Manaaki Hauora-Supporting Wellness

Learning Session 2

Wednesday 24 June 2015

Owning My Gout *(OMG!)*

COUNTIES MANUKAU HEALTH

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HEALTH SYSTEM INNOVATION AND IMPROVEMENT

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Organisational "Buy in"

Aim: 90% of eligible patients with gout at The Doctors, Ti Rakau will be enabled to self manage their condition* by 31st Dec 2015.

*As defined by a reduction in urate at months 3, 6, 9 and 12 months and improvement in QoL measure

We got buy in by:

- Gathering data about gout prevalence and its cost to the organisation and presenting a proposal to develop a new model to improve management of gout in primary care to Rheumatologist, Pharmacy Service Manager and Manaaki Hauora leadership
- Approaching Green Cross Health, who are associated with multiple pharmacies and GP practice's and presenting the proposal to them. This resulted in them agreeing to collaborate on the project, potentially giving access to numerous GP's and pharmacies to test the model
- Meeting with a GP, community pharmacist and practice nurses at pilot site and discussing the project and what it involves, and how it could benefit their patients

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Measures Summary

Proposed Dashboard of measures for Owning My Gout		
Number of patients enrolled in the programme – cumulative total (**outcome** measure) And % eligible patients this represents	Monthly Average Urate Level for patient cohort (**Outcome** measure) – aim – to see a reduction to less than 0.36mmol/l	Monthly Quality of life measure (**outcome** measure) – aim to see an improvement in specific questions from the quality of life questionnaire which we expect to have direct impact in the short term – specific questions captured monthly
Emergency care presentations (**outcome** measure) – the number of presentations to EC for the enrolled patients for gout flares	GP presentations (**outcome** measure) – the number of presentations to GP for the enrolled patients for gout flares	Annual Quality of life measure (**Outcome** measure) – aim to maintain or improve the average quality of life measure from the start of the programme to 12 months post commencement
Urate lowering therapy (**process** measure) – the % of enrolled patients who have received urate lowering therapy in at least 3 of the past 4 quarters	Urate tests (**process** measure) - % enrolled patients who have at least 1 urate test in the past 12 months	Number of patients where care is returned to the GP (**balancing** measure) the number of patients who enrol in the programme but subsequently have their gout management returned to the GP

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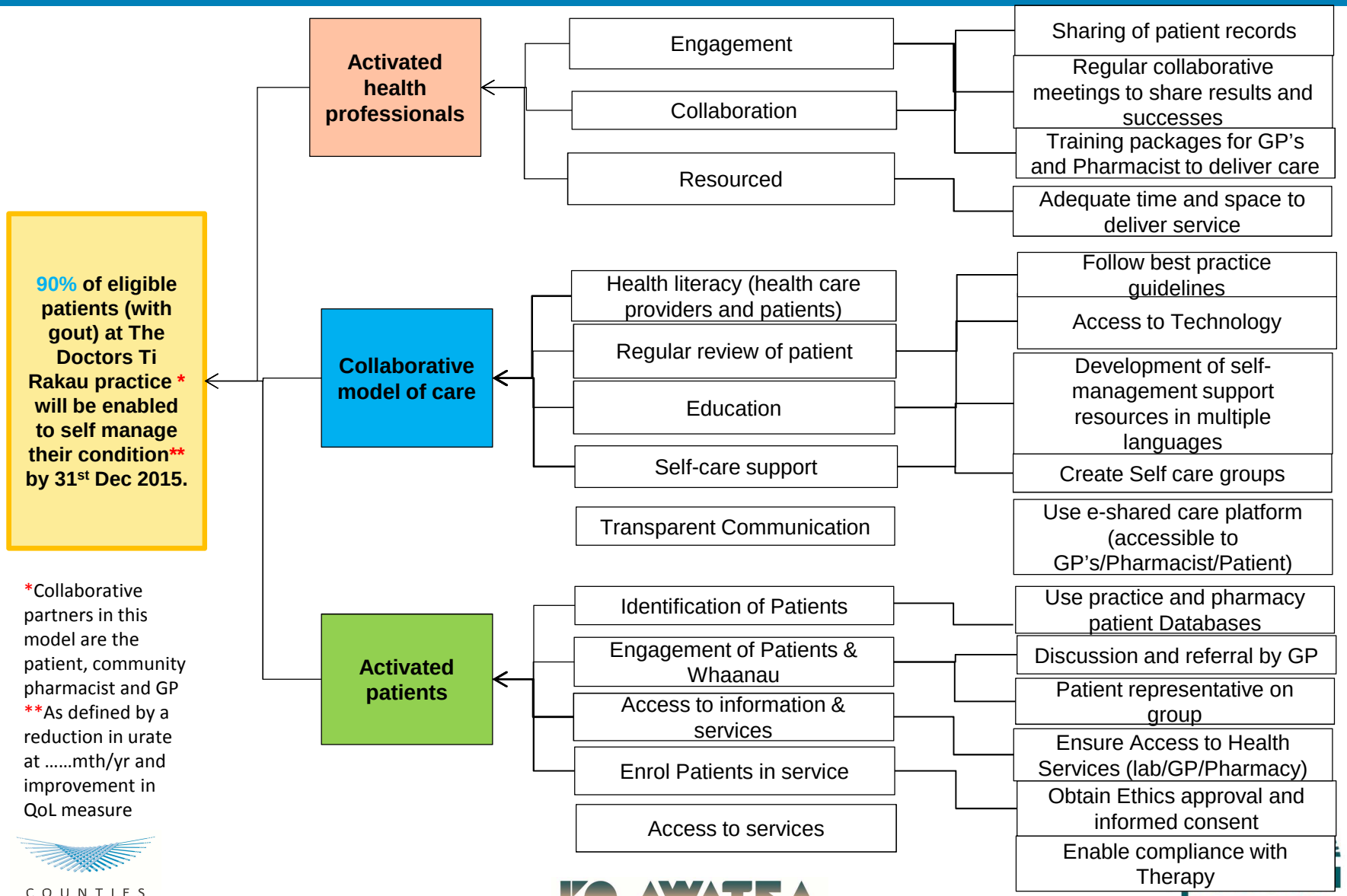
Driver Diagram



