



Taumarunui Community Kokiri Trust

HE MATE HUKA ORANGA

Manaaki i te Hau Ora o Te Whanau
Aroha Te Tai-Dempsey
Programme 2019/2020



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND
Kupu Taurangi Hauora o Aotearoa

KO AWATEA
HEALTH SYSTEM INNOVATION AND IMPROVEMENT

Improvement Facilitator

Ko Aroha Te Tai taku ingoa
Ko taku mahi manaaki i te hau ora o te whanau
He neehi me te Whanau Ora Kaiarahi ahau
no Taumarunui Community Kokiri Trust.

He aha te taonga nui o te Ao, maku e ki atu kia koe
He Tangata
He Tangata
He Tangata
Mai nga kaumatua ki nga mokopuna, mai nga mokopuna ki nga kaumatua
Tihei Mauri Ora

What is the worlds greatest treasure? My reply to you is,
It is people
It is people
It is people
From our elders to our grandchildren, from our grandchildren to our elders

Problem statement and Aim

Background:

- 506 clients In our 3 GP Clinics aged 45+ years are diagnosed with Type 2 Diabetes.
 - 195 – The Family Clinic
 - 202 – Taumarunui Medical Centre
 - 109 – Maniapoto Whanau Ora Centre, Te Kuiti
- **52% are Maori**

Focus:

- There are over 120 whanau/consumers with diabetes, cardiac, and respiratory problems enrolled in the Disease State Management (DSM) Mobile Nursing Service of which 26 have identified diabetes as their primary health disorder

Problem Statement:

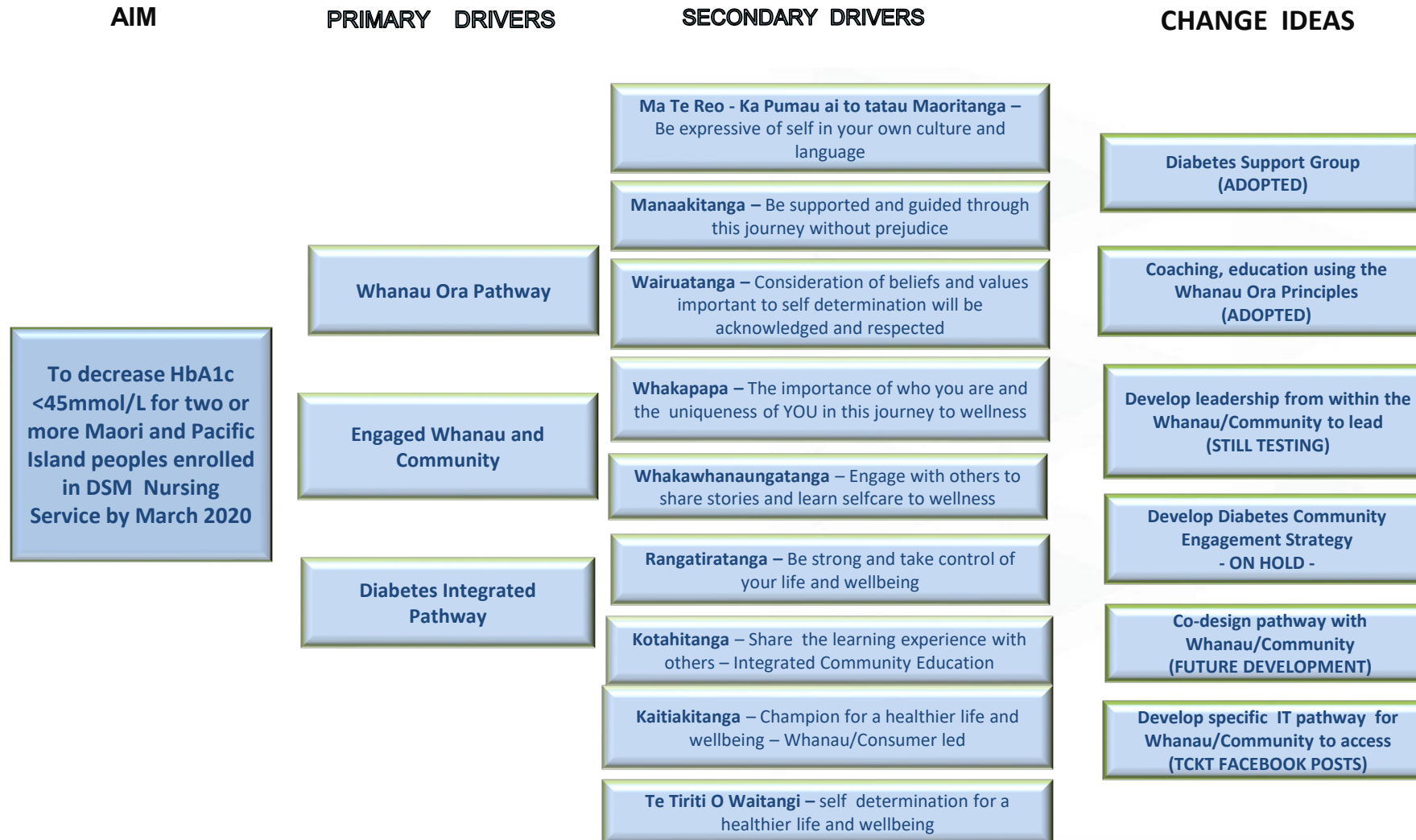
- Diabetes is our largest and fastest growing health issue we face in NZ and is closely linked to heart disease.

