

Long-Term Conditions Bulletin NZ



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Welcome to the Long-Term Conditions Bulletin

(formerly known as the Self Management Network Newsletter)

This edition includes the following sections:

- Editorial
- New National & Regional Initiatives
- Relevant Reports
- Clinical Guidelines – Autism Spectrum Disorder
- Websites
- Workforce Development – CALD Training
- Articles of Interest
- Conference presentations
- Suggestions & Subscription information



*The **intended audiences** for the Long-Term Conditions Bulletin are: nursing, medical and allied healthcare providers, consumers, students, health-related networks and researchers throughout primary, secondary and tertiary services. While primarily focused on the New Zealand health system, it may also be of interest to others further afield.*

*The **purpose** is to raise awareness, knowledge, collaboration and shared learning with regard to improving chronic care and long-term condition management. Areas of focus include shared care, behaviour change, quality improvement, self-management support, e-health, health disparities, workforce development, research and health literacy.*

You are welcome to forward this bulletin to colleagues that may be interested.

Editorial

“Patients forget half of what they have been told within five minutes of a consultation and overall retain only about 20%.”

How many of us walk out of a consultation, meeting or away from a pharmacist’s counter and half an hour later think – what did he or she just say? Well, apparently this reaction is more common than you may think and has major implications for how we should communicate more effectively. Research has suggested that **“patients forget half of what they have been told within five minutes of a consultation and overall retain only about 20%.”**(1). However, this retention rate can be significantly improved (by up to 50%) with appropriate supplemental information. In a 2004 report about how consumers find out about pharmaceuticals, the most preferred method is “one to one consultation with a health professional followed by some ‘authoritative’ printed material to take away, given by the same person” (2). Health Navigator NZ is a reliable, trusted source of health information that can simplify this process for busy front line staff. (www.healthnavigator.org.nz)

Increasingly people are turning to the internet for health information, yet as we know, the reliability of such information is highly variable. A study by Scullard and colleagues has confirmed only 39% of information found via google for 5 common paediatric topics was considered reliable. <http://adc.bmj.com/content/95/8/580.full> (see page 4)

In virtually all equivalent OECD countries such as Australia, Canada and the UK there are large government funded consumer health information websites to provide a trusted, safe

Only 39% of information found via google for 5 common paediatric topics was considered reliable.

and reliable source of information. However in NZ, there is no coordinated effort other than what we have managed to do through Health Navigator NZ. Is this something you think should be addressed? How can we do this most effectively in NZ? We would be interested in your responses and how we can all work together more successfully. We look forward to hearing from you by contacting us at editor@healthnavigator.org.nz with comments and suggestions.

- 1: Stace, H. Information for Patients Stocktake: What is out there? Health Services Research Centre, Victoria University of Wellington. 2006
- 2: Information Matters: How do consumers find out about pharmaceuticals? Health Services Research Centre & Lower Hutt Family Centre, 2004.

Editor: Dr Janine Bycroft, MBChB, Dip Obs, Dip Paeds, MPH (Hons), FRNZCGP.

New National & Regional Initiatives



Formation of a Long-term Conditions/Shared Care Clinical Network

Over the last five years, we have developed a broad network of clinicians, managers and consumers across the country who are interested in optimising the prevention and management of long-term conditions. To facilitate more active knowledge sharing and networking, we have formed a national Long-Term Conditions/Shared Care Clinical Network and will be establishing a micro-site on the Ministry of Health's HIIRC website within the next few weeks. We look forward to facilitating increased opportunity to connect, discuss, share exemplars and resources online and through Health Navigator NZ, this bulletin and regional meetings over the next 12 months.



www.depression.org.nz

National Depression Initiative - Online Self-help for Depression – The Journal

An exciting new stage of the National Depression Campaign was launched in June 2010
“The Journal is part of phase two of the highly successful National Depression Initiative, which since its launch in 2006, has prompted thousands of New Zealanders to get help for their depression, www.depression.org.nz The Journal teaches people techniques they can easily use in everyday life to help manage depression. Research shows the John Kirwan television campaign has made New Zealanders more aware of the signs and symptoms of depression and treatment options. It has also encouraged more people to speak openly about the illness and assist friends and family members to get help.”

