

# Improving Wellbeing for 0-4 year old Māori Children enrolled with Hauora Heretaunga suffering physically and emotionally with Eczema.

Primary Care Improvement Facilitators  
Rachel Pere  
February 2019



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COMMISSION NEW ZEALAND

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# Improvement Facilitator



I have come over to work as the improvement facilitator in this project along with my colleagues from the Medical Centre although my role in the clinic is the Dental Team Leader.



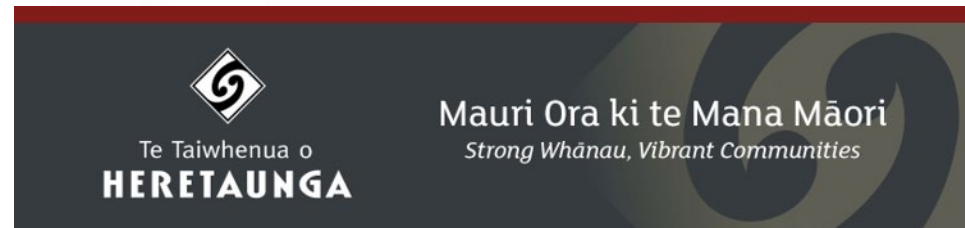
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# Background/Context

Hauora Heretaunga is a GP practice with 6100 enrolled patients 90% of which are of Māori or Pacific Island descent. Hauora Heretaunga has 53% more high needs compared to other HB GP Practices.

Comparing eczema related discharges per 1000 enrolled population between 2016 -2018 between other practices in locality Hauora Heretaunga is consistently higher. It is not uncommon for eczema to be referred by our GPs or Nurse Practitioner where infected flairs are out of control.



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# Improvement Team



Rachel Pere  
(Improvement Facilitator)



Julia Ebbett  
(General Manager Hauora Heretaunga and project sponsor)



Helen Gosman  
(Nurse Practitioner)



Davina Te Ngahue  
(Nurse)



# Problem Statement

Acute skin infections and eczema in 0-4 year old Māori children in Hauora Heretaunga, influenced by a lack of self-management support and access to preventative interventions is resulting in preventable presentations to the GP practice and ED.



# Aim Statement



For 100% of 0-4 year old Māori patients with eczema enrolled at Hauora Heretaunga on the Eczema Pilot Programme to achieve the Flinders Partnership goal they have set themselves by March 2020.



