



Excellence delivered with humanity



Why join ProCare?

Together, we transform healthcare so people can live great lives.

As the largest co-operative of health professionals in Aotearoa we are committed to supporting and representing independent general practices so they can focus on the health of their enrolled population to realise the vision that everyone has the right to live well.

There is strength in numbers and collectively the ProCare network can achieve more due to its size both locally and nationally by: advocating for primary care and general practice; providing services to support sustainability and driving innovations which introduce new funding streams and improve patient care.

You'll be joining:

175 practices | 846,6876 enrolled patients

771 GPs | 630 nurses

172 practice managers | 39 health care assistants

5 Health improvement practitioners (HIPs) | 7 Health coaches

16.9% of estimated NZ population enrolled in ProCare practices

52.7% of Auckland regional DHB's population

* BASED ON DATA 30 JUNE 2020



Enabling thriving practices

At ProCare we understand that running a thriving business is vital to ensure that general practice is sustainable now and into the future. ProCare provides a range of business and clinical support which allows you to get the most out of your general practice business while freeing up time so you can focus on your primary function - the health and wellbeing of your patients.

How ProCare supports your business

- **Dedicated business advisors**
- **Dedicated clinical advisors**
- **ProCare's help desk** provides a dedicated resource during business hours to support you with funding queries, practice management system (PMS) advice and claims
- **After hours** patient advice and practice support via telephone cover delivered by Homecare Medical, funded cover over the Christmas period
- **Members website and weekly members bulletin**
- **Online resources and reporting**
- **Clinical support and guidance**
- **Access to the Practice Leaders Series forums**
- **Financial benchmarking and fees reviews**
- **An employee benefits package** to offer general practice staff. The package provides a range of benefits not available to independent smaller businesses including; health insurance, discounted fitness centre memberships, employee discount cards for major retailers and a comprehensive online training platform

“Our business advisor goes above and beyond and has a great understanding of the daily struggles we face in general practice. It is comforting knowing she is at the other end of the phone.”

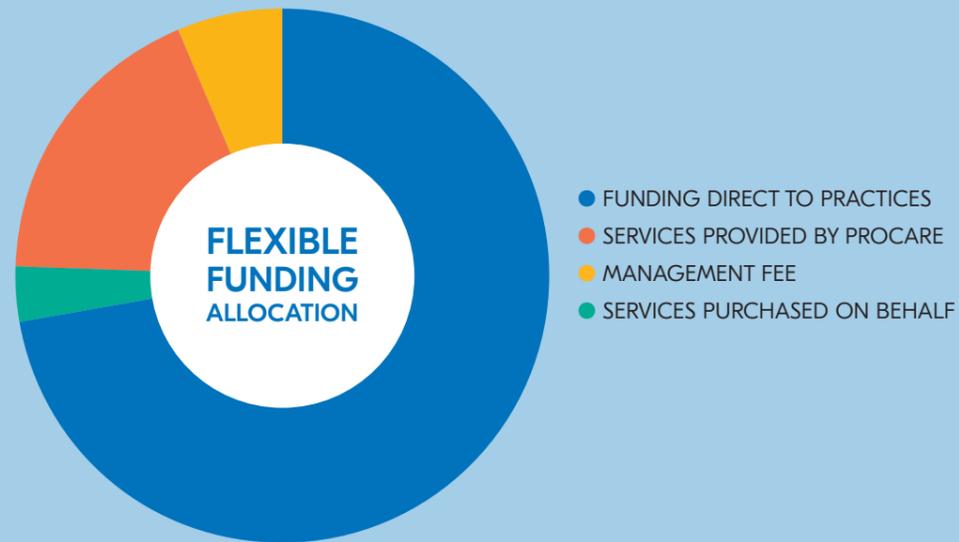
Rachel Halford, Practice Manager
Remuera Village Medical Centre

“As a busy general practice we really appreciate the support from our ProCare Business Advisor. We always receive timely and accurate advice and assistance with business planning and fees review committee preparation.”

