



The Royal New Zealand  
College of General Practitioners  
Te Whare Tohu Rata o Aotearoa



# DEMYSTIFYING QUALITY:

BE EMPOWERED TO PROGRESS BEYOND  
THE CONCEPT OF THE TICK-BOX


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**Lucy Wass**  
**Carrie Hetherington**





# SESSION AGENDA



- 01 Introduction
  - 02 Criteria 4.1
  - 03 Group activity
  - 04 Group feedback
  - 05 Closing + *PRIZE*
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# MEET THE TEAM



**Sandy Bhawan**  
Manager Quality  
Programmes



**Heidi Bubendorfer**  
Principal Quality Programmes Advisor



**Lucy Wass**  
Senior Quality Programmes Advisor



**Carrie Hetherington**  
Quality Programmes Advisor -  
Training and Education Design

# THE QUALITY FRAMEWORK

**Quality**  
PROGRAMMES



**Cornerstone**



**Foundation**

# THE FOUNDATION STANDARD

A CASE STUDY ON 4.1:  
RESPONSIVENESS TO DIVERSITY

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# ABOUT THE PRACTICE

## Lyttelton Health Centre

- a Cornerstone accredited practice
- Lyttelton Harbour and Port Hills area.



# ENROLLED POPULATION: 4575

## Groups by ethnicity:

85% European  
10% NZ Māori  
1% Pacific Peoples  
1% Middle Eastern/Latin  
American/African  
1% Other  
2 % Asian

## Mana Whenua:

Ko Ngāti Wheke te Hapu  
Our local marae is Rāpaki Marae

## Other significant groups

1086 CSC holders  
722 are 14 years or under  
839 are 65+



# THE TEAM

- 7 general practitioners
- 1 Nurse practitioner
- 5 Registered nurses
- 6 Receptionists/administrators
- 1 Healthcare assistant
- 1 Health coach
- 1 Health Improvement practitioner
- 1 Social worker
- 1 Facility (practice) manager





# 4.1: RESPONSIVENESS TO DIVERSITY

## Standard - what we'll be assessing on

The practice is knowledgeable about the diverse groups within its enrolled populations (for example transgender, refugees, etc) and plans and provides for their health care needs.

## Evidence to provide for assessment

- Diverse groups within the enrolled population are identified using practice data.
- Completed continuous professional development (CPD) activities in relation to the diverse groups within the practice population.

# DIVERSITY



*Being responsive to diversity means **understanding** that each individual is **unique** and recognising their individual differences. There are many **dimensions** to diversity, which include not only **ways of being**, but also ways of **thinking** and **believing**.*





# THE **TEAM** OF FIVE MILLION

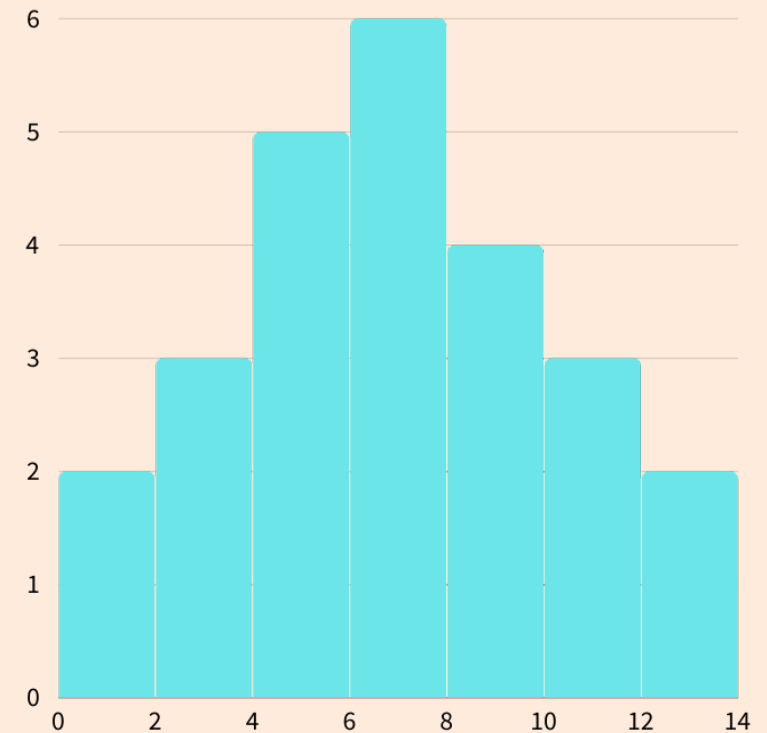
New Zealand is one of the most ethnically diverse countries in the world. We have more than 200 different ethnicities within our communities and a quarter of all people who call New Zealand home were born overseas.

