



Anticipatory Care: An action learning project

What have we learnt?



The Australian Prevention
Partnership Centre
Systems and solutions for better health



UNIVERSITY of
TASMANIA

*Institute for the
Study of Social
Change*

What is anticipatory care

Our focus is on chronic conditions—If we identify people who are at risk of developing a condition and *anticipate* their needs, we can put things in place to reduce risks and better manage existing conditions.

Anticipatory care started in Europe – in the Netherlands, and in Britain, in the National Health System.

Anticipatory care relies on

- 'routine encounters' where there is trust and established relationships
- a non-fragmented system
- equitable access to those system parts (i.e. affordable services, that are within physical and social or cultural distance of citizens, and that have 'humane' staff) (Watt, O'Donnell, & Sridharan, 2011)



The poorest health outcomes are often among people who are hardest to reach

The project aims to understand and enhance anticipatory care in four Tasmanian communities, with a particular focus on people who are hard to reach and/or at greatest risk of developing chronic conditions. It is doing this through an action learning approach.

As part of this, the university is investigating a series of research questions.

Four research questions

What does AC look like here?

What could be changed?

What effect can we have locally?

What role can a GP clinic play?

Observe

(gather data)

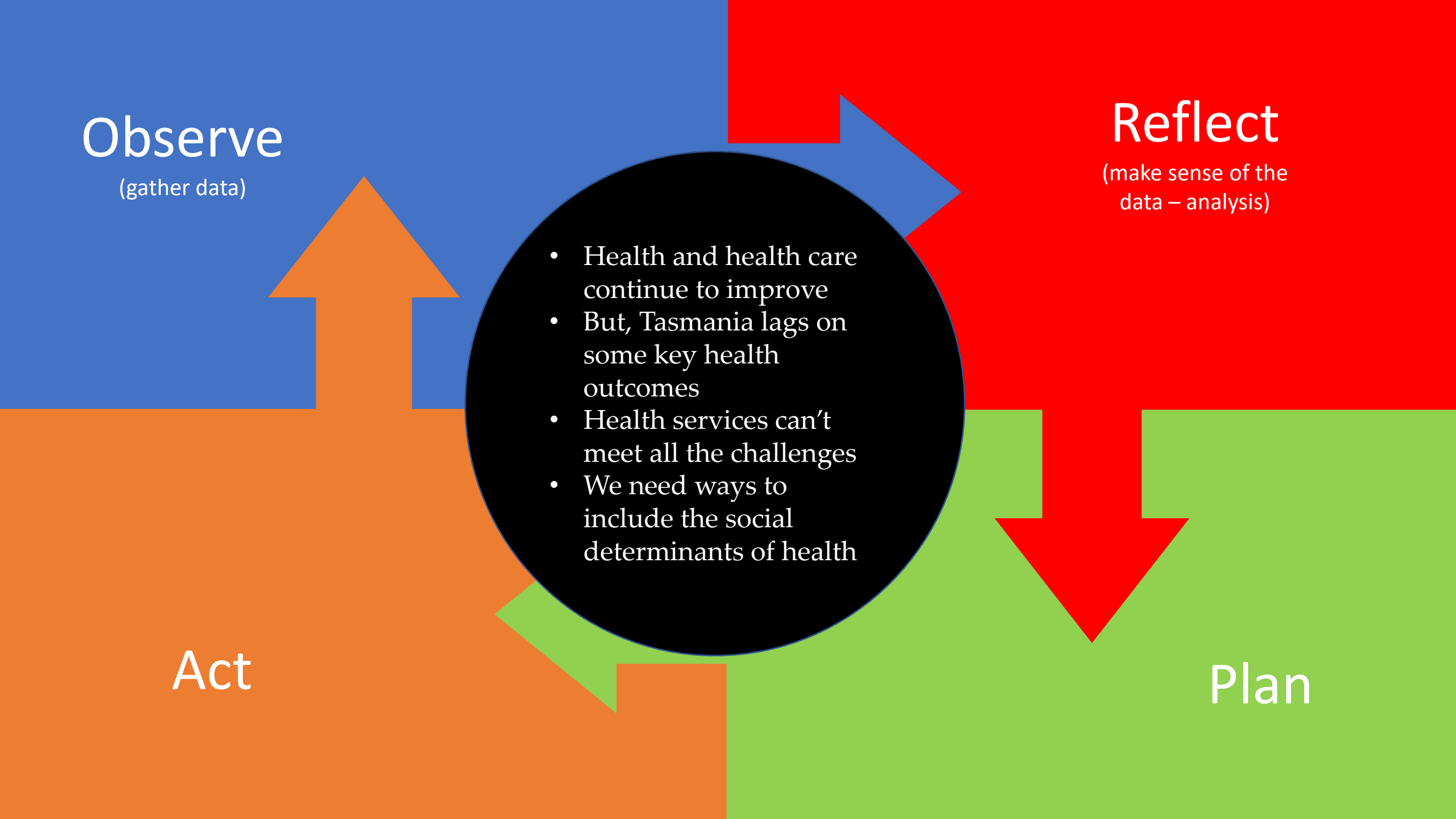
Reflect

(make sense of the
data – analysis)

- Health and health care continue to improve
- But, Tasmania lags on some key health outcomes
- Health services can't meet all the challenges
- We need ways to include the social determinants of health

Act

Plan



What can we learn about this system?

