

Toitū Takata

Long Term Conditions Programme

Toitū Takata

Long Term Conditions Programme Overview

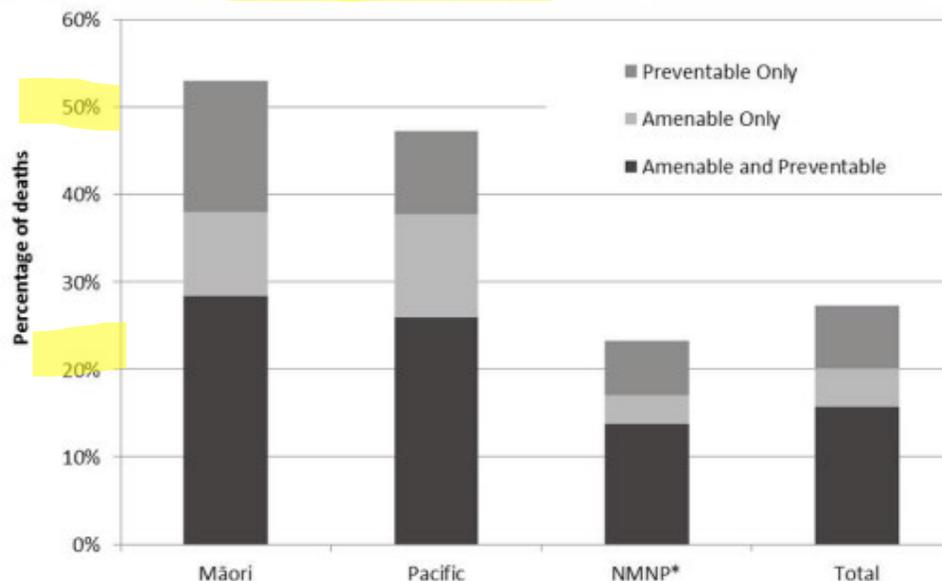
Dr Carol Atmore

WellSouth Clinical Director

The problem we are trying to solve - poorer avoidable health outcomes in our communities

Māori have 7 years lower life expectancy, Pacific people 5 years lower life expectancy, than non-Māori non Pacific

Figure 1: Percentage of deaths that were potentially avoidable by ethnicity and total, 2013–2015.



* non-Māori/non-Pacific

Michael Walsh, Corina Gray. The contribution of avoidable mortality to the life expectancy gap in Māori and Pacific populations in New Zealand – a decomposition analysis. NZMedJ 2109 132:46-60

Figure 2: Decomposition of the life expectancy differential by the leading avoidable causes and age—
Māori females.

