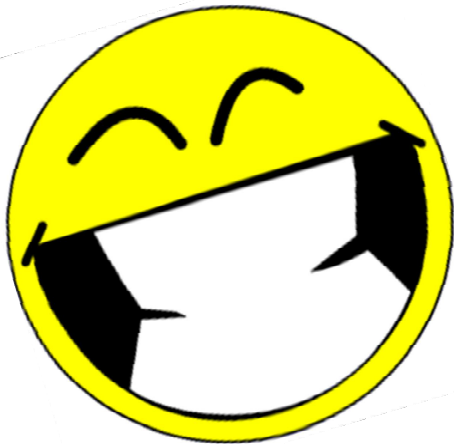


Manaaki Hauora-Supporting Wellness

Learning Session 3

Tuesday 10 November 2015



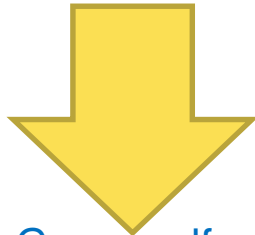
SMILE

Self-management is life enhancing

Aim

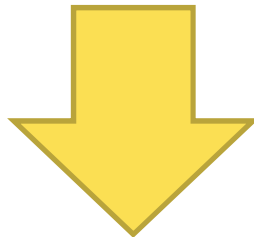
Vision: Normalise self-management support (SMS) in general practice

Phase 1 Aim:
By December 2015, reliable and sustainable general practice models of self-management in will be documented and act as a business case for uptake



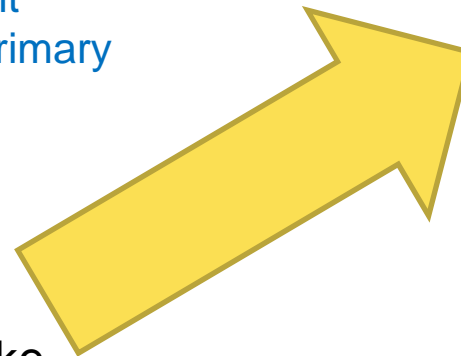
Health Coach

Group self-management run by General Practice



Business case for General practice to uptake Self-Management support models

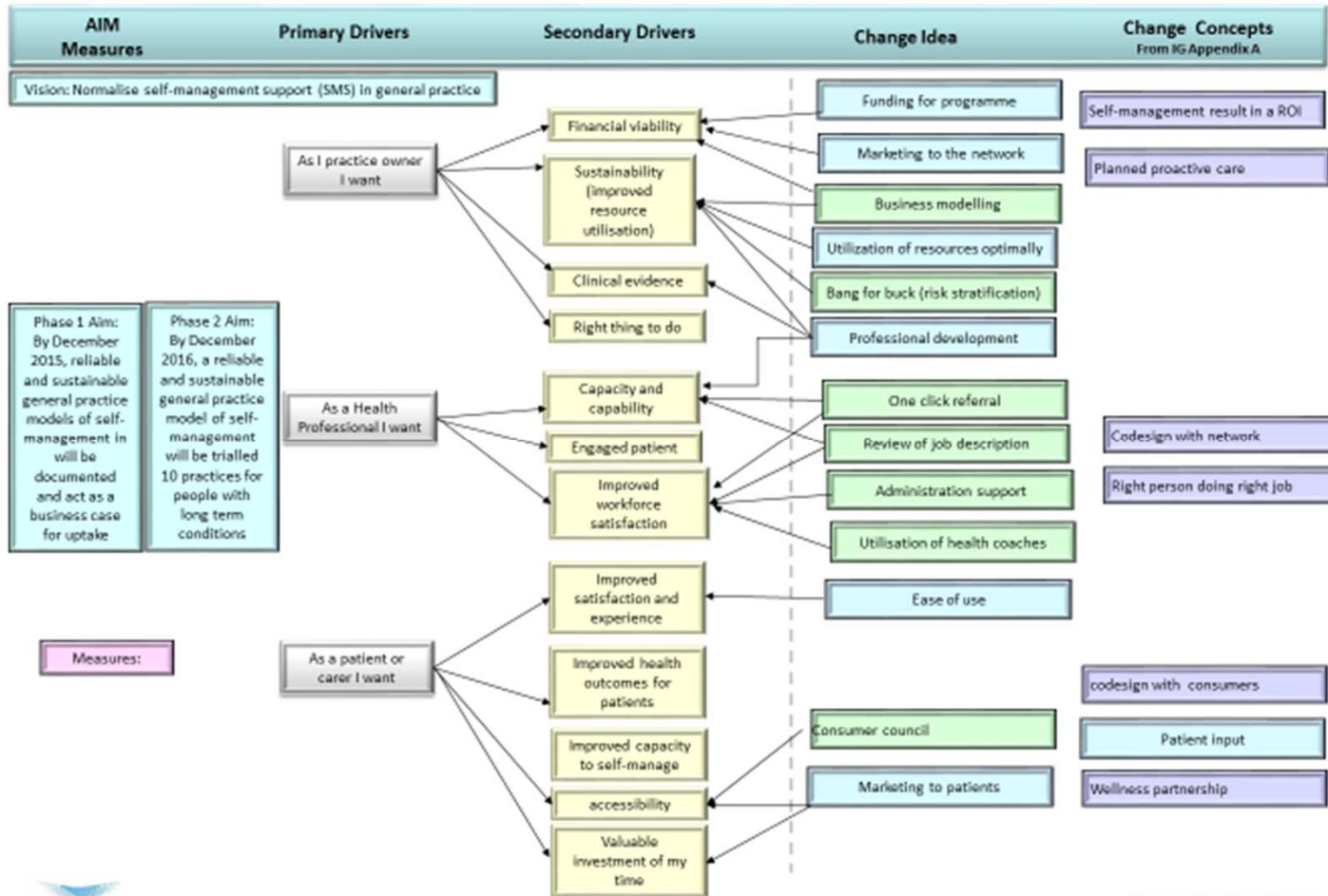
Introductory 'how to guide' for self-management support in primary care



