Manaaki Hauora-Supporting Wellness

Learning Session 5

Tuesday 21 June 2016

Exercise 4 Life

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Aim

By December 2015, 100 Healthy Heart and Better Breathing participants will increase their self management survey results from x to y.*

**The patient self management score will record the clinicians impression of the participants ability to manage their health condition in the 5 key "areas" and encompass behaviour change and capability*

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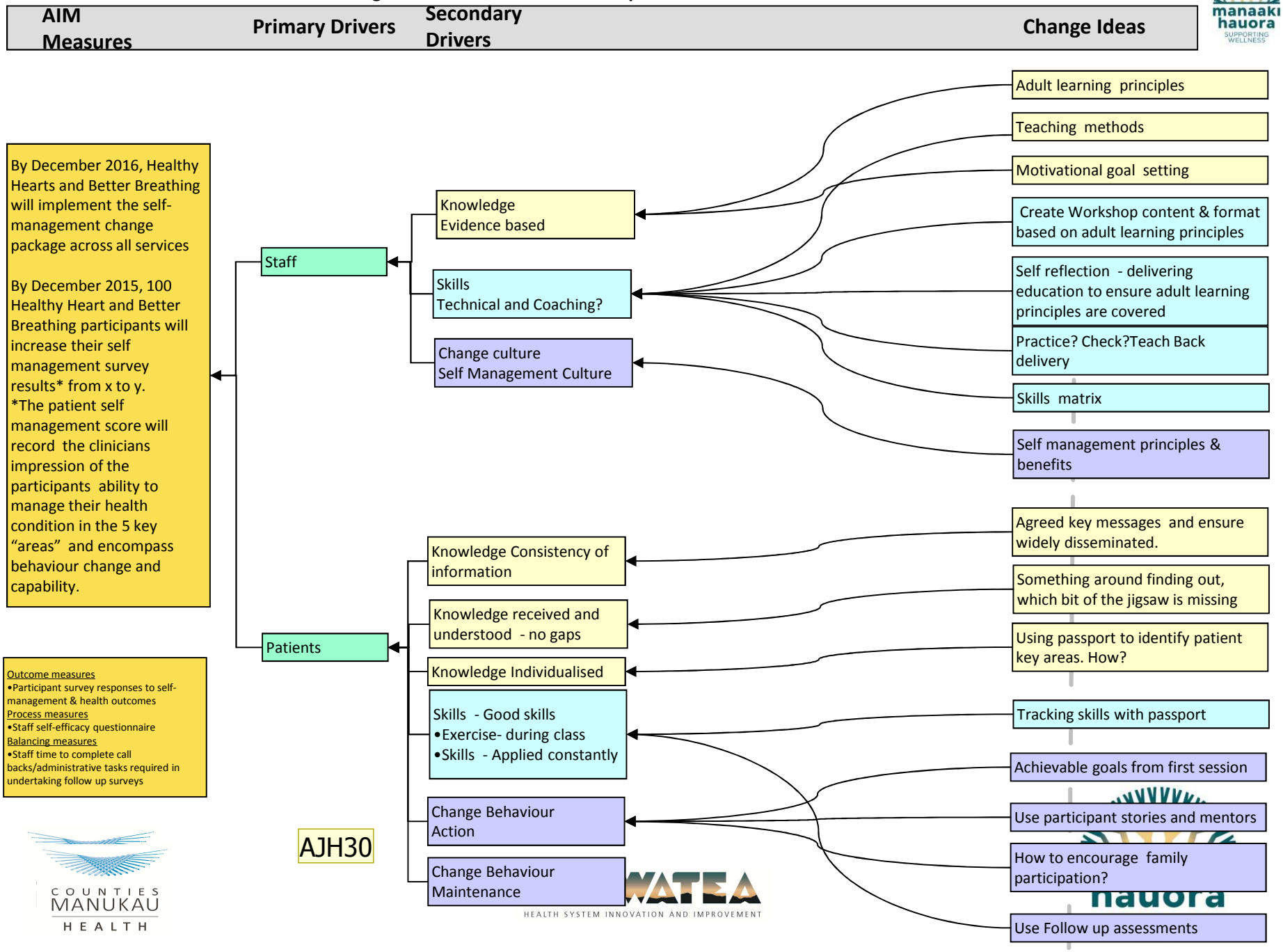
Driver Diagram: Exercise for Life V4 12 Apr 2016



