

What aren't we measuring? Working to accurately capture the full mahi of HIPs and Health Coaches

Pam Low, Clinical Lead & HIP

Data collection & outcome measurement

Why collect data?

- As a new service, IPMHA needs to demonstrate it is making difference
- Sets the expectation of what the service is delivering
- Provides information for ongoing quality improvement



What are we asked to measure?

The basic IPMHA data reporting template for HCs & HIPs

Reporting Period: Dec 2022 <small><-- Please change the date to the 1st three letters of this month and year for the reporting period. (e.g. Feb 2020)</small>										
Client's NHI (National Health Index)	Encounter date	Encounter type	Seen on same day?	Final Encounter?	Encounter delivery mode	Encounter with?	Client's main presenting issue (Only for Encounter type: First)	Client self-assessment of helpfulness	Client assessment of change (Only for Encounter type: Follow up)	Outcome
e.g. ABC1234	e.g. 15/02/2020	list: First / Follow Up	list: Y(es) / N(o)	list: Y(es) / N(o)	list: Face to Face, Phone, Video, Txt, Other	list: Individual, Couple, Family/Whānau, Group/Class, Other	list: select from dropdown	list: 1 - 10 or Not completed	list: Same, Better, Worse, Not completed	list: Duke, SDC, Oranga

Focus on:

- Same-day
- Delivery mode
- Encounter type
- Presenting issue
- Outcome measure
- Client self-assessment of helpfulness
- Client self-assessment of change

Our roles are so much more...

Beyond the standard consult

- Population health outreach
- Introductions
- Care coordination
- Practice support & education
- Consultancy
- Team/teamlet meetings & huddles including with Awhi Ora

Health Coach HEALS

A health coach:

Helps

Health coaches strive to be helpful to people and clinic staff

Empowers

Health coaches support and empower people and whanau to manage their health and connection to their healthcare team

Available

Health coaches are mostly available to people and whanau on the same day, either in person or by phone

Links

Health coaches link people to group programmes, Awhi Ora and other community services

Supports

Health coaches support people and whanau in between clinic visits

GATHER

The Essentials of Primary Care Behavioral Health

Here's a way to remember the key features of PCBH work: **GATHER!**

Generalist
The HIP is a generalist who sees any behavioral issue and all ages.

Accessible
Most HIP services are available on a same-day basis.

Team-based
The HIP is a regular member of the team and is ready to help in a variety of ways, such as pre-GP visits, after-GP visits, classes, group medical visits, and assisting with resources.

High impact
The HIP seeks to support as many people as possible|

Educator
The HIP teaches behavioral interventions to others on the team.

Routine pathways
The HIP helps the team develop pathways or protocols that routinely involve HIP help in care for high-impact patient groups.

*Let's **GATHER** at*

Continuous quality improvement

What else can we measure?

- Did not attend /DNAs
- Unable to contact
- Role of the introducer
- Who the introducer is
- Specific pathways
- Visit duration
- Referrals/introductions
- Whaiora feedback –outside consult



Our team context



- Mainstream PHO, 20 practices with IPMHA Service
- Majority of clinics centrally owned
- 1 PMS (Patient Management System) = Medtech Evolution
- A specific “Advanced Form” created & utilized for **all** activity
- Microsoft Power BI = data dashboard that generates monthly metrics

