positive

florence
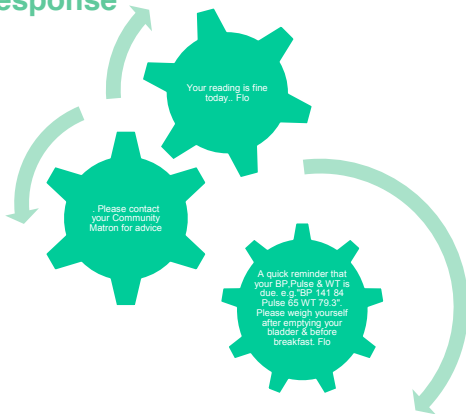Intelligent Health Messaging

NHS
County Health Partnerships
Providing health services in your community

Flo Working In The Community

Aims
- Monitoring of patient with long term conditions
- Patient empowerment
- Reducing avoidable hospital admissions

The Process – texting of vital signs triggering automated, but personalised response

Your reading is fine today.. Flo

. Please contact your Community Matron for advice

A quick reminder that your BP,Pulse & WT is due. e.g."BP 141 84 Pulse 65 WT 79.3". Please weigh yourself after emptying your bladder & before breakfast. Flo

Case Study
- Mr H - 85 year old man lives alone with support from two daughters
- History of COPD & heart failure. Suffers feelings of anxiety & loneliness
- Crisis calls to family and out of hours services when feeling frightened.-
- Flo commenced with daughters help to support Mr H
- Observations within "normal parameters" reassured Mr H and family.
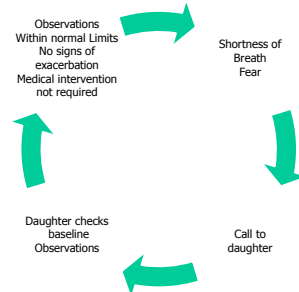
Carers Testimonial
"I feel that Flo and the support of the Community Matron has given me my life back. I love my Dad but in the last few years the strain of constant call outs has been an emotional rollercoaster. Now with this support I can be confident in making the right decisions and am able to support and reassure Dad."
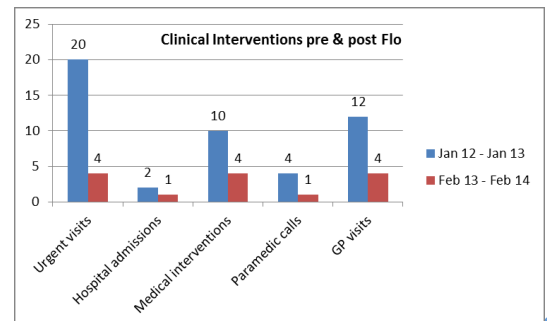**Diane Jude, 2014**

The cycle of fear

Medical intervention Steroid therapy/ antibiotic therapy Hospital admission

Shortness of breath Fear and anxiety Loneliness

Urgent call to medical Professionals Day or night

Call to daughters States I'm dying I'm very poorly

Breaking the cycle

Observations Within normal Limits No signs of exacerbation Medical intervention not required

Shortness of Breath Fear

Daughter checks baseline Observations

Call to daughter

Outcomes

Clinical Interventions pre & post Flo

	Urgent visits	Hospital admissions	Medical interventions	Paramedic calls	GP visits
Jan 12 - Jan 13	20	2	10	4	12
Feb 13 - Feb 14	4	1	4	1	4

Results
- 80% reduction in Nurse GP emergency / urgent call outs
- 50 % reduction in number of hospital admissions
- 60 % reduction in medical intervention of steroids and antibiotics
- 75% reduction in paramedic emergency calls
- 66% reduction in GP visits

Flo alerts also identified - CARER FATIGUE
Resulting interventions:: -
- **Clinical equipment provision**
- **Re assessment of carer arrangements**
- **Social service intervention**
- **Hospital admission avoidance**

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