

self  
management uk

## HEIQ REPORT

ON-LINE

Report written by Cheryl Berry Projects Manager

## CONTENTS

Introduction.....	3
About selfmanagement uk .....	3
Contract Summary.....	4
Course Evaluation Report .....	4
Course Delivery Data – First Follow Up .....	4
Aggregated HeiQ Results .....	5
Additional qualitative feedback.....	7
Summary.....	10
Appendix A: Explanation of Domains .....	10
Domain 1 - Health-directed behavior .....	10
Domain 2 - Positive and active engagement in life.....	10
Domain 3 - Emotional well-being .....	10
Domain 4 - Self-monitoring and insight.....	10
Domain 5 - Constructive attitudes and approaches .....	11
Domain 6 - Skill and technique acquisition.....	11
Domain 7 - Social integration and support.....	11
Domain 8 - Health service navigation.....	11
Appendix 2: The Likert Scale .....	11
Appendix C: Wider Benefits.....	12

## INTRODUCTION

Participants were asked to complete our standard evaluation questionnaire – the HeiQ (Health Education Impact Questionnaire). This tool was devised by the University of Melbourne and has been externally validated. The HeiQ version 3.0 was used which consists of 40 questions, with between four to six questions describing one of the following eight health behaviour domains:

- 1) Health-directed activity (four questions)
- 2) Positive and active engagement in life (five questions)
- 3) Emotional distress (six questions)
- 4) Self-monitoring and insight (six questions)
- 5) Constructive attitudes and approaches (five questions)
- 6) Skill and technique acquisition (four questions)
- 7) Social integration and support (five questions)
- 8) Health service navigation (five questions)

The end of course questionnaire contains an addition ten questions regarding the programme delivery and set up.

## ABOUT SELFMANAGEMENT UK

self management uk leverages over 10 years' experience of delivering self management training, support and education to well over 120,000 people living with long-term conditions.

The aims of self management uk are:

- To help those living with long term conditions to manage their condition better by themselves and improve their wellbeing
- To engage with healthcare professionals and commissioners to promote the value of self management for patients
- To promote self management support for people who live with long-term conditions with opinion leaders, policy makers and governments
- To develop more innovative and cost effective ways to deliver self management courses to meet commissioners' budgets and objectives.

The best outcome for both patients and the NHS is to help those with long-term health conditions actively manage their health. The Department of Health recognised this as far back as 2002 when it funded the introduction of the Chronic Disease Self-Management Programme (developed by Stanford University in California) under the name 'Expert Patients Programme' in the UK. This gave people access to free courses designed to support them in improving the day to day management of their long-term health conditions.

self management uk was launched to better promote these needs and the needs of long term condition patients themselves by increasing the focus on patient involvement across all aspects of their long term condition health provision and continues to be the leader for long term condition self management in the UK.

## CONTRACT SUMMARY

Summary of the contract:

	On-Line
<b>Job Number:</b>	n/a
<b>Type of Course:</b>	Self-Management On-Line
<b>Course ID's:</b>	n/a
<b>No of Valid HeiQ's</b>	Baseline 16 and Follow up 16 (16 attendees)

## COURSE EVALUATION REPORT

Participants were asked to complete our standard evaluation questionnaire – the HeiQ (Health Education Impact Questionnaire). Participants are asked to complete both a pre course (session one) and post course (the final session) questionnaire. Data is anonymous. Course participants were asked to rate HeiQ items on a 4-point Likert scale, ranging from “strongly disagree” to “strongly agree”. One scale (Emotional Well-being) is a reversed scale. The questionnaires and the results are contained in the following sections

## COURSE DELIVERY DATA – FIRST FOLLOW UP

The course delivery questions are only included in the end of course questionnaire. The responses to these questions provide essential information and feedback on the participant’s experience. The results also reveal to what extent the course met participants expectations and the quality of the delivery. Participants are asked to rate on a six point scale ranging from strongly disagree to strongly agree.