Aim Statement:

- To decrease HbA1c to <45mmol/L for two or more Maori and Pacific Island people, out of the 26 mixed population who have identified diabetes as their primary health disorder enrolled in the Disease State Management(DSM) Mobile Nursing Service; and whose current HbA1c range between 46 – 110mmol/L, by March 2020.



DRIVER DIAGRAM



Diagnose the Problem - data

Baseline Survey May 2019:

- **142 participants**
- 95 Maori
- 1 Pacific Island
- 33 Maori + 1 Pacific Island people want more education
- 25 Maori + 1 Pacific Island people want to attend education programmes in a community setting
- 16 Maori + 1 Pacific Island people want support in a community setting
- 4 Maori people felt blamed or judged because of their diabetes

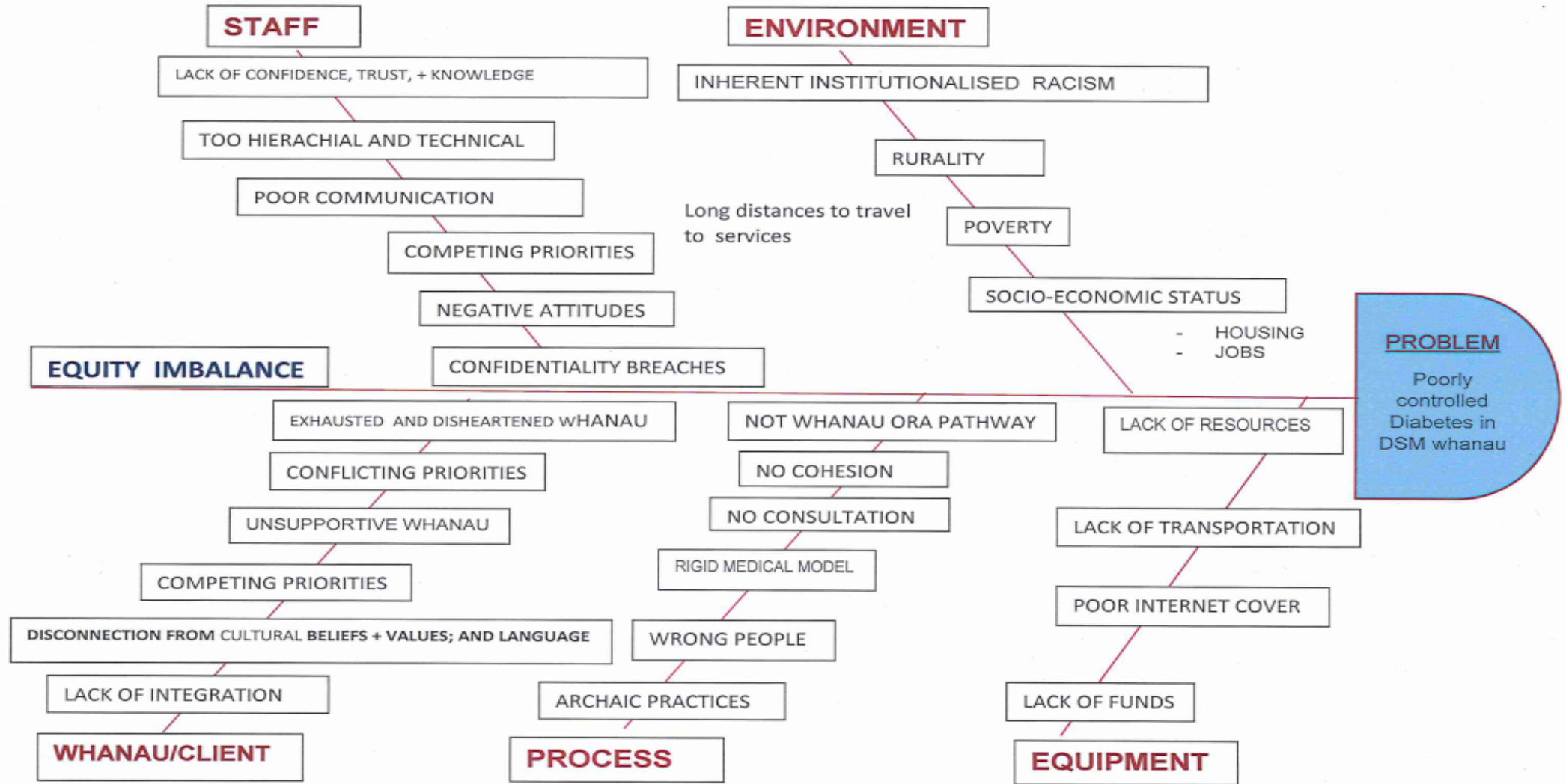
Diagnose the problem- tools

Patient evaluation feedback:

