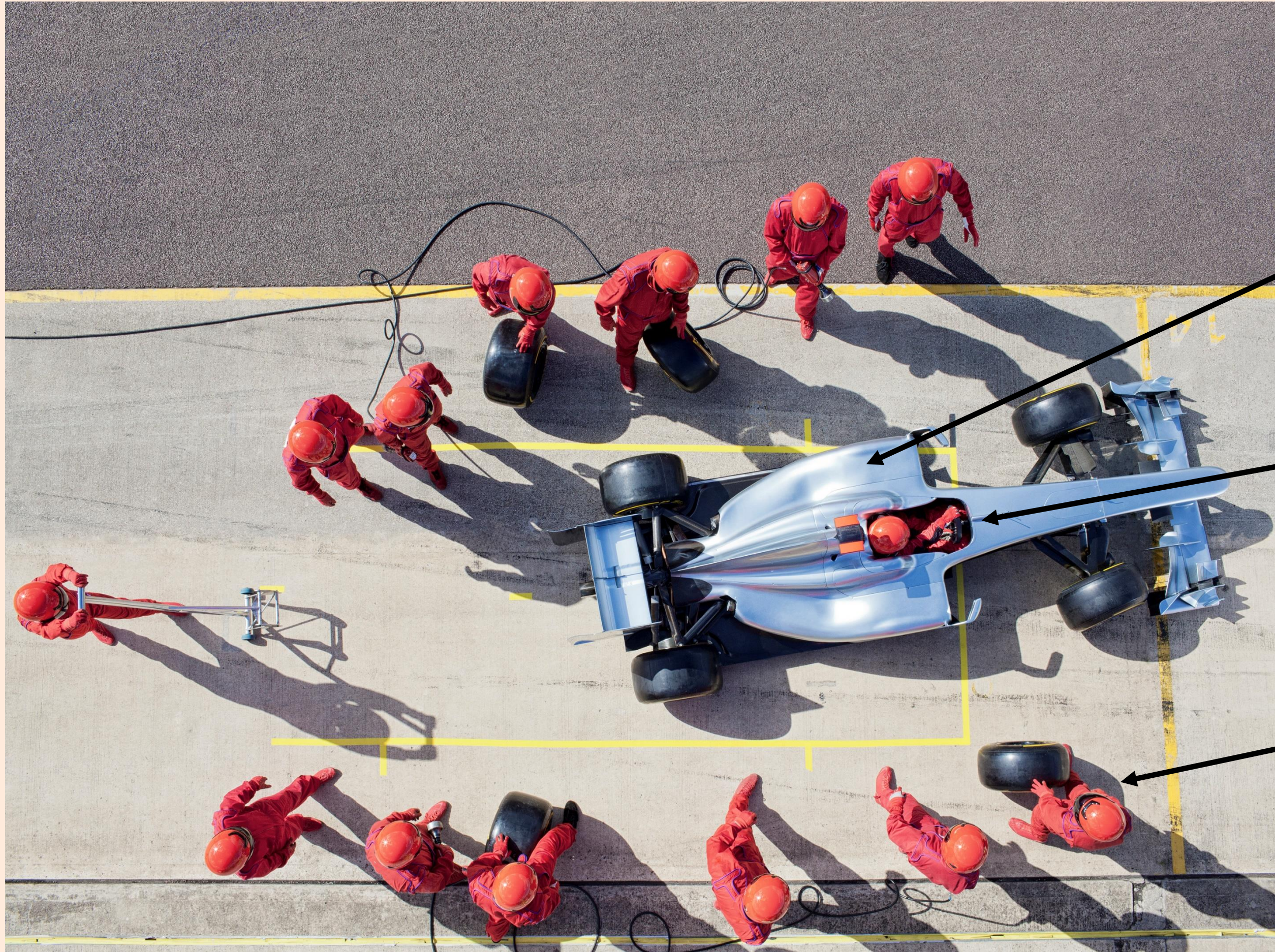


# Quality Counts: The answer to your 'whys'

Dr Samantha Murton  
President  
The Royal New Zealand College of General Practitioners





**The practice -  
well oiled, and  
high  
performing**

**The patient -  
safe and in  
control**

**The practice team  
- equipped,  
resourced,  
trained, and know  
their role.**

# Who are we?

Across the country 1,000 general practices deliver health care to 4.9+ million enrolled patients.

We deliver 23 million patient contacts a year, 400,000 a week, 80,000 a day.

