Comisiwn Bevan Commission

Challenge, Change and Champion Series
Blueprint to Support Transformation

National Technology Enabled
Self-Management –
a Prudent Model

Contents

National Technology Enabled Self-Management – a Prudent Model

Most people practice self-management as part of their usual care, especially people living with long-term conditions or disabilities. All of us require the knowledge, skills and confidence to look after ourselves on a daily basis and know when to seek care and support in order to optimise our health and well-being. Supported self-management is not only prudent; it can enable people to live a fulfilled life and access health and care services when relevant and appropriate. It can also helps establish shared decision-making between the person and their care team to ensure their skills, strengths and capabilities are seen alongside their needs and are built upon when addressing 'what matters' to the individual and their family.

Aims

A National Technology-Enabled Self-Management programme aims to use all skills and resources effectively to support people to optimise their health and wellbeing and to manage ongoing symptoms and needs. It will bring together a pan-Wales team from the NHS, third sector organisations and peer-group members to provide a blended approach to support people with their needs across Wales. This includes helping people to stay healthy, those living with long term conditions and care needs, those on waiting lists or having been hospitalised, as well as supporting the health and care workforce.

The programme aims to provide a comprehensive set of online/ virtual and in-person self-management courses, resources and support opportunities via self-referral or care practitioner referral. This will ensure people who are not digitally literate or live in a poor reception area, will not be denied access to the programmes.

People will be able to access the online programmes from their usual place of residence or other local community setting that has been designated and enabled to be used for such activities, to optimise prehabilitation, rehabilitation and recovery for any surgical procedure, support people living with long term conditions including long covid, avoid unnecessary hospital admissions, A&E attendances and other care team appointments. A programme of in person courses should also be offered within each health board area.

Supported self-management focuses on 'what matters' to the person, enabling them to be seen within the context of their whole life, their relationships and interests.

Origins

Self-management courses have been provided for the past 17 years in Wales both under the brand of Education Programmes for Patients (EPP) Cymru and Health Boards' Education Programmes. Courses have aimed to support individuals living with one or more long-term condition and other conditions to:

- Develop skills to help them to manage their health and well-being
- Make best use of health services
- Work in partnership with health and social care professionals
- Make positive behaviour changes to improve their lifestyle
- Take control of their health and well-being

All of these aims also apply to people in general, not only those living with long-term conditions and a National approach to Technology Enabled Self-Management will enable all people in Wales to make improvements in their quality of life and, in turn, reduce pressure on health and care services.

As a result of the COVID-19 pandemic, most self-management courses were adapted to be able to be delivered online and enable self-referral and signposting to relevant information and courses available. This now provides an ideal opportunity to maximise the learning on a 'once for Wales' basis to enhance the resources and extend the reach for the benefit of all. This development can also form part of the NHS Wales App roadmap to ensure that the resources are integrated and are designed to optimise accessibility.

Characteristics:

- Shared decision-making
- Self-referral including understanding a person's level of knowledge, skills and confidence (patient activation), using tools such as the PAM or equivalent
- Single point of referral submission and programme co-ordination
- Online/ virtual and in-person
- Digital and health literacy focus
- At or close to people's homes
- Solutions and person-centred goals-based support
- Group and peer support where appropriate

Structure

Providing programmes across Wales
Access to both online and in-person self-management programmes and resources will be co-ordinated through a single point of access hosted by an NHS Wales Health Board or Trust. People who live and work in Wales will be able to self-refer through the completion of either by completing a form online or phoning the single point of access or be referred by a care practitioner. Each person will be signposted to appropriate courses and tools aligned to supporting their self-management and self-care needs.

24/7 service
Most of the self-management resources will be available for people to access 24 hours a day, 7 days a week. The single point of access will be staffed Monday – Friday, 09:00 – 17:00.

