Skin and Soft Tissue Infections in the Pacific Population

Primary Care Improvement Facilitators

Janet Tekori
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Improvement Team

Our project team is made up of:

- Dr John Kennelly, Clinical Director / General Practitioner
- ❖ Temasi Kitara, Enrolled Nurse
- ❖ Laine Lekasa-Steven, Family Support Worker
- ❖ Tauliani Monise, Community Support Worker
- Elena Tauliani, Health Promoter
- ❖ Mileta Esela, Community Support Worker
- ❖ Janet Tekori, Executive Assistant







Aim Statement

Aim: To reduce the rate of skin and soft tissue infections (*staphylococcus aureus*) in the West Auckland Tuvaluan Population (<25 years enrolled Fono patients) by 25% by November 2018.

Smart Measurable Achievable Realistic Time Bond

- What EXACTLY do you want to achieve?
- Specific scope
- Short and concise
- Outcome focussed
- How will you know you have achieved the outcome?
- Is this possible?
- Is it something you have control over?
- Is it outside the possibility of the current system?
- Does this apply to the right area?
- Are we focussing on the right population?
- Does the outcome matter?
- By when would you like to accomplish it?
- Clear timelines



Driver Diagram

AIM PRIMARY DRIVERS SECONDARY DRIVERS CHANGE IDEAS Educate importance of handwashing by demonstrating process using tools Educate importance of cutting fingernails by demonstrating process using tools Educate importance of changing hand towel regularly by demonstrating process using tools Educate about the importance of small actions that can be implemented into lifestyle to prevent infections i.e. handwashing Educate Tuvaluan communities using visual tools to convey key messages Increase knowledge and awareness of skin infections and educate ways to prevent it Create 'Happy Skin' song to include key messages about how to prevent skin infections Provide education sessions to create awareness of skin infections problem to Tuvaluan churches and To recture the rate of skin and soft tissue inflections (staphylococcus aureus) in the West Auckland Tuvaluan Population (~25 years enrolled Fono patients) by 25% by November 2018. community groups Improving Clinicians' knowledge of Tuvaluan Culture Form focus groups within Tuvaluan communities to capture patient experience and challenges faced Establish healthy and caring relationship between clinicians and patients i.e. if patients are well looked after then they will continue to visit GP. by the community which will help understand the problem better Educate importance of completing whole course of medication and consequences of sharing medications Provide budgeting service to create awareness about affordable healthy food options Record information provided to patients by the clinicians Provide in-house training session for all clinicians outlining severity of problem and correct treatment plan GP clinic to implement affordable costs for non-enrolled and nonresident patients







Dashboard of Measurements

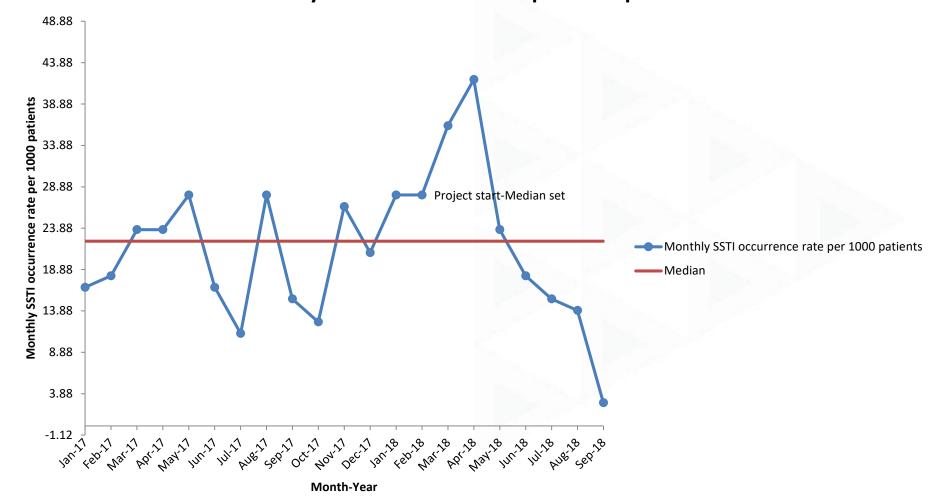
- Outcome Measure
 - > Rate of skin and soft tissue infections
- Process Measures
 - > Church registrations
 - > Questionnaire results
 - > Soap distribution
 - Qualitative feedback
- Balancing Measures
 - Unpaid staff hours





Outcome Measure – Rate of SSTI

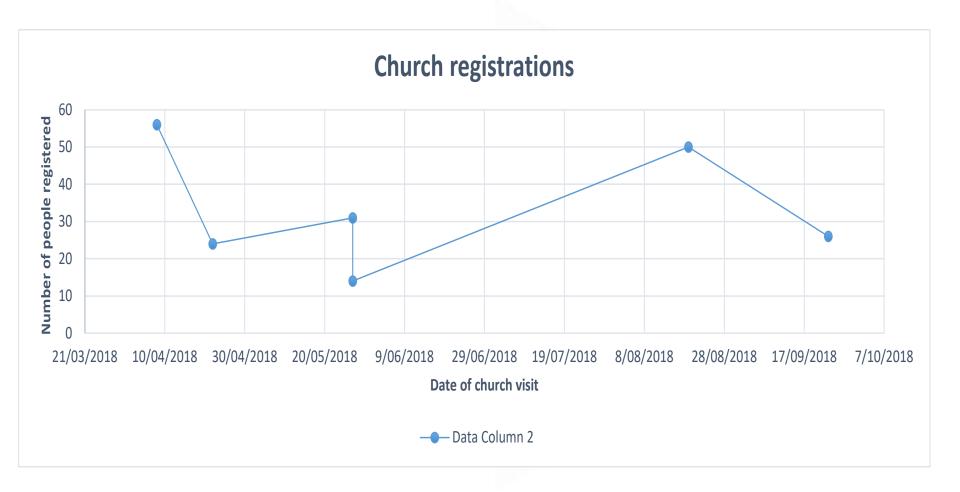
Monthly SSTI occurrence rate per 1000 patients





