

Respiratory Warrant of Fitness

**Unichem Russell Street Pharmacy
& The Doctors Hastings
February 2018**



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

Kupu Taurangi Hauora o Aotearoa



HEALTH SYSTEM INNOVATION AND IMPROVEMENT

Improvement Team

- Community pharmacists - Unichem Russell Street Pharmacy
- Clinical pharmacist facilitator - The Doctors Hastings
- Respiratory nurse champions - The Doctors Hastings
- Clinical nurse manager - Breathe Hawkes Bay
- Social workers/Maori & Pacific Island Liaison - Hawkes Bay DHB
- Consumer Representative



Background/Context

- Hastings – Decile 9/Quintile 5 deprivation index area
- High Maori & Pacific Islander population
- Housing issues
- Smoking prevalence
- Highest ASH rate for 0-4 years old = childhood respiratory disease
 - Maori children - 49% higher compared to non-Maori children



Project

- The Problem:
 - Admission for childhood respiratory disease –
 - Maori and Pacifica children higher rates
 - High avoidable hospitalisation for Maori children
 - Pacifica children – highest rate of asthma in Hawkes Bay & poor collection of preventer inhalers
- Project idea
 - Help improve disease management of asthma



Problem Statement

- Childhood respiratory disease causes a disproportionate burden of disease in Hawke's Bay
- Sometimes lifelong health consequences for the most vulnerable children
- Patient base - high risk







Aim Statement





- This project aims for 80% of Maori and Pacific Island children (0-18 years old) to improve their Asthma Control Test (ACT) score from current score to target score by December 2018

The Childhood Asthma Control Test for Assessing Control in Patients 4 to 11 Years of Age





1. How is your asthma today?

 0 Very bad	 1 Bad	 2 Good	 3 Very Good	<input type="checkbox"/>
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2. How much of a problem is your asthma when you run, exercise or play sports?

 0 It's a big problem, I can't do what I want to do.	 1 It's a problem and I don't like it.	 2 It's a little problem but it's okay.	 3 It's not a problem	<input type="checkbox"/>
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3. Do you cough because of your asthma?

 0 Yes, all of the time.	 1 Yes, most of the time.	 2 Yes, some of the time.	 3 No, none of the time	<input type="checkbox"/>
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4. Do you wake up during the night because of your asthma?

 0 Yes, all of the time.	 1 Yes, most of the time.	 2 Yes, some of the time.	 3 No, none of the time	<input type="checkbox"/>
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This project aims to improve the Asthma Control Test score for Maori and Pacific Islanders patients 0-18 years old enrolled at The Doctors Hastings and Unichem Russell St Pharmacy with the goal of 80% of the patients achieving their target Asthma Control Test score by December 2018

- Improve Patient Access
- Improve Home Environment
- Improve Health Literacy and Patient Self management

- Equipment Availability at pharmacy
- Clear Referral Pathway
- Skilled culturally competent staff
- Thorough assessment
- Smoking Cessation
- Understanding of condition
- Understanding of treatment
- Staff training
- Resource availability

- Spacer and mask availability at pharmacy
- Establish referral pathway between pharmacy, medical centre and Breathe Hawkes Bay
- Teaching session by asthma foundation and DHB Maori liaison
- Referral to Breathe Hawkes Bay for Healthy Home visit
- Pharmacy to provide smoking cessation advice/therapy and referral to smoking cessation services for whanau
- Pharmacy intervention: education session regarding condition, triggers etc
- Pharmacy intervention: education session regarding treatment options including preventative treatment, reliever treatment, use of spacer
- Teaching session by asthma foundation, respiratory champion and DHB Maori liaison to ensure all staff members have consistent health messages
- Accessible and user friendly health resources including pamphlets regarding conditions and use of inhaler/cleaning of spacer etc



