



COPD PaCT

PATIENTS COLLABORATING WITH TEAMS
AN EDMONTON SOUTHSIDE PCN WORKSHOP

Agenda

- ❖ Dr. Bhutani: Chronic Disease Management of COPD
- ❖ Nova Medical Clinic: A COPD Care Planning Story
- ❖ Using your EMR for Care Planning
- ❖ Health Literacy



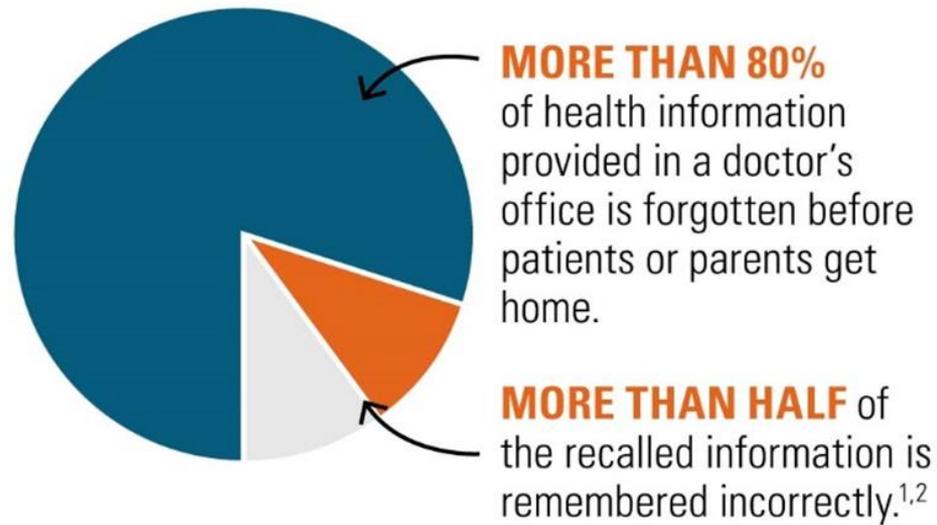
Health Literacy

Low Health Literacy in Canada

By AGE	16–25	⇒	50%
	26–35	⇒	49%
	36–45	⇒	53%
	46–55	⇒	59%
	56–65	⇒	68%
	65 +	⇒	88%

Poor health literacy is “a stronger predictor of a person’s health than age, income, employment status, education level and race”.

Health Literacy



Canadian Patients reported:

Difficulty...

- ...asking doctors to explain language
- ...asking a pharmacist to read label directions
- ...asking for help filling out forms

Feeling...

- ...they don't deserve more time with a doctor
- ...they are a burden on the system
- ...overwhelmed

(CPHA, 2006b).

Tips for Care Planning

- Avoid jargon
 - Be specific
 - Keep it simple
 - Make it meaningful
 - Use pictures
 - Provide instructions in writing!
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Health Literacy Activity

	<u>What (Information)</u>	<u>Why (Motivation)</u>
<u>Condition</u>	“What do you know about COPD?”	“How does COPD impact you personally?”
<u>Treatment</u>	Fill in knowledge gaps re: treatment, lifestyle, and referrals	“How can working on these things benefit you?”

Health Literacy Activity

As a team,
come up with a
better way to
share health
information
with patients

	What (Information)	Why (Motivation)
Health Condition	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
What can be done to manage this condition	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

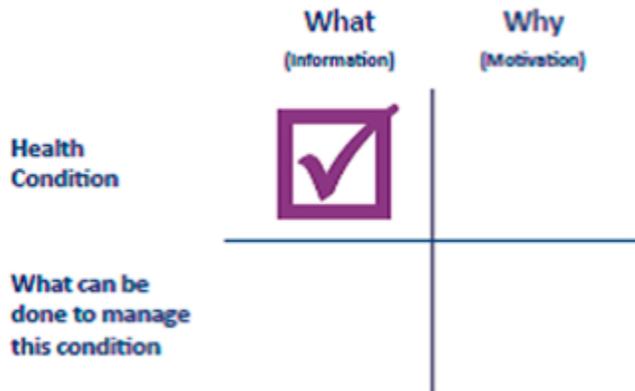
Tips for Building a Patient-Centred Health Plan

- Use patient friendly language. Avoid jargon.
- Be specific
- Make it meaningful – do the goals matter to the patient?
- Where can they get help if they have questions after the appointment? Think about your PCN staff, their pharmacy, other community partners, and online resources.
- Keep it simple – too much text can be overwhelming
- Consider having your patient fill in their own goals if they can. We remember better if we write things down ourselves!
- Size 14 or 16 sans-serif font
- Write at a 6 - 8th grade reading level
- Use visual tools – drawing and pictures are remembered better than verbal instructions
- Ask your patient where they will keep this? Often, handouts get lost or filed away.
- Ask your patient for feedback on the health plan itself:
“Is this useful for you? What could make this better?”

