

# Healthy Community Self-Care Management

May 21, 2009

Presented by:

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## Objectives Covered

- Improving our understanding of what care is possible within a Healthy Community
- Create best value care approaches that decrease need for medical treatment

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## Practitioners for 2005 Must

Assess and Use Technology Appropriately

➤ **Participate in Coordinated Care**

Manage Information

Ensure Cost Effective and Appropriate Care

Provide Counseling on Ethical Issues

➤ **Accommodate Expanded Accountability**

Promote Healthy Lifestyles

➤ **Involve Patients and Families in Decision-Making**

➤ **Continue to Learn**

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## HCSM

➤ Individuals must be **empowered** to take a **journey to health and wellbeing** that includes medical milestones when a medical or Mental Health condition can not be prevented

➤ **Evidence and knowledge** must be followed and **created by individuals and communities** as well as professionals delivering care

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## Diversity of the Health Care System

- Different groups see a different world
- They speak **different languages**
- They have **different leaders**
- They have **conflicting intents**
- They have **different beliefs** about the **dilemmas** each one faces, what should be valued, where the **barriers** are, and what the right solutions are for them

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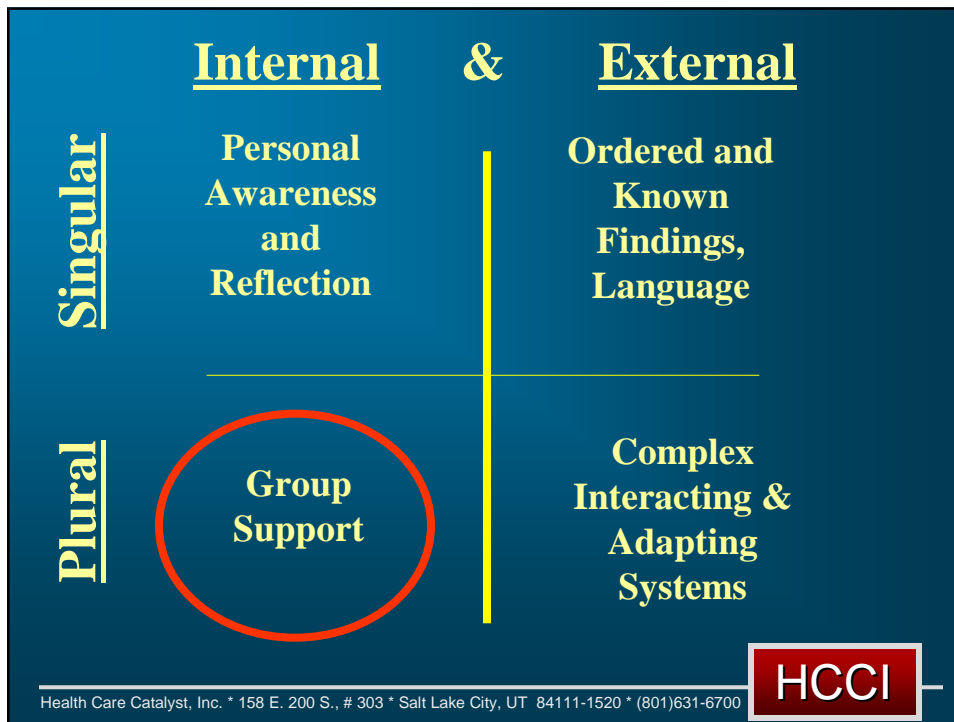
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## Finding Clarity

- “Clarity is the correspondence between what is understood and what is actually observed”  
*Institute for Strategic Clarity*
- We are observing the same event, but we only understand what we believe to be true

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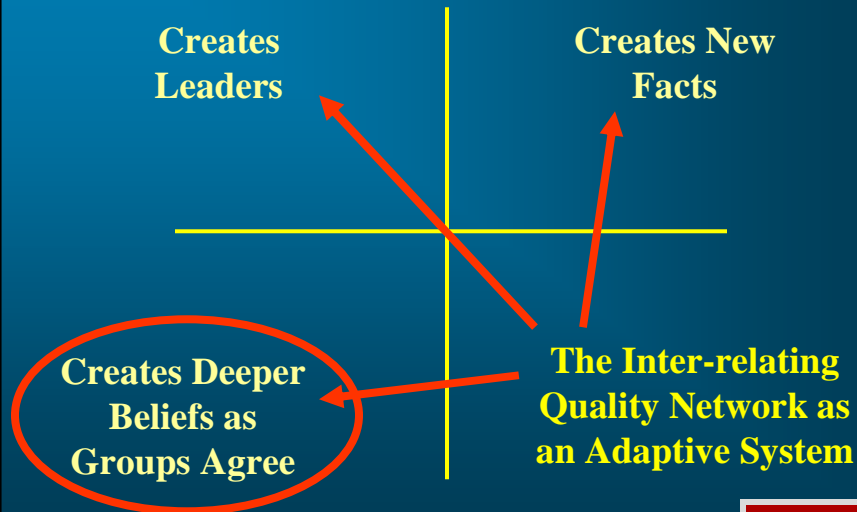
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## We Need a Structure to Understand The Integral Perception of Quality

