
CONFERENCE ABSTRACT

Transforming patient engagement to take charge of their health and wellbeing

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In the face of increasing demand on health systems resulting from long term conditions and aging populations, the traditional "clinician- expert: patient passive recipient" approach to delivering healthcare is no longer fit for purpose. We need to engage with patients as partners in healthcare, given the evidence of improved quality and reduced demand as outcomes. At core the shift required is from "what's the matter with you" to "what matters to you" focused healthcare.

Collaborative quality improvement projects are a successful approach to making an impact and achieving improvement at scale. The Manaaki Hauora - Supporting Wellness Campaign at Counties Manukau Health, builds on learning of what works from prior campaigns and in partnership with patients, family and health professionals is making a real difference to the lives of people living with long term conditions.

In this session we will share the learning and outcomes from the campaigns collaborative teams such as the Kia Kaha: Ki Te Hauora case study where the inclusion of Peer Support Leaders into a peer-professional team, transformed patient engagement into a "wheel of self -management support" and activated these patients and their families to take charge of their health and well-being with resulting improved health status and reduced utilization of the higher-level health services.

After the session, participants will be able to:

- understand how the learning and model of care were implemented into routine clinical practice, through a process of co-design and up-skilling health professionals, alongside self management peer support leaders.
- understand the menu of self management supporting initiatives that are provided across the community for people living with long term conditions.

Keywords: patient engagement; activation; self-management support; peer support leaders; co-design