The Journal goes one step further in providing a free-of-charge, user friendly online self help programme. Each week users work through different modules, set themselves small goals and are ‘coached’ by John (JK) and mental health specialists as they discuss tips and techniques people can apply to their own lives. This is a great new initiative, is highly engaging and appealing to all age groups and well worth recommending to friends, clients, patients and services.



www.hiirc.org.nz



The Health Improvement and Innovation Resource Centre is a new Ministry of Health website and platform launched in June 2010 and designed to provide “tools, knowledge and the latest information to support the health and disability sector as it works to improve service delivery, implement innovation and increase productivity.” The HIIRC will serve as a “central repository of best practice, innovation, new evidence and learning. The HIIRC aims to make New Zealand related research more accessible to clinicians, providers and researchers.”

Initial focus will include fundamentals of quality improvement, productivity and resources relating to the six Health Targets. We can all register, view news, join discussions and contribute content to the developing knowledge library.

- To find out more visit www.hiirc.org.nz
- The Knowledge library already holds over 3000 literature abstracts

www.hiirc.org.nz/section/9043/knowledge-library/?section=9043&tab=27



Health Literacy Project – recommended reading and resource list

A number of organisations around the country are interested in health literacy and various projects are springing up. One initial strategy that has proved useful in the UK is the development of recommended reading and resource lists that can then be shared with local community libraries and general practice teams. We are looking to collate such a list with particular emphasis on identifying books, videos and audios that are **easy to read or understand** and suitable for NZ populations.

If you have a favourite book, video or resource you have found beneficial, please let us know. Resources can be anything from a book for parents to use with their children, a self-help workbook on depression through to a video or DVD to help people decide about heart surgery options. (so very broad)

To recommend a resource, please email details to: admin@healthnavigator.org.nz Thanks!



Self Management Toolkit

During the Ministry of Health Self Management Master Classes held around the country in June 2009, a number of regions recommended development of a self-management toolkit to help primary care teams and secondary care services understand and start adopting self-management strategies and approaches.

Health Navigator NZ and Auckland District Health Board are developing such a toolkit.

Suggestions are still welcome and you can complete a brief online survey at www.surveymonkey.com/s/NYSDSG8 or by email editor@healthnavigator.org.nz

Relevant Reports



Whānau ora: report of the taskforce on whānau-centred initiatives

Durie, M., Cooper, R., Grennell, D., Snively, S., & Tuaine, N. (2010, April). Wellington: Whanau Taskforce.

“This report was prepared by the Taskforce on Whānau Centred initiatives for Hon Tariana Turia, Minister for the Community and Voluntary Sector. The Taskforce developed the framework based on a review of relevant literature, the experiences of health and social service agencies, an analysis of oral submissions received at 22 hui throughout the country, and over 100 written submissions from individuals and organisations.”

To read more visit: www.msd.govt.nz/about-msd-and-our-work/publications-resources/planning-strategy/whanau-ora/index.html



Long-Term Conditions Report from The Kings Fund

Nick Goodwin, Natasha Curry, Chris Naylor, Shilpa Ross, Wendy Duldig

The Kings Fund have recently published a useful review examining the quality of general practice in England and the role of general practice in long-term conditions management.

The core aims of the report are:

- To establish what constitutes best practice in the management of long-term conditions
- To describe the potential roles that GPs and the wider general practice team should play in the delivery of high-quality management of long-term conditions
- To establish whether and what measures of quality in the management of long-term conditions have and could be developed to support quality improvement in general practice.

To view visit:

www.kingsfund.org.uk/current_projects/gp_inquiry/dimensions_of_care/the_management_of_1.html

Tell us what you think. Email: editor@healthnavigator.org.nz

www.kingsfund.org.uk/



New Zealand compares poorly internationally

Let's do better together!

