

Understanding and supporting the patient journey of chronic disease self-management

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What are we trying to achieve?

Working in partnership

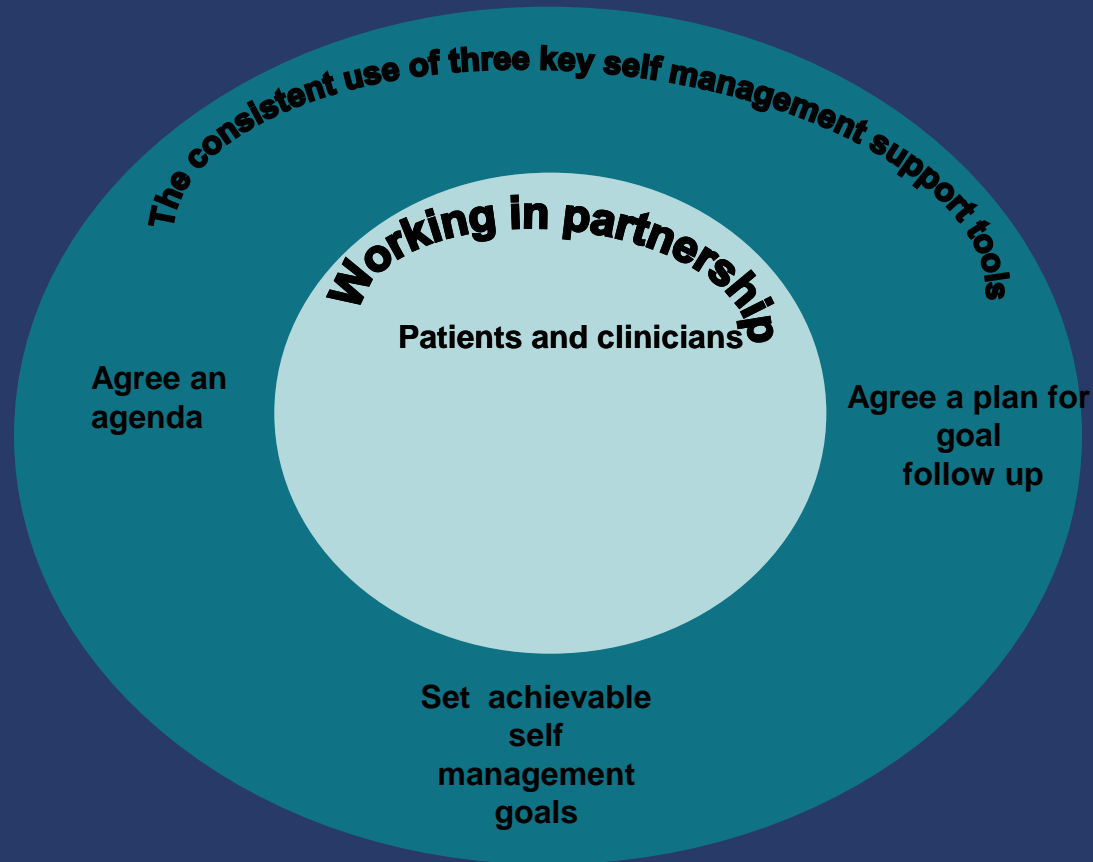
Patients and clinicians

Franciscan Friar



- What have you learnt from your patients?
- How have they shaped you, both personally and professionally?
- You are a product of your patients

What are the key self management tools for this partnership?



How will we achieve this?



CO-CREATING HEALTH - CREATING THE RIGHT ENVIRONMENT TO SUPPORT OPTIMAL SELF MANAGEMENT

Site CCH teams - using local evidence of impact of CCH



Three consistent use of three key self management support tools

Working in partnership

Patients and clinicians



Agree the agenda



Agree a plan for goal follow up



1. Supporting patients to change

2. Supporting clinicians to change

Set achievable self management goals

3. Improving the way services are delivered



A clinician's journey.....

moving towards an holistic approach

[DVD](#)

