

From the ground up, Keeping physical health on the agenda

Presented by Vicki Langan and Jade Ryall



A joint presentation by

Overview of Webinar

- Introductions and overview of CMO role in preventative health
- What do we bring
- Our approaches
- Where to from here

A joint presentation by





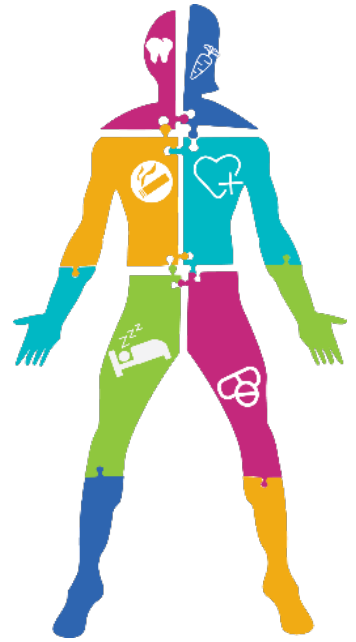
A joint presentation by



Introductions and overview of CMO role in preventative health

What do we bring?

- Person centered
- Person led
- Relationship
- Lived expertise
- Communication
- Collaboration and Partnership
- Innovation



A joint presentation by



NSW Health & Wellbeing Manager

NSW Health
& Wellbeing
Officer



Active8

Active8



NSW Consumers

Over 60 consumer
in Co-Design
projects

NSW Student
Coordinator

20,000 hours
to service
delivery
2019



Peer
Support
Network

One Example of a Co-design resource



Education

- 1 Neami will offer staff and consumers opportunities to increase their medication knowledge through partnerships with psychiatric, general practice and pharmacy professionals to promote choice and self-management.
- 2 Neami Staff will support consumers to identify medication side effects and encourage them to discuss these with clinicians and develop an action plan for their mitigation.
- 3 Neami Staff will support consumers to understand the ways in which health behaviours (e.g. smoking, caffeine use, exercise) can influence the wanted or unwanted effects of medication.
- 4 Neami Staff will support consumers to understand the risks of withdrawing abruptly from medication.
- 5 Neami Staff will support consumers to access accurate information about their rights and responsibilities as users of mental health services.

neaminational.org.au

2 of 6



Guideline: Supporting Conversations about Medication and Treatment

Scope

This guideline applies to all non-clinical staff who work with consumers and who may have conversations about medication choices and treatment options.

Purpose

This document aims to provide non-clinical staff with information about how to have conversations with consumers about medication and/or treatment and linking consumers to people who are best placed to provide guidance and support.

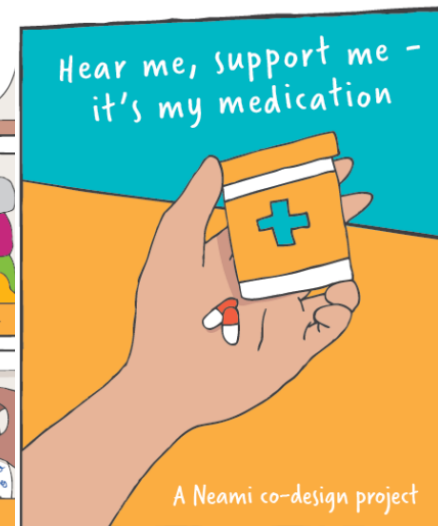
Rationale

Neami is primarily a non-clinical service provider and staff are not expected to exercise clinical judgement in relation to medication. However consumers have told us that experiences related to medication often have significant impacts on their daily lives, and they value the opportunity to talk about these with Neami staff. This document is intended to help non-clinical staff support consumers with managing medications, but also to know when it is appropriate to refer them back to their GP or other clinical supports.

The aim of health and wellbeing conversations with consumers is to increase consumer independence and autonomy in caring for their own health. Where a consumer has concerns or just wants to know more about the medication they are taking, they should be encouraged to talk with their Clinical Mental Health Team, General Practitioner, Psychiatrist or Pharmacist. Some questions that consumers could ask include:

- What is the name of the medication they have been prescribed?
- What are the benefits of taking the medication?
- What are the likely or significant adverse effects of taking the medication?
- Will the medication affect their energy levels, appetite, sleep or libido?
- What to do if they are experiencing adverse effects
- What should they avoid doing when taking the medication e.g. affect if taken with alcohol
- How to use the medication
- What to do if they miss a dose
- What to do if they are considering stopping or cutting down their medication
- Will further courses of the medication be needed after the first prescription?
- How to get further supplies of medication

Conversations about medication in practice do not require expertise in medication but a high level of enquiry, taking a no-blame approach and encouraging consumers to discuss any information needs or any doubts or