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**KO AWATEA**

HEALTH SYSTEM INNOVATION AND IMPROVEMENT



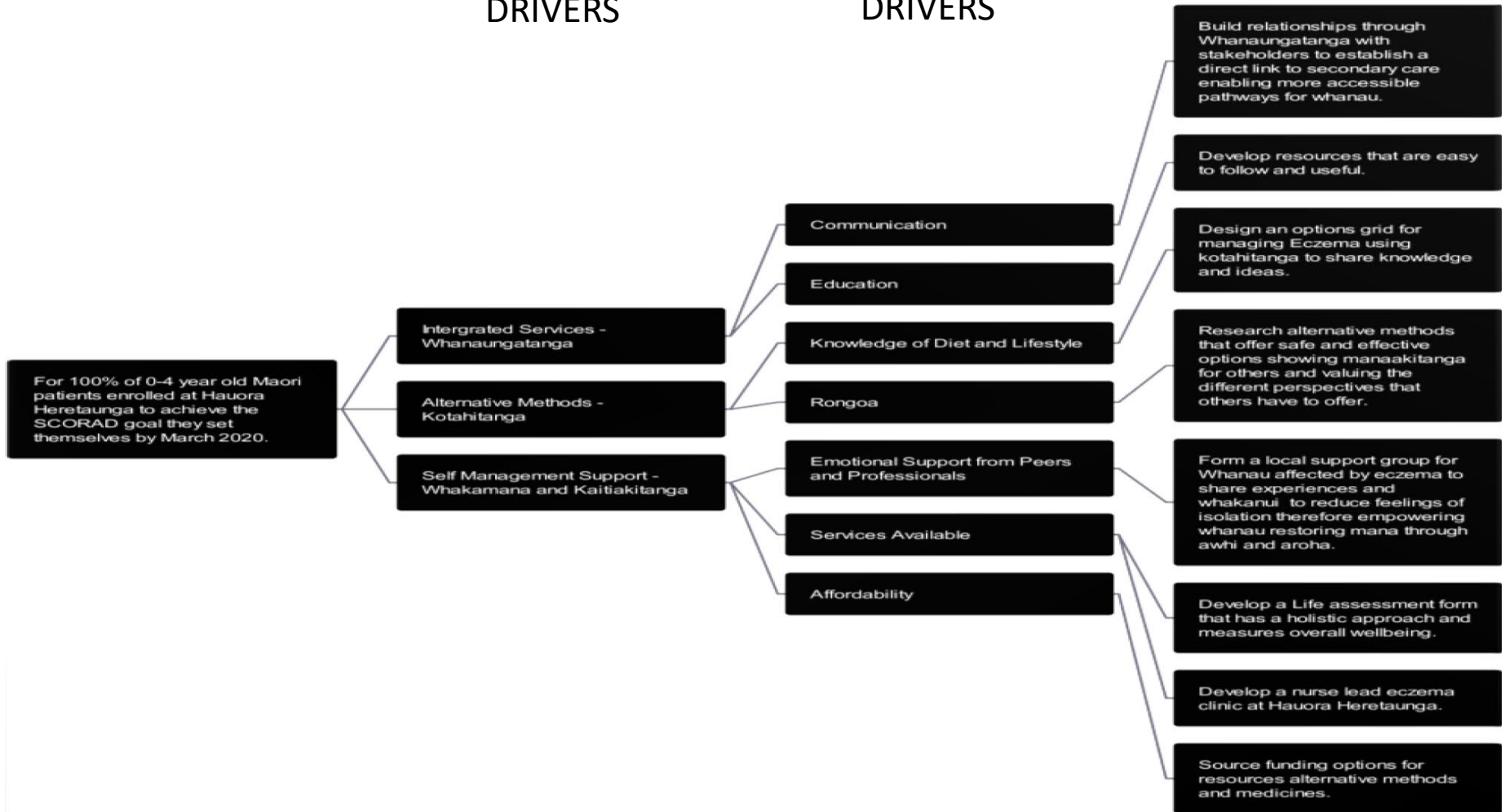
# Driver Diagram

## AIM

## PRIMARY DRIVERS

## SECONDARY DRIVERS

## CHANGE IDEAS



# Diagnose the problem – data

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To help diagnose the problem we held a consumer focus group. We invited whanau suffering with eczema to come and share with us the things that worked for them in regards to managing eczema with their little ones and what didn't work so well for them. They were given a pen and sheet of paper so they were able to express their thoughts and experiences freely. This worked very well.

It enabled us to see what they had written and then explore with them further.

