

South City Health Eczema Project

Primary Care Improvement Facilitators Programme 2019
South City Health - Hamilton



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

Kupu Taurangi Hauora o Aotearoa



AWATEA

HEALTH SYSTEM INNOVATION AND IMPROVEMENT

Who Are We ?



- We are a Medical Centre called South City Health based in West Hamilton
- Our PHO is Pinnacle Midlands Health Network
- We have approximately 7,500 enrolled patients
- We cater for a whole range of ethnicities in the community approximately 18% of enrolled patients identify as Maori, Pacific and Asian

Improvement Team

- Our project team is made up of:
 - Sponsor – Teresa Waitere
 - Project Lead – Michelle Madgwick
 - Registered Nurse Lead – Melissa Castillo
 - GP Lead – Dr Kate Sinclair



Problem Statement



- Young Maori and Pacific New Zealanders have poorer access to effective management of their eczema resulting in more hospitalisations.

- Morbidities associated eczema such as;
 - discomfort (itching and possibly pain due to the breakdown in skin integrity caused by scratching)
 - flare ups resulting in an increasing risk of infection and systemic complications
 - lack of sleep resulting in fatigue with the potential of possibly escalating and effecting mood/mental health
 - time off day care/school/work
 - increased GP visits
 - hospitalisations due to complications
 - psychosocial impact potentially effecting ones self esteem that may result in mental anguish, frustration, isolation, anxiety, depression and bullying



Aim Statement



- Reduce unnecessary GP visits by 50% for patients with eczema aged between 0-5years old by March 2020
- Increase parent satisfaction seen in the satisfaction survey from a score of 6 (which is the minimum score) to a score of at least 24 by March 2020



Diagnose the problem – data

- Work closely with 5 patients aged between 0-5yrs old and their families who have recently seen their GP for an Eczema flare. With their consent to be involved in this quality improvement project collect consumer feedback and patient progress information will be collected via;
 - Patient Satisfaction Survey
 - POEM (Patient Oriented Eczema Measure)
- Capture information from our GP's regarding Eczema patient consultations and their knowledge of Nurse Led Eczema Clinic via questionnaires and conversation.



Capturing the Patient Experience

We are developing a consumer feedback group to enable us to gain information that will support our quality improvement project from the patients and their whanau's perspective.

Eczema (skin condition)



Stakeholders Analysis

Date Completed: March 2019

- Our project team is quite small (all 4 of us here) and amongst us we all have a strong level of commitment to this quality improvement project as we can see the value Melissa is adding to peoples lives when working closely with patients who have eczema.
- Potential constraints are around time and cost in the primary health care setting.
- Consumer engagement is subjected to the frequency of them presenting. We are still learning / developing an understanding around our consumers and how best to get their engagement and then how we can sustain this going forward.

X = Current State X = Desired State

Stakeholder communication plan

- We have an online chat group that the whole team is in as well as the clinic Charge Nurse to share the project information along with updates. This is added to as needed
- Currently the nurse lead Melissa and I meet for 1 hour each month to develop the project
- As we are a small group we been able to meet up ad hoc as needed
- We are starting to form a group involving our consumers
- We have advertised in our South City Health newsletter that a nurse led eczema clinic is being developed
- We are attending monthly Practice meetings to share project information with the wider South City Health team



Our Change Ideas to Test

- Provide patient and whanau with user friendly written information leaflets/handouts
- Provide telephone consultation
- Advertise this service to our enrolled patients and to all of the staff at South City Health
- Offer home visits from an eczema nurse to support the family in the home environment
- Provide appointment time with an eczema nurse in clinic
- Provide free samples of cream for the patient to trial
- Provide a realistic user friendly treatment plan
- Attend monthly practice meetings and share the project's progress



What are you currently testing?

At this stage we haven't begun testing our change ideas as we are still at the early stages of setting this up.

For our first PDSA (Plan Do Study Act) cycle we intend on testing the provision of appointment time for the patient and whanau to see an eczema nurse whilst in clinic.



Key Success/barriers

- Offering a free eczema nurse led clinic that includes ongoing support
- Consumer engagement, availability of working parents to bring patient to see the GP/Nurse
- Commitment / adherence to the treatment plan that also includes a trail and error approach with individualised responses
- If a fee would have to be instituted to sustain clinic a financial barrier could be problematic
- Lack of continuity of care if the child has different caregivers



Lessons Learned

- Lack of knowledge related to the transparency of the entirety of the project from the outset
- Difficulties in getting protected time to dedicate to the project as we are working in a busy primary health care setting
- IT challenges encountered along the way
- Patient contact
 - frequency of presentation
 - then once engaged time constraints around maintaining continuity of care