General Practitioners, Cornwall Medical Centre

General practice funding

ProCare's scale means services and support can be provided to practices in the most efficient way possible ensuring more funding reaches the front line of general practice. The below pie graph illustrates flexible funding allocation.



Flexible funding

ProCare's flexible funding initiative is voluntary and gives clinicians the ability to choose how best to spend funds for individual patients and how to improve access for patients with High Needs. There is no restriction on the services that practices can fund, providing performance against targets in the Our Picture of Health clinical indicators is not compromised, particularly the indicators for High Needs patients.

Practices on flexible funding are expected to consistently improve against the health targets and ProCare's practice support team is on hand to help.

Voluntary flexible funding gives clinicians the ability to choose how best to use funds to achieve quality health outcomes for their patients.



Specialist support services

ProCare continues to add new fee for service options enabling practices to select those that will be of most benefit to their business.

- **Recruitment service** - for recruitment of GPs, nurses and other practice-based roles
- **Employment plus** - HR support including a telephone support line, advice, templates and proactive support tools
- **Clinical locum service** - ProCare's in-house GP and nurse locum service gives practices access to a centralised pool of contract clinical staff, simplifying the booking and compliance processes
- **Practice management service** - if your practice needs a specialist practice manager, short or long term
- **General practice business warrant of fitness** - a comprehensive business review service aimed at helping practices understand their current economic viability and a road-map for improvement
- **Exchange** - helps match buyers and sellers of general practice and assists with practice ownership transition



“ProCare’s expert knowledge of the complexities involved in running a thriving general practice meant we were presented with solutions which were backed by data and outcomes focused. Implementing the recommendations transformed the business.”

Dianne Kidd, Former Chair, Kaipara Medical Centre

Helping practices achieve quality health outcomes



Understanding population health

ProCare takes its responsibility for health outcomes seriously and in 2017 began a comprehensive and systematic data driven assessment of the health of its enrolled population. The resulting **'health needs analysis'** report provides an insight into the health of 800,000 Aucklanders, identifying what gaps exist and where efforts should be targeted for the best health outcomes.

Our Picture of Health

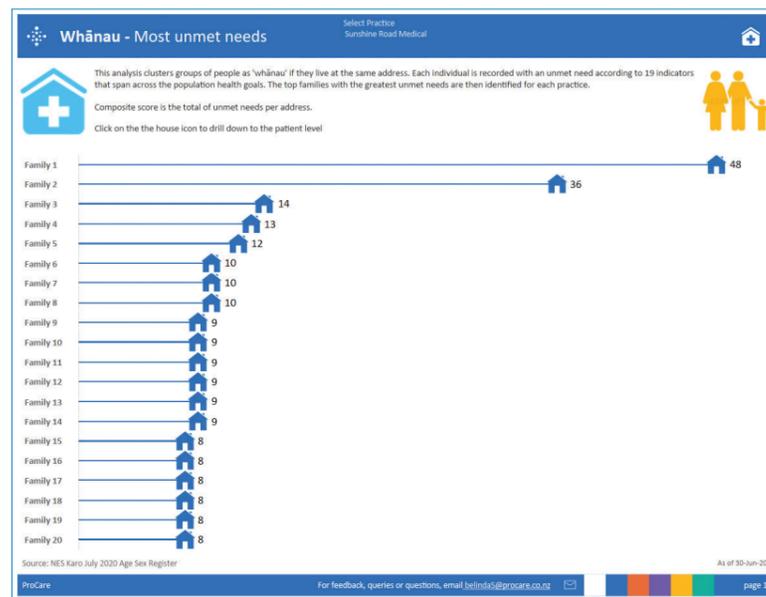
Our Picture of Health is an umbrella term for three key components of ProCare's clinical focus;

- a **comprehensive needs analysis** identifying gaps in the health of our enrolled population,
- a **population health strategy** outlining how to tackle those gaps, and
- **clinical indicators** which measure progress in these areas.

