

Manaaki Hauora-Supporting Wellness

Learning Session 3

Tuesday 10 November 2015

Folau I Lagi-Ma (*Journey to Wellness*)

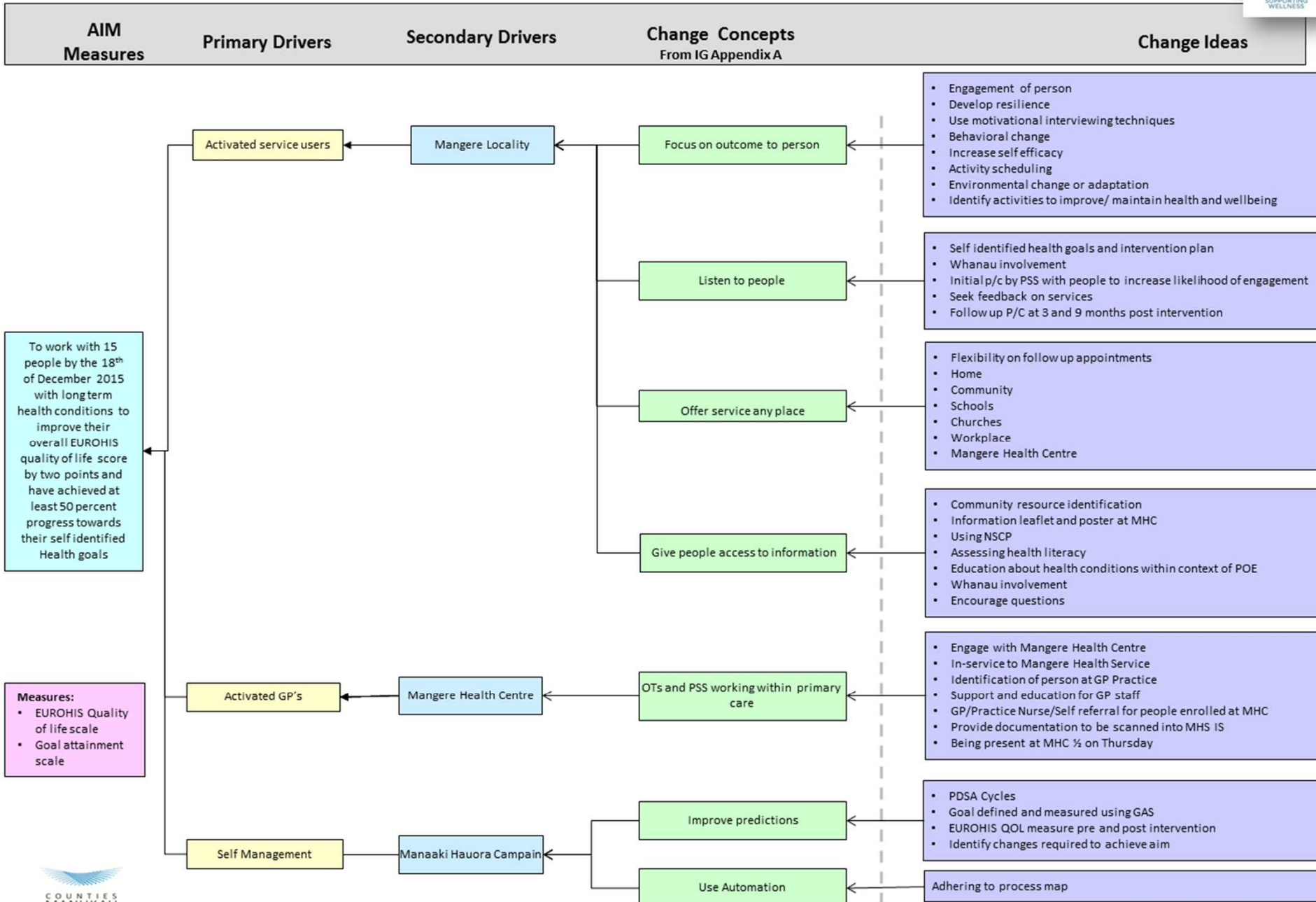


Aim

To support 15 clients from Mangere Health Centre by the 18 December 2015 with long term health conditions to improve their overall EUROHIS Quality of life scale score by 2 points and have achieved at least 50 percent progress towards their self-identified health goals.



Driver Diagram: Folau I Lagi-Ma



Change Package

Secondary drivers (Theory of change)	Change concepts & change ideas tested	Evidence of Improvement
Referral process	Referral form, Attending MDT, 1:1 liaison with GP and Practice Nurse	Increased referral rate
Initial interview	Person and occupation centred initial interview to establish self identified health goals	5/7 patients who attended initial assessment agreed to have ongoing input (1 of the 2 who did not ,was more appropriate for social work input), Qualitative feedback sought from one person during PDSA cycle was positive

Potential for Spread

- Increase hours of service delivery at current GP practice (Currently only one day per week)
- Could then scale up to PHO's across the region (initially lead by secondary services staff who have the mental health knowledge, (but long term should be employed from within the PHO)).
- Long term would see occupational therapy assessment/intervention/support and peer support specialist role for anyone seen at a GP level - to enable health and wellbeing through engagement in meaningful activities and active lifestyles
- This could be with all ages group with any type of health related conditions seen within a GP practice.

