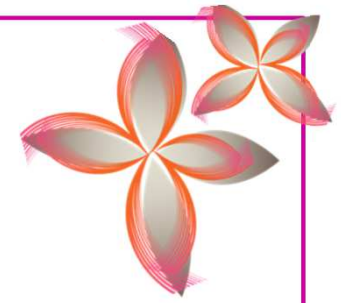


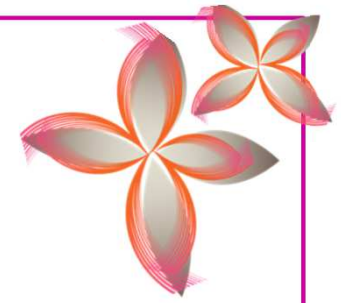
Pacific Fanau Ola
Mangement
Education
Programme

Collaborative Team



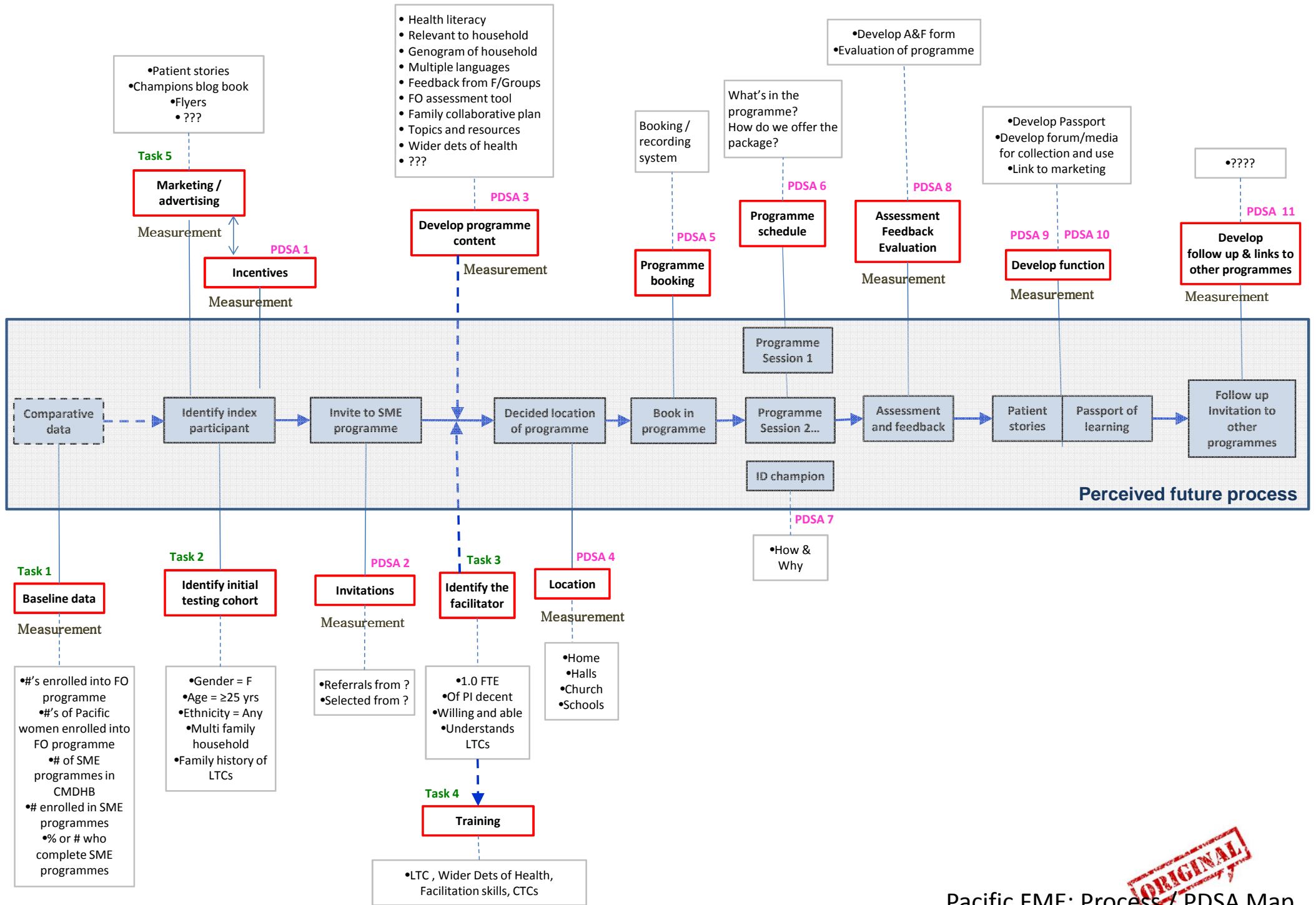
Sponsor:	Elizabeth Powell
Project Lead:	Anne Fitisemanu
Expert Group:	Anne Fitisemanu, Suzanne Joseph, Delilah Hutcheson, Maureenah Elone, Penina Ifopo
Working group:	Paula Takiwa, Suzanne Joseph, Lani Ioelu, Leilani Jackson,
Improvement Advisor:	Bob Diepeveen
Project Manager:	Jacqueline Schmidt-Busby
Organisation:	CMDHB

