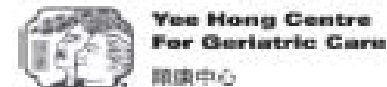


Ontario Patient Self- Management Network

Benefits and Opportunities for Family Health Teams

Durhane Wong-Rieger, Chair



What is Patient Self-Management?

- The tasks that an individual must undertake to live well with one or more chronic conditions. These tasks include having confidence to deal with medical management, role management, and emotional management.
- ***Report of a Summit. The 1st Annual Crossing the Quality Chasm Summit. September 2004***

How HCPs Educate Patients

– Asthma

- How to use inhaler properly
- How to self monitor breathing and asthma symptoms
- How to modify environment to reduce asthma risks

– Diabetes

- How to self-inject insulin
- How to monitor blood glucose levels
- How to eat healthy to manage glucose levels

– Heart disease

- When, what, how to use medication effectively
- Everything to know about pacemakers, arrhythmias, chest pain, acute complications
- How to eat healthy to manage cholesterol levels

– Rheumatoid arthritis

- When, what, how to use medication effectively
- How to protect joints & use of adaptive equipment

What do people learn in self-management programs?

New Knowledge

- From the program
- From other participants

Practical Skills

- Getting started skills (e.g., exercise)
- Problem-solving skills
- Communication skills
- Working with health care professionals

Practical Skills (cont'd)

- Dealing with anger/fear/frustration
- Dealing with depression
- Dealing with fatigue
- Dealing with shortness of breath
- Evaluating treatment options