Observing = gathering information and data

- Statistics
- Interviews, focus groups and fieldnotes
- Surveys



Statistics – 15,000 people

Compared with Tasmania overall –

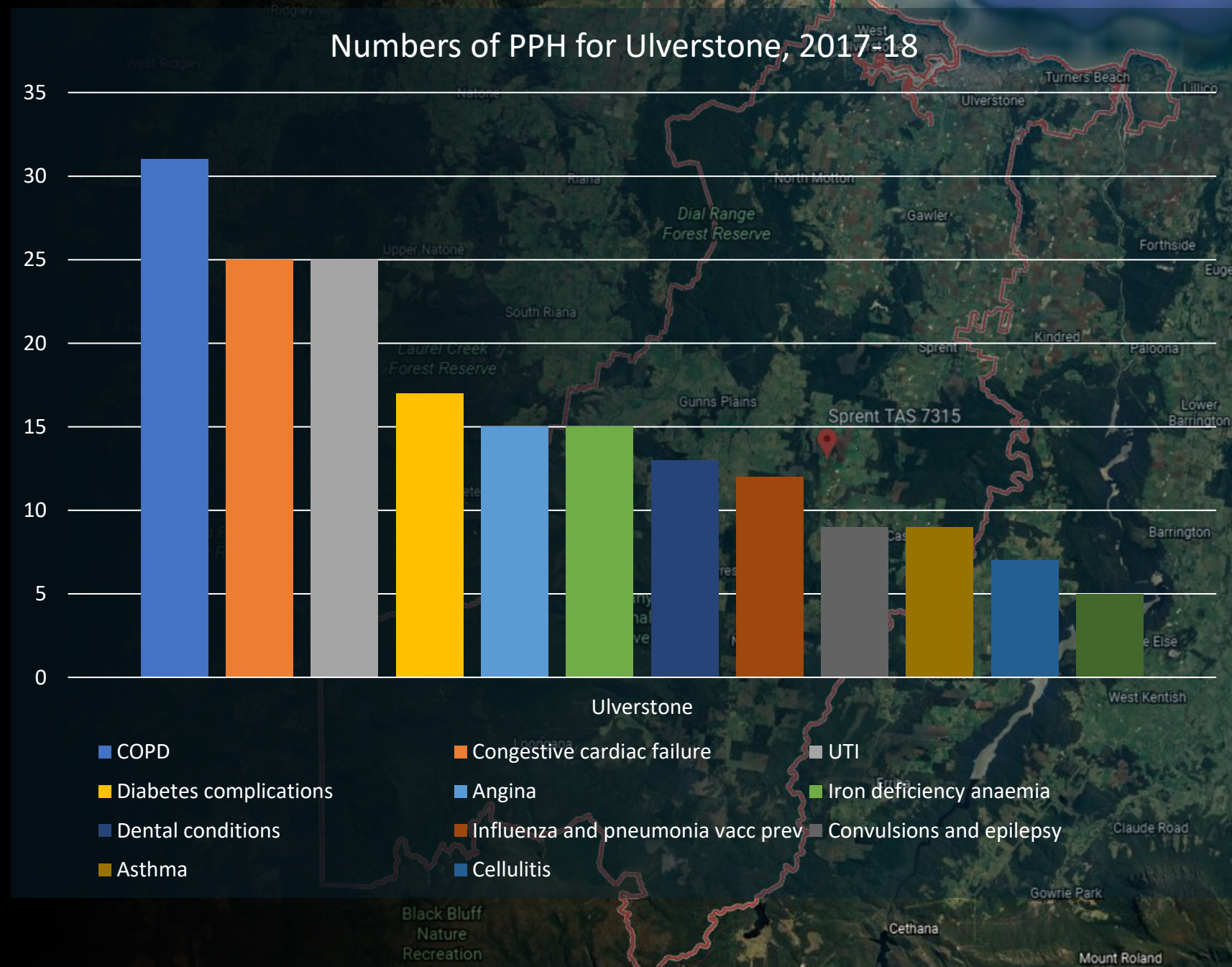
- Median age, 47, is greater
- Median income is lower
- About twice as many people are Indigenous
- More people volunteer



Statistics – health

Compared with Tasmania overall –

- Drink and smoke less
- People are more likely to be overweight
- High rates of potentially preventable hospitalisation



Statistics – services

- Four pharmacies
- Several dentists
- Mental health practitioners
- Aboriginal health service
- Neighbourhood House
- Numerous service clubs and organisations
- Two local GP clinics (20+ GPs)



Words

- Interviews and focus groups – themes

- Fit for purpose infrastructure
- Accessible and useful information
- Health literacy
- Peer sharing and mentoring

Access



Connection

- Peer sharing and mentoring
- Use of volunteers
- Engagement with community members/patients/clients



GPS, PROFESSIONALS, NURSING HOMES AND COUNCIL ARE KEEN TO CREATE AND STRENGTHEN LINKS AND CONNECTIONS TO COMMUNITY

Safety

- Fit for purpose infrastructure
- Peer sharing and mentoring
- Accessible and useful information
- Health literacy
- Effective communication
- Effective navigation of the health system
- ...