*Collaborative partners in this model are the patient, community pharmacist and GP

**As defined by a reduction in urate at ……mth/yr and improvement in QoL measure

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Change Ideas - Themes

1	Development of self-management support resources in consultation with: • Health literacy experts • Rheumatologists and other health professionals • Patients and whaanau
2	Use e-shared care platform (accessible to GP's/Pharmacist/Nurses/Patient) • Enable collaborative patient management • Enable patient self management
3	Develop training packages for GP's, pharmacists and nurses to deliver care, including point of care testing

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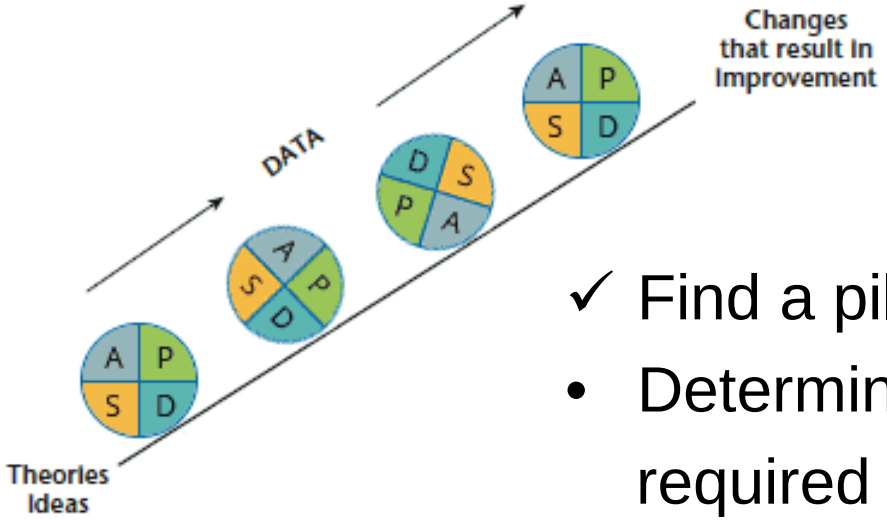
Most successful PDSA cycles?



- ✓ Find a pilot site for developing the service
- Determine whether ethics approval is required (ongoing)

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What Changes have you tested?

	Next Planned PDSA	When?
1	Test the accuracy of the Bene-check point of care test meter with lab values	As soon as meter arrives
2	Test process for determining number of patients eligible for the service (denominator)	Currently underway
3	Test ways to identify potential patients to be enrolled in service on GP practice software	Next two weeks

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Highlights and Challenges

- **Highlights**
  - Team formation and collaborative approach – have got the right people on board
  - High level of engagement from team members
  - Several planned PDSA's
  - Weekly team meetings

- **Challenges**
  - Slow progress initially getting a pilot site confirmed

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Achievements to Date

- ✓ Agreed on Aim
- ✓ Secured pilot site to trial self-management intervention (The Doctors Ti Rakau and Unichem Ti Rakau)
- ✓ Collaboration with other groups eg Health Navigator BRITE. Joined the Manaaki Hauora Network.
- ✓ Developed a measurement plan

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Collaborative Team Members

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