DEMO ELFT COVID-19 Daily Qs + Evaluation Qs on Day 8

Daily questions for 7 days @ 10am + 1 reminder for patients with confirmed Diagnosis of COVID-19

Intended Use

To be offered at discharge from hospital to patients with a confirmed diagnosis of COVID-19 who are well enough to continue recovery whilst self-isolating at home.

Purpose

- To track patient symptoms over a period of 7 days post discharge
- To provide **signposting** for the **latest guidance** for self-isolation
- To **prompt** patients to seek assistance from the **most appropriate** service should symptoms significantly worsen
- To **actively promote and encourage compliance** to published self-isolation guidance
- **Reduce avoidable** length of stay in hospital and support **release of bed capacity**
- Based on patient reported symptoms, to offer advice in a proactive manner to **reassure, educate** or **signpost** patients to the most appropriate service for on-going care.
- To improve care planning through access to increased patient reported information.
- To support COVID-19 patients in **accessing services as appropriate**, via the appropriate pathway.
- To effectively **reinforce patient education** associated to **COVID-19**.
- To improve the patients' freedom to **manage their own condition** with increased or decreased clinical support as appropriate.

Setting

This protocol can be applied within any healthcare setting where a clinician is taking continuing responsibility

Selection of patients

- Patients with diagnosed COVID-19 who are well enough to manage their symptoms whilst self-isolating at home

Expected outcomes

1. Changes in healthcare usage:
   - Reduction in avoidable length of stay in hospital, presentation at A&E or GP surgery due to symptom exacerbation or increased support needs.
   - Improved opportunity for the responsible clinician or team to intervene earlier in the existing pathway as required via email notification of worsening symptoms.

2. Patient empowerment:

- Greater patient confidence and reassurance about their condition including guidance of what to do in the case of their condition worsening or support needs increasing as agreed in their discharge plan.

- Supporting the patient's freedom to manage his or her own condition with increased or decreased clinical support as required.

3. Improved clinical outcomes:

- Alerting clinicians to any change in symptoms or significant change/deterioration in condition to support early intervention, adherence to self-isolation guidance to prevent further spread of COVID-19 infection
- Reduction of exacerbation and admissions by increased patient awareness of actions to take to manage their condition appropriately.

4. Popularity of Flo:

- Patients find Flo messages helpful and reassuring.
- Clinicians find that Flo helps to improve identification of patients who are experiencing an exacerbation of their condition (or other associated requirements that can impact on the management of their diagnosis).

5. Cost effectiveness:

- Reduced preventable face of face and telephone contact by teams as a result of improved patient self-management and awareness of their condition.
- Reduction in costs of avoidable secondary care use where patients are able to recover at home.
- Promotion of appropriate routes of access into services as required.
- Creating capacity to provide care & support at the appropriate point in the patient's pathway based on level of need.

Success criteria

- An improvement in the stability of the patient's symptoms.
- A reduction in avoidable contacts
- An increase in patient engagement and awareness of their condition.
- A reduction in the use of non-elective secondary care admissions pre and post initiation of Flo for the patient
- Positive feedback from patients and health professionals.

Protocol

In summary:

- Patients are identified by their clinician as suitable for supported self-management and are offered the opportunity to access Flo to track and manage their symptoms whilst self-isolating at home
- Patient agrees and consents.
- Clinician / patient agree their discharge plan and how Flo can support this and ensure that the patient is confident in using the system.
- Patient opts into using Flo from the invite sent via text message and agrees to send in responses as requested.
- Patient receives daily prompts to respond with how they are feeling compared to the previous day FEEL1 -BETTER, FEEL2 -SAME, FEEL3 – WORSE or MUCH-MUCH WORSE

- Where a patient responds with FEEL1-3 Flo will offer advice based on their response and where a patient replies with MUCH they will be prompted to contact 111 on-line or call 111 where appropriate.

Patient:

- Agrees to respond to messages from Flo, received personalised discharge plan and patient information leaflet
- Responds to Flo when asked about their symptoms
- Completes a patient satisfaction questionnaire via Flo regarding their experience.