MOUSE Warmhandover (1219769.1) **A 3 - C** **Gender ...**

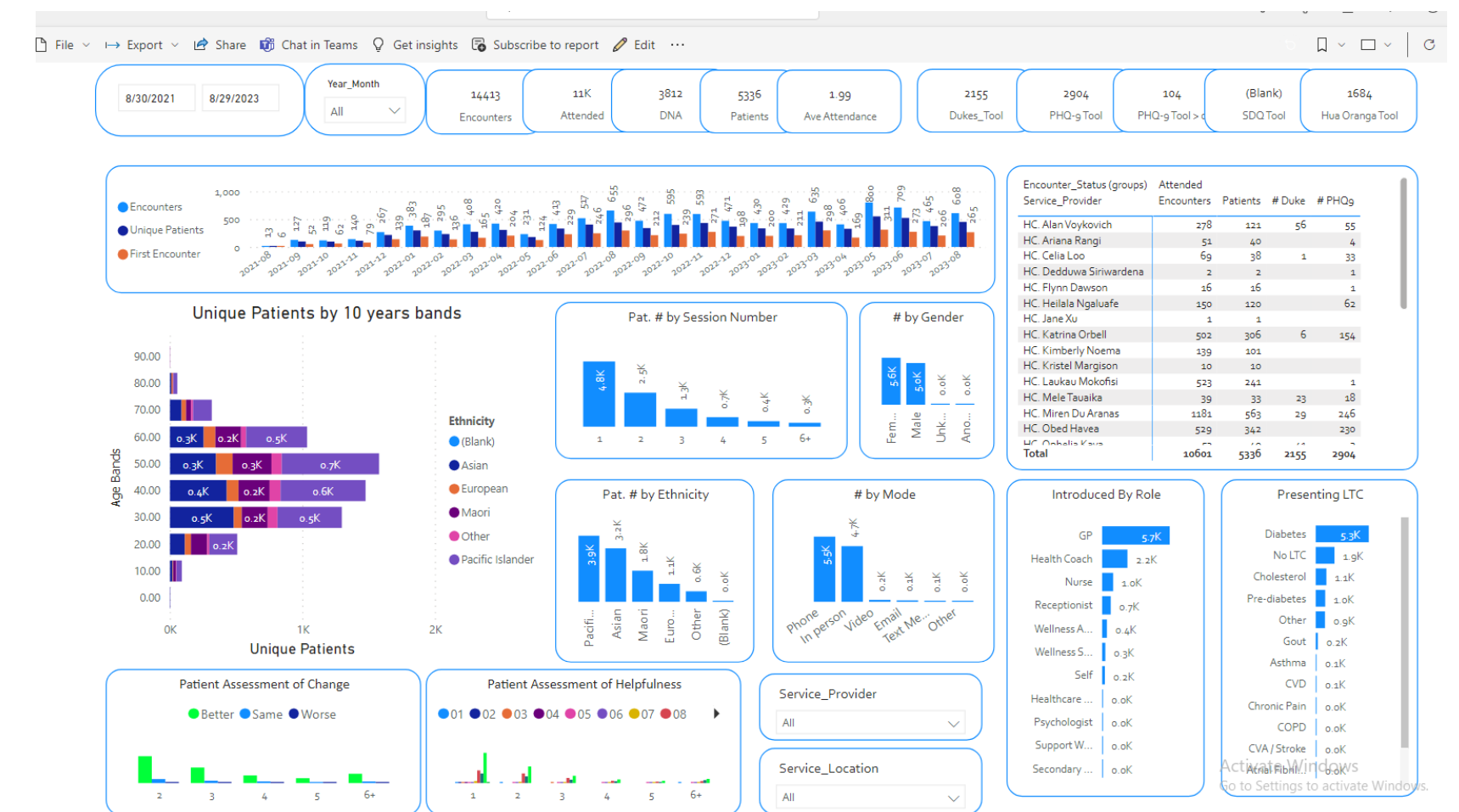
Whangarei, WHANGAREI

Appointment Books Patient Advanced Forms **New Z - HIP - HC Assessment v2 (Nirvana Health Group (ETHC))**

Encounter, Introduction Details Assessments + Measures Notes Patient's feedback + Referrals Additional Presenting Concerns More

Encounter Details		Introduction Details	
Service Provider Role	Health Coach	Introduction Date	
Encounter Date		Role of the Introducer	
Encounter Type		Introducer's Staff Code	
Seen on same day		Pathway	
Encounter with		Reason for Introduction	
HC Session No.		Other reason details	
Encounter status		Presenting LTC	
Encounter mode		Other LTC Details	
Is this the Final encounter?	No		

© Tamaki Health Group



Challenges

- Practitioner needs to remember to complete a form for every interaction
- Cost-benefit analysis of form filling
- Need clear definitions & instructions for specific activities
- Recording activity not related to a specific whaiora
- Always need specific clinic context to make sense of the data
- Finding time to delve into & use the data



