.
- Accessible in multiple ways.

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### Positive Health Outcomes

- Patients having better self-care management options and not needing healthcare services.
- That we have instigated positive changes and left the healthcare sector in a better place.

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### Workforce Well-being and Culture

- Positive, supportive workplaces. Healthy work culture supports healthy patients.
- Happier workforce. Equitable pay.