Healthcare professional oversight and supervision
The work of the single point of access will be led by an NHS Senior professional (eg Nurse or AHP) who will oversee and support the development and delivery of a range of supported self-management resources by Education for Patients co-ordinators, trained volunteers with lived experience, and specialist nurses.

Conditions/ needs supported (not exclusive):

- Respiratory conditions including Long Covid
- Cardiac conditions
- Muscular-skeletal conditions
- Diabetes
- Carers
- Psychological conditions
- Lymphodema
- Foot care
- Pain management
- Cancer
- Neurological and fatigue management

How patients benefit

Patients and their families will benefit in a variety of ways including:

✓ **Improved health and wellbeing through:**

o Symptom understanding, monitoring and management when required
o Medication understanding and compliance
o Confidence and sense of control and empowerment
o Mental health and less depression and anxiety
o Self-assessment, self-management and understanding of what is 'normal' for them
o Availability of and access to information including where, when and how to get further health and advice
o Support available as a continuum not time-limited

✓ **Accessing appropriate health and care services – right care, right place, right person:**

o Proactive rather than crises/ emergency health and care services
o Preventing unnecessary health and care consultations and admissions
o Enabling more people to benefit through better targeting of in-person health and care services in line with people's needs, preferences and health and wellbeing status

Enabler: technology

Reliable video connections allow care practitioners to communicate with patients and their family as 1:1, group sessions or utilising a 'hub and spoke' model.

Tele-monitoring devices and Apps to allow remote monitoring for people living with long term conditions.

Physiological measurement devices and Apps to allow patients to self-manage.

Online patient education programmes through self-referral and care practitioner referral. Includes psychological therapies for patients and caregivers.

Enabler: relationship with care partners and knowledge of local health economies

Building partnerships with other care and support organisations and developing trusted relationships is at the heart of providing care and supporting people remotely.

Recognising that technology enabled care does not suit all people all of the time but can provide people with choice and access to more responsive care and support and as a continuum.

✓   **Full range of self-management resources, eg:**

o   Personalised self-management plans
o   Information leaflets – paper and online
o   Online courses
o   Chat bot
o   Helpline

✓   **Empowerment through Self-referral**
✓   **Optimising workforce self-management expertise**

Enabler: Scale

As this is proposed to enable access to 24/7 self-management support, it will require current self-management health and care resources to be pooled with co-operation and collaboration agreements between parties developed to optimise access for the population of Wales.

Impact

There is a growing body of evidence showing that supporting people to self-manage their health and care can lead to improvements in health and wellbeing outcomes as well as reduced health and care utilisation. Furthermore, technology is playing an increasing role in facilitating people's access to services and resources as well as their understanding of how to better look after themselves and this was particularly evident during the pandemic[2]. Aspects of self-management most frequently reported include:

✓   Information provision
✓   Enhancing problem-solving or decision-making skills
✓   Active stimulation of symptom monitoring
✓   Medication management or adherence
✓   Strategies for stress or psychological management of condition
✓   Enhancing dietary intake

From a prudent health and care service utilisation perspective the evidence demonstrates that patient education interventions provide positive impacts. These include decreased emergency admissions, visits to A&E departments and primary care consultations[3]. Furthermore, quality-adjusted life years increased and for people of working age, a reduction in loss of production[4].

Enabling people to help themselves meets all 4 prudent principles and can provide great value to both the person and the system

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[1]*Dineen-Griffin, Sarah et al. "Helping patients help themselves: A systematic review of self-management support strategies in primary health care practice." PloS one vol. 14,8 e0220116. 1 Aug. 2019, doi:10.1371/journal.pone.0220116*

[2]*You can do it yourself and you can do it at your convenience. Internet accessibility and willingness of people with chronic breathlessness to use an internet-based breathlessness self-management intervention (SELF-BREATHE): during the COVID-19 pandemic. Charles C Reilly, Katherine Bristowe, Anna Roach, Matthew Maddocks, Irene J Higginson. ERJ Open Research Jan 2022, 00557-2021; DOI: 10.1183/23120541.00557-2021*

[3] *Barker I, Steventon A, Williamson R, et al*

Self-management capability in patients with long-term conditions is associated with reduced healthcare utilisation across a whole health economy: cross-sectional analysis of electronic health records

BMJ Quality & Safety 2018;27:989-999.

