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HEALTH CARE HOME YEAR THREE REFLECTIONS AND INSIGHTS

We are proud to be a frontrunner in the implementation of the Health Care Home programme for New Zealand. CCHB and its associated PHOs have achieved a shared goal of reaching 80% of our population within three years with this new and improved model of care.

Thirty-five practices are now Health Care Home practices, putting the needs of 240,000 patients and their families at the heart of health care delivery. For patients this means they receive the right care in the right place by the right person.

Year Three has been fast-moving and demanding, but the approach has demonstrated the value of partnership and shared vision, and the desire of the practices to invest in change through technology and workforce to make practices more efficient.

Health Care Home has also provided us with a platform for change. We used this base to introduce a new service in Kapiti that has supported over 100 people

to be redirected back to their practice instead of being brought to the hospital by ambulance. Health Care Home has also been the platform for integration, and we have introducing specialists such as gerontologists to work in the community.

Early findings have been positive across performance data, clinician feedback, and the new ways we are working. We have commissioned a Health Care Home evaluation to learn, reflect and continue to evolve how we deliver care in our communities.

Our internal analysis has demonstrated that people enrolled in a HCH use the emergency department less. There is also much more proactive care with over 2500 care plans completed with patients.

Health Care Home Third Year: Achievement And Reflections has just been released and can also be found on our website. You can read some of the patient and team stories that bring to life the impact the Health Care Home model of care is having on communities. The publication also includes data measures supporting the results.

You can read the Health Care Home Third Year: Achievement and Reflection booklet on our website: www.ccdhb.org.nz/about-us/integrated-care-collaborative-alliance/health-care-home/