

**Health Consumers Network
May 21 2008 Forum**

Objective: To identify a broad consumer definition/understanding of chronic disease self-management.

1. Individuals and their supporters having access to information, resources and support across the community to optimally manage self-care (ie. Physical, mental, social, spiritual and economic) and to participate actively in their communities.
2. CDSM is an active partnership based on shared responsibility encompassing realistic outcomes facilitated by belief, tailored tools, understanding and ongoing support.
3. Empowerment – having control, education/information, self-management – awareness, monitoring, accessing help at different points, having knowledge and ability within a supportive and holistic environment to manage an individual's chronic disease.
4. The individual must recognise the symptoms and have the will to help themselves. Seek information, seek support – formal and informal, keep it simple (and cheap) – walking, local activities

Objective: To identify the opportunities and barriers for consumer engagement/participation in chronic disease management in the general practice setting

Strengths	Weaknesses
Building rapport – developing a patient centred approach	Competence of the GP
Planning pro-active follow up	Multiple GPs
Ability for the GP to engage with Patient and family	Getting into see the GP
Development of a shared care relationship	GP who treats condition not person
Development of realistic goals	Longer appointments to empower patient and provide appropriate referral
Identify key supporters (allied health, family, dog)	Lack of rapport with GP
Opportunity to explore motivation	Lack of continuity of care provider
Management support	Lack of understanding of gravity of situation
Access to appropriate resources – referrals, on-going medical and social support, community support, networks	Employment environment/general lifestyle
	Access to good GP and specialist-physical time
	Personal attributes - motivation
	Confidence in health system

	Inadequate Medicare funding
	GP information – may be insufficient or overwhelming or inappropriate

Objective: To identify consumer perceived needs for sustainable chronic disease self-management

Five critical factors for a sustainable Chronic disease self –management

1. Access to a GP – flexible/alternative delivery
2. Equity access – access to a range of services
3. Co-ordinated access – systems
4. Diverse referral resources -
5. Government policy and funding – political will

Criteria for CDM

1. Know the person
 - rewards for goals
 - values
 - motivation
 - co-morbidities
 - confidence
 - education
 - acceptance
 - maintaining community
 - special groups
2. – Access to Resources
 - do they exist?
 - Delivery to person's environment
 - Bulk billing
 - Geography
 - Costs
3. – Lifestyle factors
 - prevention
4. Relationship
 - health providers
 - GP rapport and time
 - Family carers
 - Pets
 - Partnership building
 - Trust rapport
 - Continuity fo care
 - advocates
 - knowledge of GP
 - network

Helen Cameron Tucker's take home messages

1. Prevention
2. Education Dept – Government policy

Identified Action:

1. Streamlines linked Directory
2. Directory of GPs with specialist interest
3. Inter-professional training