



# ProCARE

Clinical Excellence | Thriving Businesses | Influential Network





# New Zealand's largest network of primary healthcare professionals.

**Over 170 practices and 1200  
health professionals caring  
for patients within the three  
metro Auckland District  
Health Board boundaries.**

## The ProCare practice network

- Provides nearly three million consultations per year
- Cares for the largest Māori and Pacific communities in New Zealand
- Serves the largest enrolled high-needs patient population in New Zealand
- Serves large elderly and Asian populations
- Is accountable for the health outcomes for over half of Auckland's population

## We are passionate about

- Improving health outcomes and reducing inequalities for Aucklanders with a focus on our Māori and Pacific communities
- Sharing knowledge and providing education to deliver best patient outcomes
- Providing support and services to complement our practices
- Having open, supportive and transparent business processes
- Supporting clinical innovation, and business sustainability
- Enhancing patient experience of healthcare

Be part of New Zealand's leading general practice network



“

**Ehara taku toa i te toa takitahi engari he toa takitini**  
Success is not the work of one, but the work of many

”

# Who are we?

New Zealand's largest primary care network of qualified family doctors (GPs), nurses and general practice teams.

We are New Zealand's largest and most diverse cooperative of healthcare professionals, with a local and personal approach to delivering world leading health services. We support grassroots action and people determining their own futures while providing a strong voice for primary care at the national level. If you want to have a real impact on the future of general practice in New Zealand, join a Primary Health Organisation that is innovative, bold, capable and positive about the future of primary care.

We value community-based and family-orientated healthcare and believe the future of general practice is central to the whole health system. We are practice-focused and this is reflected in all aspects of our organisation. General Practitioners, nurses, practice managers and owners are represented across ProCare in governance, management, leadership and quality improvement roles.

ProCare is an engine of innovation that promotes partnership and leads debate about how we fund and deliver healthcare in the 21st century.

# Clinical excellence for patients

Caring for Aucklanders through high quality  
general practice.

Clinical excellence is paramount in all we do. We are leaders in forging a more person centred, connected, health and social system that drives equity. We are committed to a system that appropriately meets the needs of each individual and whanau through planned proactive care for long term conditions and disabilities; timely and accessible acute care when you need it and comprehensive preventative care to promote health and wellbeing.

Every ProCare practice is different in size and structure. It's not a one size fits all approach. We understand different needs and offer a suite of high quality clinical programmes to assist practices. We support clinicians to be clinicians and to achieve positive outcomes.



## ProCare offers

- A wide range of clinical services and investigations through our unique ProExtra and Flexible Funding programmes.
- In-practice clinical advice and strong clinical governance.
- A range of professional development tools and forums.
- Progress reports and support to perform well against national targets.
- Support to gain RNZCGP accreditation and meet other requirements.
- Exposure to new models of care to effectively and efficiently meet expectations of a modernising society.
- Reports to help target patients who are overdue with screening or require ongoing management.
- Staff to help practices achieve Integrated Performance Incentive Programme (IPIF) (now known as System Level Measures Framework) indicators; Foundation Standard certification and CORNERSTONE® accreditation.
- Comprehensive Outcomes and Quality Framework to support continuous quality improvement through regular data reporting against framework indicators.
- Direct to patient services including psychologists, community health navigators, health promotion advisors and dietitians.
- We also provide Māori, Pacific, Asian, church and school focussed health services.

# Thriving businesses

ProCare making general practice successful

**Resources | Knowledge | Innovation | Empowerment**

It is important that your business is sustainable and can meet the challenges of increasing costs, competition and compliance requirements. Providing quality care to patients and an effective 'back-office' are both vital to general practice success. ProCare supports general practices to be profitable businesses.

Building strong trusted relationships with our practices is important to us. ProCare endeavours to walk in our practices shoes and deliver on our promises, partnering to deliver better business outcomes, stepping up to do what's right and changing the way we do things.

Our expert business support and training is personal, continuous, comprehensive, and accessible. We will work with you to create efficiencies, write business and workforce plans, and undertake benchmarking and to implement leading practice systems and digital support.

Through our newly developed Enhanced Practice Services Team we continue to develop new products and services unique to ProCare practices that provides both a competitive advantage and ensuring that our practices remain sustainable.





## ProCare offers

- Practice support through our on call and in practice business advisors, our practice helpdesk and business networking through our regular practice owners forums
- Deals and subsidies on practice supplies, consumables and support tools through our ProCureNet portal
- 24/7 clinical support to your patients—when you're not there, we are there
- Clinical and back-office systems that enable you to manage budgets, and access diagnostics and funding
- Innovations in virtual care with patient portals, in-practice kiosks and other new technology
- Benchmarking against other ProCare practices to provide insight across multiple indicators
- Support to meet the ProCare Foundation Standard and gain CORNERSTONE® accreditation
- Expertise and support for your practice to adopt world leading business and clinical processes through the Health Care Home programme
- Flexible Funding opportunities for practices that meet our quality criteria
- Easier ways to manage quality, safety, and risk and meet Health and Safety requirements through the Quality Management System LOGIQC.

# Influential and connected networks

Our size means we have a compelling voice to champion the cause of general practice and their patients.

We celebrate the strength, diversity and influence of the ProCare network. Our practices are often the first point of contact for people who need healthcare. They ensure continuity and co-ordination of care with the full range of wider health and social services.

Many health and social services work closely with ProCare enabling us to forge powerful national, Primary Health Organisation, District Health Board and community alliances. We are also connected to our communities through our school based services, Marae clinics, work in Pacific churches and other local initiatives. ProCare partners with a variety of clinical and non-clinical services and organisations to create smoother patient journeys and easier linkages for our practices.

ProCare staff reflect your views and represent your interests on virtually all significant local, regional and national health forums. We are thought leaders in primary care and mental health and are passionate about reducing disparities. Our focus on integration and effectiveness as a change agent, supports the social sector agencies to improve outcomes for our enrolled families.



## ProCare offers

- Professional career pathways and networking opportunities within the ProCare network
- Sector collaboration through our membership and participation in key alliances at service, district and national levels including local District Health Boards and Network 4 (a collaboration of New Zealand's four largest Primary Health Organisations)
- Tight local networks for peer and educational support and cooperative service development
- A dedicated members' website and regular updates
- Strong advocacy to promote and protect the interests of primary care at local and national contract negotiations
- Influence on local and national health strategy and policy



We would love to hear from you

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