Joanne’s Health Plan:

- I will take my white inhaler at 9 am and 5 pm
- I will do my chair exercises every day at 9 am
- I will call the PCN to sign up for the Relaxation group:
780-395-2626
- I will see Dr. Brown again on January 2nd at 3:15 pm

Health Literacy Activity: The WHAT



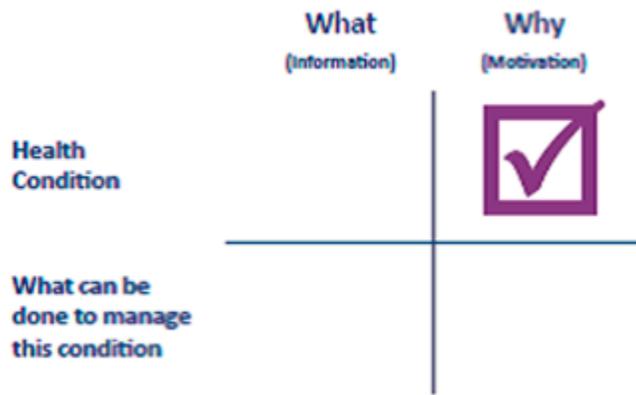
Ask: What’s your understanding of COPD? Fill in any gaps in knowledge such as:

- Typical course over time
- Clinical indicators for health
- Common misconceptions

How can we rephrase this health information?

“Hi Mary, your spirometry tested positive for COPD. This is a lung disease characterized by chronic obstruction of lung airflow that interferes with normal breathing and is not fully reversible”

Health Literacy Activity: The WHY



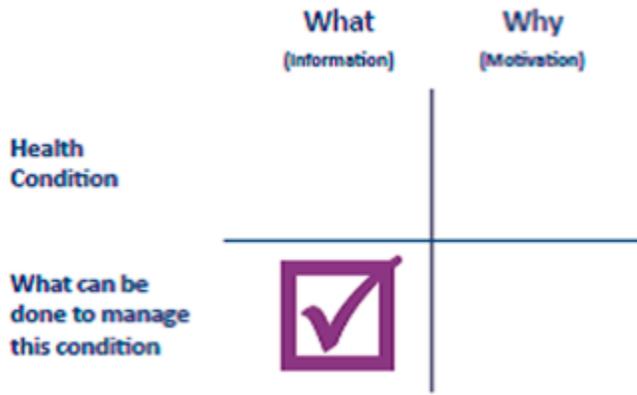
Ask: How does having COPD impact you personally?

How does COPD impact the things that a personally important to you (i.e., family, friends, work, social life).

How can we rephrase this health information?

“You may experience a daily cough with sputum, shortness of breath on exertion, wheezing, chest tightness, and fatigue. You are likely to have exacerbations, when your symptoms become worse and persist for several days”

Health Literacy Activity: The WHAT

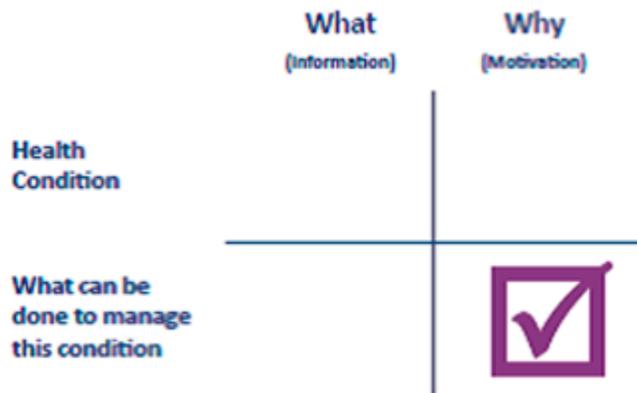


Ask: “I don’t want to cover information you’re already aware of. So could you tell me what you already know about the things a person with COPD can do over time to have better health?” Fill in any gaps in knowledge of the general treatment, lifestyle, and referral categories and correct any misinformation.

How can we rephrase this health information?

“We will start treatment with a daily, long-acting bronchodilator, and will refer you to the PCN for pulmonary rehab. I would also recommend you get vaccinated for influenza and pneumonia.”

Health Literacy Activity: The WHY



Ask: “If you work on these things, how could it have a positive impact on the people in your life or the things you really value? Would there be a benefit to you in the long term?”

How can we rephrase this health information?

“You should take this medication because people with COPD are at increased risk for respiratory infections, heart disease, and pulmonary hypertension. We may also start you on some inhaled corticosteroid medications if your exacerbations continue.”