

September 2007

Name

Position

Organisation

Address

### **Re PCPs Integrated Chronic Disease Management – Self-Management Mapping**

Dear

A Department of Human Services (DHS) requirement is that Primary Care Partnerships (PCPs) undertake a catchment wide mapping of self-management interventions aimed at assisting people to better manage their chronic disease. xxxPCP is therefore approaching those local agencies which are likely to deliver self-management interventions to people with chronic illnesses and has identified your agency/program. This letter invites your participation in the xxxPCP Self-Management Mapping Exercise and if appropriate, the completion of a survey.

It is anticipated that the mapping data will provide essential evidence to inform the planning of Integrated Chronic Disease Management (ICDM) activities such as workforce development and implementation of self-management approaches. Where self-management mapping has already been undertaken, PCPs report that the mapping exercise has highlighted local service gaps and duplications and assisted agencies to further define their roles and responsibilities in the provision of self-management interventions. Other benefits to agencies can include the building of relationships and greater collaboration such as in the sharing of training opportunities.

The xxxPCP Self-Management Mapping Exercise will be taking place over the period from September to November 2007. The xxxPCP will be available to offer support to your organisation to complete the survey as necessary. At the completion of the mapping period, the results of the survey will be collated by DHS and reports sent out to PCPs in late 2007, providing both statewide and catchment level information. In turn, the xxxPCP will also report back to agencies.

Xxxx from the XXPCP will contact you in the next week to discuss and confirm your engagement in the Self-Management Mapping exercise. In anticipation of your participation, you will be asked to nominate a contact person who will be responsible to complete the survey and to clarify your support needs (if any).

Additional background information has been provided for your perusal. Please find enclosed:

- brief back ground information concerning the Self-Management Mapping Exercise (Appendix 1)
- a summary of the key tasks to be undertaken and timeframes (Appendix 2)
- a summary of the key roles and responsibilities (Appendix 3)

Other DHS resources including a Self-Management Mapping Guide and Self-Management Mapping template are available on the website located at: <http://www.health.vic.gov.au/pcps/>

We look forward to your contribution. If you have any questions regarding the project, please contact me on xxxx or via email xxxxxxx

Yours sincerely,

## Primary Care Partnerships Self-Management Mapping Exercise

### Background:

There is a strong policy direction for Integrated Chronic Disease Management (ICDM) and more specifically the delivery of self-management interventions at both Commonwealth and State levels. Both the Department of Human Services (DHS) and Victorian agencies are investing in self-management interventions.

Self-management promotes the concept of consumers being actively engaged in their own health care. Self-management principles aim to optimise people's capacity to manage the risk or impact of chronic illnesses over the lifespan and along the care continuum. Support is provided to clients through a range of self-management programs to empower and educate them to manage their own health and health care.

Self-management has been identified in the National Chronic Disease Strategy<sup>1</sup> as a key component of routine health care. For self-management principles to be embedded throughout the continuum of chronic disease prevention and care, a major cultural shift in work practices and service delivery is required.

All Primary Care Partnerships (PCPs) now receive recurrent funding for Integrated Chronic Disease Management (ICDM)<sup>2</sup> to facilitate service system integration and change management in support of a coordinated approach to the planning and delivery of services for clients with chronic disease. An identified priority for this funding, reflected in PCP Community Health Plans, is systems support to enhance the provision and coordination of self-management approaches across PCP catchments. A key DHS requirement for PCPs as outlined in the 2006-09 DHS Community Health Plan document<sup>3</sup> is the undertaking of a catchment wide mapping of self-management interventions.

The aim of the Self-Management Mapping Exercise at the PCP catchment level is to gather both local and statewide information about self-management capacity. At present, no single mechanism is able to centrally collect this information. It is hoped that the mapping of self-management interventions across the local catchment will provide information about:

- **Service system capacity** – ie. which interventions are provided, how much, by who, where and when
- **Service delivery gaps** – ie. identification of those client groups which are missing out
- **The relationship between capacity and demand** – ie. identification which interventions are under or over prescribed
- **Client access to the service system** – ie the referral pathways that are in place

It is anticipated that the benefits of the mapping exercise for individual agencies will include:

- highlighted gaps and duplications in the delivery of local services

<sup>1</sup> National Health Priority Action Council (NHPAC) 2006, National Chronic Disease Strategy, Australian Government Department of Health and Ageing, Canberra

<sup>2</sup> <http://www.health.vic.gov.au/pcps/strategy/index.htm#reporting>

<sup>3</sup> 'Primary Care Partnerships, Guidelines for Completing the Community Health Plan and Community Health Plan Implementation Agreement (CHPIA) templates2006-09' [http://www.health.vic.gov.au/pcps/downloads/strategy/pcp\\_guidelines.pdf](http://www.health.vic.gov.au/pcps/downloads/strategy/pcp_guidelines.pdf)

- clarified roles and responsibilities in the provision of self-management interventions
- increased collaboration between provider agencies

For xxxPCPs, the mapping data will provide essential evidence to inform the planning of priority ICDM activities ie. workforce development; coordinating the delivery of self-management interventions across their catchment; ensuring that interventions target high risk sub groups; and defining which agencies have a role in providing self-management interventions. The collected information will identify issues such as:

- gaps in the provision of self-management interventions
- workforce capacity
- capacity versus demand issues
- referral pathways into self-management interventions.

