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MS 2: Self-Management Support

Sustaining the Action

June 9, 2015 – 1:00 pm ET

Facilitators:

Sara Bolton, Tiffany Mattingly, Barbara Tobias, MD, Kelly Aardema
Dayton/Cincy/NKY Faculty

Subject Matter Expert:

Judith Schaefer, MPH

Moderator:

Rose Langdon
TMF Health Quality Institute

Discussion Leaders

- Springfield Healthcare Center
  - Kim Blackburn, LPN
- Summit Medical Clinic
  - Dr. Pratheep Arora
- Subject Matter Expert
  - Judith Schaefer, MPH

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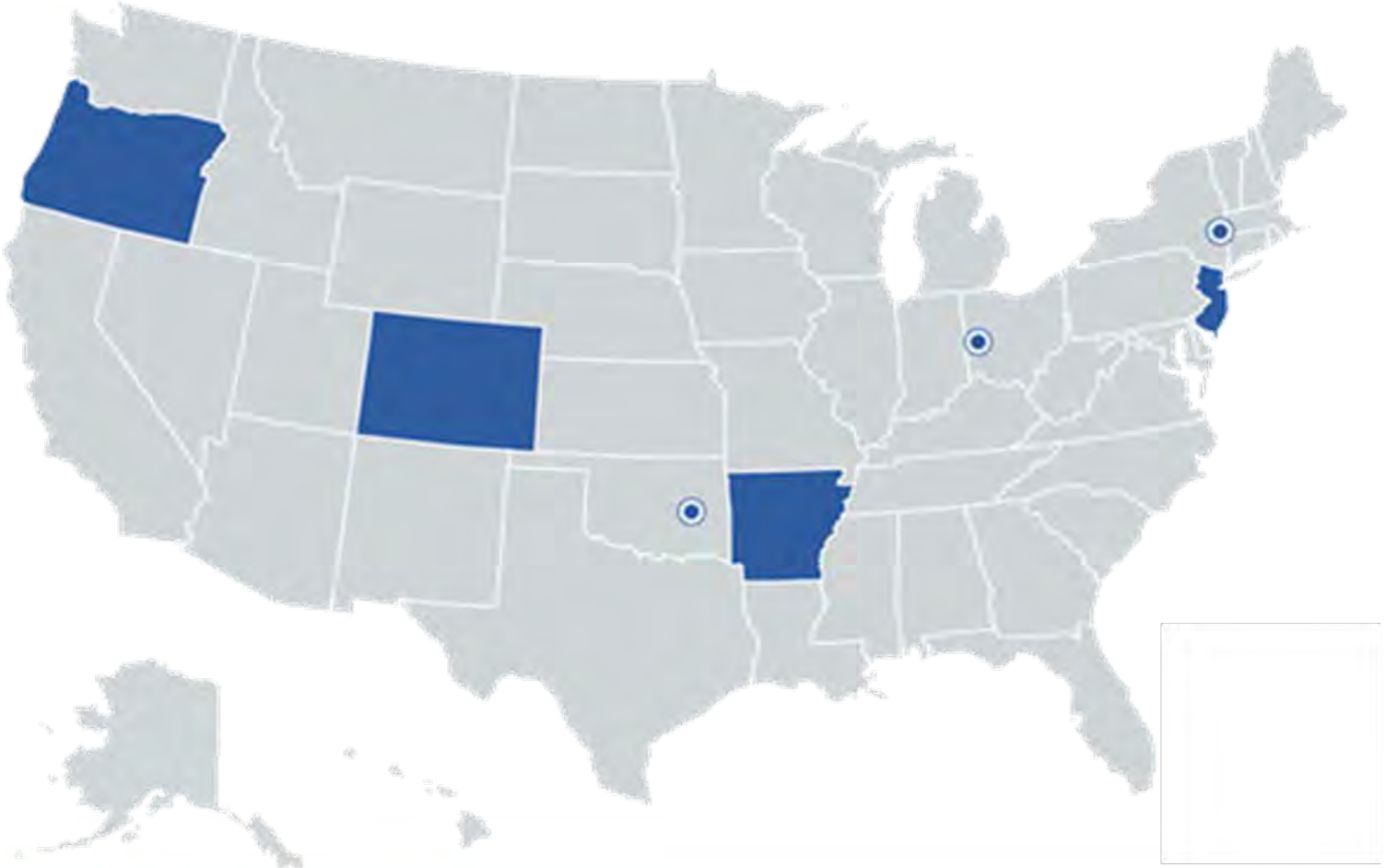
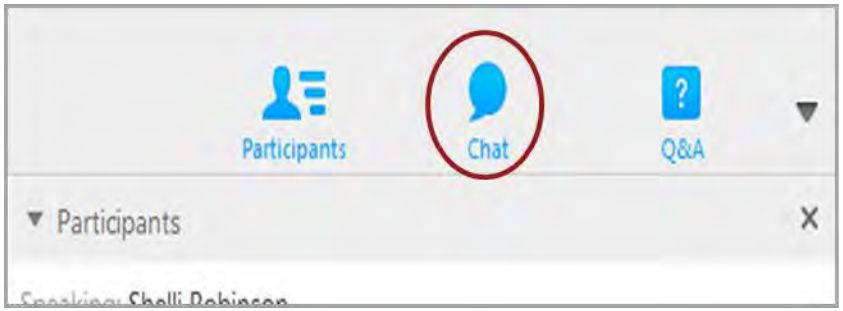
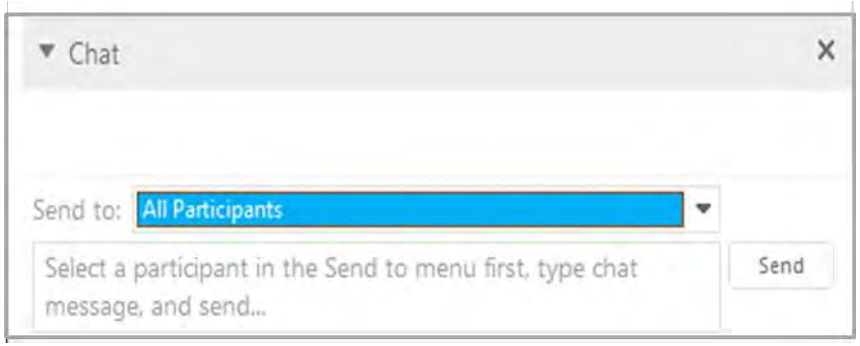