ComputerHope.com

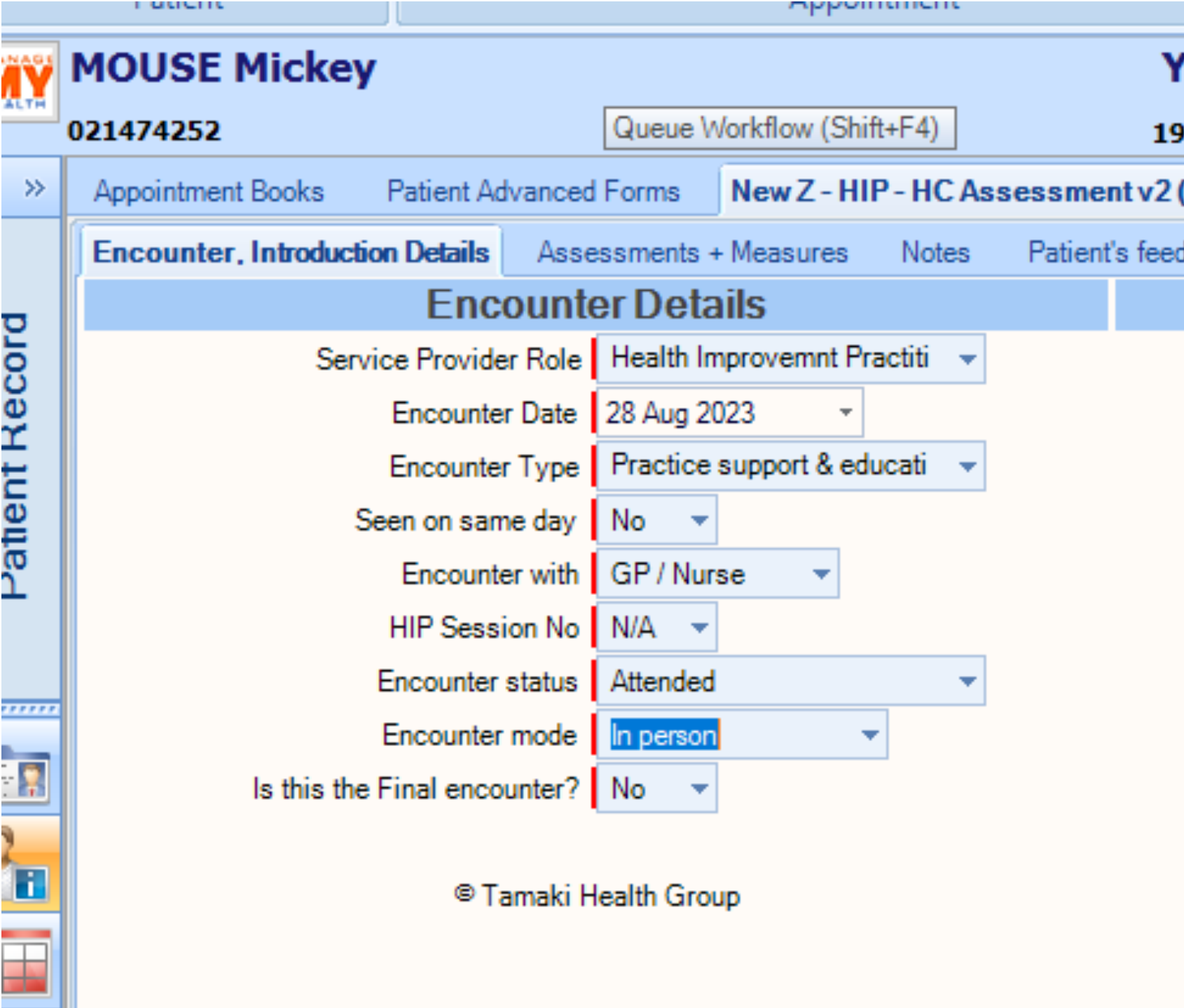
Capturing the “consultant” aspect of HIP

Being available to:

- provide advice on management of specific whaiora presentations
- Upskill & educate around behavioural health

Can include:

- Corridor conversations/ “on the hop”
 - Formal presentations
- If about a specific whaiora, use their file
- Otherwise use “clinic” file



The screenshot displays a patient record interface for a patient named **MOUSE Mickey** with ID **021474252**. The system includes a 'Queue Workflow (Shift+F4)' button and a 'Patient Record' sidebar. The main content area is titled 'Encounter Details' and contains the following fields:

Service Provider Role	Health Improvement Practiti
Encounter Date	28 Aug 2023
Encounter Type	Practice support & educati
Seen on same day	No
Encounter with	GP / Nurse
HIP Session No	N/A
Encounter status	Attended
Encounter mode	In person
Is this the Final encounter?	No

© Tamaki Health Group

Care Coordination

- Measuring mahi we do to support whaiora outside of the consult
- Additional time linking & introducing to services
- Completing an advanced form for significant additional time spent
- Recording meetings with Awhi Ora and other providers
- Indication of caseload/clinic population complexity and/or straying from model fidelity?
 - If about a specific whaiora, use their file
 - Otherwise use “clinic” file



DNA's, unable to contact

Did not attend? Did not engage? Something else?