Key Objectives

**Consumer
co-design**

**Educate and
Build Capacity of
all parties**

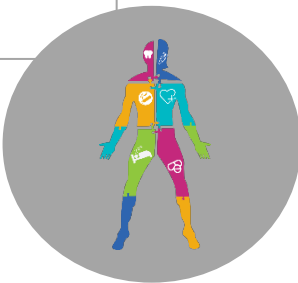
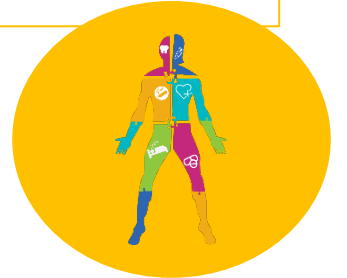
**Improving
access to
health care**

**Improving
Health
Literacy**

**Improving
quality of life**

**Empowering
consumers
and staff**

**Prevent
Chronic
Disease**



Partnerships and Collaboration

Tobacco Management



\$40,000
from
CCNSW



THE UNIVERSITY OF
SYDNEY



2018-2019

- 646 NSW
- 1697 National



Consumer feedback

"It [the Health Prompt] did prompt me to think about my GP. They wanted to keep me on the same sort of medication that I was on for 10 years. They weren't hearing me and they were discounting it. But now I've got a regular GP that has been the best GP I've had in all my life."

- consumer

"I find everyday that I'm making choices and decisions about my health, so I'm not just going to the cupboard and thinking there's some lolly. I'm thinking 'I can have some fruit'. Every choice that I make I try to make a positive health choice."

- consumer



Health Prompt Questionnaire

INTRODUCTION (Please read to consumers)

Thank you for agreeing to take part in this brief prompt about your health. I am going to ask you some questions to help establish whether your health needs are being met and identify areas you may like support with. When we are interested in knowing about your health, please be assured that this information will be treated as strictly confidential.

Consumer Name:		Service Site:	
Gender/Sex:		Age:	
Date Completed:		Review Date:	

Questions	Yes	No	N/A
1. Do you have a regular GP?			
2. Are you satisfied with the relationship you have with your GP?			
3. Have you had your blood pressure checked in the last 6 months?			
4. Have you had your cholesterol checked in the last year?			
5. Have you had your blood sugar levels checked in the last 3 years?			
6. Do you do 30 minutes of moderate exercise 5 days per week?			
7. Do you have at least 2 alcohol free days per week?			
8. Do you eat 2 serves of fruit per day? Example of 1 serve of Fruit: 1 medium apple/banana or a handful of grapes			
9. Do you eat 5 or more servings of vegetables per day? Example of 1 serve of veg: ½ cup of cooked veg or 1 cup of salad			
10. Do you feel you drink enough water? 2L or 8 glasses is the average recommendation			
11. Is your waist measurement below 88cm (women) or 102cm (men)?			
12. Have you checked your skin for changes in the last 3 months?			
13. Have you had your eyes checked in the past 2 years?			
14. Can you hear and understand things easily?			
15. Are you a non-smoker?			
16. Have you had a dental check-up in the last 6 months?			
17. Are you able to keep your balance and have not fallen recently?			
18. Are your feet free from sores, blisters and swelling?			
19. Are you satisfied with the quality of your sleep?			
20. Do you feel you have enough information about the medications you are currently taking?			
21. When feeling stressed or emotionally unwell, do you have someone you can contact?			
22. Do you feel that you have healthy bladder and bowel function?			
23. If over 50, have you spoken to your doctor about bowel cancer?			
24. Do you have anyone to contact regarding your sexual health?			
25. Is your pap smear/cervical screening test up to date?			
26. Have you had your breasts checked by a doctor in the last year?			
27. If over 50, have you had a mammogram in the last 2 years?			
28. If over 50, have you discussed prostate cancer screening with your doctor in the last year?			

If you answered **no** to any of these questions, it is important for you to follow up with your G.P. and talk to your support worker regarding any support you may require.

Version 4

Health Prompt

Are you a non-smoker?

Have you had your blood
sugars check by a doctor in
the past 2 years?

Are your feet free from sore,
blisters or swelling?

Do you have a regular GP?
Are you satisfied with your
GP?

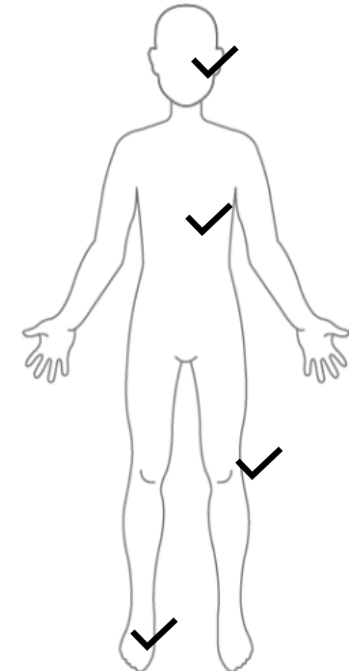
Health Prompt
Guidelines

Health Prompt Body Chart



HEALTH PROMPT

PLEASE INDICATE ON THE PICTURE BELOW AREAS ON YOUR BODY THAT YOU MAY BE FEELING WORRIED OR CONCERNED ABOUT:



Please share any other health concerns:

Pictorial Health Prompt

2

Are you satisfied with your GP?