Source: Centers for Medicare & Medicaid Services

Live Session Pointers

- This is YOUR Action Group!
- Will be interactive, using chat, polls and the forum
- More activity means more learning!
- ***Chat now:*** ***What question would you like answered about challenges with self - management support TODAY!***





What's Happening on the Forum?

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Staying Motivated for Diabetes Self-Management

This is a great patient-focused article highlighting the importance of motivation to manage their diabetes and suggests some good strategies for how they can stay motivated by setting SMART goals.
http://www.onetouch.com/articles/selfmanagement
What other strategies have you used to help keep your patients motivated? How do you help reassure patients who've had a setback?

Formalizing the Change Process to Support Sustainability

Practice transformation to comprehensive care comes with a lot of change. Processes, workflows, scheduling systems and the care team structures are all impacted as a result. Adopting a stable quality improvement (QI) strategy gives staff confidence, skills and a specific approach to use in making these changes, and provides an avenue to re-visit efficacy of existing workflows. By formalizing the change process and allowing all team members to share how it's going for them, your practice will be in a better position for sustained improvement. This template, developed in part by the Commonwealth Fund, is a great tool to use when implementing change and re-visiting existing processes at your practice to support sustainability.
http://www.safetynetmedicalhome.org/sites/default/files/A3.pdf
We'd love to see what other tools or strategies practices are using to introduce, refine, and maintain change. Would you say using a formal tool helped guide the change process or did you find it to be more of a barrier?

kaardema@gchc.org
Tue, 2015-05-12 15:33

edit reply

Relapses Common when Living with Chronic Disease.

This is a very interesting article comparing the way in which we support patients with addictions and relapses to the ways in which we support patients who have a setback in their chronic disease self-management.
http://www.concordmonitor.com/article/relapses-common-when-living-with-c...
"Yet doctors continue to treat people whose blood pressure, diabetes or asthma gets out of control. 'We wouldn't tell someone they can't get treatment because they continued to eat doughnuts,' Kurth says. 'We don't scold them, we don't chastise them. We treat them.' With alcoholism, a setback isn't a reason to give up either. The ever-present threat of those setbacks, after all, is precisely why people in Alcoholics Anonymous call themselves 'recovering,' not 'recovered.'"
How does your care team help support patients through their relapses and setbacks? What has been most challenging when trying to keep patients motivated after a setback?

