

Learning Session Two

17 October 2017

BRENDAN DUCK

Integration Perspectives...

For us, its all about

WHAKAKOTAH!

To be as one...



Different Professionals

come together

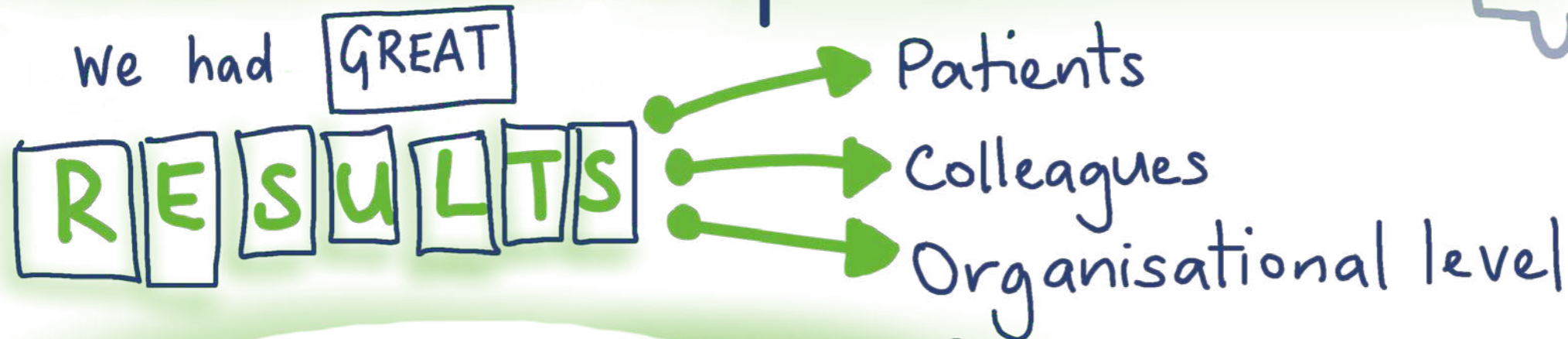


to work for Patients



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Integration Perspectives...



I don't use a definition for myself - but I like the service user definition



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Integration Perspectives...

Integration to us means...
= grounded in our
Kaupapa, and
Community
owned

We work together
internally + externally
More than the concept
of Co-Design -
our patients + clinicians
+ community are
part of us
+ our kaupapa.



To us, it's about:
We have a cardiologist
on board + we focus
hard on our
**PRIMARY +
SECONDARY**
integration

Barriers include
funding + unwillingness
of local pharmacy to
take the idea on. Working in a
project based way helps. But
then the conversation stops.

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Integration Perspectives...

Clinical Pharmacist from Hawkes Bay
with a **PASSION**

for  integrated care

My JOURNEY

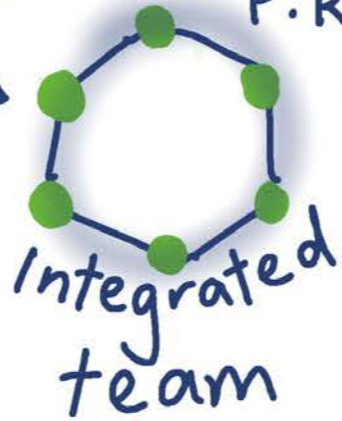


Year 1

Medicine
Reviews
Waihi
Rest home

Year 2

At
CARE
FIRST



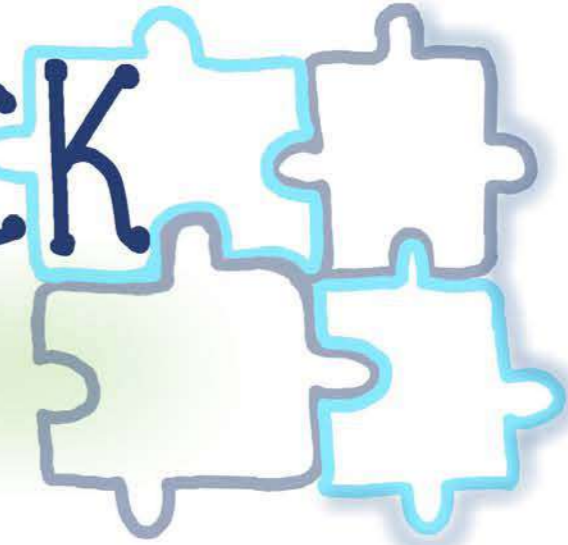
Reviewed 300 patients
over 2 years. Great
P.R. about the role
of Pharmacist

Years
3-11

Barriers
3 G.P.'s
Clinics - but
all had
very different
ways of working
by themselves

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Integration Perspectives...