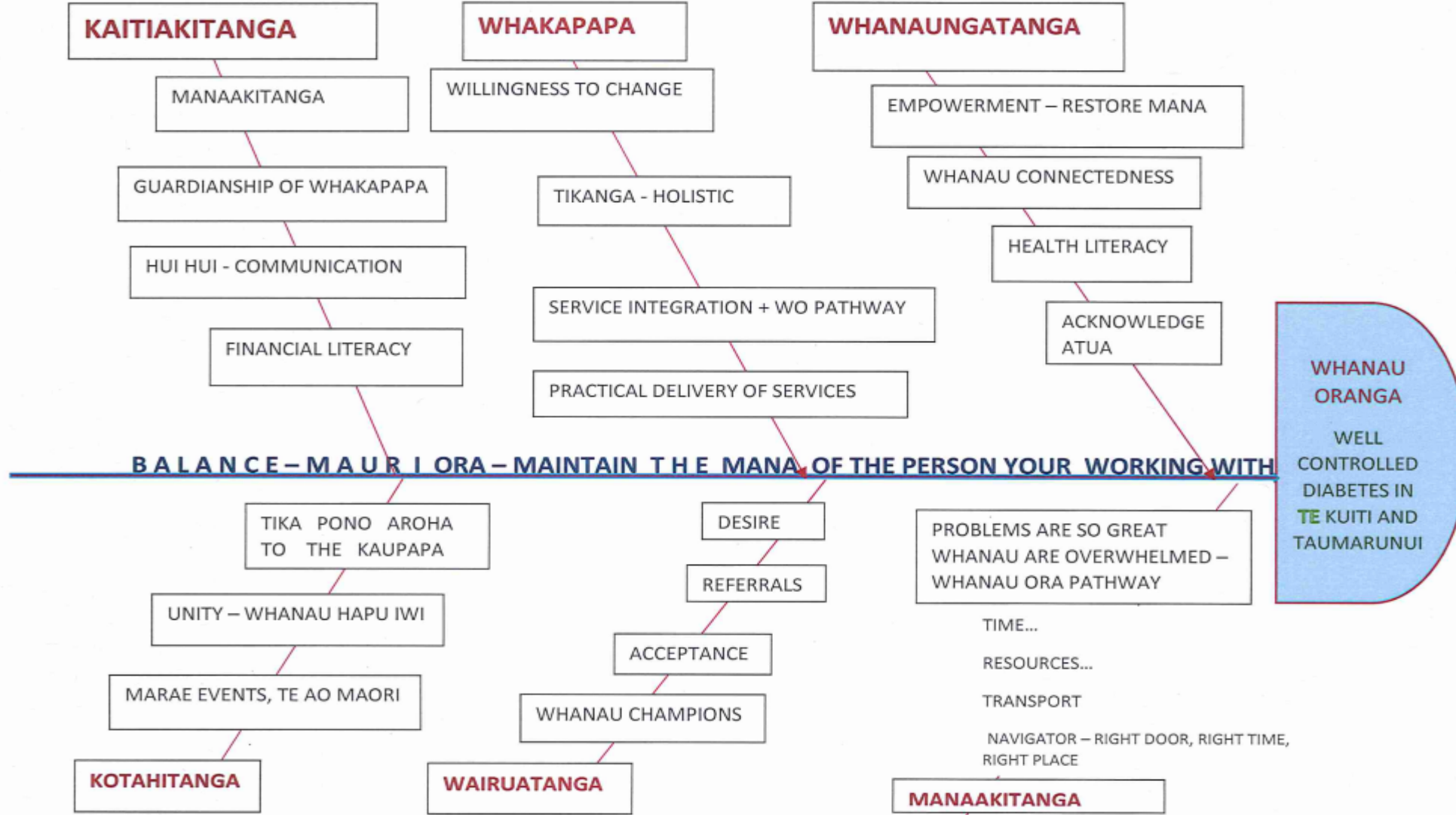
- Honesty of whanau - How open they were to share their journey.
- Self confidence gained from the diabetes education programme.
- Fishbone diagram – next two slides. These have been useful to communicate with the other services to help them open discussion with their clients.



PROBLEMS EXPOSED



POTENTIAL SOLUTIONS



CAPTURING THE PATIENT EXPERIENCE

Waru is a 74 year old koroheke with a 46 year history of Type 2 diabetes

- **LIVE** into his 90s
- **Understands the VALUE** of food and physical fitness
- **Enjoy LIFE** and **WHANAU**



