

# Call for SMEs HealthChain Follower SMEs East Netherlands

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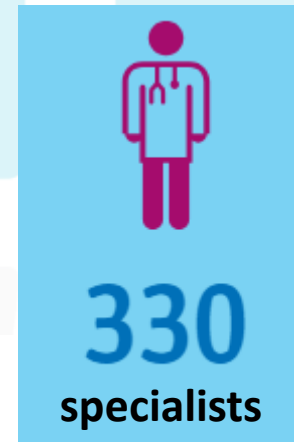
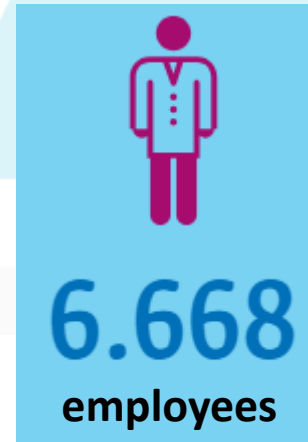
# Rijnstate

01



## About Rijnstate

- Top clinical hospital in East-Netherlands at 3 locations
- We like to be at the forefront
- Innovation and science high priority
- mProve network of 7 innovative hospitals



*Numbers in 2023*

# Digicare-Aware

Create more **awareness of telemonitoring** and the  
Virtual Care Center and  
**activate healthcare professionals** to scale up

02



# Healthcare transformation needed

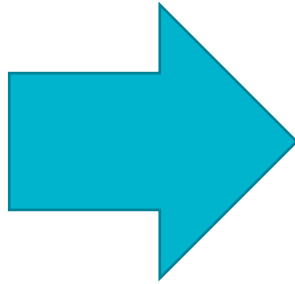
Ageing population & increase in chronically ill people



Shortage in healthcare staff



Increase in healthcare costs



Healthcare transformation necessary to keep healthcare accessible and of high quality

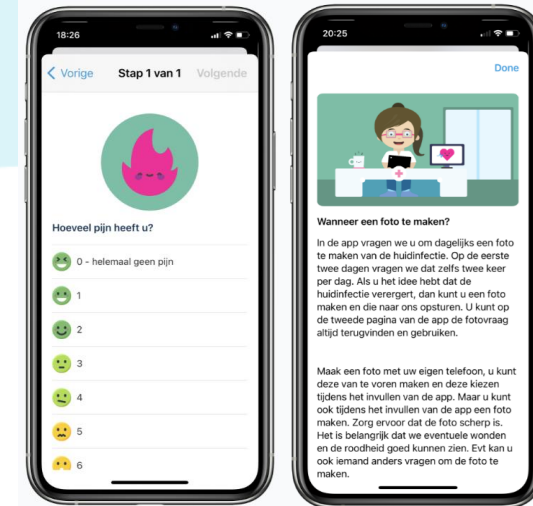
# Telemonitoring in Rijnstate



## Goals of telemonitoring:

- Early discharge of inpatients
- Reducing hospital visits of outpatients
- Increasing patients' self-management
- Maintaining or increasing patient satisfaction

- Vital signs, questionnaires, education
- 19 care pathways live, 13 in development and 11 on the roadmap
- **Virtual Care Center (VCC):** team of specialized nurses who monitor and coach patients at home



## Scaling up telemonitoring

- Meaning: used by more patients and more healthcare professionals
  - Enough demand for additional patient populations
- Adoption and culture change: regular care
- Challenge:
  - Create more awareness about telemonitoring and the Virtual Care Center: usefulness, necessity and possibilities
  - Activate healthcare professionals to use it (more) for upscaling

What makes scaling up difficult?



# The biggest fear of healthcare professionals....

HEALTHCHAIN



## What makes scaling up difficult?

- Unfamiliarity with the possibilities
- Unfamiliarity with the added value (for patient/healthcare professional)
- Fear of change of work
- Limited digital skills
- Unfamiliarity with financial compensation
- Too non-committal
- High workload: too little time to invest in a new way of working
- Etc.