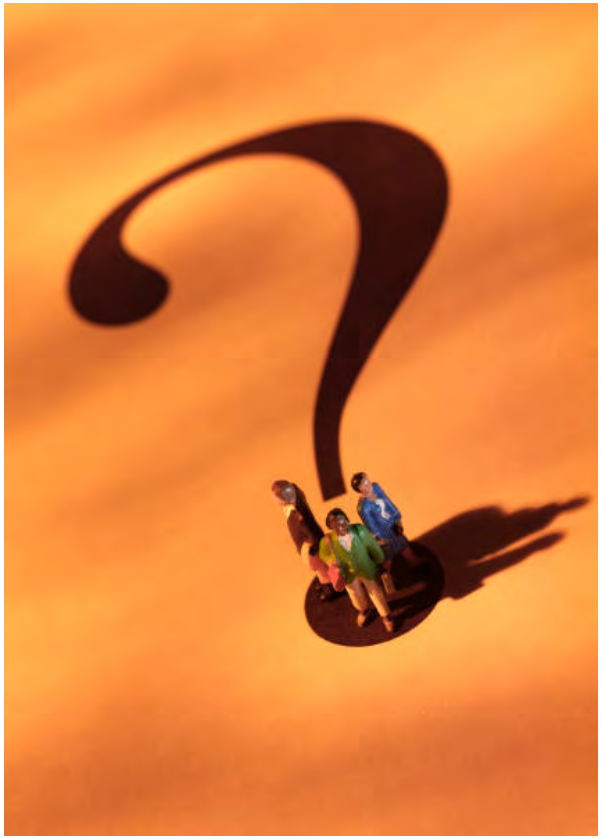
Overview of Last Session

- Where we have been…
  - Identify partnerships to support patient SMS goals
  - Warm handoff with community resources
- What has been discussed on the forum…
  - Use of resources and materials to ensure understanding
  - Communication strategies to engage patients
- Where are we going now…
  - Supporting the patient in continued attainment of self-management goals
  - Explore strategies to sustain robust self-management interventions within the practice teams

Our Discussion Today

- Participants will gain insight from their peers into how to support the patient in their continuation of self-management
- Participants will identify the tools and actions that help sustain the change
- Participants will explore strategies to sustain robust self-management interventions within the practice teams

Join the Conversation……



Use the Chat feature or raise your hand to make a comment, ask questions, and add to the discussion

Today's Panelists

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Springfield Healthcare Center - Springfield, OH
Kim Blackburn, LPN, Care Coordinator

3 providers, McKesson/Practice Partner, Independent Practice, 2,903 Empanelled Patients

Today's Panelists

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Summit Medical Clinic - Colorado Springs, CO
Pratheep Arora, MD

3 providers, Independent Practice, 3,046 Empanelled Patients, Allscripts Pro

Mr. Kenneth Robinson

- Mr. Robinson, a 54-year-old middle school gym teacher, is seeing you for a follow-up on his initial set of diabetes self-management goals. Over the last 6 months he has lost 10 lbs, reduced his A1c from 8 to 6.5, and his BMI is now in the optimal range.

WebEx Poll (select all that apply)

- **What would your next steps be for Mr. Robinson now that he's met his initial SMS goals?**
  A. *Create a new goal for another of his chronic conditions*
  B. *Build upon the initial goal to further self-management*
  C. *Monitor for sustained self-management of initial goal before moving on*
  D. *Ask the patient what they'd like to focus on next*

Next Steps

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Subject Matter Expert:
Judith Schaefer, MPH

Mr. Robinson is at his goal weight! How do you help him continue the momentum? What about set backs?

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Sustaining SMS Team Focus

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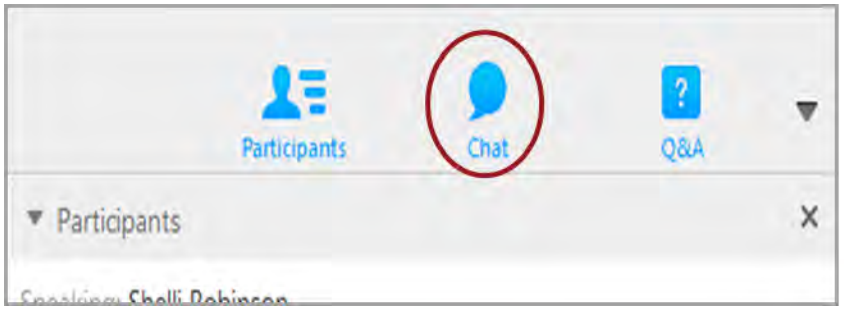
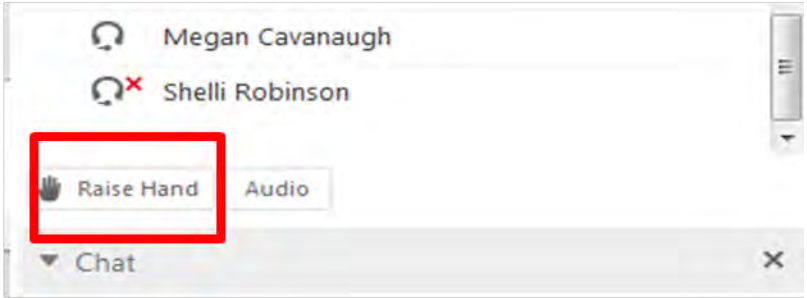
What discussion points do you have?