2011

GO FORTH
+

INTEGRATE

NOW

- 85% high needs cohort
- 2 year pilot - blood pressure
- diabetes
- Aged residential care (part time)
polypharmacy

- Diabetes
- Gout, etc.

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Integration Perspectives...

Hawkes Bay has 159,000 patients

+ Higher Māori population
+ Higher older population
More inequities

Relationships



Polypharmacy
inequities and
very high costs

"ENGAGE"
Age Well

We aimed to work
with the willing on
our integration projects

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Integration Perspectives...

ENGAGE-AGE WELL



- 6 areas - meetings + access to beds. If our support workers can, they'll go into the patients' home.
- We work in a **TRANS** way, across a range of medical needs
- Asthma diagnoses, incorrect - was **C. O. P. D.**
- **Co-Design** to the rescue!

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Integration Perspectives...

ENABLERS

- Access to shared care platform with Ko Awhatea
- Write and share the **PLAN**
- The Patient takes Ownership of the **PLAN**
- Great **GOUT** champions
- Software is integrated into MedTech + pulls it all together easily = good reporting data

CHALLENGES

- Silos
- Egos
- Everyone is not on the same page
- Poor engagement with your community
- Funding

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Integration Perspectives...

ENABLERS

- Going the extra mile... literally... going to the patient at their home

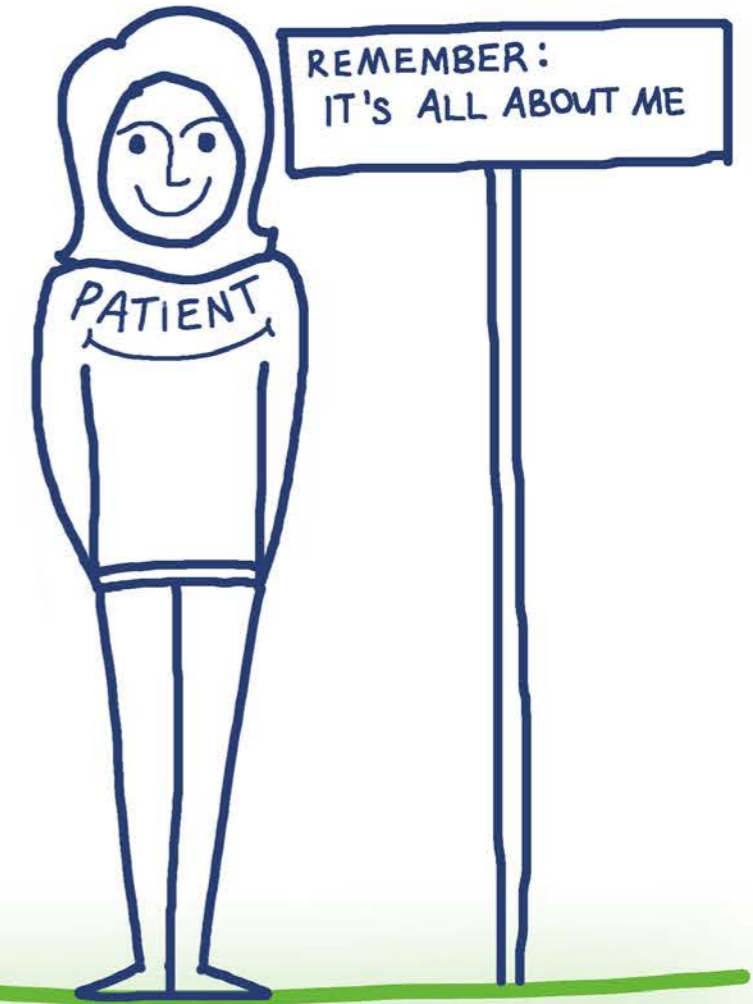
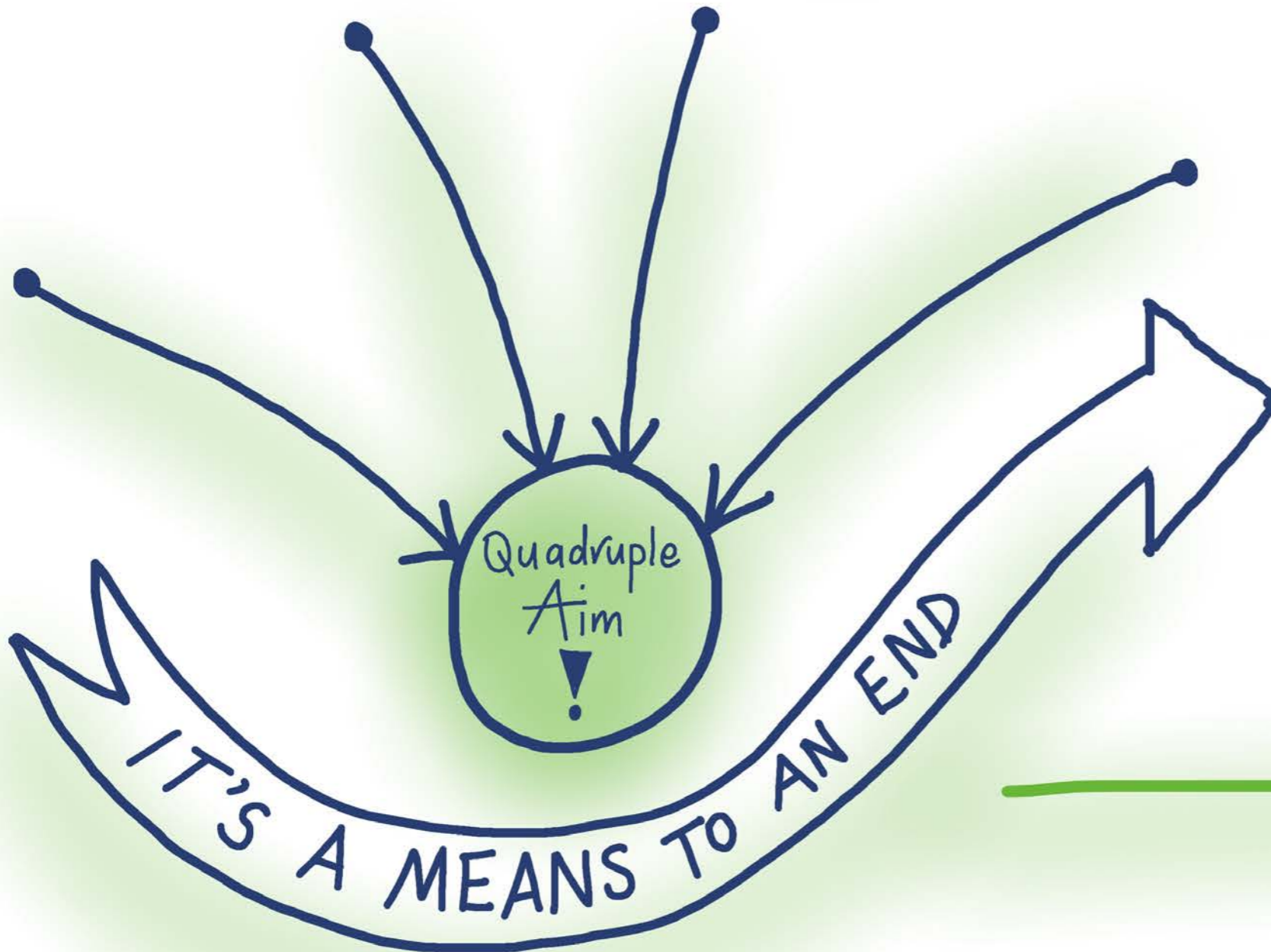


CHALLENGES

- The patients' own challenges, eg. money, time, getting to their appointments etc.
- Shared care plan, + access to it
- Shared knowledge + understanding between ourselves + our patients + being motivated to do it
- Moving to "what matters to you?"
- Time

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Integration Perspectives...



JANE CULLEN

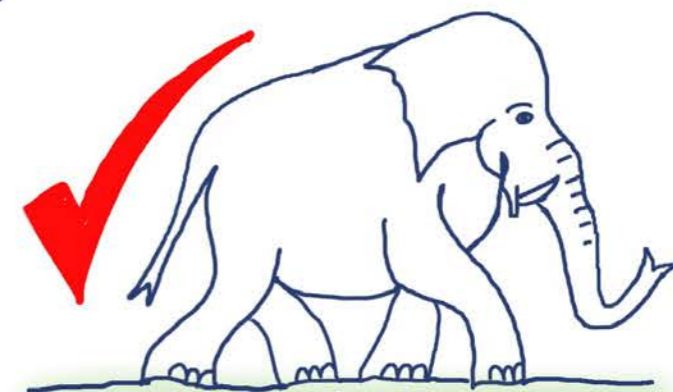
The Human Side of Change

C
H
A
N
G
E



Feedback...