The results generated calculate an average score between 0 and 6. For the course an average score of 5 or above reflects a clear positive result. A lower score of 4.5 or below can indicate issues regarding the course facilitation, engagement and expectations for the participant and achievement of the aims and objectives.

No	Question	Average Score
1	I intend to tell other people that the program is very worthwhile	5.19
2	The program has helped me set goals that are reasonable and within reach	5.06
3	I trust the information and advice I was given in the program	5.40
4	Course leaders were very well organised	5.56

5	I feel it was worth my time and effort to take part in the program	5.50
6	Difficult topics and discussions were handled well by my program leaders	5.31
7	I thought the program content was very relevant to my situation	5.06
8	I feel that everyone in the program had the chance to speak if they wanted	5.25
9	The people in the group worked very well together	5.31

It is clear from the feedback that participants felt supported by the tutors, who were well organised and found the course worth their time attending. They also felt that there was enough time to speak and that the group worked well together.

The high satisfaction rates indicate a solid foundation for how the programme has been administered and delivered.

## AGGREGATED HEIQ RESULTS

The table below shows the results of the Aggregated HeiQ report. These results are taken from the comparison of the pre-course and end-of-course questionnaires.

Overall we are seeking a substantial positive change of greater than 33%. In other words at least 33% of participants in each domain(s) show a substantial improvement following the course. We would expect to see this in at least four domains and the focus of change does vary on the dynamics and the needs of the group and the local resources available. Scores are also more variable with lower numbers as differences in readings will have a greater impact on the overall score. Appendix A: provides a clear explanation for all domains.

Note that \*Emotional Wellbeing is a reverse score.

Domain	Score Range	Average Score At Base Line	Average Score At Follow Up	Proportion of Participants with a substantial improvement at follow-up
Health directed behaviour	1-4	2.55	2.89	8 of 16 = 50%
Positive and Active Engagement in Life	1-4	2.49	2.83	10 of 16 = 62%
*Emotional Well-being	1-4	2.76	2.39	8 of 16 = 50%

<b>Self-Monitoring and Insight</b>	1-4	2.95	3.20	6 of 16 = 37%
<b>Constructive Attitudes and Approaches</b>	1-4	2.71	2.97	8 of 16 = 50%
<b>Skill and Technique Acquisition</b>	1-4	2.44	2.95	13 of 16 = 81%
<b>Social Integration and Support</b>	1-4	2.54	2.80	8 of 16 =50%
<b>Health Service Navigation</b>	1-4	2.66	2.99	7 of 16 =44%

The ideal target is for the figures to be as close to 33% in the far right column. This course is showing strong indicators of behavioural change in all of the 8 domains:

- Skills and Technique Acquisition 81%
- Positive and Active Engagement in Life 62%
- Emotional well-being 50%
- Health Directive Behaviour 50%
- Constructive Attitudes and Approaches 50%
- Social Integration and Support 50%
- Health Service Navigation 44%
- Self-Monitoring and Insight 37%

There is a major increase in confidence as indicated by the Emotional Well-Being domain, as this behaviour change means that participants have a less negative response to their condition, including anxiety, anger and depression and are more satisfied with life and the things they can do to support themselves. This domain is further supported by the positive movement within the domain of Health Directed Behaviour which will support all domains as participants will feel more confident and motivated to interact positively within the health care system including their local pharmacy. There will be a more pro-active approach to managing changes to lifestyle such as diet, exercise and relaxation routines. The tools from the course such as communication skills, relaxation, healthy eating and exercise supports how people interact with their healthcare team to make informed decisions.

The positive outcome for Skill and Technical Acquisition means that participants use appropriate tools and aids to manage and cope with disease-related symptoms and health problems. Positive and Active Engagement in Life, supports as participants feel better able to engage in preventative measures such as: taking more exercise, being aware of the importance of a healthy diet, taking their medications as prescribed, asking for help and support if needed, feeling confident to adapt how they do things, using cognitive tools such as positive thinking and relaxation.

