

**8C OCTAGON**  
**MODEL of NEW ZEALAND GENERAL PRACTICE**  
**2014**

The Royal New Zealand College of General Practitioners (RNZCGP) through their website [www.rnzcgp.org.nz](http://www.rnzcgp.org.nz) define General Practice as:

‘An academic and scientific discipline with its own educational content, research, evidence base and clinical activity. It is a clinical specialty orientated to primary health care. It is a first level service that requires improving, maintaining, restoring and co-ordinating people’s health. It focuses on patient needs and enhancing the network among local communities, other health and non-health agencies.’

This explanation is further annotated with a list of 12 features of General Practice.

Similar to other branches of medicine, General Practice is constantly evolving, but has maintained two central themes – ‘family orientation’ and ‘continuity of care’.

In the last 20 years the scope of New Zealand General Practice has increased significantly due to several factors including:

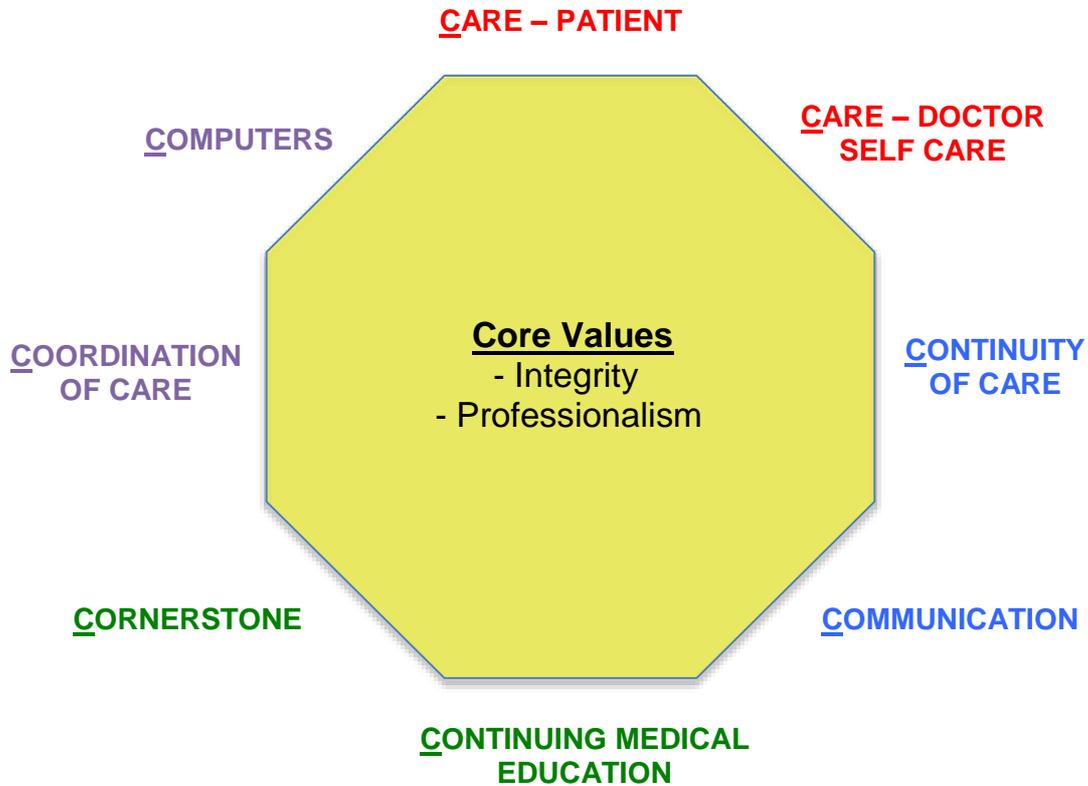
- Patient empowerment
- Advances in medical diagnostics and therapeutics
- Development of evidence based guidelines
- Devolution of services from secondary to primary care, resulting in the expansion of the General Practice team
- Proliferation of information technology and internet resources
- Compliance and regulatory conditions

The ‘8C Octagon Model of New Zealand General Practice 2014’ is unique, as it gives specific details on the current professional and personal roles of a New Zealand General Practitioner.

