

# Cardiac Rehab in my Pocket

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## Project Background:

There has always been a percentage of eligible patients who do not take up Cardiac Rehab and reasons can vary across Wales.

During COVID many teams were decimated by redeployment as well as not being allowed to see patients face-to-face. This led to teams being more inventive and the creation of virtual programs began. These varied across Wales also.

Upon re-commencement of face-to-face services there was now a group who preferred virtual delivery. The question to solve is how best to serve these patients with a quality service that does not impact on the ability to deliver our face-to-face service, in fact could it compliment it.

## Project Aims/Objectives:

To deliver a system that will increase overall uptake of eligible patients into cardiac rehab, provide an efficient way to manage more virtual patients and deliver a product that ensures equitable service provision across Welsh Health boards.

Objectives:-

- Easy Access to CR materials for more patients.
- Increase Uptake of CR for eligible patients.
- Encourage better self-management of their condition.
- Menu based approach to care.
- Allow staff to manage the new virtual workload more efficiently.
- Manage majority of virtual patients at a glance.
- Reduce risk of re-admission from repeated events.
- Embrace modern technologies into our treatment plan.

## Project Approach:

After patient feedback in ABUHB, about their virtual resources used during COVID, the idea of an app based resource was thought of. After discussing locally a working group of cardiac rehab staff across Wales was created to discuss the idea of a Welsh CR app and what it could include. This group included members from the all specialities in the cardiac rehab MDT.

Background research was made into what systems are already in use and initial talks with app creators and filming companies began to look at costing, timelines feedback into what was being discussed. After discussions and evaluating the options available it was decided that creating a new product would be the most cost efficient and would also ensure that content and functionality would include everything CR requires, rather than using an already existing product that only meets some of the services needs.

While funding is being secured a simple prototype of the patient app was created and initial testing and feedback has been gathered from staff and patients in ABUHB about content and functionality of the app.

## Project Outcome(s):

Feedback from prototype app. 41 surveys collected. 36 patients responded, 5 staff.

Navigation- 88% positive use, 10% passive in their response, leaving 2% who had a negative experience (1 person)

Look of the app had 100% positive feedback, in 2 cases it exceeded expectations.

Locating required information had 80% positive feedback, 14 % were passive in their response and 6% had a negative experience, perhaps due to some topics not currently covered.

70% people said the app contained everything they required, 20% were unsure of what they needed exactly and 10% felt more was needed (has already been planned for release).

Everyone surveyed agreed an app was better than Facebook and YouTube for access to material. Also nobody thought having the resource to compliment F2F delivery was a negative.

Only one patient did not think it would be useful if doing a solely virtual program (they do not have a smart phone).

The feedback from the initial prototype and discussions across the All Wales CR group, have been overwhelmingly positive and resulted in the project being pushed for funding to create a downloadable app and staff hub for full testing with patients and staff in ABUHB. If successful the app would go out to all health boards in Wales.

## Project Impact:

Current impact is minimal, this will become clearer once a full prototype is available for patients to test and staff to utilise the hub to monitor and manage them. However, from the questionnaire we have had some feedback:-

"I think everything was there that I personal would need. Sometimes is difficult to access the exercises via Facebook, So to have this alternative would be great."

"looked pretty comprehensive"

The potential impact across Wales would be that every Health Board will have a product that will enable all patients to receive an equitable standard of care at a minimum, whether they run face to face rehab or not.

More patients will be able to access CR services at their convenience, including patients who traditionally declined CR services due to returning to work, travel, unconfident in group environments etc.

Gives patients a menu based approach to their care.

More eligible patients taking up CR means there is a greater chance of them managing their risk factors better. This means reduced chance of re-admissions, reducing numbers in hospital and therefore saving the health boards money.

The staff hub means CR programs can manage more patients at a glance, ensuring time is better equipped for the patients who need it.

Should we have another pandemic that closes face to face services, the virtual resource will ensure CR patients still receive a high quality service.

Patients will have access to resources after discharge, to help keep them motivated and educated to continue managing their risk factors long term. This would result again in less hospital re-admissions and saving the health boards money.

## Key Conclusions:

This project has highlighted that there is a need to have a virtual service offered to patients and that currently there is not an efficient way to manage the patients who want to access this. Therefore the project has shown that a package to help better manage patients, while minimising time for staff, is needed across Wales to ensure a professional virtual service is given to patients who want it.

This has led to the project being taken further onto prototype creation and funding is currently being sourced for this.

## Next Steps:

- The next stage is to secure funding to create working prototypes of the patient app and staff hub for testing in ABUHB.
- Fully test both sections with feedback from staff and patients.
- Based on feedback, if positive re-shoot exercise and education videos (may require further funding sources).
- Final edit to app and staff hub based on feedback (require additional funding sources which may be one off per health board to customise product to them).
- Launch across each health board in Wales.
- Potential for commercialisation across the UK and beyond.
- Potential to expand to a full cardiology pathway and heart Failure service.



Patient App



HCP Portal

- Easy access to CR materials for more patients
- 2 way messaging with their CR team
- Notifications
- Encourage better self-management of their condition
- Better resources for home exercises
- Compliment their F2F sessions by providing more exercise session opportunities
- Access CR material on the go
- See and manage booked appointments
- Upload health data
- Complete questionnaires
- Local Charity and Exercise class info
- English and Welsh versions
- Continued access to resources after discharge

- See patients from their site
- Enrol and discharge patients
- Have control over available features for each patient
- 2 way messaging switched off after discharge
- Send push notifications
- Message patients
- View content accessed by patients
- Manage more patients at a glance
- Schedule calls and appointments