

STREAMLINING PRE-ASSESSMENT

with home blood pressure monitoring, using the Flo Simple Telehealth system

Why the need for Flo?

- Pre-existing hypertension is the most common avoidable medical reason for postponing surgery.
- We wished to reduce unnecessary delays from pre-assessment clinic due to white coat hypertension by implementing patient-guided blood pressure (BP) monitoring.

What was our objective?

- Reducing unnecessary delays due to 'white coat' hypertension in pre-assessment clinic.
- Reducing on-the-day cancellations due.

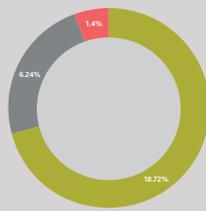
The method we will use to meet our objective

Patient with BP > 180/100 at pre-assessment was given a home BP monitor, and fed back results via Flo. This is an automated text messaging service. BP was monitored twice a day for one week.

What patients need to be enrolled on the Flo system

For a patient to qualify for Flo, they need to have three hypertensive episodes above 180/100, while having their pre-assessment appointment.

Patients enrolled



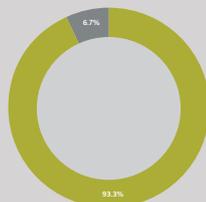
- White coat hypertension
- Temporarily unfit (BP-related)
- Temporarily unfit (other reasons)

Patient feedback

	Agree	Disagree	N/A	Blank
Staff can get a good understanding of my health problem using Flo	100%	0%	0%	0%
Flo invades my privacy	0%	100%	0%	0%
I feel comfortable using a mobile phone with Flo	93.3%	6.7%	0%	0%
I feel confident that sending my readings to Flo makes a difference	100%	0%	0%	0%
Flo is helping me to manage my own health better	93.3%	0%	6.7%	0%
Flo makes me feel reassured	93.3%	6.7%	0%	0%
The lack of human contact when I use Flo does not bother me	100%	0%	0%	0%
I find Flo very convenient	100%	0%	0%	0%
Flo saves me time	86.7%	0%	13.3%	0%
I feel very reassured that Flo is helping me understand whether I have high blood pressure	100%	0%	0%	0%
I believe that Flo should become a standard service in the future	100%	0%	0%	0%
I feel that Flo supports the existing care I receive	86.7%	0%	13.3%	0%

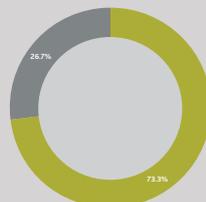
Staff evaluation

Do you believe that using Flo has helped them to manage their own health and wellbeing better?



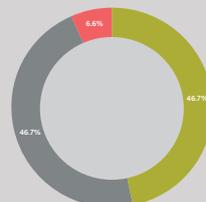
- Definitely yes
- Probably yes

Did Flo identify this patient as having 'white coat' hypertension?



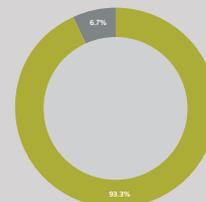
- Yes
- No

Have your contacts with this person been more or less appropriate since they started using Flo?



- Definitely more
- Probably more
- No change

Did Flo support the pre-operative team to reduce cancelled operations and provide safer care?



- Yes
- No



Conclusion

- 72% of patients who exceeded our BP limits at pre-assessment were normotensive at home.
- The system removes the need for the majority of patients to visit their GP.
- The system was strongly supported by patients and nursing staff.

STREAMLINING PRE-ASSESSMENT

with home blood pressure monitoring, using the Flo Simple Telehealth system

Why the need for Flo?

- Pre-existing hypertension is the most common avoidable medical reason for postponing surgery.
- We wished to reduce unnecessary delays from pre-assessment clinic due to white coat hypertension by implementing patient-guided blood pressure (BP) monitoring.

What was our objective?

- Reducing unnecessary delays due to 'white coat' hypertension in pre-assessment clinic.
- Reducing on-the-day cancellations due.

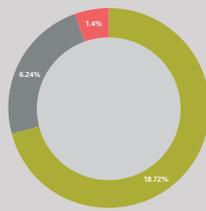
The method we will use to meet our objective

Patient with BP > 180/100 at pre-assessment was given a home BP monitor, and fed back results via Flo. This is an automated text messaging service. BP was monitored twice a day for one week.

What patients need to be enrolled on the Flo system

For a patient to qualify for Flo, they need to have three hypertensive episodes above 180/100, while having their pre-assessment appointment.

Patients enrolled



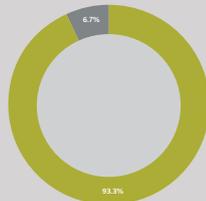
- White coat hypertension
- Temporarily unfit (BP-related)
- Temporarily unfit (other reasons)

Patient feedback

	Agree	Disagree	N/A	Blank
Staff can get a good understanding of my health problem using Flo	100%	0%	0%	0%
Flo invades my privacy	0%	100%	0%	0%
I feel comfortable using a mobile phone with Flo	93.3%	6.7%	0%	0%
I feel confident that sending my readings to Flo makes a difference	100%	0%	0%	0%
Flo is helping me to manage my own health better	93.3%	0%	6.7%	0%
Flo makes me feel reassured	93.3%	6.7%	0%	0%
The lack of human contact when I use Flo does not bother me	100%	0%	0%	0%
I find Flo very convenient	100%	0%	0%	0%
Flo saves me time	86.7%	0%	13.3%	0%
I feel very reassured that Flo is helping me understand whether I have high blood pressure	100%	0%	0%	0%
I believe that Flo should become a standard service in the future	100%	0%	0%	0%
I feel that Flo supports the existing care I receive	86.7%	0%	13.3%	0%

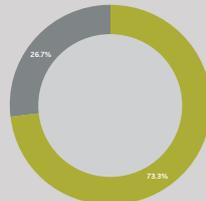
Staff evaluation

Do you believe that using Flo has helped them to manage their own health and wellbeing better?



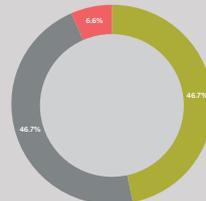
- Definitely yes
- Probably yes

Did Flo identify this patient as having 'white coat' hypertension?



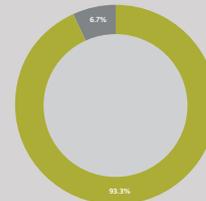
- Yes
- No

Have your contacts with this person been more or less appropriate since they started using Flo?

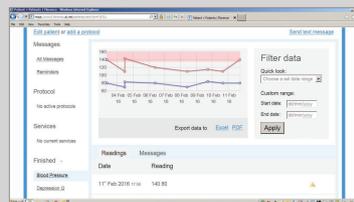


- Definitely more
- Probably more
- No change

Did Flo support the pre-operative team to reduce cancelled operations and provide safer care?



- Yes
- No



Conclusion

- 72% of patients who exceeded our BP limits at pre-assessment were normotensive at home.
- The system removes the need for the majority of patients to visit their GP.
- The system was strongly supported by patients and nursing staff.