It is my belief that this model will be particularly useful in:

- Informing the public on the nature of General Practice
- Promoting General Practice as a career option to medical students and hospital RMO (resident medical officers)
- Giving hospital specialists and managers an insight into primary care

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**CORE VALUES**

**INTEGRITY**

- The quality of being honest and having strong moral principles

Reference: [www.oxforddictionaries.com](http://www.oxforddictionaries.com)

**PROFESSIONALISM**

- A systematic review of consensus statements on meanings of professionalism placed all aspects under one of the following five headings:
  - Adherence to ethical practice principles
  - Effective interactions with patients and with people who are important to those patients
  - Effective interactions with other people working within the health system
  - Reliability
  - Commitment to maintenance, and continuous improvement, of competence in one's self, others and systems

Reference: Professionalism in its time and place—some implications for medical Education  
The New Zealand Medical Journal 27<sup>th</sup> July 2012, Vol. 125 No. 1358

## **8C OCTAGON CATEGORIES**

- Lists below are examples and not exhaustive
- Article targeted more toward the General Practitioner

### **CARE – PATIENT**

- Patient Centered
- Family Practice - appropriate American synonym for General Practice
- Demographics
  - o Locality - General Practice, Housecall, School, Prison, Rural Hospital
  - o Age – Birth, Newborn, Child, Adolescent, Adult, Elderly, Palliative
  - o Gender – Female, Male, Transgender
  - o Ethnicity – Multicultural – Asian, European, Maori, Pacific, Refugee
- Māori Health Model – ‘Te Whare Tapa Whā’ illustrating 4 dimensions of Maori well-being – *see Appendix*
  - o Taha tinana (physical health)
  - o Taha wairua (spiritual health)
  - o Taha whānau (family health)
  - o Taha hinengaro (mental health)
- ‘Biopsychosocial’ Model of Health – *see Appendix*
  - o Biological
  - o Psychological
  - o Social
- Evidence Based Care e.g. BPAC, Guidelines
- Cost Effective – Patient, GP Practice, Health System
- Safety Net. i.e. advising patient on significant symptoms to be aware of
- Screening and Preventative Medicine e.g. Cervical Screening, BreastScreen Aotearoa, Immunisation

### **CARE – DOCTOR SELF CARE**

- Control – Paperwork, Setting Boundaries, Time Management
- Support – Peer, Collegial, Family, Friends, Spiritual, Cultural, Own GP
- Work Lifestyle Balance – Sleep, Diet, Exercise, Family, Social, Hobbies
- Annual Leave

### **CONTINUITY OF CARE**

- Longitudinal Care
- Recalls
- Follow Up – Consultations, Investigations, Inpatient & Outpatient letters
- Telephone Support and Advice
- Keeping Patient Informed

### **COMMUNICATION**

- With Patients and Family, Practice Staff, Other Health Professionals including Colleagues
- Access through different media – Telephone, Faxing, Electronic (e mail etc.)
- Empathy
- Listening and Articulation Skills, including Translation as required
- Culturally Competent in a Multicultural Society
- Clear and Concise – Health Literacy

### **CONTINUING MEDICAL EDUCATION (CME)**

- Individual 'Accreditation'
- RNZCGP CPD programme (MOPS) requirements
  - o Professional development plan
  - o Audit of medical practice
  - o Peer review activities
  - o Continuing medical education (CME)
  - o Resuscitation skills
  - o Cultural competence
  - o Collegial relationship – for those doctors who have not yet attained vocational registration
- Patient Feedback – Learning from patient experiences
- Interprofessional Education (IPE)
- Teaching – Medical Student, PGY2 and PGY3, GP Registrars, Workforce Development including promoting General Practice as a career option
- Research

### **CORNERSTONE, PRACTICE MANAGEMENT and LEGISLATIVE**

- Practice 'Accreditation'
- Regular General Practice Team Meetings
- RNZCGP Aiming for Excellence, Foundation Standard roll-outs
- Protocols, Quality, Systems
- Practice Management including 'Financials' and 'Running a Business'
- Health and Disability Commissioner (HDC) 'The Code of Rights' establishes the rights of consumers, and the obligations and duties of providers to comply with the Code. It is a regulation under the Health and Disability Commissioner Act
- New Zealand Medical Council – Annual Practicing Certificate
- Medical Protection Society – Medical Indemnity Insurance

### **COORDINATION OF CARE and SERVICES**

- Practice Team – Practice Nurse, Receptionist, Community Health Worker, Practice Assistant, Practice Manager
- Mainstream Ancillary Referrals – Laboratory, Pharmacist, Physiotherapist, Radiology, Audiologist, Optometrist
- Alternative Referrals (ACC approved) – Acupuncture, Chiropractor, Osteopath
- Private – Insurance companies, Specialist referrals
- Community Services – e.g. Counseling, Green Prescription, Quitline, Plunket
- Support Organisations and Disability Resources – e.g. Alzheimer's, Arthritis, Cancer, Diabetes, Elderly, Mental Health, Stroke
- Primary Health Organisation (PHO)
- Regional – Hospital and District Health Boards (including inpatient referrals, outpatient clinic referrals, home health services), Public Health
- National – ACC, Centre for Adverse Reactions Monitoring (CARM), Integrated Performance Incentive Framework (IPIF), Ministry of Health (MOH), National Immunisation Register (NIR), Political Advocacy, Work and Income