The Constructive Attitudes and Approaches domain is embodied by the statement 'I am not going to let this disease control my life' and includes a shift in how participants view the impact of their condition in their life. The positive change as indicated by Health Service Navigation indicates that participants feel able to communicate with their clinician and be prepared to develop a positive partnership. The Social Integration and Support is high and this means that participants are not feeling so isolated.

The positive change as indicated by the domain Self-Monitoring and Insight means that participants have the tools and motivation to monitor their condition both physical and emotional, on a daily, weekly and monthly base and set reasonable targets. It is important to note, that they also have the confidence to adhere to these limits. This has the knock on effect of obtaining support sooner instead of moving into crisis.

The above results are highly positive with all of the 8 domains reported as substantial improvement, suggesting that the self-management on-line programme has had a very positive impact on participants' ability and capacity to self-manage their long-term condition.

## ADDITIONAL QUALITATIVE FEEDBACK

The Questionnaire has space for participants to put additional qualitative feedback, the following were received:

- I feel my biggest accomplishment has been to actually get on to this course. Research and persistence pays! Another accomplishment is completing the course and this is followed by the advice from other participants that I have put into practice.
- I have made a good start and feel more focussed and calmer. There is a long way to go but I feel more in control of things.
- I really got a lot from the positive thinking activity and this helps my motivation to be more physically active. It helps to have a reason to leave the house. If I set myself something specific then I am more likely to do it. For example I will plan to go to the shop to buy the paper or go to a local cafe for a cup of tea and a bun!
- This course has made me realise that I have been managing my health conditions adequately. It's also given me the incentive to continue losing weight. One more pound off and I will be my lowest weight for 15 years!
- My motivation has improved
- Thank you everyone. It's nice to get advice from others and try out some of your ideas. I feel much more positive after reading your replies. Thank you all so much for your kindness. Good luck to you all.
- I have reduced my weight nearly to target and developed an exercise programme which is showing benefits.
- Learned to change my eating habits, and exercise a bit more than I use to, every little bit helps!

- Managing to walk at least a mile each day and trying to eat regularly. Even though I have not contributed a lot to this course I feel that it has helped. To think that next week is the last session - I'm going to miss u.
- I think my mindfulness meditation classes are doing the trick.... thanks to those and also having a friendly ear on here; I was able to spot when I was sinking into a downward spiral. It's always the same- I stop going out, start eating myself out of house and home, gain weight, get spotty, avoid seeing people, lose the will to live, quite literally at times. I was on my way back there this last week.., and I realised! I hadn't been out all week, was eating loads (and all fatty things) and having very negative thoughts. But it was different this time- I was aware of it and could stop it before it got really bad. I shoved on my trainers, went for a walk to blow the cobwebs away and stopped the emotional eating. I think it helped that I could see what I'd written on here- it really brings it home to you!. Thanks for getting me back on track.
- Starting on this course has made me take a step forward to becoming more positive.
- I have joined a local group and go walking every week (except when it rains!!).
- End of our course – thank you everyone. It's been great!
- I feel I have started to accept my condition and this has enabled me to look at how I can adapt the way I do things so that I can get the most out of life.
- Since starting the course I've done some exercise virtually every day and intend to continue doing that. Having regular walks seems to have helped my sleep a bit as now I'm having dreams I remember: dreaming = sleeping! It may not be much progress but any progress is still progress :-). Thank you, the course has been a great help and the tutors, along with the other course participants, have been a great support :-). Thanks again.
- I have lost 1 stone 4 pounds and I am well on my way to getting down to below 15 stone. Thanks for your messages. Knowing that people care is a great help so many thanks!
- I have found it has reminded me about things I have let lapse and got me back into good habits. I've started my meditations again and cut out dairy products again.
- I managed to go shopping this week - this is fabulous as I am normally worn out when I get in from work. I was very tired the following day though!
- I'm managing my pain better, by increasing my exercise, and allowing my body rest periods to recover. I have stopped allowing minor things to cause me stress, by having a nightly discussion with my husband, this also helps with problem solving and action planning
- I have learnt how to control my pain and control the spasms that I get by using the breathing techniques and not getting stressed like I would normally. I do all the exercises that my physiotherapist has given and that alone has helped me go outside walking and enjoying my life. I have learnt a great deal from the course and listening and 'speaking' to everyone.