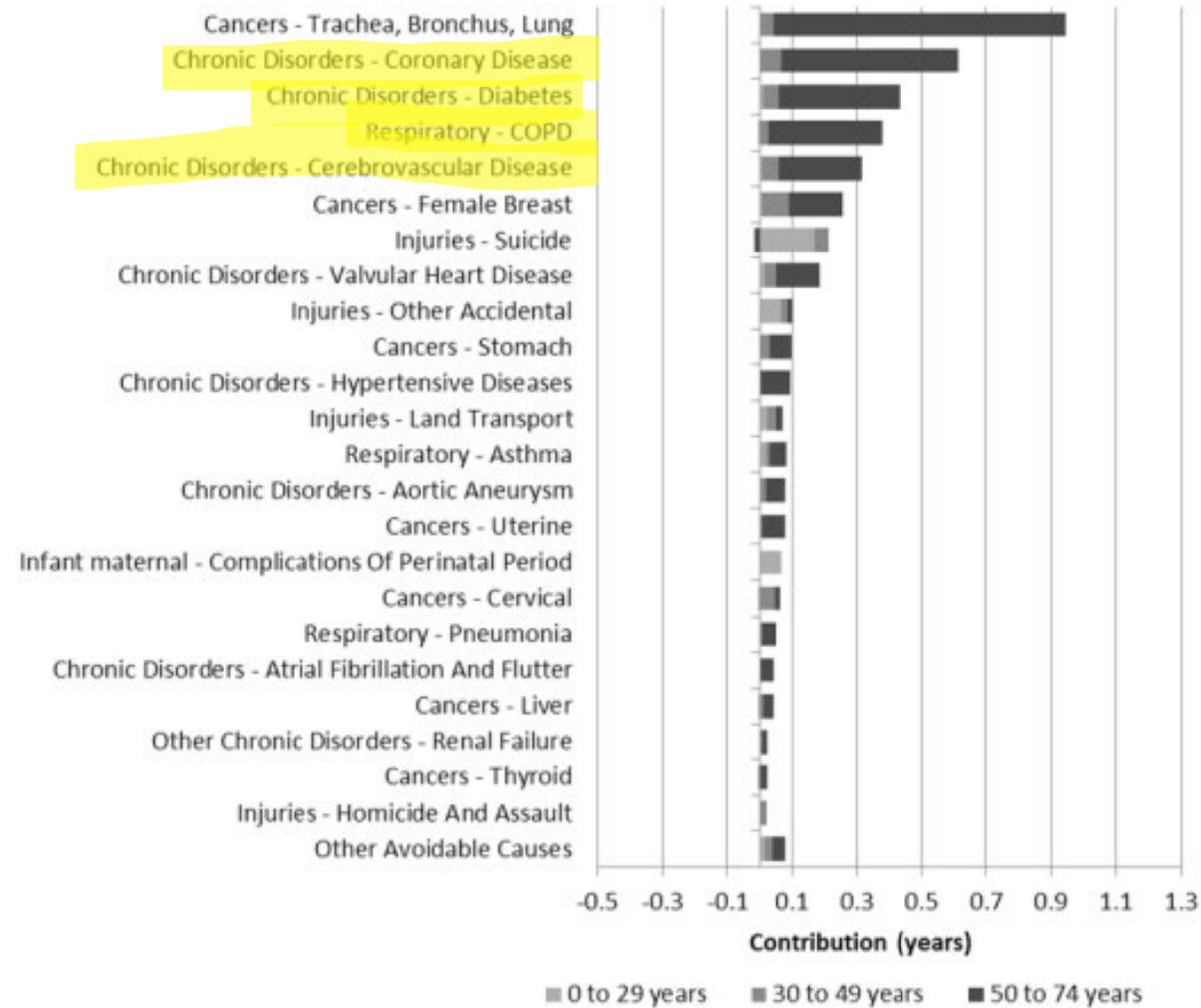


Figure 3: Decomposition of the life expectancy differential by the leading avoidable causes and age—
Māori males.

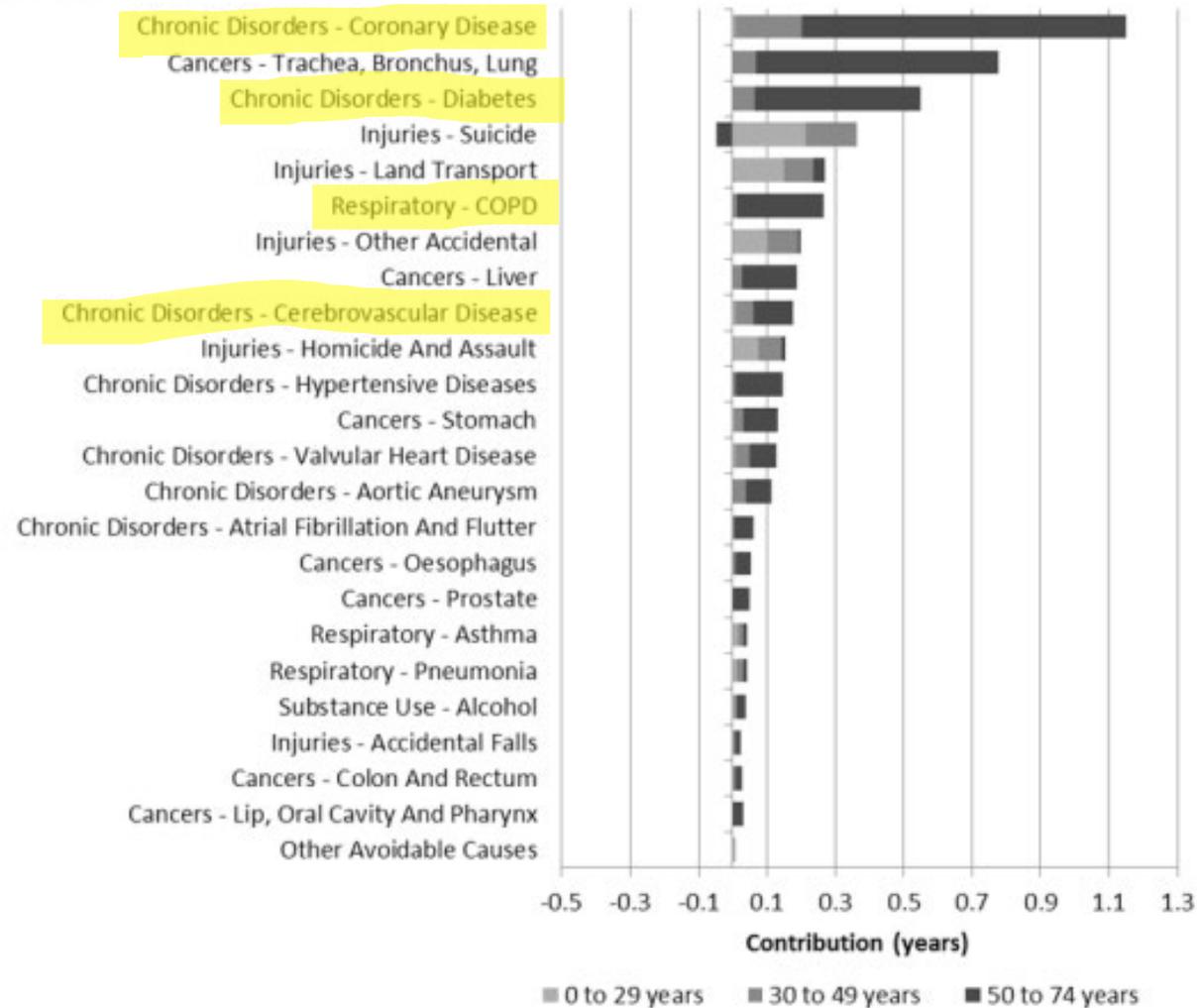


Figure 4: Decomposition of the life expectancy differential by the leading avoidable causes and age—
Pacific females.

