



Miriam Lindsay

Heart Foundation

Managing Diabetes and CVD Risk Better - Nurses Programme

Saturday, 22 June 2013

Start 12:00pm

Duration: 30mins

Sportsdrome



Rotorua GP CME 2013
NZMA
New Zealand Medical Association

General Practice Conference & Medical Exhibition

20-23 June 2013 | Energy Events Centre | Rotorua



Managing Diabetes and Cardiovascular Disease Better

Miriam Lindsay

*Heart Foundation Cardiovascular
Risk Health Sector Support*



Conclusions

- 1. *Get passionate about improving diabetes and CVD management in your practice***
- 2. *Question what you are doing and look for new ways – think outside the square!***
- 3. *Use the practical tools, tips, tricks and resources to help you make the changes to better manage diabetes and CVD***



Session outline

So how to successfully manage Diabetes and CVD ?

- ***Leadership***
- ***Quality Improvement***
- ***Patient Access***
- ***Patient self management***

Heart Foundation and NZSSD resources

- ***eLearning***
- ***Heart Healthcare Forum***
- ***Taking Control***

***This is the tidal wave of CVD
and diabetes coming toward us***

**1 in 20 diagnosed with
diabetes, 19% of adult New
Zealanders have pre-diabetes**

**Coronary artery disease is a
major cause for mortality and
morbidity in people with
diabetes- 3% New Zealanders
die from diabetes while 38%
die from CVD (HF,2006)**

**28% of adult NZ's are obese,
that's**





Risk Assessing Anyone??





Diabetes and CVD management

Leadership

CVD/Diabetes Champion
Team approach

Quality improvement

Data collection and clean up
Common goals and targets
Improved processes and practices

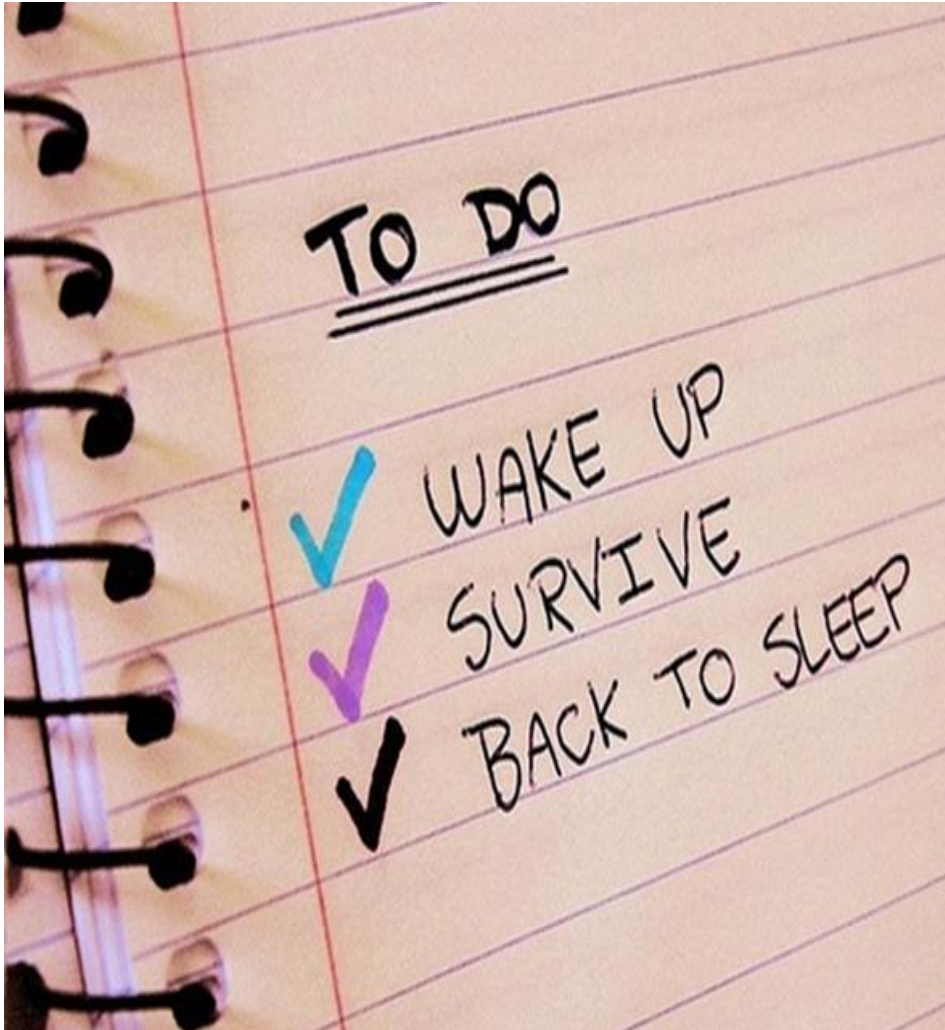
Patient Access

Innovation
Person and family
centred care
Community outreach

Quality patient care
Increased staff
moral
Meeting health
targets



Feeling Overwhelmed Anyone??



Remember it's a team effort

Tackle one goal at a time

Ask for support



Championship and Teamwork

***Step up to the
mark....***

And on board.....



“Model the way, inspire a shared vision, challenge the process, enable others to act and encourage the heart” (Kouzes and Posner, 2007).



Passion Needs Action

Nothing GREAT
was ever achieved
without enthusiasm.

-EMERSON



Quality Improvement

Question HOW and

WHY you do

Things

and

Make a

Plan for Change !!!!!

