

Manaaki Hauora-Supporting Wellness

Learning Session 3 – Nov 2015:

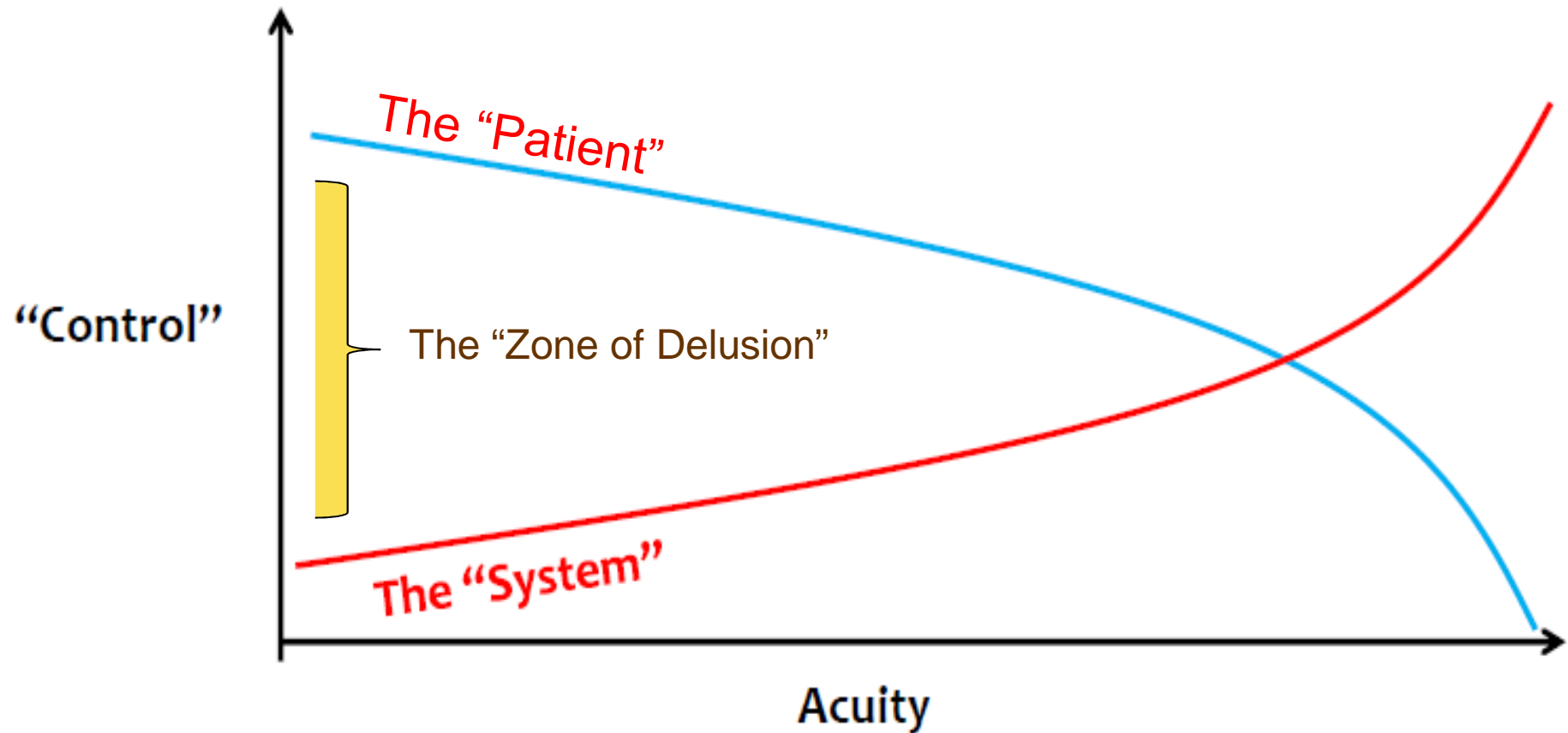
**What are we Trying to
Accomplish??**

David Codyre – Clinical Lead



Who really makes the decisions?

Who controls the outcomes?



Doug Eby Excerpt

Insert Doug Eby talk link here

<https://www.youtube.com/watch?v=4-G2-Ed74Ss> – 20.10 min – 26.54 min

Why we need the Manaaki Hauora campaign

- ETHC CMDHB area population:
- 80,000 total popn, all in high needs communities
- 10,000 with a significant LTC
- 800-1,000 newly diagnosed diabetics per year!!!
 - Vast majority type II diabetes
 - GP teams struggle to engage many in getting to a point of good control/HbA1c under 40
 - ARI alone WON'T change this
- Primary and Secondary care will be **OVERWHELMED** with the health needs of these people unless we fundamentally change how we “do the business”

