



Healthy Lifestyle Journeys

Highlighting Patient Success Stories Using Experience Based Design



Project Objective: Publicly feature Maitland Valley FHT patients who have made significant improvements to their personal health and well-being with the support of our team and partners in order to highlight local and system level efficiencies and identify opportunities for improvement

Project Development: The following depicts our implementation strategy

Founding Principles



Project Model (EBD)

- Capture the experience
- Improve the experience
- Measure the improvement
- Understand the experience

Process

1. Select Patient
2. Obtain Consent
3. Conduct Interview
4. Identify Key Messages
5. Identify Patient Support Network
6. Illustrate Patient Journey
7. Review with Patient
8. Publish Journey

Healthy Lifestyle Journeys - James Granger

1 GOALS
SEP 2013
Jim begins working towards his goals on the track in 2014

2 FOLLOW UP
Jim checks-in with the dietician for routine follow-up

3 SUPPORT
Jim's "old friend" is also his loyal walking partner and ride to the track

4 TEAMWORK
Jim shares a laugh with his doctor and the health promoter in the OTR room

5 ACCESSIBILITY
When Jim's friend can't drive, he rides the Lion's Club Seniors' bus

SEP 2015

Jim's Progress

- LOWERED BMI: 19.1
- TOTAL LBS LOST: 133
- LBS OF FAT LOST: 72.3

DISCONTINUED MEDICATIONS:

- o Eliminated multiple diabetes medications
- o Eliminated two puffers
- o Eliminated a blood-pressure pill
- o Eliminated a cholesterol pill

Key Quotes:

- 1 "The main purpose of this is to help and encourage other people." -Jim
- 2 "I saw a sign on a bulletin board about Overaters Anonymous... it was like a sign from God. It really had nothing to do with weight loss... it was more the emotional support. Finding out that you are not alone made a difference of night and day" -Overaters Anonymous - www.aa.org
- 3 "The dietician suggested the walking group. I said it would be no good to me because I knew what my limitations were. This guy offered to carry a chair for me, so I tried it."
- 4 "A big blessing to me was when I heard about the Lion's bus. A big problem in my life was being able to go and get food. That is one thing that this town offers that is incredible."
- 5 "At this point I had more thoughts about bariatric surgery. I found I needed a referral and had a conversation with my doctor... he had to be registered with the bariatric clinic which he offered to do"
- 6 "The Medical Centre is a different type of place... it's not just your doctor. One of the best things that the MVM offers is OTR (Ontario Telemedicine Network). It saves me from driving to Guelph (to the Bariatric Clinic) and saves huge costs." -Ontario Telemedicine Network - www.otn.ca

Healthy Lifestyle Journeys - Yvonne Morgan

1 Administration
"The best service I've had is Goderich."

2 Nursing
"If she sees me, she goes for me...she gives me a hug."
"Once I've had my moment, I take that moment and I think 'it will be OK...'"

3 Primary Care Provider
"I trust her with my whole heart and soul."

4 Social Work
"She knows how to navigate the system"

5 Teamwork
"I am so fortunate to have them."

Progress
"Yvonne has met the many challenges in her life with courage and humor. The team approach has facilitated her journey, and assisted her in developing a self-care plan that helps her maintain dignity and control on her path to stability and a fulfilling life."
- Deb Selkirk, NP-PHC

Key Quotes:

- 1 "I feel that I can honestly say that I'm special here. Special to Mary, Laurie, Lynne and Deb." "The best service I've had is Goderich."
- 2 "If she sees me, she goes for me...she gives me a hug."
- 3 "Deb is referring me to the best of the best. To get the best quality of care, I feel that I can honestly say that I'm special here." "I trust her with my whole heart and soul."
- 4 "Lynne is very important. She knows how to navigate the system between healthcare (facilities) and providers." "I'm more leveled. Today is today..."
- 5 "I am so fortunate to have them. Some people don't have the resources that I have. I'm so grateful for that!" "I always know that I will be taken care of."

VONNIE'S CARE TEAM

- o MARY - ADMINISTRATIVE ASSISTANT
- o LAURIE - REGISTERED NURSE
- o LYNNE - SOCIAL WORKER
- o DEB - NURSE PRACTITIONER

Lessons Learned:

- Patient interviewing is time consuming but is the superior method of understanding the depth of a patient's experience
- Patients are more willing to offer constructive criticism when their story is framed in a positive manner
- Care providers and other partners are eager to share their contributions to a person's healthy behaviour changes



Future Considerations:

- Patients featured in the Healthy Lifestyle Journeys project could be invited to become members of a Patient/Family Advisory Council and conversely, members of a PFAC can be featured in the project
- Publicity around the project can be expanded beyond internal marketing and Facebook to include external sources (onsite at partner organizations, in local newspapers, etc.)
- Ongoing contact with featured patients could allow for further integration of the patient voice in continuous improvement efforts (co-design)



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