Traditional vs Collaborative Interactions

Traditional Interactions	Collaborative Interactions
<ul style="list-style-type: none"> Information and skills are taught based on the clinician's agenda 	<ul style="list-style-type: none"> Patient and clinician share their agendas and collaboratively decide what information and skills are taught
<ul style="list-style-type: none"> There is a belief that knowledge creates behaviour change 	<ul style="list-style-type: none"> There is a belief that one's confidence in the ability to change, together with skills and knowledge, creates behaviour change
<ul style="list-style-type: none"> The patient believes it is the clinician's role to improve health 	<ul style="list-style-type: none"> The patient believes that they have an active role to play in changing their own behaviours to improve their own health
<ul style="list-style-type: none"> Goals are set by the clinician and success is measured by compliance with them 	<ul style="list-style-type: none"> The patient is supported by the clinician in defining their own goals. Success is measured by an ability to attain those goals
<ul style="list-style-type: none"> Decisions are made by the clinician 	<ul style="list-style-type: none"> Decisions are made as a patient-clinician partnership

Patients are at different points along this journey

The Patient's Journey

- **Beginning the Journey**

- Does not see self-management as an important part of living with a long-term condition



- **Finding a Way**

- Recognises their role in managing health and well-being but has low confidence in their ability



The Patient's Journey

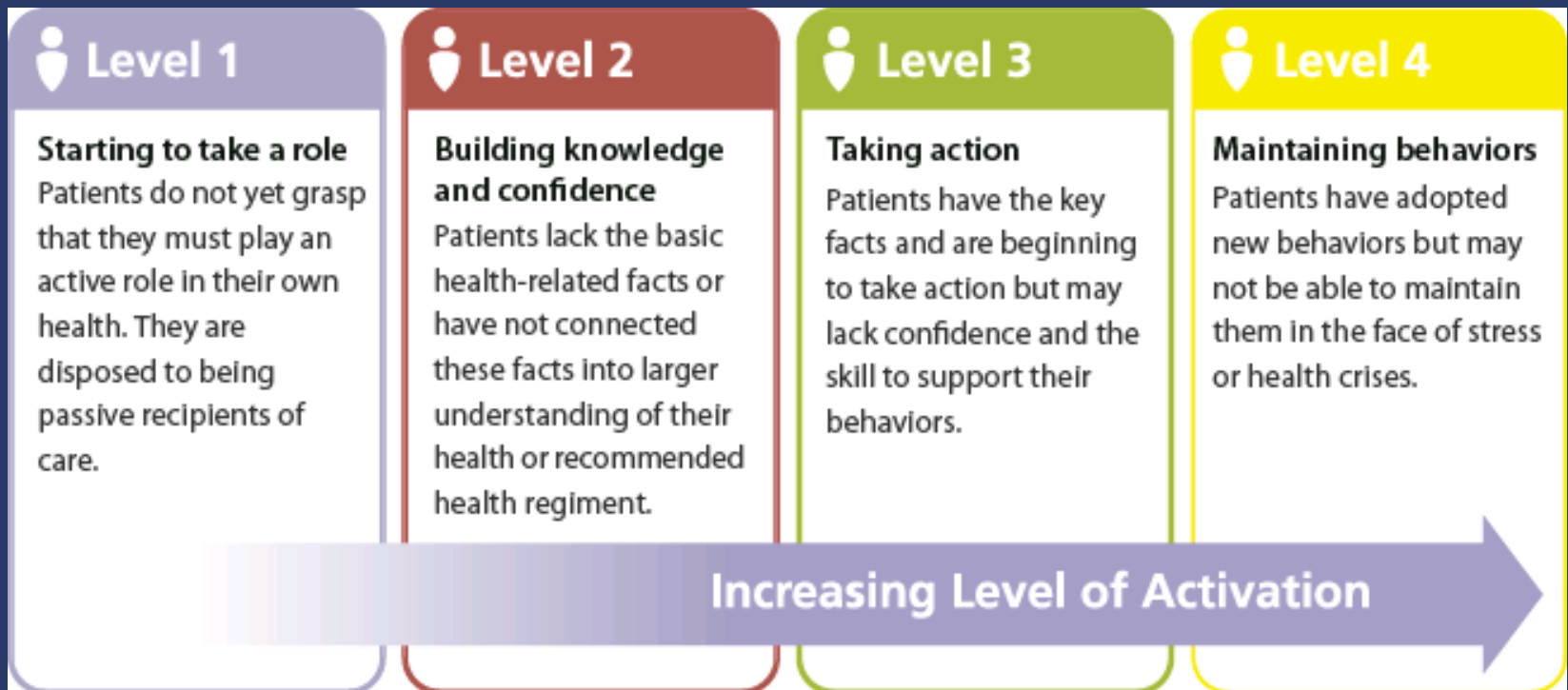
- **Travelling**
 - Trying some skills
 - Looking for ideas
 - Confidence varies, depending on skill
- **Staying on Track**
 - High confidence for many skills
 - Can problem solve new challenges