- I have to say I have found this course great and enjoyed everyone's input. It's great to see I'm not alone and I only have to put my thoughts and feelings on here and everyone will pop up and make me feel good again , I will miss the course it's a shame it doesn't carry on
- The course has helped me: 1. Lose weight 2. Increase my exercise 3. Drink more water
- I would like to thank everyone very much for all your help during the last 6 weeks. It has been a very good course and I have enjoyed participating and trying to offer suggestions to other group members, as well as receiving tips and hints on improving my quality of life.
- I write down something to be thankful for each day and I'm going to continue to do it. Doing the course has made me realise that I have a lot to be thankful for in my life and there are things I can still do. This helps to take my mind off of the negatives
- I've really enjoyed the support and suggestions from everyone and I've made use of a lot of them. I find that my symptoms are a lot worse when I am tense or stressed. Relaxation techniques really help a lot,
- I think what I've accomplished is HOPE! This course has made me see that in order to have any semblance of a life I have to take control of my condition and do the best I can. I've learned to accept that I have a chronic condition that will limit me in doing certain things. But that doesn't mean that I can't do anything. I just need to do the best with what I've got. I'm starting to see that I can have a good life, if I manage my condition right. It has been really nice to have all of you there for the past 6 weeks. Reading all your stories and comments has made me feel part of something. It's nice to have people there that understand 100% what I'm going through. And, it makes me feel that I'm not alone in the world for once. Thank you x
- I've really enjoyed the course, all of the support and suggestions have been so helpful. Thanks to all of you for making it go so well.
- I'd like to thank everyone for their help and input. It's been really helpful.
- Wow we made it! Well done all! I know I will take away a lot from this course. I have learned so much and the support from everyone has been really good so thank you.
- Met up/Went out with WI ladies, met friend for coffee in café, had lunch with friend in Pub, drove a distance on my own though it took AGES! Found helpful people on this site with more in-common health and life problems than I could imagine :-)
- I have recently started some voluntary work - I can choose my hours and the work is easy, I enjoy the social contact and getting out the house etc.
- I have gained a lot of confidence taking part in this workshop it has help me a lot
- I'm sure I speak on behalf of the majority of us that we have had excellent tutors to guide us through this amazing course. We have learnt new things and hopefully been able to support each other with useful hints and tips to manage our personal health issues. I would like to wish everyone all the very best for the future and hope that taking a positive outlook on life will assist us to cope with everyday tasks that sometimes seem very difficult to cope with. Take care, everyone!!!

- I found this course very enjoyable and it was good to interact with other people that were also suffering and to see how they manage and cope with things.
- I felt the programme was worthwhile and the book invaluable. Most of the participants gave support, hints and tips which were very useful. The tutors monitored everyone carefully.
- Excellent programme! Many thanks, to everyone who supported me.
- I sent a letter praising the course to my employers Occupational Health Department

## SUMMARY

This is a report for On-line self-management programme which is showing extremely positive behavioural change in all of the 8 domains. With Health Directive Behaviour being strong, this supports all of the domains. The programme has clearly had a very positive impact on participant's ability and capacity to self-manage. From the additional qualitative feedback this has been a very successful course, for participants, which is due in part to the skills of the tutors involved.

## APPENDIX A: EXPLANATION OF DOMAINS

### DOMAIN 1 - HEALTH-DIRECTED BEHAVIOR

**Keywords: healthful behaviours including prevention, diet, exercise, relaxation; tangible change**

This construct relates to a change in lifestyle; however this change is tangible and specifically related to healthful behaviours. Activities may include changes in diet, exercise and relaxation routines. These activities may be aimed at either disease prevention and/or health promotion.

### DOMAIN 2 - POSITIVE AND ACTIVE ENGAGEMENT IN LIFE

**Keywords: getting engaged in life, intent for actions, indicators of now being engaged and involved in life**

This construct covers motivation to be active and embodies the notion of participants in self-management /health education programs engaging or re-engaging in life-fulfilling activities as a result of program involvement. Items in this construct aim to measure the individuals' activities to convert intention into positive outcomes, and imply a change of lifestyle and life activities.