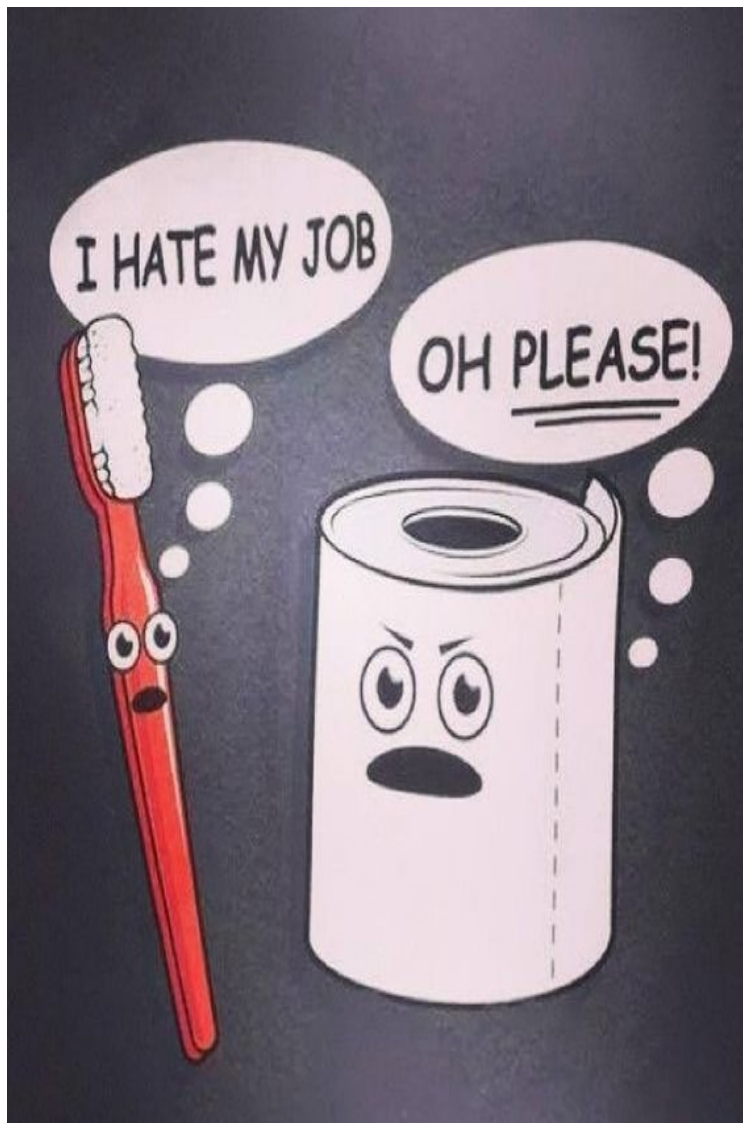
Te Ao Marama

65 year old kuia with a 25 year history of uncontrolled diabetes

- **Confidence in decision-making**
- **Enriched lifestyle improvement**
- **Increased community participation**



Voice of the Whanau/Consumer



What did the whanau/consumer say about the before and after?

- *"I didn't understand anything about diabetes except it was gona kill me"*
- Conflicting information in regards to treatment from medical professionals; and advertisement of food products – everything is in your face and its not right
- *"Pleased to know the Diabetes Support Group has started so I can learn more about how to take care of myself and whanau"*

What is critical to quality for whanau/consumer?

- Having continuity in treatment care
- Knowing that someone 'cares' about me
- Information is relevant and up to date and to be supported in this journey

Change Ideas

DIABETES SUPPORT GROUP



SUPPORT

Do you or someone you know have Diabetes? Join our free weekly diabetes support group that is open to all! Led by Diabetes Educator & Registered Nurse Aroha Te Tai-Dempsey



SHARE

Every Thursday
10-11 a.m.
Taumarunui Community Kokiri Trust Main office
121 Hakiaha Street, Taumarunui