Please enter your comments into the Chat Box or "Raise Your Hand" to ask verbally





Show us where you're listening from and what you thought about today's discussion!

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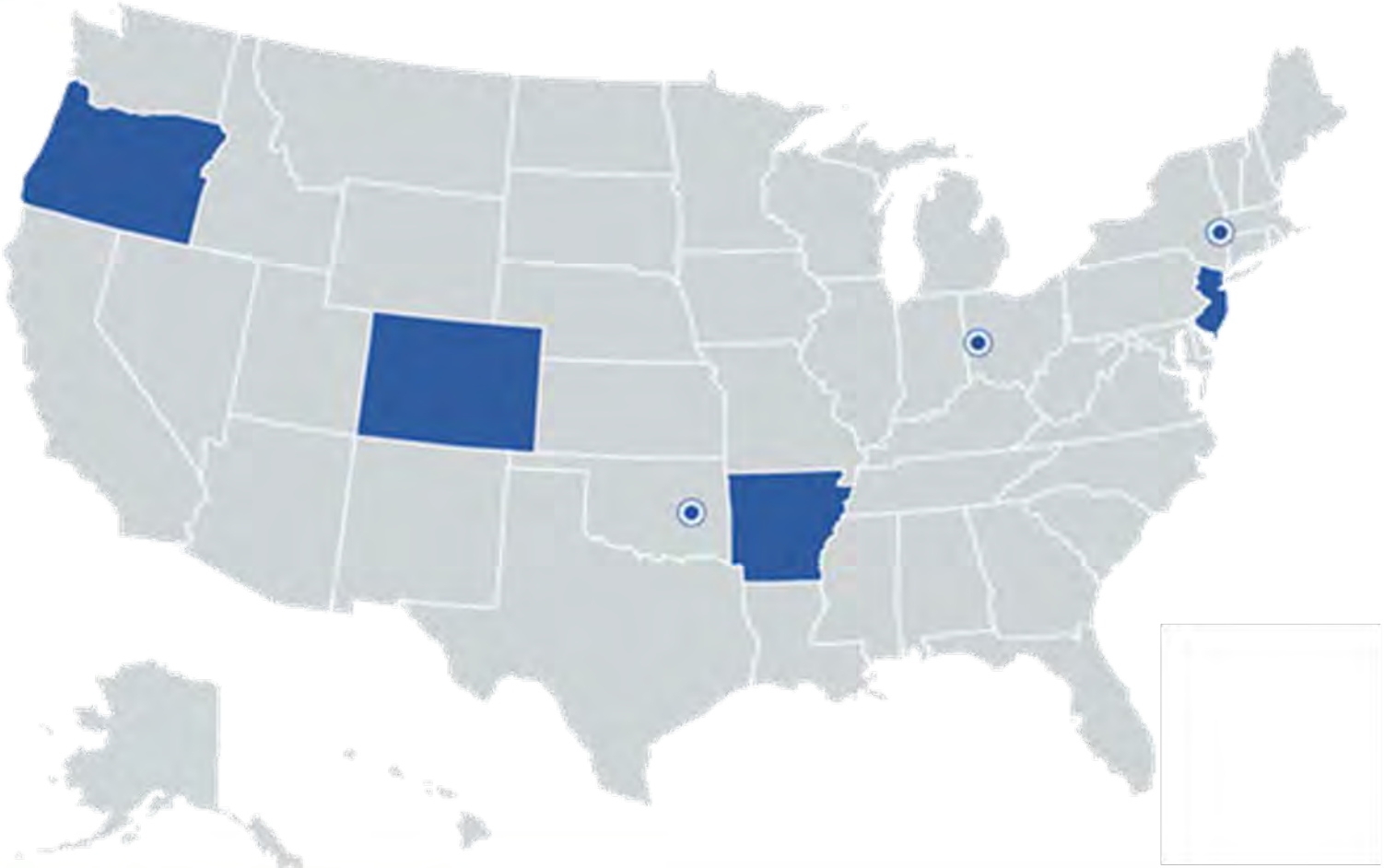

Source: Centers for Medicare & Medicaid Services

Sustaining Momentum for Patients

- Document and Follow up!
  - Record patient goals and specific plans to make follow-up meaningful
  - Contact patients to support them in their behavior change plan – change takes incremental effort over time
- "Every knock is a boost"
  - Normalize problems with behavior change – no blame!
  - Help patients to see set backs as an opportunity to learn about what does work for them – problem solving!