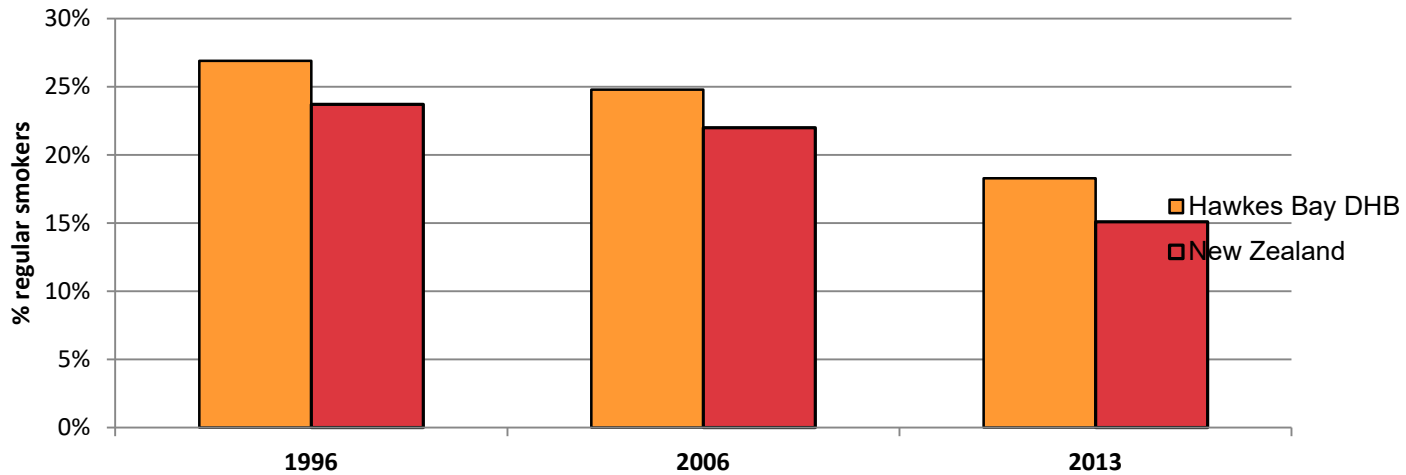
Diagnose the problem – data

- Admission for childhood respiratory disease
 - 4.5 (European) vs 7.3 (Maori) vs 10.4 (Pacifica) per 1000
- Average of 500 avoidable hospitalisation for Maori children
- Housing issue – Maori 3.3 times more likely to be in crowded homes



