

Manaaki Hauora - Supporting Wellness Campaign

Monthly Report: June 2015

Campaign Sponsor: Geraint Martin, CEO CMDHB

Campaign Leadership: Diana Dowdle, Delivery Manager, Ko Awatea
David Codyre, Campaign Clinical Lead
Jacqueline Schmidt-Busby, Project Manager, Ko Awatea
Alison Howitt, Project Manager, Ko Awatea

TEAMS STATUS

Following withdrawal confirmation from the two teams (High User Assistance Programme and Spinal SME) previously highlighted as pending decisions to continue, the Manaaki Hauora Supporting Wellness Campaign now comprises a total of 18 collaborative teams - refer Appendix A. It is predicted these 18 teams will remain in the campaign through to completion. To date all teams have a definitive aim statements and/or vision statements, and most are working on baseline data, change ideas and concepts, and (preparing to begin) testing via PDSA cycles - refer Appendix B.

WILL – ENGAGEMENT ACTIVITIES

Learning Session 2: The Learning Session was held on Wednesday 24th June where there was representation from all but two teams. The key focus of the day aimed at building on Model for Improvement knowledge and further developing change ideas and PDSA testing.

Several team members who were not involved in the previous campaigns and who are still new to improvement methodology found that the learning session provided a better understanding of PDSAs and the whole improvement process. While for those more experienced - it was a good revision of improvement methodology.

The overall feedback indicated the quality of the session was excellent and most agreed/strongly agreed there was the 'right mix' of presentations, discussions and exercises. The majority of respondents also acknowledged that the session improved their ability to lead change in their respective departments and organisations.

Compared to all previous Learning Sessions, there were a number of patients and community advocates representing several teams. These members were also gave positive feedback.

"It was a long but productive day and it was good talking to different teams about the work that they do" (Penina - Pacific FME)

"Oh this was great. I've always wondered how these sorts of projects happen. It's also good to see how my contribution to the project fits in..." (Roimata – Kia Kaha Ki Te Hauora)

"...I got a little bit lost with some of the technical things, but I got it ok....This is problem solving – we should put this sort of thing in our community programmes you know..." (Sui – ACP Pasifika)

In light of the growing participation by community at the learning sessions, there is an increased need towards the use of common language and the clarification of jargon and medical terminology where possible. The Campaign leadership team will work towards this aim for future learning sessions.

Masterclass: The 'PDSA Workshop' facilitated by Ian Hutchby and Sneha Shetty was held on Wednesday 10 June 2015. A total of 25 collaborative team members attended where they built upon existing knowledge around developing concepts of change and PDSA cycles. Although only 12 teams were represented, the content covered also featured within the three methodology presentations at Learning Session 2.

IDEAS/OPPORTUNITIES

Improvement Advisor knowledge building with Brandon Bennett: Normally a regular monthly occurrence that happens via teleconference, while in New Zealand Brandon took the opportunity to hold a mini-workshop with the Improvement Advisors (IA) – this time on the 'psychology of change'. Discussions surrounding the motivation, intention and behaviour of change reinforced that understanding behaviour in learning is important because our improvement teams are simultaneously learning and doing. To sustain and transfer the learning, IA's will continue to strengthen this knowledge through working with respective staff and teams in the campaign and the wider Ko Awatea.

EXECUTION – MEASURES/MONITOR/MODIFY

Measurement: The measurement group met on Thursday 18th June to formulate a strategy for measurement relating to the overall campaign. Possible key measures identified included:

- Cumulative patients supported (from aim)
- Cumulative number of new care plans (ARI Measure)
- Number of new care plans per month
- EC Presentations (stratify for LTC?)
- Number of acute admissions
- Number of people attending SME Programmes
- Number of contacts with peer supporters

The group are currently working on operational definitions for each measure used in conjunction with recognising possible difficulties associated with data collection – noting the data needs to be provided on a monthly basis in order to create the campaign dashboard in a timely manner.

Evaluation of the campaign: Discussions continue with Brooke Hayward regarding the evaluation of the campaign. Brooke will look at team storyboards to consider the suggestion of evaluating individual teams or themes/areas being worked within as opposed to evaluating the overall campaign as done in previous years. To further progress, a meeting has been scheduled on Monday 27th July for Brooke to meet with the Campaign team to discuss.

IDENTIFIED RISKS

Ethics: The 'working group' are making progress towards developing and testing a protocol that will identify the need for ethics approval within the quality improvement arena. A more comprehensive update is expected within July.

BUDGET

The budget for the Campaign has been approved with respective teams receiving notification of their confirmed budgets.