453 practices have 1,000 to 3,000 patients  
335 practices have 3,000 to 6,000 patients  
200+ have more than 6,000 and there are only a handful over 10,000.

We need to do it well.

# Why Quality matters

Quality standards in general practice have been developed over many years.

It has been the work of many people.

By us, for us.

If the College did not set the standard for health services in general practice someone else would (at what cost?).



# Why Quality matters

The Foundation Standard and Cornerstone modules support the training of GPs and practices in their quality improvement journey.

Quality improves outcomes, being a training practice improves outcomes. Influenced through

- Educational Leadership
- Learners
- The educational process
- Educational standards

# How are we doing?

Quality Programmes data and insights on Foundation Standard and Cornerstone module completion rates

Foundation Status (data as at 22 August 2024)	% of practices (number of practices)
Practices with current certification	81% (872)
Practices without current certification (expired)	15% (158)
Practices without current certification (new practices)	4% (43)
<b>Total number of practices</b>	<b>1073</b>

Cornerstone Modules	Practices enrolled since 2020 launch	Practices completed/accredited
Equity	570 (53%)	283
Continuous Quality Improvement (CQI)	540 (50%)	257
Cornerstone Accredited (both modules completed)	-	220 (as at 10/9/24)

# How are we doing?

## **CQI module - Botany Junction Medical Centre**

“We identified a pain point for our rainbow community patients – most notably our systems and processes for accurate gender identification.”

The practice implemented a new gender identification system and equipped staff with tools and resources to create a safe, supportive and culturally sensitive environment for all patients, and displayed new signs around the practice.

### **Patient feedback**

*“It took a while for the clinic to get my son’s gender right, but we did notice an improvement and the doctor was very helpful and always onboard with the gender journey”*

*“It was great to see some signage around to show that it’s a safe place to be authentic and open with staff.”*

# How are we doing?

## **CQI module - Gate Pa Medical Centre**

"We were aware of the poor statistics around the uptake of Faecal Immunochemical Testing (FIT) in Māori and Pasifika, as the Bay of Plenty was one of the last regions to roll out the National Bowel Screening Programme."

The practice looked to personalise the testing process and using their relationship and whanaungatanga with patients to achieve a higher uptake in testing over a six-month period.

### **Outcome**

The project reinforced the importance of whanaungatanga and communication as previously many patients would throw away the testing kit when it arrived unsolicited and with no explanations.

"A patient had a positive test result, went on to have a colonoscopy and then had two adenomas removed within 10 days of the result being received. Being able to share this story acted as a huge spur for other patients"



# We're here to help

Reducing the effort and duplication imposed on practices who are completing Foundation and /or Cornerstone modules is top of mind for the College.



# We're here to help

In our Your Work Counts project results we have been highlighting the sheer volume of workload placed on GPs - and the practice teams



# We're here to help

We also highlight the advocacy we do for practices using the Foundation Standard to remove and prevent duplication of effort for meeting provider requirements,

for example,

- Te Whatu Ora primary care service audits,
- child immunisations precall/recalls
- ACC

- **The team**
- **The practice/environment**
- **The training**

# The team

## Team members at the practice, and can also include:

- Those working alongside the team for periods of time such as students and registrars
- Those employed by the PHOs



# The team

## **This group should:**

- Receive an induction
- Be included in improvement initiatives, medical emergency and evacuation drills
- Understand the reporting of incidents and accidents