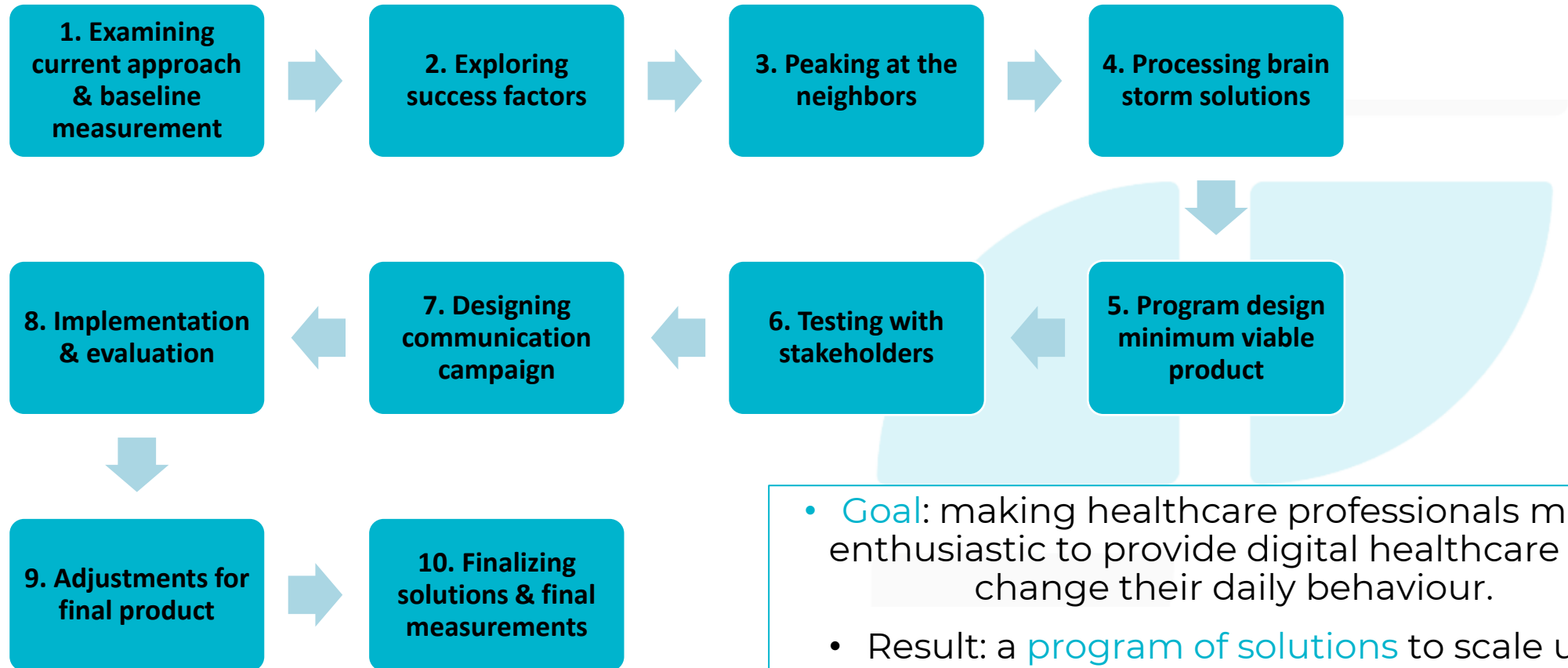
How can we motivate a large group of healthcare professionals?



# Let's get digital!

Increasing awareness amongst healthcare professionals on the necessity and possibilities of telemonitoring and the Virtual Care Center.

# Description of proposed solution



- **Goal:** making healthcare professionals more enthusiastic to provide digital healthcare and change their daily behaviour.
- **Result:** a **program of solutions** to scale up telemonitoring created and implemented.

## Work to be done by the Follower SME

- **Design** communication tools and materials that support the created program of the LSME.
- Expertise in **change communication**, **user experience**, and a **broad range** of (digital) design skills.
  - Solutions and design type are unknown until program design is finished.
  - Content will be created by LSME and Rijnstate.



Design company



No communication company

## Design do's & don'ts

Sandra says:

- Use humor
  - Limited amount of text
- Important info at a single glance
- No unnecessary English terms
  - Utility over technology
  - No pointless gadgets
- Don't be childish or patronizing





# Q&A Digicare-Aware

Create more [awareness of telemonitoring](#) and the Virtual Care Center and [activate healthcare professionals](#) to scale up.