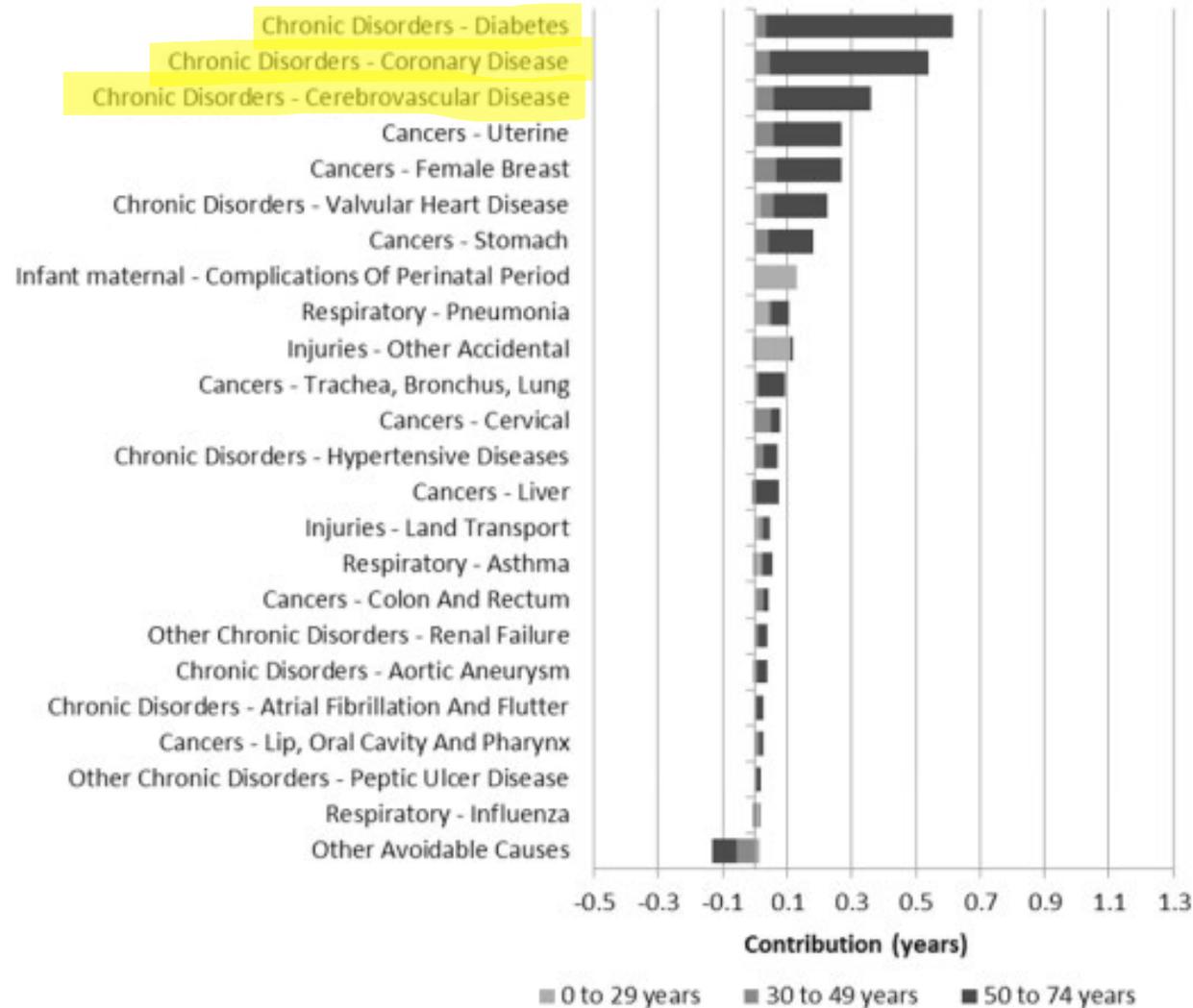
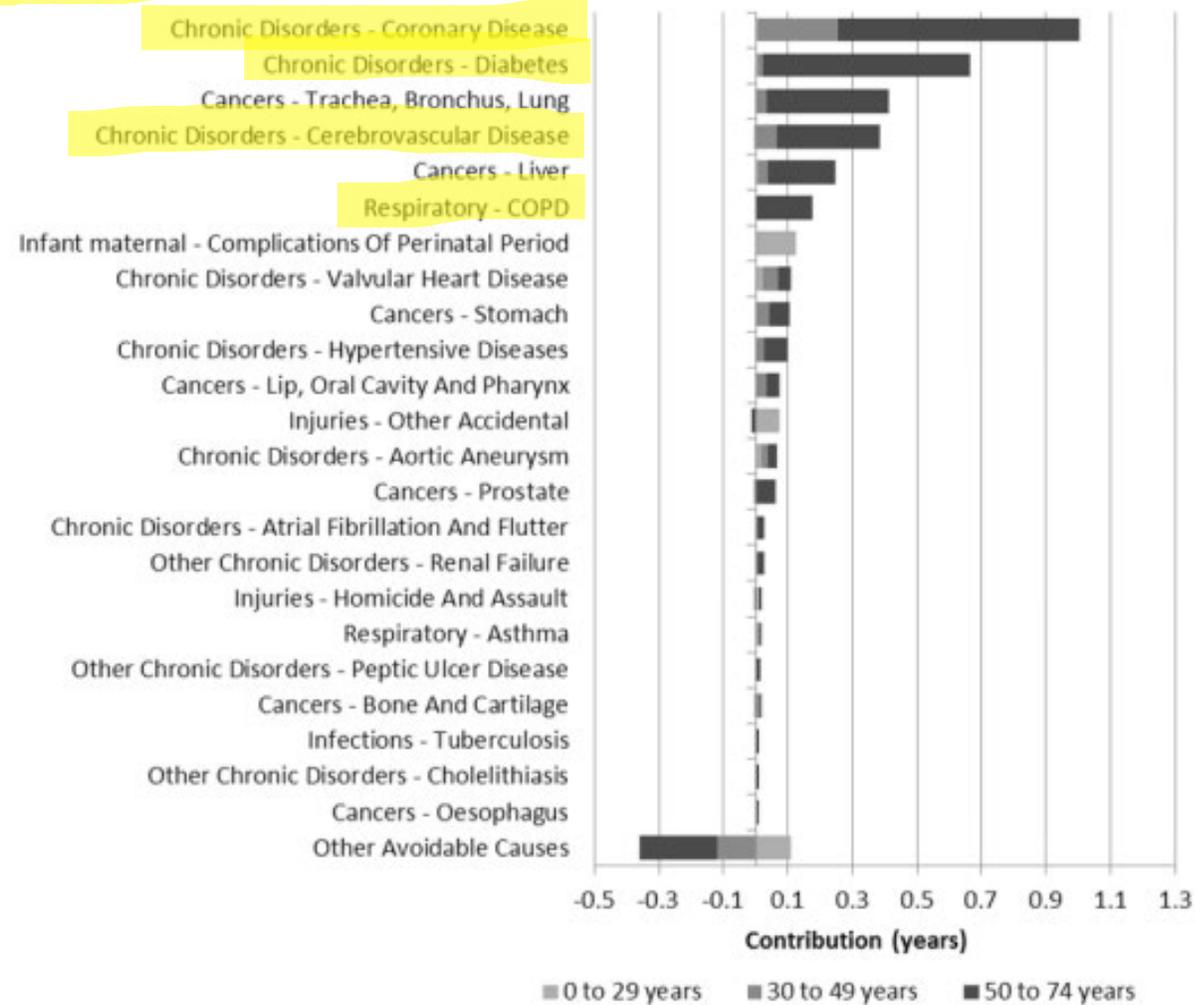