Achievements to Date

Feedback from Dr Tim Hou and Harriet Pauga (Practice Nurse), Mangere Health Centre:

- *Good feedback from patients*
- *Quick and reactive service*
- *Seen results and things getting done*
- *Utilizing other services in community*
- *Creating health pathway for patients*
- *Service provision is more integrated*
- *Patients engaged with Folau I Lagi Ma are complex and have had many other services involved however are getting positive outcomes from interventions offered.*

Most successful PDSA cycle



PDSA # 4.2 PDSA Title : # of sessions offered PDSA Date: 20/8/15 Owner: Rachel Forrest

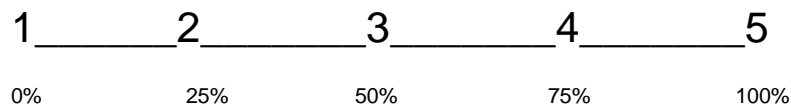
Objective of this PDSA : To determine whether current initial meeting promotes engagement

Change Idea: Initial assessment (person and occupation centered) completed along with outcome measure in first session to identify person's goal(s) for engagement

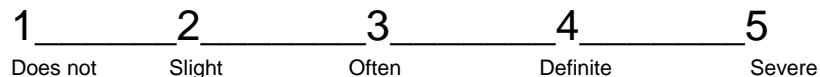
<p>Questions:</p> <p>Does the person feel comfortable with initial meeting process?</p> <p>Does the person gain any benefit from attending initial meeting?</p> <p>Does it promote engagement in the service?</p>		<p>Predictions:</p> <p>As assessment style and goal setting is person centered the person will feel listened to which will give them a positive experience</p> <p>This will increase the likelihood of consenting to ongoing engagement</p>
<p>Measurements</p>	<p>Seek qualitative feedback Compare rate of people who consent to ongoing input from completed initial assessments</p>	

Measures Summary

- EUROHIS Quality of Life measure – aiming to improve overall score by 2 points; this will reflect on how their health condition is having less of an impact on their daily life.
- Achieving at least 50% progress towards self-identified health goals measured by using a five point goal attainment scale.



- Level of interference health condition has on daily life measured by using a five point scale reduces by at least one point.



- Follow-up phone calls in 3 and 9 months time to identify whether changes made are sustainable.

Highlights and Lowlights

Low lights:

- *Difficulty gaining momentum when only offering and developing service one day a week*
- *Balancing time to deliver clinical intervention and focus on improvement methodology*

Highlights:

- *Positive response and outcomes for people almost at the end of their 6 intervention sessions*
- *Good feedback from Mangere Health Centre*
- *Using the NSCP*
- *Support/Consultation with Home Healthcare OT whilst developing skills to offer physical health OT interventions*

Patient & Whaanau Stories

Seisilia* (name changed)

- 38 yo Samoan woman
- morbidly obese
- COPD
- respiratory failure
- poorly controlled diabetes

Self identified health goal:

“In 12 weeks time I would like to have overcome my barriers to weight loss (motivation, eating to cope with stress, difficulty going out in the community) in order to lose 10kg.”

Interventions implements:

- Liaison with Housing New Zealand who have approved housing modifications, recommendation has been made for level access (reduce falls risk and improve accessibility), wet area shower and larger toilet area
- SMART goal setting and using visual aids to maintain motivation
- Liaison with WINZ and sourcing of plus size clothing to enable participation in low impact exercise.
- Exploring alternative coping strategies for stress
- Education to Seisilia and her family around nutrition and health
- Working closely alongside GP and Practice Nurse who regularly see Seisilia and have supported her to get her HBA1C level within the normal range
- Linking in to low impact exercise and doing alongside initially to support Seisilia to experience success and improve self efficacy

Patient & Whaanau Stories cont...

Seisilia's successes:

- To date has lost 20kg
- HBAC1 level within normal range
- Reports increase in mobility and energy levels
- Has re-engaged in Aqua aerobics and is attending Tai Chi for the first time next week

Seisilia reports:

“My body and my health feel so much better, having someone come to my house and understand my life has helped me. I am happy to now have clothes to exercise in and I can move a lot more now”

Collaborative Team Members

Clinical Lead/s:	Leigh McCabe
Sponsors:	Tess Ahern & Pete Watson
Project Manager:	Danni Farrell
Improvement Advisor:	Ian Hutchby
Expert Group:	Cassandra Laskey, Natalie Leger, Fionna Sutherland, Katrina Wahanui, Sue Cotton,
Working group:	Alofa Leilua, Rachel Forrest, Krishna Narayan, Moko Kairua, Tim Hou and Harriet Pauga