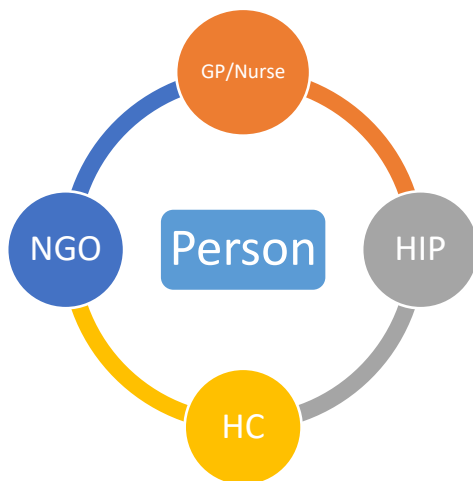


What is the Integrated Primary Health Care Model?

The addition and integration of three new roles into a primary care/ general practice team.

1. Health Improvement Practitioner (HIP) (or Behavioural Health Consultant)
2. Health Coach (HC)
3. Community or Peer Support Worker (C/PSW) from a Mental Health Non-Government Organisation (NGO)



These evidence based models were tested locally over the last two years and evaluated by Synergia Consulting: <https://synergia.consulting/news/fit-for-the-future-evaluation/>

In the model GPs, nurses, and other GP practice staff work together with HIPs, HCs, and C/PSWs to provide holistic mental, physical and medical support and services to people sooner rather than later.

HIPs and HCs are based in the GP clinic and provide support whereas the CSW is based in the community.

What is a Health Improvement Practitioner?

A clinician who works using the primary care behavioural health model created by psychologists Patti Robinson and Kirk Strosahl in the 1990s. The model integrates "behavioural health" into the primary care setting and utilises Focussed Acceptance & Commitment Therapy (FACT) as a primary modality. Kirk is the co-founder of Acceptance & Commitment Therapy (ACT) and along with Patti created FACT.

The primary care behavioural health model is designed to address four aims:

1. Improve population health
2. Improve people experience
3. Reduce cost
4. Healthcare primary healthcare worker wellness

The HIP role is:

- Generalist
- Accessible
- Team Based
- High Productivity
- Educator
- Routine Pathways

A HIP:

- Sees clients and delivers groups
- Upskills and supports clinic staff
- Creates pathways to address population health

What is a Health Coach?

A health coach who works using the health coach model from Centre of Excellence in Primary Care (CEPC) curriculum which has had New Zealand adaptations to work in an integrated model.

The health coach role and model is to provide and offer the following:

1. Self-management support
2. Bridge between clinician and person
3. Navigation of the healthcare system
4. Empathy
5. Continuity of care

The health coach role:

- H:** Helpful to clinic and people with long term health conditions with the goal of improving health outcomes
- E:** Empathic Educator
- A:** Always asks before telling and aims to be accessible to the team and people
- L:** Long term condition support and self-management coach/ motivator

A health coach:

- Sees people and delivers/ supports groups
- Works with the HIP to upskill and supports clinic staff
- Creates pathways with the HIP to address population health

What is a Community or Peer Support Worker?

- Responsible for supporting people's needs through focussing on their strengths, abilities and resources and how best to enhance these to achieve their goals.
- Works collaboratively with people and their whanau to access information, education, resources.
- Gives people informed choices including cultural choice in the services required and encourages/assists individuals to link and engage with community-based resources that best support achievement of their goals.
- Gets introductions and works collaboratively with the HIP and HC and the rest of the clinic team – ensuring effective coordination and communication between all parties.
- Establishes rapport and maintains trust with individuals, whanau, medical staff and all stakeholders.