The Patient's Journey

	Importance	Confidence	Using Problem Solving
Beginning	Low	Low	Low
Finding a Way	Increasing	Low	Low
Travelling	High	High for some	Low
Staying on Track	High	High	High

Activation is developmental

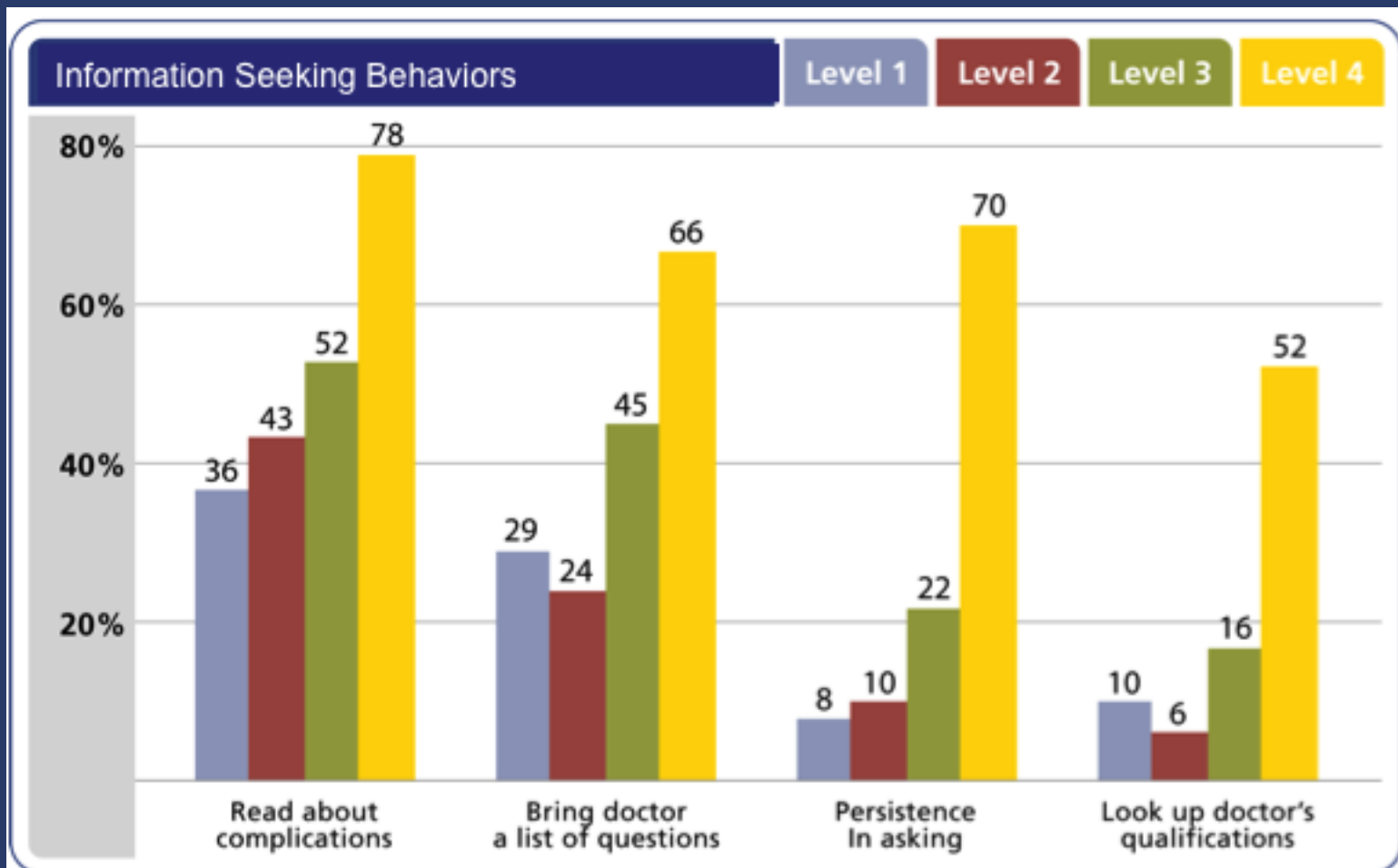


Activation Level is Predictive of Behaviours

Research consistently finds that those who are more activated are:

