

Health improvement practitioner training - Guide for practices

This guide has been designed to assist practices in understanding the health improvement practitioner (HIP) training and preparing for the pre-practicum, and practicum aspects of the programme. Please also refer to the Ministry of Health's implementation toolkit for further information regarding the necessary preparation prior to a HIP starting in their role.

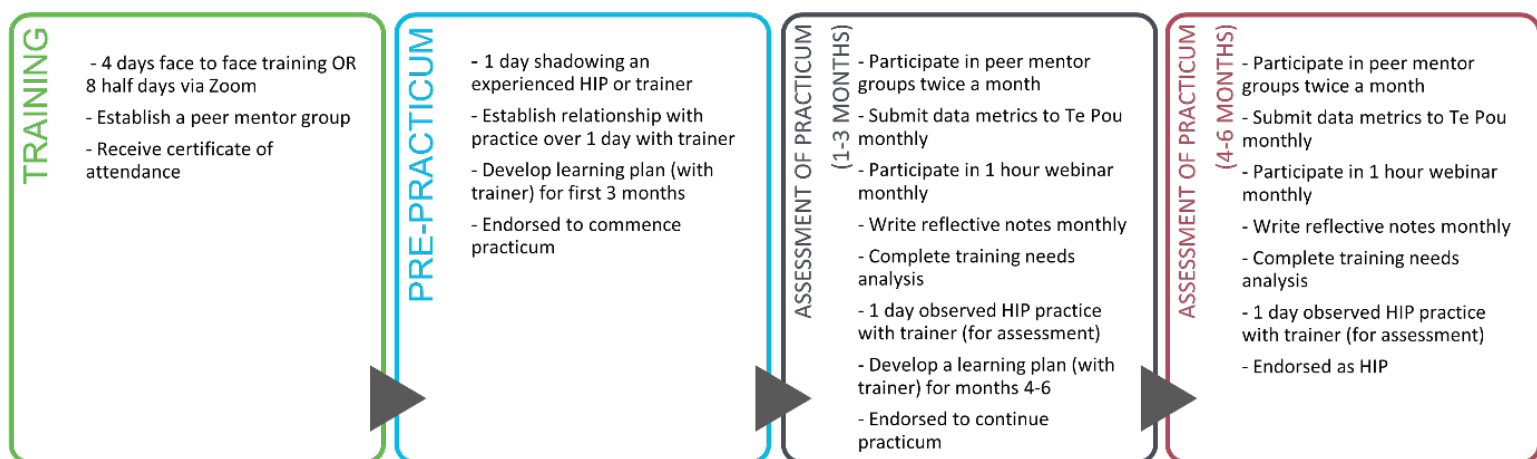
Health improvement practitioners

A health improvement practitioner (HIP) is part of a general practice team and is a registered health practitioner. Being based in a general practice, there are no barriers as to who can see a HIP, as long as the person is enrolled in the practice. Appointments are available every day for 20-30 minutes. Half of the day is for booked appointments and half is for unbooked appointments to allow for same-day referrals.

Their work is population-based, meaning people do not require a previous or current mental health or addiction diagnosis to make an appointment. HIPs work in a team approach with the general practice team and can also provide group sessions for a range of issues such as insomnia, gout, anxiety or cardiovascular disease.

Training structure

Training is broken into four key stages, as outlined below:



Trainee availability

Training – Week one of training is generally held Monday to Thursday (if it is face to face).

Pre-practicum – This involves one day of shadowing an experienced HIP or trainer in practice, and one day having a trainer work alongside the trainee in their place of work. Trainees need to be available for the first **four weeks** when training commences as the second phase can take place directly after the in-class training (from Friday and into the following week). Therefore, there should be no leave for the first four weeks of training.

Te Pou will notify trainees of their scheduled shadowing and practice visit days when details have been confirmed with employers.

Practicum – the HIP trainee commences the practicum activities on completion of the pre-practicum.

Pre-practicum preparation

Shadowing

As part of the pre-practicum trainees need to shadow an experienced HIP for one day to allow them to witness in practice the learnings of their trainings so far and connect with other peers. Trainees need to be available for a full day.

Where trainees can shadow an experienced HIP within their region, or a neighbouring region, we will co-ordinate with you. Alternatively, if trainees are travelling for the initial training to another region, they can extend their travel arrangements to attend a shadowing session with an experienced HIP closer to their training site, if this option is available.

If an experienced HIP isn't available in your region and trainees are unable to travel, a HIP trainer can spend a day being shadowed in the trainees' practice, in addition to the pre-practicum. Shadowing will take place at the general practice in which the trainee is due to commence their role. The trainer will be able to demonstrate HIP practice and consultation for a day, with no more than two trainees per day.

During the shadowing process trainees will need to:

- Keep pace with the experienced HIP or trainer
- Minimise distraction or interference
- Passively observe only
- Strictly maintain confidentiality in regard to all aspects of your visit to the primary health practice which may require them to sign the practice's confidentiality agreement. If you require a confidentiality agreement please arrange this on the day in line with your policy.
- Adhere to the practice's health and safety precautions, including COVID-19 preparations and guidelines.

If shadowing is taking place with a **HIP trainer** in your practice, please ensure the following has been arranged:

- The visiting HIP trainer will have access to your patient management system
- A **minimum of four** people have been booked for the day, so trainees have more opportunities for learning.