Processes

- Effective navigation of health services
- Service collaboration
- Effective communication



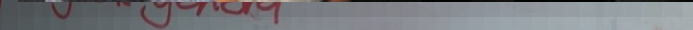
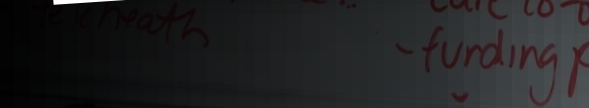
Words

- Interviews and focus groups
- Survey comments

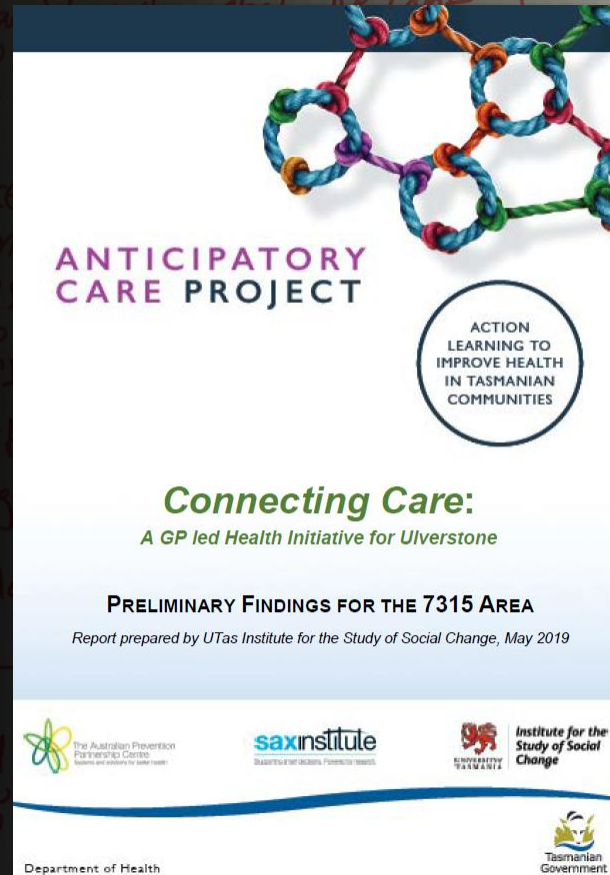
Being free from pain and the debilitating conditions that limit my current life choices.

Living life to the fullest. Enjoying all the good things. Laughing. Interacting with the community.

To be healthy is to be well balanced both mentally and physically.



What does anticipatory care look like here?



Four research questions

What does AC look like here?

What could be changed?

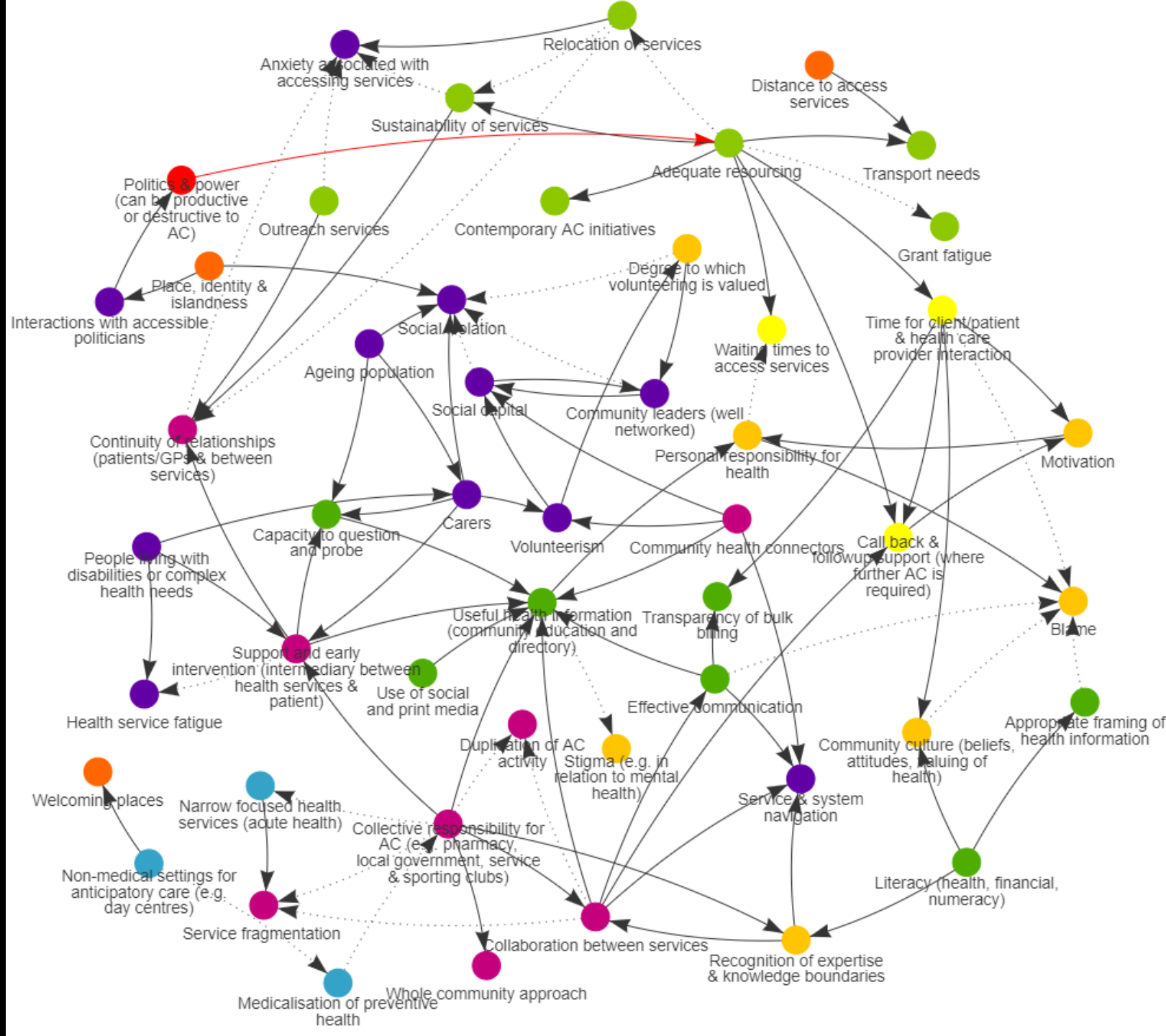
What effect can we have locally?