Our Aim



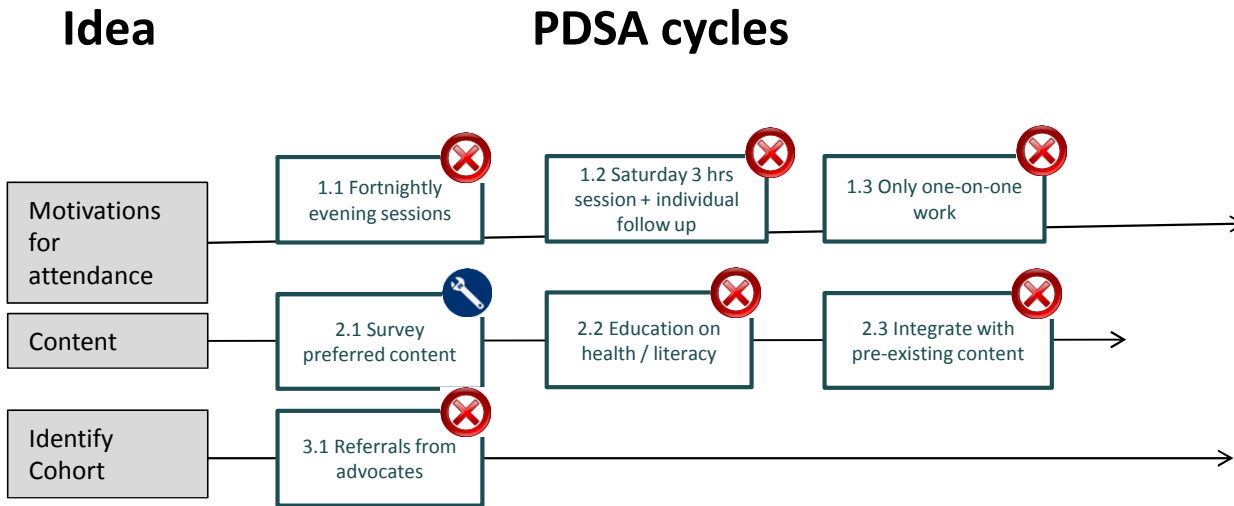
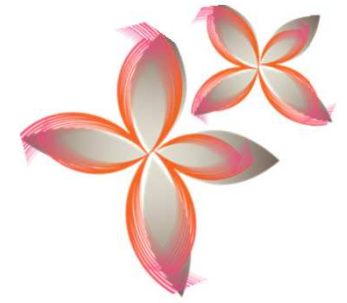
To improve the health literacy of at least 90% of the people who participate in the Pacific FME programme by the end of each programme completed.

(The aim will be achieved by improving the confidence of participants to ask questions about their own health and health care).



