

A Success Story...

A CHD HAND HELD RECORD

CHD: Involving patients in delivering and developing care

Robina Town Medical Centre - QLD

The lead GP involved in the Collaboratives identified a need for a patient to be more involved and 'in control' of their Coronary Heart Disease (CHD) and management by having information readily on hand. This same GP developed a CHD Hand Held Record booklet and with the assistance of the Gold Coast Division it was produced. Feedback and input was sought from Gold Coast cardiologists, Heart Foundation and other GPs involved in the Collaboratives.

It was then used in this practice, and is also being used by other Gold Coast Collaborative practices as an additional way to involve patients directly in their self management.

This practice used all of the CHD Change Ideas to develop this tool, including:

- Deliberate strategy for self-management
- Integrating the patient's perspective constantly in the design of services
- Ensure written communication is appropriate and understood
- Pay special attention to the needs of minority ethnic communities



Context

Robina Town Medical Centre is a Wave 1 practice and is located on the Gold Coast; central to the coast line and hinterland, in a busy shopping centre. Patient demographics are made up of mainly young families. The practice opened in 1996 and has 14 GPs who work at two sites, an FTE of nine GPs. There are three Practice Managers, eight reception staff, four generalist nurses and 1one EPC nurse. There are also number of visiting Allied Health Providers; Psychologists, Dietician, Podiatrists, and Allergy testing.

The Situation

The practice's lead GP identified a need for a patient Hand Held Record. The patient would be able to carry this in their purse/ wallet and use with other providers managing their CHD. The Hand Held Record would also contain a written action plan for chest pain to facilitate earlier presentation to hospital with acute episodes.

The local division had already developed a successful hand held record for diabetes and this had been in use for a couple of years and successful in improving patient compliance and facilitating team approach to health care.

"There was less duplication of results, better achievement of targets and patients felt more in control."

The Change

The Lead GP and practice staff member developed the Hand Held Record with specific requirements in mind:

- Had to be size to fit in wallet
- Useful and understandable to patient
- Useful to set their own goals and tasks (i.e. ownership of these goals and emergency procedures)
- List National Heart Foundation targets
- Useful to all care providers for CHD (i.e. cardiologists, dieticians, rehabilitation programs etc.)
- Have a written action plan for chest pain

The booklet was to include the patient's details along with Emergency Contact Details and Allergies to Medications and similarly relevant details.

Also to be included on the front page was a record of current statins and anticoagulants used by the patient. Some of the inclusions were the patient's personal targets – Diet, Exercise, Weight (BMI), Waist, blood pressure, cholesterol (LDL, HDL), triglycerides, smoking status, and alcohol intake. This will help the patient keep on track of CHD targets.

Through the booklet are many pages to record results of blood work, three monthly check, six monthly checks and yearly checks to be done by Practice Nurse and doctor.

It will also have a section for Long Term Medications and people involved with the patients care. This will make it easier for the patient to contact specialists etc. Feedback received from the Cardiologist allowed minor modifications to the chest pain action plan and target ranges for cholesterol.

"GPs used the hand held records to motivate patients to set their own goals."

The Outcome

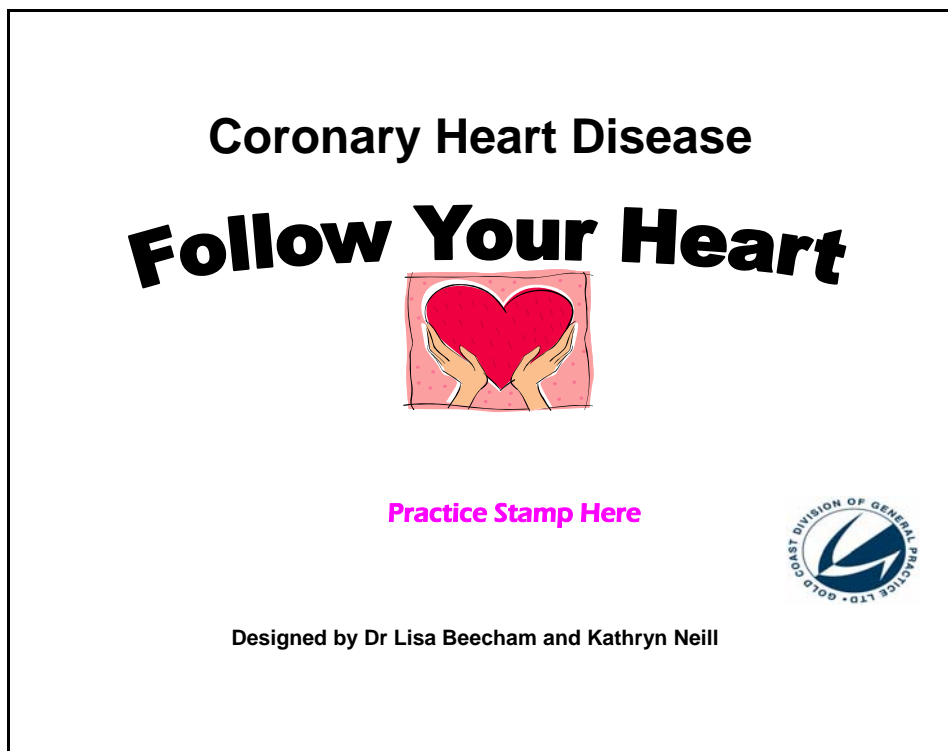
- CHD Hand Held Records are kept in drawers in each of the GPs consulting rooms and GPs started opportunistically with results consults
- GPs recommend GP Management Plans and used the Hand Held Records as part of that consult to motivate patients to set their own goals and tasks and then have ownership of them. The Practice Nurses filled in as much as possible!
- There was less duplication of results and better achievement of cholesterol targets, blood pressure targets, exercise targets, appropriate medications and diet
- The practice facilitated patients consults with other care providers e.g. A +E
- The practice also facilitated appropriate use of ambulance first line for chest pain rather than presentation to Emergency Departments
- Collaborative practices nationally are using this with their patients
- Patients feel more in control

Support Material

The CHD Hand Held Record was developed and is being used by this practice and also practices involved in the Collaborative nationally.

The full template is available from the Gold Coast Division of General Practice.

CHD Hand Held Record:



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Published November 2007