The information will also be important for DHS. It will be used to:

- inform future policy directions
- monitor trends overtime
- inform the planning of future workforce resource and development strategies
- measure the impact of workforce development activities.

### **Next Steps:**

PCPs are identifying those local agencies in their catchments for inclusion in the survey process, which are likely to deliver self-management interventions to people having chronic illnesses. State and Commonwealth funded agencies, member and non-member agencies and public and private agencies will be approached. This may include Community Health Services, Divisions of General Practice, Health Services departments/programs (including sub acute and community rehabilitation, HARP), peak bodies (if providing self-management interventions to the local PCP catchment), private hospitals (acute and rehabilitation), private health providers, Royal District Nursing Service and District Nursing services (Rural areas).

In preparing for this mapping process, DHS is assisting PCPs by providing:

- Self-Management mapping templates, a generic one for agencies to use and a template adapted for Divisions of General Practice
- A Self-Management Mapping Guide to assist PCPs and agencies better understand the principles of self-management and how to complete the survey
- A feedback report and tool to provide the survey results back to PCPs

## Outline of the Self-Management Mapping Exercise

The Self-Management Mapping Exercise involves a number of key steps, including the completion of the mapping template. The mapping template will form part of a broader exercise to provide local information about referral pathways, feedback, access and the GP role in self-management support.

The key steps in the Self-Management Mapping Exercise are:

<p><b>Step 1:</b></p> <p><b>Timeframe:</b></p> <p><b>Responsibility:</b></p>	<p><b>Mapping template and SMM guide provided to PCPs</b> An electronic copy of the Self-Management Mapping template and the Self-Management Mapping Guide to be sent to PCPs and available on the DHS website.</p> <p><b>September 2007</b> <b>DHS</b></p>
<p><b>Step 2:</b></p> <p><b>Timeframe:</b></p> <p><b>Responsibility:</b></p>	<p><b>Forward SMM Guide and template to identified agencies</b> Agencies currently involved in self-management support and participating in the mapping exercise are sent or able to access the SMM Guide and template.</p> <p><b>September 2007</b> <b>PCPs</b></p>
<p><b>Step 3:</b></p> <p><b>Timeframe:</b></p> <p><b>Responsibility:</b></p>	<p><b>Complete mapping template with agencies</b> PCPs need to develop appropriate mechanisms and processes to collect the self-management information. In consideration of local needs and agencies, PCPs may also chose to collect other local information in addition to the data questions in the template.</p> <p><b>September – end November 2007</b> <b>PCPs</b></p>
<p><b>Step 4:</b></p> <p><b>Timeframe:</b></p> <p><b>Responsibility:</b></p>	<p><b>Mapping information sent to DHS</b> Completed Mapping template submitted to DHS for collation on DHS database and for statewide analysis.</p> <p><b>November /December 07</b> <b>PCPs/agencies</b></p>
<p><b>Step 5:</b></p> <p><b>Timeframe:</b></p> <p><b>Responsibility:</b></p>	<p><b>DHS Reports sent to PCPs</b> Agreed information products including local information mapped against statewide averages and local burden of disease data provided to PCPs for distribution to agencies.</p> <p><b>January 08</b> <b>DHS</b></p>
<p><b>Step 6:</b></p> <p><b>Timeframe:</b></p> <p><b>Responsibility:</b></p>	<p><b>'Analysis' of local information</b> The DHS report, which includes both statewide and catchment level information, is interpreted in the context of the local catchment demographics and informs planning and any additional work required to progress local self-management service support.</p> <p><b>January to April 08</b> <b>PCPs</b></p>
<p><b>Step 7:</b></p> <p><b>Timeframe:</b></p> <p><b>Responsibility:</b></p>	<p><b>PCP document action plan</b> The updated ICDM section of the PCP Community Health Plan, includes actions to enhance local self-management such as:</p> <ul style="list-style-type: none"> <li>• addressing identified gaps in self-management support activity</li> <li>• a process for agencies to define their roles and responsibilities in relation to the provision of self-management interventions for people with chronic disease.</li> </ul> <p><b>June 08</b> <b>PCPs</b></p>

## Roles and Expectations

The following table provides an outline of the roles and expectations for stakeholders:

Stakeholder	Roles and Expectations
<b>DHS</b>	<ul style="list-style-type: none"> <li>• Provide Self-Management Mapping Template and Self-Management Mapping Guide</li> <li>• Provision of support to PCPs and agencies</li> <li>• Enter completed templates into a database</li> <li>• Administration of database to collate and analyse mapping templates</li> <li>• Provide report back to PCPs providing both statewide and catchment level information</li> </ul>
<b>PCP</b>	<ul style="list-style-type: none"> <li>• Identify agencies to complete the survey</li> <li>• Develop methodology for local collection (eg identify who will administer; organise focus group etc)</li> <li>• Determine additional information required (if any) which is outside the scope of the mapping template</li> <li>• Facilitate agency completion of the Self-Management Mapping Template using the SMM Guide and DHS support as required</li> <li>• Develop an action plan in consultation with member agencies</li> </ul>
<b>Agency/ Program area within an organisation.</b>	<ul style="list-style-type: none"> <li>• In consultation with the PCP <ul style="list-style-type: none"> <li>○ identify the appropriate person to complete mapping template</li> <li>○ gather available information to complete mapping template</li> <li>○ identify additional information required to develop an action plan</li> <li>○ complete the template or provide PCP with information to complete</li> </ul> </li> </ul>