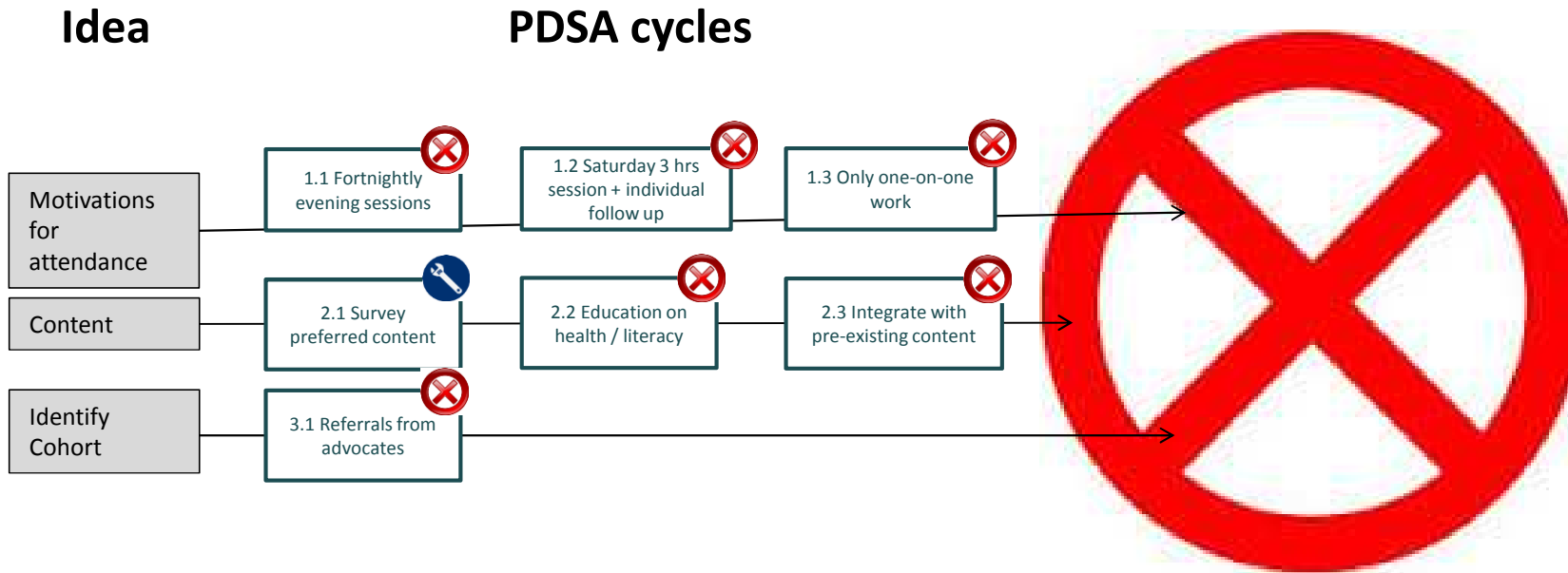
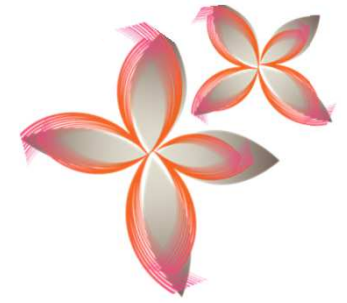
ORIGINAL

PDSA Tree



- Adopt 
- Adapt 
- Testing 
- Abandon 
- Now what? 
- Under development 
- Possible Roadblock 

PDSA Tree



- Adopt 
- Adapt 
- Testing 
- Abandon 
- Now what? 
- Under development 
- Possible Roadblock 


PDSA Tree



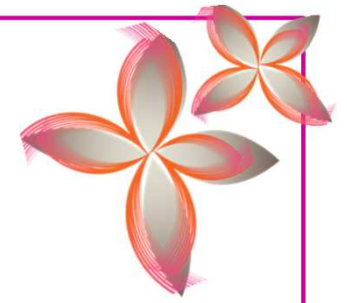
Idea

PDSA cycles



- Adopt 
- Adapt 
- Testing 
- Abandon 
- Now what? 
- Under development 
- Possible Roadblock 