Cognitive Techniques

- Self-talk
- Relaxation techniques

How HCPs Support PSM

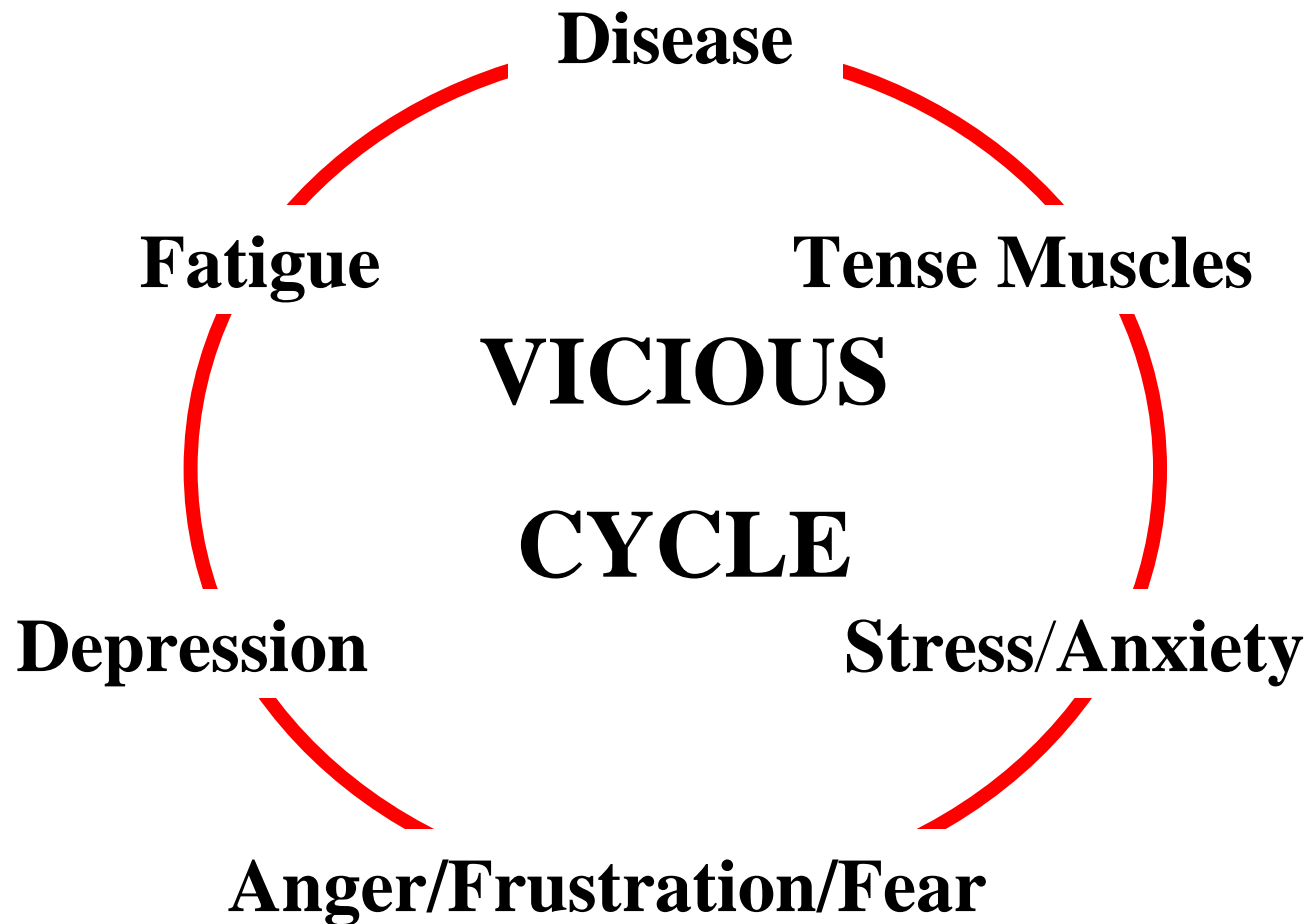
Self-management support

- *the systematic provision of education and supportive interventions by health care staff*
- *to increase patients' skills and confidence in managing their health problems,*
- *regular assessment of progress and problems,*
- *goal setting, and problem-solving support.*

Acute versus Chronic Disease

	ACUTE DISEASE	CHRONIC DISEASE
<i>BEGINNING</i>	Rapid	Gradual
<i>CAUSE</i>	Usually one	Many
<i>DURATION</i>	Short	Indefinite
<i>DIAGNOSIS</i>	Commonly accurate	Often uncertain, especially early
<i>DIAGNOSTIC TESTS</i>	Often decisive	Often of limited value
<i>TREATMENT</i>	Cure common	Cure rare
<i>ROLE OF PROFESSIONAL</i>	Select and conduct therapy	Teacher and partner
<i>ROLE OF PATIENT</i>	Follow orders	Partner with health professionals, responsible for daily management

Symptom Cycle



Problem-Solving Steps

- Identity the problem
- List ideas that could solve the problem
- Select one to try
- Assess the results
- Substitute another idea
- Utilize other resources
- Accept that the problem may not be solvable now

Who is providing PSM in Canada?



- Patient Self-Management programs have been adopted broadly in the health systems of BC, Alberta, and the UK, and within Kaiser Permanente HMO in the USA.
- In Ontario, organizations such as the Arthritis Society and rehab teams at Baycrest Centre & Toronto Rehab have long-standing PSM programs for various client populations.
- Several other organizations are just starting to offer PSM within the last 1-2 years: in particular, PSM for ALL chronic illnesses.

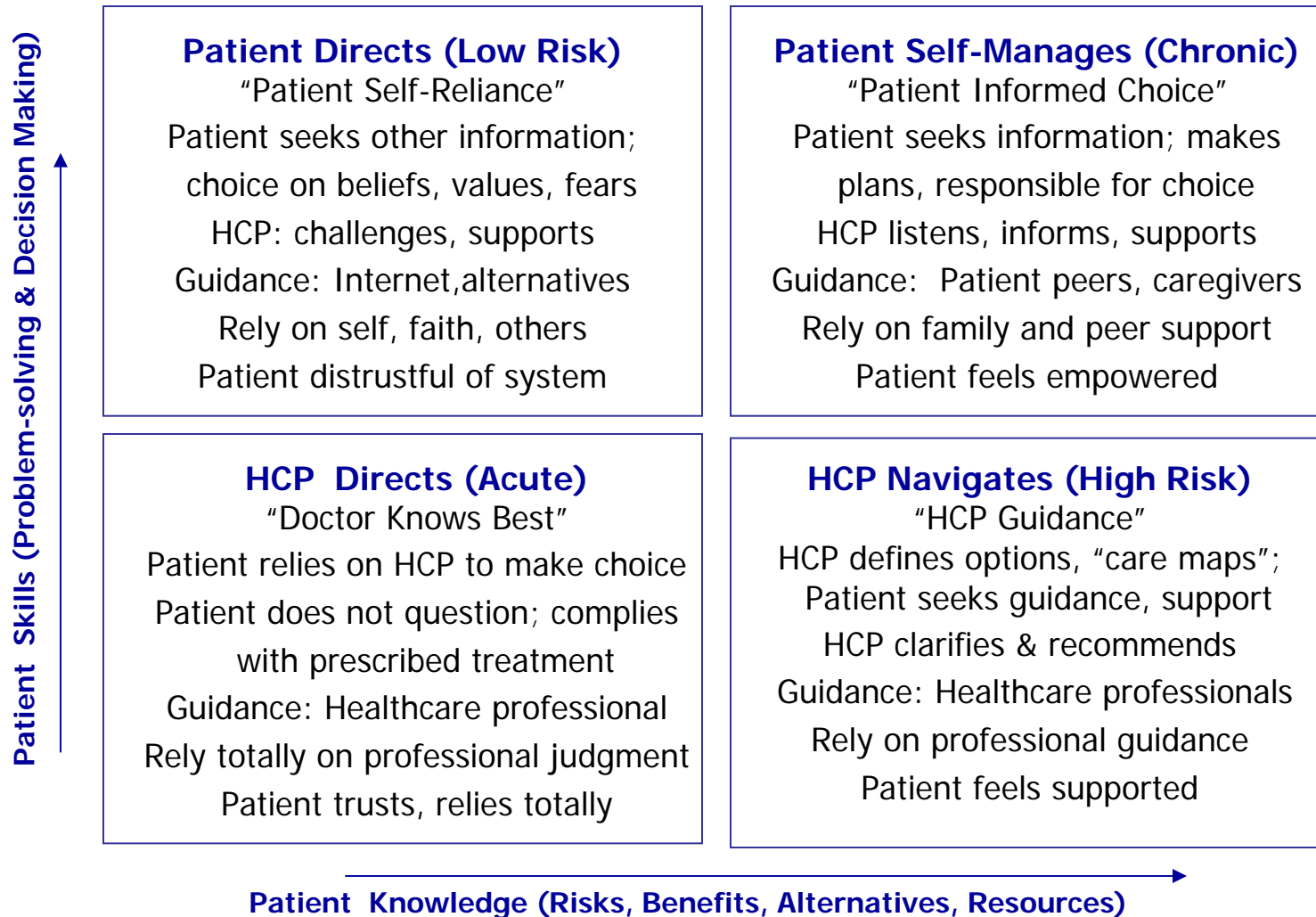
How is PSM Provided in Canada?