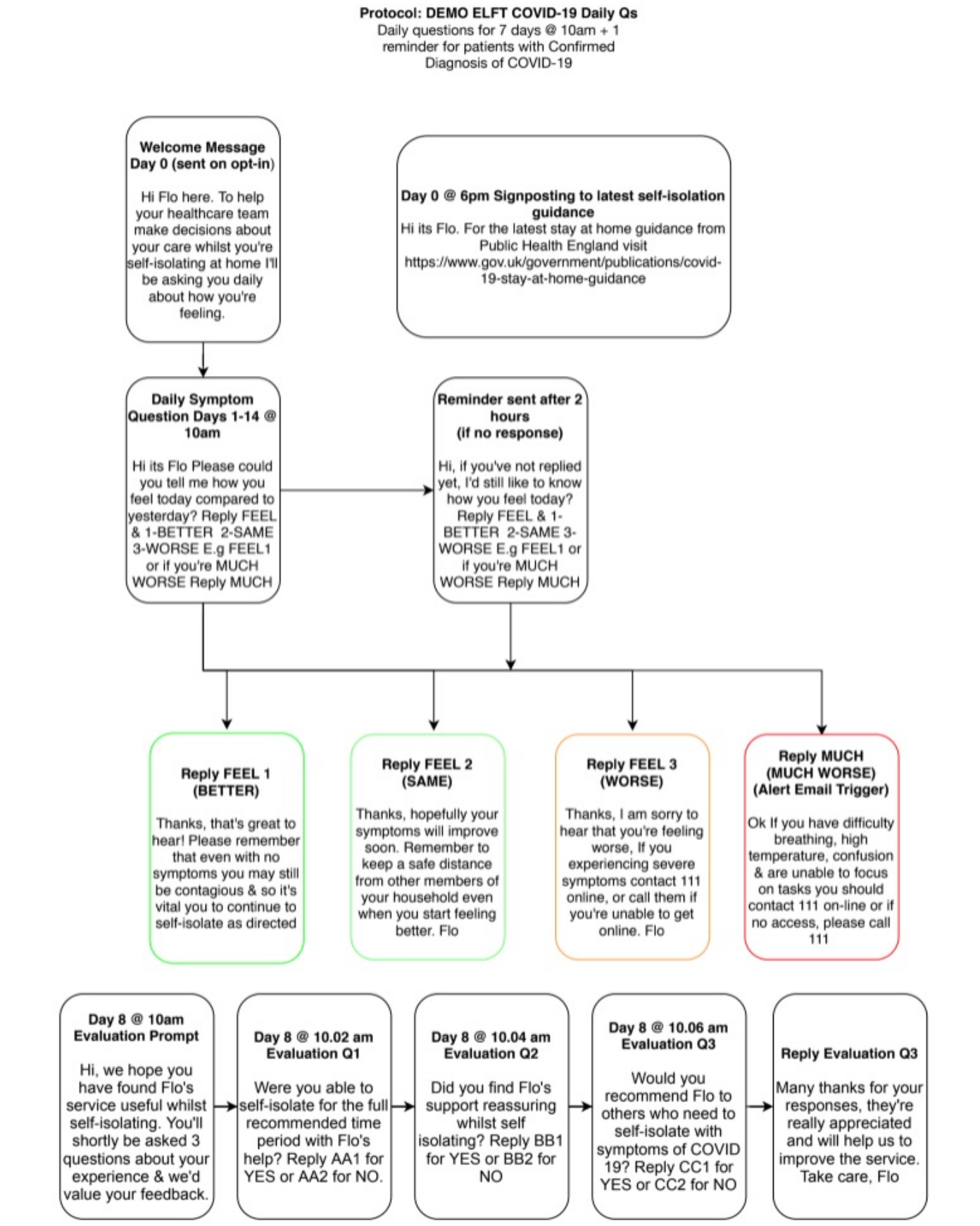
Clinician:

- Discusses the use of Flo with the patient to explain how it will support them to self manage their COVID-19 symptoms at home.
- Explains to the patient that feedback from them is sent to a computer, which is not monitored by a clinician continuously, and that Flo is not an emergency service and obtains the patient's consent which states that the patient remains responsible for their own health.
- Enrols the patient on Flo by using the patient's current mobile phone number and NHS number, then selecting the appropriate service/protocol for them.

Interactive automated messages

Daily question for 7 days post discharge about symptoms compared to previous day where if any new or worsening symptoms occur patient is instructed to act on the advice sent by Flo to refer to 111 online or call 111 for advice if they do not have access to the internet at home. With an email notification of worsening symptoms to the clinician who instigated the Flo pathway.

Evaluation

Three evaluation questions are sent to the patient on day 8 to ask about Flo's support with completion of recommended period of self-isolation, did they feel reassured by Flo whilst self-isolating and would they recommend Flo to others self-isolating for COVID-19

EXAMPLE MESSAGE CONTENT (BELOW):