



Manaaki Hauora-Supporting Wellness

Learning Session 3

Tuesday 10 November 2015

Exercise for Life

A Better Breathing & Healthy Hearts
collaboration



Aim



- By December 2015, 100 Healthy Heart and Better Breathing participants will increase their self management survey results* from x to y.

**The patient self management score will record the clinicians impression of the participants ability to manage their health condition in the 5 key “areas” and encompass behaviour change and capability.*

AIM Measures	Primary Drivers	Secondary Drivers	Change Ideas	
--------------	-----------------	-------------------	--------------	--

Aim:

- By December 2015, 100 Healthy Heart and Better Breathing participants will increase their self management survey results* from x to y.

**The patient self management score will record the clinicians impression of the participants ability to manage their health condition in the 5 key "areas" and encompass behaviour change and capability.*

Outcome measures

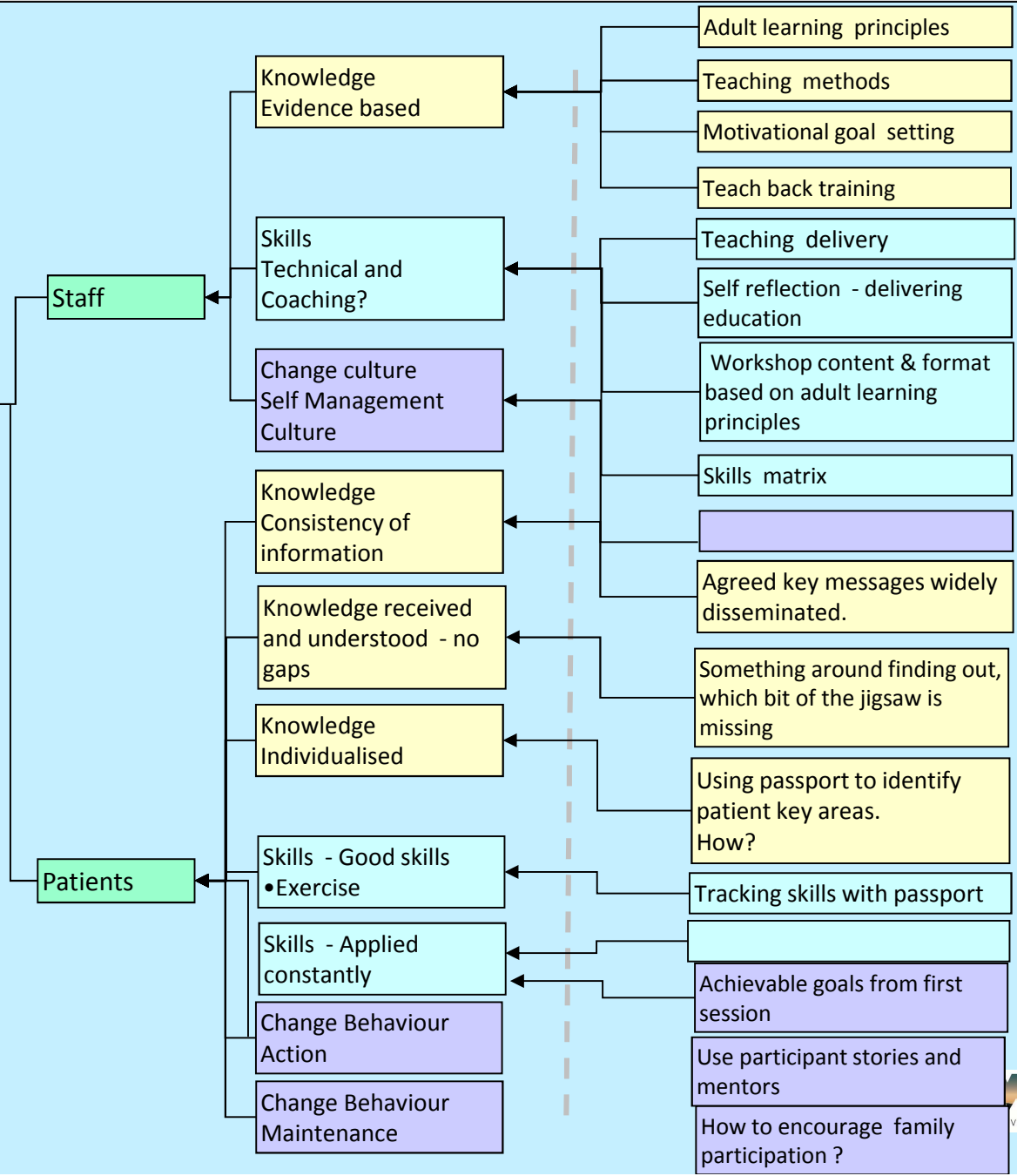
- Participant survey responses to self-management & health outcomes