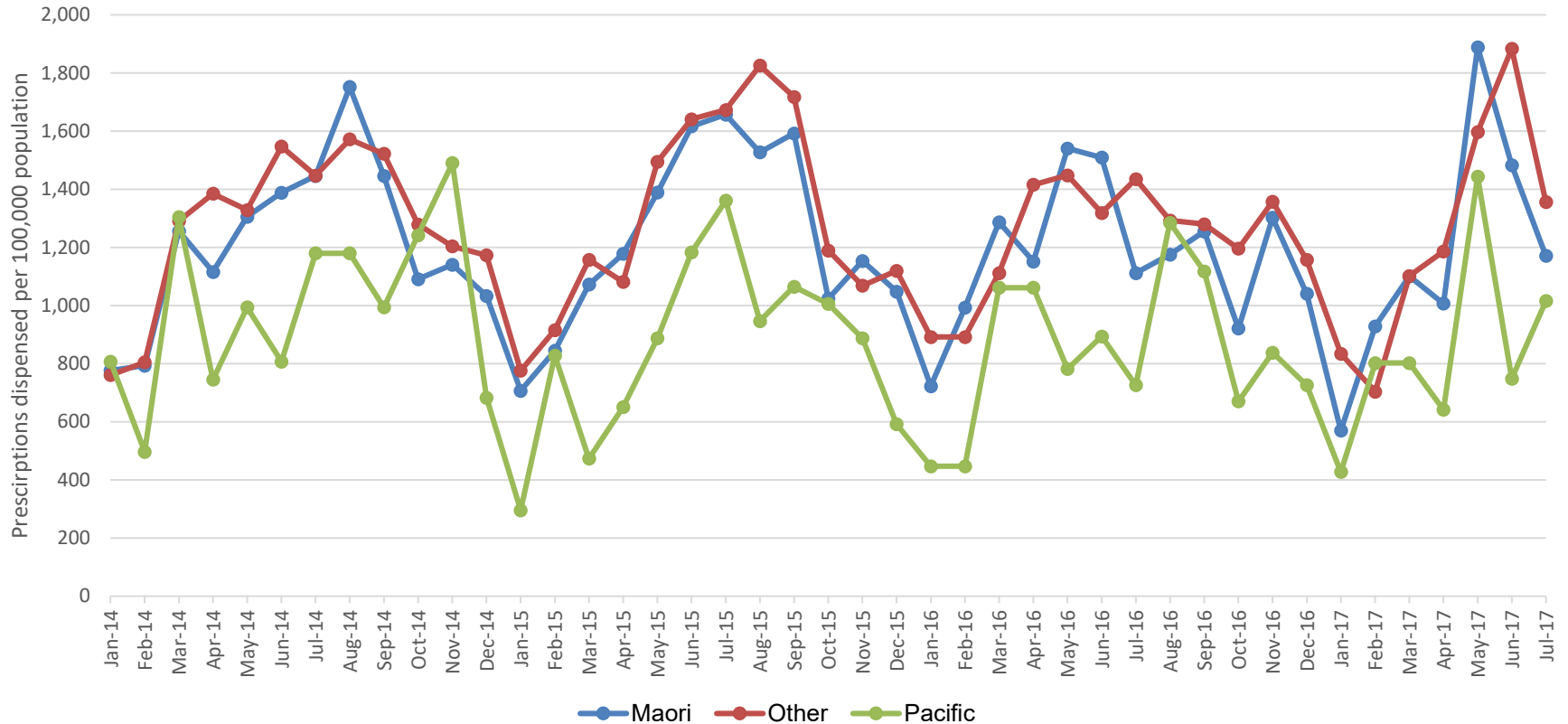
Diagnose the problem – data

Change in regular smoking prevalence
1996-2013

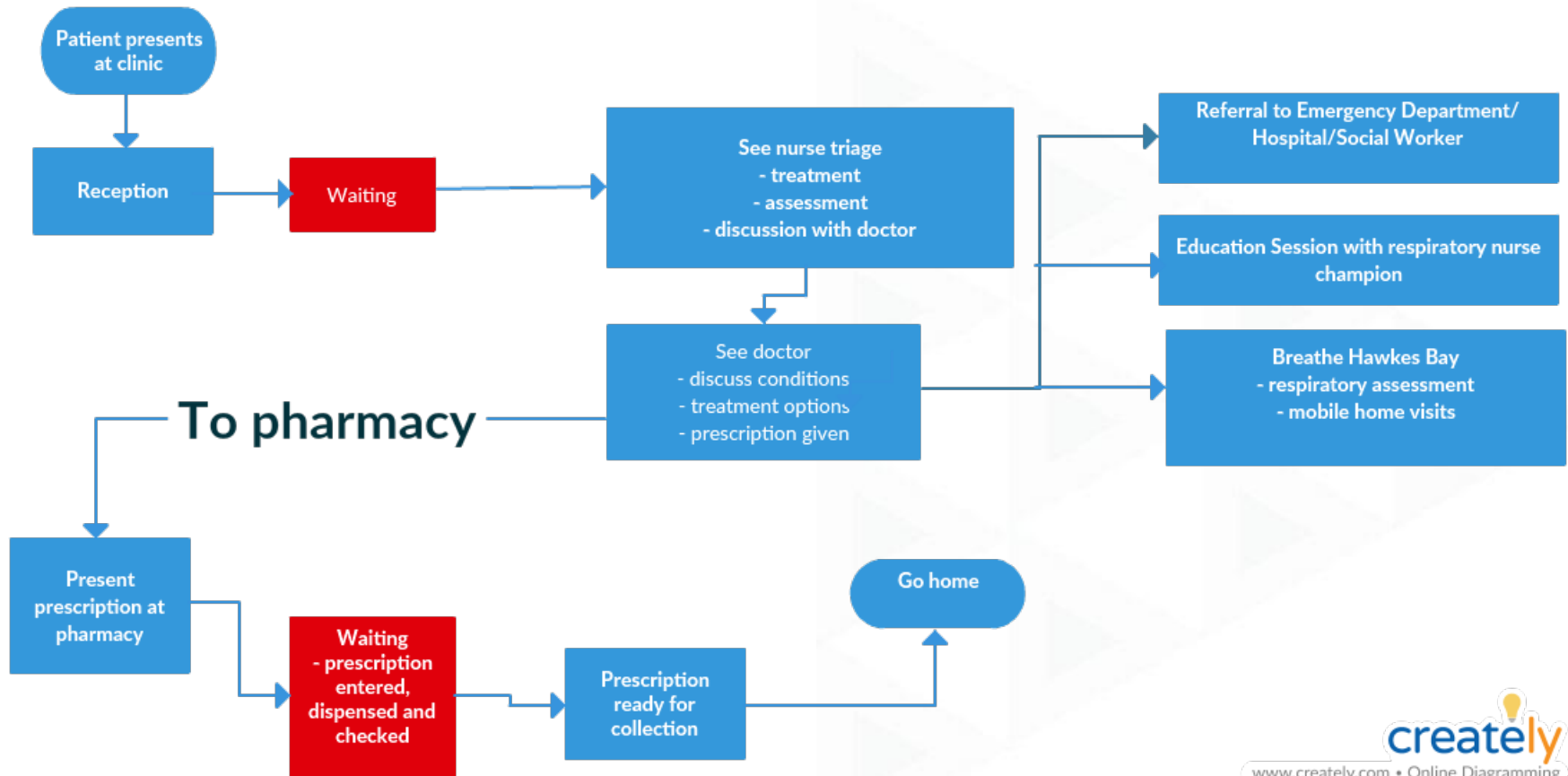