- Engaged in more preventive behaviors
- Engaged in more healthy behaviors
- Engaged in more disease specific self-management behaviors
- Engaged in more health information seeking behaviors

Behaviors in Medical Encounter by Activation Level



Insights

- ▶ Use activation level to determine what are realistic “next steps” for individuals to take
- ▶ Many of the behaviors we are asking of people are only done by those in highest level of activation
- ▶ When we focus on the more complex and difficult behaviors— we discourage the least activated
- ▶ Start with behaviors more feasible for patients to take on, increases individual’s opportunity to experience success

Tailoring Support to Activation Levels

<p>Level 1</p>	<p>Develop Basic Knowledge, Self-Awareness, & Confidence</p> <p>Individual becomes self-aware of own behaviors and symptoms. Focus coaching on the relationship between symptoms and behaviors, building self-confidence and awareness. The individual should choose the area(s) they want to work on.</p>
<p>Level 2</p>	<p>Increase in Knowledge, Initial Skills Development</p> <p>Individual develops the knowledge, skills and confidence needed to master new self-management competencies. Coaching should focus on helping the individual learn to monitor symptoms, behaviors and adverse triggers - and adjust accordingly. Focus on taking small steps.</p>
<p>Level 3</p>	<p>Initiate New Behaviors</p> <p>Individuals initiate new health promoting behavior(s) and work to further refine techniques to monitor and adjust. Coaching should focus on providing encouragement, noticing successes, and problem solving.</p>
<p>Level 4</p>	<p>Maintaining Behaviors & Techniques to Prevent Relapse</p> <p>Individual strives to maintain desired health-related behaviors over time and learn to anticipate difficult situations that will arise. Coaching should focus on the issues that make it hard to stick to correct behaviors and to help the individual trouble-shoot.</p>

The Clinician's Role in exploring the patient's journey

Explore

- *'What ideas do you have about how you can stay healthy while living with diabetes?'*
- *'What are you doing that you're pleased with and contributes to your health?'*
- *'What have you heard about living with diabetes that you think might help you stay healthy?'*

The Clinician's Role

Agenda Set

- *'What would you like to focus on in today's visit?'*
- *GET THE LIST - 'Any other issues you would like to focus on today?'*
- *'What is the one thing you want to make sure we sort today before you leave here?'*

The Clinician's Role

Setting goals

- *'What ideas do you have that might help with getting more exercise?'*
- *'How confident (scale 0-10) are you doing that?'*
- *If above 7, get specific and concrete details*
- *If below 7, explore the barriers.*

