

# INTEGRATED CHRONIC DISEASE MANAGEMENT STRATEGY IN THE NORTHWEST TERRITORIES

## The Canadian Health Services Research Foundation Partners to Advance Health System Improvement

[www.chsrf.ca](http://www.chsrf.ca)

### NWT CHRONIC DISEASE MANAGEMENT STRATEGY

- ▶ NWT Department of Health and Social Services (DHSS) has identified improving the health status of the population as a strategic priority
- ▶ The development of a culturally-appropriate chronic disease management model that tracks system quality outcome measures is key
- ▶ Senior NWT leadership is actively engaged in all aspects of the planning and change management process

### WHY FOCUS ON CHRONIC DISEASE?

- ▶ 55% of Canadians suffer from one or more chronic health conditions
- ▶ Cancer, cardiovascular disease and diabetes are the most prevalent chronic diseases, while 1 in 5 Canadians experience mental illness
- ▶ The total cost of illness, disability and death due to chronic diseases in Canada is estimated at \$80 billion annually
- ▶ In the NWT, chronic diseases account for approximately 70% of all deaths, half of all hospital admission days, and costs over \$136 million each year

### COLLABORATION FOR INNOVATION AND IMPROVEMENT

- ▶ CHSRF developed and delivered a tailored process to support the development of a territorial integrated chronic disease management strategy
- ▶ CHSRF workshops brought together over 40 health system managers, policy-makers and clinicians to co-design health system improvement plans focused on key areas of chronic disease: mental health, diabetes, and renal disease, while keeping a systems perspective
- ▶ We drew upon the local, clinical and cultural experience from the DHSS and all health authorities to develop improvement plans that reflect the unique territorial context
- ▶ We provided mentoring and coaching to enhance lasting local capacity to address health system challenges using an evidence-informed approach and trusted change management processes for better healthcare for northerners
- ▶ CHSRF offered expertise on collaborative team-based problem-solving infused with an adult education approach

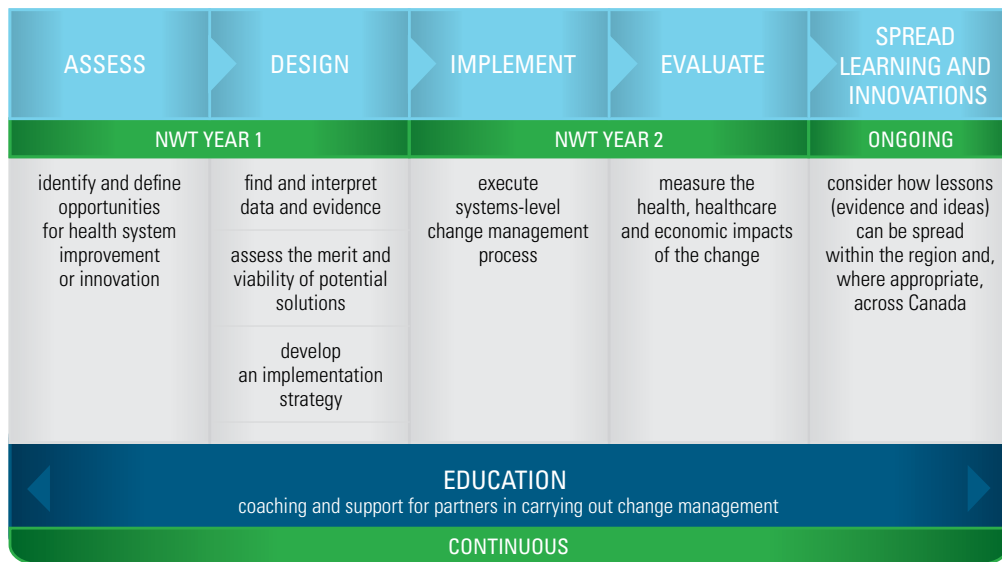
### EARLY RESULTS

CHSRF's evaluative approach focuses on measuring key performance outcomes. Early results demonstrate that:

- ▶ 89% of participants would recommend workshops to other organizations considering health system improvement and transformation
- ▶ 96% reported that the workshops strengthened their ability to address health system improvement challenges and to identify strategies that support change

## CHSRF PROVIDES SUPPORT TO NWT STRATEGIC LEADERSHIP

Each collaboration we undertake responds to regional, provincial or territorial health priorities, and aims to catalyze local capacity to redesign and improve healthcare.



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## NWT IMPROVEMENT PLAN HIGHLIGHTS

CHSRF and the DHSS continue to collaborate through the implementation and evaluation of the following:

### MENTAL HEALTH

- Develop standardized processes for sharing client information between providers
- Establish standardized minimum competencies and service levels for mental health programs and providers

### DIABETES

- Integrate a self-management approach as a component for programs and services

### RENAL DISEASE

- Establish a process for a consistent single entry point to the renal care system
- Develop a territorial database to determine baseline data
- Develop an algorithm for primary care decision support of early stage renal disease detection and management

### SYSTEM LEVEL

- Develop a chronic disease prevention and management framework as the foundation to create chronic care program standards