Figure 5: Decomposition of the life expectancy differential by the leading avoidable causes and age—Pacific males.





GOVERNMENT INQUIRY INTO
Mental Health and Addiction
Oranga Tāngata, Oranga Whānau

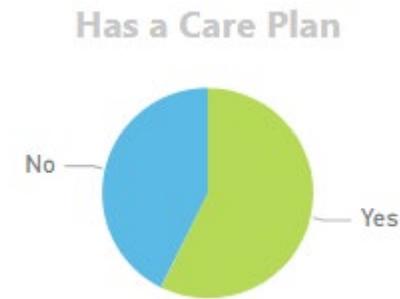
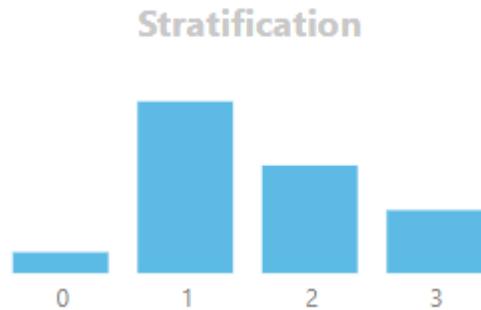


- The estimated reduction in life expectancy of people with severe mental health or addiction challenges is up to 25 years.^{[15](#)}

The opportunity – Pae ora, Healthy Futures, for everyone

Where were we, coming out of Covid times?

- Client-led Integrated Care (CLIC) was the LTC Programme delivered in practices from 2018, not well loved, Quick CLIC later and easier