Diagnose the problem – data

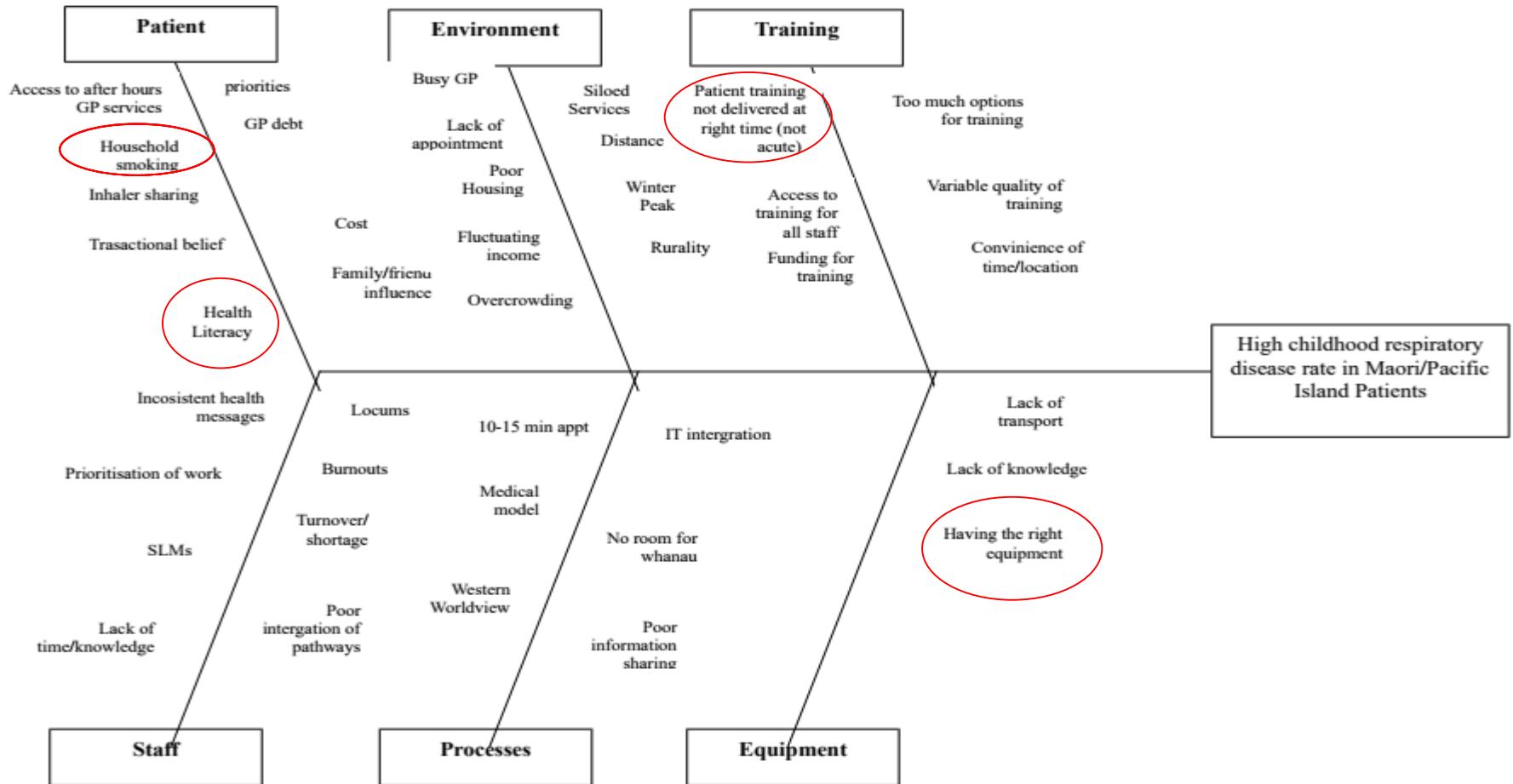
Hawke's Bay DHB inhaled Corticosteroid Prescriptions dispensed - 12 years and under - Jan 14 to Jul 17



