

Improving access through eHealth Care in Region Zealand

IHI, London
12th April 2024

REGION ZEALAND
PRIMARY AND eHEALTH CARE



Region Zealand in Denmark

- 850.000 citizens (of 5,9 mil.)
- 6 hospitals
- Highest share of patients with chronic illnesses
- The region most challenged by shortage of staff



Why eHealth Care?

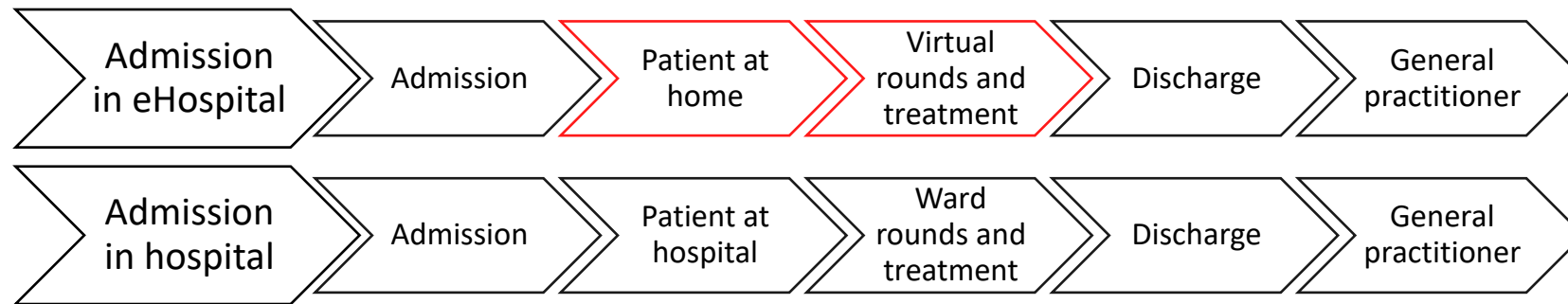
- Demography: Older citizens and more chronic diseases
- Lack of health care staff in rural areas (municipalities and region)
- Variation in municipal health care services
- 6 pct. of population consider distance a barrier for getting health care



eHospital – What do we do?

1. Hospital at home

Patients hospitalized in their own home or local care center



2. Preventive care

Monitoring of chronic diseases

3. Acute illness

Point-of-care-testing (POCT) as an alternative to acute admission

Hospital at home





eDoctor's
perspective

Live interview
with
Søs Wollesen

eHospital's preventive care

- Focus on chronic diseases
- Self-monitoring (gadgets)
- Patients first – Empowerment!
- Treatment at home - Flexibility
- Less acute physical admissions



CASE: COPD-program

30 PCT. REDUCTION IN
HOSPITAL ADMISSIONS



3 months before

3 months after



Preventive care



Our results

Preventive care

- 30 pct. reduction in acute physical admissions
- 70 pct. shorter admission time
- High patient satisfaction
- Increased patient health competences (empowerment)

Hospital at home

- 30-57 pct. cheaper to admit in eHospital
- Maintaining high quality
- Empowerment of patients
- Reduced hospital infections and functional impairment resulting from hospitalization

Questions?

REGION ZEALAND
PRIMARY AND eHEALTH CARE



Improving access to services across Scotland: Remote groups via video are Go!

A blue circular logo with the text "Near Me" inside.

Near Me

Marc Beswick

Digital Education & Adoption Lead
Scottish Government

@marcbeswickahp

@NHSNearMe





Near Me



Near Me

Poll





Near Me

What are
Near Me
Groups?

