



# SMILE

## Self-Management is life enhancing

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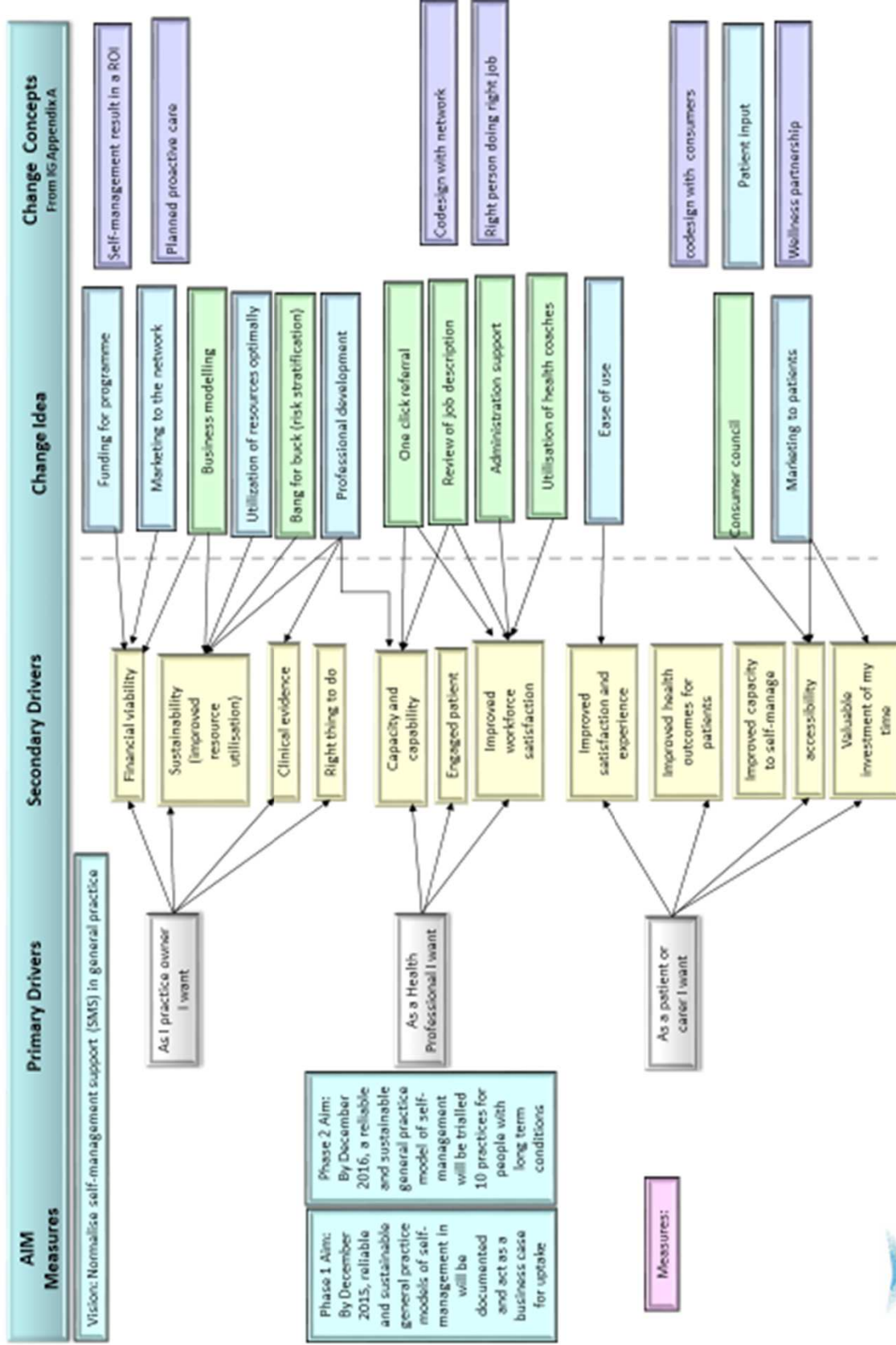
# Aim

## **By December 2016 ....**

a reliable and sustainable general practice model of self-management will be trialled at 10 practices for people with long term health conditions



### Driver Diagram: SMILE



Version 1 – 30 March 2015

# Dashboard



**Outcome Measure:**

Number of General Practices that adopt offered Group Self Management Programme and/or Health Coach options

**1 General Practice**

**Outcome Measure:**

Patient self-management survey (HeiQ)  
 Health-Directed Behaviour  
 Positive and Active Engagement in Life  
 Emotional Well-Being  
 Self-Monitoring and Insight  
 Constructive Attitudes and Approaches  
 Skill and Technique Acquisition  
 Social Integration and Support  
 Health Service Navigation

Average at baseline	Average at follow up
2.89	3.13
3.00	3.17
2.50	2.31
2.96	3.13
3.11	3.13
2.82	3.09
2.97	3.05
3.16	3.16

**GP Feedback (Health Coach):**

*“Helps with difficult patients”*  
*“I would like to see the project continue and expand”*  
*“Saw one of the patient..... he’d turned up on time for his meds this time rather than waiting till he’d run out of his inhaler, so definitely some improvement”*

