

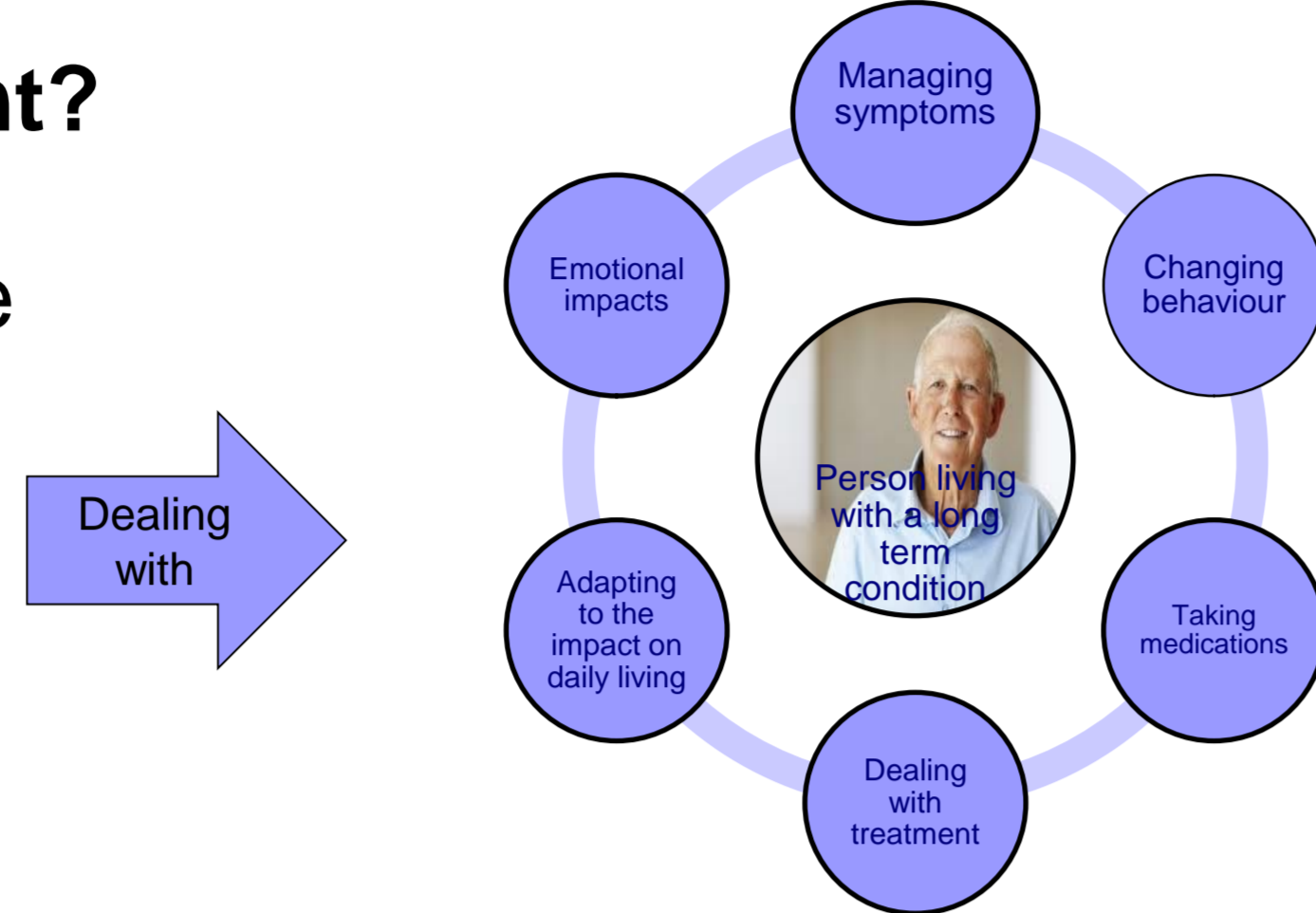
# “Self Management Support – What is it?”