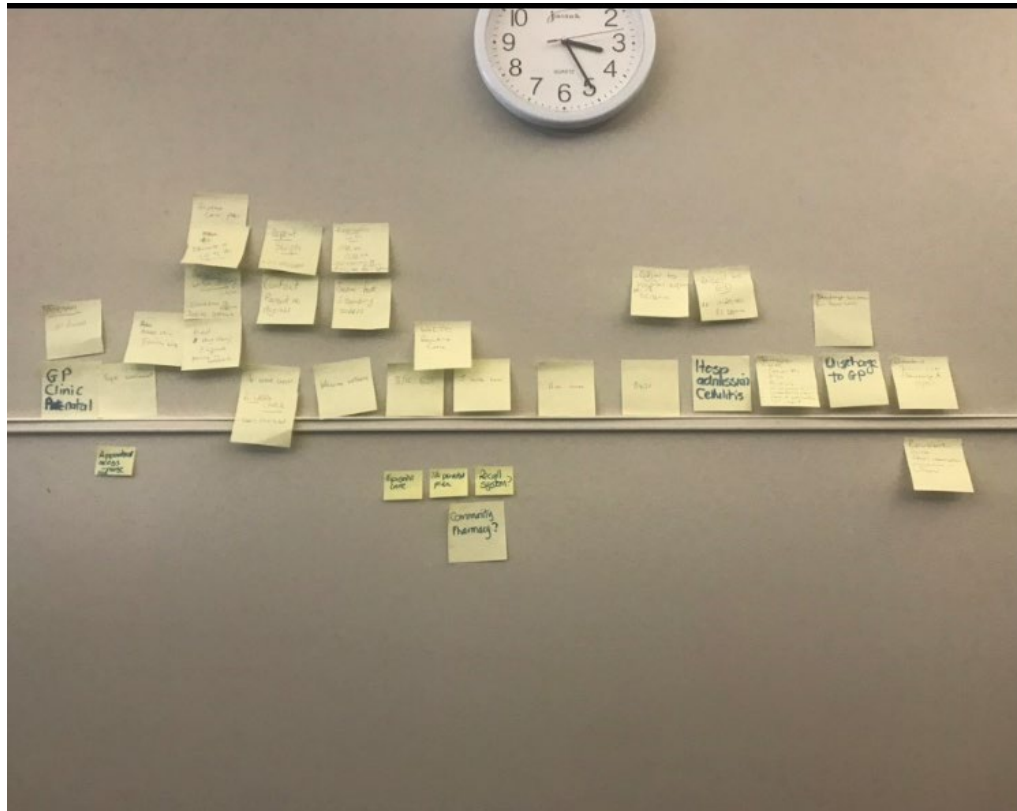
After this session we went away and started to develop some change ideas we thought would be able to support them in their self-management of eczema.

Once we had done this we invited them back to reaffirm that we had heard their voices and were on the right track to together developing something that would help them.

We continue to work with consumers throughout the journey.



# Diagnose the problem- tools



# Capturing the Patient Experience

- “Coming in to see Helen was very helpful she explained to me how to use the steroid cream properly, I was so scared as I had listened to the opinions of others so when I listened to her explain it to me it made sense and I am now using it on my baby and it is really helping. She also gave me a handout to refer to if I forget or had any other queries. She made me feel comfortable enough to ask questions without being embarrassed. When I call the clinic I ask to speak with her as she knows my story.”
- “Dealing with Eczema has been a lot of trial and error. In my previous practice it was as though they didn't want to take the time to explain things to me so I would search for answers myself. When I came to Hauora Heretaunga I found the nurses so helpful in explaining things to me in a way I could understand, they gave me little tips to use that I found very helpful. Eczema is draining emotionally and mentally but I feel like since I have been with this clinic I am on top of it”.



# Voice of the Customer

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- So far into the project one thing has been common and that is that they have appreciated dealing with one practitioner in regards to the management of the eczema. It makes them feel listened to and they build a relationship with that person in which they feel comfortable and open in consultations allowing the practitioner to help them with not only the eczema but the other issues within their lives giving wrap around care. This saves them repeating their story multiple times.

The levels of confidence in managing the eczema has been another message that has come through strongly. Whanau feel confident also in sharing their knowledge with others. Having good experiences in the clinic has increased their trust also in the other professionals that they are dealing with that they didn't necessarily have before.



# Dashboard of Measurements

## Outcome Measure

Percentage of Māori 0-4 year olds enrolled with Hauora Heretaunga that achieved the Flinders Partnership goals they set themselves by March 2020.

## Process Measures

Measure the amount of times patients present to ED or GP Clinic with Eczema Flare.

## Balancing Measures

Nurse time lost in regards to having booked patients into clinic and they haven't arrived. The time measured is time they could have seen other patients.



# What are you currently testing?

Theory of change (Secondary Drivers)	Ideas Tested (Provide details of your of your PDSA's, include your measures questions, predictions)	Evidence of Improvement (Include your data, charts and learning)
Self Management support	Form a local support group Whanau affected by Eczema to share experiences and whakanuito reduce feelings of isolation therefore empowering whanau restoring mana through awhi and aroha.	
	Whether this will identify the lack of self-management support.	
	Our prediction is that it will identify areas in which self-management support is needed which may lead to the implementation of other change	