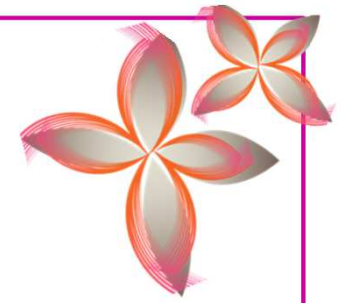
Our Aim



To improve the health literacy of at least 90% of the people who participate in the Pacific NCD programme by the end of each programme completed.

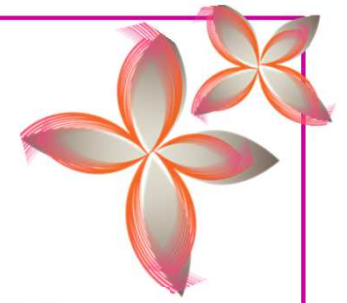


Key Learnings



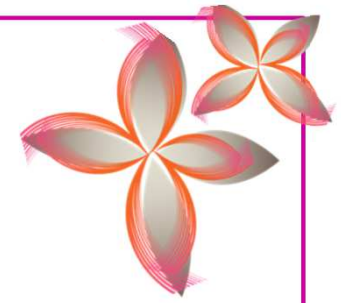
- We had an existing process that presented the perfect opportunity for improving health literacy through confidence building.

The Smaller Picture



- Utilise the Fanau Ola programme
- Improve the existing process

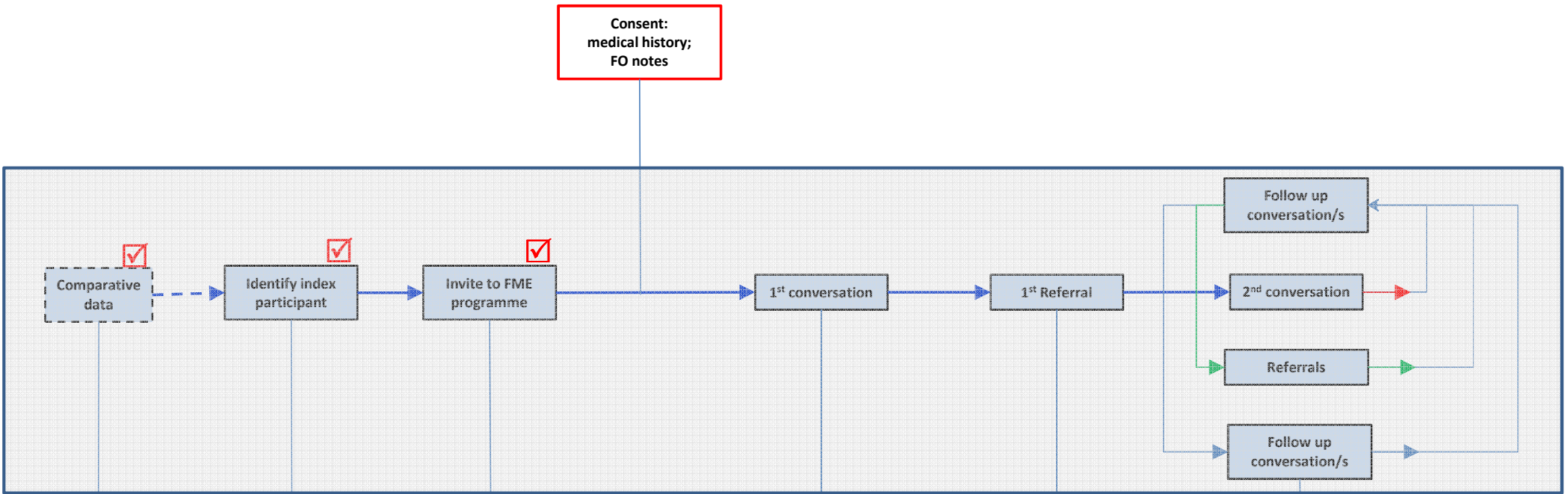
Our Aim



To improve the health literacy of at least 100 people enrolled in the Fanau Ola programme by 31 July 2016, and a further 500 by 1 December 2016.

