



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

Is your practice committed to ongoing quality improvement?

“...small changes can have a big impact on the overall performance of primary health care staff and on patient health.”

— Practice nurse

The Royal New Zealand College of General Practitioners supports more than 1000 general practices across Aotearoa New Zealand to provide safe, equitable and high-quality health care through two Quality Programmes.

STEP
1

Quality Assurance

Certification in *Foundation Standard* provides assurance of the baseline quality standard expected of general practices and is a nationally recognised mark of quality. Certification is awarded for three years.

STEP
2

Quality Improvement

Accreditation in *Cornerstone* is achieved by completing the Equity and Continuous Quality Improvement modules. These modules enable practices to design a quality journey that suits their interests and the needs of their patient population. Accreditation is awarded for three years. GP Fellows working towards accreditation can claim CPD credits for the Patient Outcomes category.

GP registrars enrolled in the General Practice Education Programme can only work and be assessed for Fellowship in practices that have met the requirements of both Quality Programmes.



The Foundation Standard

The Foundation Standard guides practice teams through legislative and regulatory requirements. It provides guidance on interpreting what is required, and how to achieve compliance in defined areas.

Certification in Foundation Standard is required to receive Government funding.

Practices need to be recertified against the Foundation Standard every three years. This begins with a pre-assessment, followed by an onsite assessment and post-assessment dialogue.



Certification means a practice has met requirements in the following domains:

Tūroro | **Patients**

The Code of Health and Disability Services Consumers' Rights, the Privacy Act and the Health Information Privacy Code. Application of the principles of Te Tiriti o Waitangi and responsiveness to diversity.

Manaaki haumanu | **Clinical care**

Best practice clinical care, including continuity of care, emergency response, immunisations, screening, clinical governance and patient experience.

Whakahau rongoa | **Medicines management**

Medicines management, including prescribing patients' medications, and controlled drugs management in accordance with New Zealand legislation.

"Completing the Foundation Standard assures our patients and team that we have been certified in providing quality care."

— Practice team member

Taputapu | **Medical equipment & resources**

Equipment and materials essential for delivering comprehensive care, including resuscitation and delivery of all procedures, is available and in date.

Whare haumanu | **The practice**

Compliance with relevant legislation and New Zealand standards to ensure the safe delivery of health care services.

Once a practice has achieved Foundation Standard certification, the next step is Cornerstone accreditation through the Equity and Continuous Quality Improvement modules.



Te Mana Taurite **Equity**

The Equity module builds on the Foundation Standard and provides the next steps towards achieving sustainable health equity outcomes.

What equity means

The College has adopted this definition:

“In Aotearoa New Zealand, people have differences in health that are not only avoidable but unfair and unjust. Equity recognises different people with different levels of advantage require different approaches and resources to get equitable health outcomes.”

— Manatū Hauora | Ministry of Health

About the Equity Module

This module shows practices how they can work towards health equity by:

- understanding what health equity looks like in general practice.
- putting in place activities and policies that focus their practice on quality improvement.
- developing ways to improve health outcomes for Māori and other priority populations.



What are practices saying?

“...the modules provide a great roadmap and goals to work for and achieve. The Equity module in particular has guided and prompted us to dedicate time and work to improve health equity outcomes.”

“Our practice has a strong commitment to equity. Completing the Equity module was an excellent tool for us to consolidate our efforts. Our assessor was excellent in guiding us on how we could further enhance our work to achieve more equitable health outcomes for our patients.”

Why equity, not equality?

Equality means everyone is treated the same way, regardless of need or any other individual difference, while equity ensures everyone has what they need to succeed.



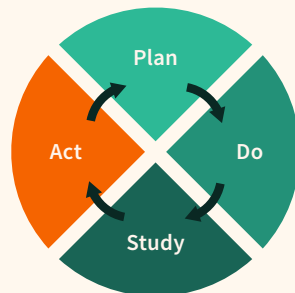
Continuous Quality Improvement (CQI)

The CQI module provides practice team members an opportunity to work together on a quality improvement project.

The module uses a recognised improvement model, tools, and methodologies to systematically walk practice teams through each stage of CQI.

The quality improvement cycle

The PDSA cycle is a four-step improvement model for planning, doing, studying and acting changes that lead to quality improvement.



Why do the CQI module?

- It creates confidence and skill within the team to repeat and redefine each quality improvement process and apply it to areas of need.
- Through CQI, practice teams are empowered to make positive changes, resulting in improved patient access, outcomes, and experience.
- It inspires improved service delivery, safety and efficiency.
- A CQI initiative captures learnings that are of ongoing value for a practice and its enrolled population.

What are practices saying?

“It was invaluable running a collaborative that formalised the CQI process, and this really made our job heaps easier...skills have grown, but we need to keep going with the process.”

“It’s straightforward and true to CQI.”

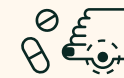
“Good clear structure that includes all the steps needed in CQI.”

Achievements of CQI-accredited practices

Management of patients with long-term gout, including those newly diagnosed.



Improved uric acid levels in Māori and Pasifika populations.



Increase in patients receiving **gout medication.**

Immunisation rates for tamariki Māori by age two years.

96%

Immunisation rates rose from under the national target to 96%.



Improved approach with parents.

Follow-up assessment for women with high-grade, overdue smears.

41%

41% of women **overdue** with high-grade smears **had a smear completed.**



Smear rates for Māori and Pasifika women also **increased.**

Diabetes health in Māori and Pasifika over 65 years old.



Improvements in prescribing rates and increased prescriber confidence.



Improved HbA1c levels in Type 2 diabetes.