# DELSIS

Determine the **extent of lifestyle support** to increase patients' self-management and reduce unnecessary care demand

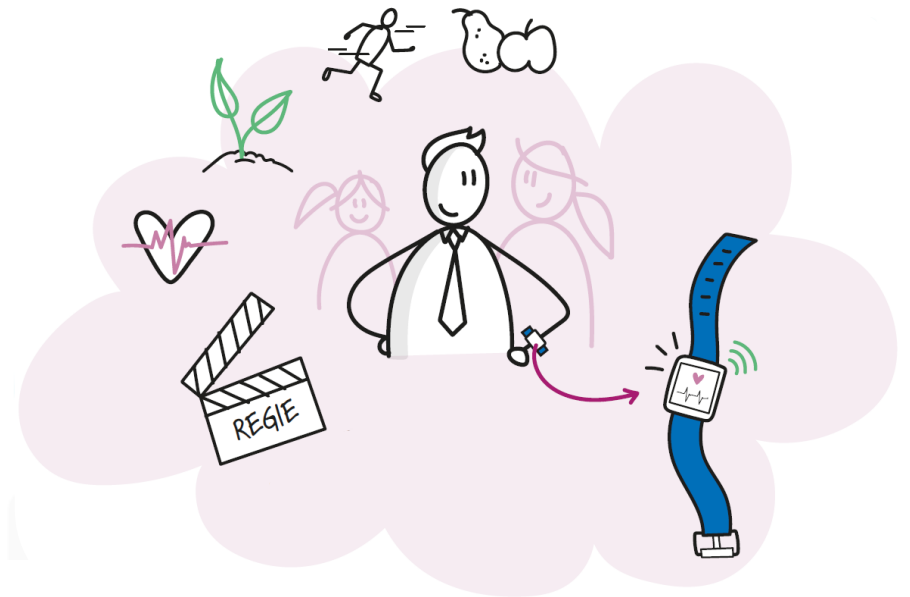
# 03





# Increase patient self-management

- Being able to take care of yourself for a longer period
- Patients are in control
- Promote a healthy lifestyle
- Prevent (worsening of) disease



## Lifestyle support in Rijnstate

- Referrals to various healthcare and social services
- Digital patient information
- (Decentralized) Coaching and education

Rijnstate's lifestyle front office: “**Gezondheidsplein**”

- Lifestyle coaches, nurses and doctors with lifestyle knowledge
- Insight, personal plan and referrals to follow-up offers in the region

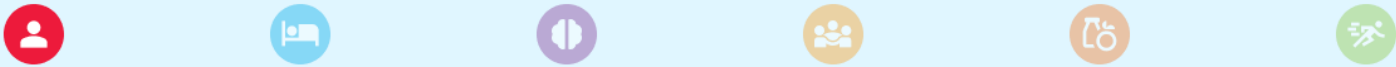
## What makes it difficult?

- The right way to support someone
- Tailored to the needs of the person
- Too little guidance → too little self-management → too much demand for care
- Too much guidance → too much capacity deployed
  - E.g. too many referrals to Gezondheidsplein
- Challenge: determine the extent of support for lifestyle per patient
  - Lifestyle support content is not a part, only triage
- Goal: to use support effectively to increase self-management

# Lifestyle Assessment Tool

Assessing the extent of lifestyle support patients of the Rijnstate hospital require in order to tailor the support to a patient's needs.