[4]*Stenberg Una, Vagan Andre, Flink Maria, et al. "Economic Evaluations of Patient Education Interventions A Scoping Review of the Literature".Patient Education and Counseling. Gallefoss Frode.Health https://doi.org/10.1016/j.pec.2018.01.006*

Opportunities

All Wales co-operation and collaboration

Successful development and implementation requires a central coordinated approach and organisations and initiatives such as the Digital Services for Patients and Public programme lead by Digital Health and Care Wales, or TEC Cymru are well placed to undertake such a role in collaboration with health and care organisations across Wales. There is a wealth of knowledge and expertise, self-management and patient education programmes as well as technology enabled care learning and resources that should be brought together to provide an optimum service and accessibility for all. The Bevan Exemplar projects listed in Annex 2 provide examples of a number that have been tried and tested to date.

Promoting people's personal role and responsibility

People working in health and care organisations have a responsibility to take care of people when they are ill, led by example and create an environment and relationships that empower and support people to make informed, balanced choices which enable them to benefit from healthier lives. A focus on the development of a national approach to technology enabled self-management will significantly strengthen the workforce's capability to fulfil this aspect of their work and also reduce health complications stemming from unhealthy lifestyles and thus help to deal with the backlog.

Provision of tools to support self-management

Technology-enabled self-management should be seen as a continuum with services and support made easily available for professionals to promote and the public to access as and when needed . More tools will be required, such as personalised self-management plans, person-held records, variety of modes, mediums and formats for information resources and self-management sessions. We should all work together across Wales to build this national resource for use by everyone.

The vision for the NHS Wales App, being coordinated by the Digital Services for Patients and the Public (DSPP) programme, is that the App will act as a gateway to a growing family of applications and services developed and offered by trusted third parties. This will not only help to deliver a more joined up and cohesive experience for individuals in Wales, but it will also address some of the fundamental technical challenges around joining up data, sharing data and identifying individuals in an efficient manner in Wales.
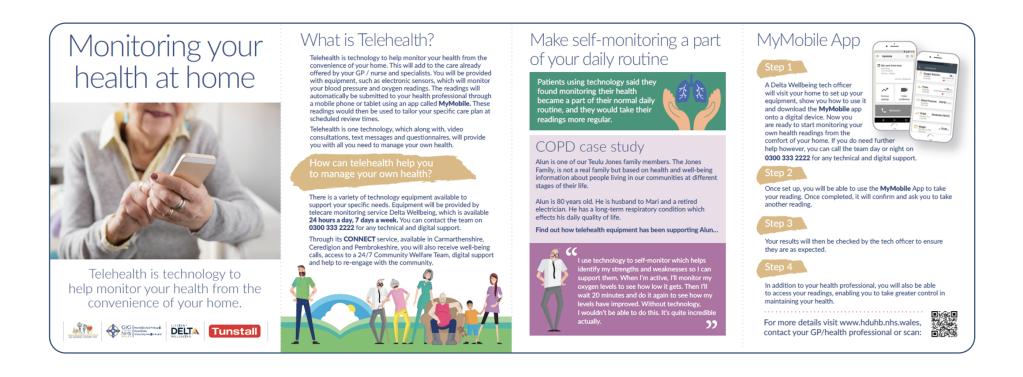
More information

The following case study examples illustrate a range of self-management focused initiatives that are currently available in Wales and that could be brought together as part of the National Technology Enabled Self-Management approach.

