Taking a Population Health Management Approach to the Referral of Meddygfa Glan Cynon Patients With an Electronic Frailty Index to the Community Health and Wellbeing Team

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Background

- Frailty is associated with adverse health outcomes for individuals and increased healthcare costs[1]. The winter months can impact frailty; older adults with frailty have a lower capacity to cope with seasonal variations[2].
- Population Health Management (PHM) helps us better understand both the needs of patient populations and use of health care resources and therefore tailor services to improve population health.
- Welsh Government recognises that achieving quality-of-life outcomes for older people and people living with frailty demands a shift towards a PHM and 'place based' approach[3].
- The Community Health and Wellbeing Team (CHWT) are a multi-disciplinary team that work together to meet individual patient needs.

Population segments in CTMUHB

Population Segmentation (PS) groups together individuals with similar health care need; this can help us identify specific groups of patients to target for preventative care.

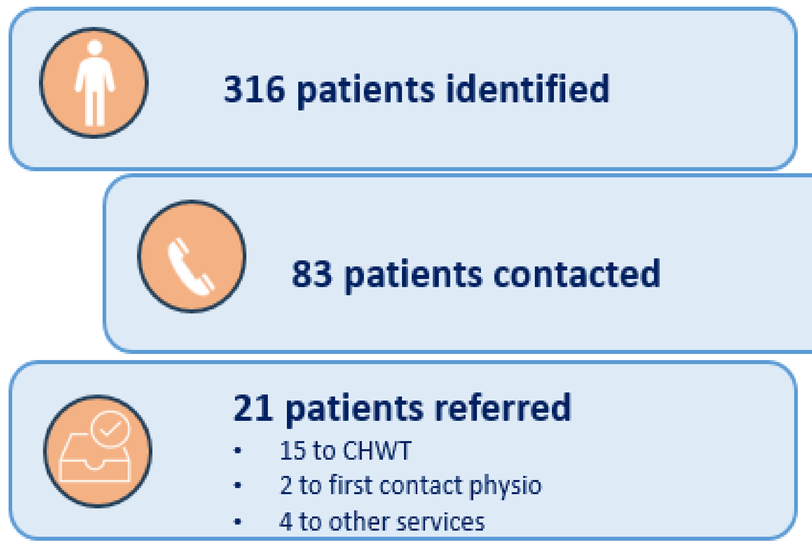
Aims

- Lessen burden of frailty felt by patients by improving opportunities for preventative care closer to home.
- Test feasibility and acceptability of using current PS data to inform the referral of patients living with frailty to the CHWT.
- Understand the impact on system pressures in this cohort within Primary Care as a result of this project.

Methodology

- A PHM approach was used, whereby PS and clinical data were used to identify and prioritise patients by estimated need.
- Inclusion criteria for the project included patients being in segment 4 or 7, living in identified areas of deprivation and having certain health conditions.
- Eligible patients from Meddygfa Glan Cynon Surgery were triaged by the GP lead of the CHWT and care discussed through a 'What Matters' based conversation; patients were referred to the CHWT and other services as appropriate.

Results



- A higher proportion of patients with severe frailty and multiple chronic conditions were referred to an intervention.
- Of the 9 patients who had a follow-up patient centred assessment method (PCAM) score, 8 of the patients had improved scores for health and wellbeing, social environment and service coordination.
- Partners' saw the use of a PHM approach and the resulting intervention as a proactive project that had a positive impact on patients and staff.

'It is definitely picking up the people who haven't contacted health services, or at least about their, I guess the social need… But yeah it is, hopefully a good group to be trying to catch'

'I know we saw a few people who would not have accessed services otherwise than being contacted it opened a whole area for quite a lot of the team members to get involved with some people'

Strengths & Limitations

- The PHM approach targeted services to those with estimated higher need in a proactive and preventative way; supporting patients that may not have otherwise been identified.
- Due to challenges within the system only a proportion of identified patients were contacted; findings may not be reflective of all patients identified.
- A small number of patients were referred to and seen by the CHWT; difficult to deduce impact on system and winter pressures.

Recommendations

CHWT and PHM Unit to scope the use of PS data to aid wider service delivery and prioritisation of caseload.

Contact us

Contact CTM.PHMunit@wales.nhs.uk or visit the PHM Unit webpage for more information.

[1]Hoogendijk EO, Afilalo J, Ensrud KE, Kowal P, Onder G, Fried LP. Frailty: implications for clinical practice and public health. The Lancet. 2019 Oct 12;394(10206):1365-75. [2]Dent E, Ambagtsheer RC, Beilby J, Stewart S. Frailty and seasonality. The Journal of nutrition, health and aging. 2020 Jun 1;24(6):547-9. [3]Welsh Government. Older people and people living with frailty: integrated quality statement [Internet]. 2024 [cited 28th October 2024]. Available from: https://www.gov.wales/sites/default/files/pdf-versions/2024/1/4/1704367730/older-people-and-people-living-frailty-integrated-quality-statement.pdf