

CareFirst[®]

Time to talk about chronic disease

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Effective chronic disease management in primary care can be time consuming.

Yet it is the key to reducing future health care issues and costs to patients, families and the community.



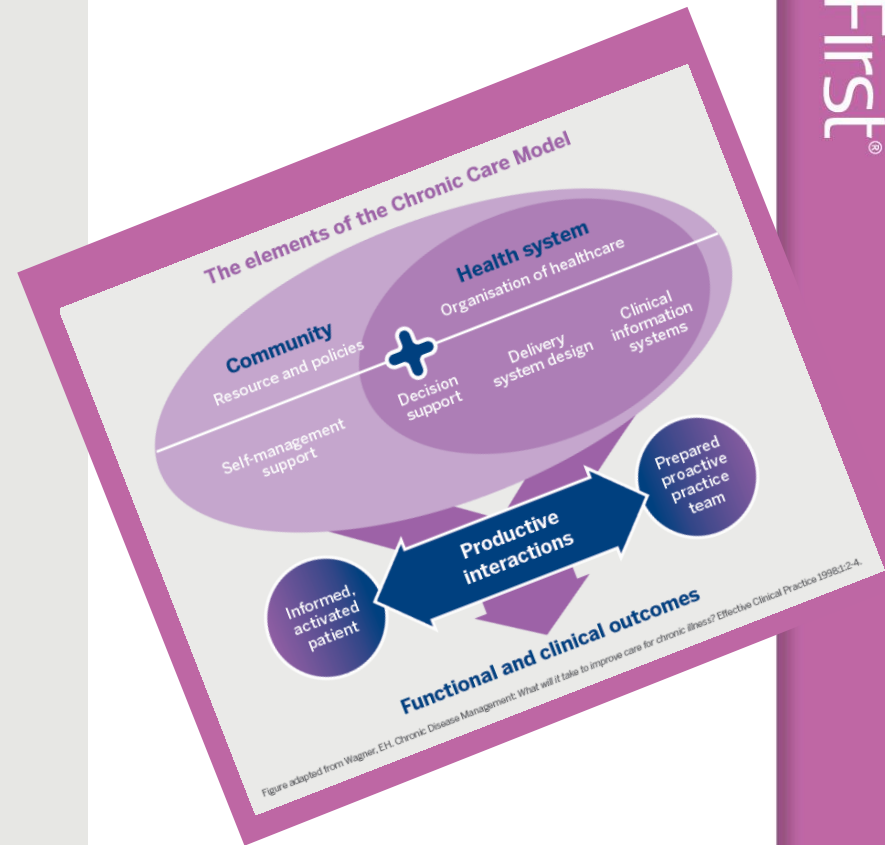
CareFirst



Based on the domains of Wagner's Chronic Care Model*.

Unlike any private health insurance funded program to date, CareFirst was a GP-led, practice nurse delivered chronic disease management program delivered in the patients' usual place of care.

Piloted in six GP Clinics in Brisbane from October 2014 to March 2016.



*Bodenheimer, T., Wagner, E. H., & Grumbach, K. (2002). Improving primary care for patients with chronic illness. *JAMA: The journal of the American Medical Association*, 288(15), 1909-1914.

Getting CareFirst Right:

Key findings from the pre & post intervention study

Program graduates saw statistically significant improvements in the following indicators

- Exercise minutes per week
- Waist Circumference (for all and those with weight loss goal)
- Blood Pressure
- SF-12: Physical Component Summary

Program graduates saw positive improvements in the following indicators

- Weight
- Body Mass Index (for those with a weight loss goal)
- SF-12 Mental Health Component Summary
- Risk of hospital admission in the next 12 months

Decrease in risk of hospital admission in the next 12 months

91% of graduates were confident that they would continue with their changed behaviours after the intervention