## Development of a National Framework for Self Management Support for COPD, Asthma, Diabetes and Cardiovascular Disease.

Presenting Author: Carmel Mullaney  
 Authors: Dr Carmel Mullaney; Ms Geraldine Quinn, Dr Oraith O'Reilly

### What is self management?

Refers to people who are living with a long term health condition and encompasses their everyday self care activity. (WA 2009)



### What is Self Management Support?

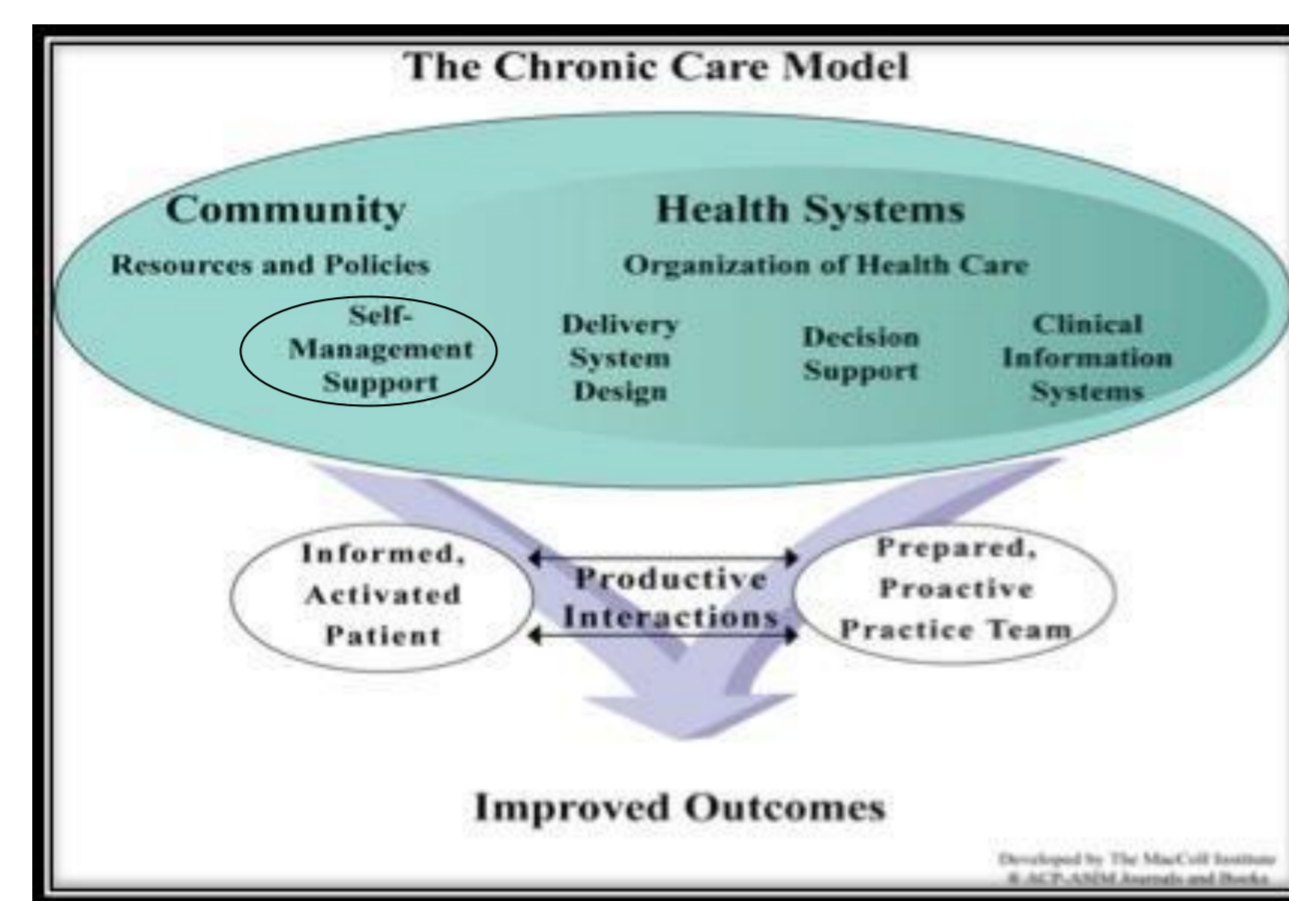
The work of organisations, systems, health providers or carers in supporting individuals in managing their conditions.