What role can a GP clinic play?

Our map—another view

Causal loop analysis

- How are the parts of anticipatory care linked?
- What effects do they have on one another?
- Where might we try to change things?



Can we make changes to:

- Beliefs and attitudes about health and the health and social care system
- Accessibility of health and social care information required to navigate the system
- Collaboration and communication among those involved in providing anticipatory care activities





Action plans

- A Roundtable, bringing together parts of the system
- And trialling
 - health and social care information hubs
 - anticipatory care resource information
 - community health literacy training for front-line staff and volunteers
 - in-Practice improvements resulting from the GP Audit and three GP/community projects by medical students on placement

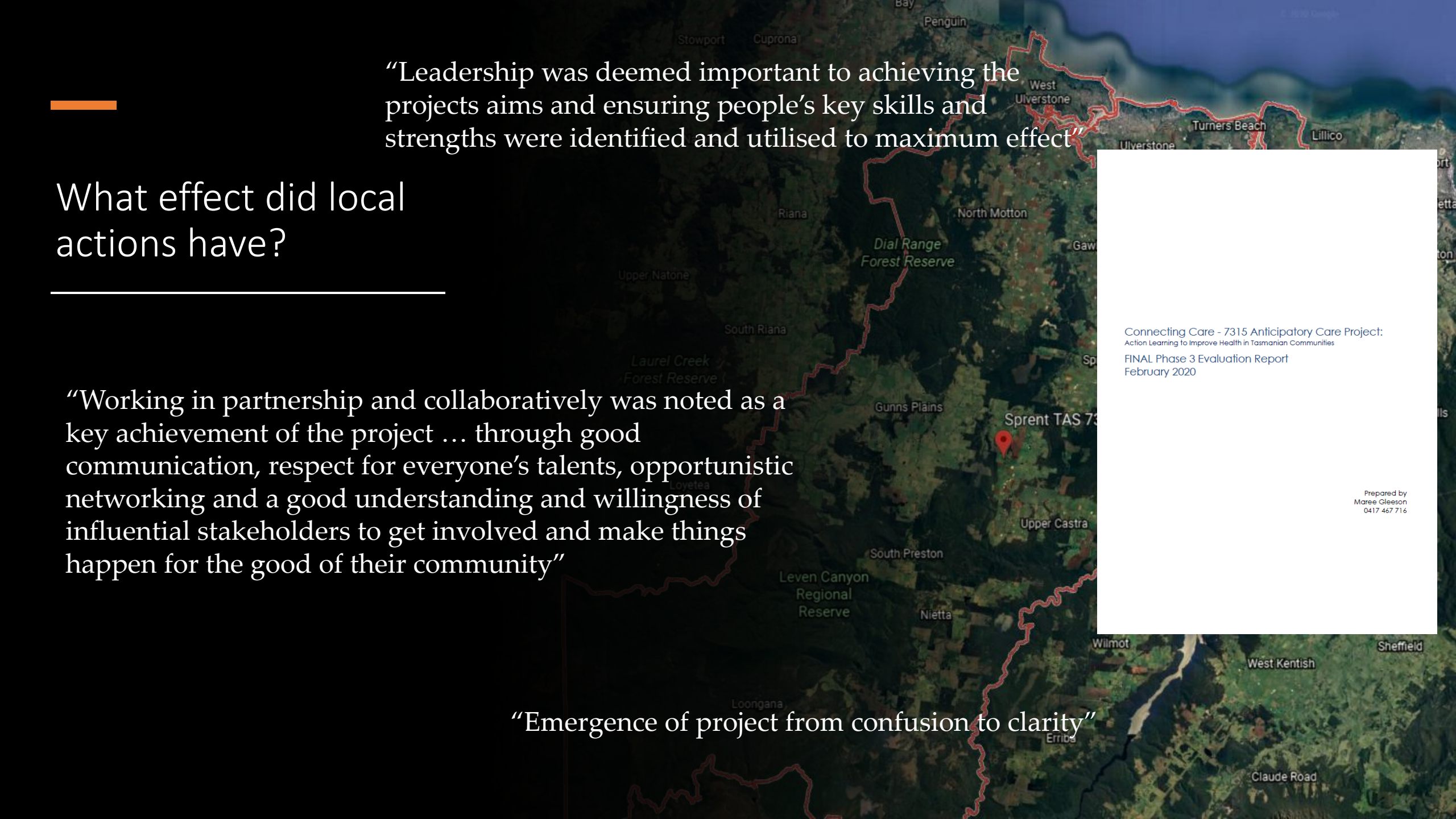
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“Leadership was deemed important to achieving the projects aims and ensuring people’s key skills and strengths were identified and utilised to maximum effect”

What effect did local actions have?