- Communication between integrated team members
- Talk about the positives too (Helps your elephant)
- Making assumptions about what a patient knows - we will now ask them - maybe use a checklist - see www.hqsc.govt.nz health literacy resources



- Not sharing the workload - communication is the key to addressing this

COMING YOUR WAY SOON!

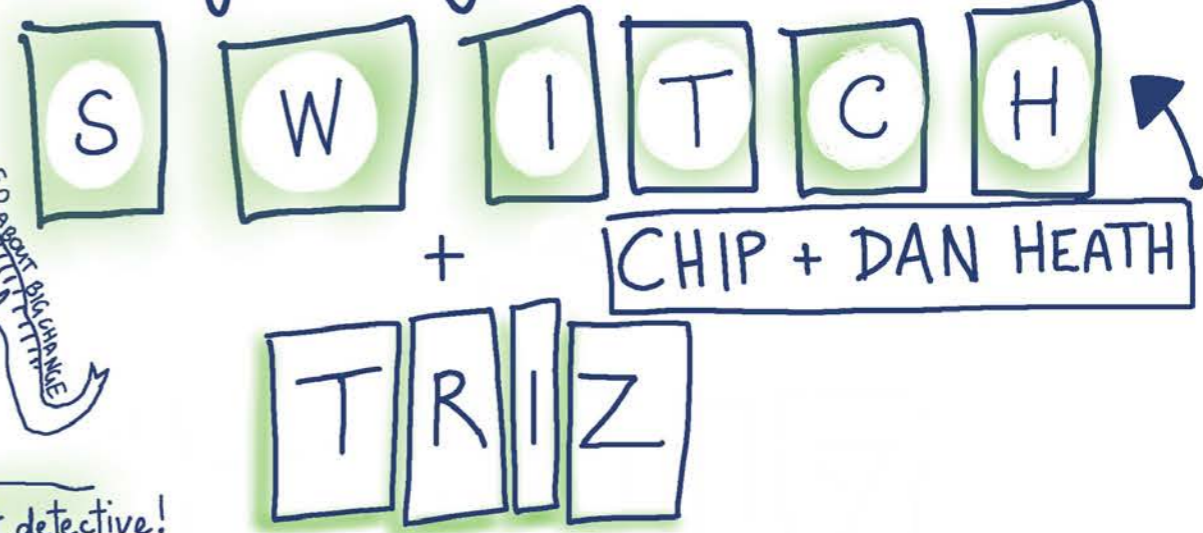
JANE CULLEN

CHANGING

The Human Side of Change



NUDGE



- Be a positive deviant detective!
- Make small, incremental changes - its easier for people then
- Grow your team together - work with the willing + success will

PSYCHOLOGY

MODELS

matters + this has more impact than technical issues

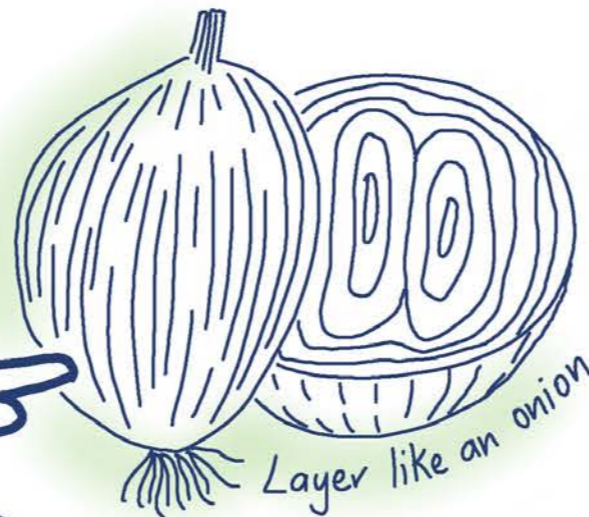
People don't resist change they resist BEING CHANGED!

COMING YOUR WAY SOON!

JANE CULLEN

THE HUMAN SIDE of CHANGE

CHANGING



Layer like an onion



Oh no, my glass is half empty ...



TRIZ

TOOL works well - take the negative approach

★ Brainstorm all of the things that would make it fail

★ Then be ruthless + see where you are or could be doing this

★ So, what do you plan to change?

COMING YOUR WAY SOON!