Slide 3

AJH28 Have we got change ideas that address the all the drivers?
Alison, 13/04/2016

AJH29 Do we need to rationalise/combine/delete or change any of these drivers?
Alison, 13/04/2016

AJH30 Staff measure will be change in matrix scoring from baselin eto test.
Patient measure ? Patient Satisfaction survey - key questions and Clinicians impression of SM

Need to add these?
Alison, 13/04/2016

AJH31 We Need to change concepts at some stage
Alison, 13/04/2016

Driver Diagram/PDSA Tree : Exercise for Life

Change Ideas for Staff Self Management Development

Adult learning principles

Teaching methods

Motivational goal setting

Attend adult teaching and learning course?
Laura
New

Provide overview and key points for colleagues-
New

Testing on line course
AJH32

Create Workshop content & format based on adult learning principles

PDSA – ask patients about their learning styles, to see how many can identify there own preferences.
Sarah – Write up

PDSA – Move to simpler method Do patients like pictures, movies, listen read book -

PDSA – Offer options and see what the patients choses

PDSA – Score Physio - Education sessions against learning styles
chec
AJH35
Sarah

Self reflection - delivering education to ensure adult learning principles are covered

PDSA – Video education session for self reflection?

Practice? Check?Teach Back delivery

PDSA – BB Breathing Control Video Teaching/Feedback Session

Skills matrix content

PDSA – Test difference methods of acquiring skills

PDSA – Create a list of skills for staff

PDSA – Survey Staff for baseline

Use to matrix measure skills at beginning and end?
Ongoing

Self management principles & benefits

Self Management Focus on How to exercise – provide information in several formats
New

Key

- Adopt
- Adapt
- Abandon
- What next?
- Testing

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Slide 4

AJH32 This could be a PDSA and the outcome could be everybody does it - or the outcome could be a condensed version is developed for what you need to upskill in
Alison, 13/04/2016

AJH33 Do we need to add all the skills identified to the change ideas and test how best to accquire them and apply them?
Alison, 13/04/2016

AJH34 Definately need to identify some resources for this, online learning -
Alison, 13/04/2016

AJH35 Is there a course or resources for this? Its it general to care or specific to exercise - should you be thinking about both?
Alison, 13/04/2016

Driver Diagram/PDSA Tree : Exercise for Life

Change Ideas for Patient Self Management Development – Page 1

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Agreed key messages widely disseminated.

- PDSA – Use existing materials ? HH & BB

Something around finding out, which bit of the jigsaw is missing

- PDSA – Find out how much patients understand about their condition . LINQ and HH equivalent Sarah - Write Up

Using passport to identify patient key areas. How?

- PDSA – Passport contents Emma – Write up Hannah - HH folder class contents
  - PDSA – Health Professionals impression of Self Management - Developed survey Nina - Reported back
    - PDSA – Health Professionals impression of SM – revised version Nina -
      - PDSA – Health Professionals impression of SM – Testing by two people on same patient Nina -
  - PDSA –HH Version
    - PDSA – BB Version Practical Mock up
      - •Adding Road Map
      - •Coloured paper Sections
      - •Folder
      - •**Key messages information for patients**
  - PDSA – Self management Road Map
    - PDSA – BB Version Practical Mock up
  - PDSA – BB Passport contents – Focus exercise Hannah -
    - PDSA – BB Arthur doing passport
    - PDSA – Evaluation of passport contents with patients

Tracking skills with passport

- PDSA – Exercise sheet check box when doing exs correct consistently
  - Update exercise sheet for patient to take home with them. PDSA increase passport compliance
- Borg skill: Numbering exercises instead of ticking

Achievable goals from first session

- PDSA – Goal setting (re setting at end of programme . Sarah Write Up one patient test
  - PDSA – BB Goal setting (re setting at end of programme . Sarah - Next test write PDSA Ongoing
    - PDSA – Long Term Goal
    - PDSA – Celebrating goals at end session w group
    - PDSA – Goal setting plan sheet
    - PDSA – Goals on exercise sheet

Use participant stories and mentors

- PDSA – Arthur

How to encourage family participation?