Phase 2 Aim:
By December 2016, a reliable and sustainable general practice model of self-management will be trialled 10 practices for people with long term conditions

Driver Diagram

Driver Diagram: SMILE



Version 1 - 30 March 2015

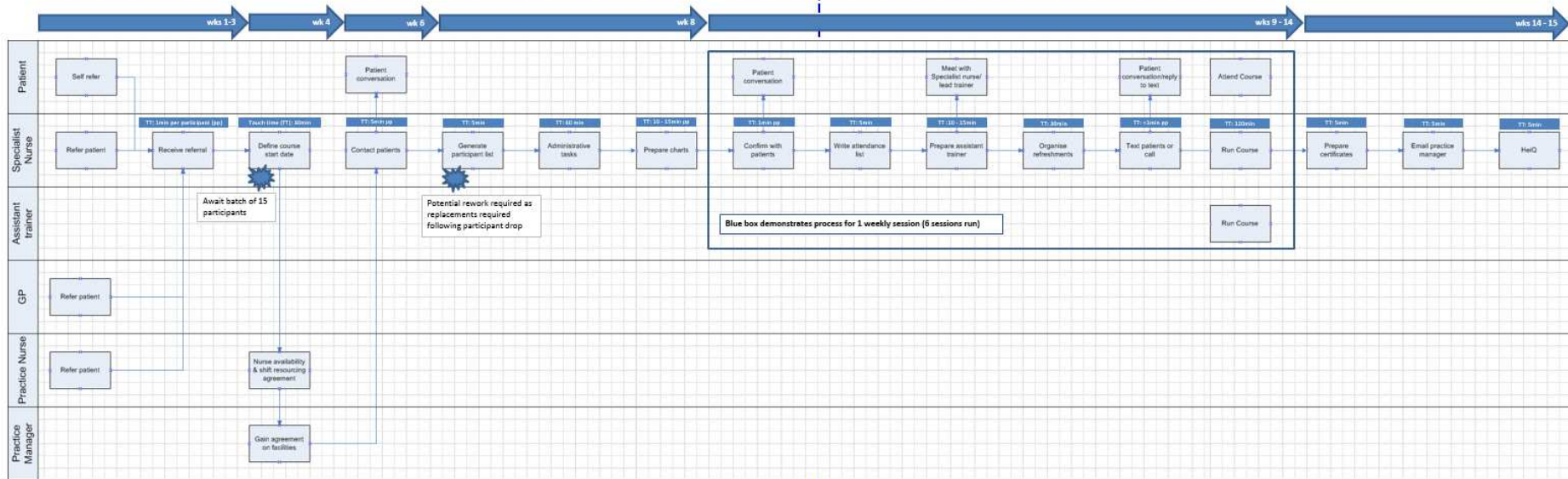


Most successful PDSA cycle

- Process mapping GSM in primary care and reviewing areas for improvement, learnings and innovation.

Process flow for Stanford Group Self-Management Program at Bakerfield Accident and Medical Clinic (MCAM)

29 hours work required for Specialist Nurse
13 hours work required for Assistant Trainer



Touch time (TT) - time the task is actually being worked upon

Achievements to Date

- ✓ Health Coach started in practice
- ✓ Referrals being received
- ✓ Process mapping of Group self-management run by general practice
- ✓ Review process map to find sticking points and trial new ideas

Community preference of Health Coach title:

13 responses.

8/13 preferred health coach as name for role.

4/13 preferred Peer health Coach

1/13 preferred Peer Coach

Other title suggestions: Peer Support/Peer Health Support/ Peer support coach/ Health giver/ Health Guru(x2)

- **Recommendation: continue to use Health Coach**

Meet your Health Coach

Kia Ora
My name is Tracey and I am your complementary health coach.



I come from Nga Puhi, Whakatohea Waikato and currently live in Mangere. I have four children, two boys (2 & 4) and two girls (21 & 26), as well as Mokopuna (Grandchildren).

Along my journey I have worked to help people, like you, set goals and achieve their aspirations.

I am currently studying Social Work and have a Business Diploma and Human Services Certificate.

We welcome your feedback. Let us know how we can improve your visit.