



Practice eLink

December 2011

From the Executive Leadership Team

Welcome to our December "Practice eLink" newsletter. Christmas is almost upon us and we would like to take this opportunity to send season greetings to you and your families.

Now is the time for rest and renewal, as we prepare ourselves for the work ahead. We can already see many openings for demonstrating network and team leadership in the coming year and will continue to work hard on your behalf to ensure other new opportunities are captured.

Thank you for your support and valuable input to so many national processes during the year. We wish you all a peaceful Christmas and a relaxing break and look forward to working with you, and for you, again in the New Year.

Bev, Shelley and Fiona

Reflecting on 2011

2011 has been a huge year for New Zealand. The Christchurch earthquake highlighted the critical role of networks in crisis management and support. Our success in the Rugby World Cup lifted our national "spirit" and the general election has provided us with continuity by returning a committed and proactive Minister of Health. Minister Ryall understands the importance of clinical leadership and the role this plays in health system transformation.

Highlights for 2011 include:

- A very successful joint "Conference for General Practice" with RNZCGP
- The GPNZ study tour of North America
- Significant increase in collaborative activity with other general practice organisations
- Strengthened relationships with DHBs, pharmacy and other allied health groups
- Success within the national contract negotiation forum (PSAAP) particularly in regard to enrolment and audit
- Delivery of GP2GP electronic patient file transfer capability in PMS systems through Patients First
- Influencing the development priorities of PMS vendors as we and our networks align with the College in the pursuit of clinical excellence.

The Year Ahead

The government is expected to approach their new term with renewed vigour. Embedding clinical leadership and building the partnership between our networks and DHBs, pharmacists and other professional groups will continue to challenge us in 2012. New corporate general practice ownership models, integrated family health centres, and variable DHB approaches to primary care engagement are all part of that landscape.

This must be the year that we involve our patients much more in the planning and management of their own health care and our health system.

Member Profile – Whanganui Regional PHO (WRPHO)

WRPHO delivers a range of clinical and management services supporting 16 general practices, serving a population of 60,000 people across the Wanganui district. Addressing inequalities in health status for Maori and Pacific peoples is a key feature of service delivery.

Improving access to services has seen WRPHO drive the development of the Wanganui Accident and Medical clinic, as well as establish and maintain two subsidiary companies – Gonville Health and Taihape Health Ltd. WRPHO recently received multiple awards in the Wanganui Business Awards (including the Supreme Award) and the Wanganui DHB Quality Awards for the Gonville Centre development - a purpose-built integrated community health centre.

WRPHO has a strong focus on preventative, screening and early intervention programmes. One of its key success services has been the ABC Alcohol screening service led by Dr John McMenamin. This leverages off the ABC Smoking programme and includes 'A^sking' the patient about alcohol and providing 'B^rief interventions' and 'C^ounselling'. The success of this service has led to a national implementation announced by the Minister of Health in October and a national implementation plan is expected by mid 2012.

For further information about Whanganui Regional PHO please click [here](#).

Full PSAAP Meeting Update

PSAAP is the national forum where changes to the national PHO Agreement are negotiated. Key issues considered at the November meeting were:

- *Enrolment* – we have proposed the current quality improvement period for the new enrolment processes be extended to 30 April 2013.
- *Eligibility* – we confirmed assessment is mandatory but sighting of documents is not mandatory.
- *Criteria for “normally resident in NZ”* – guidance information is in development.
- *Remedy the Breach* – we have strongly proposed that practices and PHOs have an opportunity to remedy any errors or omissions identified as a result of an audit before any clawback of funding.
- *Free after hours care for under 6 year olds* – initial discussion around implementation issues.

Study Tour – Do we measure up?

In September 2011 a group of nine senior clinical and executive management leaders from ProCare Health, Whanganui Regional PHO, Pegasus Health, GPNZ and Patients First travelled to North America on a GPNZ facilitated Study Tour.

The objectives of the Study Tour were to:

- evaluate integrated health care delivery systems in Canada and the USA,
- identify exemplar systems and methodology,
- understand how quality and performance measurement frameworks were applied; and
- consider the feasibility and value of development and implementation within NZ Health Care Networks.

We saw some outstanding examples of health care delivery systems and how integrated quality frameworks facilitated continuous improvement. Outcomes from the Study Tour will be presented for discussion at the College Quality Symposium 10/11 February 2012.

The group saw the best North America had to offer and the flipside being the complexity of the US political and health environment. We came home with a whole new appreciation of PHARMAC and ACC!

Click [here](#) to log on to our website to read a short summary report which appeared in NZ Doctor.

The Australian General Practice Network (AGPN) National Forum

GPNZ and Pegasus Health personnel attended the annual AGPN forum in Melbourne during November. The Australian primary health system is transitioning from Divisions of General Practice to Medicare Local primary health care organisations. The first Medicare Locals are now established, with more due to be established in January and July 2012. For the NZ contingent this was a strong déjà vu experience as the Australians appear to be dealing with the same level of uncertainty we were experiencing in 2002 when we were trying to balance clinical leadership with community engagement when forming the first PHOs.

The presentation from Pegasus Health around the response to the Canterbury earthquakes was very moving and generated much discussion on the value of network leadership in times of crisis.

Presentations are becoming available online [here](#).

Patients First

The largest programme of work to be completed is the long awaited GP2GP Electronic File Transfer. This will be progressively rolled out in 2012 in conjunction with the next version release cycle of each PMS vendor. The GP2GP function is simple to use and will not require comprehensive training. However, it may highlight some of the limitations in how we code and record patient information and we see GP2GP as stage one in a journey towards “data fit for sharing”.

In the delivery of GP2GP we have developed a single PMS to PMS “translator” which we affectionately refer to as the health information “Babel Fish” (those you who are fans of Douglas Adams will recognise this name as a universal translator). At the risk of becoming too “techy” the Babel Fish creates an interoperable layer that will allow general practice to exchange and translate health information between multiple providers and systems.

Other work within the Patients First programme includes a continuation of the leadership stream, stage two of Health Quality Measures NZ, stage 2 of the NZ ePrescription Service and eDischarge.

More information available [here](#).

GPNZ Executive

At the 2011 AGM, the following members were appointed to the Executive for the 2011-12 year:

- Dr Didsbury (ProCare Health)
- Dr Martin Seers (Pegasus Health)
- Dr Richard Tyler (Compass Health)
- Shelley Frost and Ros Rowarth (Nursing Leadership Group)
- Ron Hooton (CEO Group)
- Dr John Gemming (Western Bay of Plenty PHO)
- Dr Des Epp (Rotorua General Practice Group)

The Executive subsequently reconfirmed Dr Bev O’Keefe, a co-opted member of the Executive, as Chair and Shelley Frost as Deputy Chair, to 12 month terms of office.

Upcoming Events

- RNZCGP Quality Symposium, *Voyage to Quality*, 10-11 February 2012, Wellington
- RGPN 2012 Conference, *The Changing Face of Rural Health*, 8-11 March 2012, Queenstown
- NZMA CME Conference, 7-10 June 2012, Rotorua
- World Health Care Networks’ Conference, 26-28 July 2012, Cairns, Australia
- New Zealand Council of Primary Health Care Nurses Conference, 11-12 August 2012, Hamilton
- NZMA CME Conference, 16-19 August 2012, Dunedin
- RNZCGP/GPNZ 2012 Joint Conference, 13-16 September 2012, Rotorua

For further information please see our [Events Calendar](#)