**Process Measure:**

Total number of participants engaged Programme **Health Coach**

**9 Participants**

**Process Measure:**

Total number of participants completing Programme **Group Self Management** in Primary Care

**22 Participants**  
**(96% Completion rate)**

**Reach Quality:**

**Coming soon**

**Balance Measure:**

Additional time required for self-management programme

**Coming soon**

**Health Coach Feedback:**

*“Patient did not have voice, patient always corrected by Mother. Medical record not hers but her Mothers.*

*Did exercise with patient to help identify her qualities”*

**Reach Total:**

**Coming soon**

# Change packages



	Secondary drivers	Change concept & change ideas tested	Evidence of improvement
As a patient or carer	Valuable investment of my time	Marketing to patients Wellness partnership	Feedback from patients. Patients know what a health coach is and they are responsive to the health coach and courteous, ring to cancel appointments, etc.
	Accessibility	Marketing to patient Co-design with consumers Home visits	Health coach flyer, community surveyed on health coach name Health Coach has adapted role to offer meeting patient at home or local community venue. Group self-management offered in a familiar setting in the general practice.
	Improved capacity to self manage	Group self-management in primary care	HeiQ data (needs to be refined to just MCAM programmes)
		Health coach	PIH (initial assessment completed) Patients setting goals and problem solving.

# Change packages - continued



	Secondary drivers	Change concept & change ideas tested	Evidence of improvement
As a patient or carer	Improved health outcomes	Health coach	Awaiting extraction of baseline data and follow up clinical data
		Group self-management in primary care	Awaiting data
	Improved satisfaction and experience	Ease of use	Review referral process (process map)
As a practice owner	Financial viability	Marketing to patients-engaging and meaningful	To be measured
		Wellness partnership-health coach	Time saving
		Right person doing right job (group self-management)	Reallocation of resources

# Change packages - continued



	Secondary drivers	Change concept & change ideas tested	Evidence of improvement
As a practice owner	Improved resource utilisation	Marketing to patient Co-design with consumers Right person doing right job Bang for buck Review job description	Health coach referrals Group self-management skill development vs individual
	Clinical evidence	Improved health outcome Engaged patient Best practice	Literature review of health coach models HeiQ data
	Right thing to do	Engaging practices	1 practice on board with health coach trial Second practice identified and ready to approach for health coach trial
		Engaging practice	1 practice sharing learnings in setting up group self-management run by the general practice and refining processes

# Change packages - continued



	Secondary drivers	Change concept & change ideas tested	Evidence of improvement
As a health professional	Capacity and capability	Right person doing right job Wellness partnership	Process mapping of group self-management, reallocation of tasks (awaiting practice feedback) Reviewed job description and skill requirement Trialing of scope of health coach (in-progress)
	Engaged patient	Marketing to patient Co-design with consumers	Use of health coach flyer (? awaiting feedback) Health coach name surveyed Ease of referral to Group self-management in practice
	Improved workforce satisfaction	Right person doing right job Working at the top of scope  Review job description of health coach	Handover administration tasks to reception and admin staff rather than clinical  Health coach picking up tasks for practice team which are time consuming.



# PDSA's / Key learnings



1. Health Coach started in practice, testing different tools
2. People like the idea of a health coach, referrals are being received
3. Process mapping of Group self-management run by general practice
4. Review process map to find sticking points and trial new ideas

# Risks and associated plans

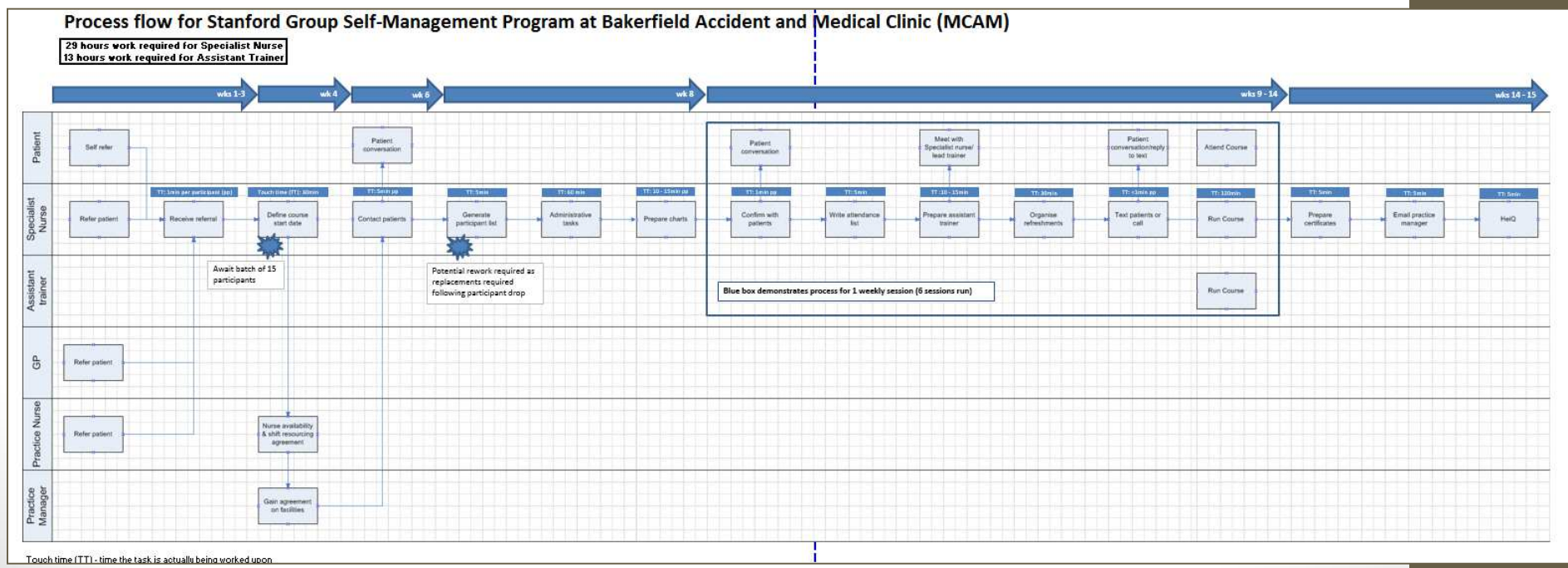
- Health Coach patient outcome measurement plan still in progress
- Group Self Management revised process awaiting testing
- Additional Health Coach resource currently in discussion