## COMPUTERS – INFORMATION TECHNOLOGY

- Practice Management System e.g. Medtech 32, My Practice
- Documentation in Clinical Notes
- BPAC Decision Support
- Interface of General Practice with Other Providers e.g. E Referrals
- Patient Portal
- Internet Reference including Medical Websites

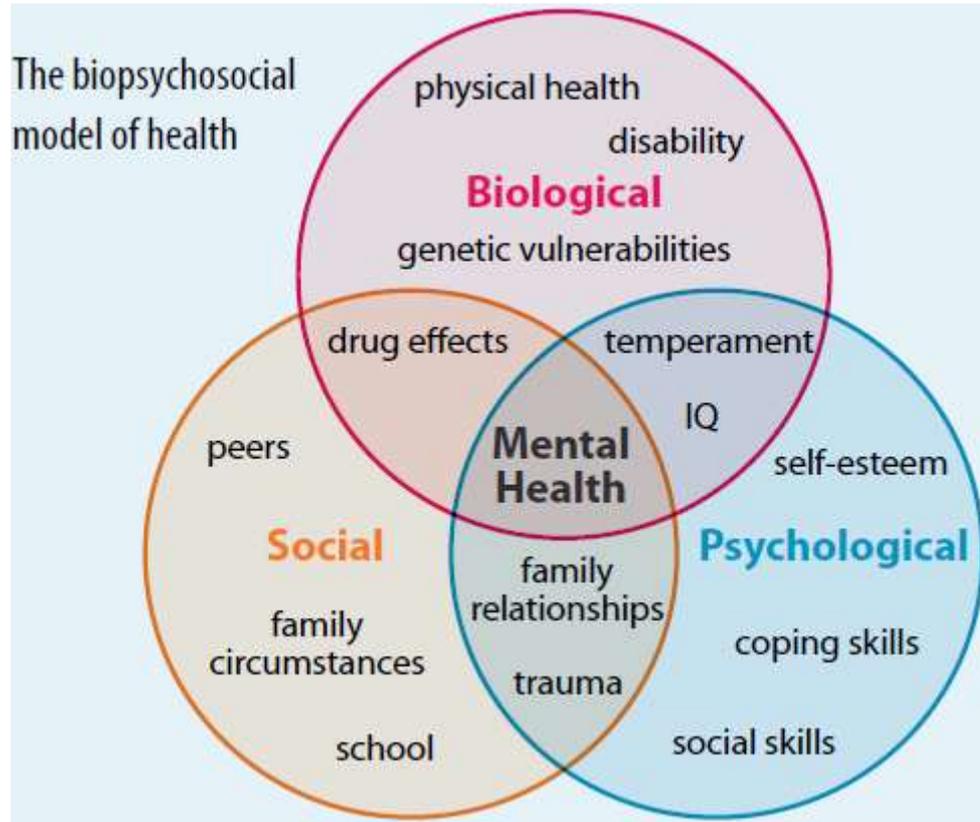
E.g. [www.nzgp-webdirectory.co.nz](http://www.nzgp-webdirectory.co.nz) NZGP Web Directory

*Disclosure – Dr Kevin Gabriel is the Author of this website*

**APPENDIX**



Reference: [www.health.govt.nz](http://www.health.govt.nz)



Reference: [www.savvywillingandable.wordpress.com](http://www.savvywillingandable.wordpress.com)

## **GLOSSARY**

- ACC Accident Compensation Corporation
- ACLS Advanced Cardiac Life Support
- BPAC Best Practice Advisory Centre New Zealand
- CARM Centre for Adverse Reactions Monitoring
- CME Continuing Medical Education
- CPD Continuing Professional Development
- CQI Continuous Quality Improvement
- GP General Practitioner
- HDC Health and Disability Commissioner
- IPE Interprofessional Education
- IPIF Integrated Performance Incentive Framework
- IQ Intelligence Quotient
- MOH Ministry of Health
- MOPS Maintenance of Professional Standards
- NIR National Immunisation Register
- PGY Post-Graduate Year
- PHO Primary Health Organisation
- RNZCGP Royal New College of General Practitioners