

Manaaki Hauora-Supporting Wellness

Learning Session 5

Tuesday 21 June 2016



SMILE

Self-management is life enhancing

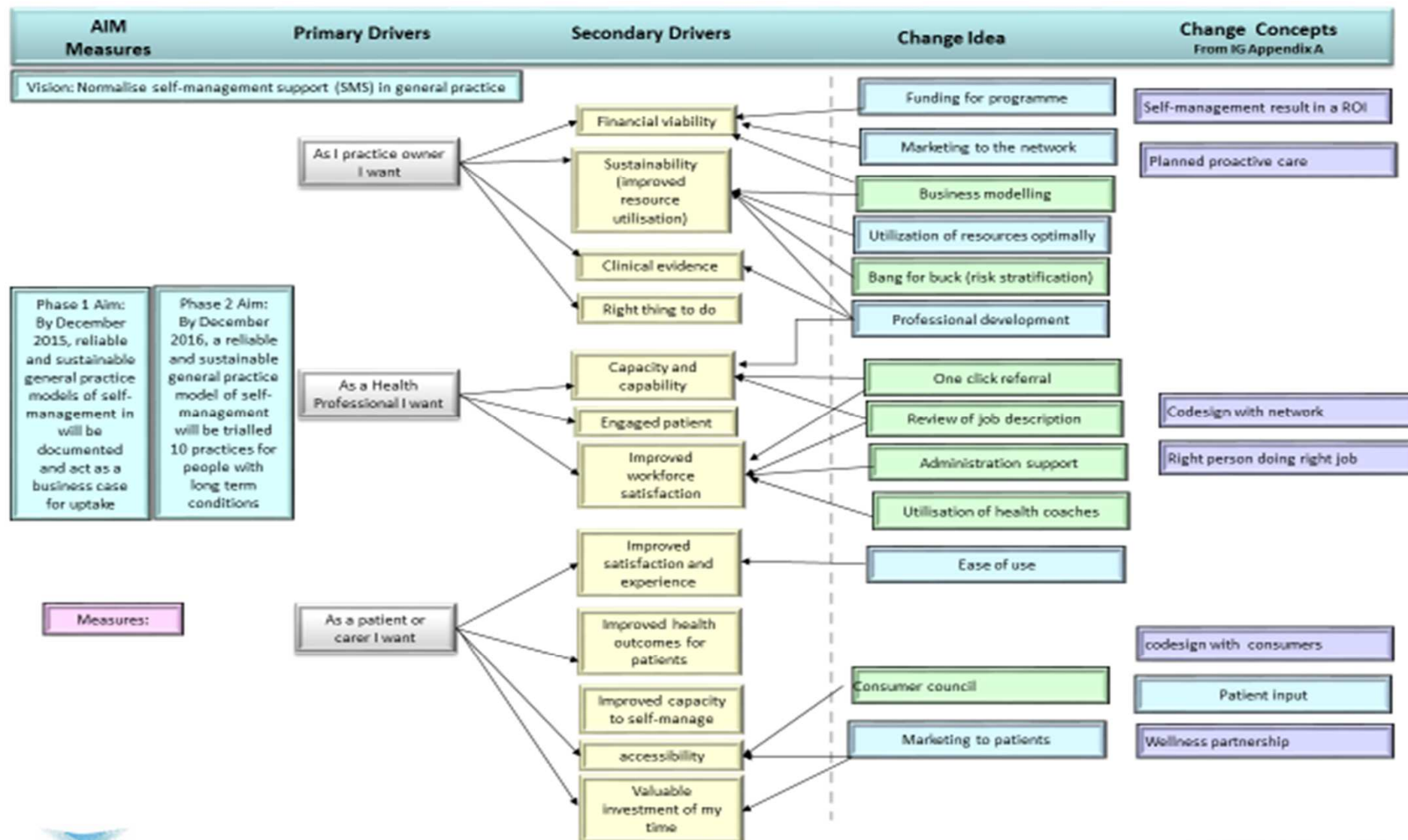
Aim

By December 2016

a reliable and sustainable general practice model of self-management will be trialled at 10 practices for people with long term health conditions