Their appointment template for shadowing may look like this:

One day of shadowing	
Time	Agenda
8am	Admin time
8:30am	Booked appointment
9am	Same day/walk-in
9:30am	Booked appointment
10am	Same day/walk-in
10:30am	Booked appointment
11am	Same day/walk-in
11:30am	Booked appointment
Midday	Lunch break
12:30pm	Same day/walk-in

1pm	Booked appointment
1:30pm	Same day/walk-in
2pm	Booked appointment
2:30pm	Same day/walk-in
3pm	Booked appointment
3:30pm	Same day/walk-in
4pm	Booked appointment

Introduction to practice

As part of the pre-practicum, trainees will be joined alongside a trainer in their practice locality. The following preparation would be helpful prior to the pre-practicum:

- Setting up a meeting, such as during a huddle or lunch break, to give the opportunity for a formal introduction of the trainee to their practice as a new member of the primary health team (if this hasn't already occurred). This will also allow for a presentation of the health improvement practitioner (HIP) role and integration to all practice staff by a HIP trainer
- Confirmation the clinic is aware of the 30-minute schedule – alternating 'same day' and 'scheduled' appointments
- Sending the trainer a list of the clinical team eg GPs, nurses etc
- Logistics and practicalities arranged (access to the building, clinic operations, computer and software programmes, relevant practice policies and procedures), including engagement in staff meetings, huddles and events.

The trainee will commence seeing people alongside a HIP trainer. These may be co-facilitated encounters for teaching and learning purposes. A learning plan will also be developed, in collaboration with a HIP trainer, to support ongoing learning and development for the first three months and will be provided to their employer.

If there are no experienced HIPs in your region for trainees to shadow, they will shadow a HIP trainer in the trainee's practice; and the shadowing template (above) will apply for the first day.

The trainee's appointment template for the introduction to practice may look like this:

Intro and mentoring	
Time	Agenda
	Introduction to practice activities
Midday	Lunch break
12:30pm	Same day/walk-in
1pm	Booked appointment
1:30pm	Same day/walk-in
2pm	Booked appointment
2:30pm	Same day/walk-in
3pm	Booked appointment
3:30pm	Same day/walk-in
4pm	Booked appointment

Practicum preparation

The practicum involves a HIP trainer carrying out an in-person assessment at 3-months post training, and 6-months post-training. This is done by observing the HIP seeing people, so HIPs will need access to a consult room in the clinic with a computer, printer and a login to the electronic patient management system.

During the assessment, the HIP trainer and trainee will develop an updated learning plan together which will then be shared with the trainee's line manager.

The trainee's appointment template may look something like this:

Assessment day	
Time	Agenda
8am	Admin time
8:30am	Booked appointment
9am	Same day/walk-in
9:30am	Booked appointment
10am	Same day/walk-in
10:30am	Booked appointment
11am	Same day/walk-in
11:30am	Booked appointment
Midday	Lunch break
12:30pm	Same day/walk-in
1pm	Booked appointment
1:30pm	Same day/walk-in
2pm	Booked appointment
2:30pm	Same day/walk-in
3pm	Booked appointment
3:30pm	Same day/walk-in
4pm	Booked appointment

As part of the HIP training programme, trainees need to submit monthly data metrics and reflective notes, in addition to attending monthly webinars. If a trainee has not met these requirements, assessment days and the completion date of their training will be delayed until all requirements have been met.

Data metrics

To assist the HIP trainer to understand how the HIP is applying their learning into practice, trainees are required to submit some data metrics each month to Te Pou for the duration of the practicum. The data is a summary of the number of people seen, the issues presented, tools that are being applied in practice and how the HIP is working with colleagues and other agencies. In addition to this there is some contextual information about the practice and community in which the HIP is working that assists the trainer to understand the environment in which the person is working. The data required is based on the *Daily practice management sheet* provided in the e-book for the training, and a copy is included in the *Practicum guidelines* which is provided to trainees. The data doesn't include any identifiable information and Te Pou has established criteria around the use and storage of this information.

Reflective notes

These may be provided in a variety of formats eg written, verbal, video diaries or a combination. Reflective notes must be updated at least once a month to be reviewed by the trainer for the duration of the practicum. This means there will be a minimum of six comprehensive and detailed entries and should be submitted to the trainer each month.

Webinars

Trainees need to attend a total of six webinars, held each month and attendance at all six webinars is required to complete the practicum. They include video presentations from experts and highlight clinical and context situations that may be seen in clinical work in general practice. Non-attendance will result in a trainee's endorsement being delayed until they have attended all webinars.

COVID-19

Changes to New Zealand's alert levels, especially levels 3 or 4 will affect all aspects of training. We will aim to deliver training virtually, and will be in touch with employers and trainees about specific arrangements. The shadowing component will be on hold until alert level 1.

Please note: Restrictions on domestic travel may lead to delays to components involving practice visits. Practice visits will only occur where restrictions make it possible, and where practices, trainees and trainers all feel comfortable undertaking the visit.

Face to face training workshops will only be considered at alert level 2 if trainees are all from the same location, the venue is suitable to allow for physical distancing and a trainer is able to travel to the region. In all other instances training will be delivered virtually at alert level 2 and above.

The following precautions should be taken when you attend workshops or trainers are visiting your practice at alert level 2 and above:

- Trainees should not attend a workshop or their practice if they are experiencing any cold or flu like symptoms, or are in isolation for any reason.
- Attendance at workshops will be recorded and kept for contact tracing purposes. Participants are strongly encouraged to sign into the venue using the NZ COVID tracing app and QR code.
- Washing hands and using hand sanitiser regularly.
- Trainees must always keep 2-metres physical distance from other participants and the facilitators.
- You must wear a face covering at all times during the workshop. For more information, including an exemption card for face coverings please visit <https://covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others-from-covid-19/wear-a-face-covering/>
- If trainees are travelling to the workshop on public transport, a reminder that face coverings are legally mandated when using public transport at alert level 2 and above.

For more information regarding the New Zealand alert level system and COVID-19, please visit <https://covid19.govt.nz/>