Self-Management Support and Chronic Conditions: Linking questions from communities to answers from communities

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The Reach of Research

• It is estimated that it takes an average of 17 years for 14% of original research to reach practice(s) and benefit the patients they care for.
  (Balas and Boren. *Yearbook of Medical Informatics* 2000:65-70)

• A 1998 review of published studies on the quality of care found that only 3 of 5 patients with chronic conditions receive recommended care.
  (Schuster M, McGlynn E, Brook R. How good is the quality of health care in the United States? *Milbank Quarterly* 1998;76:517-63)
Where Care Happens

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Continuum Strategies to Support Self-Management

- Information provision
  - Online courses
  - Electronic information
  - Written information

- Focus on self-efficacy
  - Care plans
  - Patient held records
  - Telephone coaching
  - Active group education
  - Goal setting
  - Motivational interviewing

- Focus on technical skills
  - Group education
  - Self-monitoring
Questions for WREN Practices

• Who is primarily responsible for driving SMS in your practice?
• What SMS tools are you using?
• How are you using HIT to facilitate SMS?
• How are patients informing you about SMS?
Multidimensional Framework For Patient And Family Engagement In Health

Factors influencing engagement:
- **Patient** (beliefs about patient role, health literacy, education)
- **Organization** (policies and practices, culture)
- **Society** (social norms, regulations, policy)

Carman K L et al. Health Aff 2013;32:223-231
Family takes care of family
- Staying healthy
- Pilot things as a practice
- Man does not live by acronym alone
- Take charge

You can't fix everybody, fix what you can
- Keep it simple
- Trust your team

Empowering Patient
- Doctor buy-in
- Share successes
- Doc & Pt. meeting in the middle
- Hold each other accountable

Experience-based care, not just evidence-based
- We know the doctor can't do it (all)
- Peer support groups
- How do we go beyond the numbers?
- Integrate mind & body, make that normal

Tools are of no use by themselves
- Just sending someone to the internet isn't enough
- It starts with relationship, trust, home
- Get down on my level
- The doctor doesn't assume
- I want to know that you know that you know

How to start a peer support group
- Any can come
- Based on solutions
- Experts available to educate
Four SMS tools produced
Patient referral to community resources, a conceptual framework


Priority Questions

• How do the characteristics of primary care clinics, patients and community resources influence the effectiveness of linkages for the delivery of patient self-management support?

• What are the best methods, strategies, and settings for studying and improving clinical-community resource relationships for the delivery of patient self-management support?

• What are the best measures for evaluating the effectiveness of clinical-community resource relationships for the delivery of patient self-management support?