Process measures

- Staff self-efficacy questionnaire

Balancing measures

- Staff time to complete call backs/administrative tasks required in undertaking follow up surveys



- PDSA – ask patients about their learning styles. To see how many can identify there own preferences.
- PDSA – Find out how much patients understand about their condition . LINQ and HH equivalent
- PDSA – Video education session for self reflection
- PDSA – Score Education sessions against learning styles checklist.
- PDSA – Passport contents
- PDSA – Health Professionals impression of Self Management Developed survey
- PDSA – Health Professionals impression of Self Management Test Survey with patients
- PDSA – Time involved in co-ordinating follow up assessment telephone calls
- PDSA – Patient Experience Emma?
- PDSA – Nina tile TBC

Change Package



Secondary drivers (Theory of change)	Change concepts & change ideas tested	Evidence of Improvement
	On completion of the rehabilitation program, the initial goals are reviewed and new goals set for ongoing improvement.	Participant feedback – new goals help to keep motivated.
	Development of a self management survey to measure participants understanding and competency with five key health messages	Staff feedback on the ease of completing the survey on initial assessment. Staff feedback on ease of completing the survey at the end of the programme
	•Develop a tool to measure the clinicians confidence and competence in using the principles of self management in their clinical practise	Staff to complete survey at beginning of the project (baseline) and then again in December.

Change Package (continued)



Secondary drivers (Theory of change)	Change concepts & change ideas tested	Evidence of Improvement
	<p>Development of a 'passport to health' self management booklet to develop with participants on their initial assessment and the participant to complete as they progress through the programme</p>	<p>Participant feedback on design and purpose of the passport Participant feedback through satisfaction survey</p>
	<p>Score education sessions against learning styles checklist Start with PT lead talks and ensure different learning styles are addressed through the presentation</p>	<p>Peer feedback Video of education session</p>

Potential for Spread



- Share information and resources developed with other health professional involved in cardiac and pulmonary rehabilitation programmes at CMH.
- Develop tools that can be shared with other services employing self management skills in their clinical practise

Achievements to Date



- ✓ *Agreed aim*
- ✓ *Completed project charter*
- ✓ *Driver diagram*
 - *Change package*
 - *Communication plan*
 - *Measurement plan*
 - *Staff responsibility/expectations*
 - *Audit trail of change*
 - *Evaluation of 'difference' including consumer survey*

Most successful PDSA cycle



Creating group conversations



Measures Summary



Participants

- What is needed to self-manage?
- Skills & knowledge
- Technical skills
- Information provision
- Behaviour change

Staff

- Confidence and competence in learning/facilitation of SMS
- Review of current resources
- Process map of best practice visibility

Service

- Evaluation of current resources
- Requirements to improve
- 'Passport' design/concept as co-designed with participants

Participants



Health message	Question/prompt	0-5
Knowledge of condition	Do you know the name of your condition? What do you understand by this condition?	
Medications	Do you know what your medications do? Do you ever run out or do not collect them from the pharmacy?	
Action Plan	Do you know what to do when your symptoms become worse or you become unwell? When do you see your GP?	
Physical Activity	What exercise do you do? Frequency, intensity, type and timing	
Lifestyle	Do you need to make any healthy lifestyle changes? Smoking/vaccinations/sleep/stress/diet	
Other		

Staff



Self-management strategy	0-5
Creating a learning culture	2
Theoretical frameworks of learning	2
Principles of self-management	3
Principles of adult learning	2
Using an interpreter	2
Understanding patient readiness to learn	3
Talking openly with patients/clients	4
Dealing with awkward questions	3
Making patient-centred SMART goals	4
Identifying barriers to learning	3
Identifying learning styles	2
Talk back	1
Motivational interviewing techniques	2
Principles of 3 '3 messages/3 times/3 ways'	4
Adapting language	3
Prompting patients to self-reflect	2
Own self reflection	4

Service



Participant satisfaction	
Learning styles	
Review of education sessions	
Passport evaluation	

