

Kia Kaha Ki Te Hauora

Stay Strong in Wellness





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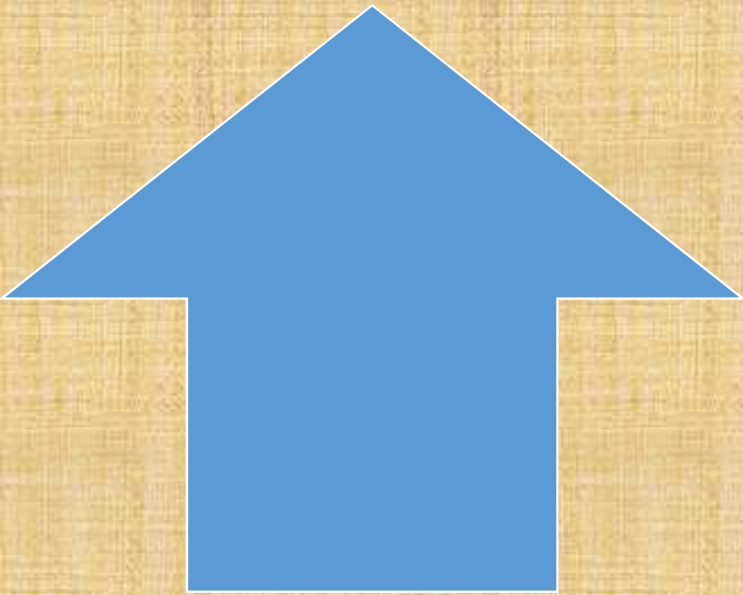
To support 5000 ETHC patients with long-term conditions in the Otara locality by 1 December 2016...

By engaging, connecting and activating patients, whaanau and GP clinics within a self-management wheel of support...

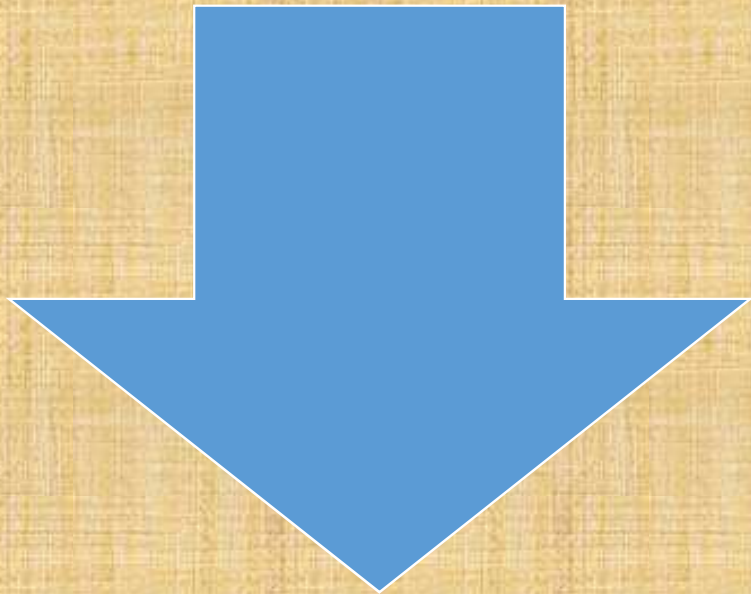
We developed a series of PDSAs

Plan Do Study Act

→ To test whether peer leaders speaking to patients in our GP waiting rooms about the Manage Better Health Course would increase attendance at the courses



We did find a few
new
participants...



And learned
more than a few
new things

Meet people where they are

- Learning how to have a conversation in the waiting room
- Learning how to introduce the Manage Better Health Course

What people want

- Evening courses
- Language specific courses
- Written information
- A chance to respond