“If current practices are uncritically accepted as an inevitable reality, any movement towards improvement is lost” (Eraut, 2009).



Change Planning

Evaluation
Implementation

Problem
identified

Make a plan and
communicate

What are we
doing now?

New
Initiatives/changes

What is
missing
and why?

Evidence based



Problem- non responders to recall letters for diabetes annual check and CVDRA

What are we doing-

Sending letter, one reminder letter 3 months later

What is missing- engagement with people

Why-not patient centred



New initiatives-

- 1. Ring 10 non responders and question why*
- 2. Change look and content of letters*
- 3. Change process to 1 letter, followed by phone call, text and or email reminder if unable to reach*
- 4. Increased opportunistic screening and inviting*
- 5. Staff reminders on back of consent forms and added onto keywords*
- 6. Talk to p/m about dash board..*



Plan and communicate

- 1. Who is doing what, when??*
- 2. Send new letter around for consensus*
- 3. Email plan to GP's*
- 4. Put visual plan on notice board in lunch room*
- 5. Present practice management*
- 6. Present plan at meeting*
- 7. Invite other ideas*



Patient Access

*Support and encourage
innovation*

Person and family centred care

Community engagement





Right, time to get things started

Foster team work and have a common goal

Support and advice

Shared leadership

Combine CVD, diabetes, smoking cessation

Plan

Communicate to practice

Explore alternatives



KEEP

CALM

LET'S GET

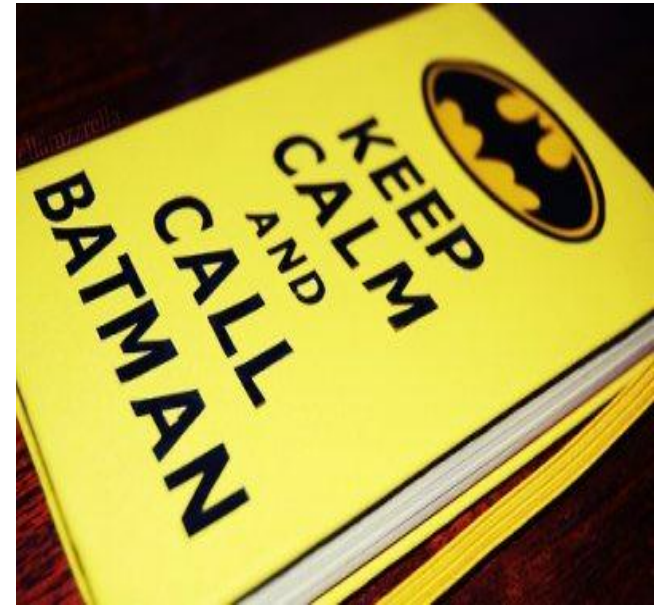
THIS PARTY

STARTED



Now to keep things going

*Passionate champions with
leaders who guide and
support*



*Frequent positive reminders and updates in various media
in various ways*

Celebrate, acknowledge and award success

STAY POSITIVE!!



Self Management?







Resources for you to use now

- ***Improving heart health - CV risk assessment and management***
- ***Diabetes eLearning (NZSSD)***
- ***Heart healthcare Forum***
- ***Taking Control***





***Improving Heart Health: CV Risk
Assessment and Management***

Available at www.learnonline.health.nz

***Diabetes eLearning: for nurses working in primary care
self directed learning modules***

***Supported by Diabetes Nurse Specialist Section (DNSS) of NZN
www.healthmentoronline.com***





CVD eLearning modules

- 1. About CVD***
- 2. Guideline recommendations for CV risk assessment and management***
- 3. Getting ready to deliver a CV risk assessment and management service***
- 4. Supporting people to become effective self-managers of CV risk***
- 5. Pulling it altogether - CV risk assessment, communication and management***



Diabetes eLearning modules

- Module 1. About Diabetes***
- Module 2. Self-Management Strategies***
- Module 3. Blood Glucose Monitoring***
- Module 4. Highs and Lows***
- Module 5. Self Management Support***
- Module 6. The Complications of Diabetes***
- Module 7. Insulin Initiation***
- Module 8. Kowhaiwhai, Special Thanks, References & Links***



Heart Healthcare Forum

- ***Share innovations, worries, queries, successes, failures and gems***
- ***Ask questions, query current practices and processes, guidelines and health targets***
- ***Discuss and query the 'Improve Heart Health' e-Learning course content***



www.heartfoundation.org.nz/hearthealthcareforum



Taking Control Anyone??

Copyright 2003 by Randy Glasbergen.
www.glasbergen.com



“What fits your busy schedule better, exercising one hour a day or being dead 24 hours a day?”



Introducing Taking Control

TC is a care planning tool and aims to support people to develop self management skills

*Is a resource which **guide** practitioners and patients through a **collaborative, structured** care planning process to support CV risk self-management*





The Future?





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References

Eraut, M. (2009). Transfer of knowledge between education and workplace setting. *Knowledge, Values and Educational Policy: A Critical perspective*. H. Daniels, H. Lauder and J. Porter. New York, Routledge.

Ministry of Health. (2012). *The health of New Zealand adults 2011/12: Key findings of the New Zealand health survey*. Wellington.

Mathers, N., et al. (2011). Improving the lives of people with long term conditions. RCOGP, UK.

Kouzes, J., M., Posner, B. (2007). *The Leadership Challenge*. San Francisco, CA, John Wiley & Sons.