An opportunity to redesign our LTC approach – we asked

3 Māori
focus
groups

5 Māori
providers

3 Pacific
providers

3
Pasifika
focus
groups

20
General
Practices

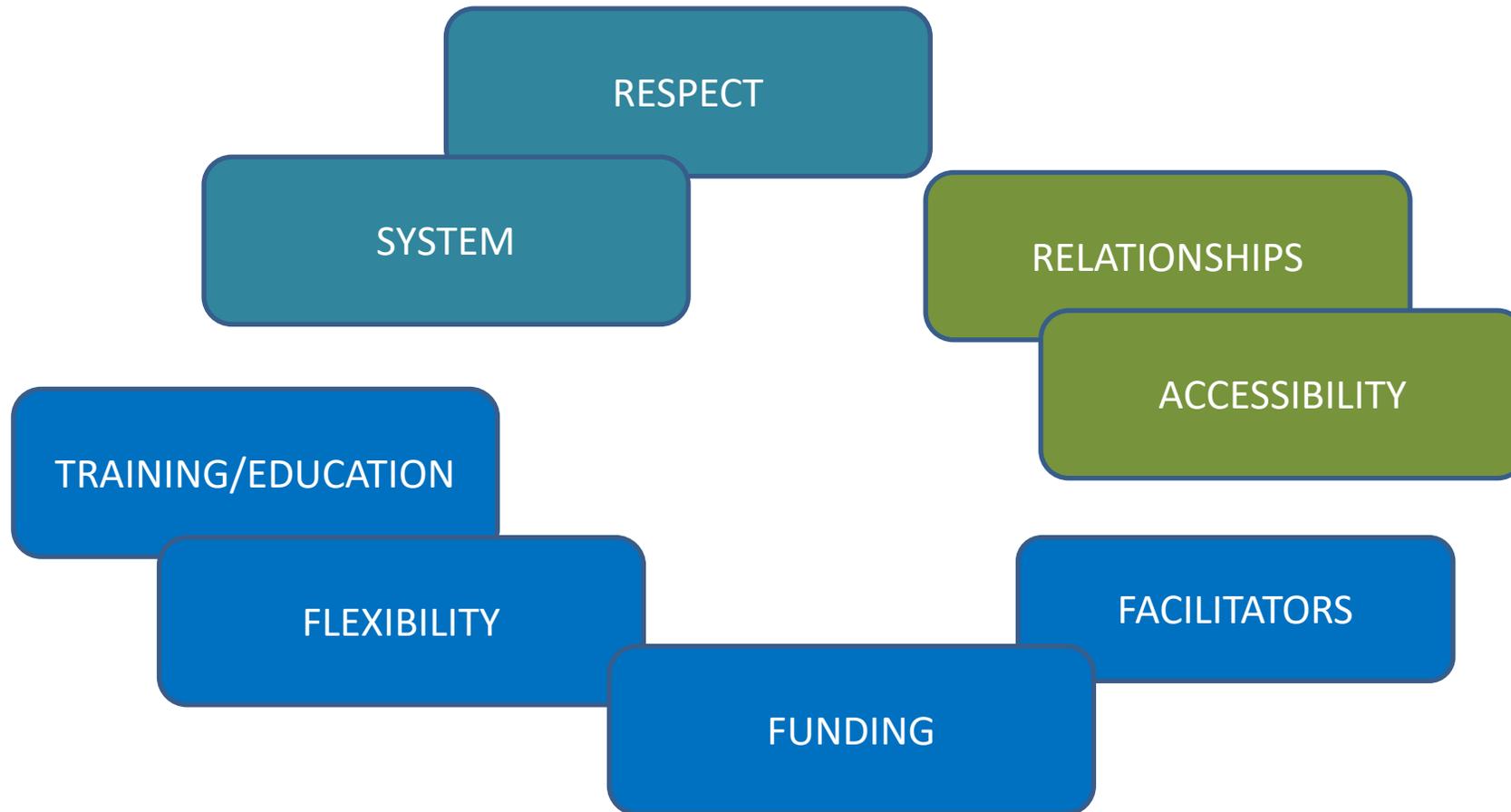
8 within
system



WHAT WOULD GOOD LOOK LIKE?



You said...



Toitū Takata - High-level principles

Focus on
equity

Focus on
simplicity

Focus on
flexibility

Focus on
support

Toitū Takata

No pre-assessment required to access the programme.
Patients are determined by criteria below and prioritised by clinical judgement.

Eligibility

One of:		Have a Long-term condition:
<ul style="list-style-type: none">• Māori*• Pasifika*• Former refugee*• Q5• CSC• Newly diagnosed with a LTC (last 6 months)• HUHC	&	<ul style="list-style-type: none">• Diabetes• CVD• Respiratory• Stroke• Gout• Other LTC]- 10% (inc. frailty)
OR Severe & enduring mental illness / addiction*		

Hāpai Atu

- All patients with an LTC are eligible
- Short term support for exacerbations / acute episodes

* If patient is Māori, Pasifika, a former refugee, or has a severe & enduring mental illness or addiction, they are eligible for additional funding support.

The Programme

Practice is funded for each patient enrolled into programme, for 12 months

Patients should receive:

- Best practice clinical care
- Patient-led care planning
- Integrated approaches to Long term condition management that include behaviour change (Can be HIP/HC/CSW)
- For Māori or Pacific patients, connecting with and working alongside the Community Provider
- An inter-disciplinary team meeting, where appropriate

The Programme

WellSouth will offer:

- Support to provide best practice clinical care
- Clinical Education & programme training (LTC Nurses, Clinical Pharmacists, Dieticians)
- Equity and cultural safety training (Pou Tōkeke)
- Guidance on how to use funding
- Best practice behavioural health approaches to LTC management (Tōku Oranga)
- Support to make connections with community provider
- Support to determine which patients should be re-enrolled on the LTC programme in Year 2 & beyond
- An LTC outcomes framework
- Improved Thalamus Dashboards
- Links to useful, local community services/programmes

The Programme

WellSouth will check:

- Each patient enrolled is eligible
- Care planning is completed
- Change in DUKE or Hua Oranga score
- Patient engagement with the practice
- Changes in clinical indicators

Evaluation – is the programme making a difference?

