

Te Whatu Ora Primary Care Resilience Tool

Operating Framework

Purpose

The purpose of this document is to provide guidance for primary and community care providers (general practices, urgent care clinics, community pharmacies, aged residential care and home and community support services) and Te Whatu Ora to support implementation of the Primary Care Resilience Tool (PCRT). This document outlines the kaupapa, governance, information management and guidance on operationalising the tool for use across Aotearoa.

What is the Primary Care Resilience Tool?

The PCRT is a common operating platform for primary and community care providers which is supported by Te Whatu Ora. The PCRT initially launched in the Northern Region to support COVID-19 emergency response operations. Subsequently it has been utilised within Business-as-Usual operations to support winter planning and preparedness as well as emergency responses such as the Auckland Anniversary Floods and Cyclone Gabrielle. The PCRT is being made available to all parts of Aotearoa to support the system through localised ways of working.

Our Kaupapa

The kaupapa for the PCRT is to support primary and community care providers. The data provided within the tool will only be used by Te Whatu Ora to support providers, rather than for monitoring and evaluation of individual practices or provider groups. Although information is collected and presented centrally through dashboards, reporting into the tool is based on best endeavours and the timing and frequency will be variable across individual providers.

What are the core benefits of the PCRT?

- 1. Stating a case for change** – By aggregating data across primary and community care providers, decision makers are enabled to state a clear case for change as to the pressures that primary and community care providers are under.
- 2. Making informed decisions at all levels** – The tool augments decision making to support clinical and operational pressures at local, regional and national levels by understanding the pressures providers are experiencing. This applies to individual providers, provider groups and Te Whatu Ora.
- 3. Collective ways of working** – Through COVID-19 we saw the direct benefit of working collaboratively to tackle pressures across the network. The tool enables the system to continue to work collectively in this capacity to identify immediate and longer-term solutions.

Governance

There is an overarching national governance group for the PCRT. The National Governance Group will review and amend how it is being operationalised and plan further technical enhancements for the tool. Terms of Reference for the National Governance Group are held separately to this document.

User experiences across Aotearoa will be used to inform developments within the tool. The vision is that this feedback will be collected from the regions and shared within the governance structure.

Data Agreement and Core Principles

All users of the PCRT should understand the core principles:

1. Data fields within the tool are not mandated to be completed. The nature of the data provided depends on the discretion of individual clinics and provider groups, based on their chosen reporting parameters.
2. The primary purpose for Te Whatu Ora is to utilise the data to aid the operation of primary and community care services. It is not to be used by Te Whatu Ora for the purpose of tracking or reporting on individual providers or provider groups.
3. Te Whatu Ora may utilise the data within the tool to report on wider system pressures. However, any findings will not be directly attributed to individual providers and will be anonymised.
4. Transparency in information provision is crucial to ensure the tool's optimal benefit and utilisation at all operational levels.
5. Registered user email addresses for accessing the tool will not be shared.

[Appendix 1](#) provides the terms of use agreement that users of the tool will be required to agree to before using the PCRT. Individual providers and provider groups are responsible for the management of these login details within their business and ensuring users adhere to the terms of use agreement.

Operationalising the PCRT

Access to the PCRT for individual providers and provider groups will be coordinated by Te Whatu Ora staff within each region/district. Access is obtained through registered email addresses for individual providers or provider groups.

For additional support, please contact the team at pcr.support@waitematadhb.govt.nz

Feedback loop

A reminder email is sent to all users with registered email addresses to fill out the PCRT tool if it has not been updated in the last 7 days. This timeframe enables us to understand system pressures regularly.

A comprehensive monthly update is provided to all users, which will be coordinated by the Primary Care Resilience Tool project team, about the information that is provided into the tool and the initiatives that Te Whatu Ora are progressing to alleviate pressures raised by primary and community care services within the PCRT.

Ways of working

This section of the document details a guide for providers, provider groups and Te Whatu Ora on how to operationalise the tool within their region/district within the context of:

1. Business-as-Usual operations
2. Emergency Responses

Business-as-Usual Operations

The PCRT is being made available to primary and community care providers across Aotearoa. How the tool is managed and operated from a day-to-day perspective is based on how providers, provider groups and Te Whatu Ora within districts and regions would like to utilise the tool within their current operations. There is no mandate from Te Whatu Ora to utilise the tool within Business-as-Usual operations. However, with increased uptake of the PCRT we will be able to understand common themes and trends in pressures experienced by primary and community care

across Aotearoa. This will help understand the quantitative impacts to providers and state a case for change in primary care from an operational and policy making perspective. To date there has been clear visibility of secondary care data which highlights system pressures, however for primary and community care this type of data has been lacking. The PCRT provides greater visibility of pressures to primary and community care services.