What staff want

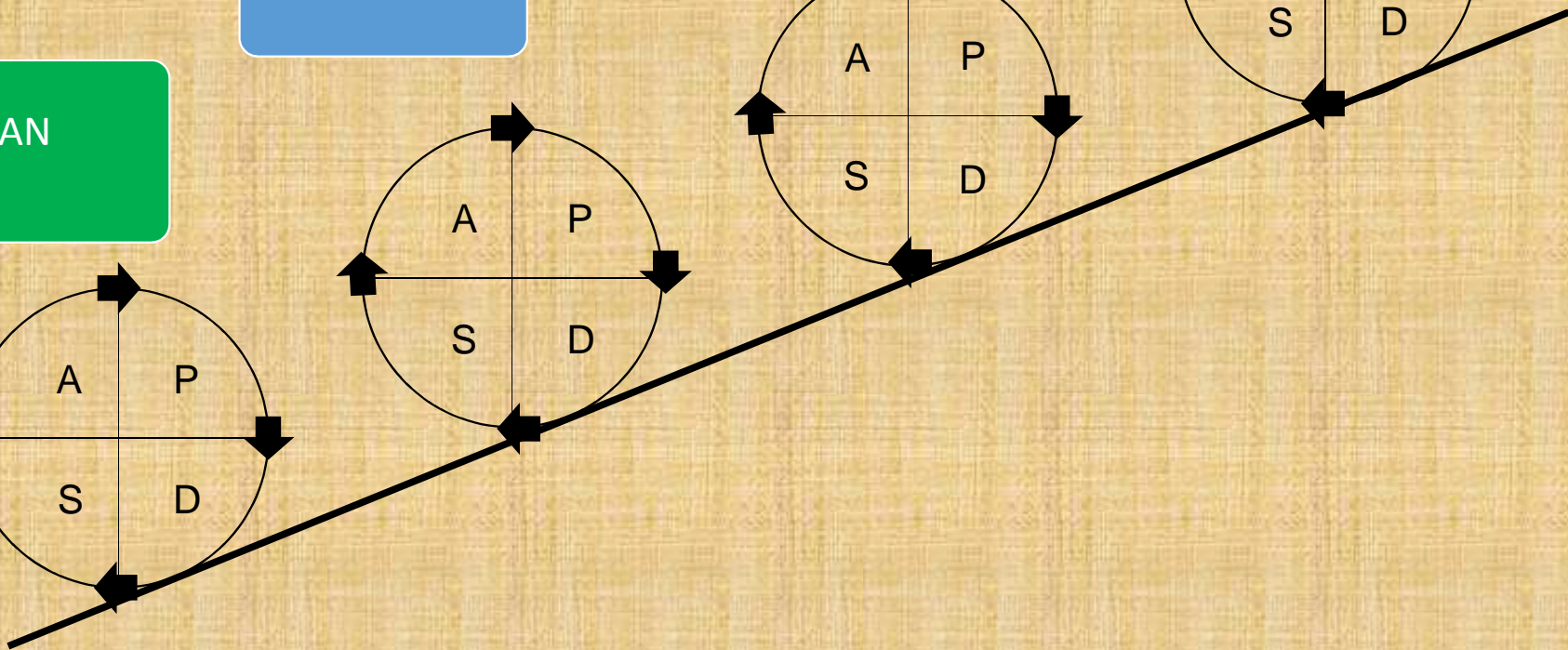
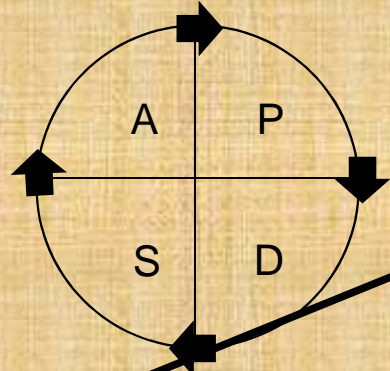
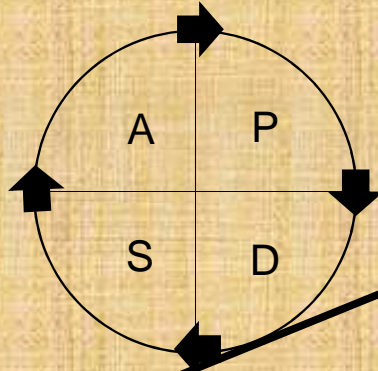
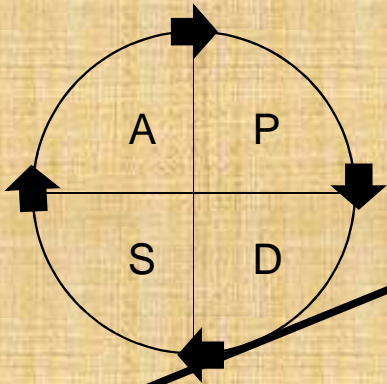
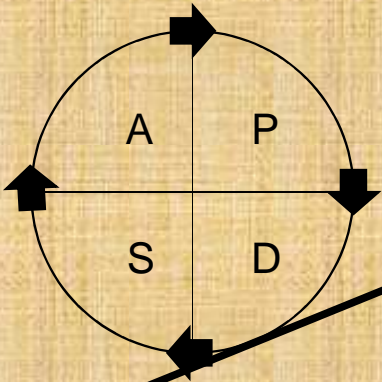
- Enthusiasm from peers
- Explanation from professionals
- Referral pathways

