

Manaaki Hauora-Supporting Wellness

Learning Session 2
Wednesday 24 June 2015

Healing at Home



Organisational “Buy in”

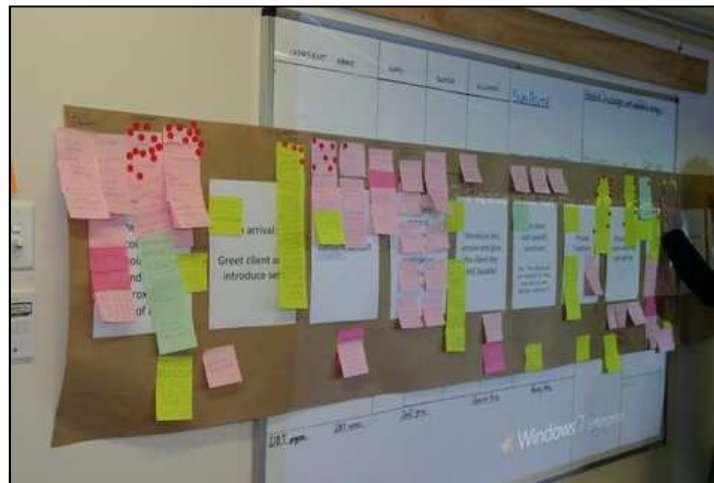
Vision Statement: “Inspiring and enabling high service reliance patients with long term conditions to self manage in partnership with their primary health team so they spend more time well in the community and experience less service inputs”

Aim: By December 2016, 500 high reliance patients in Manukau Locality will have a care plan in place.

Highlights

Identifying as a team
changes required to support self management

Identifying areas of self management support
that clinicians can improve on



Process Chart

On morning of visit phone client to confirm appointment and give approximate time of arrival	On arrival, greet client and introduce self	Confirm consent for visit	Complete general assessment including medication checks (if appropriate)	Introduce the service and give the client the HHC booklet	Ask client visit -specific questions egg how did you get your wound? or How long have you had difficulty mobilising?
Workload		Client expectations increased re supports and who referred to	Language and limited English	Forget to take resources eg pamphlets and booklets	Cars and other resources delay H/V and assessment
High Patient work load	Waitlist for Allied Health	Client expectations	English as a second language - written can be meaningless	Safety once at visit may stop things progressing	Assessment did not download
High workload x2		Limited support versus client wants versus criteria	English is second Language		If client wants other involved in the assessment - family
Workloads of nurses	Lack of information on referral	High expectations , lack of insight, create goals that may be unachievable	Language and limited English		
Time too short	Wrong contact details	Patient not wanting to know what they have to do - We fix it.	Time, Language , health literacy, incorrect contact details		
Not enough time	Unable to contact clients due to incorrect phone number or address	Home Health care not correctly explained while in hospital, client has wrong expectations of service	Some of my clients cannot read or write and have being given /sent written material		
Time to complete assessment - time limit			Language +limited English		
Time limit		Memory Issues	Language Barrier x3		
Time factor		Cognition ability of client	Language		

Measures Summary

Measures for first self management cohort:

High Reliance Wound Care Patients

1. Number of HV visits in last year
2. Number of ED presentations
3. Time between visits i.e. average time between visits.
4. Change in patient self-assessment scores (as measured by PACIC)
5. Change in Clinician self assessment score (as measured by MPACIC)
6. How many have a care plan/patient focused care plan (need definition of this)?