Emergency Responses

Within the context of an emergency response, Te Whatu Ora may require providers to complete the tool as a necessity to support response operations. The PCRT becomes a critical tool to help inform how we respond within emergencies. The tool provides a timely and efficient way for providers to indicate their operating status and pressures they are under which may require Te Whatu Ora, provider network or local Incident Management Team support. The PCRT has proved to be successful in recent emergencies in Auckland i.e. floods, Cyclone Gabrielle.

The below provides some case examples of how the PCRT is currently being used:

CASE EXAMPLES – Business as Usual

1. Provider groups understanding pressures experienced by their clinics (e.g. general practices within a PHO or pharmacies within a pharmacy group)

For some provider groups there are many individual providers that sit within their organisation or network. Within their daily/weekly operations, some provider groups have found the tool helpful as a first viewpoint on the pressures experienced within their own network particularly those with large numbers of clinics/services. This enables staff to triage providers they need to make contact with on a daily/weekly basis to support operations. In addition, this enables provider groups to support resource/staffing allocation across all providers that operate within their organisation.

2. Individual providers understand the pressures across the system and within their locality

Individual providers have signalled that there is value in understanding the pressures across the system and seeing that they are experiencing similar pressures to other providers. It highlights individual providers that have similar pressures and any common themes or trends within their locality. It also becomes a platform to openly share these pressures in a systematic way and provides visibility of these pressures to provider groups and Te Whatu Ora.

3. Escalation – automatic email notification to GP for Urgent Care Clinic closures

A newly implemented technical enhancement within the tool is an automatic email that is sent to nearby general practices when there is a status change to Urgent Care Clinics operations (i.e. Open, Closed, Partially Closed, Operating Virtually). This email will be sent to general practices operating within:

- The metro Auckland districts, a 4km radius within the Urgent Care Clinic.
- The Te Tai Tokerau district, a 30km radius within the Urgent Care Clinic.

This is to support both Urgent Care Clinics in their notification processes to nearby General Practices of closures as well as General Practices in their internal daily operations of triaging patients.

4. Use at weekly operational meetings

Within the Northern Region, there is a primary care weekly operational meeting which brings together PHOs, urgent care and Te Whatu Ora programme managers to discuss

operational matters. The PCRT aids conversations regarding pressures to the system as well a forum to get an understanding of user experiences and further enhancements that would benefit providers. Other regions and districts have similar operational forums.

5. Support operational policy implementation

The information that is collected gives frontline insights into pressures which is extremely useful in guiding operational policy development by Te Whatu Ora. For example, multiple practices utilising the free text field to discuss the same issue. As an example, last winter (2022) the impact on practices of low acuity respiratory illness for children where parental reassurance and analgesia was required was a consistent message for a few weeks. On this basis, and feedback from Middlemore ED, Counties Manukau trialled free consults and analgesia by community pharmacies for under 14s which led to expansion of this with the Minor Health Conditions Service during winter 2023.

CASE EXAMPLES – Emergency Responses

1. Understand the operating status of providers within an emergency

Within an emergency response, the PCRT enables providers to communicate their operating status rapidly to Te Whatu Ora. This helps Te Whatu Ora understand the level of impact to primary and community care services within an emergency. Especially the level of impact to a practice and whether there are mechanisms for providers to operate virtually. This was particularly helpful in 2023 during the Auckland Anniversary Flooding and Cyclone Gabrielle.

2. Support coordination of emergency response efforts

The PCRT also enables providers to indicate any critical resource issues associated to their operations. This helps Te Whatu Ora understand the level of impact across the system and where resources are needed to support providers within an emergency such as access to power supply, critical stock (such as cold chain supplies). This was particularly helpful within COVID-19, the 2023 Auckland Anniversary Flooding event and Cyclone Gabrielle.

FAQs

[Appendix 2](#) outlines some frequently asked questions that aid further operationalising of the tool.