SHARING + DISCUSSION

PAPAKURA MARAE HEALTH CLINIC +
NATIONAL HAUORA
COALITION

We are seeing payback
for all the effort (+ \$), already

Achieving the
Gold Standard in
27% of our
patients (after
only 6 months)

Its all about

TRUST

whanau will be the
leaders of change

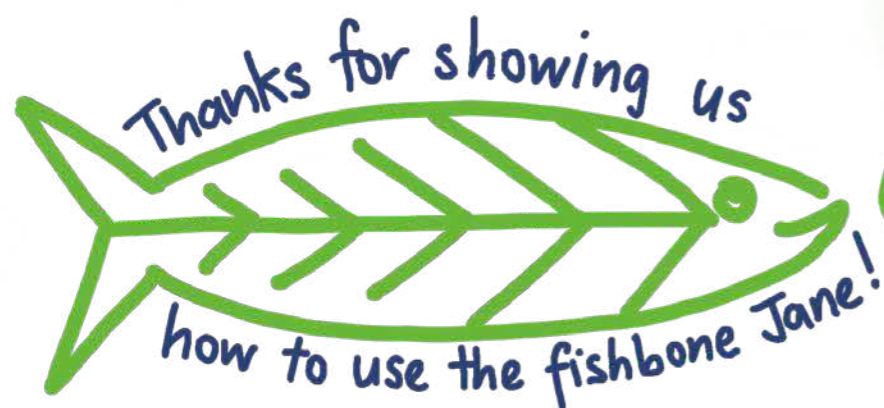
WORKS EVERY
KUMARA
VINE
TIME!

SHARING + DISCUSSION

PAPAKURA MARAE HEALTH CLINIC +
NATIONAL HAUORA
COALITION



Written by, and for
Gout patients
WOO HOO!



- Gout project is one of our most challenging projects - 70% Māori have gout + 98% of our patients are Māori

- Sometimes it's hard to track down our patients

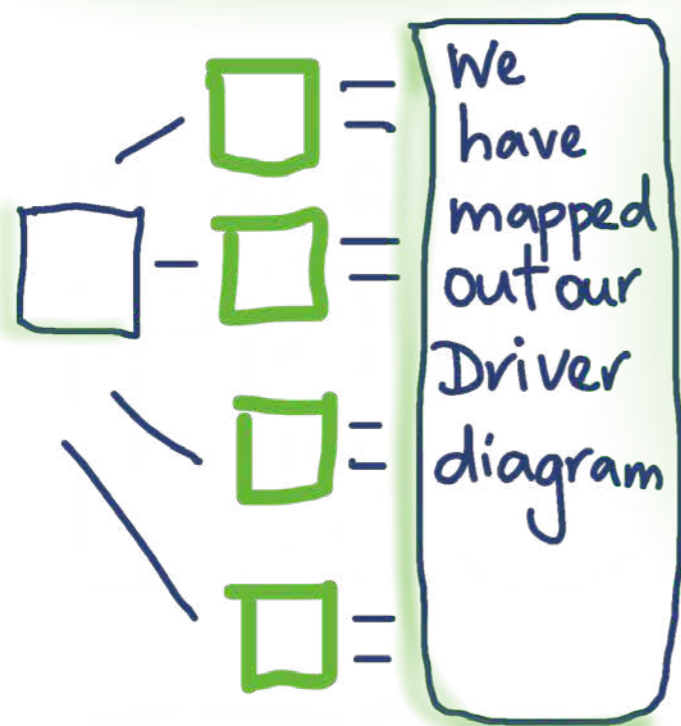
- social determinants including poverty needed to be taken into account to set our measures etc.

SHARING + DISCUSSION

PAPAKURA MARAE HEALTH CLINIC + NATIONAL HAUORA COALITION

- Our Marae, run by a Board + they have lived experience, or whānau with gout

- The Board is a strong driver for the engagement we are getting



- We open extended hours to accommodate those we could otherwise miss. We go out to where our patients are - eg. Sports Clubs, etc.

- We have worked on health literacy + our whanau developed their own Gout booklet + resource which is embedded in cultural literacy