Diagnose the problem- tools



Diagnose the problem- tools



Capturing the Patient Experience

- Pharmacist vs Nurse education
- Pharmacy – transactional
- Waiting time – good opportunity
- Update of knowledge



Voice of the Customer

- Inhaler and spacer techniques
- Lack of access to spacers
- Dispensing and repeat systems
- Access to other support systems
- Smoking cessation
-



Stakeholders & Communication

- Unichem Russell Street Pharmacy
- Patients/consumers
- The Doctors Hastings
- Breathe Hawkes Bay
- Hawkes Bay DHB
- Health Hawkes Bay (Hawkes Bay PHO)



Highlights/lowlights

- Team assembly
- Setting measures and data collection
- Voice of patients
- Input from stakeholders
- Team members from front line



Key Success/barriers

- Assembly of team
- Support from pharmacy, GP practice and patients
- Time allocation – meetings etc
- Data collection barrier – DHB at capacity
- Smaller sample size – limited measures for impact evaluation



Lessons Learned

- Perspective from different health professionals and patients
- How to utilise the tools
- Data collection – timeframe and measures
- Availability of resources/support

Dashboard of Measures

- Outcome Measure/s

Asthma Control Test (ACT) scores

Medication collection (preventer, reliever, oral steroid)

- Process Measures

Number of ACT completed

Number of respiratory warrant of fitness completed

- Balancing Measures

cost and sustainability of respiratory warrant of fitness (staff time)

patient satisfaction regarding waiting time (consumer radar)

Generate Change Ideas to Test

- Development of Respiratory WoF checklist
- Items to be covered, presentation, consult time and area, length of consult
- Front line experience
- Standardised checklist