- HIP training – don't record, remove from appointment book/schedule
 - An attempt to contact/ see whaiora is also mahi
 - Recording DNAs provides valuable information on clinic/practitioner context

Booked appointments:

- Initials -make a case for same day handovers
- Follow-ups – offer to book or invite to walk-in?



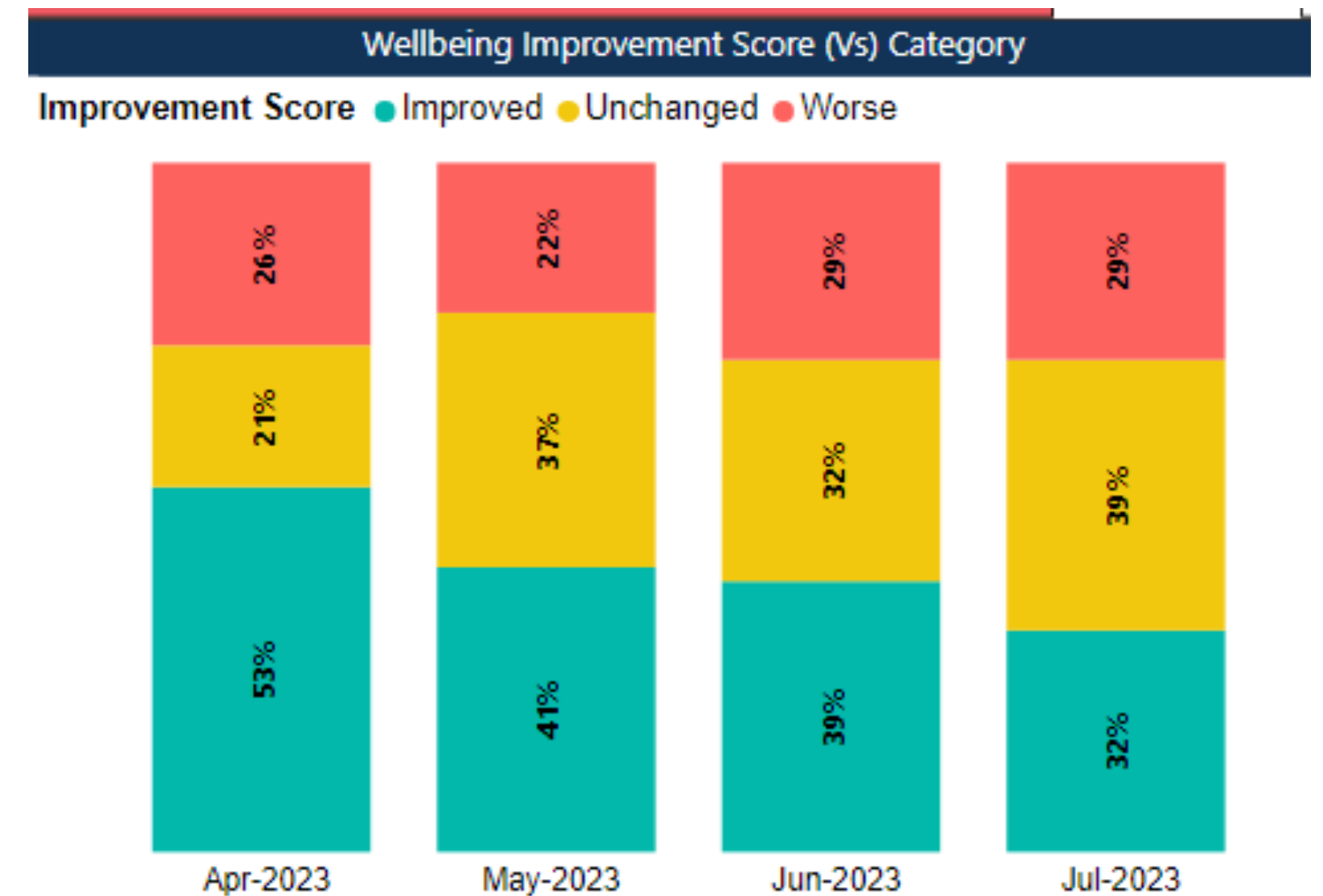
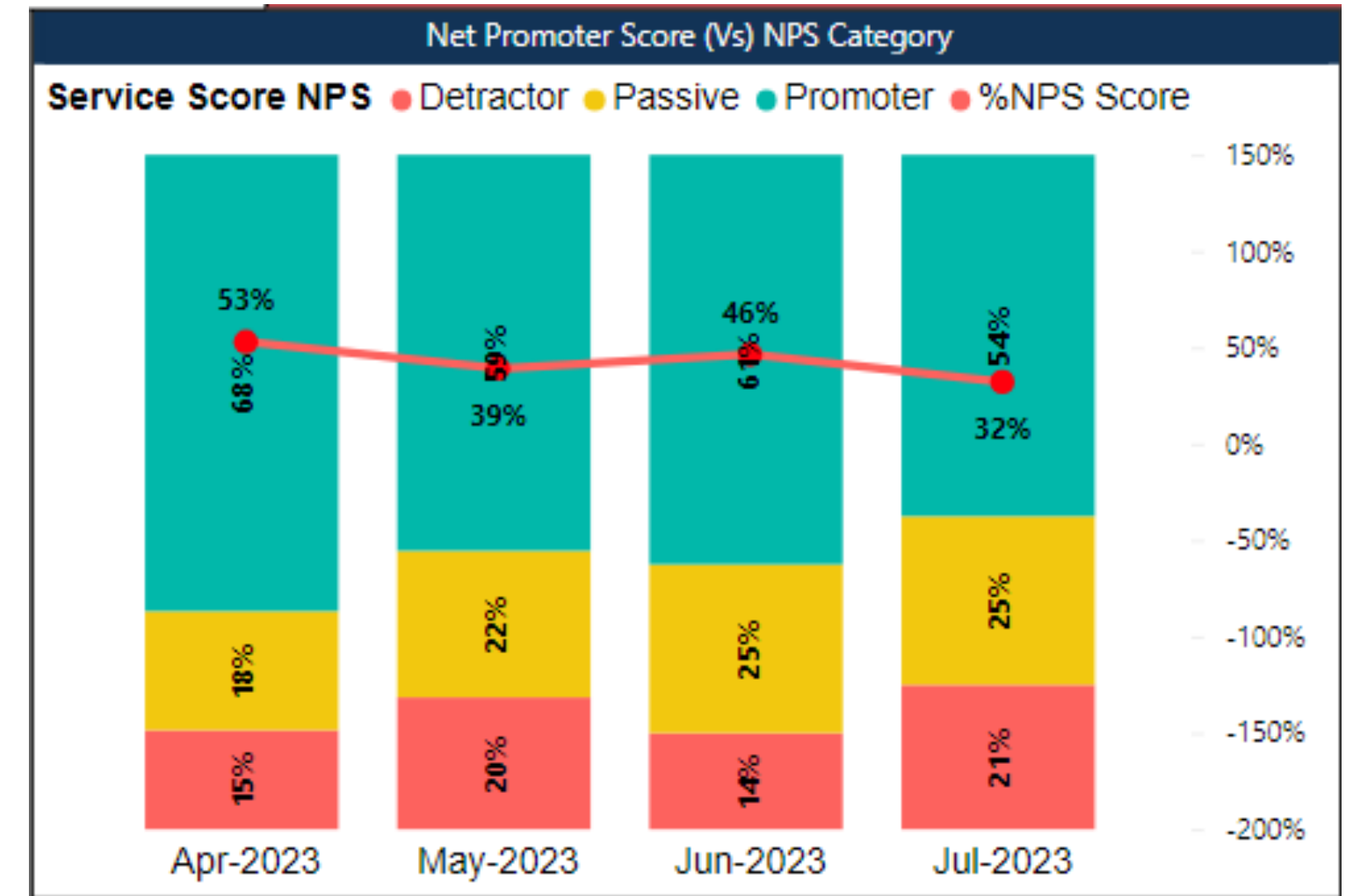
Whaiora feedback survey

Netpromoter score

Support provided via Tū Whakaruruhau & dashboard accessed via Power BI

- SMS sent to whaiora following the consult to complete the survey

1. *How likely are you to recommend the HIP and/or Health Coach to someone you know?*
2. *I feel my wellbeing improved as a result of seeing the HIP and/or Health Coach*
3. *Is there anything else you think we should know?*
Plus age & ethnicity



Whaiora comments

“I enjoy seeing health coach they help you see what you need within health goals by showing steps how to get there like counseling ,dietitian and more this is an awesome service thank you”

“Friendly, non judgemental, helpful service I didn't know existed and it was free which was a bonus but I was very happy with the information I received and hope others have the chance to chat with these awesome people who have alot of knowledge and helpful tips to help make better, positive changes to your life and a step by step, day to day basis. Many thanks”