- All 4 quadrants (areas) are impacted all of the time
- **All 4 quadrants can influence or act alone, sequentially or concomitantly**
- When paired one quadrant will dominate
- The view of the other 3 quadrants changes from one quadrant's perspective

## Systems Influencing Other Quadrants



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## We Need a Healthier Community of Quality

- Groups begin to create knowledge about each other through **Dialogue**
- **Leaders emerge** to tell their story and their assets become clearer
- They begin to recognize and respect the need for **Diversity of groups** in the system
- Then they can begin to **truly know the facts about each other**

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## My Understanding Becomes Clearer

- Suddenly **assets** across a boundary between different groups are recognized and once unseen problems become visible **needs** of both groups
- Groups **cross** the traditional **boundaries** forming partnerships to **shape the future**
- They **set** and **support each other's priorities**

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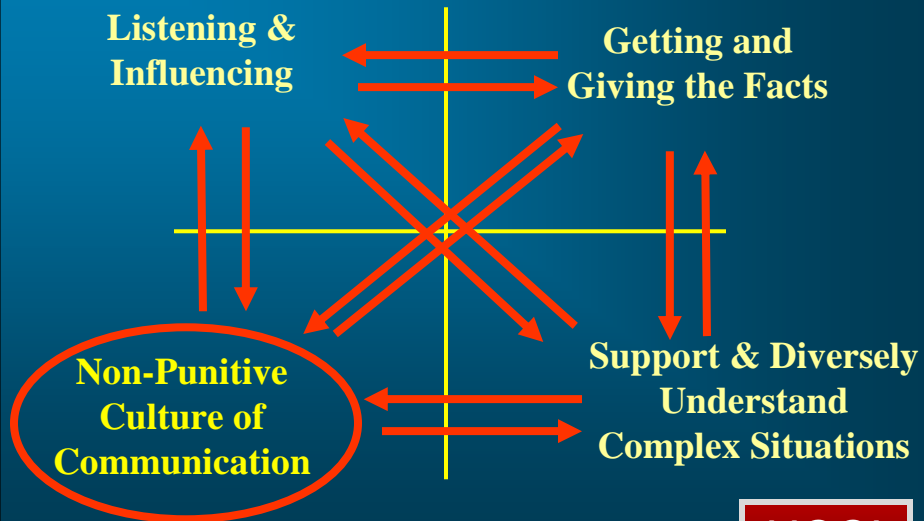
## Prove HCSM Lowers Cost

- Faster recovery
- Fewer errors and complications
- More accurate diagnosis
- Less invasive methods
- Reduced disability
- **Less need for care through prevention and self-care**

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## HCSM Sees All 4 Quadrants



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## Start with Personal Successes

- Where have People joined and then **identified with successful groups**, gaining self-care skills?
- What **knowledge** have people successfully used to build self-confidence and efficacy for self-care management?
- What part of the **System** have individuals **accessed** to help the individual prevent illness and sustain recovery?

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## Move to Group Successes

- Where have Groups made a difference for **people** trying to gain self-care skills?
- What groups have successfully used **Knowledge** to create a force for improvement of self-care management?
- Where has group influence and learning **changed the system's** ability to support the individual to prevent illness and sustain recovery?

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## Move on to Knowledge Successes

- Where has new language or data succeeded to change the ability of an **individual** to gain self-care skills?
- What information has successfully impacted the **culture of a group** to intentionally impact the behavior of individuals using self-care management?
- Where has information or new language **changed the system's ability** to support the individual to prevent illness and sustain recovery as part of care?

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## Finally System Successes

- Where has new support from the System succeeded to change the **ability of an individual** to gain self-care skills?
- Where has system support created or used **information** to successfully impact either the patient or a group to successfully use self-care management?
- Where has the system successfully created and supported a **group** to be able to empower patients to prevent illness and sustain recovery as part of care?

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## Evolution Never Stops Selecting the Fittest Response to the Environment

- We need a Healthy Community model focused on the communication required to support Self-Care and Wellbeing as a responsibility of individual volunteers within the State
- Create patient owned health map and support groups for change
- Evaluate value progress centrally
- Help patients find the best value providers
- **Don't stop adapting**

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