- PDSA – Patient Experience - Re arranging Chairs Emma
  - PDSA – Patient Experience -Information whiteboard

Use Follow up assessments

- Follow up assessment 3m visit telephone call
  - PDSA – Time involved in co-ordinating follow up assessment telephone calls Hannah -
    - PDSA – Emphasis the re-assessment date
    - PDSA – Planned Telephone/clinic assessment
    - PDSA – Last assessment 2 weeks early

Key

- Adopt
- Adapt
- Abandon
- What next?
- Testing

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Slide 5

AJH36 This need expanding and adding to the right Change Idea.
Alison, 13/04/2016

Driver Diagram/PDSA Tree : Exercise for Life

Change Ideas for Patient Self Management Development – Page 2

Agreed key messages widely disseminated.

- Standardized talks with a key message → Change information sheets for talks we give to participants - nina
- Individualise information/education → Individualised Key message form in passport

Increasing patient condition knowledge

- PDSA – Health Professionals impression of SM – revised version Nina - → PDSA – does patient knowledge improve with SMS - Knowledge needs working

Using passport to increase patient self management

- PDSA – Evaluation of passport contents with patients → PDSA – Change passport contents
  - •SMS
  - •Key messages information for patients
  - •Alter the education page
- PDSA – BB Arthur doing passport

PDSA – Change passport contents →

- PDSA - Does self management survey help us to identify gaps in knowledge at re-assessment?
- PDSA – Does Individualised Key message form in passport – Does it improve patient SMS?
- PDSA – Are patients using education/tracking page? Do we need to delete/Abandon?
- PDSA – Are patients using roadmap? Do they find it useful?

Tracking skills with passport

- PDSA – Exercise sheet check box when doing exs correct consistently → Update exercise sheet for patient to take home with them. PDSA increase passport compliance → PDSA – If we give passport and exercise sheet at first session, will it increase compliance?
- Borg skill: Numbering exercises instead of ticking

Achievable goals from first session

- Change process
  - •Long term goal
  - •Celebrate goals at D/C with group
  - •Goal setting plan sheet
  - •Goal setting on exercise sheet

Use participant stories and mentors

How to encourage family participation?

- PDSA – Patient Experience -Information whiteboard

Decrease dropout rate

- Txting service to increase communication

Use Follow up assessments

- Follow up assessment 3m visit telephone call

New

- Home exercise programme following final visit?
- Goals prompt assessment???
- Icebreaker for education sessions

Key

- Adopt
- Adapt
- Abandon
- What next?
- Testing

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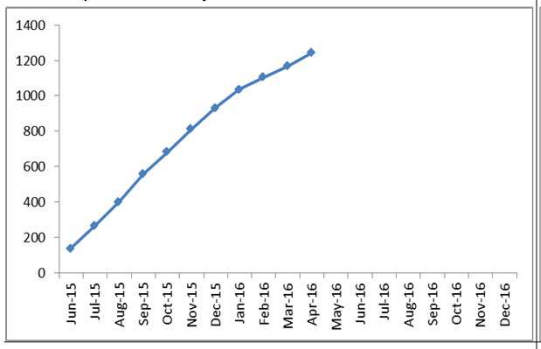
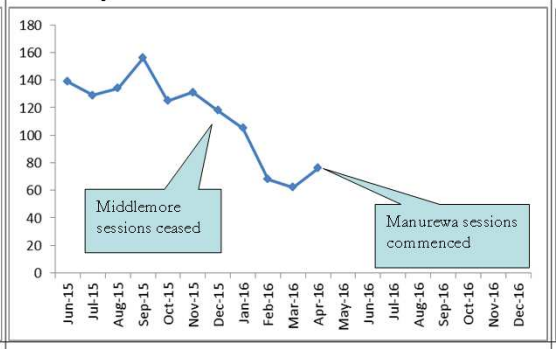
Dashboard