# Support Group

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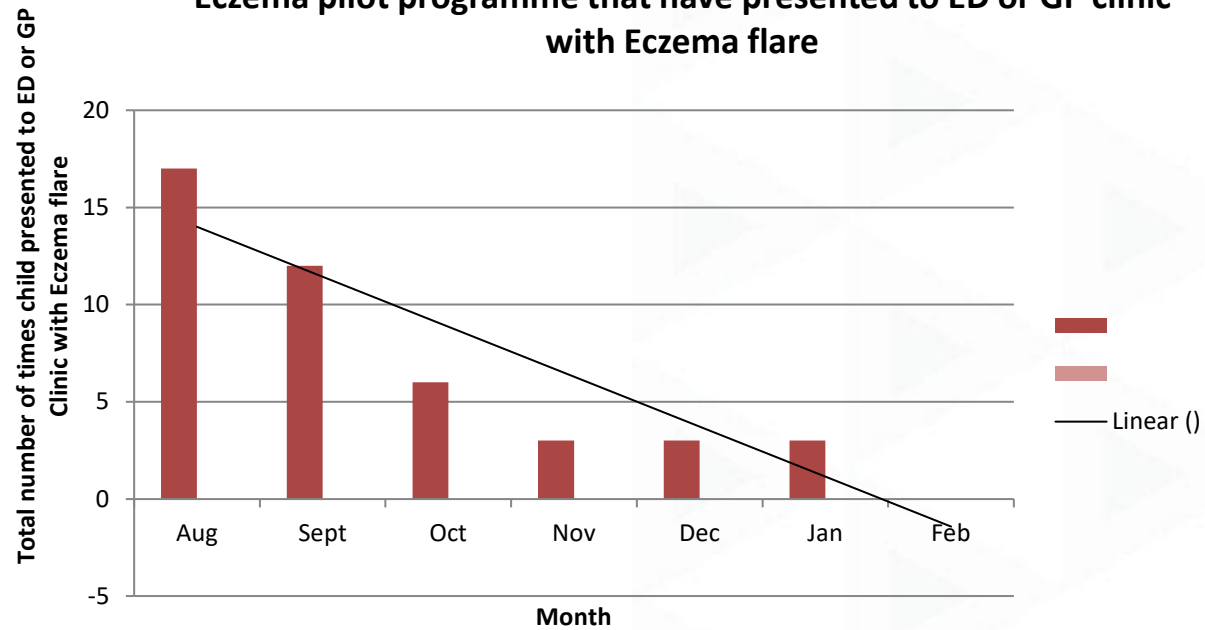
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# What are you currently testing?