Are you happy with your doctor?

Do you want to keep seeing the same doctor?



N/A



Image: Neami

neami
national

Aboriginal and Torres Strait Islander Health Prompt



Youth Health Prompt

YOUTH HEALTH PROMPT

neami
national
Improving mental health
and wellbeing



Illustration: David, Spirit & Symbols campaign (May, December 2018)

VERSION 1

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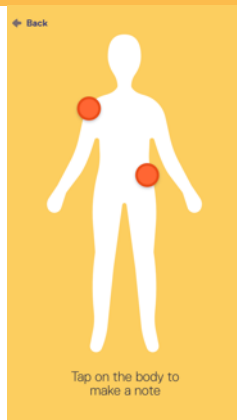
Are you a non-smoker?

No Yes

Prioritise Add a note Skip

More information

Why is smoking bad for you? How to quit





Smile for Health



83 referrals

35 consumers treated

10 received free dentures



Health Prompt 



Educational Health Modules 



Mind the Weather



Smile for Health 



Research Projects 



Medication Guidelines 



Active8 

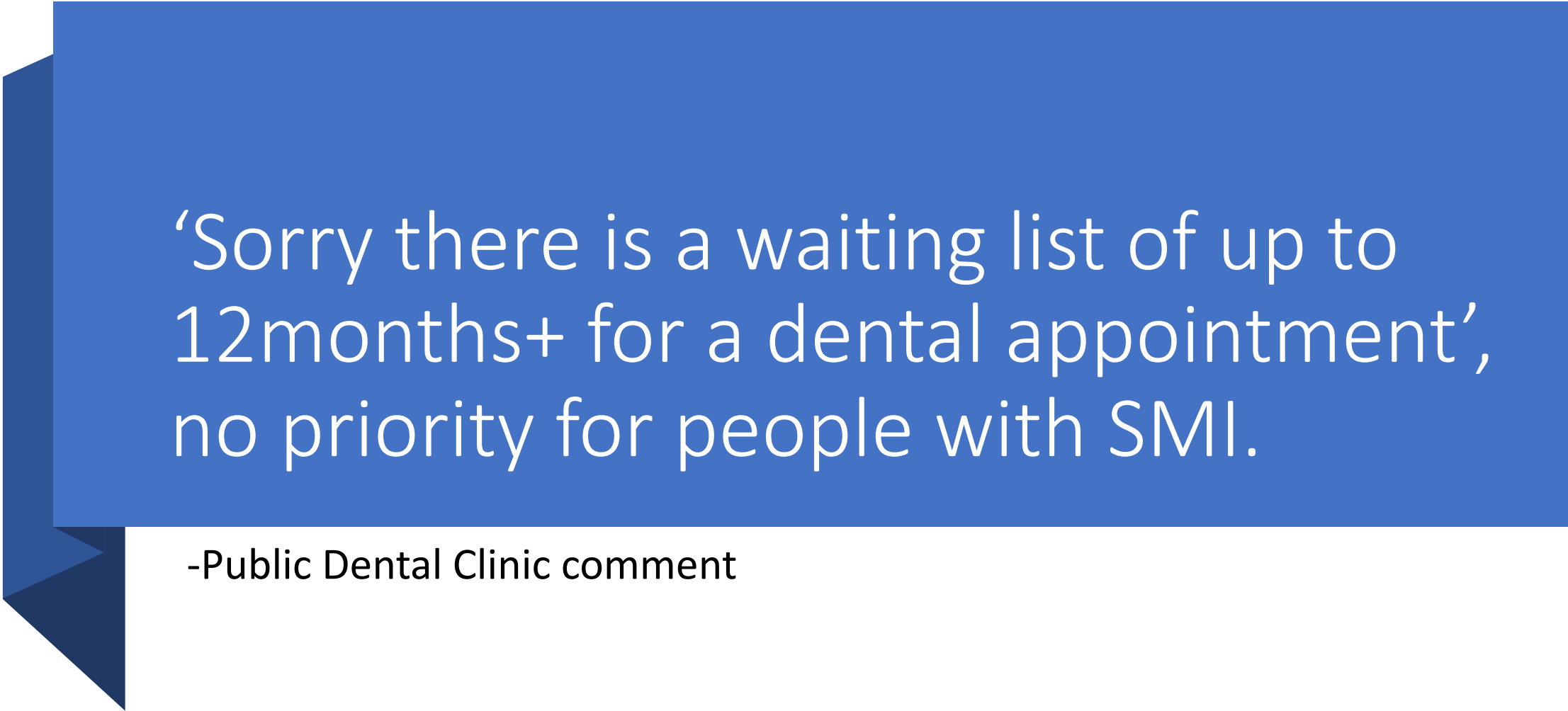
Eat Plant Learn 

Coaching for Physical Health 

Kick the Habit 

Tackling Tobacco 

Next Steps 

A blue speech bubble graphic with a white border and a dark blue shadow, containing text.