≥ 100 via ward/FO referrals

≥ 500 via churches & community groups



Task 1

Baseline data

Measurement

- #s enrolled into FO programme
- #s of Pacific women enrolled into FO programme
- # of SME programmes in CMDHB
- # enrolled in SME programmes
- % or # who complete SME programmes

Task 2

Identify initial testing cohort

Measurement

- Gender = F
- Age = ≥25 yrs
- Ethnicity = Any
- Cardiology (Wd 2)
- ≥3 Admissions/yr

PDSA 4

Invitations

Measurement

- Referrals from ward
- Selected from FO P

PDSA 5

Develop & Test content

Measurement

Health Literacy Assessment
Develop questionnaire

Measurement

PDSA 6

Develop & Test referral process

Measurement

Task 3

Referral resources
Coordination & registry

PDSA 7

Test follow up process

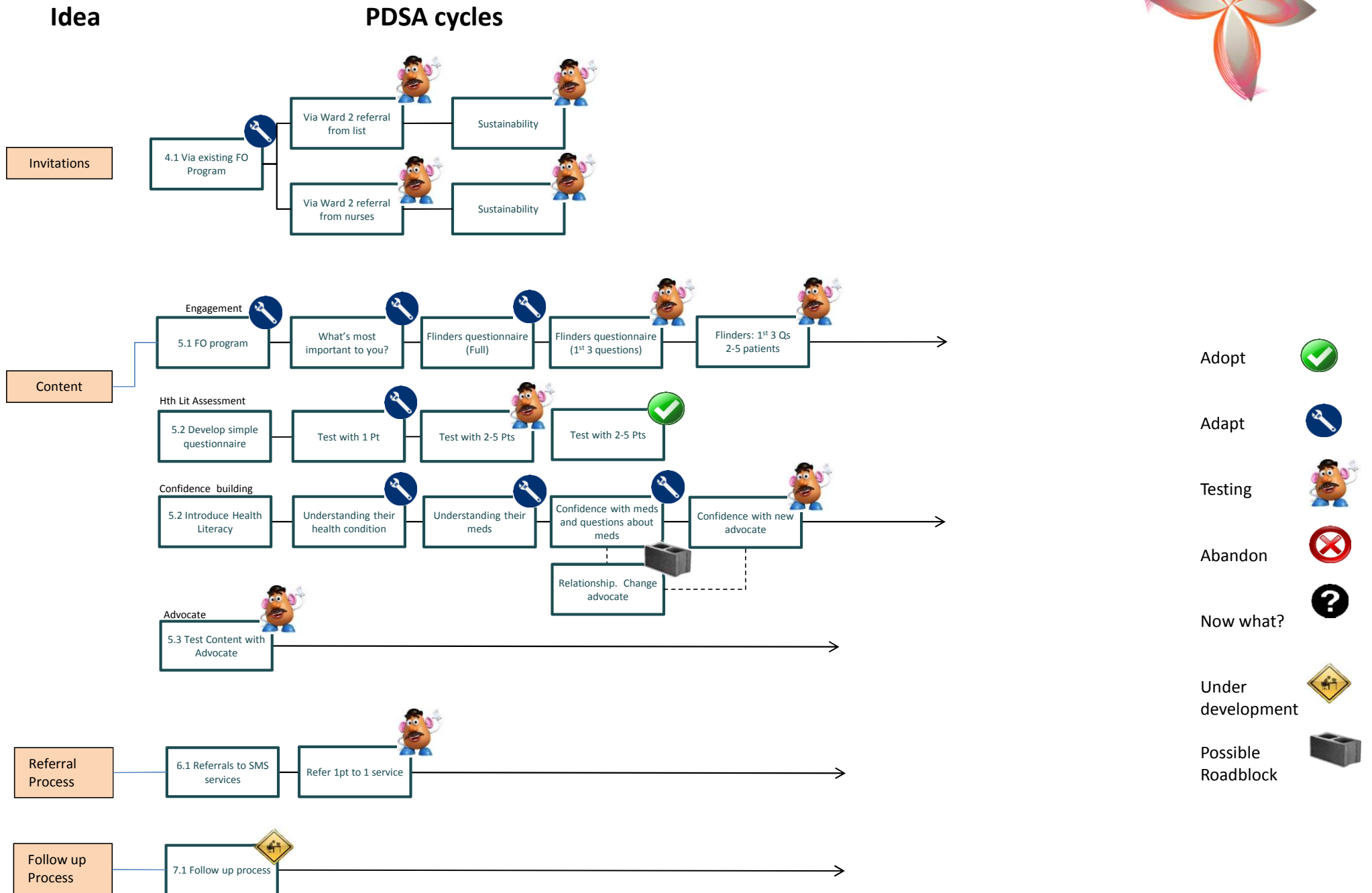
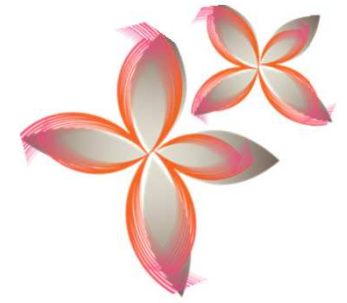
Measurement