Near Me

Safe, simple, secure
and free

4 hour run time

Names hidden or
visible

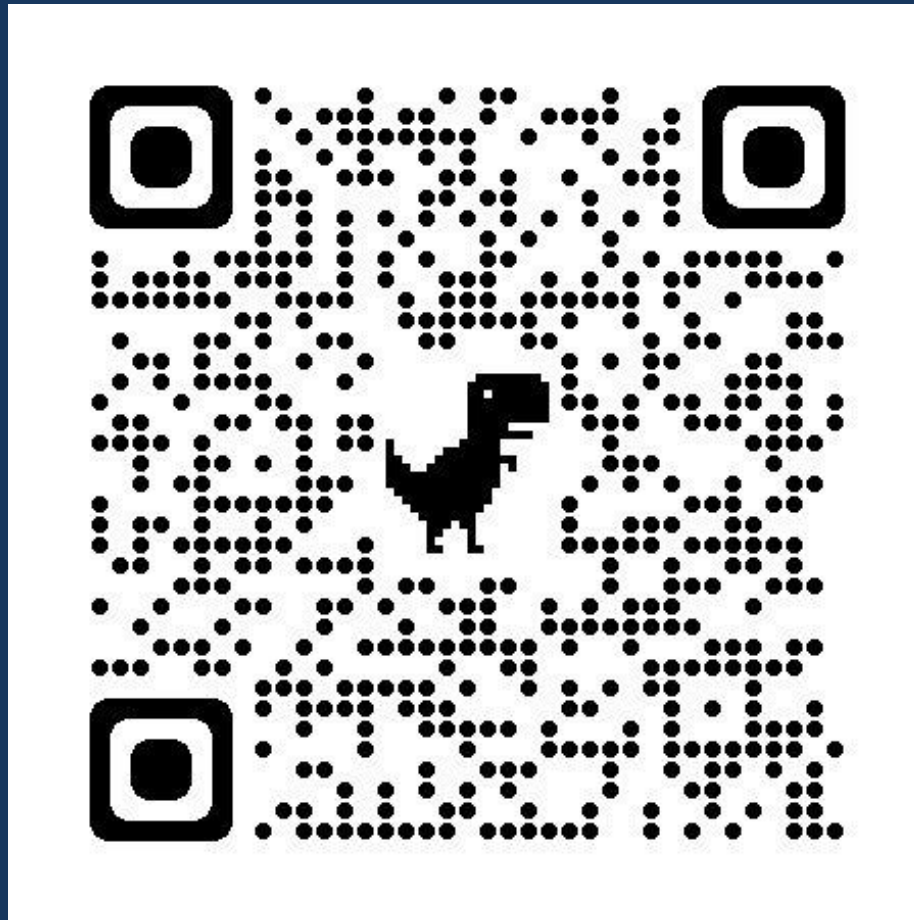
No app or
software download

Up to 120 people
can join

Chat & Breakout
Rooms

Near Me Groups Website

Near Me



<https://tec.scot/workstreams/near-me/group-consultations>



Near Me

Why?



<https://learn.nes.nhs.scot/70145>

Overarching Aim:

Increase access to group education and consultations for patients

Aim

In order to achieve this Aim...

Aim: To deliver 10 video group sessions to patients across 4 Health Boards by April 2022

Primary Drivers

We need to ensure...

A video group platform is available

Patients can join the group safely and securely

Clinicians can set up a video group session

Clinicians can run a video group session

Secondary Drivers

Which requires...

A safe and secure video platform

A simple process for patients to follow when joining

A process for clinicians to follow when setting up a group

A process for clinicians to follow when running a group

Change Ideas

Ideas to ensure this happens...

