Engaging Stakeholders to Improve Depression Management in a Tribal Health System

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Presentation Objectives and PCORI Pilot Project Overview

• Familiarize audience with...
  • Organization, population, and stakeholders
  • Depression management at our organization
  • Decision-support tools

• Stakeholder engagement
  • Approval versus engagement
  • Impact of engagement on process/project
  • Barriers encountered/proposed solutions
Southcentral Foundation (SCF)

• Mission
  – *Working together with the Native Community to achieve wellness through health and related services*

• Vision
  – *A Native Community that enjoys physical, mental, emotional, and spiritual wellness*
Population

- SCF provides services to...
  - ~60,000 AN/Al people
  - Across 107,413 square miles
  - 231 federally recognized tribes
  - 60 villages
Our Stakeholders

- AAIRB
- Tribal Leaders (EC, BOD)
- Customer-owners
- Providers

- Steering Committee
- Leaders

[Images of stakeholders]
Depression Management at SCF

• In 2001, SCF integrated annual depression screening into all primary care clinics due to:
  – High prevalence of symptoms
  – Low utilization of behavioral health services
To make a good healthcare decision, you need to...

• Clarify the decision...
  – What is the decision you need to make?
  – What is your reason for making this decision?
  – Look at timeline for the decision.

• Explore the decision...
  – What healthcare options are available to you?
  – What are positive and negative effects of options?
  – What is the value of the positive and negative effects to you? (Explore your decision.)
Decision-Support Tools

- Interactive tool to aid clinical decision-making
  - Describe treatment options, risks, benefits, and efficacy
  - Help clarify preferences and values for treatment options
  - Communication between customer-owners and providers
- Facilitate improved depression management
  - Educational
  - Interactive
  - Selective
Pilot Project

• Background and Rationale...
  – Many people don’t pursue depression treatment
    • Negative effects of untreated illness (e.g., absenteeism)
  – Many people prematurely discontinue treatment
    • Wasted resources of healthcare system (e.g., unused Rx)
  – Few people prefer holistic depression treatment
    • Under-utilized services
Project Aims and Overview

Aim 1

- Identify stakeholder priorities, preferences, and needs for depression management
  - Key informant interviews with customer-owners, providers, and leaders

Aim 2

- Develop and evaluate decision-support tool
  - Steering committee guidance and feedback
  - Pilot test in one primary-care clinic

Aim 3

- Evaluate health and economic outcomes
  - Test refined tool in multiple clinics
  - Evaluate disease management, economic, and health outcomes
Stakeholder Engagement: Aim 1

• Data Collection
  – 38 stakeholder interviews conducted Dec to Feb
    • 19 Customer-Owners, 9 Leaders, 10 Providers
  – Semi-structured interview guide
    • Depression screening and treatment resources
    • Decision-tool content, design, and deployment

• Analysis
  – Transcripts summarized
  – Themes identified
  – Synthesized information presented to Steering Committee
    • Used to guide tool development
Deciding on Drug Therapy

I didn't even realize that I was depressed for a long time. I thought everyone felt this way; at least, everyone in my family seemed to. I probably would have just gone on like that if my doctor hadn't asked one day if I had ever thought about taking an antidepressant. I was relieved to find out that it isn't normal to feel like I do and that a lot of people are helped by medicines. I know it might take a while to find the right one, but I'm in no hurry; I've spent my whole life feeling sad.

I guess I'm just not comfortable with taking medicine for my depression. I feel like I ought to be able to manage this on my own without needing medicine. It seems too much like taking the easy route. But maybe I just don't feel bad enough yet.

I recently began going to counseling. I know that if I took an antidepressant, I might feel better sooner, but I don't like the sound of the side effects I could have. My therapist and I have set some goals for me to work on, and we agreed to revisit my decision in three months. I want to wait and see how the counseling goes before I take medicine.
Example Screens of First Draft of Decision-Support Tool

Approval versus Engagement
Get the facts

• What is depression?
  – A very common, highly treatable, medical illness that involves the body, mood, and thoughts. Physical, mental, emotional, and spiritual well-being.
  – It affects how people think about things, feel about themselves, the way a person functions socially, at work and in relationships, as well as everyday activities like eating and sleeping.
  – It is more than feeling blue, down in the dumps or sad about a particular issue or situation. (Link to Table with Symptoms of Depression, See next slide)

Link to Video about learn more about depression
http://www.youtube.com/watch?v=leZCmqlPZM&playnext=1&list=PL3E95B34CC364B7D0&feature=results_main
What healthcare options are available to you to manage your depression...

• Lifestyle Changes ([Link to page expanding each](#))
  – Healthy eating
  – Exercise
  – Relationship building
  – Stress management
• Behavioral Health Services - Therapy
  – Screening
  – Psychotherapy
• Medications
• Traditional Healing
• Other
Modifications to Decision-Support Tool

Impact of Engagement on Process Barrier and Proposed Solutions
Stakeholder Recommendations: Decision Tool Content

- **Provide context for the tool**
  - Who will see the information and how will it be used

- **Give people information about depression**
  - De-stigmatize/normalize (common life experience)
  - High level of depression in Alaska due to multiple factors (seasonal, trauma, situational)
  - Different types (situational versus chronic/organic)

- **Assess/offer resources**
  - SCF and non-SCF resources, including Customer-Owner personal resources (social support)
  - Include non-medication resources (dietician, traditional healing, individual counseling, and groups)
  - Explain potential benefits and burdens (side effects, wait times)
  - Follow-up/make multiple contacts

- **Use story/culturally consonant communication**
  - Include Native faces/voices; include testimonials of success
Stakeholder Recommendations: Decision Tool Design and Deployment

- **Adapt for multiple audiences**
  - iPad generally endorsed for providing screener and general information, especially with younger people
  - Elders and others may prefer personal or written option

- **Strategize location and timing**
  - Could deploy screen in waiting area or provide general info on closed-circuit TV in waiting area and use iPad for screen in examination or talking room

- **Maximize customer choice**
  - Make tool voluntary, not mandatory
  - Provide staff assistance with tool (e.g., RN or BHC)
  - Allow time for customers to explore options, including time in examination room and in follow-up appointments

- **Align with other initiatives**
  - Minimize duplication and multiple requests for information
Factors Related to Workflow

- Administration of tool
  - BHC
  - PCP

- Role of tool
  - Facilitate discussion
  - Provide information
  - Support Decision

- Time
Example Screens of Resultant Decision-Support Tool

Impact of Engagement on Process
The Signs and Symptoms that Bother Me Most Are ...

Feel Hopeless

Loss of Interest in Daily Activities

Weight and/or Appetite Changes

Sleep Changes

Anger or Irritability

Decreased Energy

Trouble Concentrating

Self Loathing

Pain
What can I do about my depression?

- Counseling
- Healthy Eating
- Exercise
- Clergy
- Support Groups
- Traditional Healing
- Herbal Remedies
- Drugs
- Stress Reduction
Engagement Barriers and Proposed Solutions

• **Barriers**
  – Cultural
  – Time
  – Communication
  – Information

• **Solution**
  – Cultural-adaptation
  – Technology/resources
  – Decision-support tool
  – Decision-support tool and extended tool
Other Example Screen Shots of Old and New Tools
Every day people face complex health decisions...

However, most healthcare decisions have no clear best choice.

![Healthcare Intervention Classifications](chart.png)
Balance, Health and Wellness
What causes depression?

**Life Experiences**
- Money problems/unemployment
- Grief and loss
- Violence
- Drugs/Alcohol Abuse

**Biology**
- Genetics
- Neurotransmitters (brain chemicals)
- Hormones
- Other Medical Conditions