Sustaining Momentum for Practice Teams

- Identify a SMS Champion with dedicated time and training to keep the momentum going
- Develop and follow a SMS workflow with defined roles and tasks
- Regularly offer “bite size” training opportunities by mentoring, mini trainings at staff meetings, tips in staff newsletters or emails
- Set SMS goals and track measures, e.g. % patients with SMS goals, % goals attained, % follow-up calls completed

Tips for the Long Term

- Trusting relationships are the key
- ASK! What is most important to you? Would you like to hear what others have done? How is that working for you? Can you tell me what has worked?
- Get SMART – Specific, Measurable, Achievable, Realistic and Timely
- Support small, incremental changes over time to build sustainable behaviors

Keep the Discussion Going!

- **To continue our learning, share your experiences on the forum:**
  - **Learning experience:** Tell us what tools or strategies you use to support and monitor continued self-management progress for patients as well as within your care team.

https://collaboration.cms.gov/?q=content/self-management-support

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NEW: All attendees, including faculty, MUST complete a survey.

You may add multiple participants on one form if you participated as a group.

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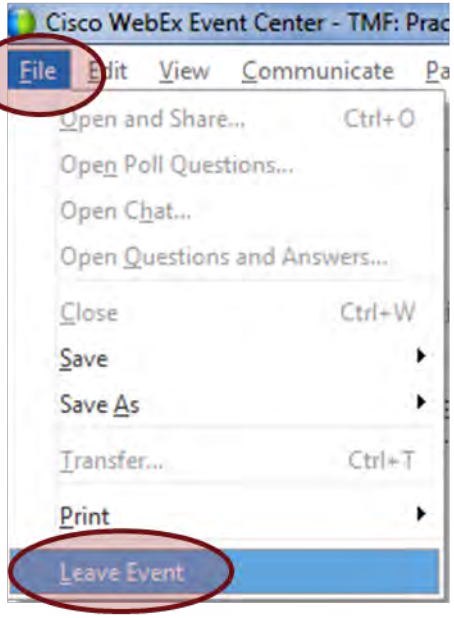

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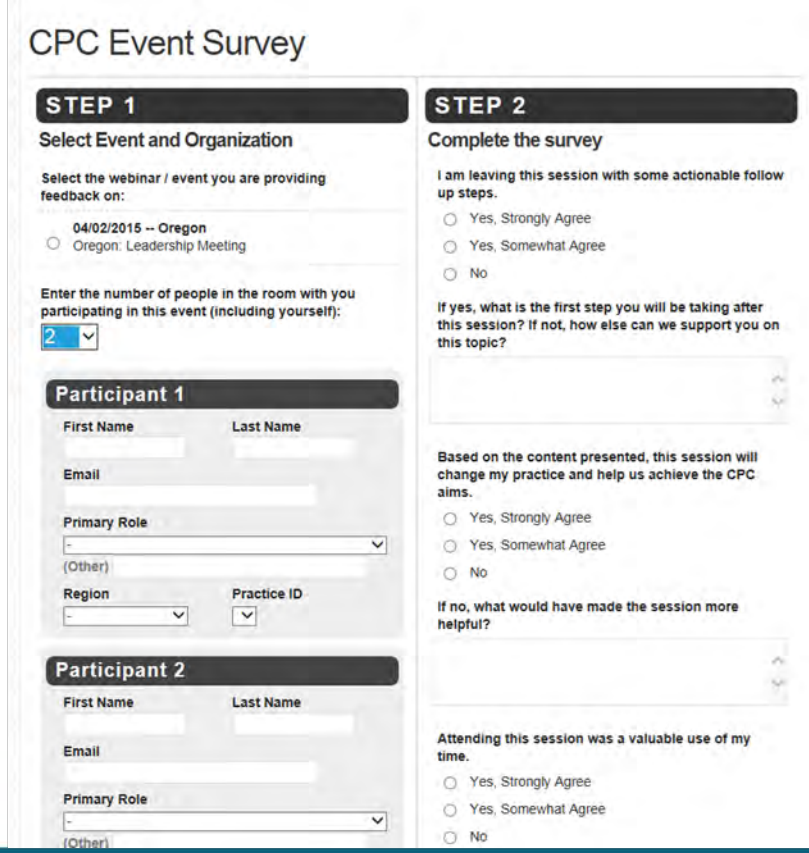
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