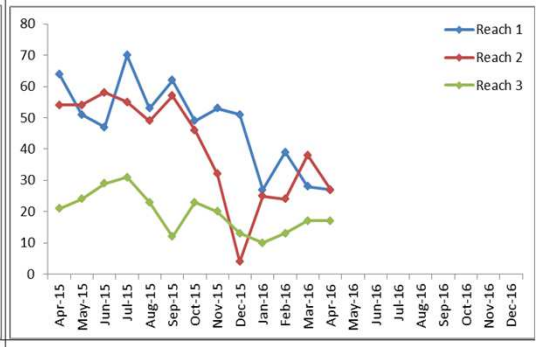
Total (cumulative) reaches



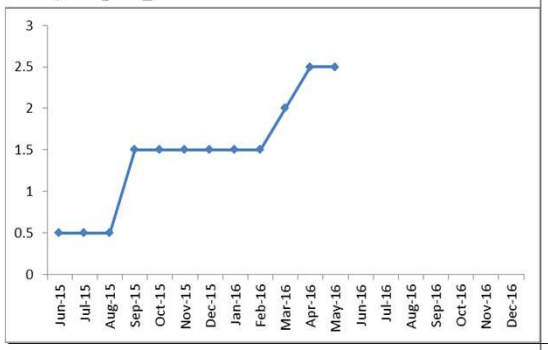
Monthly new reaches



Reaches quality



Project progress score



Exercise for Life

Team Dashboard

May 2016

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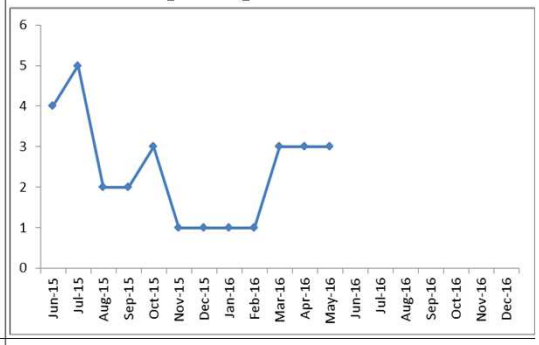
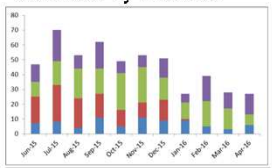
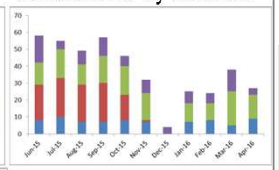
PDSAs completed per month

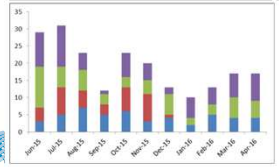


Referrals by location



Enrolments by location

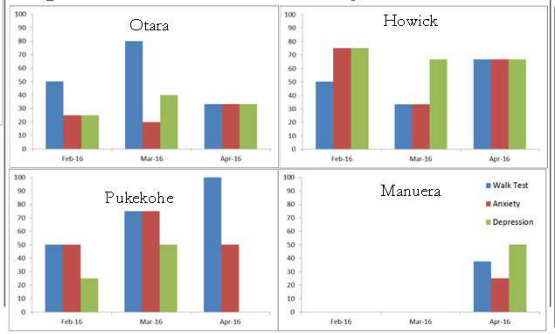




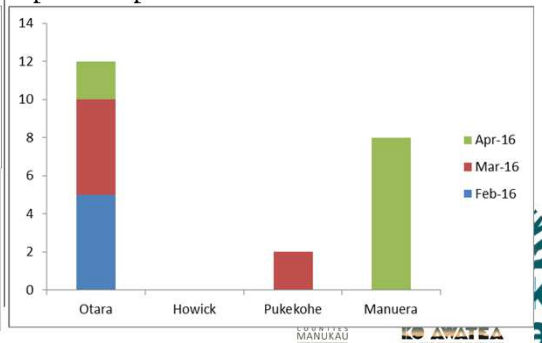
Pukekohe
Otara
Middlemore
Howick

Re-assessments by location

% Participants recording a clinically significant improvement in their health by location