Collaborative Team Members

Marie Anne Smith – District Nurse - Champion

Amy Pham - District Nurse - Assistant Champion

Papakura HHC District Nurses working with Wound Care Patients

Michelle Naish - Operations manager

Kaye Dennison - Project Support

Cindy Blackwell - Improvement advisor

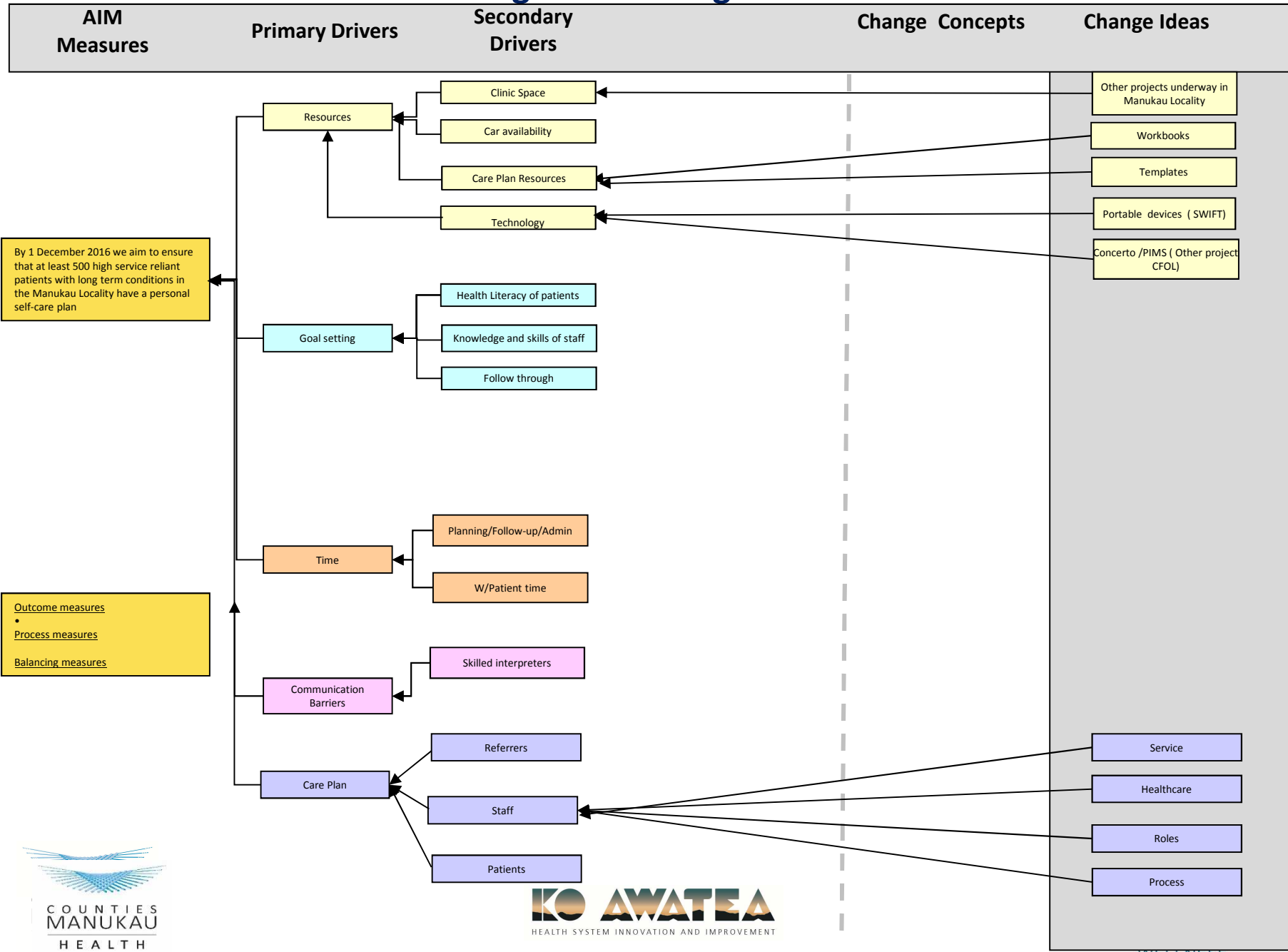
Jacqueline Schmidt-Busby - Project Manager



MPACIC Results for HHC

	Needs Assessment	Allied Health	Health Assistant	Nursing	Overall
Patient activation	4.27	3.92	3.67	3.81	3.91
Delivery system / Practice Design	3.72	3.51	4.33	3.47	3.75
Goal setting / Tailoring	4.18	3.46	3.53	2.81	3.49
Problem solving / Context	4.20	4.13	4.66	3.82	4.20
Follow up / Coordination	3.76	3.73	4.46	3.50	3.86
Assess	4.13	3.78	4.33	3.87	4.02
Advise	3.73	3.53	3.87	3.17	3.57
Agree	4.34	3.91	4.07	3.47	3.94
Assist	3.45	3.58	3.67	3.11	3.45
Arrange	3.74	3.84	4.20	3.44	3.80

Driver Diagram: Healing in the Home



Change Ideas - Themes

Resources: Workbooks
Templates
Portable Devices
PIMS / Concerto

Goal Setting:

Time:

Communication Barriers:

Care Plan: Staff training on: Process
Services
Roles
Healthcare

Most successful PDSA cycles?

PDSA#1:

MPACIC process

Identification of areas where Manukau Locality HHC clinicians can improve in supporting patients in self management

Further PDSA cycles to be developed

Achievements to Date

Completed

- Agreed Vision Statement
- Agreed Aim
- Self management Assessment - Completed by all clinicians in PHHC (May)
- Consent and Info sheets for Participants
- Driver diagram with change ideas

Underway

- Project charter
- Participant identification
- Change package with PDSA cycles
- Communication plan,
- Measurement plan, do people on your team know what their responsibilities are and what is expected of them?
- What has changed and what difference have the changes made?