

Pinnacle

HIGHLIGHTS

EDITION 5 | AUGUST 2019

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Welcome from Frank

Around the board table lately there has been one firm topic of discussion, what does the future hold for Pinnacle? It's time to design the next chapter, in which a strong primary care sector will underpin community-based care with general practice supported to be a key player in leadership and delivery. We also need to make the sector relevant to the next workforce generation.



To set our vision for 2020-2030 we've been out listening to our members' views on the future of general practice, models of care and how Pinnacle needs to change to stay relevant for our members. We're unpicking lots of themes around governance and leadership such as how we:

- strengthen our advocacy role by strengthening our voice and impact nationally
- create more connection, involvement and transparency between governance and membership
- build local clinical leadership
- succession plan for the next generation of leadership
- empower localities to have a greater influence on resource allocation.

We're also looking at the services we provide, making sure we work more

collaboratively through matching our local workforce to your local demand, and providing more data to practices in real time so you understand your patient and workforce utilisation and outcomes.

We expect the health sector review to recommend a range of changes to organisations and the functions they provide. We want to lead a proactive response to this. We feel the future is clear, there will be a strong call to better support people living within their own communities, with better access to wellness and preventative care.

Regional roadshows are being planned so we can present our new thinking to you. When you receive the invite please prioritise your attendance, it will be an important event to set the future of your network.

Frank Cullen
CHAIRMAN
PINNACLE INCORPORATED

Quality plan 2019-2020

Last year we actively sought feedback from you all on what worked and what didn't in our quality plans over the past 21 years.

These sessions were really insightful, and we thank everyone who participated. It was great to listen to you not only discuss your views on how to drive quality improvement, but also to receive positive feedback about the consultation process itself – many of you enjoyed the opportunity to have such a frank and robust discussion with us about the things that really matter to your practice, and we did too.

As you can imagine across a network of over 80 practices the feedback varied hugely – what worked well for one practice was the bug bear of another. There was a lot of discussion on the issue of targets, with many practices commenting they didn't feel "chasing a number" truly drove better quality services in general practice. This became a challenging issue for the committee to land, but in the end it was felt while an issue was on the Ministry of Health's radar it was worthwhile to keep it in the plan, and as the national focus moves on then so too will the plan. Other feedback has prompted us to:

- be clear on our logic for what we include as a goal, including how the goals carry over into the foreseeable future
- give you choice and options so you can tailor to your population
- include a mixture of quality assurance and improvement
- keep listening.

We've done our best to reflect your requests in the [plan for this year](#), and we look forward to supporting you and your teams in the year ahead. If you have questions or would like more information on the plan please contact Michelle Bayley, quality and education lead, michelle.bayley@pinnacle.health.nz

Ngā mihi,
Dr Brendon Eade
QUALITY AND EDUCATION COMMITTEE CHAIR



Check us out online pinnacle.co.nz

 **Pinnacle**
Incorporated

CELEBRATING 30 YEARS – nominations are now open

General practice is the cornerstone of our communities – so let's celebrate the innovation, dedication and delivery of high quality healthcare services in our region.



All Pinnacle practice staff are invited to attend our birthday celebration on Tuesday 19 November in Hamilton.

A key feature of the birthday celebration is an awards ceremony to recognise the work of our practices and people over the years. We'll also have keynote speakers to inspire and exclusive access to the AWS experiential village.

Attendance to the birthday event is free, RSVPs will be essential to reserve your seats.

Subsidies are available to help practices with the costs – and we've placed our celebration in the HiNZ event week to help you maximise your visit to Hamilton. Watch for more details in Pin Points or speak to your practice support person to learn more. **With HiNZ events drawing many visitors to Hamilton throughout the week we encourage you to book accommodation as soon as possible to ensure you don't miss out.**

How to nominate your peers

We know we have some of the highest calibre people and practices found anywhere in New Zealand. We want to recognise those who ensure the people of the Midlands region are getting some of the very best health outcomes possible – because great primary care changes lives.

How to nominate

Our award categories are broad because rather than tell you what good looks like we'd like to hear your thoughts on who and why. And it's a party right? No one wants to fill in a complicated form or write a 2,000 word essay so simply [drop us an email](#) and the Pin Inc board will take it from there. Good luck everyone – and we look forward to seeing many of you on the night.

GP service excellence award | Practice nursing service excellence award

Awarded to GPs and practice nurses who show outstanding contribution to general practice through tireless dedication, genuinely making a difference to the health and experience of his or her patients and community.

Teamwork award

In recognition of exemplary performance and commitment by a practice team. This could be in recognition of quality, improved patient outcomes and/or being a 'great place to work' through efforts in employee wellbeing and overall job satisfaction.

Outstanding contribution to the future of general practice

Awarded to any individual who shows one or more of the following qualities:

- vision, a willingness to embrace innovation and push the boundaries
- an appetite to lead and embed change within their practice
- leading or participating in primary health care research
- an outspoken advocate for general practice, raising their voice on the important issues.

Outstanding services to rural health

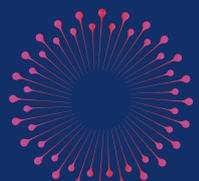
Awarded to an individual or practice that regularly goes above and beyond the norm of general practice, delivering excellent services in the increasingly challenging rural environment.

Outstanding services to Māori health

Awarded to an individual or practice that works in a variety of different ways to achieve equitable outcomes for Māori.

