

Purpose	To ensure that the Practice Team understand and engage in the concept of integrated care.
Scope	The policy applies to the whole Practice Team.
Policy	<p>Integrated care depends on the nature and characteristics of our individual practice. Integrated care will bring together organisation of services and care management related to diagnosis, treatment, care, rehabilitation and health promotion.</p> <p>The Ministry of Health goal of Better Sooner Closer to Home requires us as a Practice to promote teamwork within our Practice and within our community.</p> <p>Our Practice will be innovative and open to working in new ways to improve integrated patient services. As a healthcare provider we are a part of changing the system by utilising community multidisciplinary teams.</p> <p>The Practice will build a collaborative working relationship and open communication with other health professionals. As a practice we will develop partnerships with our colleagues in secondary care that will result in enhanced care for our patients.</p> <p>The Practice will promote and use the Health Pathways that provide a highly detailed, highly monitored and every applied guide to best agreed local practice that includes whom to contact and what to do.</p> <p>We will build effective relationships with our local pharmacies, ACC Case Managers, our local Plunket team, Whanau Ora providers and care coordination services to provide a platform for improving the quality of patient care.</p> <p>It is important that we ensure that we have a cohesive team of both clinical and non- clinical staff working toward a common end that is focused on patient well-being.</p>
Responsibilities	<p>The Practice Manager will have resources available that are current and foster best practice to ensure that our patients can access handouts, pamphlets, directories and internet sites.</p> <p>The Practice Manager will develop a directory of community organisations and community resources for all of the practice team to have access too.</p> <p>The practice team will attend locality meetings that have health initiative value, e.g. refugee health, child health.</p>
Resources	<ul style="list-style-type: none">• ACC- www.acc.co.nz• Citizens Advice Bureau- www.cab.org.nz• Ministry of Health and Social Development—www.moh.govt.nz and www.msd.govt.nz• New Zealand directories health sector- www.healthconnection.co.nz and www.healthpages.co.nz

Integration Care	Section 1 Indicator 8
 Authorised: Carol Ennis	Date 17 th November 2016
Review Date	Signature
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