~ - Department of internal affairs states



# DIVERSE GROUPS ARE IDENTIFIED BY PRACTICE DATA

- PHO level data
- Practice specific data shared by PHO's and others
- Practice Management System data queries



# CPD ACTIVITIES RELATING TO DIVERSE GROUPS

Cultural competency is the process of developing skills from another culture. Cultural safety involves self-reflection on the part of the healthcare provider on the potential impact of their own culture on their interactions with their patients. The goal of culturally safe healthcare practice is health equity.





# SELF ASSESSMENT COMMENT

- **Data is collected from:** PMS and GpVu to identify groups, then reported and discussed by the team to support these groups (+ observation and being skilled to respond to diversity)
- **Inclusive Patient Care:** The practice supports diverse patients with gender-neutral options in the system, and multilingual materials.
- **Community Support:** The social worker provides monthly updates and suggests social media content, including free anxiety courses.
- **Ongoing Education and Training:** Staff receive ongoing education through guest speakers and webinars on gender diversity, equity, and wellbeing.

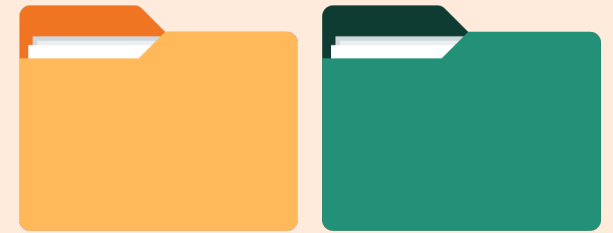


# EXAMPLES OF INCLUSIVE CARE

- Posters are in other languages
- The rainbow flag is displayed at reception
- All rooms are labelled in Te Reo Māori and English
- The iwi map of Aotearoa is displayed in the clinic rooms
- The daily whiteboard has headings for days and months in Te Reo Māori and English
- Gender-neutral options in the PMS and multilingual materials.



# SMARTSHEET ATTACHMENTS

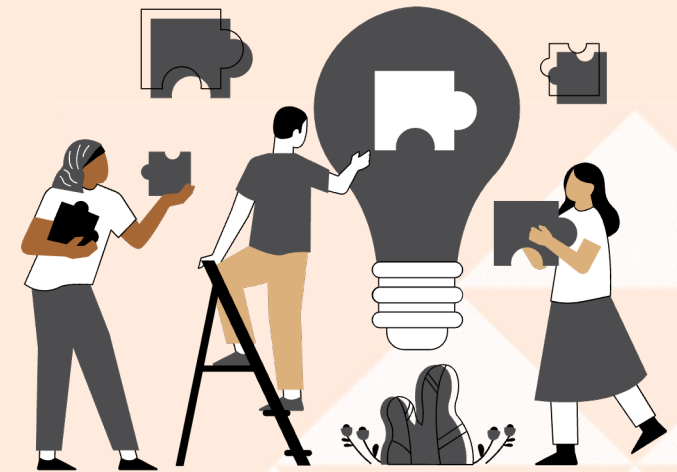


- Team cultural safety and cultural competence training
  - LGBTQIA+
  - Mauriora Foundation course of Cultural Competency,
  - Hauora Māori Manager (PHO ) speaking on equity and unconscious bias at a team meeting.
  - MOH certificate “Foundations in Cultural Competency”,
  - Te Tāhū Hauora Cert in Understanding Bias in Health Care.
- An Equity and Diversity Policy

# HOW HAS 4.1 ADDED VALUE TO THE PRACTICE?

## Lyttelton Health Centre:

- Knows its groups/ is prepared /identifies groups needing support,
- Has tailored services to meet the needs of those needing support
- QI initiatives are developed





# **KEY** takeaways on responding to diversity

- It doesn't need to be difficult or a whole lot of work - in fact it can be fun and creative
- CPD needs to be thoughtful and targeted to the right areas and people
- Responding to diversity helps make it fair, meaning all people can receive the care they need when and how they need it.



# THE FINAL WORD FROM LYTTELTON HEALTH CENTRE

“

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We loved doing this work and it made us think of many other things ...we are continually learning and adding exciting new changes in the equity space.

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# GROUP ACTIVITY

- What works well in this domain?
- What could be done better?
- Describe any challenges/difficulties with the indicators in this domain
- Overall, how satisfied are you with this domain?

# **FOCUS GROUP: FEEDBACK**



# **CLOSING + PRIZE**





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# THANK YOU FOR JOINING US!

Have further questions?

Email the team:

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