“Working in partnership and collaboratively was noted as a key achievement of the project ... through good communication, respect for everyone’s talents, opportunistic networking and a good understanding and willingness of influential stakeholders to get involved and make things happen for the good of their community”

“Emergence of project from confusion to clarity”

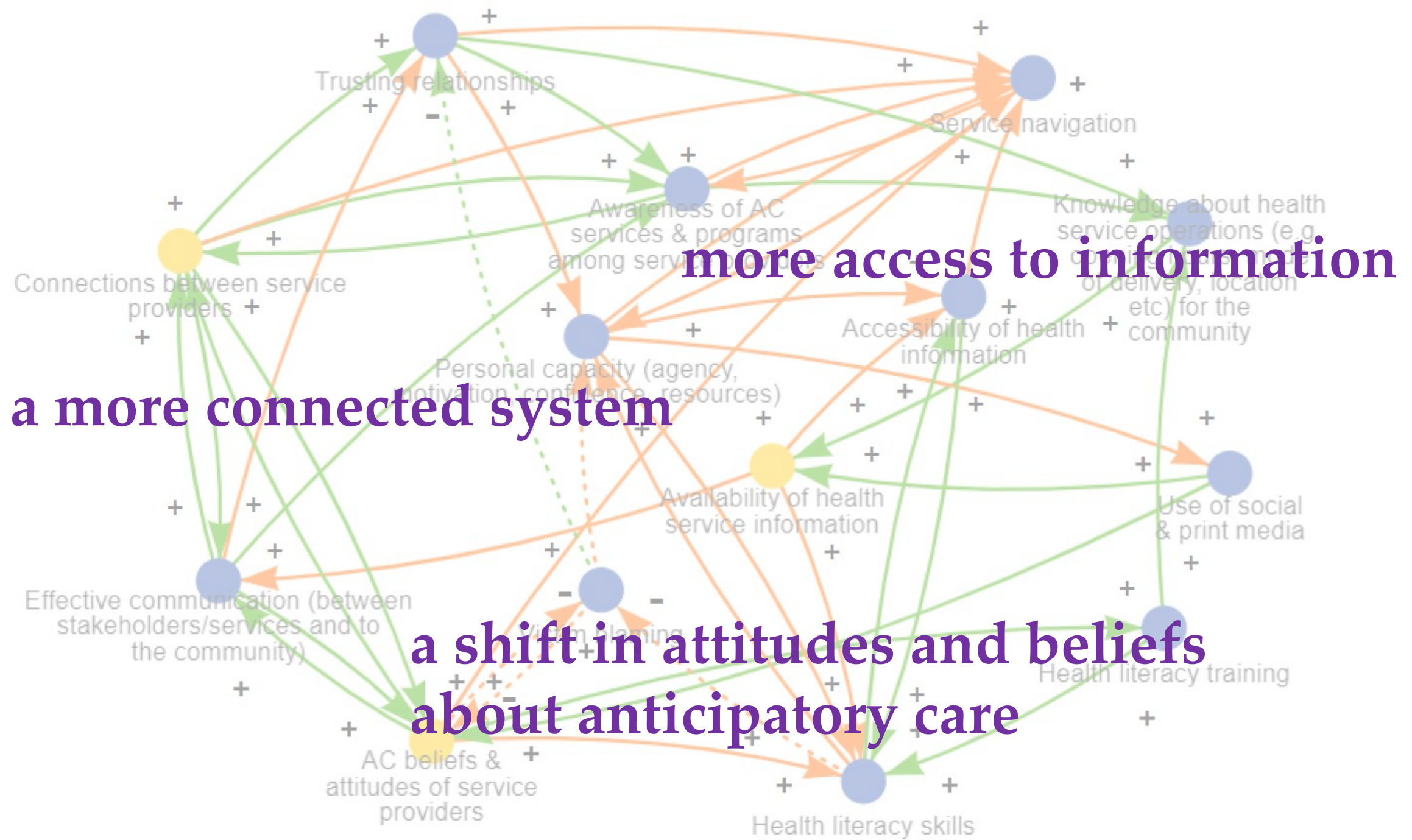
Connecting Care - 7315 Anticipatory Care Project:
Action Learning to Improve Health in Tasmanian Communities
FINAL Phase 3 Evaluation Report
February 2020

Prepared by
Maree Gleeson
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Looking for the impacts

- Making new connections for collaboration
- A broader understanding of the anticipatory care system





Three stories that tell us about impacts

- Connecting – for a more accessible system
- More access to locally relevant information
- Shifting attitudes and beliefs



knows how debilitating mental illness can be

Mayor's Message



Mayor Jan Bonde

Now that the weather is slowly starting to warm up, a lot of people are getting outdoors and actively enjoying our area's man-made and natural assets.

There is a lot to be said about the benefits of staying active (regardless of your age) and health professionals say that remaining involved with friends as well as community groups is just as important to your well-being and good health.

A new online resource is currently being trialed to give Central Coast residents easy access to a host of local opportunities to do both - stay active and socially connected. If successful, the Connecting Care's web portal Directory activity will be rolled out next year so that Central Coast residents will have easy-to-understand information about the health and social services readily available to them.

The Connecting Care's online Directory aims to connect people with health and social care groups and organisations in the area. If rolled out further, the Directory portal would provide you access to Connecting Care videos, the project's Facebook page, local events and links to other health-related directories. The online Directory is a key activity of a pilot Anticipatory Care program, looking at how these connections might help people in the community manage chronic health problems and lead healthier and more fulfilling lives.

Dr Emil Djajic from the Patrick Street Clinic, the Connecting Care project's lead organisation, said research overwhelmingly shows the positive health benefits of people staying active and socially engaged.

"People who stay active and involved with others and their communities are better placed to manage any chronic health conditions they suffer," Dr Djajic said.


The Connecting Care project is embedded in place to deliver positive health outcomes. The project is looking at how well primary health is set-up for partnering people with health, social care services and the wider community to manage and reduce chronic health conditions more effectively.

The providers of health and social care services will work collaboratively together through the Connecting Care Roundtable for networking, partnerships and the sharing of resources. The Council fully supports the Connecting Care project and I'm delighted to say that we are a key member of the project's Roundtable.