SHARING + DISCUSSION

PAPAKURA MARAE HEALTH CLINIC +
NATIONAL HAUORA
COALITION



DATA collected
is driving changes
to the DATA we are now collecting

- Our classification
of who has Gout
has changed + is
now 97% accurate

SHARING + DISCUSSION

NELSON MARLBOROUGH



MEASURES

- Audit criteria met
- Cardiac Rehab attendance rate

PLAN

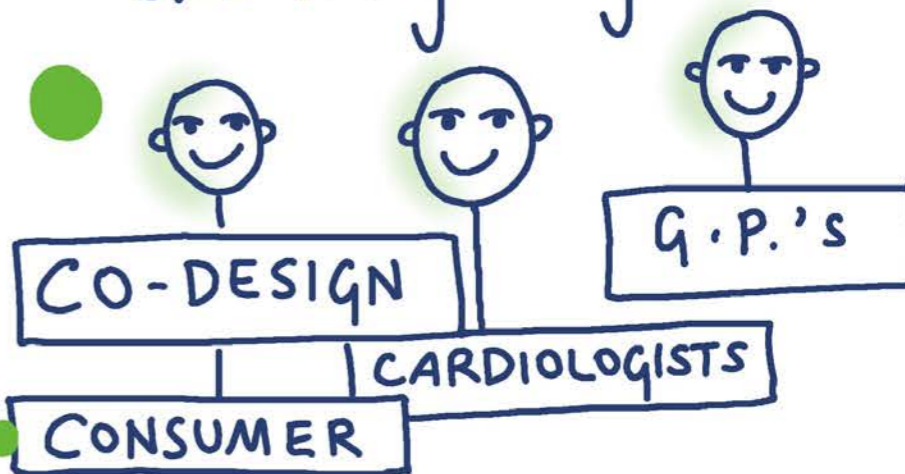
- Essential!

SUCCESSSES

- Waitemata's SafeRx
- Patient + GP friendly discharge info

Now we have great lived experiences that clearly illustrate the flaws in the system. People love being heard

We made a plan to invite ex patients to tell us their stories about their  journey



SHARING + DISCUSSION

NELSON-MARLBOROUGH

Engage
Others
early

MOPs
application
for Audit

Understand
Change



"HINDSIGHT IS A WONDERFUL THING"

SHARING + DISCUSSION

HUTT UNION + COMMUNITY HEALTH SERVICE

check out our storyboard!

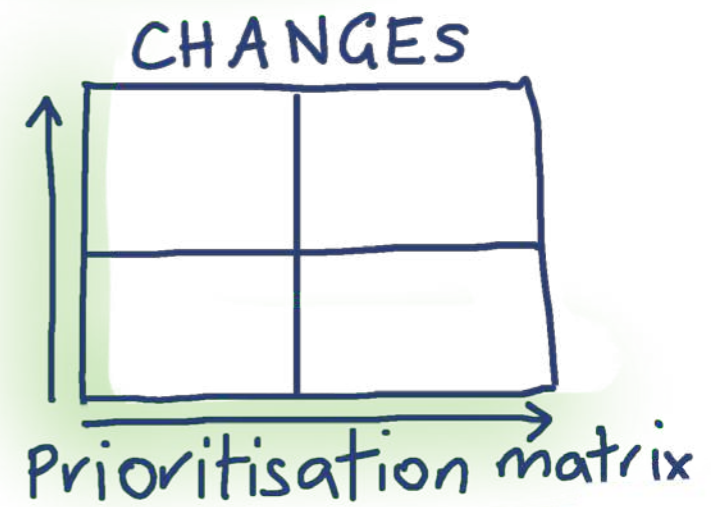
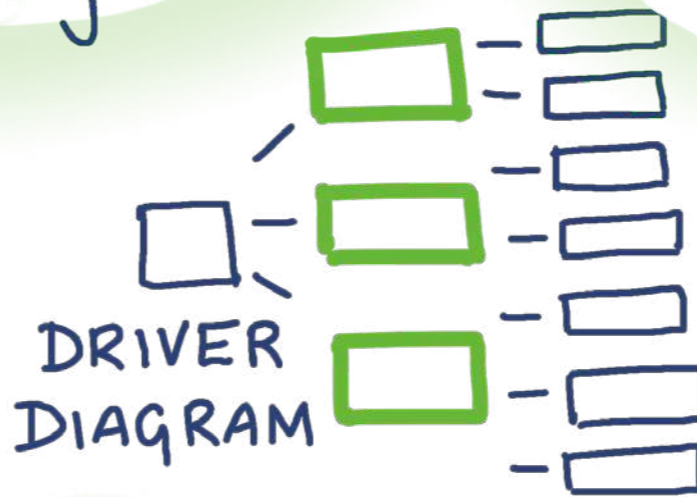
Partnership Project focus on diabetes in the Hutt Valley