- PSM provided through various initiatives in Ontario (hospitals, extended care, patient associations) but no Health Ministry presence
- PSM available to all patients in BC
- PSM integrated into Alberta Regional Health Authorities and networked to family physicians and rural health services (Calgary, Capital Region, Chinook)
- Advent of Local Health Integration Networks (hospitals, community-based care) and Family Health Teams = opportunities for PSM to become integrated in Chronic Disease Management
- Emphasis in Ontario Health on CDM as part of healthcare reform
- Inclusion of PSM as part of Ontario Drug Strategy

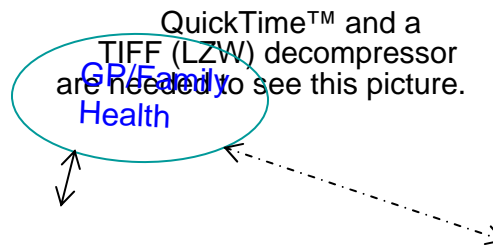
PSM as part of Shared Care Models (BC & Alberta)

- ***Inter-Professional Relations:***
 - Interdisciplinary shared care teams; differentiated roles
 - Regular face-to-face, high quality communication; information exchange among all involved in patient care;
 - Ongoing, collaborative professional education
 - Leadership endorsement and support for shared-care
- ***Patient Management:***
 - Shared patient care strategy with explicit, individualized goals
 - Patient and family included in planning and decision making
 - Patient-centered focus integrated with patient self-management
 - Flexible arrangements assures continuous patient care
 - Confidentiality of patient records and history

HCP Management and Patient Self-Management



Patient Self Management in Community Based Health System



What is the OPSMN?

- A network of Ontario-based organizations sharing a commitment to patient self-management programs and philosophy.
- In the span of 8 weeks (Jan-March 2006) the network planned and coordinated one half-day educational session for 100 health professionals and 3 public forums, supported by a website and press release.

Origins

Common Issues include:

- Promoting PSM programs to patients
- Lessons from program development & evaluation
- Raising awareness & gaining support among health professionals and government bodies

Success Factors

- Members & Organizations that can offer time, financial, and admin contributions to the network goals.
- Benefits arise when all 7 member groups can publicize via distribution networks
- Communications professionals at 2 of the member organizations were a great asset.
- PSM is a 'hot topic' which attracted attention from health care professionals

OPSMN – Next Steps

- Formalizing Network and expanding membership
- Submissions to government and funding bodies to disseminate PSM best practices and programs.
- Working with partner groups across the province to strengthen PSM.
- Centralized master training sessions for PSM leaders.



opsmn

Ontario Patient
Self Management
Network

People with long term conditions actively and effectively manage their care, supported by accessible, relevant and timely training delivered through informed patient centred communities of care.