What you don't know *can* hurt you

- Women were missing essential health screening because they didn't know that Ida, the Breastscreen van, is wheelchair accessible
- All that was needed was the sticker!





Building relationships and mutual learning

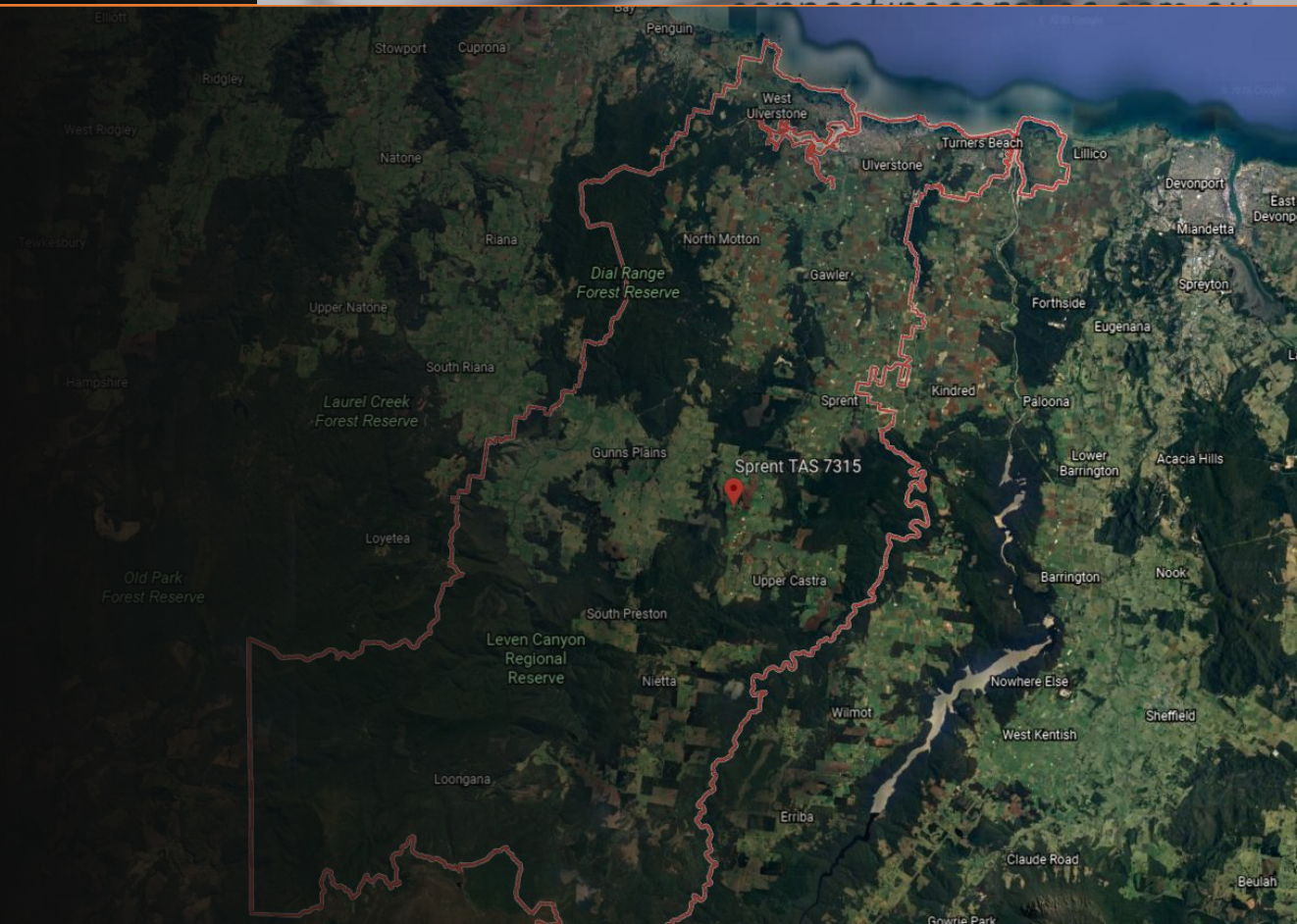
“In preparing the directory, we’ve asked people ... to nominate if they have an accessible facility or not, ... and it means people ask themselves the question and reflect about their own facility services, and access ... it’s hard to measure, but that self-reflection is important”