DATA +

UK Diabetes study motivates us

<https://www.diapedia.org//1104085197/rev/20>

WHAKAKOTAHAI
very helpful + gives us TOOLS



Jane + John showed us how to us Fishbone Tool

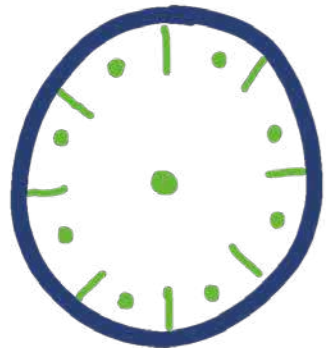


SHARING + DISCUSSION

HUTT UNION + COMMUNITY HEALTH SERVICE

We are making a difference doing this

The DATA Says



DASHBOARD of MEASURES

It's valuable to have a co-driver to take the lead

It took a while for us to land our measures

1	2	3	4	5	6	7	8	9	10	11
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SHARING + DISCUSSION

HUTT UNION + COMMUNITY HEALTH SERVICE

A highlight has been our patient advisory group



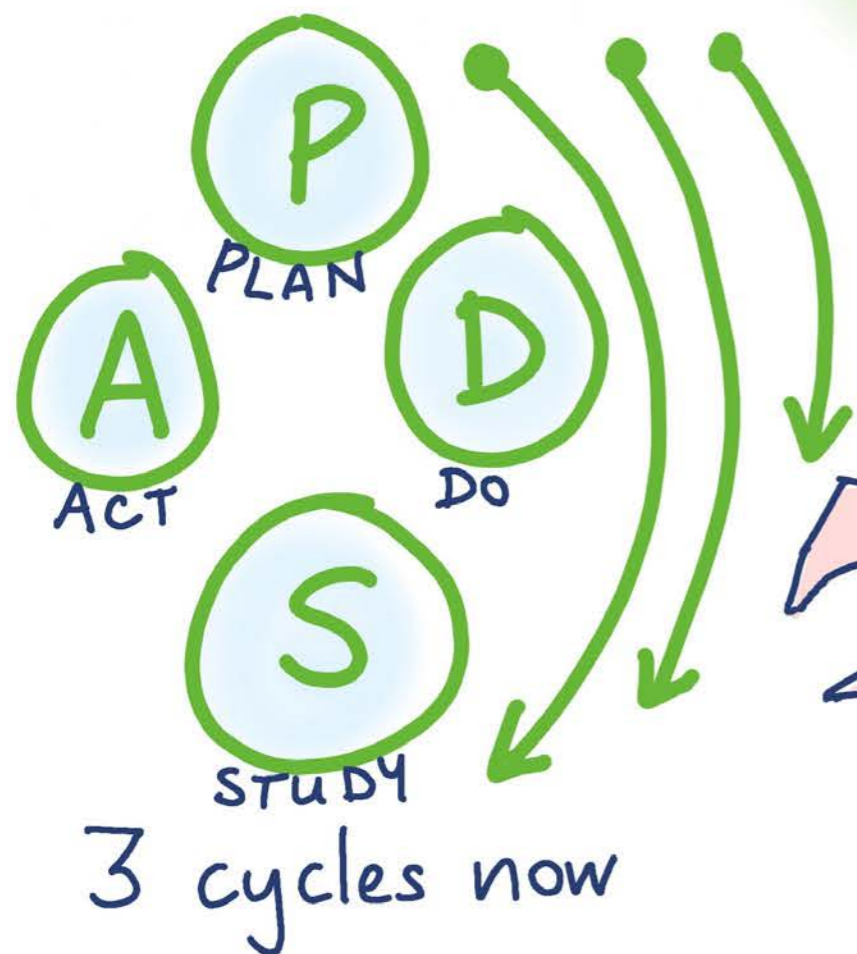
kete's of info.