Annex 1: Case Study – mainstream service

Delta Wellbeing Telehealth, Carmarthenshire

Annex 2: Case Studies – Bevan Exemplars

Losing Weight with 'Mind over Food', Hywel Dda UHB
bevancommission.org/post/losing-weight-with-mind-over-food

My Parkinson's: A Web App, Cardiff & Vale UHB
bevancommission.org/post/my-parkinson-s-a-web-app

Recovery Through Activity: An Online Occupational Therapy
Intervention, Hywel Dda UHB
bevancommission.org/post/recovery-through-activity-an-online-occupational-therapy-intervention

Chronic pain management resource development and
evaluation, Betsi Cadwaladr UHB
bevancommission.org/post/chronic-pain-management-resource-development-and-evaluation

PhysioNow: A Digital Physiotherapy Solution, Cwm Taf UHB
bevancommission.org/post/physionow-a-digital-physiotherapy-solution

The Waiting List Support Service, Hywel Dda UHB
bevancommission.org/post/the-waiting-list-support-service

A Virtual Pain Management Programme for Osteoarthritis
Patients Awaiting Surgery, Betsi Cadwaladr UHB
bevancommission.org/post/a-virtual-pain-management-programme-for-osteoarthritis-patients-awaiting-surgery

Digital support for non-clinical staff to promote the use of
virtual consultations, Powys Teaching Health Board
bevancommission.org/post/digital-education-for-non-clinical-staff-to-promote-the-use-of-virtual-consultations

Will adolescents with Asthma engage with technology to
improve condition self-management?, Aneurin Bevan UHB
bevancommission.org/post/will-adolescents-with-asthma-engage-with-technology-to-improve-condition-self-management

Improving early detection of Atrial Fibrillation: Developing the
role of Prescribing Pharmacists, Cardiff & Vale UHB
bevancommission.org/post/improving-early-detection-of-atrial-fibrillation-developing-the-role-of-prescribing-pharmacists

The Breast Axilla Postoperative Support (BAPS) App, Cardiff &
Vale UHB
bevancommission.org/post/the-breast-axilla-postoperative-support-baps-app

A Virtual Clinic for people with Parkinson's Disease, Cardiff &
Vale UHB
bevancommission.org/post/a-virtual-clinic-for-people-with-parkinson-s-disease

Confidence with Continence, Hywel Dda UHB
bevancommission.org/post/confidence-with-continence

QR Information Pods: Communicating Digitally with Patients, Swansea Bay UHB
bevancommission.org/post/qr-information-pods-communicating-digitally-with-patients

Staff Wellbeing Advice and Support Service, Swansea Bay UHB
bevancommission.org/post/staff-wellbeing-advice-and-support-service

Digital Companions — digital support through a trusted face, Aneurin Bevan, Hywel Dda UHBs and Wales Cooperative Society
bevancommission.org/post/digital-companions-digital-support-through-a-trusted-face

The big difference of small weight losses: creating a digital solution for patients with obesity, Aneurin Bevan UHB
bevancommission.org/post/the-big-difference-of-small-weight-losses-creating-a-digital-solution-for-patients-with-obesity

Case Studies – Bevan Adopt and Spread Projects
Adopting AI-enabled virtual assistants as part of a service in the NHS, Aneurin Bevan UHB
adopt-and-spread.bevancommission.info/ai-enabled-virtual-assistants-procedural-anxiety

Diabetes Foot Health Engagement and Empowerment to Self-Care (STANCE), Cardiff & Vale UHB
adopt-and-spread.bevancommission.info/diabetes-foot-education-and-empowerment-to-self-care

Be Here, Be Clear: An approach to support parents to develop responsive interactions to support children with language development, Powys Teaching Health Board
adopt-and-spread.bevancommission.info/be-here-be-clear

Trauma and Ambulatory Care, Betsi Cadwaladr UHB
adopt-and-spread.bevancommission.info/trauma-ambulatory-care-unit/

Irritable Bowel Syndrome (IBS), Diet and FODMAPS, Cwm Taf UHB
adopt-and-spread.bevancommission.info/ibs-diet-and-fodmap