PLAN

DO

STUDY/
LEARNING

ACT

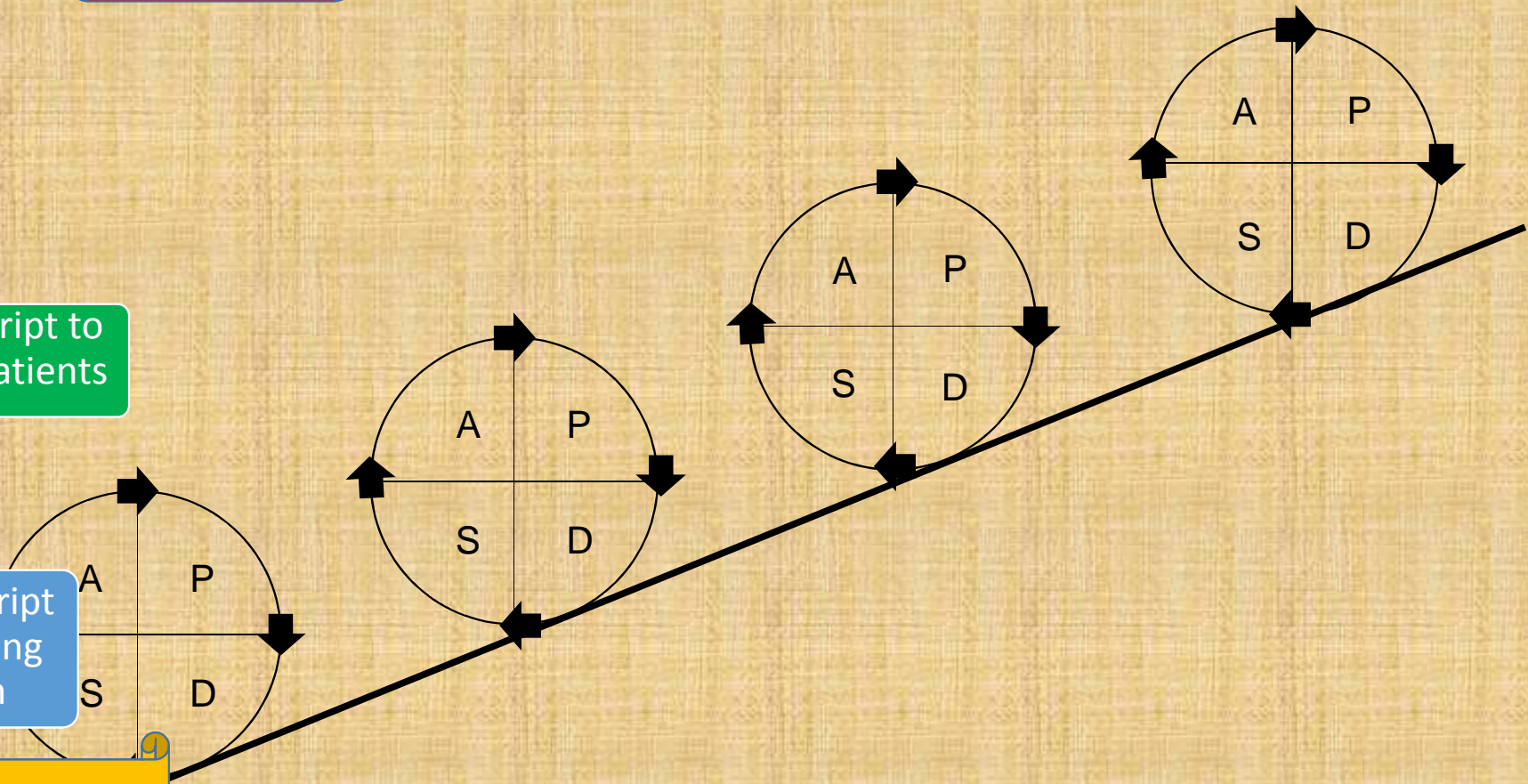


Enlist Tongan-speaking peer leader

Create script to engage patients

Tried script in waiting room

Hard to engage non-English speakers



Enlist Tongan-speaking peer leader

Planned Tongan language course

Go with Tongan-speaking leader

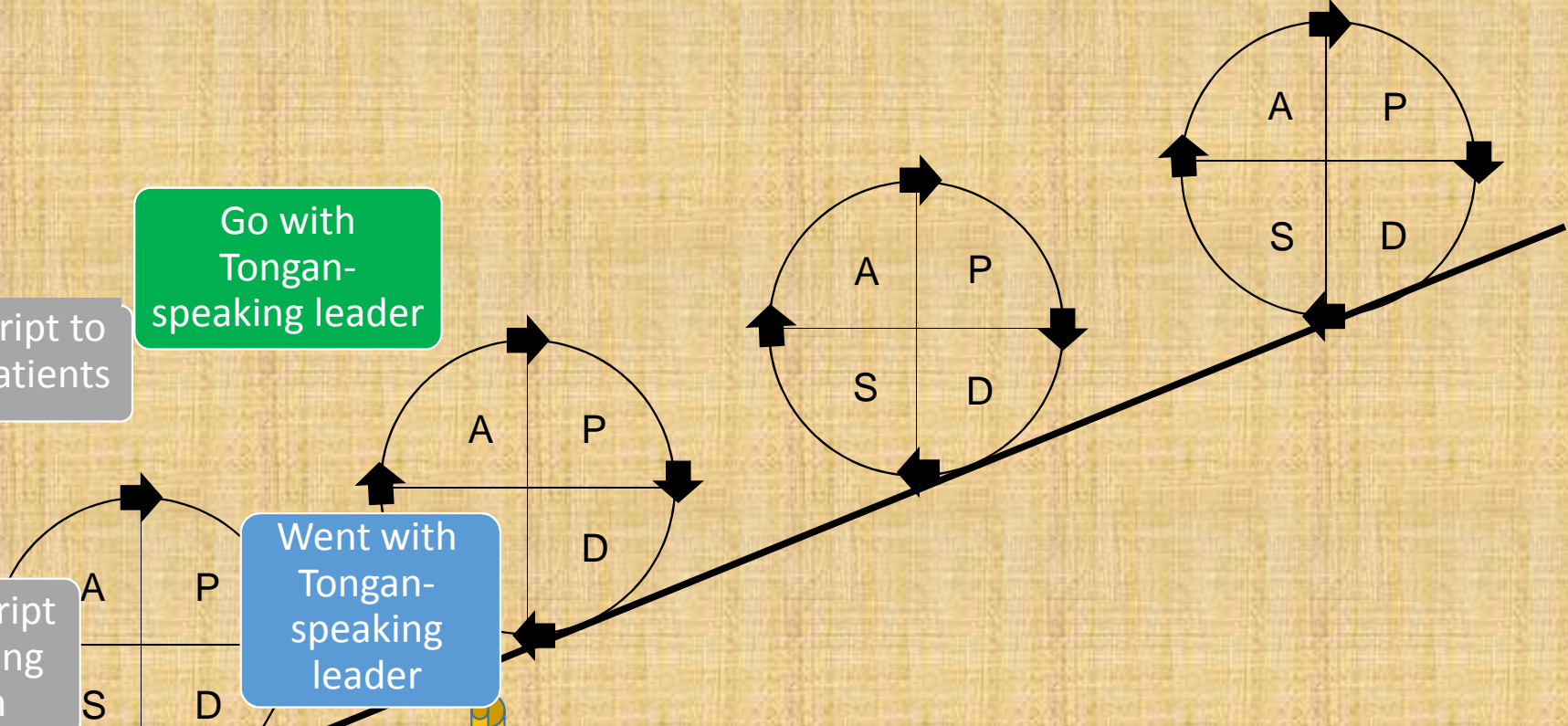
Went with Tongan-speaking leader

Demand for courses in native language

Create script to engage patients

Tried script in waiting room

Hard to engage non-English speakers



Enlist Tongan-speaking peer leader

Planned Tongan language course

Peer & Professional pair

Go to GP clinic team huddle first

Go with Tongan-speaking leader

Create script to engage patients

Tried script in waiting room

Went with Tongan-speaking leader

Met with GP clinic huddle first

Hard to engage non-English speakers

Demand for courses in native language

How to connect with clinic staff