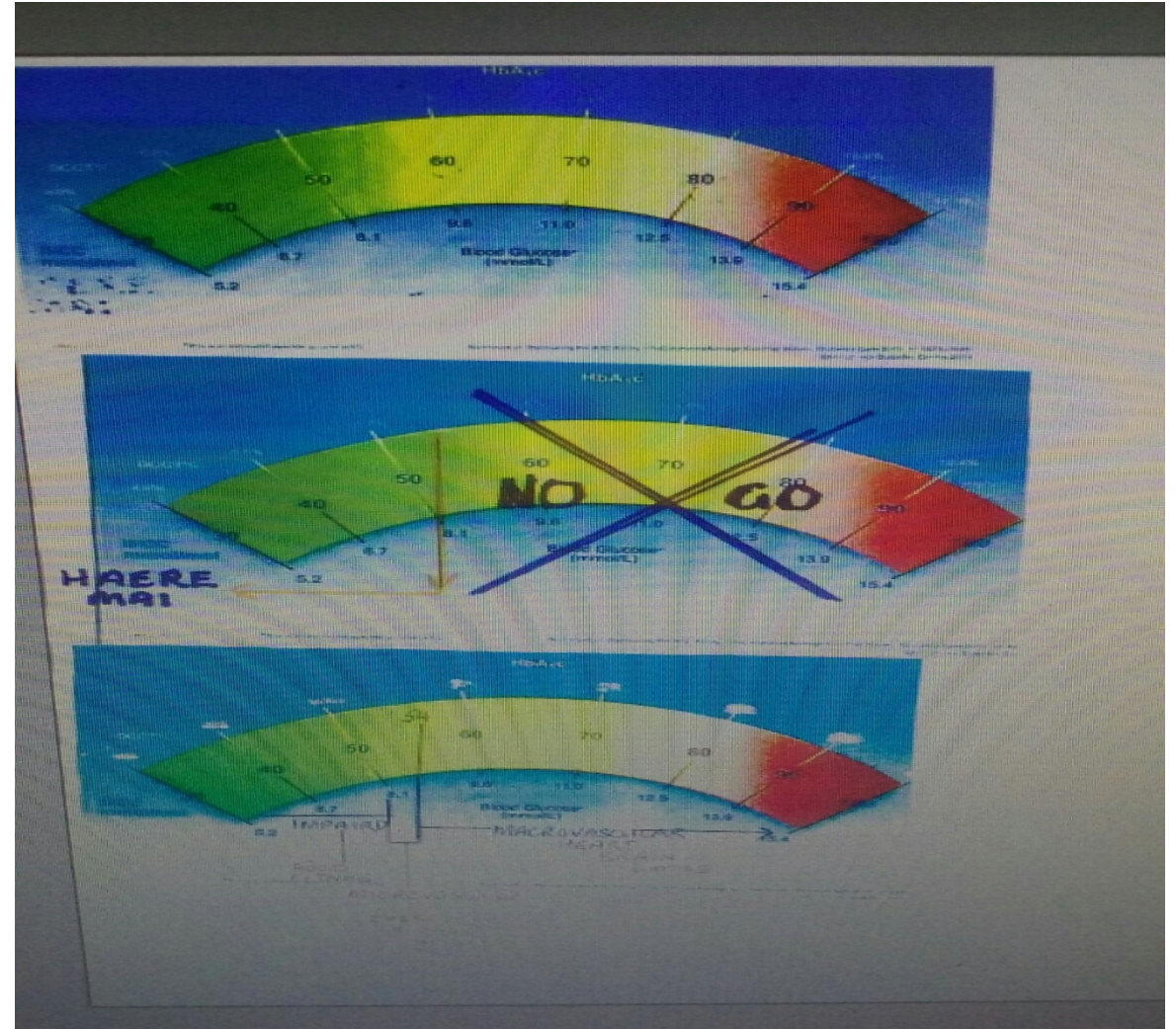


LEARN

Each group focuses on a different diabetes topic with the opportunity to learn, share, get questions answered, and have your say!

QUESTIONS?

Aroha Te Tai-Dempsey, RN, DSM
07 895 5919 or email: Operations@kokiritrust.org.nz



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PDSA Summary – Odometer

Question:

- Do you know how a raised HbA1c affects your body?

Prediction:

- Understand how raised HbA1c affects micro and macrovascular systems

Plan:

- Discuss how raised HbA1c affects micro and macrovascular systems
Use HbA1c odometer as a visual tool
Discuss what value do you put on your life

Do:

Observations, group sharing of information, evaluations

Study:

Diabetes Support Group related positively to the HbA1c odometer

Act:

