

Digital Patient Passport

Improving decision making for patients with complex health conditions & rare diseases

Project Background

Complex health conditions are common.

Lived experience: repeated emergency admissions !

Crisis: inflexible pathway in EDs

Literature review: patient passports for safety critical information?



GIG
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Project Aims/Objectives

1. Improve care pathways through emergency departments for patients with complex health conditions/rare diseases
2. Simplify care for clinical staff
3. Fast-track pathways to specialist
4. Improve communication between teams for cross-border care.
5. Ability to upload medical documentation to app to assist with continuity of care

Project Approach

- A. Literature review
- B. Focus groups with patients and clinicians prior to development
- C. App development with Welsh SME
- D. Beta-testing with patients

Focus Groups

Clinicians and Patients

Preference for digital solution

Advice: Don't bypass the triage system. A clinical assessment is an important part of the process.

Important that the record is regularly updated.

Concerns that other issues would be missed.

Include advice/signpost on where to seek specialist advice.

Project Impact

- Improve decision making
- Better communication
- Eliminate the need for paper notes



Key Conclusions

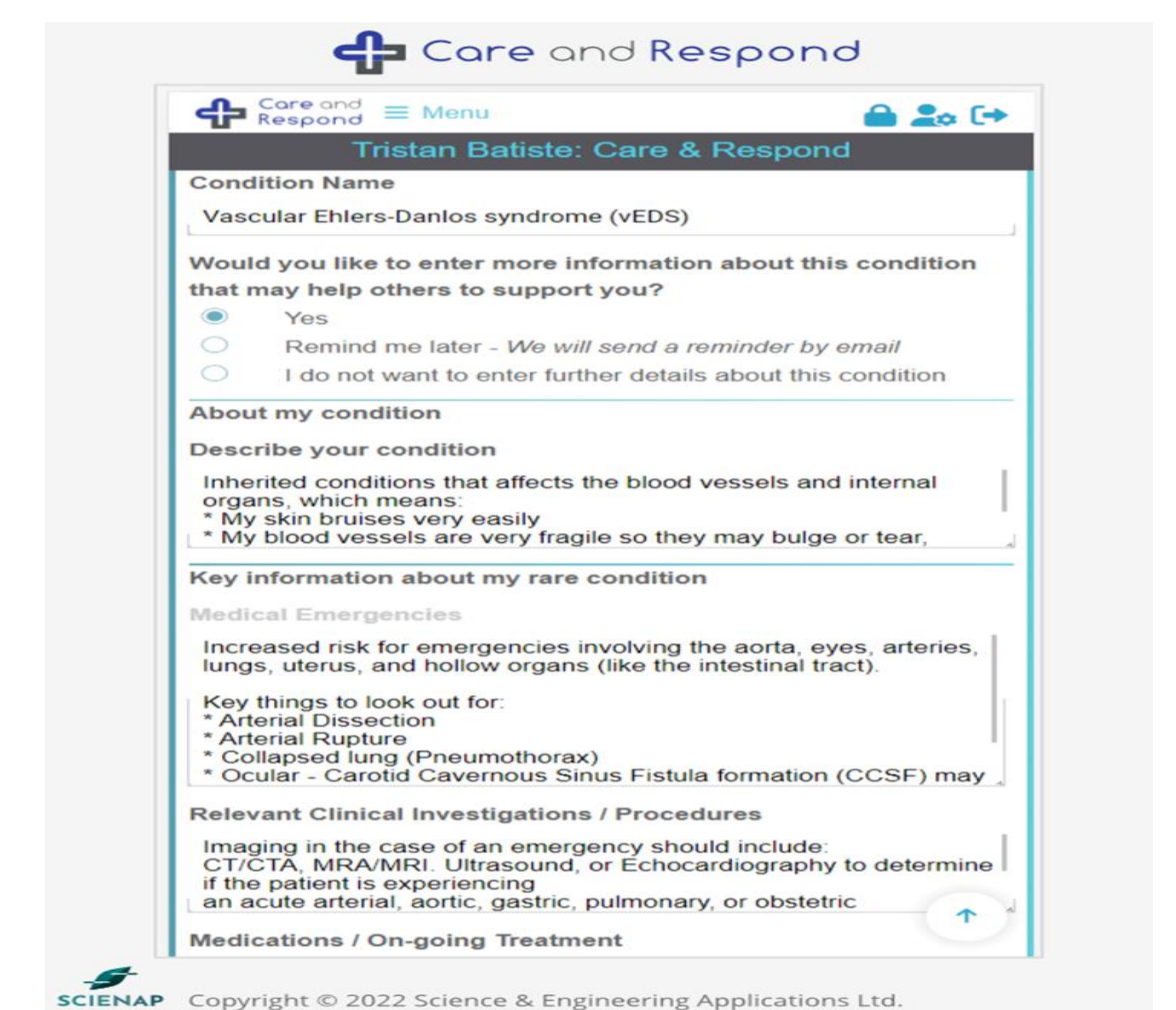
Patients with complex health issues often don't require the traditional ED pathway, but require to be seen by a specific speciality in a timely manner.

The use of a patient owned passport will enable better communication and better informed decision making by clinicians.

Project Outcomes

Ready-to-use patient owned mobile application.

Now: beta testing with a small group of patients with complex health conditions & rare diseases at BCUHB.



Next Steps

- Expansion across Wales and the wider UK
- Scoping:
 - Other patient groups.
 - Welsh Ambulance Service in a 'pre hospital' process;
 - Patient charities
- Promote to a wider audience of clinicians