SMS can be viewed in two ways:

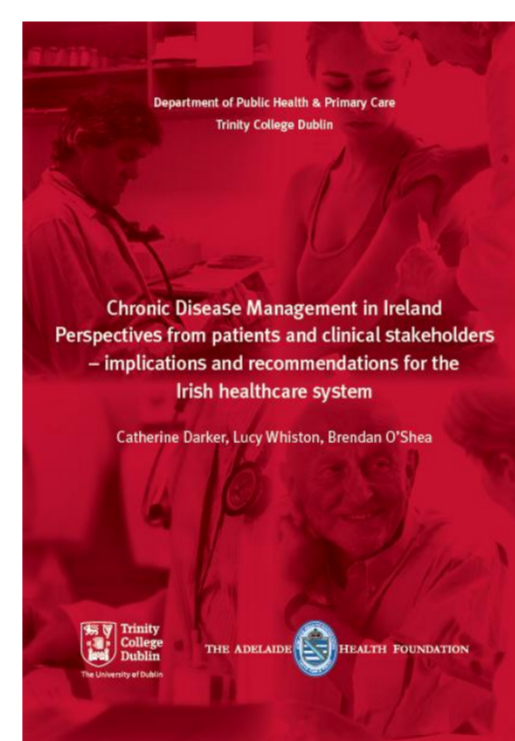
• as a portfolio of techniques and tools that help patients choose healthy behaviours

• and as a fundamental transformation of the patient-caregiver relationship into a collaborative partnership.

(Bodenheimer t, MacGregor K, Shafiri C (2005). *Helping patients manage their chronic conditions*. California: California Healthcare, Foundation.)



Implementation of SMS for chronic disease is supported by Irish Health Policy and Research.



### The 2015 framework for SMS for COPD, Asthma, Diabetes and CVD will build on the 2012 HSE framework for self management support, long term health conditions



#### Empower patients

- To make better use of consultations with professionals and to take a greater role in managing their own health conditions

#### Enable Health Care professionals

- To engage in more shared decision making and to provide better self management support including personalised self management care plans

#### Healthcare Organisation and Community - Improve access to self management supports

- Including: information; technology; education, and social support

**Title of Abstract: Self Management Support (SMS) - What is it? Development of a national self management support framework for Diabetes, COPD, Asthma, and cardiovascular disease**  
 Presenting Author: Dr Carmel Mullaney.  
 Co-authors: Dr Oraith O'Reilly, Ms Geraldine Quinn.  
**Background:** Development of a self management support (SMS) framework for cardiovascular disease, diabetes, COPD and asthma is a HSE priority (Healthy Ireland Action 26).  
**Objective:** To share some of our learning as a team over the past nine months on self management support for chronic diseases – focusing particularly on cardiovascular disease, Diabetes, COPD and Asthma.  
**Method:**  
 During this presentation we will:  
 -define self management support with reference to key literature  
 -Address the reasons why the HSE should support patient self management where SMS fits with the chronic care model  
 -the importance of SMS as an element of person centred care  
 -the main components of SMS – referencing the NHS PRISMS review, and some of the evidence for effectiveness and cost effectiveness – referencing PRISMS and RECURSIVE reviews from the UK  
 -Outline the work of the Health Foundation, and 'National Voices' in the UK: information as