The Clinician's Role

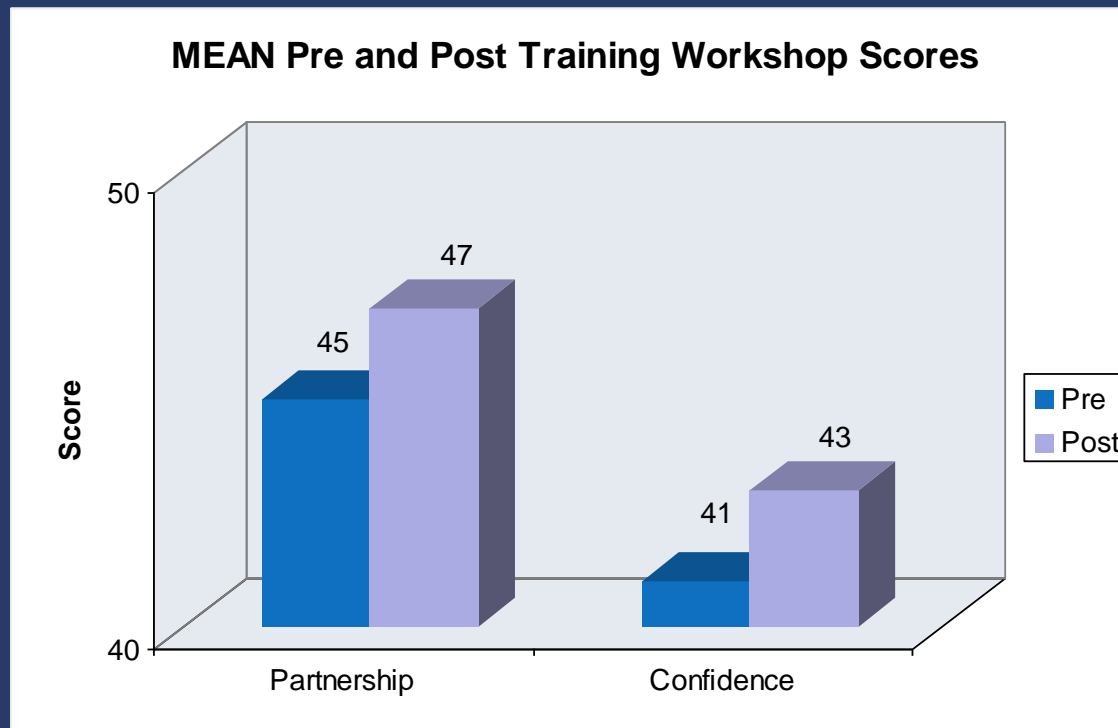
Follow up

- *‘What are your thoughts about how we might talk again to learn about how this plan is working for you?’*

Brisbane South Division

- Partnering in Health initiative
 - Worked with 60 clinicians (mostly GPs and practice nurses) on the Advanced Development Program
- Patient Feedback using the “Patient Partnership in Care” (PPiC) survey tool

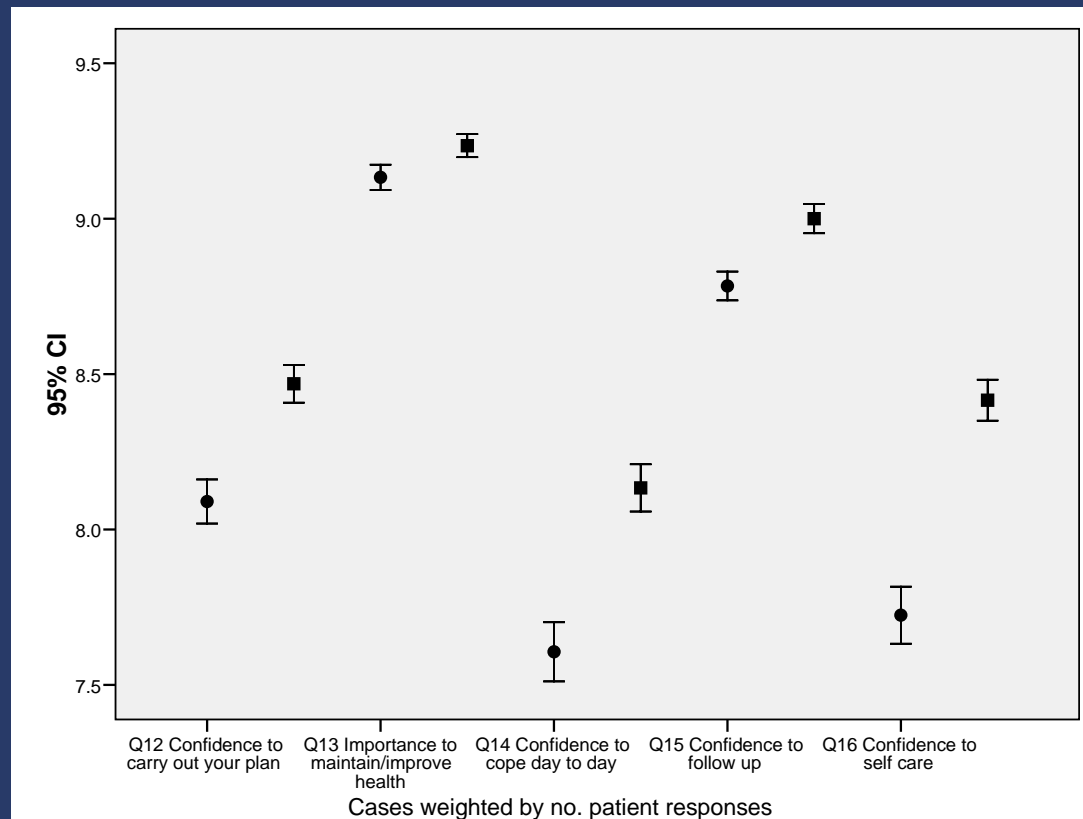
Training affects clinician skills and patient confidence to self-care



