

Self Management in Primary Care



Hamilton Family Health Team
Hamilton ON
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Outline

- Introduction to The Hamilton Family Health Team (HFHT)
 - Comparison of self management programs
 - Implementation strategies
- Lessons learned and future directions
 - Consumer panel

Hamilton Family Health Team

- 150 physicians
- 45 FTE mental health counsellors and 4 FTE psychiatrists
- 15 FTE RDs
- RNs, NPs, pharmacists
- Serving ¼ of Hamilton's population



What is Self Management?



The tasks that an individual must undertake to live well with one or more chronic conditions. These tasks include having the confidence to deal with medical management, role management and emotional management.

(Report of a Summit. The 1st Annual Crossing the Quality Chasm Summit, Sept 2004)

"I want to, I can and I will"



with accurate information.

Outline of services relevant to people with depression



Program Description: Peer Support

- Two people who are living with depression are matched for 6 months.
- They meet regularly to listen, share, and support one another.
- Peer support workers (PSWs), consumers who have adapted well to managing their depression, completed PSW training, & background check.
- Participants have an interest in improving self-management of their depression.



Program Description: Stanford Chronic Disease Self Management

- Chronic Disease Self Management Group
- *Not depression specific*, open to patients and family living with a chronic disease
- Facilitated by trained leaders.
- 2 hour interactive weekly session x 6 weeks.
- Focus on self management skills that can be applied to any chronic condition.
- Evidence supports efficacy
Lorig, K. et al. *Medical Care*. 2001. 39(11):1217-1223.)

Program Description: Healthy You Follow Up



Healthy You is an 11 week non-diet weight management group

- *Not depression specific*, open to people seeking lifestyle approach to healthy eating & weight management
- After completing the program, participants are invited to attend a monthly follow up support group.
- Emotional eating and managing co-morbid conditions are frequent topics.

Program Description: Women's Self Esteem Follow Up

- The Women's Self Esteem Group is an 8 week program that focuses on:
 - relaxation training,
 - skill development in conflict management, & effective communication,
 - goal setting, decision making and problem solving.
- *Not depression specific*, open to women seeking self knowledge, self esteem and coping skills
- Upon completion, some participants have opted to continue meeting on a monthly basis.
- Process oriented approach.
- Collaborative partnership between participants and MHC.
- Post-grad meeting on weekly or bi-weekly basis



Usage of Programs

Program/group	# Sessions/groups	# Participants	# Participants complete
Peer support	NA	23	11 Completed 5 ongoing 7 withdrew
Stanford Chronic Disease Self Management	2	14 17	12 11
Healthy you follow up	Ongoing 1 x month	Drop-in (6-12)	N/A
Women's self esteem follow-up	Ongoing 1 x weekly	9	NA

Implementation Strategies

Program/group	Referral source	Outreach/advertising
Peer support	Health professionals at HFHT practices	Fliers in practices, at Allied team meetings, Site visits to practices, HFHT website
Stanford Chronic Disease Self Management	Health professionals at HFHT practices, Self referral, Family/friend referral	Fliers in practices, Allied health team meetings, Site visits to practices
Healthy you follow up	Self referral upon completion of Healthy You	Discussed at Healthy You class
Women's self esteem follow up	Arranged at request of participants upon completion of self esteem group	Discussed amongst group at self esteem class

Successes and Challenges

Program/group	Successes	Challenges
Peer support	Flexibility re: meeting times, location, Admin support for phone	Communication with practices/counsellors, Remember to refer, Limited budget
Stanford Chronic Disease Self Management	Central recruitment process Flexible day/evening, Word of mouth enhanced referrals to 2 nd group	Space/location, Expectation clarity, Opportunity: integrate lay leaders into program.
Healthy You follow up	Long term commitment, Peer support, Lifestyle changes, Content is participant driven (on-going learning)	Not frequent enough, Logistical issues
Women's self esteem follow up	Peer support (all teach, all learn), Content is participant driven (on-going learning), Collaborative partnership between participants and Mental Health facilitator	Current evaluation strategy may need review (? capturing pt progress), Helping group establish continuity of care/support, Each group has different chemistry/personality, Merging bonded groups

Evaluation Strategies

Program/group	Evaluation methods Content	Evaluation methods Functional outcomes
Peer support	Training evaluations for PSWs Phone call check-ins with PSWs/ pts at 3mos and 6 mos.	Logbooks * pt outcomes collected during pilot: PHQ-9, WHO QOL, SF-8, Self rated comfort, knowledge, confidence re: self management, Focus groups
Stanford Chronic Disease Self Management	Self management training evaluation form	Self report on weekly, Action Plan
Healthy you follow up	Pts drive discussion/ topics	Informal
Women's self esteem follow up	Feedback form	Voluntary/ informal communication shared with facilitators, Group "secretary" distributes minutes

Future Directions



- Expansion of use of groups
- Use of health passports
- Improved use of technology (phone, email, web alerts, interactive websites)

Beth Kummling – Bruce Trail Assoc

Acknowledgements

- Thanks first of all to our patients who bring us such joy!
- Thanks to all healthcare providers who have:
 - 1. Contributed to these groups & programs
 - 2. Encouraged their patients to participate



Consumer Panel

- What knowledge did you gain from the program?
- What skills did you learn?
- What helped to motivate you to use these skills?
- Do you have any advice for health care providers (regarding self management programming)?



QUESTIONS?