### DOMAIN 3 - EMOTIONAL WELL-BEING

**Keywords: overall health-related negative affect; attitude to life; anxiety, stress, anger and depression**

This construct measures overall negative affective responses to illness, including anxiety, anger and depression (which are attributed to the illness). These indicators give a sense of individuals' general emotional well-being and satisfaction with life.

### DOMAIN 4 - SELF-MONITORING AND INSIGHT

**Keywords: self-monitoring of (sub) clinical indicators, self-management, setting reasonable limits or targets, and insight into living with a health problem**

This construct captures the individuals' ability to monitor their condition, and their physical and/or emotional responses that lead to insight and appropriate actions to self-manage. An important component of this

construct is the individuals' acknowledgment of realistic disease-related limitations, and the ability and confidence to adhere to these limits. This may also relate to the monitoring of specific subclinical indicators of disease status.

#### DOMAIN 5 - CONSTRUCTIVE ATTITUDES AND APPROACHES

**Keywords: minimising the illness – “I am not going to let this disease control my life”**

This construct is embodied by the statement “I am not going to let this disease control my life” and includes a shift in how individuals view the impact of their condition(s) on their life.

#### DOMAIN 6 - SKILL AND TECHNIQUE ACQUISITION

**Keywords: symptom relief skills, skills and techniques to manage own health**

This construct aims to capture the knowledge-based skills and techniques (including the use of aids) that participants acquire or re-learn to help them manage and cope with disease-related symptoms and health problems.

#### DOMAIN 7 - SOCIAL INTEGRATION AND SUPPORT

**Keywords: social interaction, feelings of social isolation as a result of the illness, “kinship” in group leading to sense of support, seeking support from others**

This construct aims to capture the positive impact of social engagement and support that evolves through interaction with others. This impact may arise from interaction with others sharing similar health-related life experiences. This 'shift' also involves the confidence to seek support from interpersonal relationships as well as from community-based organizations.

#### DOMAIN 8 - HEALTH SERVICE NAVIGATION

**Keywords: communication, decision processes, relationships, understanding; interaction with and negotiation of the healthcare system, including the confidence to talk with healthcare professionals; the understanding of ways to access healthcare to get needs met**

This construct is concerned with an individual's understanding of and ability to confidently interact with a range of health organizations and health professionals. Further, it measures the confidence and ability to communicate and negotiate with health care providers to get needs met.

## APPENDIX 2: THE LIKERT SCALE

Likert (1932) developed the principle of measuring attitudes by asking people to respond to a series of statements about a topic, in terms of the extent to which they agree with them, and so tapping into the cognitive and affective components of attitudes.

Likert-type or frequency scales use fixed choice response formats and are designed to measure attitudes or opinions (Bowling 1997, Burns & Grove 1997). These ordinal scales measure levels of agreement/disagreement.

A Likert-type scale assumes that the strength/intensity of experience is linear, i.e. on a continuum from strongly agree to strongly disagree, and makes the assumption that attitudes can be measured. Respondents may be offered a choice of five to seven or even nine pre-coded responses with the neutral point being neither agree nor disagree.

In its final form, the Likert Scale is a five (or seven) point scale which is used to allow the individual to express how much they agree or disagree with a particular statement.

For example:

**I believe that ecological questions are the most important issues facing human beings today.**

**Strongly agree / agree / don't know / disagree / strongly disagree**

Each of the five (or seven) responses would have a numerical value which would be used to measure the attitude under investigation.

Likert Scales have the advantage that they do not expect a simple yes / no answer from the respondent, but rather allow for degrees of opinion, and even no opinion at all. Therefore quantitative data is obtained, which means that the data can be analysed with relative ease.

## APPENDIX C: WIDER BENEFITS

In addition to these changes we can expect to see wider benefits in the community, these are illustrated by the chart below:

