

LONG-TERM BENEFITS OF HELPING CHRONIC PATIENTS HELP THEMSELVES

Empowering patients in their health care has led to benefits for patients of knee surgery and heart attacks, as well as for the clinicians who manage their care.

More than 80 staff from 25 health and community organisations in the Ovens Murray and Goulburn region have been trained in the self-management approach for chronic and long-term health conditions and staff and patients at the Complex Care program at Northeast Health Wangaratta are singing its praises.

Physiotherapist, Ada Mickan has seen a big improvement in her patients.

“There’s nothing worse than being told what to do. With this approach, our role is more as a facilitator in their health journey. And patients are more committed to following through with the change because they have come up with the idea themselves,” Ms Mickan said.

Mary Ellis who, more than two years after her first knee replacement, is sticking to her exercise routine, agrees the approach has made a big difference.

“I’m continuing to try to improve my health on my own and with their help. I wouldn’t be as good as I am if I didn’t have their support,” Ms Ellis said.

Central Hume Primary Care Partnership (Central Hume PCP) Executive Officer, Huw Brokensha said the training need was identified in 2016, delivered by the end of 2017 and is now well embedded.

“Central Hume PCP promoted the training to primary health organisations that provide Community Health services or are PCP members in Ovens Murray and Goulburn areas,” Mr Brokensha said.

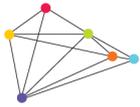
Central Hume PCP, which covers Alpine, Benalla, Mansfield and Wangaratta council areas, is one of 28 PCPs in Victoria, all celebrating 20 years in 2020.

“This project is a good example of how PCPs work. We bring our partners together to identify what’s needed, then pool our resources to deliver. That might be building skills capacity in our region, through training staff as in this case, but at the end of the day it’s all focused on improving the health and wellbeing outcomes in our communities,” Mr Brokensha said.

“The long-term nature of the planning, training and then roll-out highlights the benefits of having PCPs around for 20 years,” he said.

The key to PCPs is that they work to enable collaboration on multiple complex challenges facing the community.

“We’re working across all aspects of improving community health and wellbeing; locally and strategically. From delivering this training which supported the implementation of the Ovens Murray and Goulburn Chronic Care Strategy through to our participation on the Ovens Murray Chronic Care Steering Committee. And when you see it’s getting a vote of



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confidence from the clinicians and the public you can see how the work contributes to community health,” Mr Brokensha said.
ENDS

Please see attached case study

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