



Health Care Home (HCH) Collaborative FAQs

1. What is the HCH Collaborative?

The Health Care Home Collaborative is a membership network of PHOs and DHBs who work together on implementing the HCH model of care across general practices in New Zealand. It was formed in 2016. More information about the HCH Collaborative's mission and its current members can be found here: <https://www.healthcarehome.org.nz/health-care-home-collaborative-nz>

2. How do I join?

PHOs and/or DHBs who are interested in implementing the HCH model of care are welcome to join the HCH Collaborative to benefit from the support it provides in implementing the HCH model of care. To join, please contact the Collaborative via email (collaborative@healthcarehome.org.nz) for a copy of the Charter document.

Please note: We currently do not have a membership option for individual general practices. Interested practices are encouraged to contact their PHO for further information.

3. What are the benefits of joining the HCH Collaborative?

PHO/DHB members receive support from the HCH Collaborative to implement the HCH model of care. These supports include, but are not limited to:

- **Health Care Home bootcamp /open day** – an introduction to the HCH model of care and how to begin implementation.
- **Health Care Home mentor** – an individual from the current Collaborative network will be matched with your organisation and provide support for the first year.
- **Access to Health Care Home resources** – getting started on the HCH journey is made easier through access to tools and templates via an online secure website.
- **Health Care Home credentialing and certification** – support to achieve the model of care requirements, ensuring high quality and consistent care.
- **Access to the Health Care Home national dataset** – to support performance benchmarking and continuous improvement.
- **Access to Health Care Home leads peer group** – support from across the network with bi-monthly meetings to work share learnings as well as more frequent peer to peer sessions.

4. How do I know who to contact at the PHO with enquiries about Health Care Home?

The name of the HCH Programme Lead for each member PHO is available on the HCH Collaborative website: <https://www.healthcarehome.org.nz/health-care-home-leads>. If you are not able to find their contact details from the relevant PHO's website, please contact the Collaborative to be directed to the right person.



The Health Care Home model enables general practices to systemise their approach to deliver better health services to all patients.

Health Care Home model of care FAQs

1. What is the Health Care Home?

The HCH is a patient-centred model of care that supports primary care to deliver a better patient experience, improved quality of care, proven benefits for clinicians and greater practice efficiency. It involves changing the ways things are done to improve access for patients and to keep general practice sustainable, through a process of continuous improvement. There are four key domains included in the HCH model: Urgent & Unplanned Care, Proactive Care, Routine & Preventative Care, and Business Efficiency. For more information about the service elements of each domain, please check out the HCH model of care requirements here: <https://www.healthcarehome.org.nz/hch-moc-overview>

2. How long does it take for a general practice to implement the HCH model of care?

There is no fixed timeframe as to how long it should take a general practice to fully implement the HCH model of care. It is dependent on a number of factors, such as the practice's starting point and available resources. Having said that, funding arrangements provided by some PHOs aim to implement most aspects of the HCH model in three years.

3. How is a practice's level of maturity in HCH implementation assessed?

Three levels of sign-off relating to a practice's maturity in HCH implementation have been outlined by the HCH Collaborative: Credentialing, Certification and Accreditation. To date, processes are in place for the Credentialing and Certification levels. Criteria for each of these levels is outlined on page 23 of the HCH model of care requirements (<https://www.healthcarehome.org.nz/download/health-care-home-model-of-care.pdf?inline>). The process for Accreditation is yet to be determined.

4. How can a HCH general practice apply for HCH Certification?

If a HCH practice would like to apply for Certification, they need to contact their PHO. Recommendation for HCH Certification is made to the HCH Collaborative Moderation Group by the PHO. The PHO will also assist the HCH practice with completing the required documentation.

