

IN-HOME QUALITY IMPROVEMENT

BEST PRACTICE: PATIENT SELF-MANAGEMENT

IN-HOME AIDE TRACK



Best Practice Intervention Packages were designed for use by any In-Home Provider Agency to support reducing avoidable hospitalizations and emergency room visits. Any In-Home aide can use the educational materials.

Best Practice Intervention Packages were designed to educate and create awareness of strategies and interventions to reduce avoidable hospitalizations and unnecessary emergency room visits.

In-Home Aide Track

This best practice intervention package track is designed to educate In-Home aides in patient self-management and self-management support principles that will support reducing avoidable acute care hospitalizations.

Objectives

After completing the activities included in the In-Home Track of this Best Practice Intervention Package, *Patient Self-Management*, the learner will be able to:

1. Describe patient self-management and self-management support as they relate to home health care delivery
2. Describe how patient self-management will support reducing avoidable acute care hospitalizations
3. Describe two In-Home aide actions that encompass self-management support

Complete the following optional activities:

- Read the Aide Guide to Patient Self-Management and Self-Management Support.
- Review the Action Plan tool.
- Complete the In-Home Aide Post Test.

Disclaimer: Some of the information contained within this Best Practice Intervention Package may be more directed and intended for an acute care setting, or a higher level of care or skilled level of care setting such as those involved in Medicare. The practices, interventions and information contained are valuable resources to assist you in your knowledge and learning.

Disclaimer: All forms included are optional forms; each can be used as Tools, Templates or Guides for your agency and as you choose. Your individual agency can design or draft these forms to be specific to your own agency's needs and setting.



In-Home Aide Guide to Patient Self-Management and Self-Management Support

Definitions:

- **Patient self-management** involves the tasks that individuals must undertake to live well with one or more chronic conditions.

Example: Mrs. A has COPD, which makes her get short of breath with very little activity. She dislikes sponge baths. A goal for her is to be able to get in the shower.

- **Self-management support** involves providing education and interventions by health care staff to increase patients' skills and confidence in managing their health problems (IOM, 2003).

Example: You can help Mrs. A achieve her goal by gradually increasing her participation in her personal care with each of your visits. Offer encouragement and talk to the nurse or occupational therapist about possible getting a tub chair.

Consider your self-management support role as the In-Home aide:

<i>Self-Management Support</i>	Yes	No
I make sure my care plan includes the patient's personal goals.		
I talk to my patients about their personal goals.		
I listen to my patients tell their illness story and how they feel about achieving their goals.		
I ask to see my patient's Action Plan (when applicable).		
I talk with my patients about what they see as problems in achieving their goals.		
I talk with the patient's In-Home nurse when the patient is having problems achieving their goals.		
I give my patients the extra time it may take during my visits to permit them to participate in their personal care if that supports their goals.		
I offer encouragement toward achieving goals.		
I offer praise when a patient goal is achieved.		

MY ACTION PLAN

I _____ and _____
(name) (name of nurse)

have agreed that to improve my health I will:

1. Choose one of the activities below:



_____ Work on something that is bothering me: _____



_____ Stay more physically active!



_____ Take my medications.



_____ Improve my food choices.



_____ Reduce my stress.



_____ Cut down on smoking.

2. Choose your confidence level:

This is how sure I am that I will be able to do my action plan:

10 VERY SURE



5 SOMEWHAT SURE

0 NOT SURE AT ALL

3. Complete this box for the chosen activity:

What: _____

How Much: _____

When: _____

How Often: _____

(Signature)

(Signature of Nurse)

In-Home Aide Name: _____

Date: _____

IN-HOME AIDE POST TEST

Patient Self-Management

Directions: Choose the ONE BEST response to the following questions. Circle the answer that identifies the ONE BEST response.

1. "Tasks that individuals must undertake to live well with one or more chronic conditions" is a definition for:
 - A. Patient self-management
 - B. Self-management support

2. Providing education and interventions by health care staff to increase patients' skills and confidence in managing their health problems is a definition for:
 - A. Patient self-management
 - B. Self-management support

3. The patient's goals are the center of setting up an action plan.
 - A. True
 - B. False

4. In-Home Aides can help with self-management support by:
 - A. Talking with patients about their goals
 - B. Talking with patients about what the patient/caregiver believes are problems in reaching their goal
 - C. Offering encouragement towards goals
 - D. Offering praise when the goal is achieved
 - E. All of the above

5. Health care staff should work together with the patient, family, caregivers, doctor and other disciplines to help the patient set up an action plan and work towards their goal.
 - A. True
 - B. False