



Communicating Effectively with Patients and Families

A service evaluation of the acceptability and use of a mobile app for video call communication between home enterally tube fed patients and home care nurses

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NUTRICIA HOMEWARD

- UK's leading medical nutrition feed and service provider
- We support nearly 30,000 home enterally fed patients every year across the UK
- We have a dedicated team of over 150 Nutricia Homeward Nurses



**Our mission is to
proudly transform
health through
nutrition for the
people we serve**

IMPROVING PATIENT COMMUNICATION USING TECHNOLOGY

THE NUTRICIA HOMEWARD APP – WHY?

Patients are changing

Home enterally fed patients are now¹:

- More independent
- Less likely to be bed bound
- More likely to be living in their own home

Technology use is changing

- In 2018, 90% of adults in the UK were internet users²
- 85% of the UK population now use a smartphone³
- 20 billion apps will be downloaded by 2020 in the UK⁴

- In 2018 Nutricia Homeward Nurses conducted nearly 171,000 nursing interventions and over a third of nurse time was spent driving
- Question: ***“Could a proportion of nurse visits be conducted virtually if we had the correct technology in place?”***



References:

1. Stratton et al. BANS Report 2018, Home Enteral Tube Feeding (HETF) in Adults (2010-2015). BAPEN. 2018.
2. Office for National Statistics. www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2018[11.12.18].
3. Consultancy.uk. www.consultancy.uk/news/14113/uk-smartphone-penetration-continues-to-rise-to-85-of-adult-population[11.12.18].
4. Statista. www.statista.com/statistics/323740/number-of-apps-downloaded-uk-forecast/[11.12.18].

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THE NUTRICIA HOMEWARD APP – WHAT DID WE DO?

- In 2018 we conducted an audit of nurse activity including driving time and a trial using “WhatsApp”
- We identified what was needed



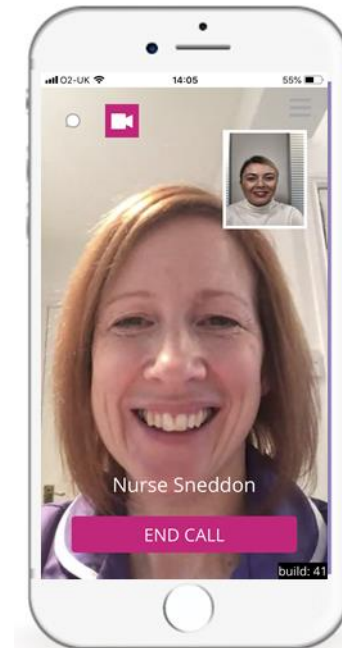
- Safe and secure method of communication
- Simple and easy to use
- Similar in touch/feel to other apps commonly used
- Video calling initiated by the nurse
- Pop up reminders/alerts
- Option to find more information if required

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THE NUTRICIA HOMEWARD APP – HOW WE IMPLEMENTED IT

- Trained all 150 nurses through a “train the trainer” programme
- Created a user guidance manual

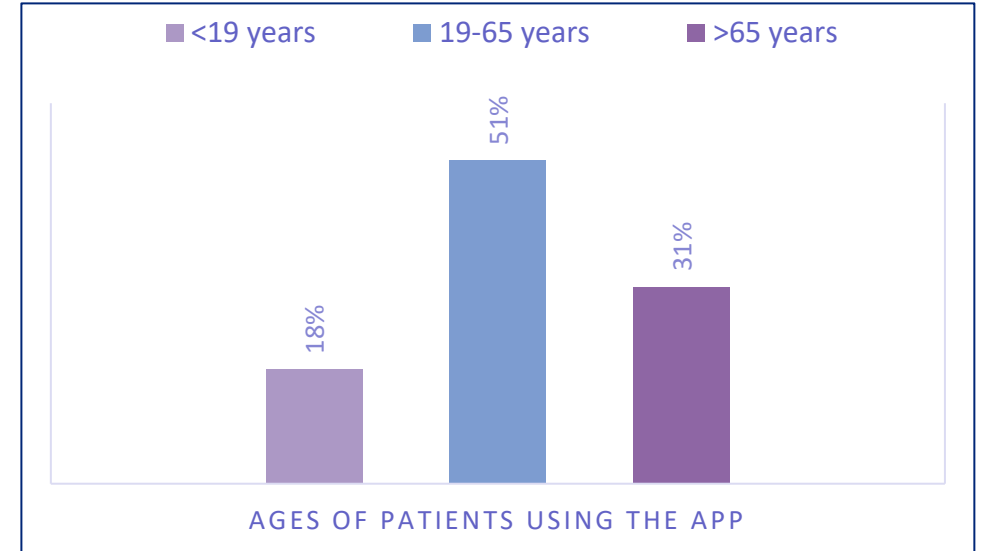
Multi media communication to HCPs and patients



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THE NUTRICIA HOMEWARD APP – THE IMPACT

- 2,431 App calls were made in 2019
- On average 167 hours per month of clinical time was made available due to removing driving time by using the App
- The most common reason for using the App (86%) was for emergency or trouble shooting advice
- 88% of patients and carers rated their App experience as 4 or 5 stars (84% rating it as 5 stars)



“Awesome what a confidence boost. Just seeing the nurse face to face has a calming effect. Knowing I could connect if ever I needed advice or support. Thanks guys, you’re all so brilliant 🙌”

“Very good consultation, picture was clear as was the conversation. Very easy to navigate the App”

“Excellent, very helpful. My husband’s peg was bleeding and I was talked through this in a calm manner. This allowed me to deal with the situation. Thank you. If I could give 10 stars I would!”

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THE NUTRICIA HOMEWARD APP – PATIENT EXPERIENCE

- Faster response
- Increased convenience
- Reassurance from a familiar face
- Support which has prevented hospital visits

Gastrostomy fed University student, early 20's

“The App was used in an outpatient clinic in the South East by the Nutricia Homeward Nurse and the Dietitian to conduct a regular tube review. This prevented the patient having to travel to clinic, waiting time in clinic and car parking charges. This patient now only needs to attend clinic twice a year rather than four times a year and can concentrate on her studies”

Head and Neck cancer patient, mid 40's, gastrostomy fed

“It was the first working day after Easter and one of the Nutricia Homeward Nurses received a call from a patient worried about their gastrostomy site. After viewing the stoma site on the App, it was clear it was a granuloma rather than an infection. The time taken from initial call to diagnosis and recommendation of the correct treatment was just 20 minutes”

TOP TIPS AND THINGS WE LEARNT

- Some patients have very old phones
- Need to train teams on the basics of downloading Apps, checking settings and upgrading software to help support patients
- Peer to peer support through “champions” has been a great success
- Dedicated support to provide training, answer questions, arrange password resets is beneficial in the first few months
- Start the GDPR and DPIA documentation process early
- Continually encourage use and share success stories to encourage slower adopters