Participants not measured for improvement upon completion



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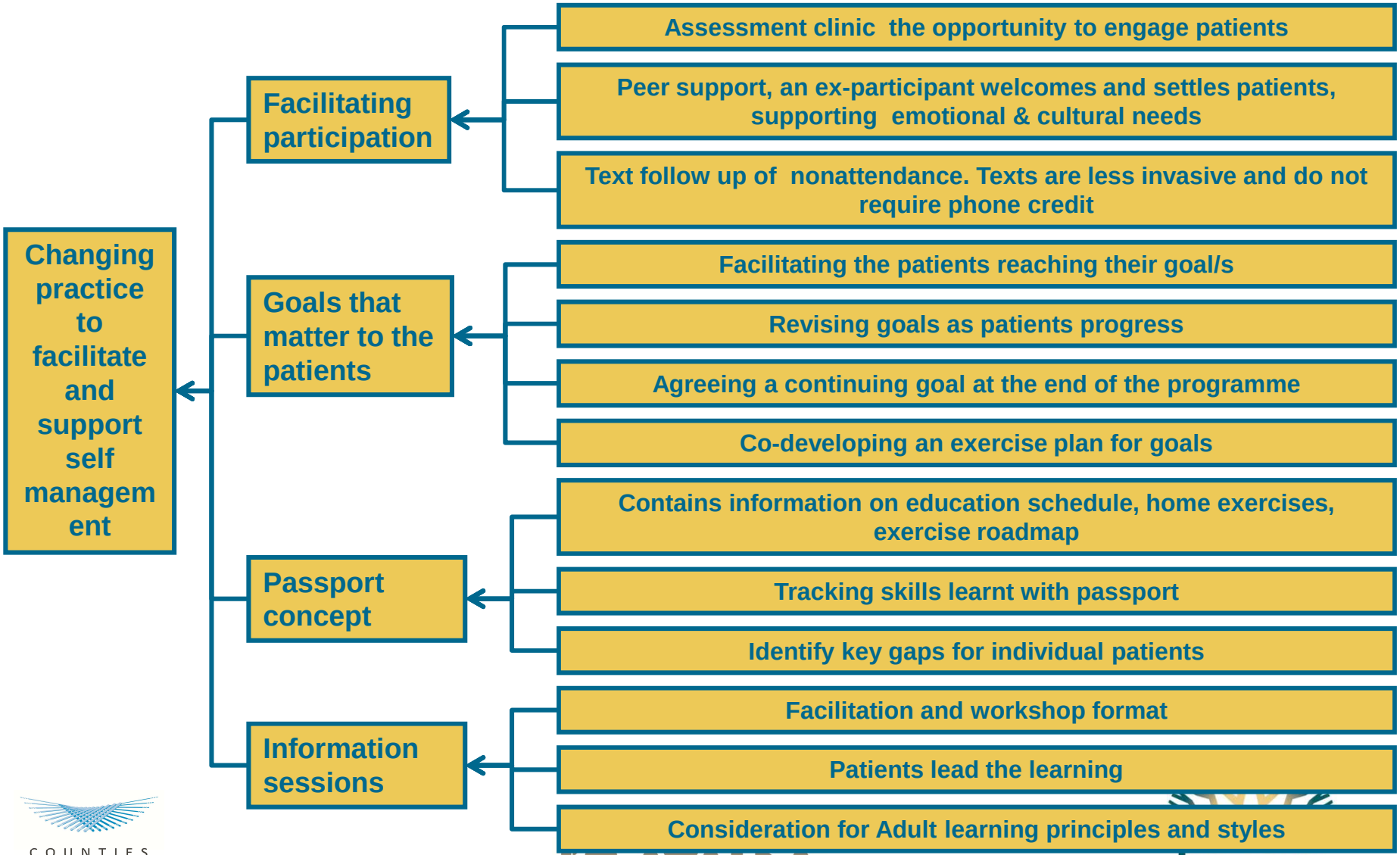
Change Package



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Change Package

Changing practice to facilitate and support self managem ent

Staff Skills and Culture!

- Matrix to measure - Staff self-assessment tool
- Learning resources – trying to use information that already exists
- On the job led coaching and reflection – PDSA's
- Promote the new culture – success stories

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Ask and Offer

Ask

Our 2 greatest unresolved challenges are:

- time constraints
- frequent staff changes

Offer:

Our 2 greatest challenges we have resolved are:

- data and dashboard!
- processes for assisting sustained behaviour change

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Patient & Whaanau Story

Lin is a volunteer driver for the RSA and drives people to their appointments. This week she bought a gentleman to his assessment for the better breathing programme and came to tell me about the wonderful change in her life.

Over two years ago Lin was referred to the pulmonary rehabilitation team by her GP, at the time she described herself as 'being in a bit of a rut'. She was smoking, overweight, eating bad food and spending most of the day sitting at the computer.

She started at Better Breathing in Otara, "I was terrible when I first started" reports Lin. "I could not even get half way around the hall without gasping for breath"

Lin believes the programme changed her life , "the exercise class was so positive" it encouraged her to make lifestyle changes, she started exercising and decided she needed to stop smoking so she could breathe better.

Lin went on to change her eating patterns, reduced her coffee intake and spent more time being active.

Lin has not looked back. She has managed to maintain the changes and maintain the benefits.

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Achievements to Date

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