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 ¾ 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
  

**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

<table>
<thead>
<tr>
<th>Program/group</th>
<th># Sessions/ groups</th>
<th># Participants</th>
<th># Participants complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer support</td>
<td>NA</td>
<td>23</td>
<td>11 Completed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3 ongoing</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2 withdrew</td>
</tr>
<tr>
<td>Stanford Chronic Disease Self Management</td>
<td>2</td>
<td>14</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td></td>
<td>17</td>
<td>11</td>
</tr>
<tr>
<td>Healthy you follow up</td>
<td>Ongoing</td>
<td>1 x month</td>
<td>Drop-in (8-12)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>Women’s self esteem follow-up</td>
<td>Ongoing</td>
<td>1 x weekly</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
</tbody>
</table>

Implementation Strategies

<table>
<thead>
<tr>
<th>Program/group</th>
<th>Referral source</th>
<th>Outreach/ advertising</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer support</td>
<td>Health professionals at HFHT practices</td>
<td>Flyers in practices, at Allied team meetings, Site visits to practices, HFHT website</td>
</tr>
<tr>
<td>Stanford Chronic Disease Self Management</td>
<td>Health professionals at HFHT practices, Self referral, Family/friend referral</td>
<td>Flyers in practices, Allied health team meetings, Site visits to practices</td>
</tr>
<tr>
<td>Healthy you follow up</td>
<td>Self referral upon completion of Healthy You</td>
<td>Discussed at Healthy You class</td>
</tr>
<tr>
<td>Women’s self esteem follow-up</td>
<td>Arranged at request of participants upon completion of self esteem group</td>
<td>Discussed amongst group at self esteem class</td>
</tr>
</tbody>
</table>
Successes and Challenges

<table>
<thead>
<tr>
<th>Program/group</th>
<th>Successes</th>
<th>Challenges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer support</td>
<td>Flexibility in meeting time, location, Admin support for phone</td>
<td>Communication with participants/overwhelm, Remember to save, limited budget</td>
</tr>
<tr>
<td>Stanford Chronic Disease Self Management</td>
<td>Central recruitment process flexible scheduling, Word of mouth enhanced referrals to 2’nd group</td>
<td>Space/location, Expectation clarity, Opportunity integrate lay leaders into program</td>
</tr>
<tr>
<td>Healthy You follow up</td>
<td>Long term commitment, Peer support, Lifestyle changes, Content is participant driven (ongoing learning)</td>
<td>Not frequent enough, logistical issue</td>
</tr>
<tr>
<td>Women's self esteem follow up</td>
<td>Peer support (all teach, all learn), Content is participant driven (ongoing learning), Collaborative partnership between participants and Mental Health facilitator</td>
<td>Current evaluation strategy may need review (capturing pt progress), helping group establish continuity of care/support, Each group has different chemistry/personality, keeping bonded group</td>
</tr>
</tbody>
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Evaluation Strategies

<table>
<thead>
<tr>
<th>Program/group</th>
<th>Evaluation methods Content</th>
<th>Evaluation methods Functional outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peer support</td>
<td>Training evaluations for PSWs, Phone call check-ins with PSWs pts at times and 6 mos.</td>
<td>Logs, outcomes collected during pilot: PHQ-9, WHO QOL, SF-8, Self rated comfort, knowledge, confidence in self management, focus groups</td>
</tr>
<tr>
<td>Stanford Chronic Disease Self Management</td>
<td>Self management training evaluation form</td>
<td>Self report on weekly; Action Plan</td>
</tr>
<tr>
<td>Healthy You follow up</td>
<td>Feedback form</td>
<td>Forms</td>
</tr>
<tr>
<td>Women’s self esteem follow up</td>
<td>Feedback form</td>
<td>Feedback form shared with facilitators, group “secretary” distributes minutes</td>
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Future Directions

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