'Our Picture of Health' measures progress towards the vision that 'everyone has the right to live well' and, with an equity lens applied, the focus is on where the biggest difference can be made to address health inequalities.

ProCare's population health strategy

ProCare's population health strategy has been informed by the health needs analysis and developed to follow a life stage approach and will guide clinical care and practice until 2025 with progress measured against clinical indicators.



Individualised 'Your Population Health reports' for practices

Each ProCare practice is provided with a practice-specific needs analysis called 'Your Population's Health'. These dynamic and easy to navigate reports break down your individual practice's population, helping your team to focus on activities which will have the biggest gains. This is activity that practices are already required to do but with the help of ProCare can be better aligned to and tailored to their enrolled population and helps address equity gaps.

With the help of ProCare and the wider network, through interactive collaboratives, you have a large support team to help your patients live well.

Supporting Māori and Pacific health

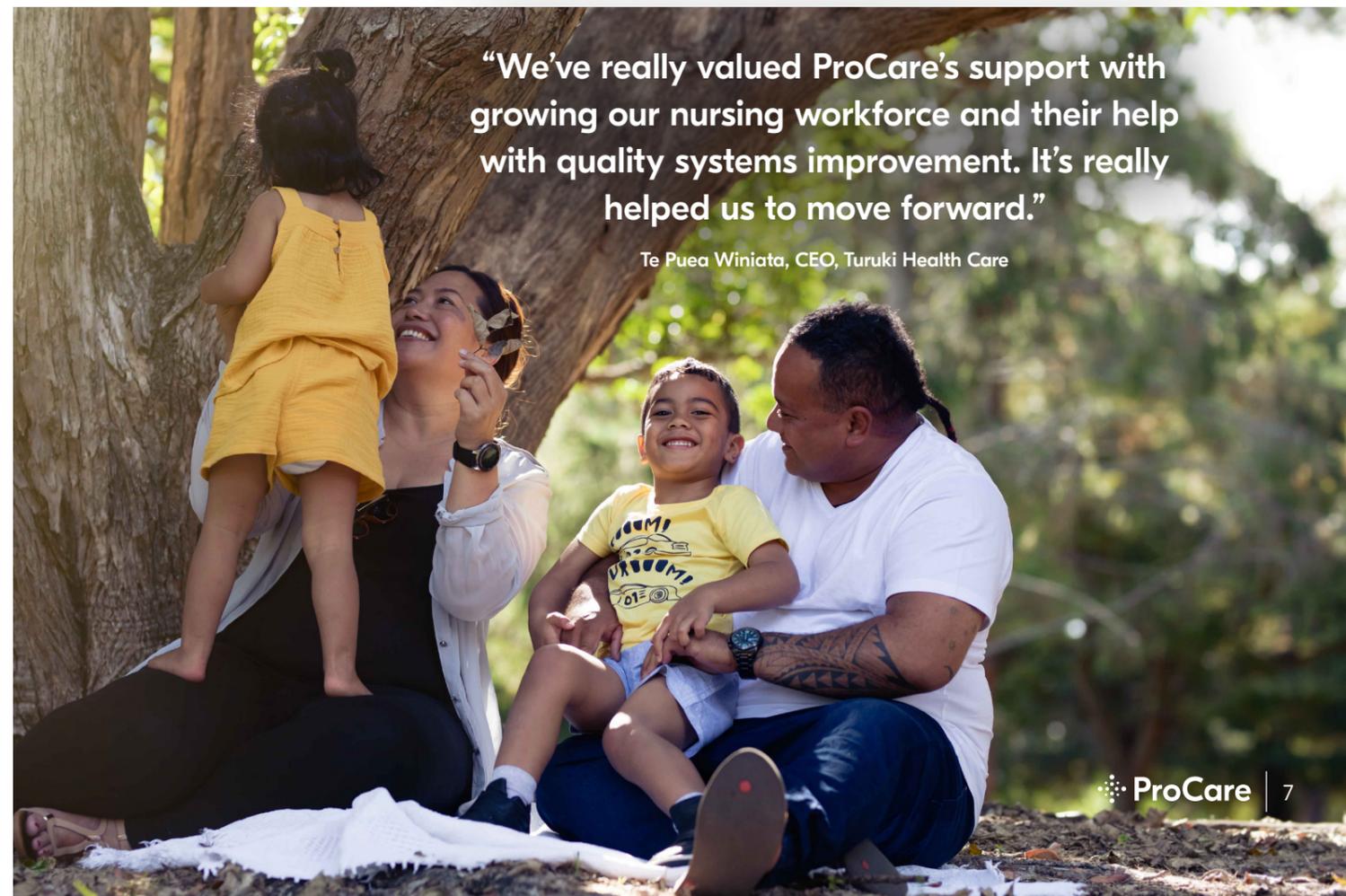
ProCare has a strong focus on improving the health and wellbeing outcomes of our enrolled Māori and Pacific communities by supporting practices to help close the equity gap. ProCare has a dedicated team of cultural advisors and Associate Clinical Directors for Māori and Pacific to help practices achieve positive outcomes for whānau.