Outstanding services to the community

Recognising groups or organisations for the vital role they play in connecting the social and health needs of people, creating a more healthy and vibrant communities to live in. Winners of this award will regularly demonstrate innovative thinking and creative solutions to improve wellbeing, including initiatives to target hard to reach populations, overcoming social and/or culture barriers and creating unique solutions to those 'wicked' healthcare problems we all face.



HiNZ conference update

The Health Informatics New Zealand (HiNZ) conference is New Zealand's largest digital health event.

Pinnacle, alongside Amazon Web Services and our N4 partners (Tū Ora Compass Health, Pegasus Health and ProCare Health), are putting together three key initiatives for you to get involved in.



Network
Four



National Health Care Home Collaborative Symposium, Tuesday 19 November

Aimed at all practices who have already begun their Health Care Home journey, thinking about it or healthy sceptics needing more information from those doing it.

Come and hear presentations from a range of Health Care Home practice teams across New Zealand who will share experience of:

- managing acute demand improving outcomes, patient and clinical satisfaction
- embedding Health Care Home principles within a Māori provider organisation and turning around same day demand
- introducing shared medical appointments into practice
- developing the nurse practitioner role in aged residential care
- establishing the integrated care environment of general practice and the extended care team
- inter-disciplinary team work for higher needs patients
- the role of practice community health workers
- working with St John's to manage acute demand locally
- and much more!

Health informatics in the wilds of primary care, Wednesday 20 November

N4's primary health pre-conference workshop will deliver hand-picked speakers talking about the challenges on top for primary care such as balancing the need for change with the challenges of change, connecting systems beyond just messaging, and "changing the tires while still in the driving seat" – how to make change without pausing service delivery. Our sponsorship partner Amazon Web Services (AWS) will overview global health trends and how Amazon is improving traditional healthcare services through disruption.

The primary care stream will continue throughout the main HiNZ conference running Wednesday to Friday, with presentations such as driving performance through the use of interactive dashboards, online patient forums to support lifestyle changes and how artificial intelligence (AI) is supporting the popular GP direct access to high tech imaging programme.

Amazon Web Services experiential village

Ever wondered how a smart fridge might be part of the solution in the busy life of your diabetic patient? Or what your clinic of the future will look like? Stop wondering and get hands on with tech that is available now – or very soon!

In partnership with AWS we're helping you to experience how technology can be used in to improve care, communication and outcomes. We'll also be demonstrating how data is sourced for primary health and how it can be used to drive service change and more informed decision making.

[REGISTER NOW](#)

#ICYMI

In case you missed it here are some important updates from our recent newsletters. To find out more on any of these stories please visit our website, www.pinnacle.co.nz

Venturesgx keeps making headlines



Interest continues in our landmark pharmacogenomics programme. NZ Doctor has explored how it's [the future for general practice](#), Ehealthnews.nz writes about [how genetic testing will drive prescribing](#) and our funding partner talks about [how to prescribe a healthier future with DNA](#) and NOTED dives deep into [how new research will revolutionise Māori and Pacific health](#).

If you're interested in becoming PGx accredited to start offering tests in your practice contact the team on dna@ventures.health.nz.

A new era for Pinnacle data and information

We're making [some important changes in the way we store and use data](#) across the Pinnacle Group. The changes will increase security, decrease costs and administration, plus open up a wide range of new possibilities such as making new tools available in practices and achieving a greater understanding of the health status and needs of the people in our region. Ventures is leading the shift from a traditional data warehouse to a more modern 'data lake' concept – the Pinnacle Group is one of the first health organisations in New Zealand to make this move, receiving guidance and support from key agencies such as the Office of the Privacy Commissioner (who have just made a similar move themselves).

Our thought leadership in this space is attracting attention nationwide, with requests from all over the country steadily flowing in from people and organisations who are keen to learn from us. This includes the Ministry of Health, who have asked us to provide a briefing to their new data team who are highly interested in understanding how they may adopt a similar approach. You can also read more in the NZ Doctor article: [Cloud computing offers silver lining for delayed primary data project](#).



PRACTICE NEWS

- Beerescourt Medical's rapid indici transition – after a legacy practice management system crash, with no timeframe given for a fix, the practice was left without access to information and threatened disarray. Within days, indici was implemented and structure was returned. [Read the full story online](#).
- [NZ Doctor, 10 April](#) – Patient strain on the plain falls mostly away.
- [NZ Doctor, 24 April](#) – Group consults another approach to chalk up as health care homes deliver for Pinnacle.
- [NZ Doctor, 19 May](#) – Primary care practice assistants adding value to general practice teams.
- [Ehealthnews.nz, 5 June](#) – Ministry encourages GPs to provide access to medical notes (featuring Coromandel Family Health Centre). Also see their second article in this series, [GPs and patients benefit from open notes](#).

Something worth celebrating happening in your practice? Email communications@pinnacle.health.nz to arrange a quick interview and we'll help share your news with the network, and your local media.



Does your practice have a Facebook page?

Facebook can be a good way to deliver messages and direct people to useful information – relatively quickly, easily and at a low cost.

We have a few [tips, tricks and things to consider when using Facebook in your practice for you on our website](#) – and will be watching trends closely as Facebook rolls through another set of updates that are set to bring big changes to how the news feed will operate in 2019.

We post a variety of messages aimed at the general public on our Facebook page which might be of interest for your followers too including immunisation, patient portals, seasonal messages (summer sun safety, flu vaccination, and more) and medication safety. Follow us at www.facebook.com/PinnacleIncorporated.