Checklist - Respiratory Warrant of Fitness

Respiratory Warrant of Fitness

Patient name: _____

Patient NHI: _____

Patient phone number: _____

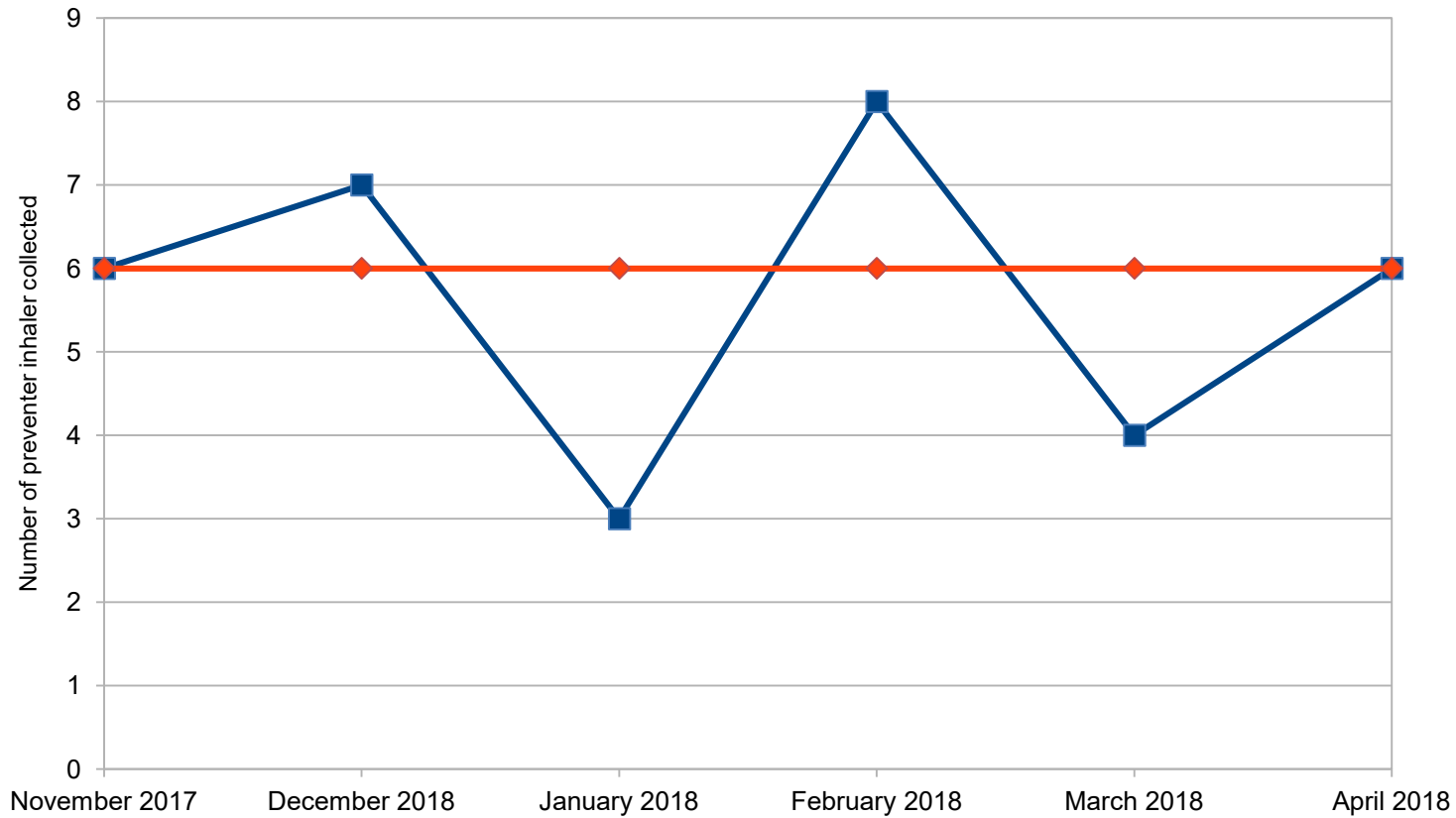
- Consent for MUR
- ACT completed (current state)
- ACT completed (goal)
- Monthly phone call follow up
- Spacer
- Inhaler technique
- Preventer usage
- Preventer – rinse mouth
- Reliever usage
- Asthma Action Plan
- Sports – remember to bring reliever
- Allergy/trigger control
- Delivery services
- Repeat reminder system
- Flu vaccination
- Pamphlet for Breathe Hawkes Bay
- Referral to Breathe Hawkes Bay
- Smoking cessation for whanau
- _____



