

Manaaki Hauora-Supporting Wellness

Learning Session 2

Wednesday 24 June 2015

Helping You Helping Me



Organisational “Buy in”

Aim:

By the 31st of December 2015 there will be 30 new organisations in the Franklin Community that have signed up to Healthpoint to enable the Franklin Community to access the whole health and social care spectrum to effectively participate in the management of their health conditions.

Buy In

- The team has set up Project Provider Workshops to engage health professionals & services providers and encourage them to sign up
- Team members have also visited practices and services in person to discuss the work being done and how they can become involved

Measures Summary



Caution
Work in progress

Confirmed process measure

- The number of health professionals/service providers who sign up to be part of the information service

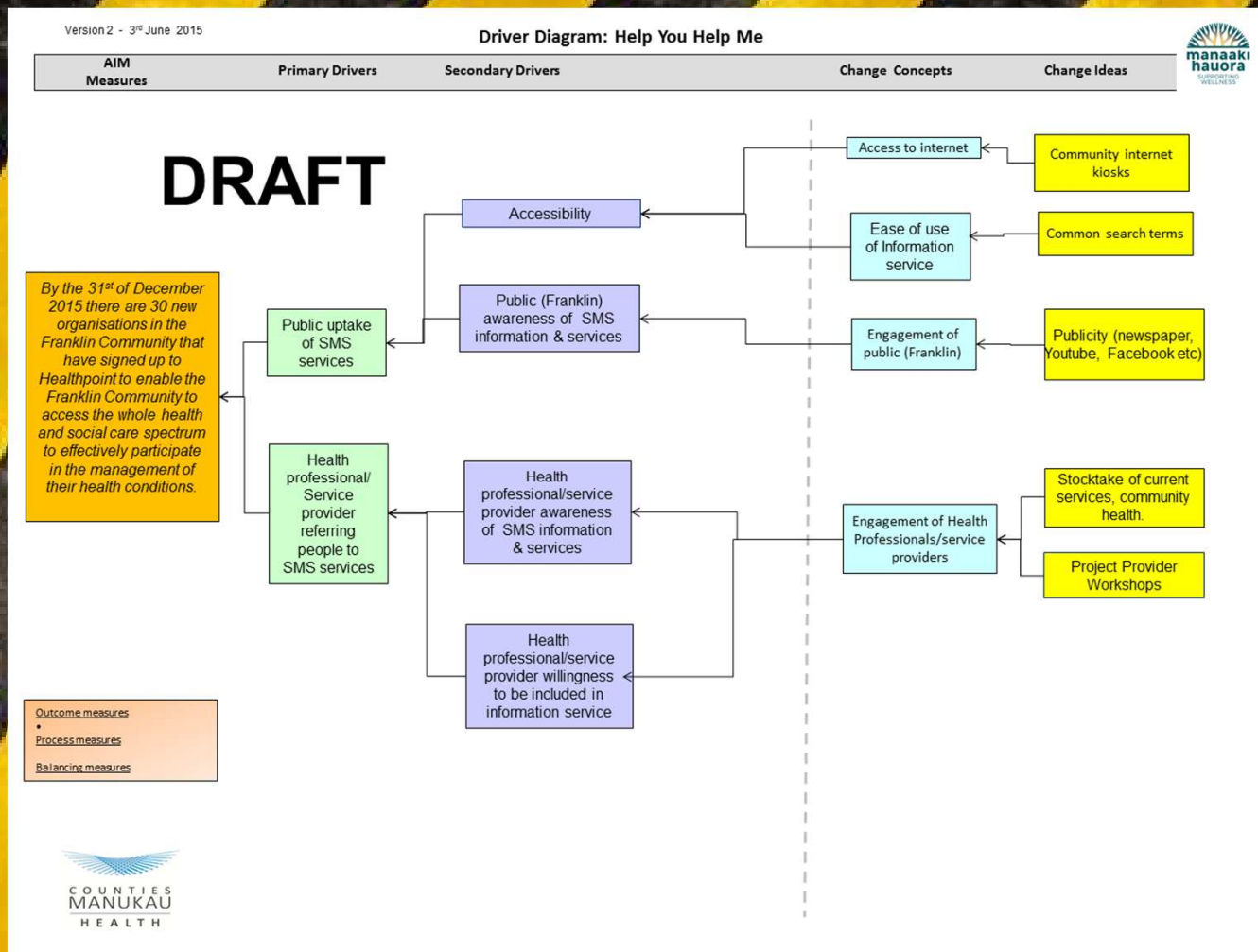
Possible measures -

- Number of hits on Health Point web pages from Franklin residents (by service provider)
- Outcome conversion rate evidenced by increased membership/attendance at peer/support groups and programmes

Longer term:

- Reduced service utilisation (primary and secondary)
- Reduced readmissions
- Improved health status (include self-administered tools on site)

Driver Diagram



UNDER CONSTRUCTION

Change Ideas - Themes

Provider Engagement

How this can be achieved?

Who to target? – define our criteria

How to target? – message to sell

Template – fit for purpose

Design

Language / Literacy

Key words

Intuitive searching



Most successful PDSA cycles?

The team has three PDSA cycles they are currently testing



What Changes have you tested?

	Change Tested	Outcome
1	Running Provider Workshops to increase provider engagement	<ul style="list-style-type: none"> • First one had 10/22 sign up • Planning another with next cohort
2	Using Health Literacy group to come up with list of search terms public might use	In progress
3	Information from the Providers have been loaded into the initial template which have gone live.	In progress – waiting for feedback, both from Users and Providers

Highlights and Lowlights

Highs

- *There has been a huge amount of enthusiasm for the process both from the team and the Providers involved.*
- *The template has worked well.*

Lows

- *Time to keep on top of the process has been a premium with other projects also requiring attention.*
- *Measures have been elusive and feel “soft”.*



Achievements to Date

- *We have met with our first Providers in a workshop format which worked well – we have another planned to increase the number of providers involved.*
- *We have 15 provider sites that are now live and 11 Under constriction.*
- *We have used the template and website to promote the Franklin Winter Message – post card.*
- *We have trained two of our team to interview and collect information from providers that have signed up.*
- *We have improved our Aim with a “how much / by when statement.*



Collaborative Team Members

Kathryn de Luc
(Franklin Locality)

Geoff Smith
(Franklin Health Forum)

Michelle McRobbie
(Pukekohe Hospital)

Kate Rhind
(Healthpoint)

Cindy Fang
(Alliance Health +)

Claire Green
(Franklin Locality)

Meg Smith
(Project Manager, Healthpoint)

Frances Arenhold
(Procare)

Chris Stabler
(Franklin Locality)

Allan & Sandy Edmondson
(Franklin Health Forum)

Gayle Sinclair
(Procare)

Bob Diepeveen
(Ko Awatea)

Jan Wallace
(Franklin Health Forum)

Carol Slade
(Franklin Locality)

Danni Farrell
(Ko Awatea)