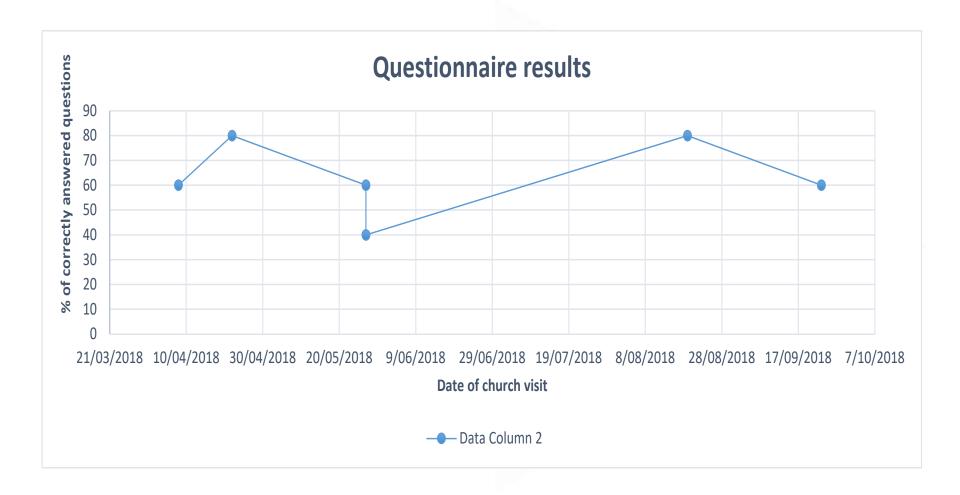


Process Measure – Church Registrations



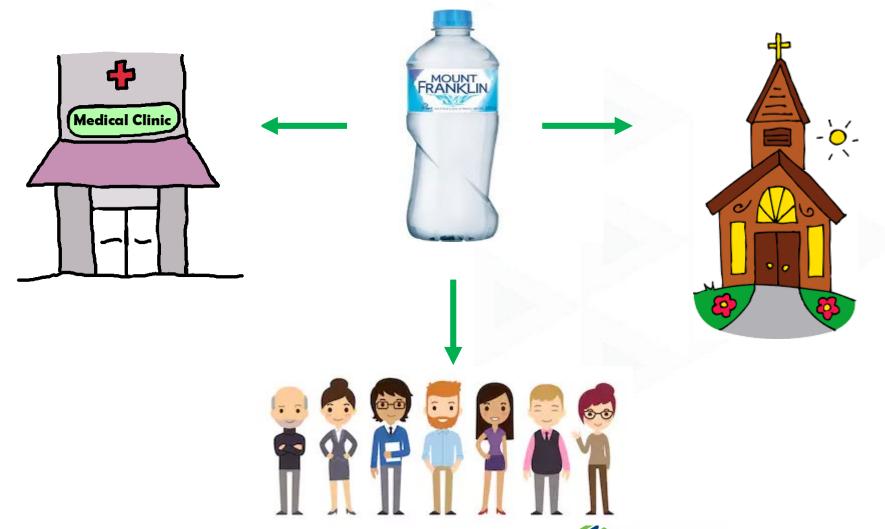


Process Measure – Questionnaire Results





Process Measure – Soap Distribution







Process Measure – Qualitative feedback

PRESENTATION

- "The presenters need to speak louder because I can't hear them."
- "I would like to see more pictures because I can't understand English."
- "Can a Tuvaluan translate every slide instead of waiting to provide a summary at the end?"

RESOURCES

- "Can we have some pamphlets that include all key messages about skin infections?
 It would be good to remind us and to also give to our family members who couldn't be here for the presentation."
- Can we have pamphlets in Tuvaluan and English?

WORKSHOP

- "So what happens now?"
- "The stats are alarming! We are a very small island yet we have the highest rate of SSTI. How can we raise awareness to our wider Tuvaluan communities?
- "We want to see you more. Can you run practical workshops with us about how to wash hands and apply cream correctly?"



Balancing Measure – Staff hours & leave

Unpaid staff hours

- 2 hours per church visit
- 6 church visits
- 7 project team members

 $2 \times 6 \times 7 = 84$ unpaid hours



Sick leave

 Sick leave taken as of April 2017 to current.



Highlights/lowlights



- Outcome measure shows a decrease in SSTI rates during period of raising awareness.
- Positive feedback from consumers.
- Presented to Ministers.



- Fewer team meetings and church visits.
- Unpaid staff hours.



Key Success/barriers



- Outcome measure shows decrease in SSTI during periods of raising awareness.
- Continuing to visit churches.



- Lack of IT/data revenues.
 Tedious process of filtering patient records to capture target audience.
- Lack of resources demand for resources but no funding for it.
- Unpaid staff hours demotivating team members.