‘Sorry there is a waiting list of up to 12months+ for a dental appointment’, no priority for people with SMI.

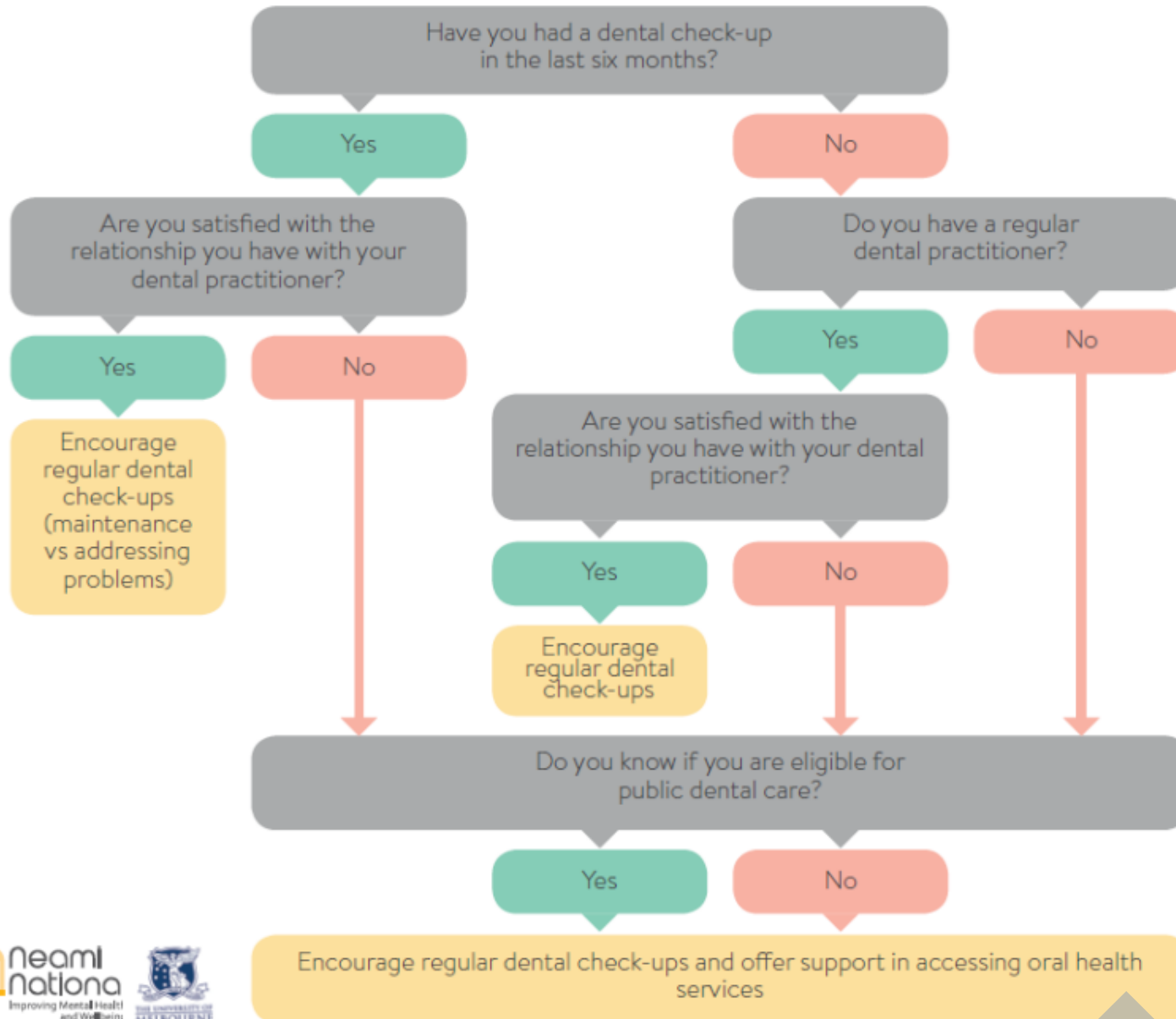
-Public Dental Clinic comment

‘I’m in a lot of pain, and cant
eat much with my ill fitted
dentures’

-Consumer comment

Oral health support flow chart

People living with mental illness are at an increased risk of oral health issues and face significant challenges in accessing appropriate oral health care.



