Personalized Care and Connected Health

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About us

- A coalition of organisations
- Hosted by European Health Futures Forum
- Collaborating to promote and share evidence based approaches

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Why do we need a new approach- More than just medicine?

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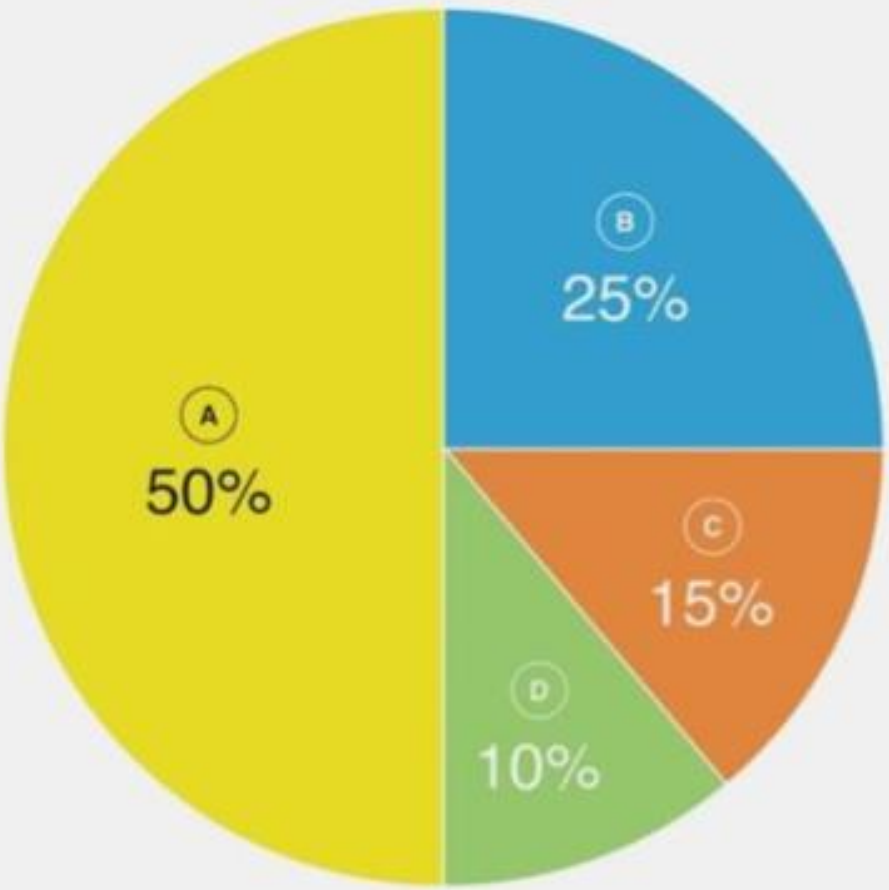
Influence on a person's health and wellbeing



A Self-care and self-management (knowledge, skills, confidence)
- Diet and exercise
- Lifestyle (smoking, drinking, drugs)
- Stress
- Managing medication
- Understanding early signs/symptoms

B Health care input
- GPs
- Nurses
- Hospital
- Specialists
- Therapists

C A person's biology
- Genetics
- Pre-disposition to a condition

D A person's environment
- Neighbourhood
- Family
- Peers
- Poverty
- Education

Canadian Institute of Advanced Research (2012) - available from www.nlgn.org.uk

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After adjustment, compared to low activation/health literacy, High level is associated with-

- 19% fewer GP appointments
- 33% fewer GP DNAs
- 35% fewer A&E attendances
- 28% fewer minor self-referrals to A&E
- 39% fewer emergency inpatient admissions
- 17% fewer outpatient appointments
- 33% fewer outpatient DNAs.

Health Foundation Association between patient activation and utilisation of primary and secondary care for patients with LTCs: http://www.clinmed.rcpjournal.org/content/17/Suppl_3/s15.full

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Patients and clinicians routinely over estimate benefits of medicine and underestimate risks