- Most Improvement: Clinician Partnership Skills - talking about concerns / fears (Q3)
 - listening skills (Q4)
- Patient Confidence - to self-care (Q16)

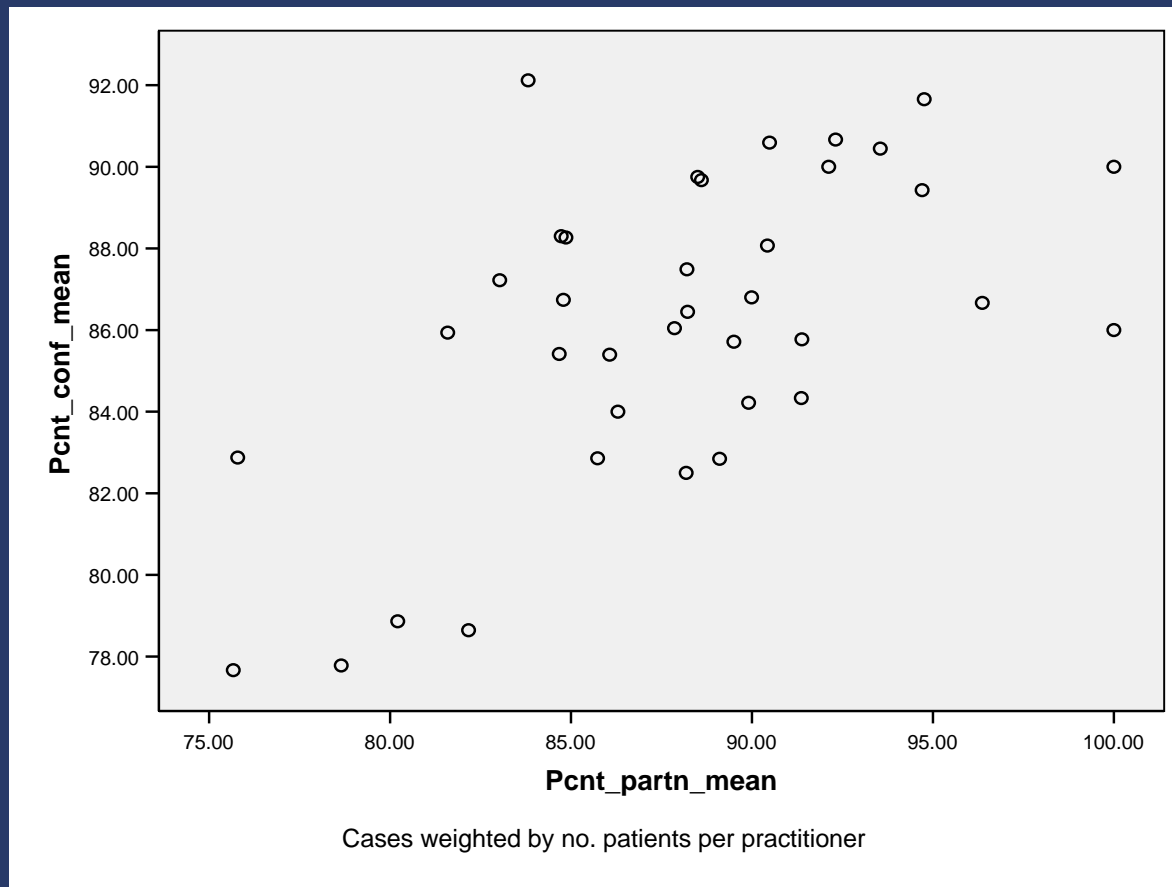
Training affects patient confidence to self-care

–Repeated responses to the ‘confidence’ questions of the PPiC: Circles represent pre-workshop and squares post-workshop data.



Clinician partnership skills predict patient confidence to self-care

–Correlation of confidence with partnership



Being Patient Centered:

- Means meeting people where they are
- Providing behavioral support that meets the individual's needs
- Measurement is key to making progress in this area