Risk Factors

Diet

Do you frequently consume caffeine, sugar or acidic foods?

Smoking

Do you smoke?

Diabetes

Do you or any family members have diabetes?

Medications

Does your mouth feel dry?

Oral health preventative information - key messages

Key oral health messages

- Brush teeth twice a day with a small-headed, soft-bristled toothbrush
- Use a fluoride toothpaste
- Clean in between teeth daily with floss or inter-dental brushes
- Limit sugary foods and drinks in between meals
- Drink plenty of tap water
- Visit a dental or oral health professional every six months

Diet

People living with mental illness have significantly more decayed and missing teeth

Discuss preventive treatment with dental professional

- Mouth bacteria breakdown sugars from the diet and produce acid which dissolves the tooth structure (enamel and dentine) and can lead to cavities (holes) forming
- Tooth decay is the major cause of toothache, and can result in pain, infection and tooth loss
- Frequent consumption of sugars (especially in sweet sticky foods) will increase the risk of tooth decay
- Acidic foods and drinks will soften and erode the tooth structure

Limiting dietary effects on oral health

- Limit the frequency of consuming sugary foods (e.g., cakes, biscuits & chocolate) and avoid sticky lollies and sweets, which will cling to the tooth surface for longer
- Limit the frequency of consuming acidic food and drinks (e.g. citrus fruits, soft-drinks)
- Use sugar substitutes when possible
- Have sweet treats occasionally, but have them at meal times and avoid sweet snacks or drinks in between meals
- Drink plenty of tap water
- Chew mint sugar-free gum after eating to stimulate saliva production and wash away dietary acids

Smoking

Around 60% of individuals accessing Neami services identify as a smoker*

Quitline can offer support

- Smoking is one of the most significant risk factors in the development and progression of gum disease, often resulting in teeth getting loose or being extracted (taken out)
- Smoking is the major cause of mouth and throat cancer (smokers are up to 16 times more likely to develop oral cancer than non-smokers)
- People who smoke frequently get stained teeth and bad breath (halitosis)

Limiting the effects of smoking on oral health

- Stop smoking – quitting smoking can significantly improve oral health. (Quit online training is available to Neami staff-<http://www.quit.org.au/resource-centre/training/online-learning/>)
- Alternatively, try to cut down the number of cigarettes you smoke
- Consider Nicotine Replacement Therapy (NRT) options

* Neami Health Prompt data (2015)

Diabetes

People living with severe mental illness are three times more likely to develop type-2 diabetes

Discuss diabetes management with Diabetes Educator

- If diabetes is not well-controlled people may experience more severe gum disease
- Individuals with diabetes are at increased risk of tooth decay as their saliva can contain high levels of glucose and they can get very dry mouths
- Individuals with diabetes are at increased risk of infections (in the mouth and elsewhere in the body) and often have reduced healing capacity

Limiting the effects of diabetes on oral health

- Ensure diabetes is well controlled and monitor blood glucose levels
- Ensure optimal oral hygiene practices and follow the oral health messages

Medications

Dry mouth is a very common side effect of medications such as anti-depressants and anti-psychotics

Discuss medication effects with GP

- 'Dry mouth' occurs when there is a decrease in salivary flow
- Saliva contains many factors which protect and lubricate the mouth
- Dry mouth is associated with tooth decay (dental caries), gum disease, periodontitis, tooth erosion, difficulty eating or swallowing and mouth discomfort

Limiting the effects of dry mouth

- Drink plenty of tap water - carry a water bottle
- Drink water by the glass or half-glass - constant sipping will wash away remaining saliva
- Limit consumption of caffeine or alcohol - they can reduce saliva flow
- Chew mint sugar-free gum to stimulate saliva flow
- Good oral hygiene

Oral health- examples of recommended products

Oral hygiene



Soft toothbrush/ fluoride toothpaste



Inter-dental brushes



Floss or flossettes

Dry Mouth



Drink tap water



Dry-mouth alcohol free mouthwash



Dry-mouth gel

Sugar-free, mint, chewing gum

Chewing sugar-free MINT chewing gum, stimulates saliva production



Sugar substitutes



Natural sweeteners



Artificial sweeteners



Educational Health Modules

13 sites have been trained
120+ sessions delivered



Smile for Health 



83 referrals

35 consumers treated

10 received free dentures





Tobacco Awareness
Module Resource Book
NSW Health & Wellbeing



Medication
Module Resource Book
NSW Health & Wellbeing



Healthy Eating
Module Resource Book
NSW Health & Wellbeing



Skin-Smart
Module Resource Book
NSW Health & Wellbeing



Oral Health
Module Resource Book
NSW Health & Wellbeing





Educational Health Modules

13 sites have been trained
120+ sessions delivered



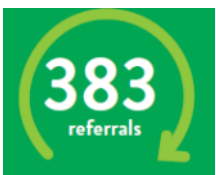
Health Prompt

646 completed (Jul '18-Jul'19)