LAT  
Vragenlijst



Ik kan wel gezondere keuzes maken, maar dan wel onder begeleiding

0 1 2 3 4 5 6 7 8 9 10

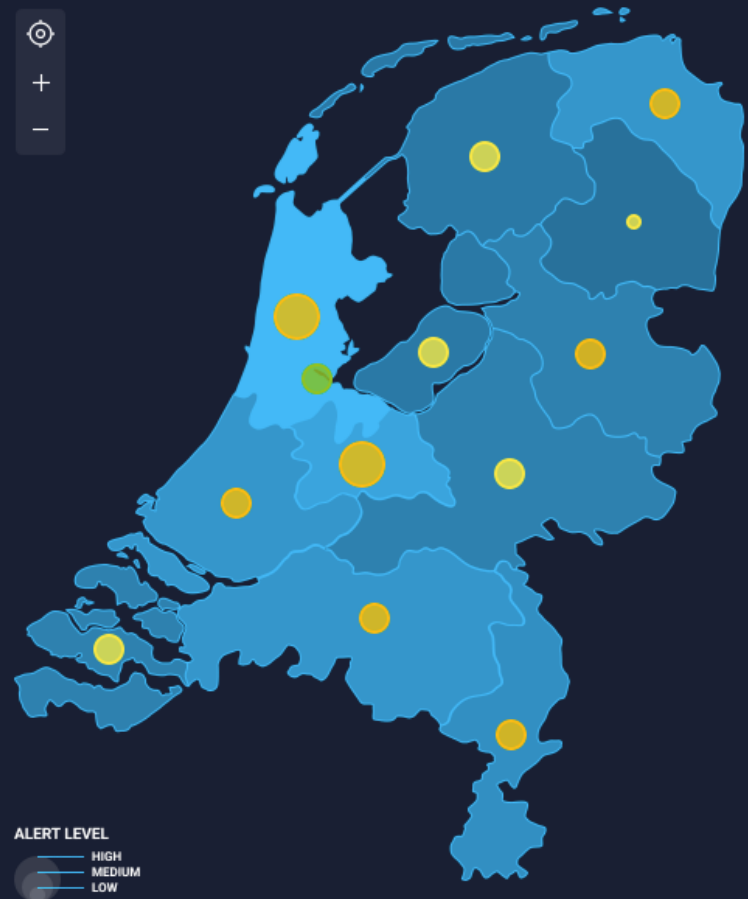
< > Antwoord Indienen

Questionnaire in combination with environmental information about the vitality and the ability to self manage.

20 to 30 statements.

This is combined with the VioScore derived from public data!

## VioScore en positieve gezondheidsscore | Nederland



### VioScore™

- Totale score
- Gezondheid
- Credit
- Omgeving
- Wereld

### Positieve Gezondheid

- Totale score
- Lichamelijke functies
- Mentale gezondheid
- Betekenisvolheid
- Kwaliteit van het leven
- Deelname
- Dagelijks functioneren

### MEDA-S

- Hoge therapietrouw
- Gedeeltelijke therapietrouw
- Onvoldoende therapietrouw

### Bloomberg

- Financieel

### Overzicht

VioScore™ is een hulpmiddel om datapunten te meten ten opzichte van een populatie en individuen en geeft inzicht in datapunten op langere termijn.

VioScore™ en Kili geven de mogelijkheid om de impact op groepen en individuen te zien ten opzichte van een basislijn - de nulmeting - in de loop van de tijd.

Dit dashboard toont de impact van Positieve gezondheid ten opzichte van VioScore™ over een bepaalde tijdsperiode. Het toont de impact, aandachtspunten en laat zien waar actie ondernomen kan worden.

### VioScore™



Gezondheid	435/700
Credit	90/150
Omgeving	60/100
Wereld	25/50

LAT  
Patiëntgevallen

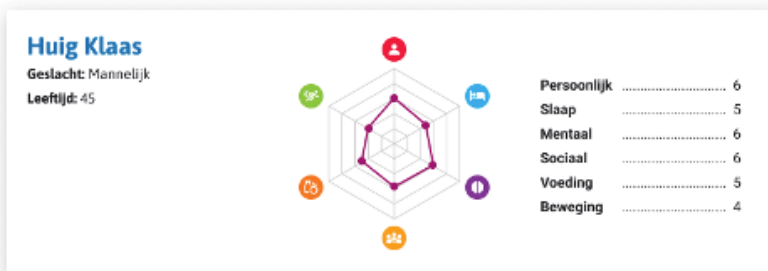
Patiënt	Zaak geopend	Vragenlijst voltooid	In afwachting van beoordeling	Diagnose goedgekeurd	Behandeling goedgekeurd	Zaak gesloten
Joris van den Berg	15/02/2024 : 11:52					
Emma van der Meer	15/02/2024 : 11:37	15/02/2024 : 12:22				
Thijs de Vries	15/02/2024 : 11:22	15/02/2024 : 12:07				
Sophie de Boer	15/02/2024 : 11:07	15/02/2024 : 11:52	15/02/2024 : 12:47			
Bram Hendriks	15/02/2024 : 10:52	15/02/2024 : 11:37	15/02/2024 : 11:53	×		15/02/2024 : 11:4
Julia van Vliet	15/02/2024 : 10:37	15/02/2024 : 11:22	15/02/2024 : 11:37	15/02/2024 : 11:42	15/02/2024 : 11:49	15/02/2024 : 11:49
Lars van Dijk	15/02/2024 : 10:22	15/02/2024 : 11:07	15/02/2024 : 11:20	15/02/2024 : 11:24	15/02/2024 : 11:29	15/02/2024 : 11:29
Noa Verbeek	15/02/2024 : 10:07	15/02/2024 : 10:52	15/02/2024 : 11:08	15/02/2024 : 11:15	×	15/02/2024 : 11:19
Daan Vermeer	15/02/2024 : 09:52	15/02/2024 : 10:37	15/02/2024 : 10:28	15/02/2024 : 10:31	15/02/2024 : 10:40	15/02/2024 : 10:40
Iris Koning	15/02/2024 : 09:37	15/02/2024 : 10:22	15/02/2024 : 09:52	15/02/2024 : 09:57	15/02/2024 : 10:07	15/02/2024 : 10:07