Marc Haughey

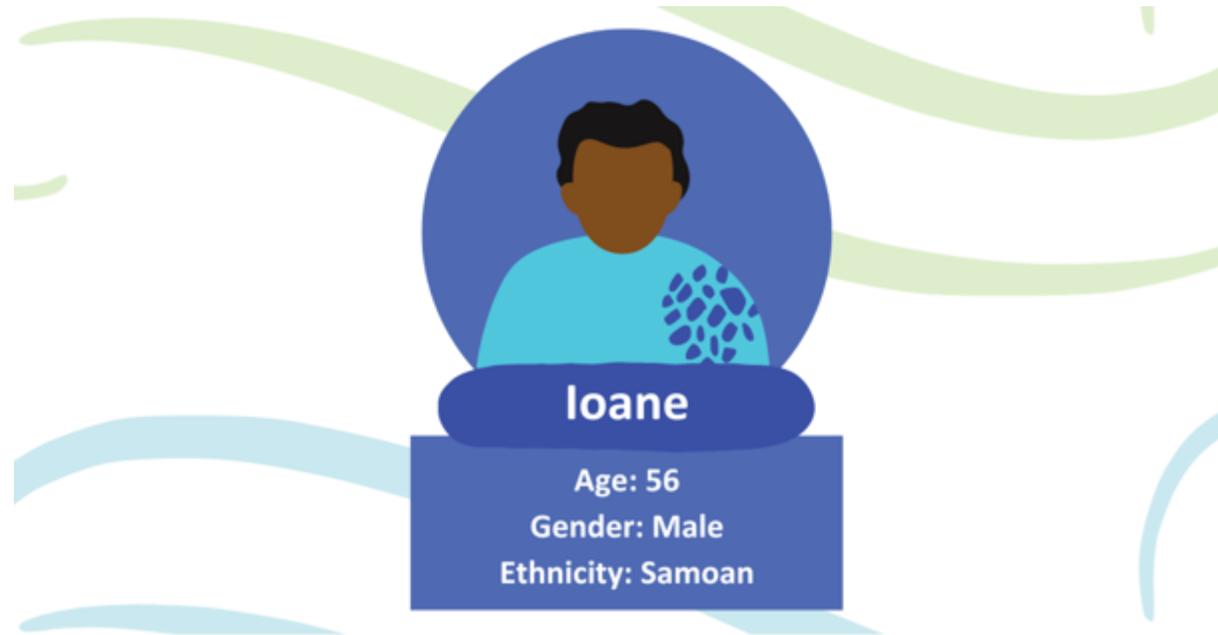
Project Manager, WellSouth

He mana tō te whānau
Whānau Centred

Tōkeke
Equitable

Manawa whakaute
Respectful

Pono
Transparent



Ioane has recurrent gout attacks affecting his first MTP joint including three attacks in the past 12 months, he often has to take time off work when he is having an acute attack (typically once a week). He tends to self-medicate from 'family supply' of over the counter NSAIDs during an acute attack.

Ioane lives with his wife and 4 children and his parents, they hear about the Long Term Condition Programme from the local Pacific Island Community Provider and Ioane makes an appointment with his practice nurse to see if this will help improve his gout.

Toitū Takata Assessment

- [Patient](#) [Provider](#) [Claim Details](#) [Self Assessment](#) [Circle of Care](#) [Plans](#) [Observations](#) [Gout](#)
- [Notes](#) [Additional Support](#)

Claim Date

10/10/2023



- WellSouth LTC resources

Eligibility Criteria * ⓘ

Demographics

- Māori
- Pacific People
- Quintile 5
- CSC Holder
- Former Refugee
- Newly diagnosed with an LTC ⓘ

Long Term Condition(s)

- Cardiovascular
- Diabetes
- Gout
- Respiratory
- Stroke
- Other ⓘ

Severe and enduring mental illness / Addiction

Submit Claim

Cancel

Toitū Takata Assessment

Patient Provider Claim Details **Self Assessment** Circle of Care Plans Observations Gout

Notes Additional Support

Select, with the patient, the most appropriate self-assessment tool *

- Self-assessment Tool resources

Hua Oranga -
Whaiora ⓘ

Questionnaire

Taha Tinana /
Physical Health

Taha Wairua /
Spiritual Health

Taha Whānau /
Family Health

Taha Hinengaro /
Mental Health

DUKE ⓘ

Questionnaire

Physical Health

Mental Health

Social Health

Total Score

Submit Claim

Cancel

Hua Oranga - Whaiora Questionnaire

The first questions are about taha tinana or your physical health

1 = Strongly Disagree, 5 = Strongly Agree

At this point in time do you feel:	1	2	3	4	5
Able to move about without pain or distress	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have goals to maintain or improve my physical wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
I believe physical health improves my general wellbeing, including mental wellbeing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physically healthy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

These questions are about taha wairua or your spiritual health

1 = Strongly Disagree, 5 = Strongly Agree

At this point in time do you feel:	1	2	3	4	5
My mana is intact and acknowledged/respected	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strong in my cultural identity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Cancel

Save Score

Toitū Takata Assessment

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[Observations](#)
[Gout](#)

[Notes](#)
[Additional Support](#)

Select, with the patient, the most appropriate self-assessment tool *

- [Self-assessment Tool resources](#)

Hua Oranga - Whaiora ⓘ	Taha Tinana / Physical Health	<input type="text" value="12"/>
	Taha Wairua / Spiritual Health	<input type="text" value="14"/>
	Taha Whānau / Family Health	<input type="text" value="14"/>
	Taha Hinengaro / Mental Health	<input type="text" value="15"/>

Questionnaire

DUKE ⓘ

Questionnaire

Physical Health	<input type="text"/>
Mental Health	<input type="text"/>
Social Health	<input type="text"/>
Total Score	<input type="text"/>

Submit Claim

Cancel

Toitū Takata Assessment

Patient Provider Claim Details Self Assessment **Circle of Care** Plans Observations Gout

Notes Additional Support

Record the "circle of care" for this patient ⓘ
Record all that apply

Māori Provider

Please specify ▼

Pacific People

Pacific Trust Otago ▼

Mental Health Support

MSD / WINZ ⓘ

Whānau

Wife is good support, has strong networks

Other

Home & Disability Support

Community Pharmacy

Life Pharmacy Dunedin ▼

Secondary Services

Submit Claim

Cancel

Toitū Takata Assessment

[Patient](#)[Provider](#)[Claim Details](#)[Self Assessment](#)[Circle of Care](#)[Plans](#)[Observations](#)[Gout](#)[Notes](#)[Additional Support](#)

In the last 12 months has the patient:

- Had a targeted care plan completed/updated and loaded onto HealthOne? * [more info](#)
- Had a specific patient action plan completed/updated? * [more info](#)
- Had an acute presentation at primary care, attended ED, or been hospitalised for their LTC(s)? * [more info](#)

 Acute Primary Care ED Hospitalised

Toitū Takata Assessment

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Baseline observations:

- WellSouth LTC resources

Height

cm

Weight

kg

Blood Pressure

mm Hg

/

mm Hg

Smoking Status *

Submit Claim

Cancel

Toitū Takata Assessment

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[Plans](#)
[Observations](#)
Gout

[Notes](#)
[Additional Support](#)

Gout

[- Gout Resources](#)

In the last 12 months has the patient:

Had a blood test for uric acid levels?

14/09/2022 

DD/MM/YYYY 

DD/MM/YYYY 

0.39 mmol/L

mmol/L

mmol/L

Had a CVDRA completed?

Date

DD/MM/YYYY 

CVD Risk

%

Had renal function checked?