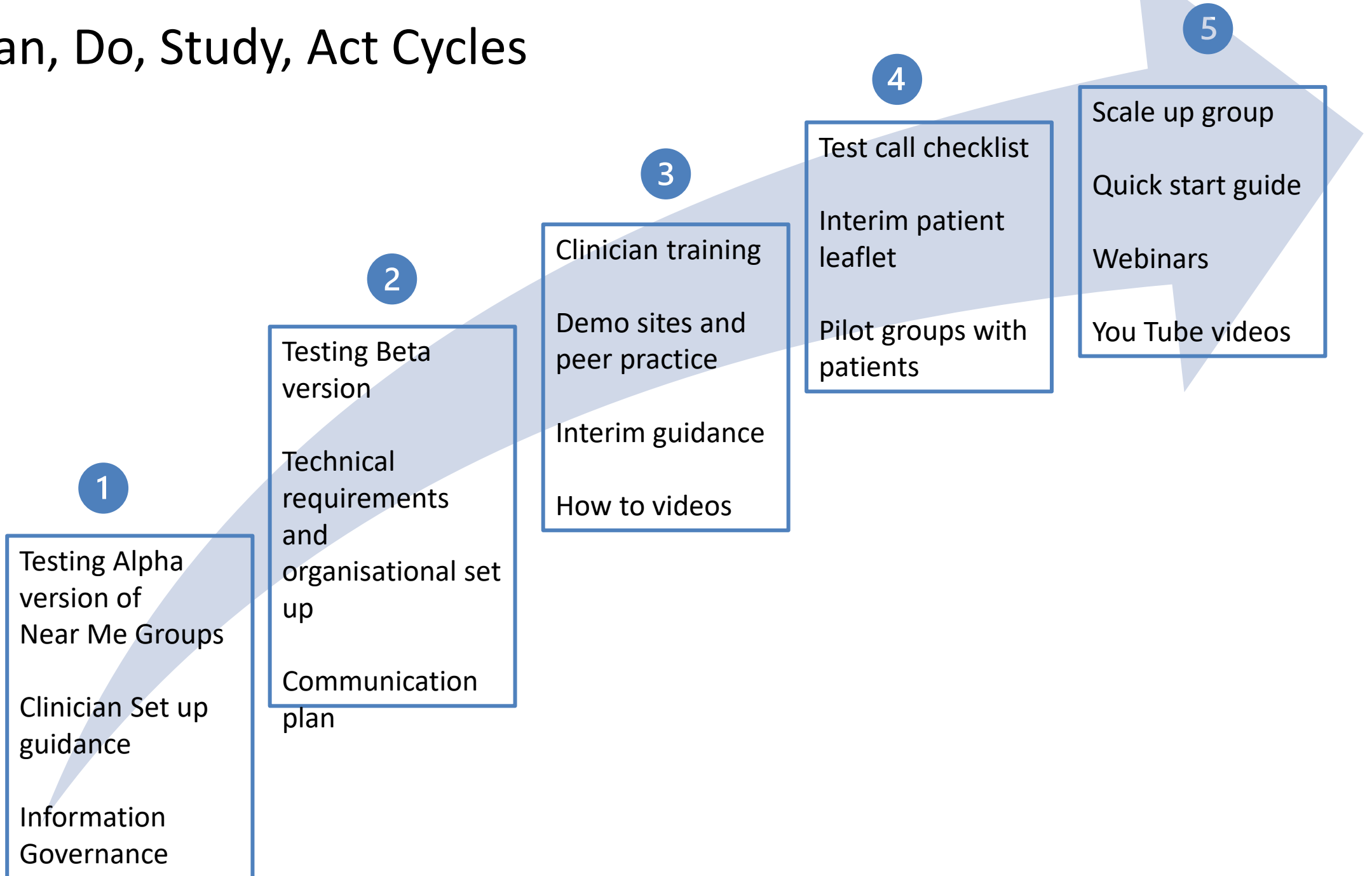
Establishing the IG implications of a video group and identifying mitigations for them

Information and guidance is available for patients prior to attending to support them in joining and participation