LTCs and CCM – The Kaiser Permanente Story

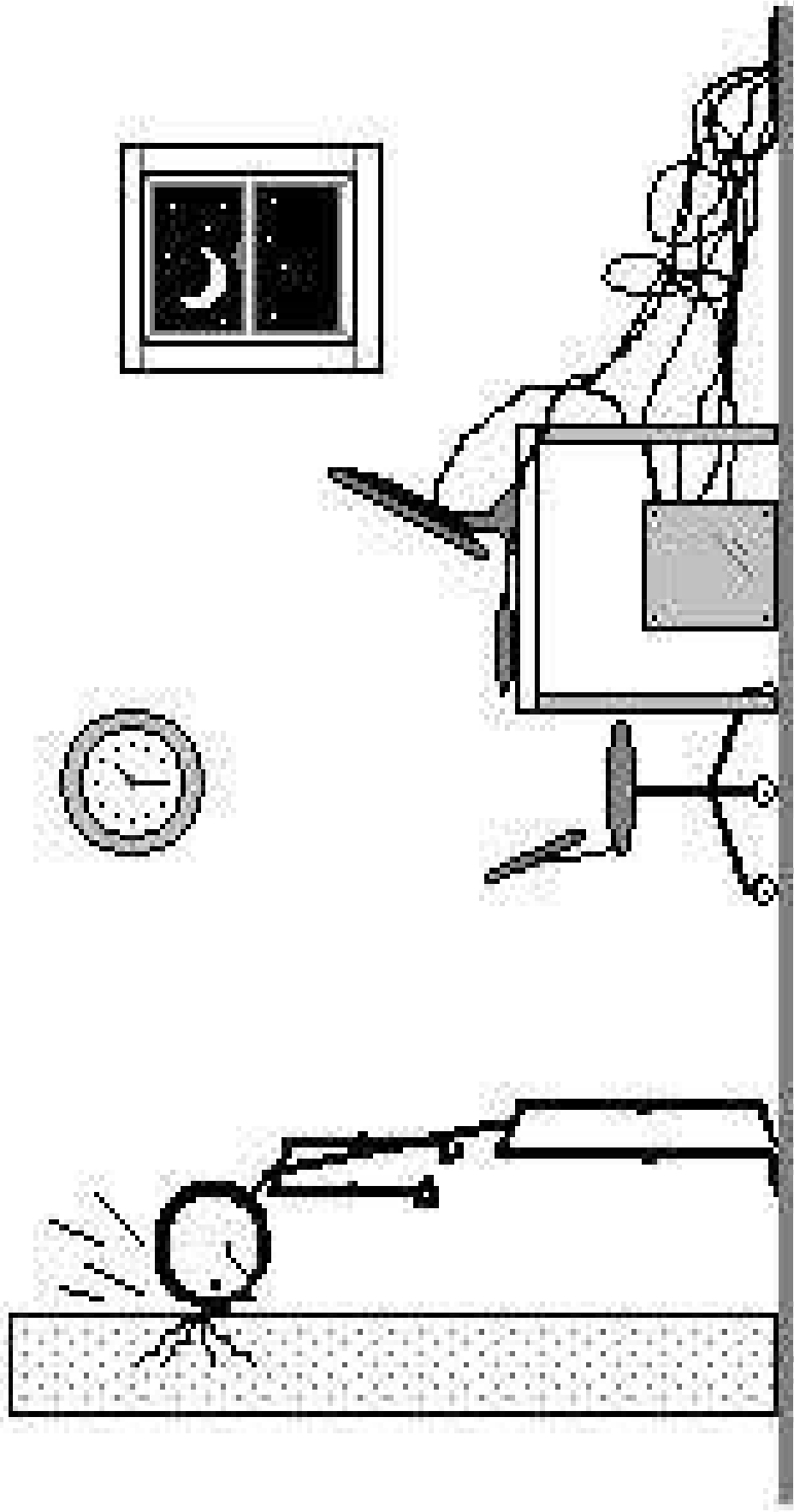
- KP were the trailblazers in implementing diagnosis based CCM programmes – but after some time felt they were not delivering as intended.
- Their analysis of the main factors impacting on outcomes for people with LTCs:
 - Frail elderly
 - Chronic pain
 - Mental health issues
 - Addiction issues
 - “Psychosocial complexity”

Case Study – “Tavita”: A clinician-centred perspective

- 58 yo man, obese, smoker, past heavy drinking
- Diabetes – poorly controlled, HbA1c over 100
- Gout – frequent flare-ups
- Poor adherence to medication
- Frequent GP attender
- Frequent ED attender
- Many DNA’s to OP appts
- “No matter what we do, he does not want to be well...”

Case Study – “Tavita”: What we do now

- Focus on his pressing medical issues
- GP visits – review, prescribe medication, educate him, stress to him how important it is to take his meds, prognosis if he does not
- ED visits – reassess, reinvestigate, represcribe, discharge
- Referrals to diabetes and rheumatology svcs
- “No matter what we do, he does not want to be well...”



Case Study – “Tavita”: His story

- “No-one has ever listened to my story before”
- Grew up with family violence, alcohol – older brother inducted into gangs, violence – BUT has tried to improve his life, be a good father, work
- Struggles with depression, PTSD, has self medicated with alcohol
- Ongoing worry re: kids problems – truant, in local gangs; finances, conflict with own family/siblings
- When doctors/nurses try to “make me understand” re health, “can’t make sense of it”, worry

Case Study – “Tavita”: A patient-centred perspective

- Primary issues – trauma history, PTSD, depression, family stress, low self esteem – all meaning he feels he has no control in his life.
- Secondary issues – diabetes, gout
- Attempts at “health education” have left him feeling whatever he does, he will die young.
- He is thus anxious about his health, but does not know what to do, and does not trust health professionals who “don’t understand...”

Case Study – “Tavita”: A different approach

- What is happening now is a “lose-lose-lose”
 - He feels more and more out of control, his health is getting worse
 - He is unable to work, address his family issues
 - We get frustrated trying to help, and he is an increasing burden on the health system
- **SO HOW COULD WE DO THIS DIFFERENTLY???**
- What would a “self-management support” informed approach look like??



Case Study – “Tavita”: A different approach

- First priority – **listen**, hear his story, understand his perspective and what his main issues are
- Second priority – **engage** him in identifying his priority goals and what support works for him
- Third priority – engage him in **addressing mental health and psychosocial issues**
- Fourth priority – improve his health literacy, “self-efficacy”, and “**self management**” – and then...
- ...chances are his medical issues will be easier to manage

So – what is it we are trying to accomplish??

TRANSFORMATIONAL CHANGE –

A paradigm shift in how we engage and work with people, often framed as:

“Moving from ‘what’s the matter with you’ healthcare to ‘what matters to you’ healthcare.

Insert Sina link here