ACR

mg/mmol

eGFR

mL/min/1.73m2

How many Gout flare-ups has the patient had in the last 12 months? *

30 flare-ups

Submit Claim

Cancel

Toitū Takata Assessment

Patient

Provider

Claim Details

Self Assessment

Circle of Care

Plans

Observations

Gout

Notes

Additional Support

Additional Notes

Needs updated Uric acid
Never had CVDRA
Never had renal function checked

Toitū Takata Assessment

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[Notes](#) [Additional Support](#)

Indicate some of the additional supports the patient will receive over the following months as part of the LTC Programme.

This is not an exhaustive list.

Complete or update care planning
(must select at least one) * [more info](#)

- Personalised Care Plan (HealthOne)
- Acute Plan (HealthOne)
- Advance Care Plan (HealthOne)
- Action Plan (Given to patient)

Medication Review - Clinical Pharmacist [more info](#)

Please Specify

Connect patient with: [more info](#)

- Māori Provider
- Pacific Provider
- Access & Choice (Tōku Oranga)
- WS Dietetics
- WS Falls & Fractures
- Self-management support

Group Education / Shared Medical Appointments

Please Specify

Inter-disciplinary team meeting

Please Specify

Other

CVDRA
Uric acid
Renal function

[Submit Claim](#)

[Cancel](#)

Toitū Takata Assessment Summary for Ioane Tuigamala ()

You have now completed the LTC Programme enrolment form for this patient.

The practice will receive \$250 for patients who are Q5, CSC, or newly diagnosed with an LTC.

For patients who are Māori, Pacific, a former refugee, or have a severe and enduring mental illness / addiction the practice will receive \$300.

This funding should be used to cover the costs of this visit, the last visit (which will be similar to this), at least one funded GP/NP visit. Remaining funding should be used for further funded GP/NP, or Nurse visits and the actions you have identified as part of this initial visit.

Other relevant clinical programmes (e.g. Diabetes Annual Review) can be claimed alongside this funding.

If you have any questions please contact your Primary Care Relationship Manager or Long-term conditions Nurse.

[Print Patient Summary](#)

[Email Patient Summary](#)

Caroline Fraser

WellSouth Long Term Conditions Project Manager
Registered Nurse

Support Patient's Self Management

- Tōku Oranga/Access and Choice
- Personalised Care Plan
- Action Plans
- Funded appointments

Integration Across Health Sectors

- Acute Plans
- Inter-disciplinary Team Meetings
- Advance Care Plans

Integration across the Community

Connections with

- Māori Providers
- Pacific Providers

- Other community supports
 - NGOs
 - Community Pharmacy
 - Comprehensive Primary Care Teams

To access COVID-19 testing, call 0800 VIRUS 19. For up-to-date information on COVID-19:

[Click Here](#)

- **Gout**
- **Key Points**
- Provide lifestyle advice [Eating & lifestyle advice for gout \(healthinfo.org.nz\)](https://healthinfo.org.nz)
- Review medication compliance & understanding, ensure that the patient has access to a pharmacy.
- Provide/review a Gout Management Plan [Gout management plan \(healthinfo.org.nz\)](https://healthinfo.org.nz)
- Create/update an Acute Plan on HealthOne.
- Consider completing diabetes screening and CVDRA risk assessment
- Ensure vaccinations are up to date
- South HealthPathway [Gout - Community HealthPathways Southern](#)
- [Gout | Healthify](#)
- Management of gout in primary care <https://bpac.org.nz/2021/gout-part2.aspx>



Toitū Takata

Ioane & his family attend with an advocate from the Community Provider.
Ioane completes the Hua Oranga assessment.

Ioane and his family discuss the causes and management of gout with the Practice Nurse and a Action Plan is developed for Ioane.

An appointment is made with the Nurse Practitioner for blood tests & to consider urate lowering therapy.

Ioane & his family return several weeks later for a follow up appointment with the Practice Nurse to ensure Ioane's gout is better controlled. An Acute Plan is completed and loaded on to HealthOne.

Referrals are made to WellSouth Dietitian for review of diet and to the Health Coach for ongoing support with this.

Ioane returns for review after 12 months and completes the Hua Oranga, he is happy that he has a better understanding of managing his gout and that he has been able to spend more time being active with his family. He is discharged from Toitū Takata .

Toitū Takata Assessment

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[Notes](#)

Additional Support

Indicate some of the additional supports the patient will receive over the following months as part of the LTC Programme.

This is not an exhaustive list.

Complete or update care planning
(must select at least one) * [more info](#)

- Personalised Care Plan (HealthOne)
- Acute Plan (HealthOne)
- Advance Care Plan (HealthOne)
- Action Plan (Given to patient)

Medication Review - Clinical Pharmacist [more info](#)

Please Specify ▼

Connect patient with: [more info](#)

- Māori Provider
- Pacific Provider
- Access & Choice (Tōku Oranga)
- WS Dietetics
- WS Falls & Fractures
- Self-management support

Group Education / Shared Medical Appointments

Please Specify ▼

Inter-disciplinary team meeting

Please Specify ▼

Other



MY TOITŪ TAKATA PLAN

Kia ora , Ioane. You have been enrolled in the Long Term Conditions Programme, Toitū Takata, for the next 12 months. This will provide some funding for additional visits with you Doctor and Nurse, these visits will be aimed at helping you to understand and manage your long term health condition.

Things we can discuss over the year to help you manage your long term condition:

Acute Plan:

An Acute Plan is information about your health that is shared with emergency services like St John ambulance and hospital Emergency Departments so they have information about you if you need their help.

Action Plan:

An Action Plan gives you steps to help you manage your condition so that you know what to do if you're feeling unwell.