Getting CareFirst Right: Qualitative Research Approach

79 patient surveys &
9 patient interviews



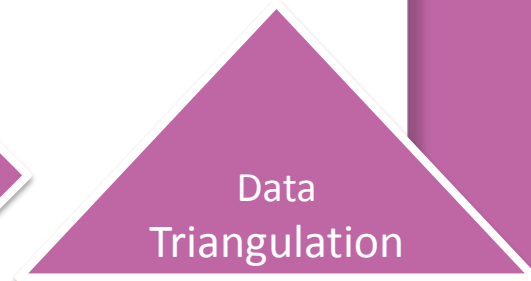
6 Practice
Nurses



14 GPs

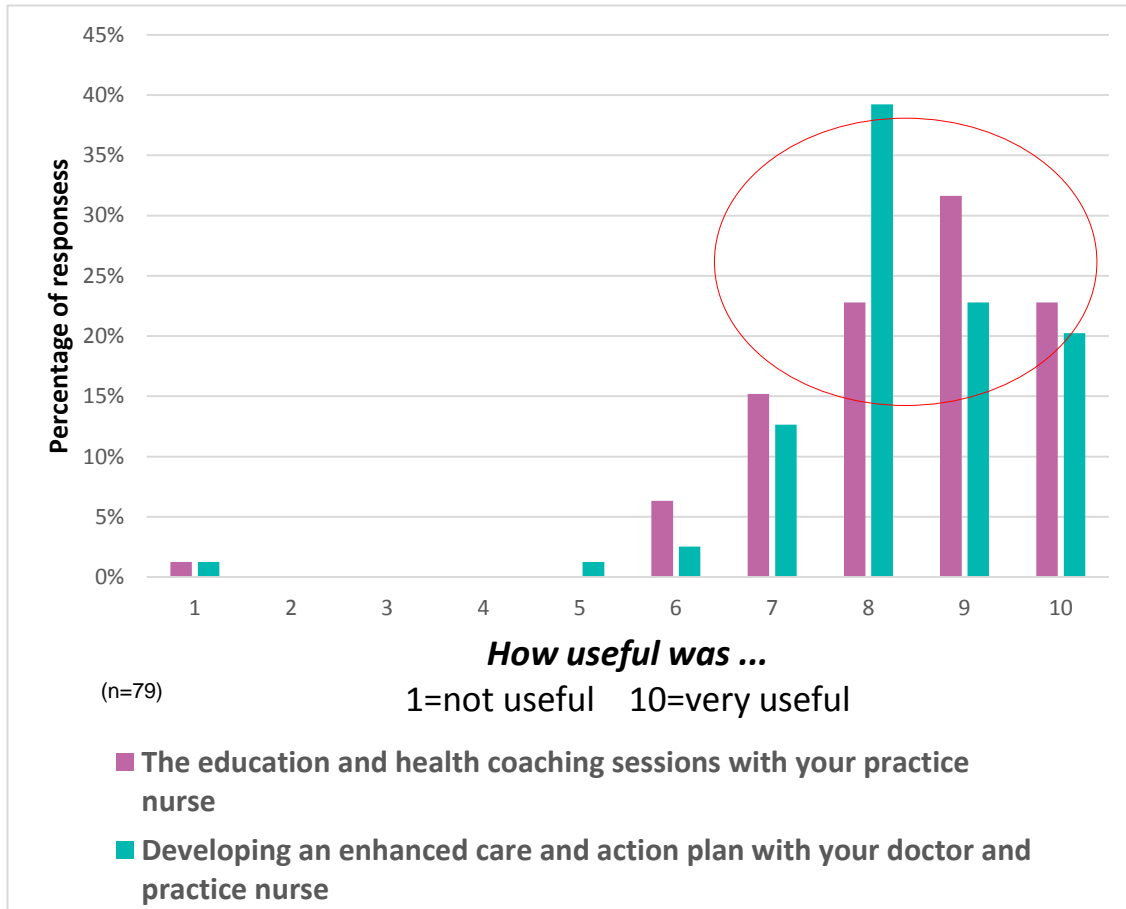


Qualitative descriptive and
thematic content analysis



Patients

Post intervention survey



“Name the best thing about the CareFirst program”

30% indicated it was the TIME they spent with the practice nurse

Patients...

I think it was the interaction on a monthly or six-weekly basis, talking to someone about how I had been going....

... if you have got any problems then you can talk it over with them before you go see your doctor...

...she was there for all the sundry things like diet and health care and checking your blood levels and so forth...

Just having regular communication with a nurse to talk ...

General Practitioners

You struggle to fit it all in a consultation

Taking twenty minutes instead of five, you'd get paid the same amount. Some of them – I just don't do them anymore

If you have a very busy practice, you don't have time to follow up

...Sometimes the patients tell them things that they don't tell you because they think you're too busy...

I'm happy for the practice nurse to address the lifestyle issues that I don't have time to do.

General Practitioners

...although it can be time-consuming they are also the bread and butter of general practice ...

... I do like doing chronic disease management because especially once they realise it's their own responsibility...

In the past, most of them would turn up with a sensible daughter or someone to probe them and remind them...

Practice Nurses

...some of the older ones say they don't want to worry the doctor, they don't want to take up too much of their time...

...They think or they feel that they have got to achieve what they've stated they want to achieve ...

Doctors are busy people...They just press a button, there you go – next!

...they trust you and they know they've got the time ...

Practice Nurses

I think it's good to spend time with patients...

...and the patients really enjoyed the extra interaction with the nurse as well. ...

People say that sitting here, talking to me and spending that time has made a huge difference. ...

I think time was the main thing that they needed

Time to talk

...it's lovely to go and spend an hour with a nurse..

I think TIME was the main thing that they needed – they wanted someone who would listen and they could talk to easily

...She was always very nice and made me feel that I could talk about anything.

**Time is the
key enabler
of effective
chronic care**



CareFirst[®]

Thank you

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www.carefirstprogram.com.au



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