

A Multidisciplinary Approach to Implementing Making Every Contact Count within the ECC Model

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BACKGROUND

The establishment of the ECC programme supported health and social care services to enhance care at a local level by enabling a structure for the Community Healthcare Network Manager Cabra, Making Every Contact Count Mobiliser (Health and Wellbeing) and network staff to implement a key Sláintecare and chronic disease prevention programme - Making Every Contact Count.

This was a co-produced project between Health & Wellbeing and the Community Healthcare Network (CHN) Manager and CHN Cabra Primary Care Disciplines: Dietetics, Occupational Therapy, Physiotherapy, Speech & Language Therapy and Social Work to support them to embed Making Every Contact Count, in order to enhance community services and reduce pressure on hospital services.

Aims and Objectives

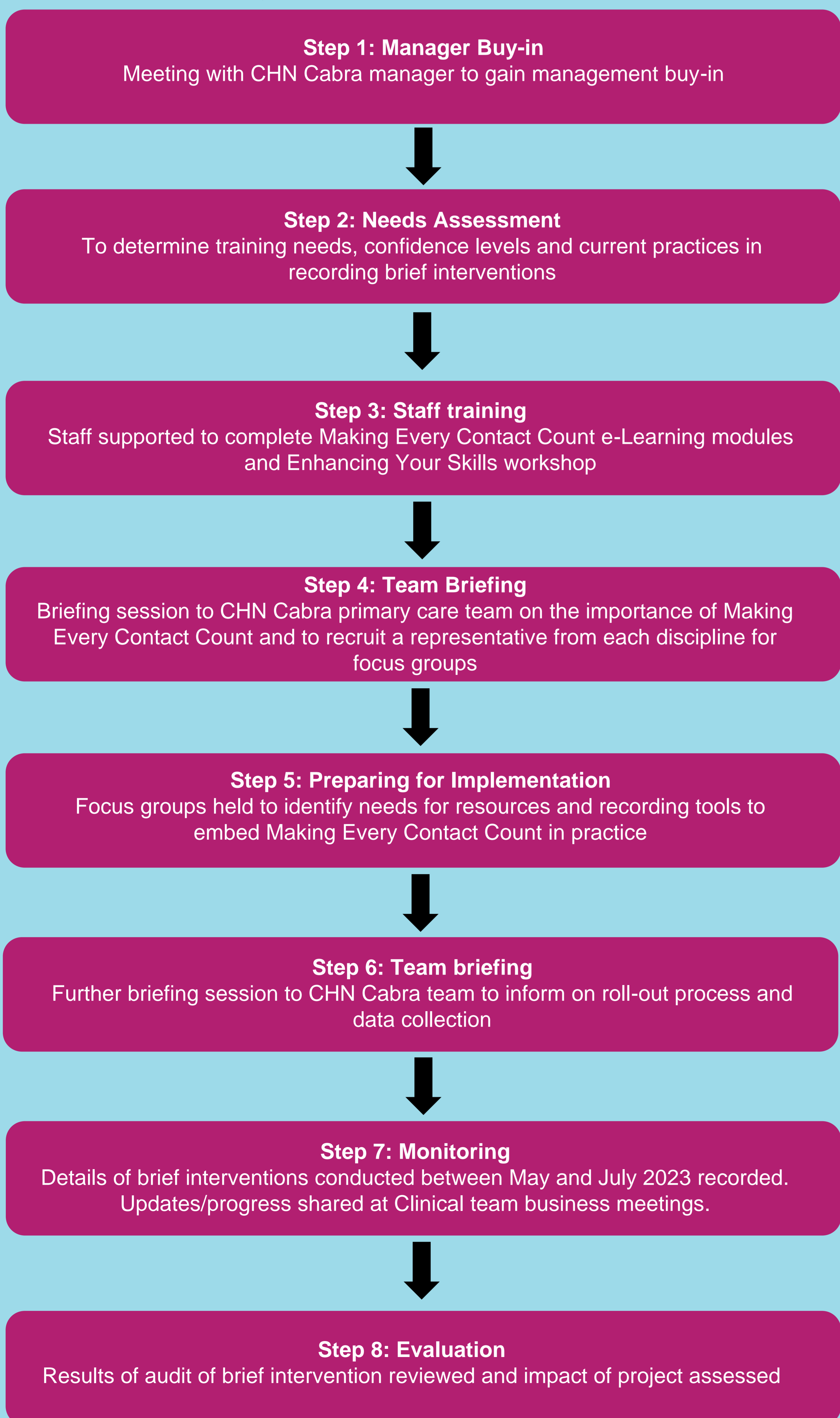
1. Identify training needs and confidence levels in current practice

2. Provide training and support to staff to embed Making Every Contact Count within their routine practice

3. Develop a recording tool and resources to support healthcare professionals to carry out brief interventions

METHODS

The process to implement Making Every Contact Count in the CHN Cabra team was as follows:



IMPACT AND OUTCOMES



Service Users

- Service users receiving brief advice, education and interventions.
- Receiving onward referral to other clinicians, help with goal setting and resources for support with lifestyle changes.

Consider 1 Healthcare Professional carrying out 25 brief interventions per week x 45 weeks/year → Results in 1125 opportunities to support people to make a lifestyle behaviour change

If 90% of service users are willing to make a change → 1 Healthcare Professional could result in 1013 people making changes



Resources

- Five lifestyle topic resources co-produced by HSE Health & Wellbeing and the CHN Cabra Team.
- Resources were simple, supportive of a person-centred approach, tailored to the population and the CHN Cabra team needs.
- Local resources and services compiled into a Making Every Contact Count directory for CHN Cabra team
- CHN Cabra team directed to resources available on www.healthpromotion.ie



Audit

68 Brief interventions recorded May-July 2023

Mental Health most common topic addressed with 42 interventions, followed by:

- Physical Activity (40)
- Healthy Eating (14)
- Smoking (7)
- Alcohol (5)
- Overweight/obesity (4)

Types of intervention delivered included:

- Education (53)
- Goal-setting (22)
- Onward referral to another clinician or a community organisation (11)

Challenges encountered during audit included annual leave, staff shortages and adapting to new IT system



Knowledge and Capacity

100% of the CHN Cabra team completed Making Every Contact Count eLearning training.

Two Making Every Contact Count Champions recruited from CHN Cabra team

Increased confidence among the team in delivering Making Every Contact Count brief interventions – skills and knowledge developed to do so.

Strengthened links and communication between Health Promotion & Improvement, CHN team and community partners

Foundations laid to work together more in the future e.g. talks underway for a support group for older adults in Community Healthcare Network Cabra



Left: Members of CHN Cabra team, Patricia Kinirons, Head of Discipline Physiotherapy & Brid Greenan MECC Mobiliser pictured at a briefing session in December 2022

LEARNINGS

- **Leadership** and encouragement from the CHN Cabra manager was vital to the success of implementing Making Every Contact Count.
- **Buy-in** from the CHN team, and **co-production** of the project between the CHN team and Health & Wellbeing contributed to this success.
- Making Every Contact Count **directory** was a valuable resource and identified a gap in services in the CHN Cabra area for physical activity resources for over 65s.

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