SWSLHD Health Prompt Project

72 health Prompts completed in hospital setting



Eat Plant Learn



Smile for Health



83 referrals
35 consumers treated
10 received free dentures

821
total
referrals



391
referrals

Coaching for Physical Health

80%
of consumers
reduced by
10-20 cigarettes
per day

Kick the Habit



60+
staff
trained in Tackling
Tobacco

Tackling Tobacco



Active8



Physical Health
Prompt



Tobacco
Management

Coaching for Physical
Health



Cooking, Food &
Sustainability



- Social Connection
- Health Literacy
- Community Engagement
- Individual identity
- Building Self- Efficacy
- Autonomy
- Inclusion
- Positive Health Behaviour change
- Skills Building

+

Active8

Outcomes and Impacts

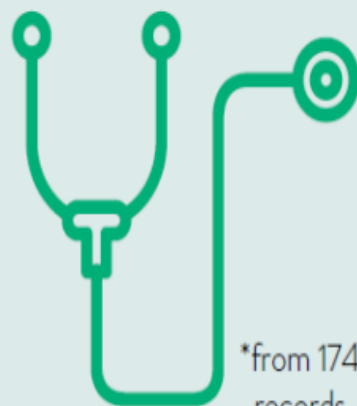
Coaching for Physical Health



821
total
referrals



63%
of Active8
participants
have a co-existing
physical health
condition*



40%
have two
co-existing
physical health
conditions*

*from 174
records

95% of consumers reported progress towards their goal
as a result of participating in the Active8 program.

Health Literacy scores
on average increased by

**10
points**



Kick the
Habit

coaching for **change**

47
referrals
over
10 months

80% of consumers
reduced by
10-20 cigarettes
per day

91% of consumers
used NRT


Over **260** individual
coaching sessions conducted

**EAT
PLANT
LEARN**

383
referrals

69%
reported that
half or more of their
plate consists of
vegetables now
up from
37%


39%
reported that their
fruit intake had
increased


70%
of consumers
reported improved cooking
and food provisioning
knowledge and skills.

“I loved the socialising... because it helped me with my Social Anxiety and OCD. If not for Neami, I wouldn't have such a good life now. I am so much less shy and have a good future to look forward to.”



Flourish Australia's Back On Track Health (BOTH) Program

Conversations for better health and wellbeing



Jade Ryall, Manager, BOTH Program



Where mental wellbeing thrives

Back On Track Health Program

Organisation-wide approach focusing on:

- Health promotion, prevention and self-care
- Personal-agency

Aims to support people to:

- Identify and access preventative health services
- Identify and detect health risks early
- Access information to make informed decisions
- Take action to respond to physical health and wellbeing needs