**They are exempt from the full Foundation Standard training requirements.**

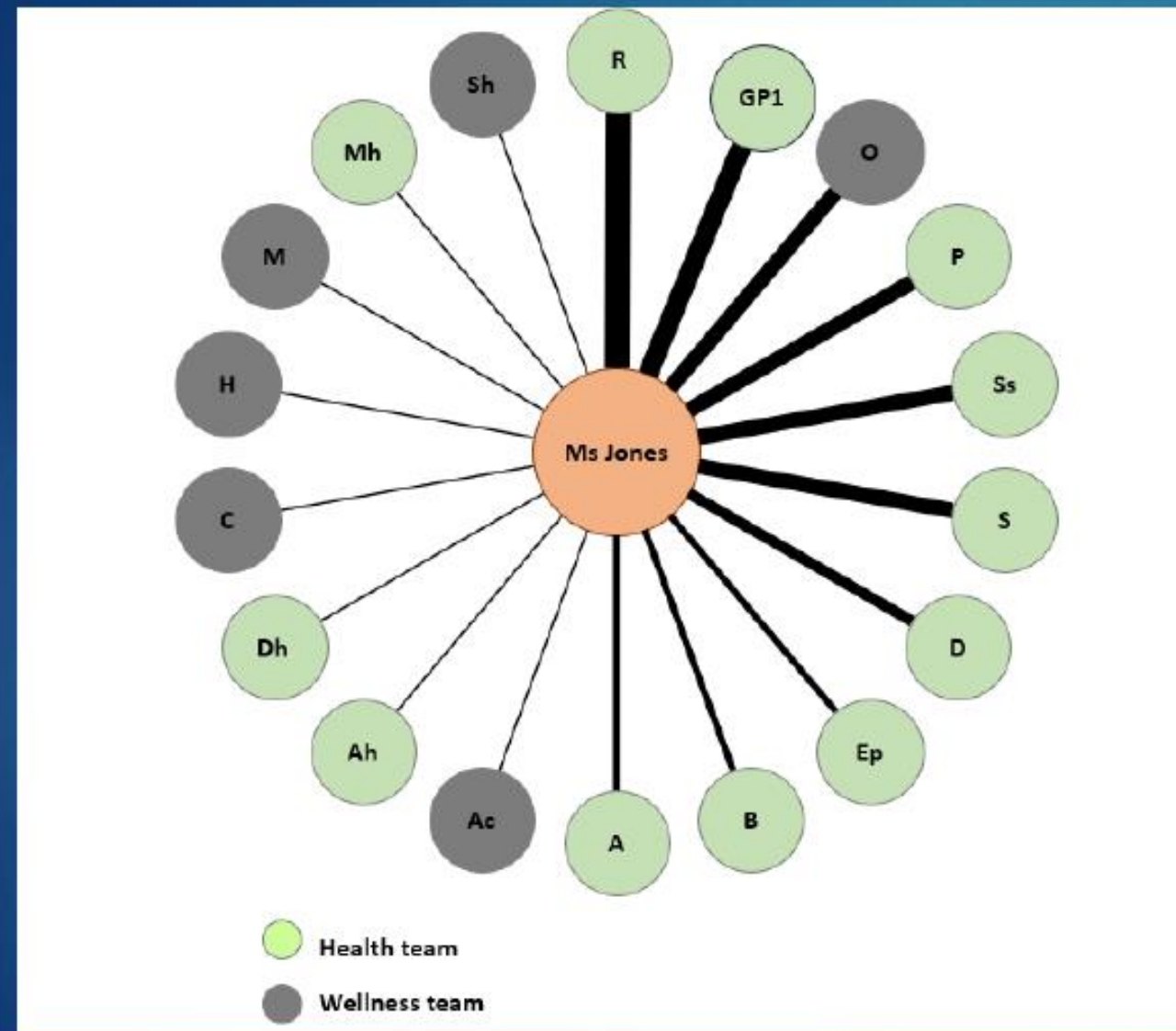
# The team

Traditional practice teams are evolving based on the needs of their patients and communities:

- Clinical pharmacists
- Primary health care assistants
- Health coaches
- Health Improvement practitioners
- Nurse practitioners, nurse prescribers and enrolled nurses
- Paramedics

# The team

Ms Jones – 55 encounters with 18 providers in 12 weeks



Accident and emergency  
Acupuncturist  
After-hours clinic  
Breast clinic  
Counsellor  
Dental hygienist  
Dentist  
Exercise physiologist  
General practitioner  
Homeopath  
Masseuse  
Ministry of Health  
Osteopath  
Pharmacist  
Rehabilitation clinic  
Sleep clinic  
Sleep specialist  
Spiritual healer



# The environment



# The environment whys...

We need...

- A fire evacuation scheme?
- To inform patients of their rights?
- Complaints procedures
- To have privacy training?
- Our team to do the Children's Act training?
- To check how we validate and calibrate our medical equipment?

# The whys of training

Training sites need to meet MCNZ standards for vocational training.

- Why we have the Equity module?
- Why we have the CQI module?



# Why is training important?

Holding ourselves accountable and to a high standard of care is important in our role as healthcare professionals and for those we train.