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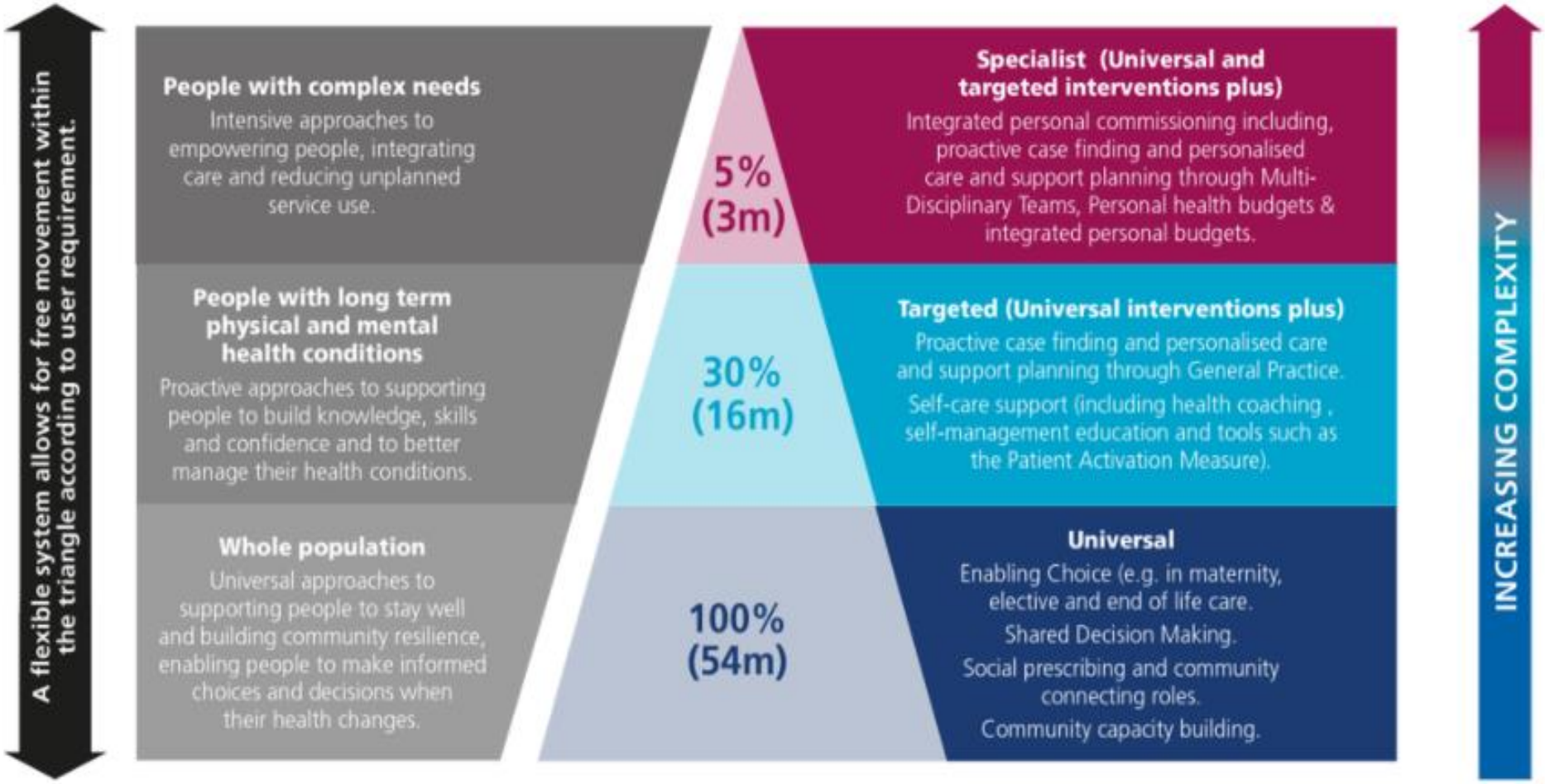
An all age, whole population approach to personalised care