The Best Start in Life – new report from Public Health Advisory Committee

Out of 30 OECD countries, New Zealand is ranked:

- 21st for infant mortality (5.1/1,000 live births)
- 29th for measles immunisation rates (82% vaccinated by age two)
- 20th for the percentage of children living in poor households (15% of all children)
- 17th for children in overcrowded houses (31% of all children).

New Zealand fares poorly in other international comparisons. New Zealand:

- is fourth to bottom of all OECD countries for injury deaths among one- to four-year-olds¹⁹
- has 14 times the average OECD rate of rheumatic fever²⁰
- has rates of whooping cough and pneumonia 5–10 times greater than the United Kingdom and United States²¹
- has a four to six times higher rate of child maltreatment death than OECD countries with the lowest incidence.²²

To view the references and read more:

- Visit PHAC website www.phac.health.govt.nz/moh.nsf/indexcm/phac-the-best-start-in-life-2010
- Download pdf [www.phac.health.govt.nz/moh.nsf/pagescm/7700/\\$File/the-best-start-in-life-2010.pdf](http://www.phac.health.govt.nz/moh.nsf/pagescm/7700/$File/the-best-start-in-life-2010.pdf)

Clinical Guidelines - Autism Spectrum Disorder



www.nzgg.org.nz/asd

Autism Spectrum Disorder

Some great new resources and an interactive website have been developed on autism spectrum disorder. The purpose is to help health and education practitioners recognise signs and symptoms of possible autism and decide what action to take. Developed by the NZ Guidelines Group, the resources are based on the New Zealand Autism Spectrum Disorder Guideline published in 2008 by the Ministry of Health and the Ministry of Education.

Resources include:

- Educational presentations & e-booklets
- Order quick cards & other resources
- CME module www.asdguideline.com/self_test
- Tutorials including one on when to refer www.asdguideline.com/tutorials



Other Websites of Interest



www.healthinfotranslations.org

Health Information Translations - Quality Translations in Multiple Languages

This is an excellent website with a quality framework for resource development.

A large number of common and less common health topics are available in up to 40 languages.

Although not specific to NZ audiences, most of the content is applicable. The English is also available so you can emphasise certain sections or cross out any information that is not relevant.

Examples include:

- Diabetes, COPD, Heart Disease, cancer
- Vaccines for children, head lice, constipation and more
- Visit at: www.healthinfotranslations.org



www.knowyournumbers.co.nz

Know Your Numbers – from the Heart Foundation

Your heart age measures how great your risk of a heart attack or stroke is. This new website (a companion website to the Heart Forecast website for clinicians to use with clients featured in previous editions) is designed for the general public to use.

It's never too late to take active steps to look after your heart and this useful new website will explain what the numbers are you need to know, (BP & cholesterol) what this means in terms of your heart age and what you can do to keep your heart strong and young!

- Visit www.knowyournumbers.co.nz to find out more.



www.hn.org.nz OR
www.healthnavigator.org.nz

Health Navigator NZ – Update

Visit Health Navigator NZ for trusted, relevant health information for all New Zealanders. Thanks to all our honorary editors for their contribution and input. New topics include:

- **Chronic kidney disease** - www.healthnavigator.org.nz/health-topics/kidney-disease
- **Sleep** - www.healthnavigator.org.nz/health-topics/sleep
- **Spinal Cord Injuries** (Traumatic) www.healthnavigator.org.nz/health-topics/spinal-injuries
- **Children – A to Z topics** – links to over 140 topics from KidsHealth NZ www.healthnavigator.org.nz/health-topics/children-a-to-z-topics
- **Irritable Bowel Syndrome** - www.healthnavigator.org.nz/health-topics/irritable-bowel-syndrome
- **Allergies** - www.healthnavigator.org.nz/health-topics/allergies

Workforce Development - Training & CME Opportunities



www.caldresources.org.nz

Culturally and Linguistically Diverse Resources & Training (CALD)

“Cultural competence refers to an ability to communicate and interact effectively with people of different cultures and comprises four components: cultural awareness, sensitivity, knowledge and skills”.

