

Manaaki Hauora-Supporting Wellness

Learning Session 3
Tuesday 10 November 2015

BRITE

(Building Responsive Into Teams' Efforts)



Aim

To build the infrastructure, to improve team self management capacity and capability and to improve consumer engagement and self-care skills as demonstrated by reaching at least 500 people (public and health providers) via BRITE projects by Dec 2016.

Driver Diagram: BRITE (Health Navigator)
Version 4 (7 Nov 2015)

Increase Patient/Whanau access to relevant health knowledge* from X # of people to Y # of people by June 2016

AIM: to build the infrastructure to improve team self management capacity and capability and to improve consumer engagement and self-care skills as demonstrated by reaching at least 500 people (public and health providers) via BRITE projects by Dec 2016.

Increase the average number of interactions/week with the MH Network* to 2 by June 2016

Primary Drivers

Secondary Drivers

Change Ideas

Self-management tools & resources

Facebook

Community of Practice

- Toolkits for patients
- Toolkits for health providers
- Health Navigator website
- Video & App Library
- Online newsletters

- Social media training
- Facebook groups for consumers

- Discussion forums / blogs
- Web-based learning
- Building an online supportive network

- Health Literacy Information
- Decision Making Information
- Measurement Tools
- Health navigator resources
- Supporting learning & behaviour change
- Newsletter for SME group graduates
- Updates for teams

- Creating a Facebook page
- Administering a Facebook page
- Literature evidence / information on social media models
- Individual SME / team
- Overall campaign

- Exchange of "Change Ideas"
- Stimulating discussion and learning
- Links to tools & resources
- Sharing knowledge and ideas
- Case studies

Change Package

Secondary drivers (Theory of change)	Change concepts & change ideas tested	Evidence of Improvement
Self management tools and resources	These tools and resources (news letters, toolkits, etc.) are currently being built/ further developed and have not yet been tested.	
Facebook group for consumers	<ul style="list-style-type: none"> • Closed Facebook page for SME graduates and Peer Leaders (Kia Kaha team). • Request from group for Social Media training 	Active engagement from co-design participants.
Build an online network to support the Manaaki Hauora Teams	<p>Manaaki Hauora Network</p> <ul style="list-style-type: none"> • Members only website • Discussion forum • Broadcast messages • Case studies • Group set up (team/group specific) • Admin/manager appointed to SME group • PMs & IAs promote membership • Survey of members needs 	<ul style="list-style-type: none"> • Membership increased • 3 groups set up • SME group active post appointment of admin/manager • Case studies found to be useful

Potential for Spread

- The aim of all of the BRITE projects is to build self management capacity and capability for both health providers and patients and the public.
- This supports the self care focus and direction as outlined in the Ministry of Health's updated Health Services plan.
- Our testing explores the scalability and usability of both the concepts and theory behind our projects as well as the implementation issues.
- Our learnings will be shared via our regional and national networks.

Achievements to Date

- The SME group are sharing documents and calendars across all of the PHOs and DHB providing group self management education. This has been enabled by the Manaaki Hauora Network
- The Kia Kaha group have determined a model/style of Facebook that is right for them. This has been enabled by the co-design facilitation process.

Most successful PDSA cycle

- Appointing an administrator/manager to the SME group
- The task of surveying Manaaki Hauora membership provided a lot of learning and led to a number of PDSAs most of which are focussed on usability and are still being run.

Measures Summary

To reach at least 500 people (public and health providers) via BRITE projects by Dec 2016.



Self management tool kits and resources will be measured by number of meetings with teams, distribution of resources (number of documents/tools provided), rapid feedback tool average scores (value of session, knowledge gained, practical application), engagement level



We plan to measure this by counting the number of groups that have been set up and the number of postings on Facebook, Likes, Shares etc



Manaaki Hauora Website use will be measured via Google analytics: Top 10 pages accessed, Time spent on web page, Downloads, Forum use, How many people posting etc. Also a baseline survey of the website has been completed.

Dashboard

- This is yet to be set up

Total number of reaches <ul style="list-style-type: none">• Aim: 500 reaches	Facebook page <ul style="list-style-type: none">• Kia Kaha group has a FB page set up• Plan to go back to collect their measures• Need to set up Manaaki Hauora FB page	Tools and Resources <ul style="list-style-type: none">• Liaising with Gout team and Healing at Home team• This is in its planning stage• Number of newsletters• Number of people reached with toolkit
Manaaki Hauora Website <ul style="list-style-type: none">• Awaiting Google analytics to measure the• No of people enrolled on MHN		

Collaborative Team Members

- Janine Bycroft – Clinical Lead, Health Navigator
- Pat Flanagan – Project Lead, Health Navigator
- Earnest Pidakala – Improvement Advisor, Ko Awatea
- Jacqueline Schmidt-Busby – Project Manager, Ko Awatea
- Adam May - Creative Content, Health Navigator
- Charmaine Vaughan – Communications, Health Navigator