ProCare recognises people's health and wellbeing can be supported in a range of settings such as school, church, or at the gym therefore there are a variety of services and activities that complement the work of general practices and extend into the community.

Dedicated services to support your Māori and Pacific population

- Innovative smoke free services aimed at supporting Māori and Pacific whānau to become smoke free via Ready Steady Quit
- Fresh Minds by ProCare provides funded pathways for Māori and Pacific patients to access evidence based psychology support
- Whānau voice is a specialised programme to help improve health literacy
- Cultural competency training and support for practice staff
- Diabetes self management education programmes for patients
- Funded exercise programmes
- ProCare support enables Māori and Pacific providers to continue to deliver excellent whānau/aiga care

ProCare practices have the largest enrolled Māori population in Tāmaki Makaurau and the largest Pacific population in New Zealand.



"We've really valued ProCare's support with growing our nursing workforce and their help with quality systems improvement. It's really helped us to move forward."

Te Puea Winiata, CEO, Turuki Health Care

Education

ProCare is dedicated to supporting practice teams with their education needs with a range of programmes, delivered both in-person and online, to ensure all roles within general practice remain up-to-date with the latest clinical evidence or industry best practice.

Large CME/ CNE Workshops

Bi-annual large group education events for GPs and nurses provide CME/CNE points for clinical registration

Annual conference days for ProCare nurses, practice managers, administrators and receptionists

LEARN, on-line learning portal

LEARN is ProCare's member exclusive Learning Management System (LMS) and enables your practice team to access quality audits, cell group materials, educational events and a number of online courses and materials.

With active discussion boards, conferencing and collaboration tools, live video streams and announcements, the opportunities to use and engage with peers in the ProCare network is endless!

Clinical education for GPs and Nurses

ProCare education is based on the Pegasus (PHO) model of GP and nurse education and is open to all members. This small group education programme incorporates over 21 years of experience in providing education services to GPs and practice nurses.

Benefits include:

Practical, evidence based, peer reviewed quality primary care medicine

Practical guidance around pharmaceutical prescribing, laboratory and radiology testing

An opportunity to consider variation in general practice to facilitate discussion

Practice managers and administrators

ProCare regularly hosts and facilitates dedicated peer group activities and education for practice managers and administrators throughout the year.

Business education webinars

Webinars cover topical issues such as:

Practice finances and funding

Understanding practice ownership for beginners

Guest speakers for clinical topics - such as COVID-19

“We receive fantastic nursing support from ProCare, not only through our Clinical Advisor, but the annual nursing day which is a great opportunity to mix and mingle with our nursing colleagues, share learnings and keep up to date with the latest trends in nursing care.”

Joel Razon, Clinical Leader, Te Puna

Advocating for general practice

The size of the ProCare Network and our national relationships means we have an influential voice to champion the interests of our practices, patients and primary care in general. We have strong relationships with key decision-makers, enabling us to raise issues around funding and advocate for our practices.