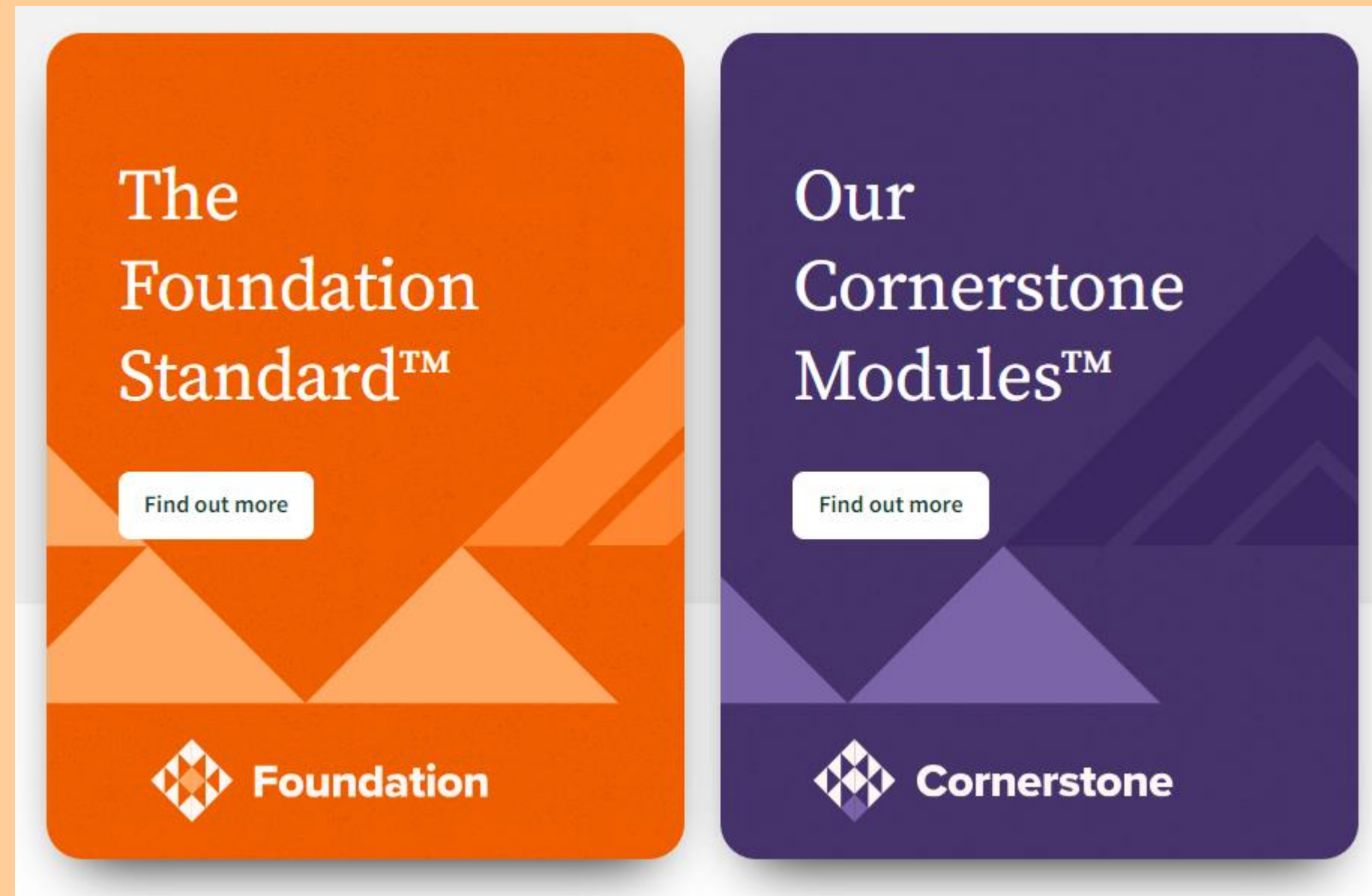


**A thank you to our  
team of assessors!!**

# More information

[www.rnzcgp.org.nz/running-a-practice](http://www.rnzcgp.org.nz/running-a-practice)

[www.rnzcgp.org.nz/resources/practice-resources](http://www.rnzcgp.org.nz/resources/practice-resources)



# Be in to win



**Complete either the Continuous Quality Improvement or Equity module** as part of your Cornerstone accreditation for a chance to win one of five \$700 Amtech Medical vouchers for your practice.

To find out more about the Cornerstone module go to: [rnzcgp.org.nz/running-a-practice](https://rnzcgp.org.nz/running-a-practice)

Promotion ends March 2025



Thank you.  
Any questions?