Tōku Oranga (Access and Choice)

Tōku Oranga (Access & Choice) are part of your General Practise team, they can work with you to help set goals & take steps to manage your health.

Further Information/website:

<https://healthify.nz/health-a-z/g/gout/> Gout | Healthify

<https://www.arthritis.org.nz/> Arthritis New Zealand | Gout | Osteoarthritis | Rheumatoid Arthritis

Paul Liddy

WellSouth Brief Intervention Service

He mana tō te whānau
Whānau Centred

Tōkeke
Equitable

Manawa whakaute
Respectful

Pono
Transparent

Severe and Enduring Mental Illnesses and Addictions.

PAUL LIDDY



Severe and Enduring Mental Illnesses/Addictions

What is it?

Serious and persistent mental illness, (SPMI), is a group of severe mental health disorders as defined in the Diagnostic and Statistical Manual used by mental health professionals to diagnose clients.

“Any DSM-5 mental illness diagnosed for at least 2 years resulting in serious functional impairment. SPMI refers to adults with prolonged functional impairment from conditions such as schizophrenia, bipolar disorder, depression and some personality disorders.”

Severe and Enduring Mental Illnesses/Addictions

What is the simple definition of addiction?

Addiction is defined as a chronic, relapsing disorder characterized by compulsive drug seeking and use despite adverse consequences. It is considered a brain disorder, because it involves functional changes to brain circuits involved in reward, stress, and self-control.

Severe and Enduring Mental Illnesses/Addictions

What is included in Severe and Enduring Mental Illness?

- ❖ Schizophrenia
- ❖ Schizoaffective disorder
- ❖ Bipolar disorder
- ❖ Major depression
- ❖ Personality disorders

Severe and Enduring Mental Illnesses/Addictions

What are they?

- **Schizophrenia**, Schizophrenia is a serious mental disorder in which people interpret reality abnormally. Schizophrenia may result in some combination of hallucinations, delusions, and extremely disordered thinking and behavior that impairs daily functioning and can be disabling. Negative symptoms are also often present and include:

“a seeming lack of interest in the world, not wanting to interact with other people (social withdrawal), an inability to feel or express pleasure (anhedonia), an inability to act spontaneously, a decreased sense of purpose, lack of motivation (avolition).”

Severe and Enduring Mental Illnesses/Addictions

- ❖ **Schizoaffective disorder**, a chronic mental health condition characterized primarily by symptoms of schizophrenia, such as hallucinations or delusions, and symptoms of a mood disorder, such as mania and depression.
- ❖ **Delusional disorder**, a serious mental illness called a "psychosis," in which a person cannot tell what is real from what is imagined. The main feature of this disorder is the presence of delusions, unshakable beliefs in something untrue or not based on reality.

Severe and Enduring Mental Illnesses/Addictions

- ❖ **Bipolar disorder**, a chronic and recurring condition that involves severe mood swings that go back and forth from the highs of mania to the lows of depression.
- ❖ **Severe depression**, a mood disorder that causes a persistent feeling of sadness and loss of interest that affects how someone feels, thinks, and behaves, and can lead to a variety of emotional and physical problems.
- ❖ **Personality disorder**, a deeply ingrained pattern of behavior that typically manifests during adolescence and then carries into adulthood, that causes long-term difficulties in personal relationships or in functioning in society.

Severe and Enduring Mental Illnesses/Addictions

Challenges for people experiencing Severe and Enduring Mental Illnesses and addictions vary but there are some common issues.

- ❖ Restricted income (related to difficulties obtaining and maintaining employment)
- ❖ Limited informal support from others (family, friends)
- ❖ Relationship difficulties
- ❖ Difficulty maintaining a healthy diet (cost and poor motivation to prepare meals may be factors)
- ❖ Limited physical exercise
- ❖ Transport challenges
- ❖ Loneliness

Severe and Enduring Mental Illnesses/Addictions

- ❖ People experiencing mental health and/or addiction issues are at greater risk for a range of chronic health conditions, have worse physical health outcomes, and are at risk of dying earlier than their general population peers.
- ❖ The influence of antipsychotics on weight gain and cardiovascular disease (CVD) is a major contributor to the inequitable rate of premature mortality. Diagnostic overshadowing, where clinicians attribute physical symptoms to a person's mental illness, also contributes to this inequity.
- ❖ Cancer outcomes are also inequitably worse, in part due to late diagnosis.

Severe and Enduring Mental Illnesses/Addictions

Physical Health challenges associated with Severe and Enduring Mental Illness

- ❖ Increased risk of metabolic syndrome due to:
 - ❖ Medications used to treat mental illness
 - ❖ Poor diet
 - ❖ Weight gain
 - ❖ Diabetes or pre-diabetes
 - ❖ Social Isolation
 - ❖ Limited exercise and activity
 - ❖ Tobacco use (past or present)
 - ❖ Illicit drug use and or alcohol over consumption

Severe and Enduring Mental Illnesses/Addictions

International evidence suggests that people experiencing challenges with mental health and/or addiction – particularly those on antipsychotic medications – have the following comorbidities:

- Cardiovascular disease (particularly women) ■ Metabolic syndrome, obesity ■ Diabetes
- Respiratory disease ■ Cancers (particularly bowel cancer and breast cancer with schizophrenia)
- Stroke under the age of 55 ■ Viral disease, including HIV ■ Poor oral health
- Gastrointestinal disorders such as irritable bowel syndrome ■ Other conditions, including chronic pain, high blood pressure, high cholesterol, fibromyalgia, chronic fatigue syndrome, and temporomandibular joint disorder.

These illnesses are also often present at a much earlier age than in the general population.