We are committed to ensuring ProCare practices have the support they need to be sustainable and deliver quality health outcomes for their patients.

In addition ProCare strives to find new funding streams which broaden the role of general practice, through collaboration with the wider health and social sectors, such as the Ministry of Social Development and ACC.

Advocating on behalf of our practices remains of paramount importance, even more so during a time when the health system is increasingly under pressure with limited resource.

We gather feedback from members as to the issues that are most important to them and we ensure we are seated at the table to advocate on their behalf.

Innovation in primary care

ProCare is dedicated to finding new ways of doing things that improve patient care and broaden the role of general practice. Through partnership and collaboration we have delivered award winning innovations in primary care such as:

- A new patient pathway within general practice for patient referral to high tech imaging (MRI)
- A new model of care for primary mental health and addictions in general practice known as Te Tumu Waiora
- Here Toitū, transforming the care and experience for people with a health condition or disability that impacts their ability to find employment
- Health Care Home
- Virtual health options



About ProCare

Together, we transform healthcare so people can live great lives.

We are committed to improving the health of Aucklanders by supporting independent general practices to deliver world leading health services which are backed by clinical excellence and expert business support. As an organisation we are committed to transforming healthcare via partnership and innovation so people can live great lives.

ProCare Primary Health Organisation - ProCare Health (PHO) Ltd

ProCare represents over 170 practices across the greater Auckland region, with more than 800,000 enrolled patients including the largest Māori population enrolled in general practice in Tāmaki Makaurau and the largest Pacific population in New Zealand.

The ProCare Co-operative - ProCare Network Ltd

As a co-operative we draw on the collective strength of New Zealand's largest network of independent general practices, delivering innovation and services that ensure the sustainability of primary care.

We trace our history back to the groups of GPs that formed ProCare in the 1990s. From those early days of establishing quality programmes and negotiating contracts we have grown into a formal co-operative of healthcare professionals, the first in New Zealand.

ProCare Network Partnerships Ltd

ProCare Network Partnerships aims to drive innovation through social enterprises such as Fresh Minds as well as Homecare Medical, jointly owned by ProCare & Pegasus PHO.

ProCare Charitable Foundation

The ProCare Charitable Foundation was established by the shareholders of ProCare in 2013. The purpose of the Foundation is to support health-related activities that improve a community's wellbeing, reduce health inequity and/or alleviate poverty and deprivation in the Auckland region.



What our members say:

“Being part of a bigger organisation has opened up connections we hadn't had access to before. ProCare practices in our area referred patients if they weren't taking new enrolments, including Māori and Pacific whānau they felt were better suited to our kaupapa practice model. They might not have done this had we not been part of the collegial ProCare network.”

Te Puea Winiata,
CEO, Turuki Health Centre

“The full business review our ProCare business advisor did for us was comprehensive and valuable. It is being utilised to improve practice sustainability and profitability.”

Ellen Sumpter, Manager
Ostend Medical Centre

“As GPs working in practice we're busy providing care for patients so it's great to know that ProCare are advocating for us on a local and national level and I appreciate the regular updates about the advocacy work being done on our behalf.”

General Practitioners, Cornwall Medical Centre

“Being able to engage ProCare's practice manager service and have an experienced clinic manager step in whilst we were implementing changes was hugely beneficial and enabled us to establish new systems and build a strong culture before appointing our new permanent practice manager.”

Dianne Kidd, Former Chair, Kaipara Medical Centre

Our Values

What we stand for

Our C.A.R.E System of values. Care is in our name and at the heart of our business. It's also how we express our core values.



..... **Collaboration - Kotahitanga**
in our approach to building sustainable partnerships.



..... **Accountable - Whakapono**
consistent and transparent.



..... **Respectful - Aroha**
empathic and fair in everything we do.



..... **Excellence - Hiranga**
in our commitment to quality.