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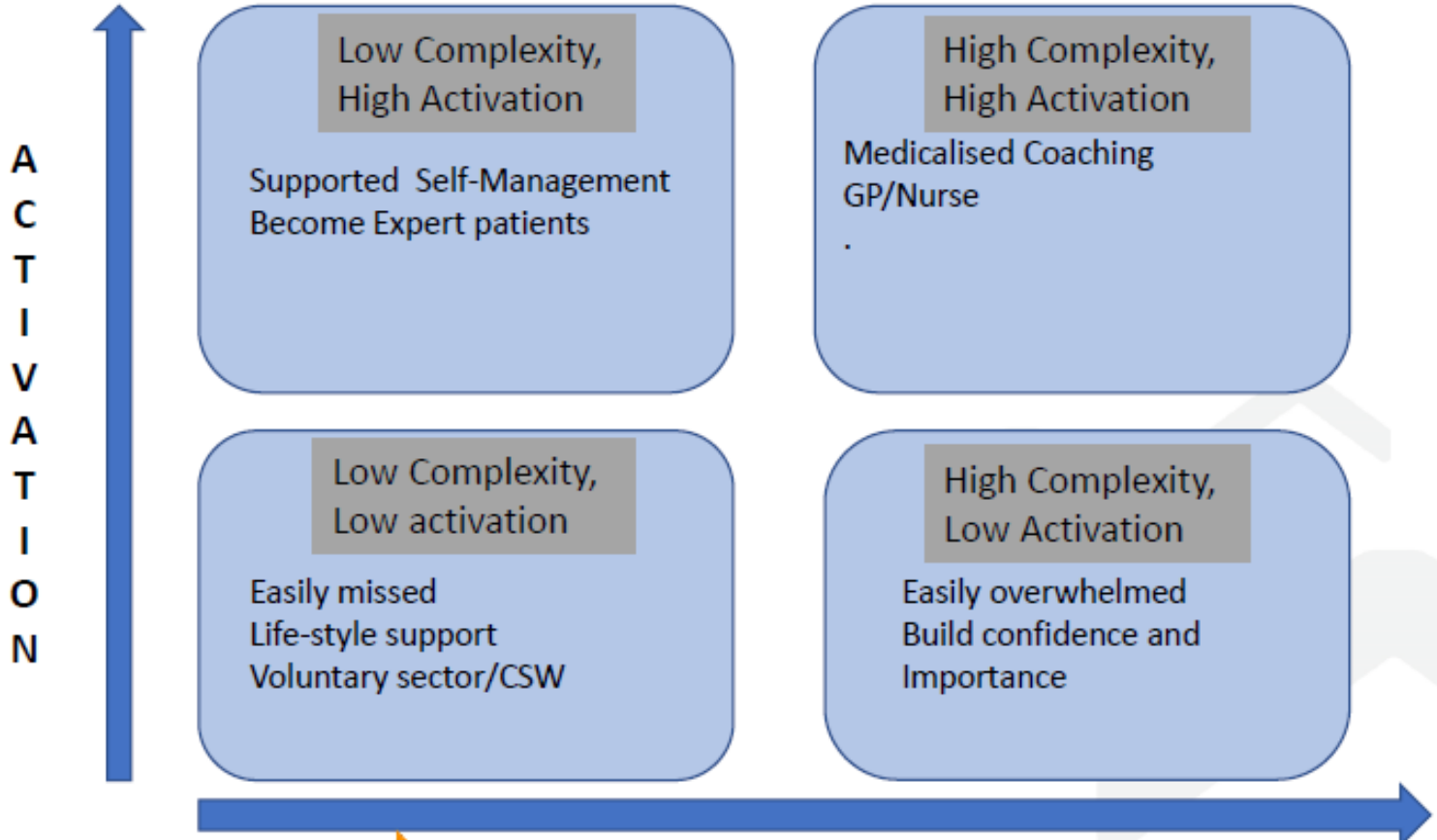
Forum

Segmenting based on activation/ Health literacy

How might you allocate resources?



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Evidence based approaches that enable patients to self-manage

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Approaches and tools for patients

- Health coaching.
- Peer support.
- Self-management education
- Face to face and online

Approaches and tools for clinicians

- Health coaching
- Shared decision making
- Personalised care and support planning

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Putting it all together

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Somerset Community Pain Management Service

Working together on my health

NHS Somerset Community Pain Management Service
Part of Musgrove Park Hospital

Empowering people with persistent pain to develop their understanding, skills and confidence to live a full and meaningful life.

Working in collaboration with other healthcare professionals, sharing expertise for the benefit of their patients.

- Medication Options: Using Option Grids
- Understanding pain and your body
- Goal-setting
- Videos
- Managing set backs
- Relaxation audio
- Top tips for managing pain
- Using medication
- Stress and anxiety
- Sleep

Log in

For registered users

How do I register?

Forgotten Password?

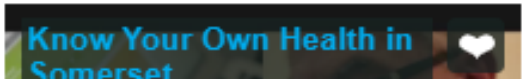
Register for our Patients online service

Patients Online

Get information, take action and be supported

Join our online community of other people managing pain with the Somerset Community Pain Management Service

Register



Mental and physical health and wellbeing: shown to increase people's self-efficacy and confidence to manage their health and care, improve health outcomes

NHS sustainability: Impact on how people use health and care services – and in particular can lead to reduced demand on services, particularly emergency admissions and A&E visits.

Wider social outcomes: lead to a wide range of social outcomes, from improving employment prospects and school attendance to increasing volunteering. They also can potentially contribute to reducing health inequalities for individuals and communities.