Keep the HbA1c odometer as a teaching tool

Dashboard of Measurements

Outcome Measure

- Number of Maori and Pacific Island people with HbA1c below 45mmol/L

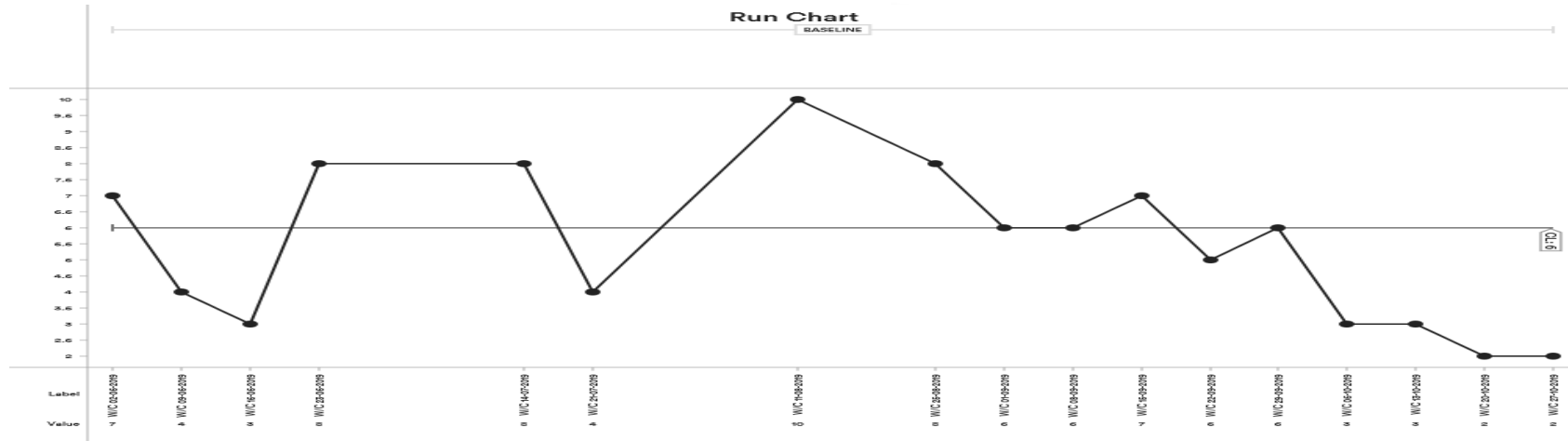
Process Measures

- The number of people attending the Diabetes Support Group sessions

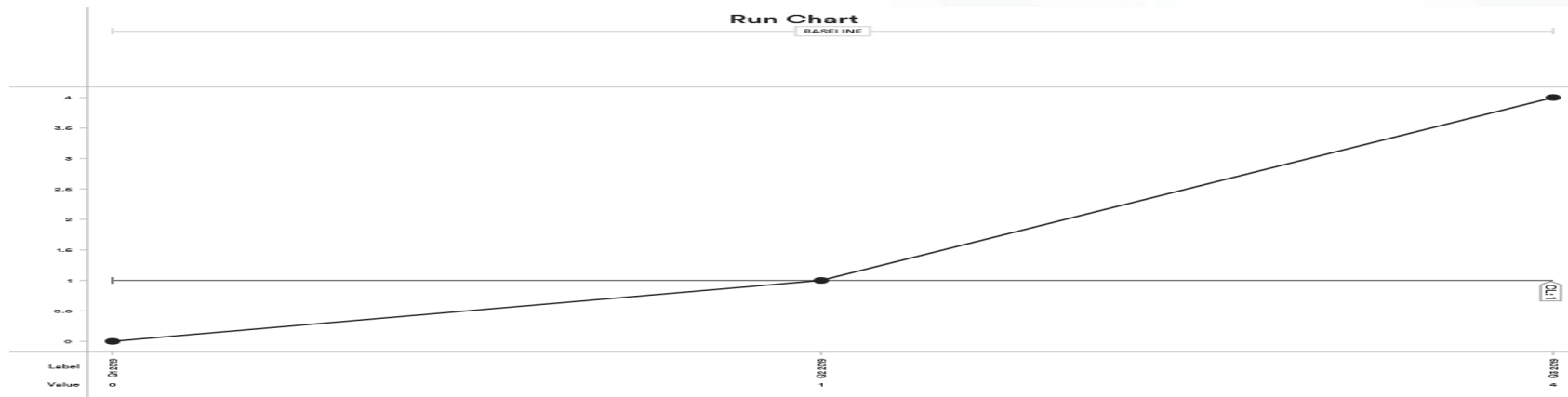
Balancing Measures

- The number of Non-Maori and Pacific peoples with HbA1c below 64 mmol/L

Run Chart – Process Measure – Diabetes Support Group attendance



Run Charts – outcome measure – number of Maori and Pacific with HbA1c below 45mmol/L