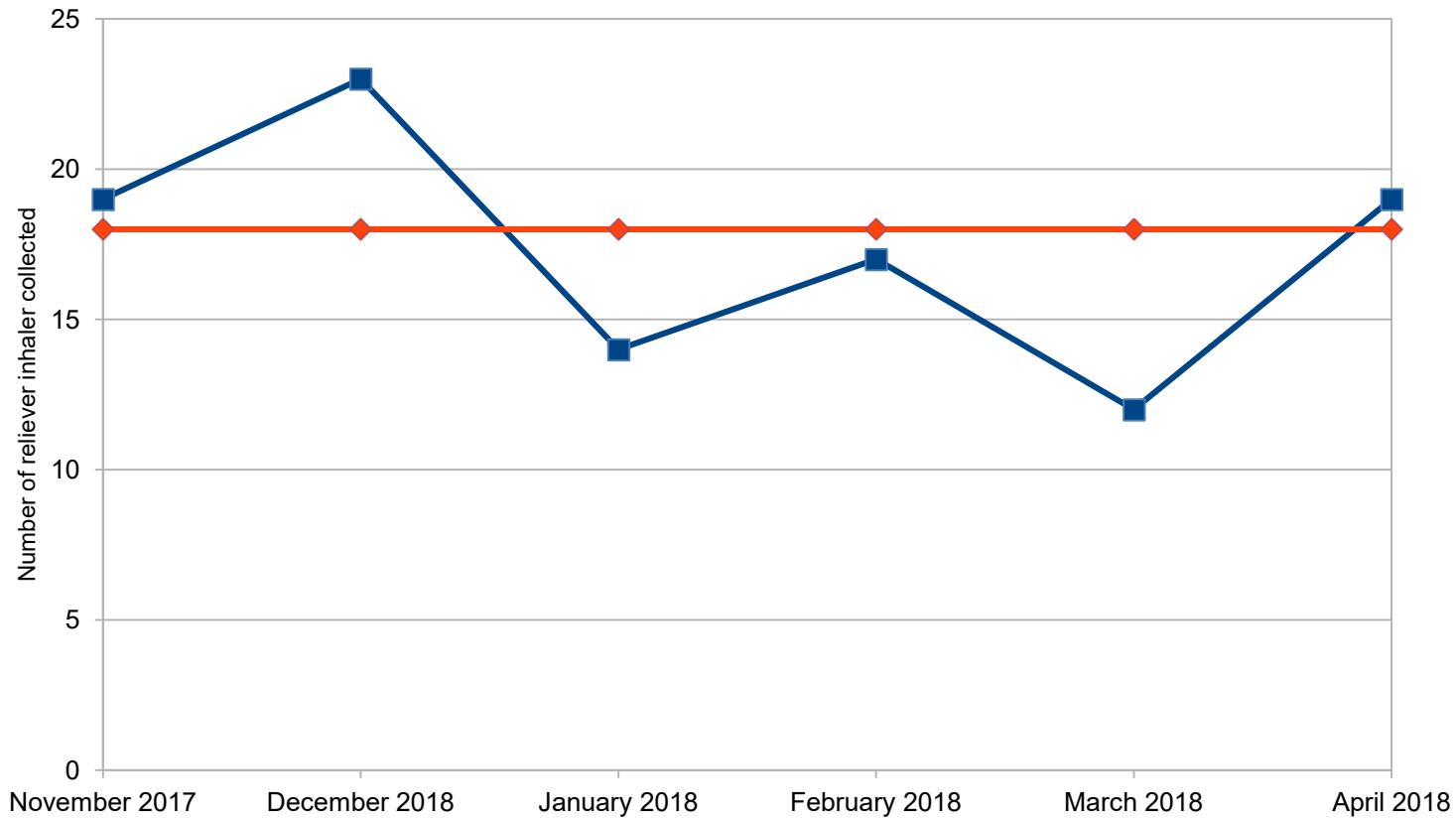
Checklist - Respiratory Warrant of Fitness

- Change idea: Develop a checklist as a tool for conducting patient education session
- Questions: is checklist helpful (staff perspective), is respiratory WoF helpful (patient perspective), length of time for respiratory WoF
- Prediction: feedback from staff and patient to help improve the checklist (addition/removal), length of time will be 20 minutes for respiratory WoF
- Measures: time, patient satisfaction score

Data Analysis & Reporting



Data Analysis & Reporting



Data Analysis & Reporting