Source Realising the Value 2016

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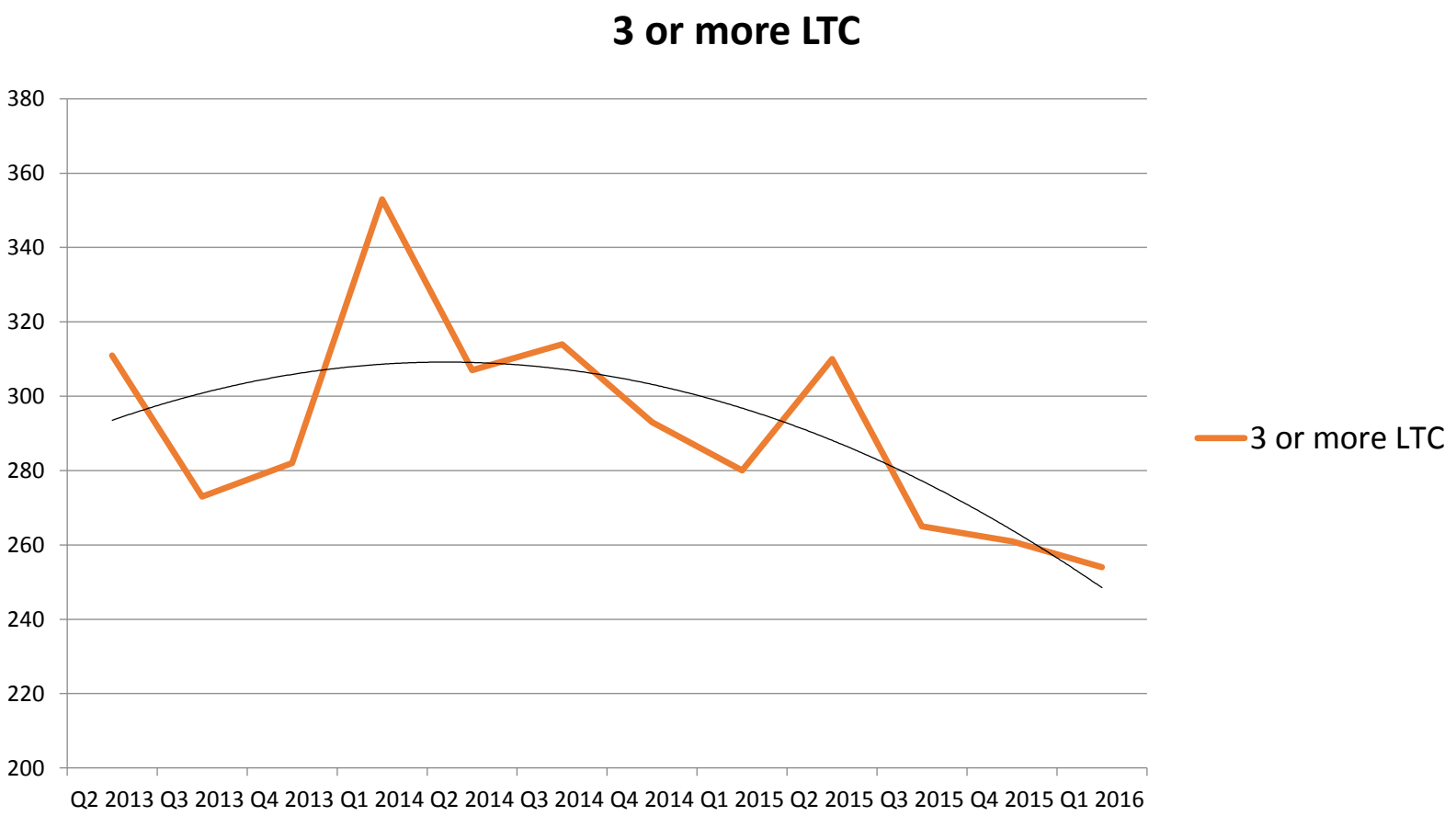
System outcomes



30% drop in emergency admissions to hospital in people with 3 or more long term conditions and stabilizing the number of all other acute admissions.

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Clinician outcomes

- Previous situation- Arrive to fully booked surgery, un-triaged. Complaints ranging from coughs and colds, to letters requested for housing, to new cancer diagnosis or medically unexplained symptoms. Extras squeezed in on top.

- Now- Arrive to clear desk. All demand is met on the day. “Midday Huddle” where all staff – GP’s, Health Coaches, Receptionists, Admin, Nurses and Care-Co-ordinators discuss 15-20 complex patients and agree actions, monitoring and interventions. Also review successes, admits and discharges.

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Patient outcomes

- 94% said they felt more able to manage their health and wellbeing or long term health condition.
- “Made me think about how I cope and how I can continue to help myself.”
- “I think the thing that helped me the most was the SMART goal setting. That sort of helped me focus on things and has been really good…it helps to motivate and I’ve done things that I thought I couldn’t do.”

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Key issues

- Patients expect a cure and medicine
- Reluctance to use digital platforms
- Low health/digital literacy major barriers

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Thank You

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