In New Zealand, [the Health Practitioners Competence Assurance Act 2003 \(HPCAA\)](#) requires registration authorities to set standards of clinical competence and cultural competence. To assist clinicians with improving their skills and knowledge in this area, a range of resources and training programmes have been developed across the country. One new resource that is proving popular are the CALD Resources developed by Waitemata DHB Asian Health Support Services. These are available for GPs, nurses, and clinicians’ working within Waitemata DHB, Auckland DHB, Counties Manukau DHB and NDSA.

- CALD 1: Culture and Cultural Competency
- CALD 2: Working with migrant patients - **NEW**
- Visit www.caldresources.org.nz

Articles of Interest



Googling children's health: reliability of medical advice on the internet

Paul Scullard, Clare Peacock, Patrick Davies Arch Dis Child 2010;95:580-582

Aim: To assess the reliability and accuracy of medical advice, found using the Google search engine.

Design: Advice was sought for five common paediatric questions using the Google search engine. The first 100 results of each question were classified as either being consistent or inconsistent with current recommendations or as ‘no answer given’. Record of the type of site and its visibility was noted.

Results: 39% of the 500 sites searched gave correct information; 11% were incorrect and 49% failed to answer the question. Where an answer was available, 78% of sites gave the

correct information. The accuracy of information varied depending on the topic and ranged from 51% (mumps, measles and rubella and autism) to 100% (breast feeding with mastitis/the sleeping position of a baby). Governmental sites from multiple countries gave uniformly accurate advice. News sites gave correct advice in 55% of cases. No sponsored sites were encountered that gave the correct advice.

Implications: The authors have shown that the advice on the internet is very variable. Patients are known to use the internet for their own research and the authors encourage healthcare workers to recommend government websites.

- Abstract <http://adc.bmj.com/content/95/8/580.abstract>
- Pdf <http://adc.bmj.com/content/95/8/580.full.pdf>

(Editor's note: or in NZ, Health Navigator NZ www.hn.org.nz)



Quality Framework article published

Quality processes that maximise the Health Navigator web portal as an enabler for consumers and health professionals.

Honey, M. L. L., Bycroft, J., Tracey, J., Boyd, M.-A., & McLachlan, A. Health Care and Informatics Review Online Journal, March(3), 1-6. 2010.

Abstract

The quality of information on the internet is highly variable. One of the key priorities of the Health Navigator NZ web site and portal is to improve access to health information by the identification of high quality health information for consumers and health professionals, particularly information that assists individuals and their families to manage everyday life (self-management) more effectively. Fundamental to this is the processes that ensure quality, reliable health information. The development of a quality framework to guide the selection of reliable and trustworthy websites and online resources is described.

To read the article visit: www.hinz.org.nz/journal/2010/3



Shared treatment decision making improves adherence and outcomes in poorly controlled asthma.

Wilson SR, Strub P, Buist AS, et al. Am J Respir Crit Care Med. 2010 Mar 15;181(6):566-77.

OBJECTIVES: To compare controller medication adherence and clinical outcomes in 612 adults with poorly controlled asthma randomized to one of two different treatment decision-making models or to usual care.

METHODS: In shared decision making non-physician clinicians and patients negotiated a treatment regimen that accommodated patient goals and preferences. In clinician decision making, treatment was prescribed without specifically eliciting patient goals/preferences. The otherwise identical intervention protocols both provided asthma education and involved two in-person and three brief phone encounters.

MEASUREMENTS AND MAIN RESULTS: Refill adherence was measured In follow-up Year 1, compared with usual care, shared decision making resulted in: significantly better controller adherence (CMA, 0.67 vs. 0.46; $P < 0.0001$) and long-acting beta-agonist adherence (CMA, 0.51 vs. 0.40; $P = 0.0225$); higher cumulative controller medication dose (canister equivalent, 10.9 vs. 5.2; $P < 0.0001$); significantly better clinical outcomes (asthma-related quality of life, health care use, rescue medication use, asthma control, and lung function). In Year 2, compared with usual care, shared decision making resulted in significantly lower rescue medication use....

