PATIENT JOURNEY TO NUTRITION SUPPORT

Symptoms of disease → Hospital / Diagnosis → Treatment → Hospitalization

General Practitioner → Specialist

Complications / Comorbidities → Surgery / Medical procedure
Another medical procedure

Discharge to home

Hospital

Outpatient Care

Nutrition Center

Significant malnutrition

Nutritional assessment!
HEALTH CARE 2020
REENGINEERING MODEL CHRONIC DISEASE CARE

- physician time demands,
- rapidly expanding medical database,
- therapeutic inertia,
- lack of supporting infrastructure.

Figure Models of care delivery in chronic disease management.
CHRONIC DISEASE BURDEN ON HEALTH SYSTEM
chronic diseases are very common (responsible for 85% of all deaths in the EU), and very costly, (responsible for up to 80% of all healthcare costs)

MANAGING CHRONIC DISEASE
Existing delivery models are poorly constructed to manage chronic disease, as evidenced by low adherence to quality and control indicators.

ENGAGING PATIENTS WITH NEW TECHNOLOGIES
New technologies have emerged that can engage patients and offer additional modalities in treating chronic disease.

TEAM-BASED CARE WITH PATIENT CENTRICITY
Modifying health care delivery to include team-based care combined with patient centered technologies offers great promise.
ACCESS TO DIGITAL HEALTH RECORD

Of the general population who do not currently have access, or do not know if they have access, to their DHR:

- 63% Want access
- 21% Don’t want access
- 16% Don’t know

People who are tracking their health via digital health technology do so because:

- 42% It’s convenient
- 35% They learn more about themselves
- 34% They feel more in control of their health

Those with access to their digital health record (DHR) report better personal experiences in healthcare and better quality of care available to them than those who do not have access:

- Percentage who rate their personal experience of the care they receive as good, very good or excellent:
  - Those with access: 82%
  - Those without access: 66%

- Percentage who rate the quality of care available to them in their country as good, very good, or excellent:
  - Those with access: 80%
  - Those without access: 64%

When asked what has improved their experience in the past five years, the top reasons cited by individuals that saw improvements relate to access and convenience:

- 53% It’s easier to schedule appointments
- 47% It’s easier to get test results
- 42% I receive appointment/treatment reminders
- 27% I am able to monitor health indicators on my own
SHARING HEALTH DATA

When patients do share data, they perceive the **quality of care** they receive to be higher

Those who track and share their health data are slightly more likely to perceive the **quality of care** available to them positively.

- **74%** General population that perceive the quality of care available to them as good, very good or excellent
- **66%** Individuals who use digital health technology and **share their health data** with their healthcare professional (n=6,052)
- **53%** Individuals who use digital health technology and **do not share their health data** with their healthcare professional (n=6,052)

Healthcare professionals also report that their own experience has been **positively impacted** over the past five years by data-related updates, such as:

| Access to patients' full medical history | 57% |
| Patients having access to their own health data | 44% |
| Ability to harness big data | 39% |
| Medical-grade health trackers | 37% |
| Digital health technology or mobile health apps | 33% |

Base: Total healthcare professionals

17 Future Health Index 2019 Transforming healthcare experiences
Healthcare professionals who use digital health records in their practice report that the technology had a **positive impact** on:

- **Quality of care provided**: 69%
- **Satisfaction for healthcare professionals**: 64%
- **Outcomes for patients**: 59%

*Base: Total healthcare professionals who currently use DHRs (n=2,268)*

Additionally, 57% of healthcare professionals report that, in the past five years, their experience has been positively impacted by having **access to patients’ full medical history**.

*Base: Total healthcare professionals*
71% of individuals have been **discouraged** from visiting a healthcare professional when they had a medical reason to go.

**Base:** Total individuals

The **top-cited reasons** people have been **discouraged** from visiting a healthcare professional are:

- **Difficult/unable to schedule an appointment:** 31%
- **Lack of time to go:** 27%
- **General practitioner needed to recommend to a specialist:** 25%
- **Specialist not available in their area:** 20%

**Base:** Those that have not visited a healthcare professional when they had a medical reason to go (n=10,711)

45% of the general population is open² to **remote consultations** for non-urgent care.

**Base:** Total individuals

Few healthcare professionals say telehealth has positively impacted patients’ experiences in the past five years:

- **33%** Healthcare professional-to-patient telehealth
- **31%** Healthcare professional-to-healthcare professional telehealth
INFECTION CONTROL: Companies developing tools to help maintain proper hygiene. One such company is Xenex which develops robots that use UV light to disinfect hospital rooms and consequently reduce hospital-acquired infection rates.

CARE COORDINATION: Companies working to ensure all parties in the care process remain informed and engaged. HealthLoop developed a patient engagement platform intended to facilitate patient-physician communication throughout the care continuum.

PATIENT EXPERIENCE: Companies such as NarrativeDx working to either measure or improve the patient experience within the hospital.

SUPPLY MANAGEMENT: Companies developing digital tools to aid in handling the delivery and logistics of medical supplies within the hospital. Lab Sensor Solutions tracks the temperature and location of materials such as vaccines, blood, and pharmaceuticals.

REFERRALS: Companies focused on platforms intended to aid physicians when choosing a specialist for the transfer of care.
FUTURE OF THE PATIENT NUTRITION JOURNEY...?

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THANK YOU!