Our Approaches to supporting people to keep their health on track

Individual

Physical Health Check-In

Physical Health Cards

Physical Health Website

Group/Community

Quarterly Physical Health Promotions

PanoRamA Magazine

Yammer and Community of Practice

Physical health focused group programs

Organisational

Policies

Processes

Partnerships

Physical Health Check-In Conversation



4936

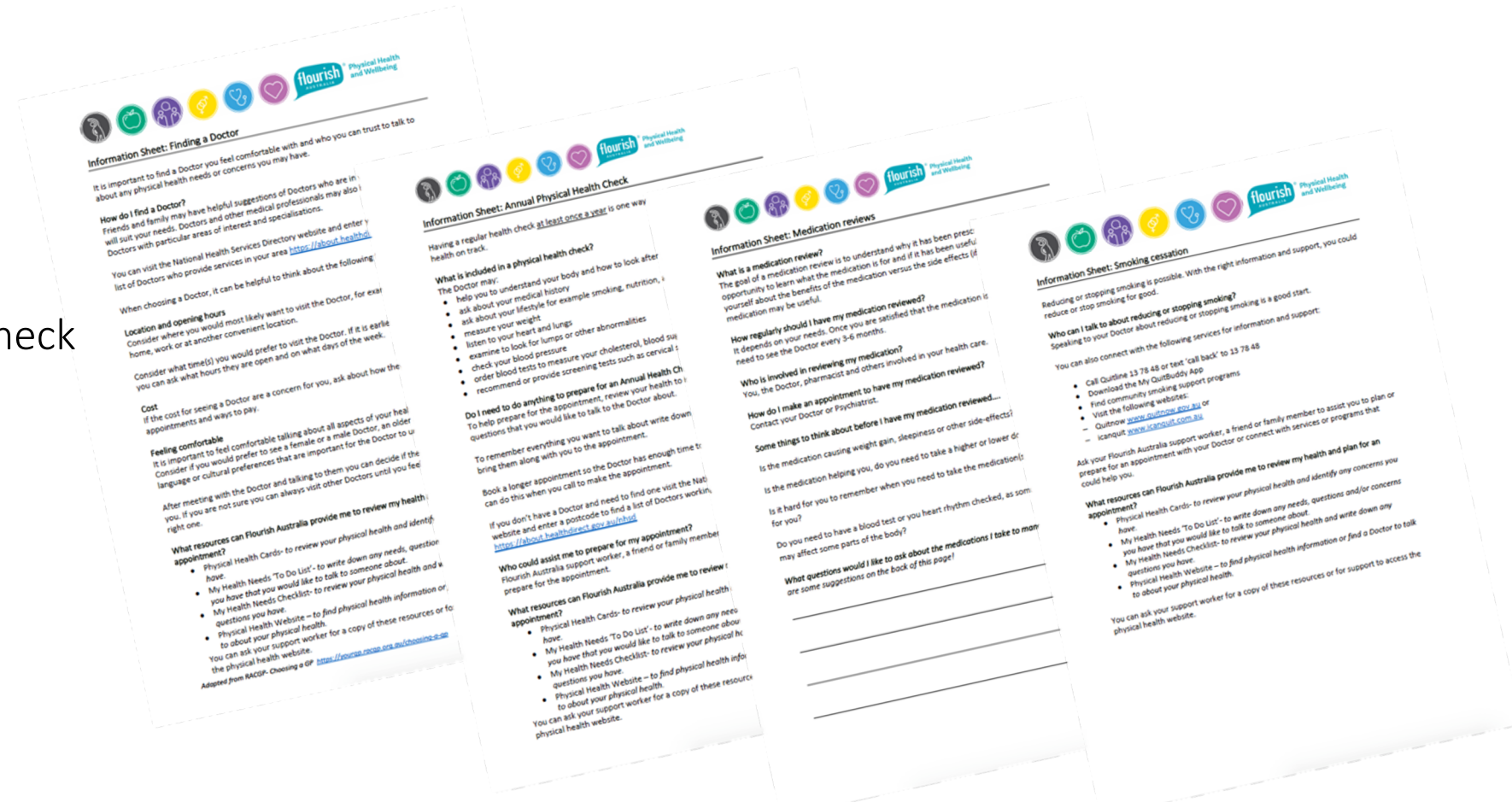


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Physical Health Check-in Information Sheets

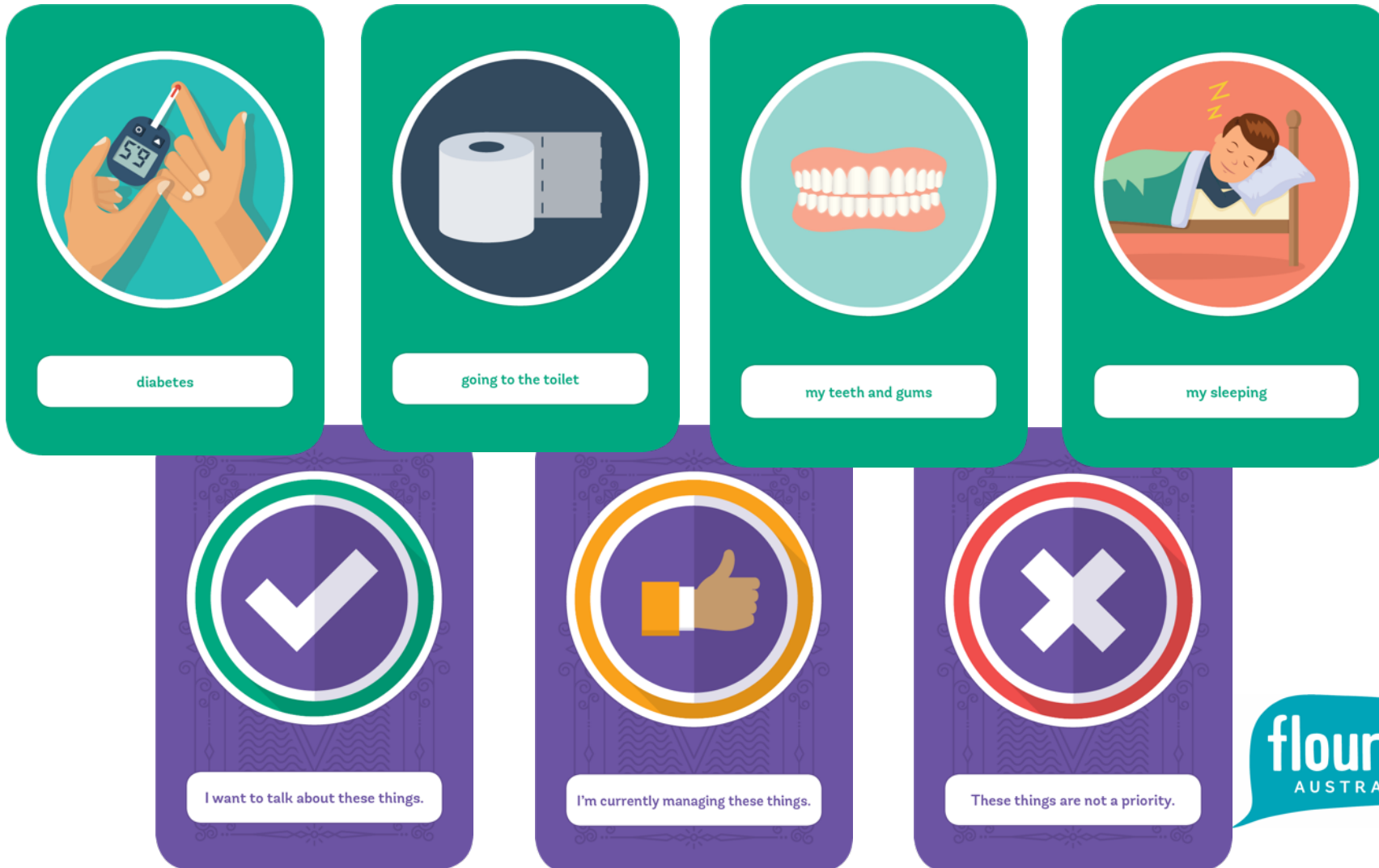
- Finding a Doctor
- Having an Annual Health Check
- Medication Reviews
- Smoking Cessation