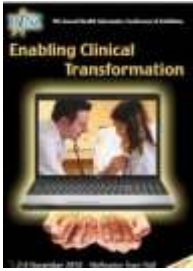
CONCLUSIONS: Negotiating patients' treatment decisions significantly improves adherence to asthma pharmacotherapy

- To view full abstract: <http://ajrccm.atsjournals.org/cgi/content/short/181/6/566>
- (Full article needs subscription)



Negotiating a treatment regimen that accommodates patient goals and preferences is a key component of self management. Here is another article showing such an approach improves health outcomes

Conferences



www.hinz.org.nz/page/conference

Health Informatics NZ (HINZ) Conference

2 - 4th November, 2010, Wellington - Theme: **Enabling Clinical Transformation**

Key note speakers include:

- Professor Patricia Flatley Brennan, University of Wisconsin-Madison, USA
- Yannick Legré - co-founder and president of the International Healthgrid Assoc.
- John Kokesh, & Stewart Ferguson - Alaska Federal Health Care Access Network (AFHCAN) telemedicine project
- Peter Murray - Executive Director of International Medical Informatics Assoc.

For more information visit:

- Website: www.hinz.org.nz/page/conference

Recent Conferences – Presentations to view or hear online



Primary Health Care Nurses Conference 2010 – 25-27 June 2010

Changing Face - "Revolutionising the face of Primary Health Care"

Keynote speaker included:

- Carol Huston - President of the International Society of Nursing and Professor at the School of Nursing at California.

Topics included "Preparing Nurse Leaders for 2020" & "Personal leadership journey."

To view a number of the presentations, visit:

www.nzno.org.nz/groups/colleges/college_of_primary_health_care_nurses/phc_conference_presentations



International Forum on Quality & Safety in Healthcare – April 2010, France

As mentioned in the last bulletin, one of the key annual conferences is the International Forum on Quality & Safety in Healthcare. Unfortunately for many delegates, their travels were disrupted by the Iceland volcanic ash clouds back in April, however at least one of our NZ delegates was able to attend.

Below is a brief review by Dr Liz Fitzmaurice, from Wellington.

It was a privilege to be one of the lucky few who raced the Iceland Ash cloud to Nice. Don Berwick, nominated by Barack Obama to lead the US Health reforms, started the Conference with the Institute for Healthcare Improvement call to provide better health care at lower cost. He challenged health leaders to consider Garrett Hardin's conclusion that "the population problem has no technical solution. It requires a fundamental extension in morality". He compared our mandate as health providers to the fishermen of Alanya who have agreed on a fair and sustainable way to fish the common fishing area for the community now and in the future.

Other speakers reinforced the philosophical imperative to look beyond our institutions to share ownership of the bigger health issues and help create bigger system-wide solutions. And yes lots of practical "how to" coaching sessions, success in the workplace stories and inspirational "I did this in my small corner why don't you have a go" kind of speakers. My take home quote is: "The First Law of Improvement: "Every system is perfectly designed to achieve exactly the results it gets".

View presentations at <http://internationalforum.bmj.com/2010-forum/speaker-presentations>

"Every system is perfectly designed to achieve exactly the results it gets".



The World Health Care Networks Inaugural Conference – 22-24 July 2010

Sky City, Auckland, NZ

World Health Care Networks is an initiative of the Australian General Practice Network (AGPN) and General Practice New Zealand (a new entity being formed by the Independent Practitioners Association Council and the General Practice Nursing Alliance) and the 2010

Inaugural Conference provided a forum for people from around the globe to discuss sustainable solutions.

A range of interesting presentations are available on the conference website at: www.whcnetworks.com/index.php/conference/program

Suggestions & Subscription Information



Suggestions & Regional News

We are always interested in receiving suggestions, regional news and articles for future editions of the Long-Term Conditions Bulletin. Let us know if anything interesting is happening in your area or organisation. If you come across a great website, resource or article we would be pleased to hear from you. Contact editor@healthnavigator.org.nz

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He taonga rongonui te aroha ki te tangata

Goodwill towards others is a precious treasure.