-effective therapy; patient involvement leads to better clinical decisions; and integrated self management support works best i.e. provided as part of routine healthcare  
 -Identify what we know already about SMS interventions in the areas of cardiovascular disease, Diabetes, COPD and Asthma – that have been shown to improve clinical outcomes and reduce healthcare utilisation – and what we expect from the HIQA HTA due to report this autumn.  
 -Outline some of the SMS services already in place in Ireland: including Diabetes structured education; Cardiac rehab, pulmonary rehab, stroke support groups, help with behaviour change such as smoking cessation; provision of information e.g. HSE A-Z. Numerous initiatives using the Stanford programme (a group based 6 week programme which has been shown to increase self efficacy). Front line experience in Donegal. Outline SMS survey currently being carried out.  
 -Describe key findings of consultations with patients and patient organisations on this topic from Ireland in recent years.  
 Outline the different levels of SMS – provided directly to the patient, to health care workers, and at organisation and system level. Health care workers need the knowledge and skills to provide the support needed. Organisations need to prioritise and facilitate the provision of support.

**Conclusions:** While the HSE is engaging to support self management there is a need for a strategic approach. We need to ensure access to evidence based interventions e.g. diabetes structured education, cardiac rehab, written action plans for asthma; accessible information. We need to consult and take decisions on how patient empowering services can be developed.

#### What Patients think about self management

**Self-Management Support** for people living with chronic conditions was the **number one priority** for patients & their representative organisations.

Patients do not always **fully understand their medication and do not feel confident** in using their medication at home.

Many people **struggle to cope** with their condition and experience high levels of distress, anxiety, and depression. People need **better access to emotional and psychological support** in coping with and managing their condition.

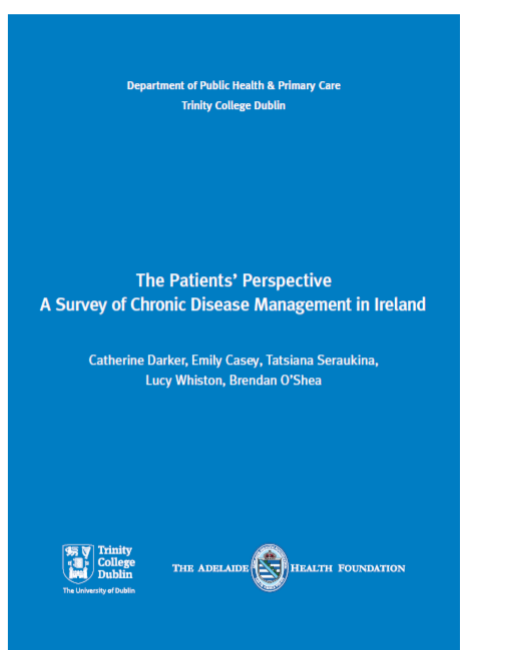
people **wanted and needed more support** from the Irish healthcare system in coping with and managing their conditions.

The national patient consultative forum 2011-12 – some key findings:

(The HSE established the **National Patient Consultative Forum** in January 2011 to facilitate communication with patients and patient support groups and to integrate patients' experiences and needs within the work of the national clinical care programmes.)

Support for self-management needs to be visible at every level of the healthcare system...  
**The voluntary sector and patient support organisations are important partners**

**Information from Irish Research:**  
 "The majority of patients report not being provided with a list of their prescribed medications or written advice on how to manage their chronic illness at home" *Darker et al 2015.*



### What is a self management support intervention?

An intervention designed to develop the abilities of patients to manage their health conditions through education, training and support - to develop patient knowledge, skills or psychological and social resources.

