

General Practice Connect

Service delivery and roadmap



A key component of a new relationship and commissioning model for ACC and General Practice is defining the services to be delivered and how they will be supported to deliver efficiencies for clients, providers and ACC.

What we propose to develop

Service delivery

The first priority identified is the need to redesign the 'clinical consultation' set out in the Cost of Treatment Regulations. This includes exploring how we can support:

- flexible care based around patient needs
- enabling multi-disciplinary team consults where appropriate
- telehealth/virtual consultations
- after-hours and weekend consultations.
- non-clinician-specific service-based funding

The redesign of the consultation should be broad, to include future unknown elements of service delivery.

We propose to continue our co-design approach, and work together to identify the clinical pathways, and the functions and activities that must be supported for practitioners to deliver high quality care.

Commercial agreement

A commercial agreement which will:

- enable a range of functions and activities to be delivered
- include quality measures and delivery of culturally appropriate services to meet the needs of Māori patients
- ensure both parties are protected against risk e.g. information management, dispute process etc
- be flexible, with optional service offerings
- enable practices to choose between opting into a new agreement or remaining with the Cost of Treatment Regulations.

What we would develop next

- Contracts or agreements to support the commercial relationship
- Service specification with the key elements of quality, funding, and delivery.

Roadmap for future evolution

Together with the sector working group we identified several future initiatives that would improve the ability of General Practice teams to deliver innovative high-quality care for patients.

While not all the initiatives will be introduced initially, this is a starting point for our prioritisation and planning. For example, 'redesigning the clinical consultation' was identified as a high-priority by the sector and will be one of the first service delivery initiatives we undertake.

Our proposed General Practice Connect roadmap

General Practice Connect			
Project themes	HTI national service model	Consider how primary health care services could be consolidated	
	Redesign the consultation	Case co-ordination function in General Practice	
	Collaborative relationship framework	Māori traditional healing services and providers	Further consolidation
Roadmap	2021	2022	2023
Change drivers	Phase 1 Establish Connection The Regulations do not support innovation, or provide visibility of service quality and outcomes for ACC patients in primary care.	Phase 2 Build Capacity Further Improve patient access and experience through service integration with outcome-based, data-informed, consistent care pathways.	
		Phase 3 Consolidate For The Future A system approach to collaboratively assess needs, determine priorities and design services to match.	
Objectives	<ul style="list-style-type: none"> • Enable right clinician to deliver the service in the right setting. • Support integration and enhanced clinical pathways • Build strategic relationship to enable collaboration and innovation 	<ul style="list-style-type: none"> • Support integrated models of care. • Promote injury prevention in General Practice. • Improve data collection to enable clinical insights to improve service quality • Other patient-centred improvements eg. Health literacy, self-management initiatives 	
Wider ACC Initiatives <ul style="list-style-type: none"> • Kaupapa Māori services in General Practice • Secure messaging between providers and ACC • HealthPathways integration • Information resources and education on client entitlements and ACC's processes • Injury prevention initiatives in General Practice • New ACC-funded navigation service for clients 		Wider Sector Collaboration <ul style="list-style-type: none"> • Infrastructure to support information sharing between providers • Patient level summary of provider interactions • Clinical education and pathways • Medical certification standards and guidelines 	

Note: Where links with other work within ACC or across the sector exist, they have been identified separately.