COMMUNICATION

Banners: Three of the five campaign banners have been finalised and are in the process of being printed – refer Appendix C:

- Penina and David Ifopo – Mother and son representing patient and whaanau
- Dr Louisa Sinclair, Tasi Ahio & Gene Topia – GP, peer leader & patient – representing co-design.
- Ai Sumihira & Larissa Cavit – Social worker and occupational therapist representing staff collaboration

The remaining two banners have been placed on hold for further discussions regarding design and image elements.

Resources: Files, videos and resources including presentations of the engagement session and learning session 1 can be viewed on:

<http://koawatea.co.nz/project/manaaki-hauora-supporting-wellness-campaign/>

CAMPAIGN MILESTONES

Refer Appendix D

DASHBOARD OF MEASUREMENT

In progress – not included in this report.

UPCOMING EVENTS:

Masterclasses:

Date	Topic	Lead	Presenter
July 1	Creative Thinking	Sneha Shetty	Brandon Bennett
July 16	Health Literacy	Jacqueline Schmidt-Busby	Susan Reid /Carla White (Workbase)
Aug 13	Peer Support	Sneha Shetty	David Codyre/Cassandra Laskey
Sep 8	SME Sustainability	Alison Howitt	David Harrison/Parvin Kapila /Leona Disbury

Appendix A: Active projects

1	Advance Care Plans: Pasifika ACP(P)	By 1 December 2016, increase the number of Advance Care Plans within Pacific communities by at least 100%.
2	Changing People's Expectation (ChaPE)	To raise the expectation of people so that they are no longer relatively passive recipients of health care, but understand that they can and should be engaged, proactive participants in their health care decisions – motivated and informed.
3	Smoke free buffet	To increase the smoking cessation success rate for respiratory patients from 11% to 30% by June 2016
4	Exercise for life	By December 2015 100 healthy heart and better breathing participants will graduate with a self-management passport to health.
5	Healing at home	By 1 December 2016, we aim to ensure that at least x high service-reliant patients with long term conditions in the Manukau locality have a personal self-care plan
6	Helping You Helping Me	By the 31st of December 2015 there are 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.
7	Huff and puff	We aim to design a reliable screening referral and intervention pathway, for 50 people who smoke aged >35, in the Manukau Locality by December 2015.
8	Kia Kaha ki te hauora	To support 5000 East Tamaki Healthcare patients with long-term conditions in the Otara locality by 1 December 2016. We aim to engage, activate and connect patients, whaanau and GP clinics within a self-management wheel of support
9	Ola lelei - WRAP	By Dec 2016, X number of Service Users will have participated in Living Well: WRAP Programme
10	Manukau Locality - Diabetes (ML-D)	To identify all those patients with poorly controlled diabetes (two HbA1c ≥ 110 mmol/mol for two successive test within 12 months) and ensure each person has a shared management plan to achieve a clinically significant improvement in diabetes control (an average of ≤ 25 mmol/mol) within 12 months. Work in progress
11	Keep on Moving	We aim to reliably apply a care and management process for the screening and management of joint pain for people newly diagnosed with a long term condition, starting with diabetes in x number of General Practices and wards by 1st July 2016. Work in progress
12	Owning my gout /&/ Advancing Better Care	To ensure optimal management of gout by engaging 'x' patients to participate in gout self-care management via a new collaborative model of care delivered by 'x' community pharmacies by 1 Dec 2016
13	Pacific FME (FanauOla ME)	By 1 December, we 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 attended.
14	Folau I Lagi-Ma - Journey to Wellness	To work with 30 clients from Mangere Health Centre by the 18th of 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.
15	Save your breath	To reduce COPD readmissions in Ward 7 by 40% by Dec 2016
16	Self-Management by All (SeMBA)	To develop an on-line Level 1 course for all health care providers as an introduction to the principles of self management and how to apply this in their everyday practice so that all people are approached from a self management perspective and this is embedded in every interaction.
17	SMILE	x% of patients attending general practices will be offered self-management support by 1 December 2016. Work in progress
18	BRITE (Bldg Responsiveness into Teams Enterprises - Health Navigator)	team' to facilitate the building of the required SMS infrastructure by working closely with Campaign Project Managers and Improvement Advisors in supporting the Collaborative Teams' efforts. In progress.