5. What evidences are there to show that HCH works?

A number of studies have been conducted with several PHO members who have implemented the HCH model of care for a while. Results show a positive impact on both patients and general practices. In May 2018 an independent evaluation of the HCH programme within Pinnacle – Midlands Health Network was published by Ernst & Young. The analysis compared health care utilisation rates by patients at HCH practices with patients at similar practices with a traditional general practice model of care. The following outcomes were found with HCH practices:

- Significantly lower rates of ambulatory sensitive hospitalisations (ASH)
- Significantly lower rates of emergency department presentations
- A 14% decrease in overall ED presentations, including a 24% decrease for Maori
- A 32% decrease in ED presentation for over 65s
- 62% of same-day appointment requests managed without the need for a visit that day
- 12 times more people accessing patient portals
- 20% fewer ASH hospital admissions.

For more research information, see the “Showcase” section on the HCH Collaborative website:
<https://www.healthcarehome.org.nz/health-care-delivery-system-nz>

6. Is there any funding available to support implementation of the HCH in New Zealand?

There is currently no national funding available for implementation of the HCH model. PHO/DHB members of the HCH Collaborative may provide some funding to general practices to support implementation of the HCH model or associated HCH initiatives. Please contact your local PHO/DHB for more information. The HCH Collaborative continuously advocates for national investment in implementing the HCH model of care.

7. Can the HCH model of care help improve health equity in New Zealand?

HCH’s primary goal is to provide better health care experience for patients. In the New Zealand context, one of the aims of the model is to work towards reducing health disparities. The HCH Collaborative is also working to strengthen consumer co-design, equity and Maori engagement.

General practices and patients FAQs

1. What are the benefits of HCH for patients?

- Being able to book an appointment on the same day if necessary
- Easier access to healthcare services provided at general practices
- Enhanced co-ordinated care across the team of health professionals both inside and outside of general practices
- More convenience through implementation of a triaging system, ensuring patients are seen by or given advice by the right person at a time appropriate to their needs
- Alternatives to face-to-face consultations through phone, email and video consultations
- Improved telephone access
- Better self-management of care through use of a patient portal (healthcare online)
- Care plans for patients with long-term health conditions developed with various health professionals (not only of general practices but also community health providers), and longer appointments can be arranged.
- Improved health literacy through tailored patient communication.

2. What are the benefits of HCH for general practices?

- Better management of daily workload
- Significant increases in business efficiency and release of clinician time
- Extended practice team with new roles such as primary care practice assistants, clinical pharmacists, health coaches
- Time with patients is more planned and more proactive
- Anecdotally, the model has supported GPs to stay in practice and reinvigorated their approach to work.
- Better coordination with other healthcare providers through an interdisciplinary approach.

3. How do I know if a general practice is a HCH practice?

Some PHOs/DHBs have a list of their HCH practices available on their website. Check out the list of our PHO/DHB members first, then follow to link to the PHO's/DHB's website to see if HCH practices are listed. Alternatively, please contact the HCH Collaborative to confirm.

4. What resources are available for general practices to implement the HCH?

The HCH Collaborative and its members have developed a variety of resources to support implementation of the HCH model across the country, including guides, toolkits, videos and webinars (<https://www.healthcarehome.org.nz/hch-moc-overview>). Most of these resources are available to members. However, there are also a number of resources available publicly. Each PHO or region may have a slightly different approach or specific requirements to their HCH programme tailored to suit local needs.

5. Which of the four HCH model domains should a practice implement first?

There is no universal approach as to how the HCH model of care should be implemented. The implementation of HCH in a general practice requires a careful scoping exercise and planning. Having said that, one of the most common approaches undertaken by HCH practices is to start with the Urgent & Unplanned Care domain. Managing acute demand more efficiently frees up capacity to work on the other domains.

6. Are there any events for general practices who are interested in learning more about HCH?

Pinnacle Health, one of the HCH Collaborative members, organises HCH open days twice a year for all interested practices. Participants at the events learn about the HCH model in theory, and visit a HCH general practice to understand how it is implemented. Additionally, individual PHO members may also organise workshops on the model or specific aspects of the HCH. Please contact the HCH Collaborative or individual members for information about scheduled events.



Health Care Home model supports a practice-based approach to achieving equitable health outcomes.

For further information and contact details refer to website www.healthcarehome.org.nz