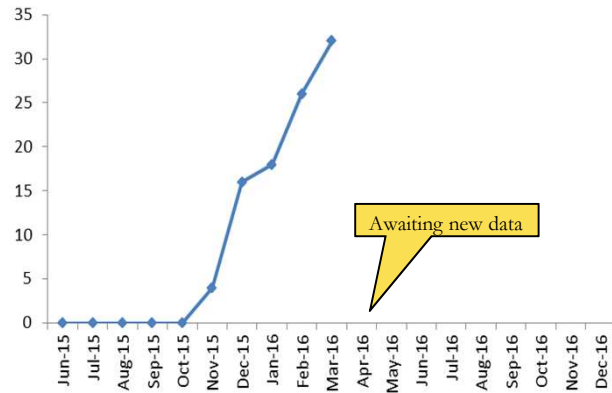
Driver Diagram

Driver Diagram: SMILE

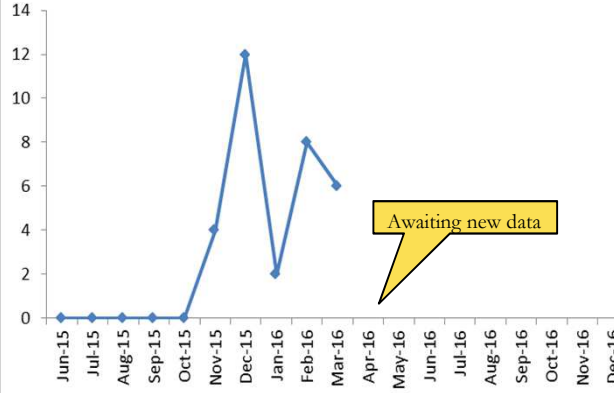


Version 1 – 30 March 2015

Total cumulative reaches



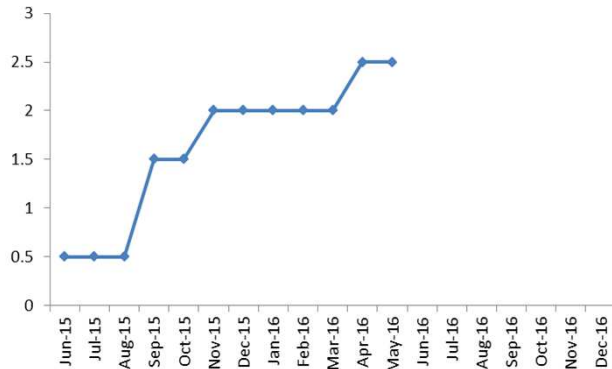
Monthly new reaches



Reaches quality waterfall

Awaiting data

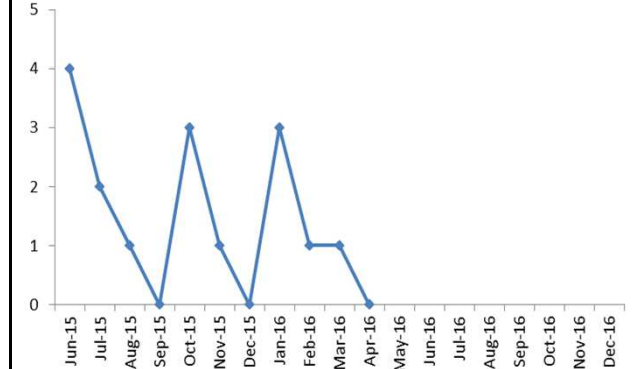
Project progress score



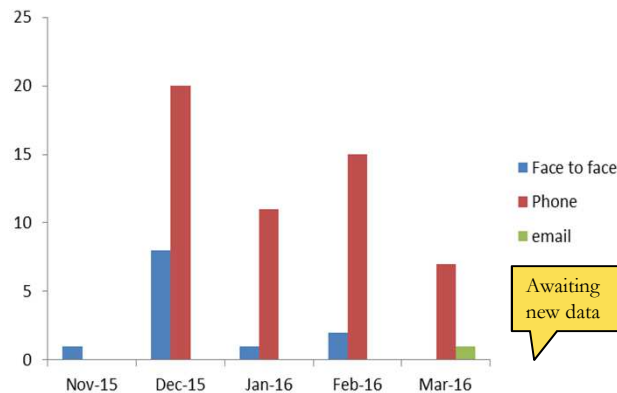
SMILE
Team Dashboard
May 2016



PDSAs completed per month



Health Coach interaction with participants



Current PDSA:

To ensure patients renew their medication following the completion of their health coach programme



Critical to success:

- Additional Health Coach rolls trialled
- Bring back weekly operational meetings
- Data collected provided to IA



Ask and Offer

Ask: Our 2 greatest unresolved challenges are:

- Finding another health coach to place in general practice
- Pinning down/ defining where the boundaries and scope is for the health coach role in a test/change environment

Offer: The 2 greatest challenges we have resolved are:

- Integration with primary health care team in general practice
- Connecting with patients who are too busy for face to face

Patient & Whaanau Story

I started working with this patient on the 09/02/2016, this is a very different interaction from the norm. From then till now we have not actually met in person. The beauty of this programme is that we can think outside the box and communicate in the best way possible to accommodate the busy lives of the patient/s.

09/02/2016 Patient A is very interested in looking at Big Boys Club. His Wife has just had their first baby. And this has prompted Patient A to look at weight loss and a healthy lifestyle.

The constant contact has been via phone and internet, for an example I sent to Patient A a link for the Big Boys Club introduction.

His response was very positive, he couldn't wait to get started so we organised him to meet up with a colleague Edith Tatana who is support Buck Stowers with the Big Boys Club programme.

The 21st of March was set for Patient A to meet up at the Gym with Edith, all good stuff came back from this visit. Patient A met with Buck Stowers and was ready to sign up for the Big Boys Club.

The Health Coach sent an Email to the GP for the Patient needing a referral or an endorsement so that he can attend the programme. This sparked the team looking at him being able to take part and looking at the criteria for the programme. After the collaboration of the GP's and the coordinators Patient A started with the programme and is thoroughly enjoying every moment.

Three months later I called Patient A to catch up. He is doing very well. He now has lost 17kgs and is feeling great. He will attend the GP for a check in a month or so and then we will see the difference in his baseline results. Patient A and the Health Coach will catch up in another two to three months.

Achievements to Date

- Connection with health coach patients who are too busy for face to face via email and phone support
- Health Coach Job description refined
- Process mapping of Group self-management run by general practice
- Full implementation of proposed changes to group self-management in primary care would result in 9 hours of non-value adding work being re-distributed to the admin support.