Appendix B: Project Progression Matrix @ 30 June 2015

Project Progress	Proposal Submitted	Selected	Collaborative Team	Aim	Driver Diagram	Baseline Data	Budget	Resources	Project Plan	Process Map Current and/or Future State	Dashboard & Outcome Measure	Change Ideas	Process Measures and Definition	First PDSA	PDSA's
ACP (Pasifika)	Completed	Completed	On track	Completed	Completed	Completed	Completed	Ontrack	Ontrack	Completed	Ontrack	Ontrack	Ontrack		
BRITE (Health Navigator)	Completed	Completed	Ontrack				Completed								
Changing People's Expectation(ChaPE)	Completed	Completed	Completed	Completed	Completed	Completed	Ontrack	Completed				Completed			
Smoke Free Buffet	Completed	Completed	Completed	Completed	Completed	Completed	Completed			Completed		Completed		Ontrack	
Exercise for life	Completed	Completed	Completed	Completed	Ontrack		Completed					Ontrack			
Folau I Lagi-Ma- Journey to Wellness (Support to Self Manage)	Completed	Completed	Completed	Completed	Ontrack	Completed	Completed	On track		Completed	Ontrack	Ontrack	Ontrack	On track	
Healing At Home	Completed	Completed	Completed	Completed	Completed	Ontrack	Completed	Completed	Ontrack	Ontrack	Ontrack	Ontrack			
Helping You Helping Me	Completed	Completed	Completed	Completed	Ontrack	Ontrack	Completed	On track				Ontrack		Ontrack	
Huff and puff in the community	Completed	Completed	Completed	Completed	Ontrack		Completed		Ontrack	Ontrack		Ontrack		Ontrack	
SMILE (Self management is life enhancing)	Completed	Completed	Ontrack	Completed	Ontrack		Completed		Ontrack			Ontrack			
Kia Kaha Ki Te Hauora	Completed	Completed	Completed	Completed	Completed	Completed	Completed		Ontrack	Ontrack	Ontrack	Ontrack	Ontrack	Completed	
Manukau Locality - Diabetes (ML-D)	Completed	Completed	Completed	Ontrack	Ontrack		Completed			Ontrack					
Keep on Moving	Completed	Completed	Ontrack	At Risk			Ontrack								
Ola Lelei - WRAP	Completed	Completed	Completed	Completed	Completed	Ontrack	Completed					Ontrack	Ontrack	Ontrack	
Owning my gout / ABC	Completed	Completed	Ontrack	Completed			Completed					Ontrack	Ontrack		
Pacific FME	Completed	Completed	On track	Completed	Completed	Ontrack	Completed	Ontrack	Ontrack	Ontrack	Ontrack	Ontrack	Ontrack	Ontrack	
Save your breath	Completed	Completed	Completed	Completed	Completed	Ontrack	Completed					Ontrack			
Self-Management by All (SeMBA)	Completed	Completed	At Risk	At Risk	At Risk		Completed					Ontrack			
Campaign Progress	100%	100%	58%	74%	42%	26%	84%	11%	0%	16%	0%	11%	0%	5%	0%
Teams Completed	19	19	11	14	8	5	16	2	0	3	0	2	0	1	0

"Working together for wellness."

Lotuisa, Gene and Tazi
(GENERAL PRACTITIONER, PATIENT AND PEER SUPPORT LEADER)



"Our families are important. To take better care of them, we must take better care of ourselves."

Penina and David
(MOTHER AND SON)



"Better outcomes start with better collaboration."

Ai and Larisa
(SOCIAL WORKER AND OCCUPATIONAL THERAPIST)



Appendix D: Manaaki Hauora – Supporting Wellness Campaign Milestones

	Campaign Milestones	Completion Date	Status ✓ on track ▲ at risk X behind schedule
Collaborative development, recruitment and engagement	Executive Leadership Team (ELT) approval	17 June 2014	✓
	Expert group engagement	July - September 2014	✓
	Leadership group identified	22 September 2014	✓
	Engagement event	24 September 2014	✓
	Campaign project team established	29 September 2014	✓
	Request for Collaborative team proposals	2 October 2014	✓
	Collaborative teams' proposals due	24 October 2014	✓
	Expert group review proposals	28 October 2014	✓
	Confirmation of collaborative teams	31 October 2014	✓
Phase One The collaborative – iterative cycles of learning , improving and implementing change	Learning Session Zero	21 November 2014 Ko Awatea	✓
	Coaching and support to teams	ongoing	✓
	First Learning Session	1 April 2015 Ko Awatea	✓
	Master classes for topics/ improvement tools	monthly	✓
	Brandon Bennett visit	6-15 May 2015 23 June – 2 July	✓
	Second Learning Session	24 June 2015 Ko Awatea	✓
	Collaborative project reviews	August 2015	
	4 th APAC Forum	23-25 September 2015	
Phase Two Scale up & Spread across Sector	Third Learning Session	10 November 2015 Ko Awatea	
	Coaching and support for holding the gains	January – November 2016	
	How to guides' completed	February 2016	
	Goal Achieved	1 December 2016	