### Components of SMS– most interventions include more than one (Ref: PRISMS)

**DIRECT** (delivered directly to patients and/or carers) – some examples:

- patient education (e.g. As in DESMOND; CODE; Heart failure model of care)
- written action plans (as recommended in the Asthma clinical programme model of care);
- Support with adherence e.g. medicine reviews;
- training in psychological strategies, e.g. As part of DAFNE; generic CDSMPs (Stanford model)
- Social support & peer support e.g. Stroke support groups
- Lifestyle advice and support e.g. Smoking cessation
- Information about available resources

**INDIRECT: health professional level** (delivered to individual HCPs) – some examples:

- Training in self management support for health care professionals e.g. ICGP e-learning module
- Paper/electronic prompts
- Financial incentives

**INDIRECT: organisational level** (delivered at organisational level) e.g.

- Implementing SMS across the organisation including training managers
- Audit and feedback at an organisational level

A review of **Donegal** self management support initiatives produced recommendations for "an integrated governance structure that leads and supports (SMS) programme development and delivery across Donegal, with wide representation from key stakeholders."

'Donegal Self Management Support Initiatives'. Produced by: Ms Lynn Stoddart, Nurse Lead for Long Term Conditions 26th June 2014

#### High quality health information supports self management

- increases individuals' knowledge, confidence & reduces anxiety.
- Many patients struggle to recall the health advice and information provided to them at their most recent healthcare appointment (Health Foundation, 2006).

#### Some examples of SMS programmes and interventions currently available in Ireland

- Cardiac Rehabilitation;
- Pulmonary Rehabilitation;
- Diabetes structured patient education – voluntary orgs and HSE
- Asthma information and education (Asthma society)

- Generic CDSMP (various initiatives within HSE and voluntary orgs.
- Healthy eating initiatives – e.g. **PLAN** ( Programme for Lifestyle and Nutrition ) :HSE Midlands

- HSE A-Z
- Well Now (Weight Management) : HSE – Tipperary
- Bridges' Stroke Self Management Programme - HSE – Dublin

### Evidence that self management support interventions for COPD, Asthma, Diabetes and Cardiovascular disease can improve outcomes and reduce healthcare utilisation: PRISMS & RECURSIVE reviews

**Asthma:** self-management support reduces hospital admissions and ED visits, and increase QoL in people with asthma. **Optimal asthma self-management should include education supported by a written asthma action plan.**

**COPD – Self management education support/ disease specific education interventions were associated with a reduction in COPD- related hospital admissions.**

**Diabetes type II – Disease specific patient education –strong evidence to suggest that this education has a positive impact on HbA<sub>1c</sub>**

**Stroke** - therapy rehabilitation improves ADL; information; psychological support including support groups may develop self efficacy

**Hypertension** Evidence for self monitoring is promising but mixed – may be more successful as part of a complex intervention – patient perception important

Taylor SJC, Pinnock H, Epiphaniou E, Pearce G, et al A rapid synthesis of the evidence on interventions supporting self-management for people with long-term conditions *Health Serv Deliv Res* 2014;2(53)

•Overall ,SMS improves outcomes – case management (more labour intensive) lowers cost

•Evidence that SMS in cardiovascular including Heart Failure, generally improves outcomes

•SMS for cardiovascular and respiratory diseases are most likely to reduce health care utilisation

**RECURSIVE (NIHR 2014 – Reducing Care Utilisation through Self-management interventions: a systematic review and meta-analysis. Panagioti et al *Health Serv Deliv Res* 2014;2(54) )**

### 2015 – Development of a framework for SMS for COPD, Asthma Diabetes and CVD – Steps:

•Examine current provision of SMS for these diseases in Ireland – through survey of CHOs; and liaison with stakeholders to identify current provision of self management support for COPD, Asthma, Diabetes and Cardiovascular Disease - survey ongoing

•Examine the evidence for disease specific and generic SMS interventions – HIQA commissioned to carry out a HTA reporting 2015.

•Review of evidence from consultations with patients and previous HSE work on SMS

•Combine evidence from all of these sources and together with a cross sectoral advisory group agree a national framework which addresses the interventions and coordination of SMS for these four disease areas

•Consultation on a draft Framework will take place in 2016 prior to finalisation