Appendix 1: Terms of Use Agreement

Welcome to the Primary Care Resilience Tool, henceforth referred to as the 'website' the source for information on the status of Primary Care, Pharmacies, Aged Residential Care, and Home Care Community Support Services. This Terms of Use Agreement ("Agreement") governs your use of the website and the content, data, maps, plans, and information ("Content") found within.

Please read this Agreement carefully before accessing or using the website. By accessing or using any part of the website, you agree to become bound by the terms and conditions of this Agreement.

Data Agreement: The data fields within the tool are not mandated and the nature of the data provided is at the discretion of individual clinics and provider groups. The primary purpose of the data is to aid in the operation of primary and community care services, and it should not be used for tracking or reporting on individual providers or provider groups. Te Whatu Ora may use the data to report on system pressures, but any findings will not be directly attributed to individual providers and will be anonymised. Transparency in information provision is crucial for the tool's optimal benefit and utilisation at all operational levels.

Personally Identifiable Information: In accordance with privacy and data protection standards (Health Information Privacy Code 2020), all users are prohibited from inputting Personally Identifiable Information (PII) into the Primary Care Resilience tool. PII refers to any data that can be used to identify an individual, including but not limited to names, addresses, phone numbers, email addresses, and National Health Index Numbers. Users must exercise caution to ensure that such sensitive information is excluded when inputting data into the system. Non-adherence to this provision could result in potential revocation of access. The PCRT is designed to optimise data integrity while ensuring the privacy and security of individuals; hence adherence to this protocol is mandatory for all users.

Intellectual Property Rights: All Content on this website is the proprietary property of Te Whatu Ora and is protected by copyright laws. The website is made available for public service and business use. However, unauthorised copying, distribution, or publication of any Content is strictly prohibited without the express written consent of Te Whatu Ora.

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Release and Waiver: By using this website, you waive and release Te Whatu Ora from any claims that may arise from your use of the website or its Content.

Indemnification: You agree to indemnify and hold Te Whatu Ora harmless from any claims, losses, or damages arising in connection with your use of this website or its Content.

Prohibition on Legal Disputes: Content from this website should not be used for the purposes of any legal disputes.

Sharing Login Details: You agree that you will not share the login details for your clinic/service, provider group or Te Whatu Ora externally of your organisation.

By continuing to use this website, you indicate your acceptance of these Terms of Use. If you do not agree with these terms, please do not use our website. We reserve the right to make changes or modifications to this Agreement at any time and for any reason. We will alert you about any changes by updating the "Last updated" date of this Agreement. Your continued use of the website following the posting of changes or modifications will constitute your acceptance of such changes or modifications.

Appendix 2: FAQs

Accessing the tool

1. What is the website address for the PCRT?

<https://primarycareresilience.co.nz>

To log in to the PCRT, please use your registered email address.

2. What browser should I use to access the PCRT?

- Preferred browsers are Chrome, Firefox and Microsoft Edge
- Please note that the PCRT is not compatible with Internet Explorer

3. What email do I use to log in to the PCRT?

- Users have been set up through a process in which email addresses will have been provided by your PHO/Te Whatu Ora.
- If you are not sure which email has been used, please contact pcr.support@waitematadhb.govt.nz.

4. How do I request access to the PCRT for other staff members within my service?

Contact pcr.support@waitematadhb.govt.nz from your registered email address and provide the additional names and email addresses of the users from your service who you would like to have access to the tool.

5. How do I change the registered email address for our practice?

Contact pcr.support@waitematadhb.govt.nz from your registered email address and provide the new email address for your practice.

6. I am having problems logging in with my registered email

- On the log in page click on “I’ve lost my password” and enter your email address.
- You will be emailed a password reset link.



- Contact pcr.support@waitematadhb.govt.nz if you do not receive an email.

7. How do I gain access to the PCRT for a new practice/pharmacy/provider?

Please ask your PHO/Te Whatu Ora contact to email us at pcr.support@waitematadhb.govt.nz with the following details:

- Practice/pharmacy/provider name
- Provider group they belong to (if applicable)
- Facility ID
- Practice physical address
- Email address for new practice account

Completing the form

8. I can't see my practice in 'My Lists'

Contact pcr.support@waitematadhb.govt.nz to update your access to the associated clinic or service you should have access to.

9. My information is not updating when I submit the form

- If you are using Internet Explorer, please switch to either Chrome, Firefox or Microsoft Edge (the Primary Care Resilience Tool is not compatible with Internet Explorer).
- If you are still having issues, please contact us at pcr.support@waitematadhb.govt.nz