Patient & Whaanau Stories



I have worked towards achieving my goals

I am able to climb a flight of stairs without stopping

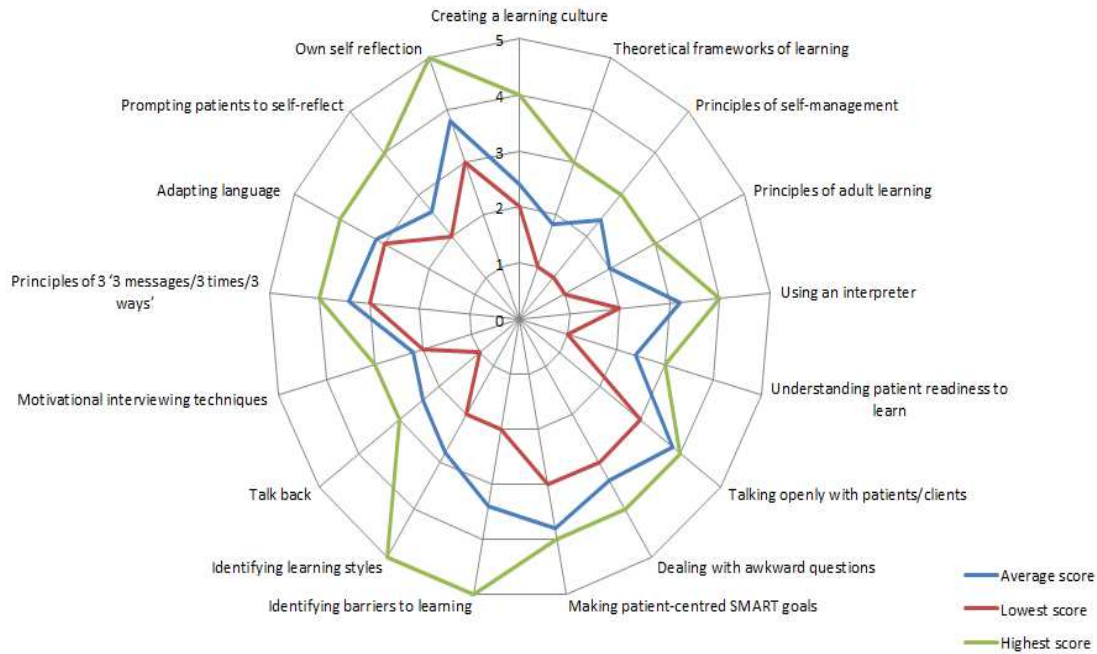
I am sleeping better and not waking to use my reliever in the night

I am using my reliever less often

To me it means I get my healthy life back, maybe not 100% but right up there in the high numbers. It might not happen right now or tomorrow but it will and I am prepared to help myself and give it my all thanks to the staff.

Your work truly does turn some people lives around for immense improvement physically but more importantly provides emotional support and the skills to enable self-management

Dashboard

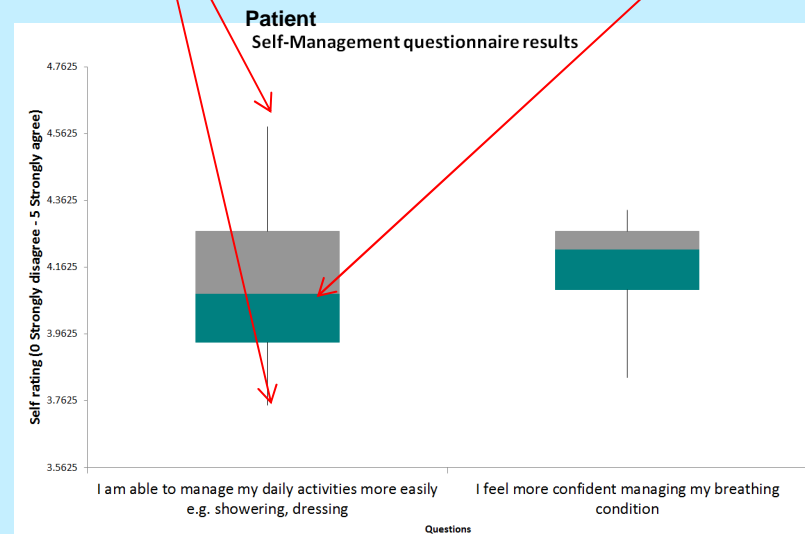


Above: Staff learning needs questionnaire baseline
 A Spider chart may be used to display multiple variables with a common scoring scale. This chart demonstrates the variability of staff confidence and competence.

Below: Our patient self-management results questionnaire baseline
Box and whisker plots may be used to display information about the range (difference between the highest and lowest values), the median (the middle number in a sequence) and the quartiles (four defined intervals for a number range).

The Range

The Median



Highlights and Lowlights



Highlights

- Collaboration between Better Breathing & Healthy Hearts
 - Learning from existing programmes
 - Sharing resources
 - Inspirational/innovative and productive meetings
- Mutual agreement on shifting the existing paradigm
 - Dominant goal orientated programme

Lower lights

- Time challenges
 - Time for staff to meet
 - Meeting clinical needs and time to develop/evolve/implement 'passport'
- Marketing constraints
 - Staff creativity
 - Need for 'quality' product (brand)
 - Access to resources i.e. colour photocopier, graphics, talent

Collaborative Team Members



Better Breathing & Healthy Hearts teams including participants & whanau
Exercise for Life