More access to locally relevant information

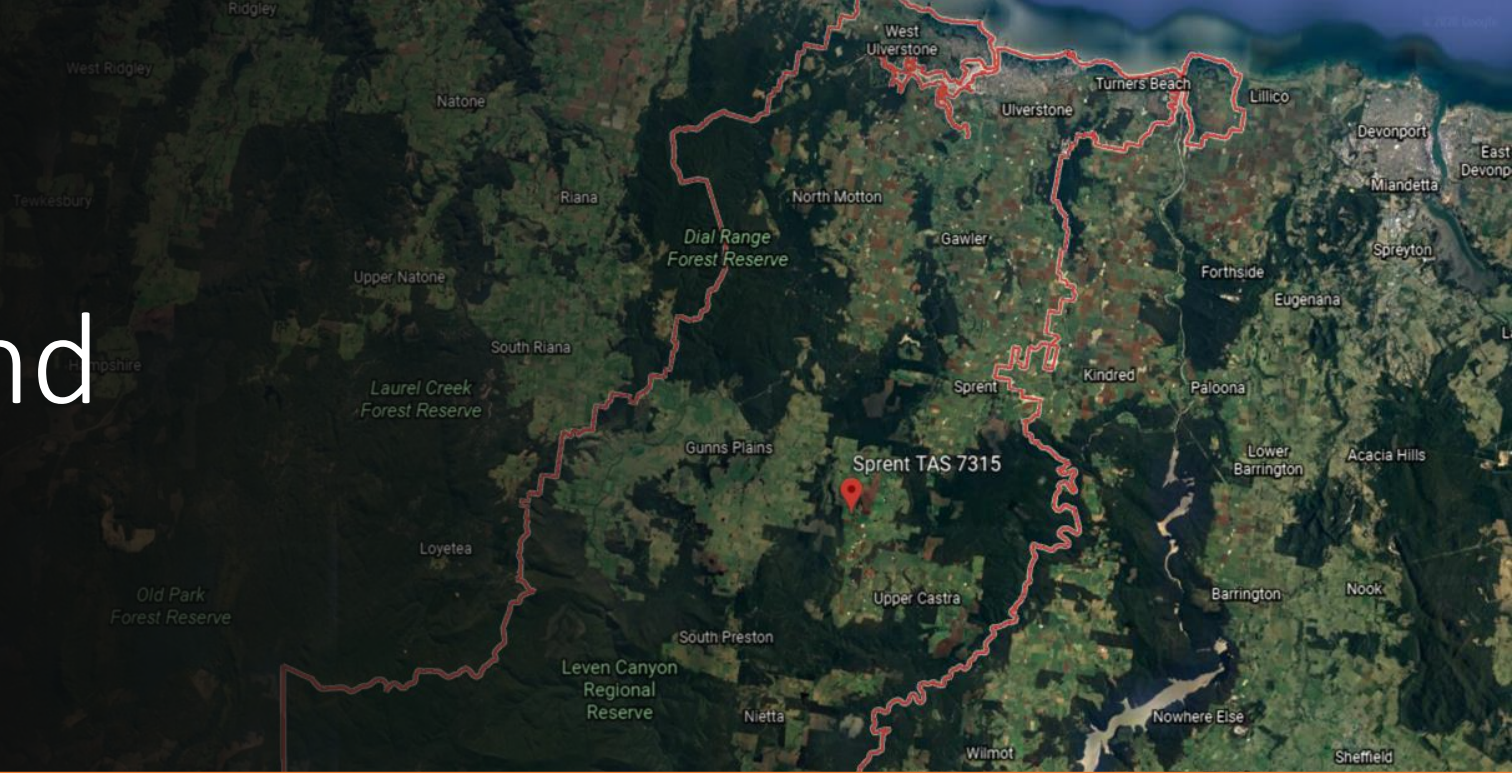
- Building on the local
- New tools, skills and communication channels

To make a Telehealth appointment simply call your local GP practice and book a time, and then make sure you are available to take your Doctor's call as arranged.



A shared goal and the role of the social ...

“So talking about social determinants of health is a big part of what we do as well and you know, the [work we do] ... maybe we have to take this program to the community rather than waiting for them to come and see us within business hours”



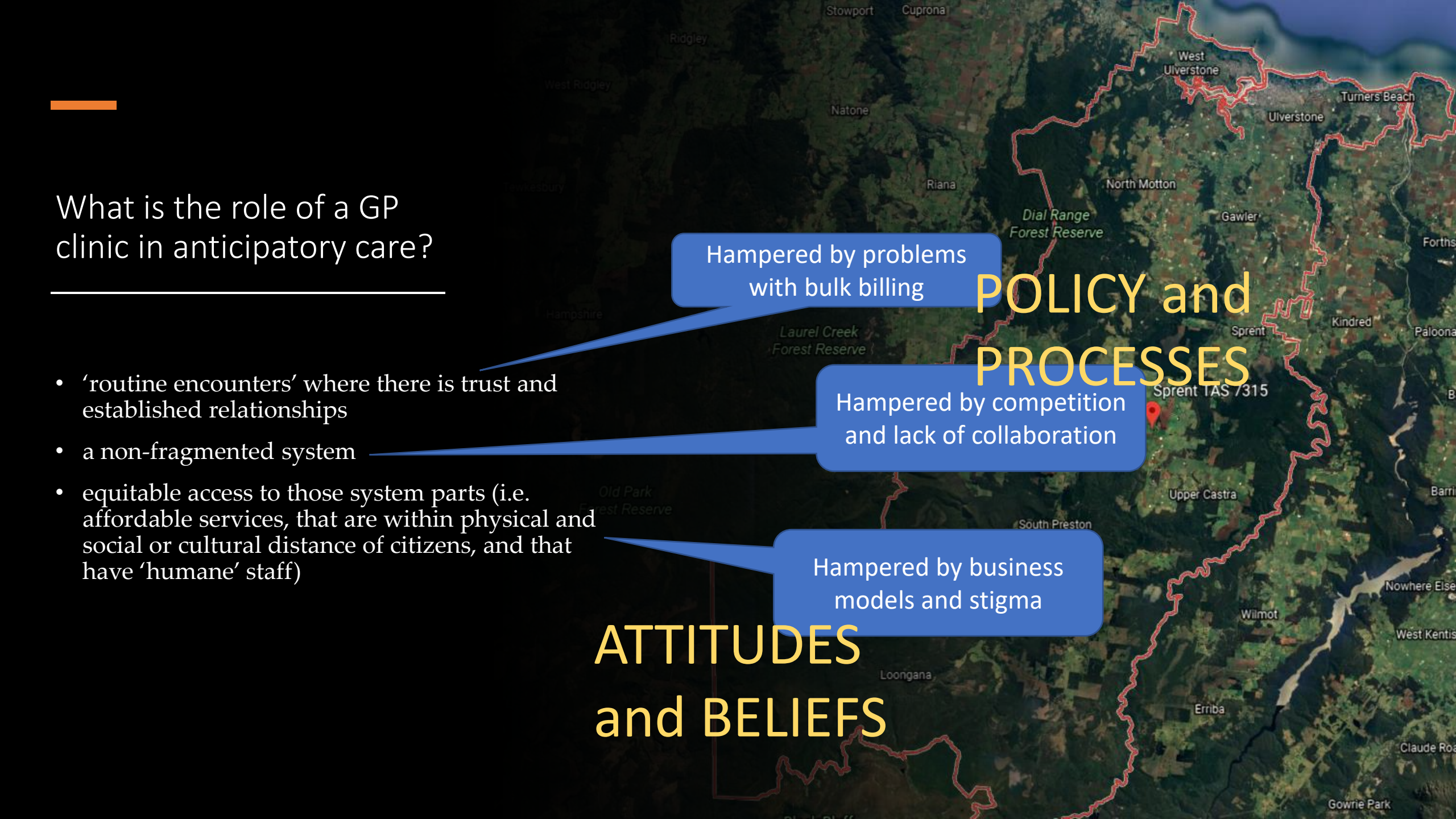
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What is the role of a GP clinic in anticipatory care?