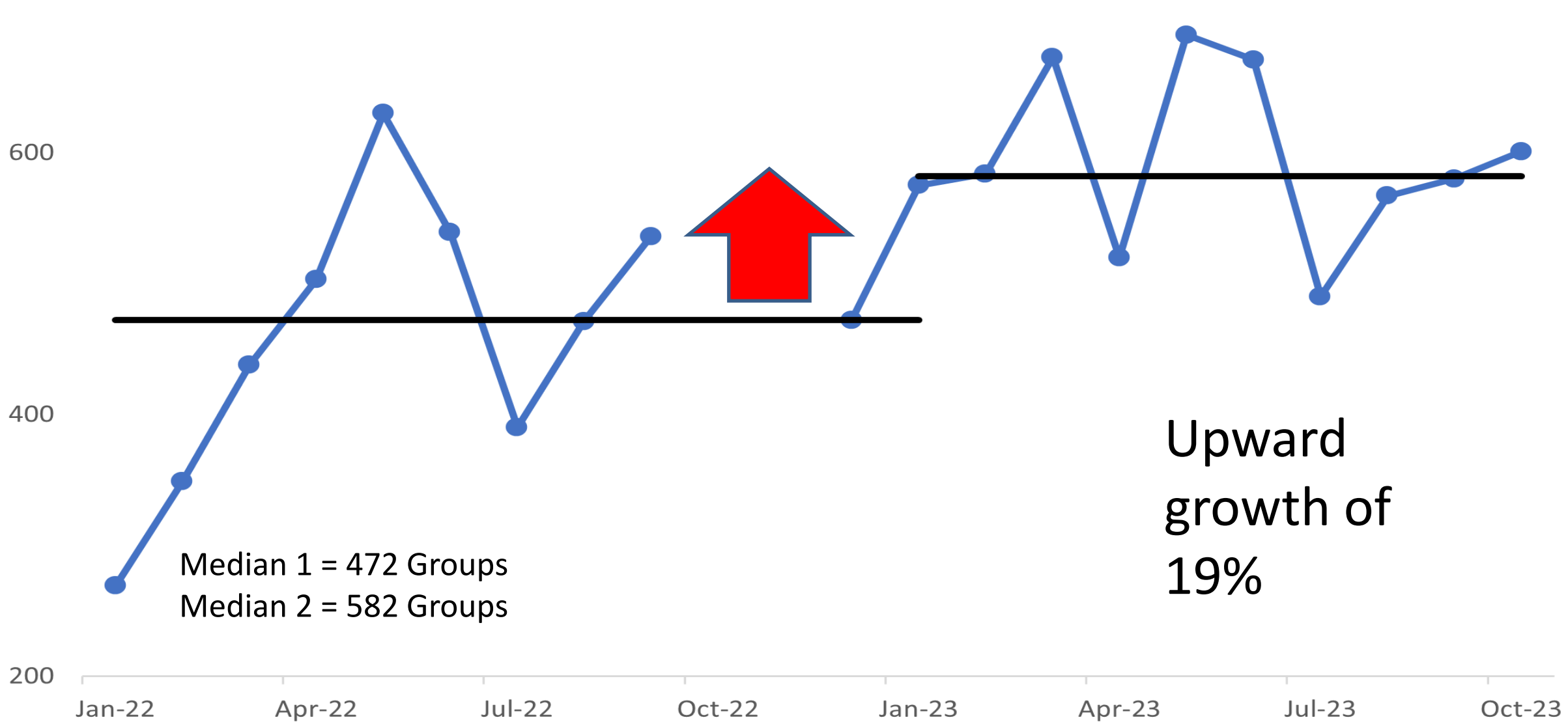
Training and guidance for clinicians to use when setting up a video group session e.g. invitation process and platform functions

Training and Guidance is available for clinicians to use when running video group sessions e.g. technical settings and group management