Health Check-in Conversation Guide

- Share
- Explore
- Ask
- Act

The Physical Health Cards



The Physical Health Website

my hearing

- Do I have any problems with my hearing? e.g. hearing people talking or when listening to the T.V.
- Do I have any noise or ringing (Tinnitus) in my ears?
- Do I need my hearing tested?

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flourish AUSTRALIA

Organisations and Services

- Australian Hearing**
• www.hearing.com.au
- Australian Tinnitus Association**
• www.tinnitus.asn.au
- Better Hearing Australia**
• www.betterhearingaustralia.org.au
- Deaf Society NSW**
• deafsocietynsw.org.au
- Deaf Society Queensland**
• www.deafservicesqld.org.au

What they offer

- Information and resources
- Schemes
- Book a free hearing check
- Locate your nearest hearing centre
- Find the Hearing Bus
- Links to services
- Advocacy
- Book and interpreter
- Auslan information
- Directory of services
- Communication programs
- Sign language classes
- Individual, group and residential lifestyle support groups

Health Topics Grid:

- taking care of myself
- being active and healthy lifestyle
- my breathing
- my sleeping
- my joints
- my walking and balance
- my appetite and digestion
- diabetes
- going to the toilet
- headaches
- my memory and concentration
- my sexual and reproductive health
- smoking
- alcohol
- other drugs
- my eyesight
- my hearing
- my teeth and gums

My Health Needs 'To Do List'

These are the things I would like
to talk to someone about:

My Health Need	I want to talk about these things (X)	Because...
1. Taking care of myself		
2. Being Active		
3. My Breathing		
4. Chest Pain		
5. Regular or Intense Pain		
6. My Energy Levels		
7. My Sleeping		
8. My Joints		
9. My Walking and Balance		
10. My Legs		
11. My Feet		
12. My Weight		
13. My Appetite and Digestion		
14. Diabetes		
15. Going to the toilet		
16. Bruising and Bleeding		
17. My Skin		
18. Passing out or Fainting		
19. Headaches		
20. My Memory and Concentration		
21. My Sexual and Reproductive Health		
22. Smoking		
23. Alcohol		
24. Other Drugs		
25. My Eyesight		
26. My Hearing		
27. My Teeth and Gums		
28. My Allergies		
29. Men's Health		
30. Women's Health		
31. Screening Tests		
32. Personal Safety		

Healthdirect Australia is a 24-hour telephone health advice line staffed by Registered Nurses to provide health advice 1800 022 222.
Calls from landlines are free. Mobile telephone charges may apply.

Quarterly Physical Health Promotions



Projects and Partnerships



Where to from here....

'We commit to making physical health of people living with a mental illness a national, state and local priority. We will advocate the importance of the physical health of people living with a mental illness across the spectrum of health: prevention, promotion, primary care, community care, hospital care, specialist care, chronic disease management, safety and equality, standards and mental health care'

- National Equally Well Consensus Statement



A joint presentation by

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