

General Practice Connect

Concept vision and goals



Purpose and mission

Purpose: To enable the best outcomes and experiences for patients and their whānau.

Mission: To deliver current, new, and improved service with a patient-centred, integrated approach developed through trusting, innovative, and enabling partnerships.

Our project values are:

| | |
|-----------------------|------------------------------|
| Trust and respect | Communication |
| Authenticity | Development of relationships |
| Shared accountability | Continuous improvement |

In our decision making, we show that we are:

- Patient and customer-centred
- Transparent
- Striving for equitable health outcomes
- Safe, effective, and informed by evidence and data
- Committed to working with our partners in a proactive and integrated health care system
- Committed to continuous improvement
- Clinically-led and advocating for patient interests.

Our goal

In the concept phase, our goal is to develop a shared understanding of the challenges facing ACC and primary care providers, identify the solutions needed, and propose a future way of working to drive system efficiencies.

Problem and opportunity

Our problem and opportunity are focused on how we define quality and create value for patients, providers, and ACC at a system-level, and how services can be funded to enable a more flexible way of working for General Practice teams.

Problem

The current model focuses on purchasing and supports a transactional, ad hoc relationship between ACC and General Practice which limits:

- taking a joint approach to review challenges, set priorities, and innovate to deliver better patient outcomes
- the ability of providers to deliver person-centred care
- continuous improvement
- our ability to minimise the incidence and impact of injury for New Zealanders.

Opportunity

By partnering and strengthening our relationship with General Practice, and the wider primary care sector, we can deliver better outcomes for New Zealanders by minimising the incidence and impact of injury.

Critical success factors

ACC and general practice workshop attendees developed a set of critical success factors.

- **Effective change management**, working with good governance, gaining widespread sector support to build and maintain momentum for change.
- **Building trust** with mutual respect and value created for all parties.
- **Patient-focused** care based around what matters to the patient and their whānau.
- **Reduced inequities** with a focus on Māori health and improving access and experience for Māori populations.
- **Equitable, consistent, and quality outcomes** with data collection to support continuous improvement.
- **Systems and information sharing** to support connectivity and integration between all parties — the patient, providers, employers, and ACC.
- **Clinical pathways** supporting evidence-based, high-quality care
- **Flexibility in service delivery** to meet **regional** needs **including multi-disciplinary care**.
- **Reduced bureaucracy** — simplify the system and improve alignment of outcomes and transparency.
- **Financial Sustainability** for ACC and General Practice through wider system delivery efficiencies

Design principles and requirements

The critical success factors guide the design principles and requirements for our proposed concept:

- Inclusive, transparent, clinically-led, patient-centred decision making with proactive communication.
- An efficient system that is designed and funded around what is best for the patient, and supported by robust, evidence-based clinical pathways.
- Capture a diverse range of perspectives, experiences, and needs across New Zealand.
- Clarity on the quality of service and the outcomes required
- Infrastructure to provide data for monitoring and decision making.
- Simplified systems and process efficiency.