# Process mapping currently available Group Self-Management

Mapping the current state process and questioning the staffing requirements for delivering Stanford Group Self Management would enable to understand what the true requirements may be.

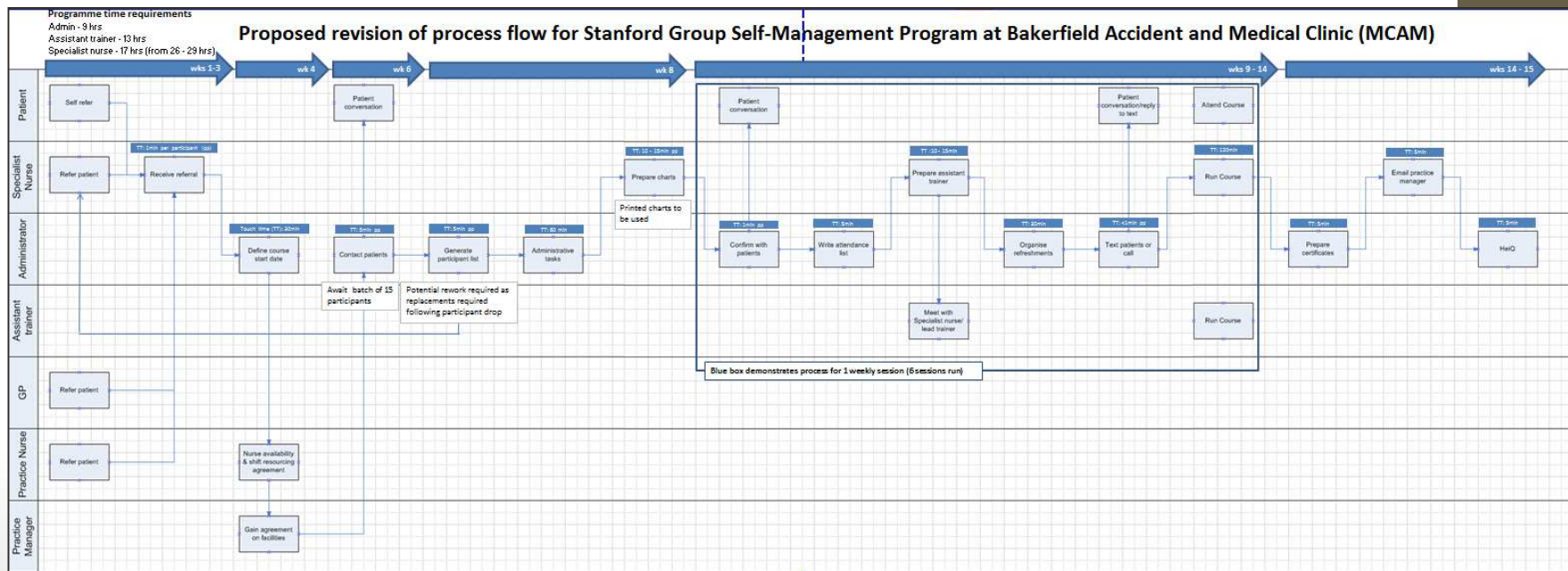


# Proposed new process for delivering Group Self Management



Following the mapping the current state process and the validation of what had been documented we started to look for opportunities to re-balance and re-distribute the workload.

Proposed changes would result in 9 hours of non-value adding work being re-distributed to the admin support. We will be undertaking a PDSA to test this new proposal.



# Highlights

- Health Coach role well received by Patients and Clinicians
- Learnings from Health Coach initiative
- Opportunity for self-reflection and mapping of Group Self Management current state has been valuable to staff