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Hampered by problems with bulk billing

Hampered by competition and lack of collaboration

Hampered by business models and stigma

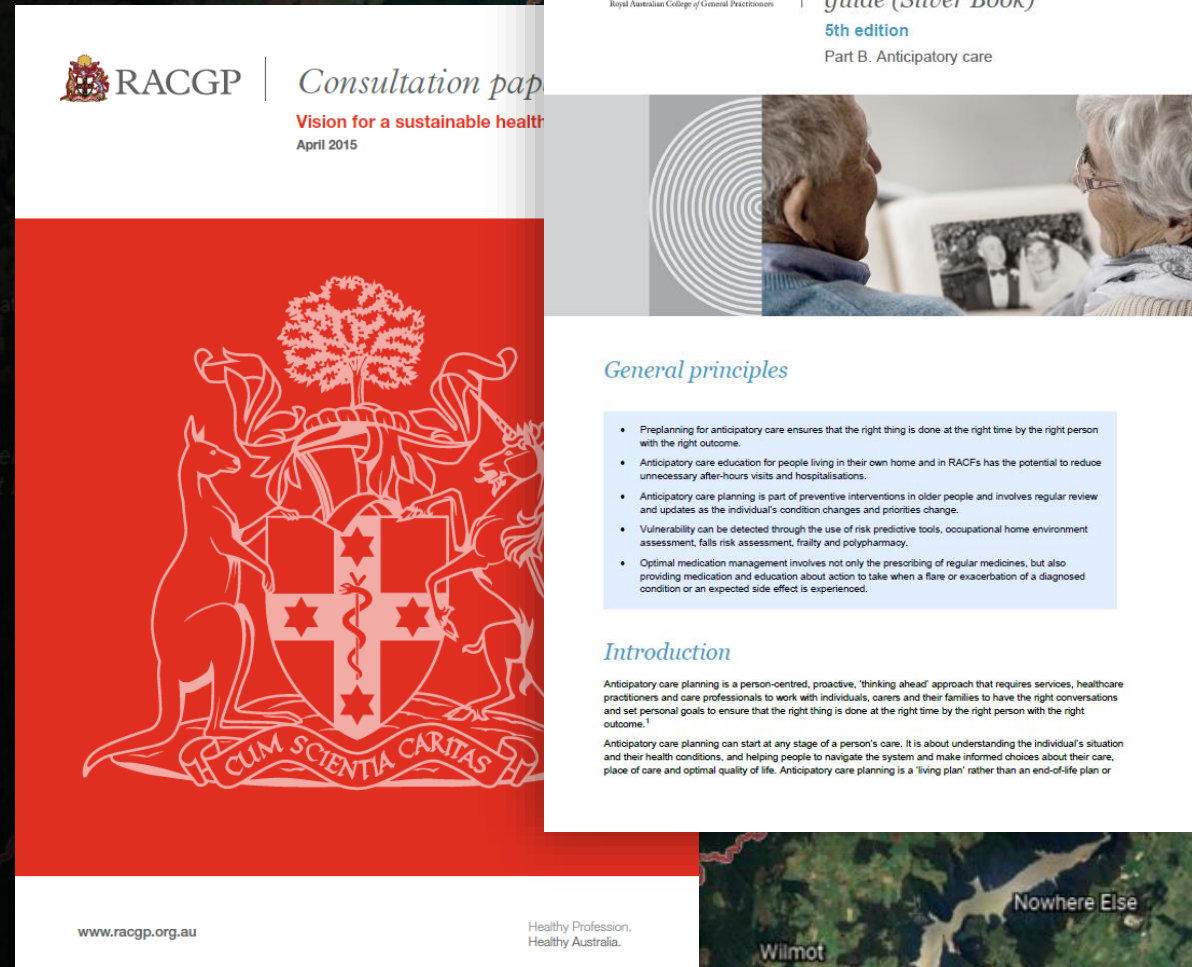
POLICY and PROCESSES

ATTITUDES and BELIEFS

What is the role of a GP clinic in anticipatory care?

What a GP clinic can do

- Identify emerging population and individual needs
- Screening and prevention
- Provide trustworthy and authoritative information



Observe

Reflect

Time and resources for:

- Perspectives and boundaries
- Relationships
- Governance
- Local tools
- Long-term PSOs
- Goals and wins

Act

Plan



Thank you

To Ulverstone and the 7315 area, and to
the local Connecting Care team



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