



EAST HEALTH TRUST
primary health organisation

Caring for our community



A Platter of Choice for Managing Health

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East Health Trust (PHO)

- 23 GP practices
- East Auckland (Howick, Botany, Pakuranga.....)
- Enrolled 98,029 people
- Serving Locality of about 110,000
- 2013 census nearly 39% identify as Asian in Howick local board area.



Background

- Long term health conditions contribute to approximately 80% of deaths in New Zealand
- These long term health conditions account for approximately 70% of all healthcare spending
- Rates of many diseases continue to rise



Aims

- Improve health outcomes through self management
- Reduction in hospital admissions and length of stay
- Activating people (increased self efficacy equipping people with tools to optimally manage their health)



Self Management Support



- Planned for whole year
- GP and nurse referral through the PMS, self referral through wider networks
- Active engagement with peer support to facilitators and leaders across all PHO's and networks
- Care Coordinators (ARI) already engaged in care planning and goal setting



Commitment from organisation



- Trust Board Presentations – explaining what SME
- Having CEO on board (Leadership commitment)
- Not income generating activity –takes time
- Patients take letters to their GP/PN which increases referral
- Good news stories promoted with organisation
- **Having passionate committed staff**
- Being accessible (evening, weekend groups, public holiday flow)
- Patient story is powerful...Practice on board -mindfulness example



What's on offer?



- Healthy Eating Active Lifestyles (HEALs)
- Stanford University programmes
 - Chronic Disease Self Management (generic)
 - Diabetes Self Management
 - Pain Self Management
- Regional Diabetes Self Management
- Weight Self Management
- Quit Smoking Group Based Treatment
- Mindfulness Based Stress Reduction (MBSR)



Results



- Use HeiQ™ (Health Education Information Questionnaire) from Deakin University – Australia
 - pre/post evaluation
- Verbal and written feedback from participants including follow up groups



Results



HeiQ (score range 1-4)	Baseline mean	Follow up mean	% Participants with improvement
HEALTHY EATING ACTIVE LIFESTYLES Health related behaviour Positive and active engagement in life Emotional wellbeing Self monitoring and insight Constructive attitudes and approaches Skill and technical acquisition Social integration and support Health service navigation	2.8 3.1 2.2 3.0 3.3 2.9 2.9 3.0	3.2 3.3 2.1 3.1 3.3 3.0 2.8 3.0	50% 50% 40% 30% 10% 50% 40% 40%
PAIN SELF MANAGEMENT EDUCATION Health related behaviour Positive and active engagement in life Emotional wellbeing Self monitoring and insight Constructive attitudes and approaches Skill and technical acquisition Social integration and support Health service navigation	3.0 2.8 2.7 2.9 2.8 2.4 2.4 2.6	3.3 3.2 2.3 3.1 3.1 2.9 2.7 2.8	40% 50% 50% 30% 40% 60% 70% 20%
WEIGHT SELF MANAGEMENT EDUCATION Health related behaviour Positive and active engagement in life Emotional wellbeing Self monitoring and insight Constructive attitudes and approaches Skill and technical acquisition Social integration and support Health service navigation	2.6 2.9 2.5 2.8 3.0 2.8 2.8 3.0	3.0 3.2 2.2 3.1 3.3 3.1 3.1 3.1	55% 47% 43% 45% 45% 62% 42% 34%



Caring for our Community

Results



HeiQ (score range 1-4)	Baseline mean	Follow up mean	% Participants with improvement
DIABETES SELF MANAGEMENT EDUCATION			
Health related behaviour	3.1	3.3	36%
Positive and active engagement in life	3.1	3.2	39%
Emotional wellbeing	2.6	2.1	50%
Self monitoring and insight	3.0	3.2	43%
Constructive attitudes and approaches	3.2	3.2	39%
Skill and technical acquisition	2.8	3.0	61%
Social integration and support	2.7	3.0	32%
Health service navigation	3.1	3.2	32%
DIABETES SELF MANAGEMENT EDUCATION			
Health related behaviour	2.8	3.1	34%
Positive and active engagement in life	3.0	3.3	36%
Emotional wellbeing	2.3	2.1	31%
Self monitoring and insight	3.0	3.3	59%
Constructive attitudes and approaches	3.1	3.4	40%
Skill and technical acquisition	2.8	3.2	66%
Social integration and support	2.9	3.1	34%
Health service navigation	3.1	3.3	31%
GENERIC SELF MANAGEMENT EDUCATION			
Health related behaviour	2.9	3.2	37%
Positive and active engagement in life	2.9	3.2	46%
Emotional wellbeing	2.6	2.4	30%
Self monitoring and insight	3.0	3.2	42%
Constructive attitudes and approaches	2.9	3.2	46%
Skill and technical acquisition	2.8	3.1	63%
Social integration and support	2.7	2.9	36%
Health service navigation	3.0	3.2	33%



Feedback

Feedback from diabetes self management course attendee

July 2013
HbA1c = 84



January 2014
HbA1c = 42



July 2013
Weight = 77kg



January 2014
Weight = 54kg



6 month follow up



Caring for our Community

Growing Community Support



- Master Trainers are required to facilitate an annual 4 day Leader training (commitment from organisation essential)
- Participants are assessed – not everyone is successful (Volunteer lay leaders or Health Care Professional)
- Peer support reaches across all DHB/PHO boundaries
- Collaboration across metro Auckland
- Master Trainers support Leaders within their respective PHO
- Peer supervision/de-brief after each session is crucial





Caring for our Community

What people said

"I drink water now"
(Stanford Generic)

"Found a buddy
to walk with"
(HEALs)

"Lost 14kg,
feeling great"
(Diabetes SME)

"I can breathe
better now"
(Quit Smoking)

"I can now read
food labels"
(Weight SME)

"I react less and
now respond
thoughtfully"
(Mindfulness)

"I'm in less pain
because of Pain CD"
(Pain SME)



Caring for our Community

Lets Play Stanford



Problem solving activity

- Identity the problem
- List ideas
- Select one
- Assess the results
- Substitute another idea
- Utilize other resources
- Accept that the problem may not be solvable now