Completed Task or PDSA

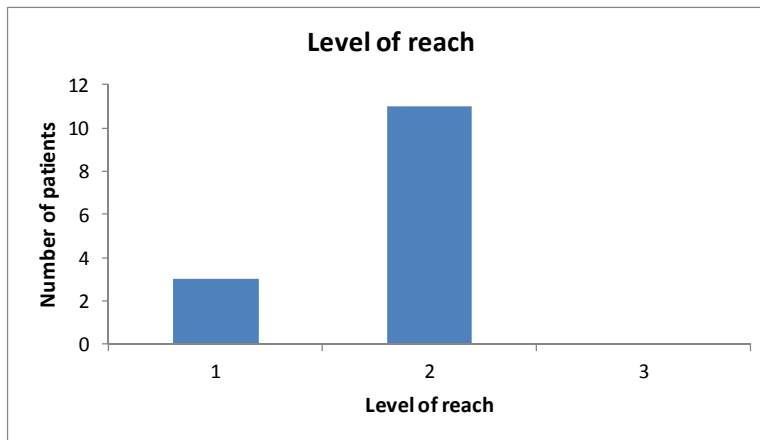
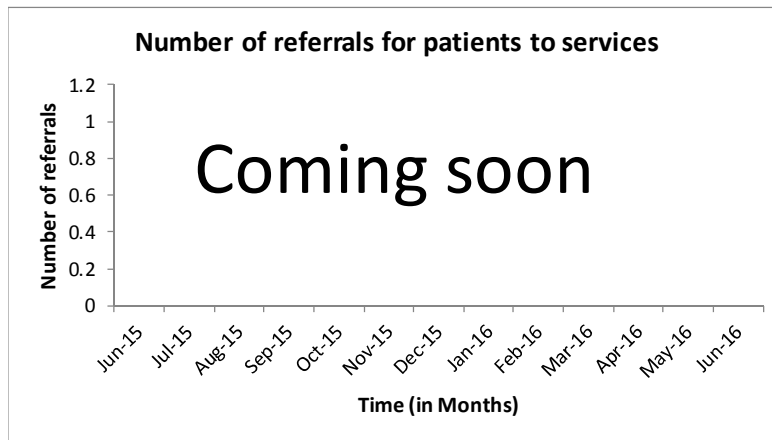
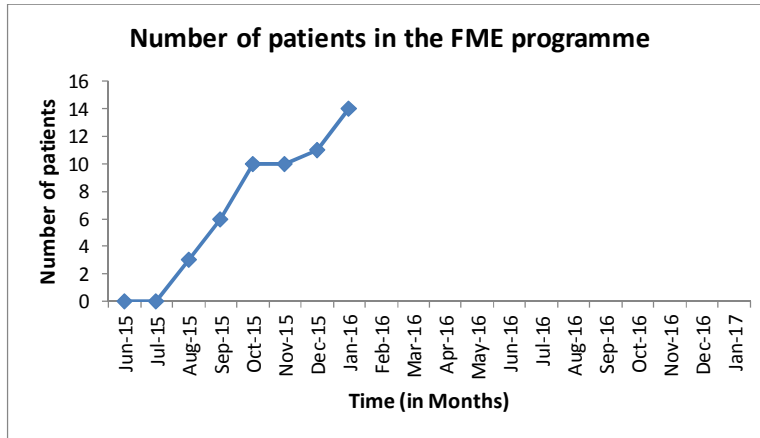
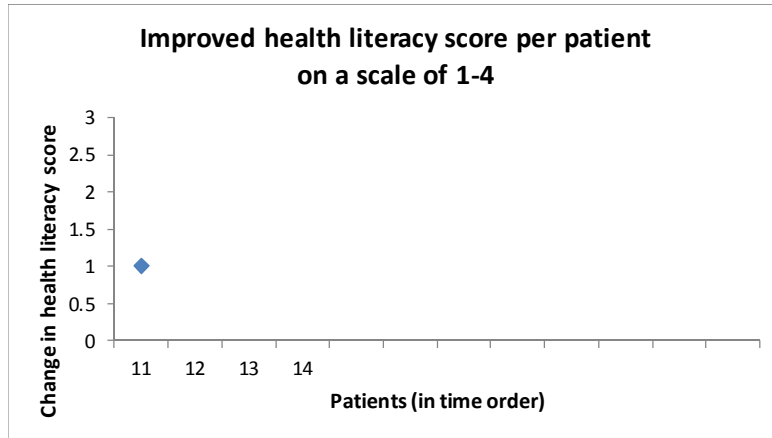
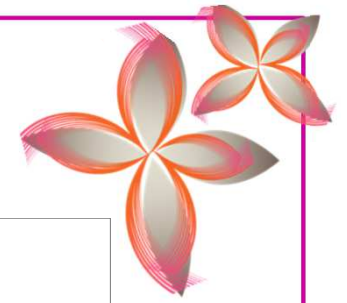
Pacific FME: Process / PDSA Map

Re-designed 30 Nov 2015

PDSA Tree

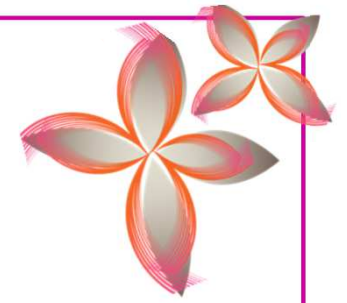


Our Dashboard



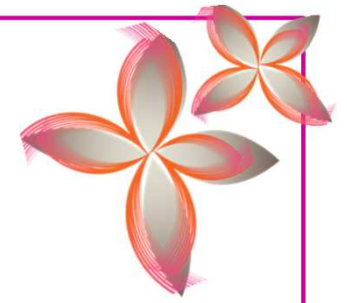
Patient feedback from referrals
Coming soon

Key Learnings



- Most participants (so far) are unaware they were enrolled into the Fanau Ola programme
- To ascertain early in process if the relationship between participant and advocate is too close and will present roadblocks
- Although in early stages, we are beginning to see the value of brief sessions that utilise existing processes to increase patient confidence in their health and health care.

Highlights



- Building relationships with patients, nurses and also the Fanau Ola advocates
- Being able to be with patients on the ward and then at home.
- Seeing a patient finally understand what they didn't understand.
- Actually helping our Pacific people to understand why they're sick.