Diabetes Support Group PDSA-2

- Plan: Posters to advertise Diabetes Support Group Whanau Ora Navigator encouraged attendance and GPs referred patients
- Do: Conflicting information from doctors and nurses advice, advertising and internet about diabetes was confusing to them 3 didnt turn up from the last session
- Study: Only 4 present
- Act: Find out why the 3 didnt turn up - Missing participants had been frightened away due to my leadership expectation Continue with session but change evaluation forms

Key Success/barriers

Successes

- Thanks for the support and encouragement from Taumarunui Community Kokiri Trust Management and colleagues for allowing the opportunity and time to learn and grow this experience
- The support and encouragement of Jane Cullen (Quality Improvement Advisor), Mahina Joseph (RN) and Siohban Hohepa (IT), to persevere and help complete this part of the journey
- Implementation of the Diabetes Support Group
- Whanau who attended the Diabetes Support Group, now have a better understanding of what diabetes is, how it has affected their body, lifestyle changes needed, and that Type 2 diabetes can be reversed
- Providing the evidence that validates the information presented to the Diabetes Support Group
- 4 x whanau had their HbA1c reduced <45mmol/L in the DSM Service in the past six months

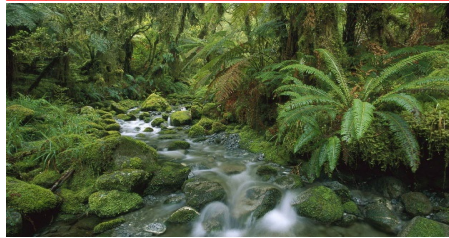
Barriers

- Not understanding the language of Quality Improvement was a huge barrier for me
- Still becoming more computer savvy
- Medical Centre's not on 100% onboard yet due to staff shortages
- Time away from own whanau to complete this work

Lessons Learned

DIABETES SUPPORT GROUP

MARCH 12TH – JUNE 25TH 2020 10-11AM



BE YOUR OWN LEADER

TALK THE WALK
WALK THE TALK
REPEAT...

NAU MAI HAERE MAI COME ONE COME ALL



GROW YOUR OWN WISDOM

GREAT OPPORTUNITY TO SHARE EXPERIENCES
DISCUSS DIFFERENT TOPICS EACH WEEK

DSG DECIDES SUBJECT MATTER FOR EACH WEEK



BE WELL- INFORMED

TIME FOR LEARNING AND HAVING YOUR SAY

CONTACT: AROHA TE TAI-DEMPSEY, DIABETES EDUCATOR,
RN, DSM NURSE, WHANAU ORA NAVIGATOR
TAUMARUNUI COMMUNITY KOKIRITRUST
MAIN OFFICE, 121 HAKIAHA STREET, TAUMARUNUI.
Ph 07-895-5919 or 027-616-4906

AIM: By November 2019 reduce HbA1c for two or more Maori and Pacific Island peoples enrolled in DSM Nursing Service diagnosed with diabetes underpinned by the Whanau Ora Pathway

PRIMARY DRIVERS:

Ma Te Reo Maori – Ka Pumau ai to tatau Maoritanga – utilising natural reo, beliefs and values

Manaakitanga – caring, sharing and taking responsibility for ones impact on others

Wairuatanga – the life force within us that determines our own behaviour

Whakapapa – acknowledgement and respect of the larger sense of belonging

Whanaungatanga – building relationships and recognising the role of whanau relationships in the well-being of the individual

Rangatiratanga – acknowledgment of oneself and others by acting responsibly and with integrity

Kotahitanga – a sense of unity and recognition that everyone has a role that contributes to the whole

Kaitiakitanga – responsibility as worthy guardians of health and well-being

Te Tiriti O Waitangi – reflecting the role of Partnership, Participation and Protection