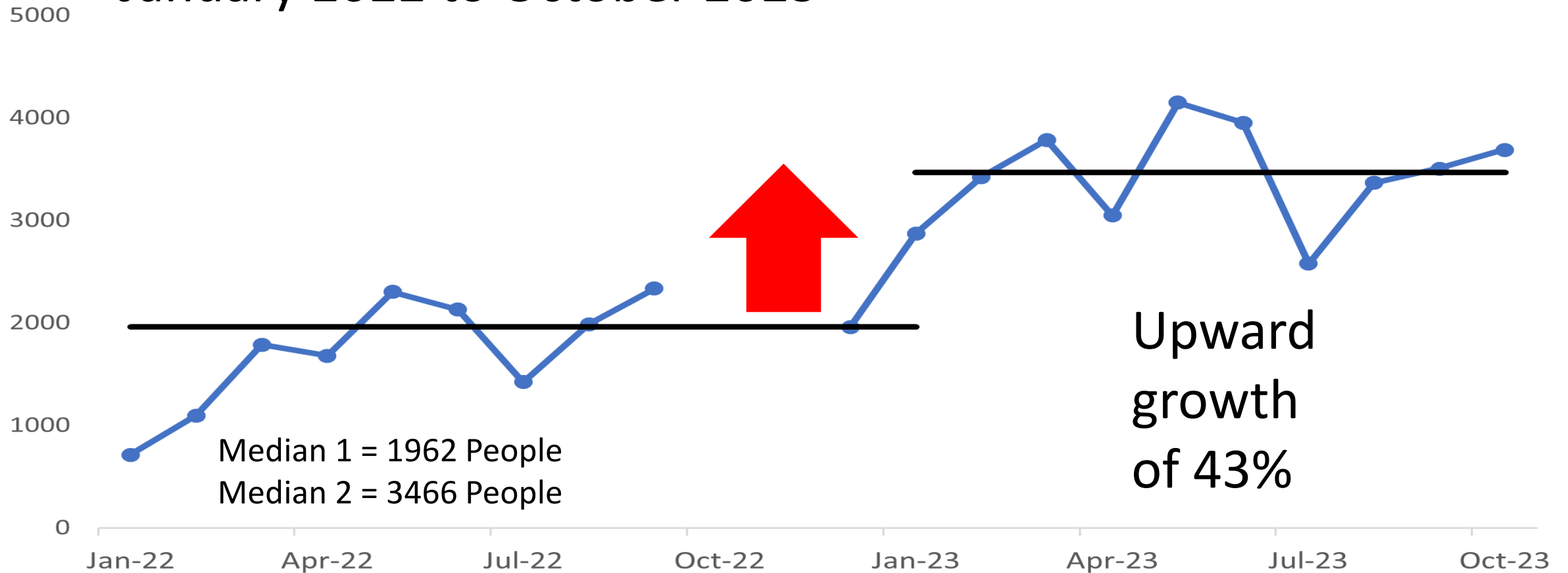
Plan, Do, Study, Act Cycles



Run chart of number of groups from January 2022 to October 2023



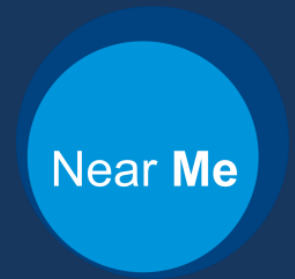
Run chart of number people who attended groups from January 2022 to October 2023



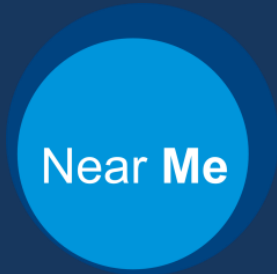
Near Me

55,000 people attended
11,000 groups

Specialty	Total No. of Callers in 2023
Dietetics	11203
Community Mental Health	6954
Psychotherapy	5702
Child & Adolescent Mental Health	4174
Clinical Psychology	3752
Midwifery	3246
Chronic Pain	3045
Endocrinology & Diabetes	2826
General Surgery	1542
Integrated Care	1101



The NHS Lothian Weight Management & Type 2 Diabetes Prevention Team



Tier 3 Dietetic intervention groups

	In-Person Group	Near Me Group
Weight Loss Range	1.5kg – 3kg	3kg – 4.1kg
% of patients who met their weight loss target	50%	60%
Average attendance	78%	79%

The NHS Lanarkshire Digital Psychological Service

Near Me

- From the 1st April 2021 – 31st March 2022, **21 online groups were delivered**
 - 7 Emotional Resources Groups
 - 7 Mindfulness Groups
 - 7 Survive and Thrive Groups
- 236 patients attended
- Mean waiting time **9 weeks**
- Paired t-tests showed a **statistically significant change pre and post group intervention on some outcome measures** for each group. However, sample size was small due to low response rate (n=48)

Patient Survey responses

Near Me

2000
responses in
2023

94% of
patients would
use it again

86% satisfied
or very
satisfied

1.5 million
miles saved

More feedback

Near Me

"much easier than getting the ferry in the lashing rain. Thank you"

"much much easier than taking a ferry and a bus, which is very difficult with chronic pain and mobility issues"

"Thank you for having it online as this option made it possible to participate"

"With the extremely poor weather (windy and rainy all day long), it was so nice to have this session via online. If I had to travel, I wouldn't have attended as it would be unsafe to travel out in this weather"

"It was very informative and helpful. Not sure how far I would have had to travel to an in person group"

"I was worried about being seen or heard by other people but it has actually been nice to see and hear other's experiences and emotions on the video call and I feel more comfortable being in my own home"

Other benefits

Near Me





Finally

Near Me

A QI approach, co-design, co-production and increasing the digital capability and confidence of both clinicians and patients by developing educational resources have been the keys to success.

Near Me Groups increase choice
and access to health and public
services plus support
self management.

A digital tool like Near Me
Groups can be used to support
large scale
health improvements.



Discussion



Near Me