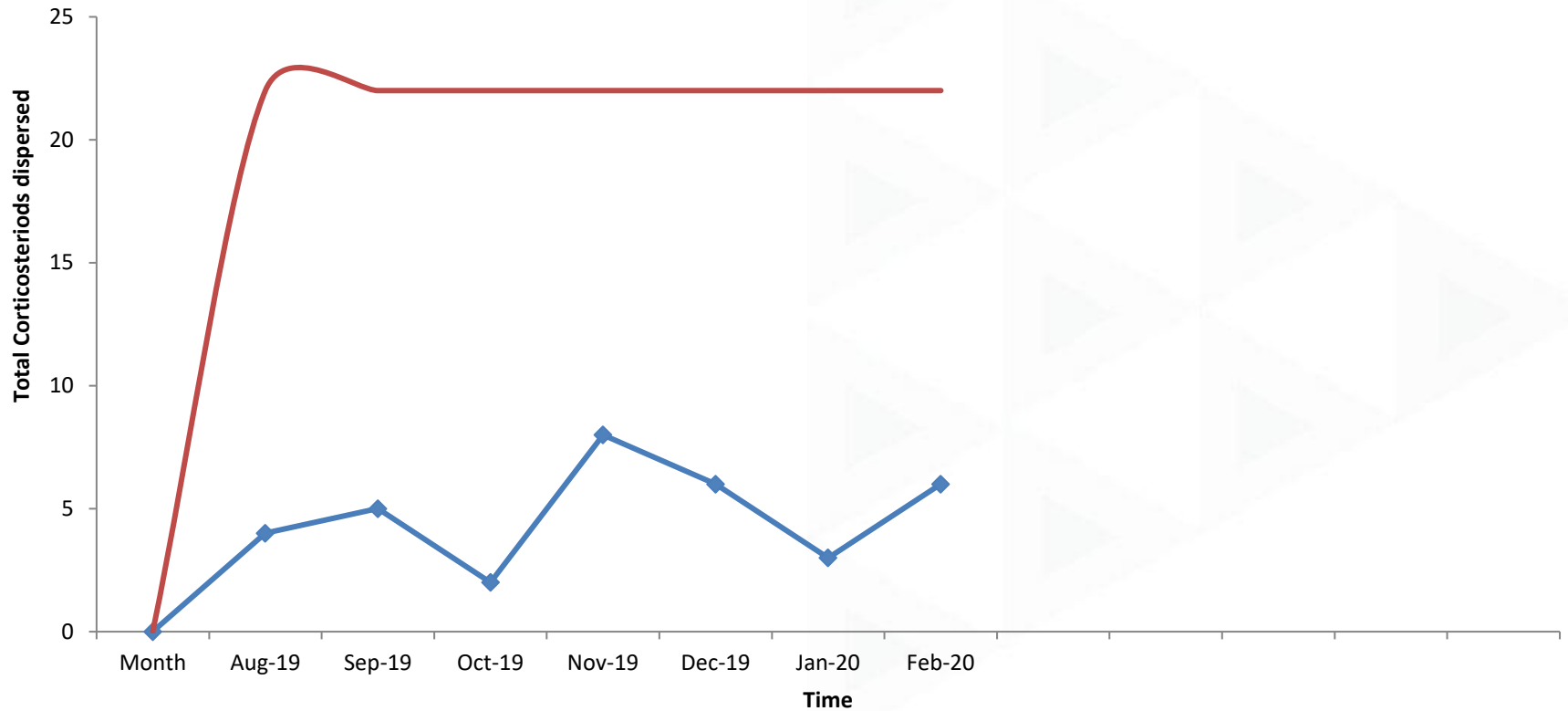
Theory of change (Secondary Drivers)	Ideas Tested (Provide details of your of your PDSA's, include your measures questions, predictions)	Evidence of Improvement (Include your data, charts and learning)
Knowledge	Record the amount of times patients present to ED or GP Clinic with Eczema Flare	
	Whether this will identify the lack of self-management support.	
	Our prediction is that it will identify areas in which self-management support is needed which may lead to the implementation of other change ideas.	
	This will be recorded in Medtech. The nurse will make contact every two weeks to follow-up and	

### Maori children 0-4 years enrolled at Hauora Heretaunga on Eczema pilot programme that have presented to ED or GP clinic with Eczema flare



# Data - Run charts

**Topical Corticosteroids dispersed for 0-4 Year Olds on the Eczema Pilot Programme from August 2019- March 2020**



# Outcome Measure

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- 83% of 0-4 year old Maori patients with eczema on the eczema pilot programme enrolled at Hauora Heretaunga have achieved the Flinders Partnership goal they set themselves to achieve by March 2020



# Unintended Consequences

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- **Whanau** –Strengthened relationships between whanau and practitioner. This has allowed the practitioner to work in a Pae Ora model eg. Whanau has had oral health care addressed, overdue cervical smears, and historic abuse issues referred out to appropriate services. Whanau Direct applications, Child Disability Allowances.
- Whanau has had an increased confidence and motivation meaning they are proactive in accessing clinic for skin review and medications whereas historically presenting with eczema flare only.

# Unintended Consequences

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- **Provider** – Providers have increased knowledge from time spent with whanau who have shared their stories and experiences of challenging mainstream options and the limitation of choices available.
- Improved ongoing relationship and integration with secondary care services. Improved practice and specialist communications which has resulted in options for how whanau wish to receive care.
- **Organisation** – Quality improvement systems being implemented in alignment with Ngākau Aotea.





# Recommendations for Sustainability

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- Do testing cycles 3 monthly to test reliability against seasonal effects.
- Small cohort therefore consider replication across a group of practices.
- Test for effectiveness and possible duplication of effort.
- PDSA cycles in training wider staff
- A model that retains the trust built with clients.