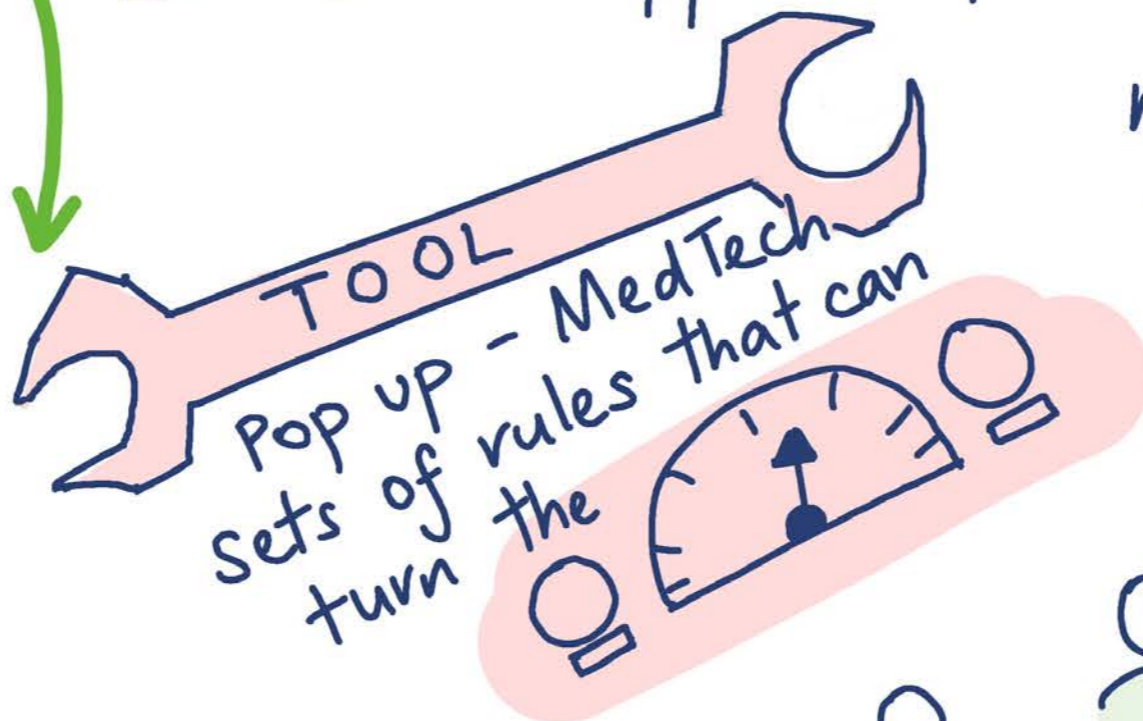
TE KETE HAUORA

PDSA

Nelson Marlborough
Region

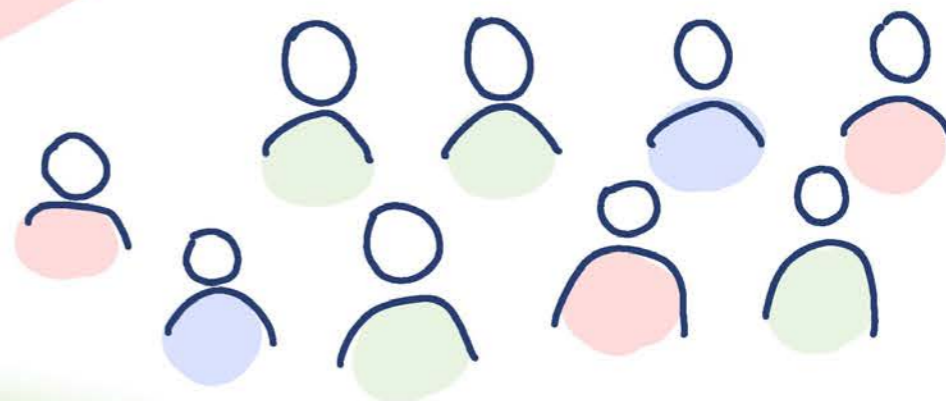


Decision Support - from Fishbone



monthly checks
+ Data collection

showed us
patterns between



Now we are
seeing the
tool
being used
universally

We are pleased
with the results.

PDSA

Counselling
post cardiac
care

- Well received by Pharmacists
- We made some tweaks on the form as a result - it's
- We can now track all our cardiac patients
- Patients love the
- Obstacles include funding

EVOLVING

Yellow
Card

PDSA

- About Patient counselling + their cardiac treatment
 - Problem** Atlas of Variation → average of 38% do not take appropriate medication after a major cardiovascular event in Nelson Marlborough
 - Aim** 100% medication adherence at 3 + 12 months post stent in 3 GP practices
 - Develop a pack to be given on discharge
- system for identification of medical condition
- standardised terms (literacy issues)
- Adopted Waitemata SafeRx Booklet on medications
- Yellow card

Whakakotahi

Primary care quality improvement challenge 2017

Find out more at www.hqsc.govt.nz

PDSA

HUTT UNION
+
COMMUNITY
HEALTH SERVICE

The question we asked:
Will a co-designed exercise
class be well attended?

Measures:

levels

attendance

Was it fun + enjoyable

global strength

pedometers

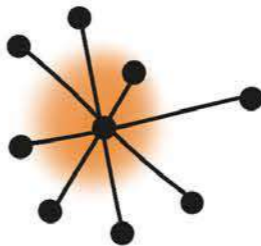
TOI ORA
Healthy Lifestyles

Lots
of
Planning

We are making
an
EXPERIENCE
Launches on Oct. 21st!

We have
even set
up a Facebook
Page





GRAPHIC RECORDING
WWW.DRAWNTOGETHER.NET