The output for the staff is a caseload overview in which they can view the status.

TRANSM

## Aanbevelingen

Bekijk de onderstaande behandelplannen die worden aanbevolen op basis van de antwoorden van de patiënt op de TRANSM-vragenlijst en VioScore™. Als u van mening bent dat een plan niet geschikt is, wijs het dan af en leg uit waarom. Anders kunt u uw voorkeursbehandeling voor de patiënt 'accepteren'. Bedankt.



### Triage uitkomst 1

 Accepteren

 Afwijzen

**Behandeling:** Online behandeling Rijnstate Gezondheidsplein

**Duur:** 4 weken

**Beslissingsanalyse:**

- De patiënt kan de basisprincipes van een gezonde levensstijl begrijpen.
- Er is behoefte aan verbetering vanwege de huidige gezondheidsstatistieken.
- Aan te raden is om de online behandeling van Rijnstate Gezondheidsplein te volgen.
- De behandeling start met een meting van leefstijlindicatoren op het Gezondheidsplein (gewicht, lengte, BMI, bloeddruk, bloedsuikerspiegel).
- De patiënt downloadt een app om te werken aan leefstijlfactoren, slaap, mentaal, sociaal, voeding en beweging.

Referenties: Rijnstate gezondheidsplein pdf pagina's 4-10



### Triage uitkomst 2

 Accepteren

 Afwijzen

**Behandeling:** Groepscoaching

**Duur:** 3 maanden

**Beslissingsanalyse:**

- Patiënt heeft vanwege medische omstandigheden specifieke behoeften en staat open voor leefstijlcoaching.
- Patiënt gaf ook aan dat hij openstaat voor coaching en baat zal hebben bij andere leeftijdsgenoten die dezelfde uitdagingen ervaren om zijn levensstijl te verbeteren.

Referenties: Rijnstate gezondheidsplein pdf pagina's 11-20



### Triage uitkomst 3

 Accepteren

 Afwijzen

**Behandeling:** 1-op-1 leefstijlcoaching

**Duur:** 3 maanden

**Beslissingsanalyse:**

- Patiënt heeft specifieke behoeften om de levensstijl te verbeteren en staat open voor coaching om inzicht te krijgen in de best mogelijke veranderingen die in de levensstijl kunnen worden doorgevoerd.

Referenties: Rijnstate gezondheidsplein pdf pagina's 11-20

The staff is able to select the triage outcome from different options.

Rules for outcomes of the triage are pre-defined (like red flags with scores below 5 to have an extra consult with a doctor).



## Requirements covered by Healthcoin (Leading SME)

- Assessment tool framework (based upon the MyLifeKit toolkit)
- Questionnaire
- Outcomes with the best plan of support





This should be **at least one** of these options:

## 1. Boost patient engagement in LAT.

- In what way should patients be approached to make them want to use the triage tool as a first step to improve their lifestyle?
- Where in a patient journey can questionnaires about lifestyle and self-management (the teachable moment) be best integrated for patients to participate?
- What motivates patients to open and use the triage tool?

## 2. Adapt LAT content to cultural diversity.

How can we make the triage tool accessible to patients from multiple cultural backgrounds?

## 3. Market exploration on lifestyle triage tools

to incorporate lessons learned and/or scale up the LAT to other countries.

- What does the market for AI-based triage tools look like in European countries participating in HealthChain?
- Are there other healthcare organisations interested in a triage tool for lifestyle support assessment?
- What is the state of the art of performing triage for lifestyle support?



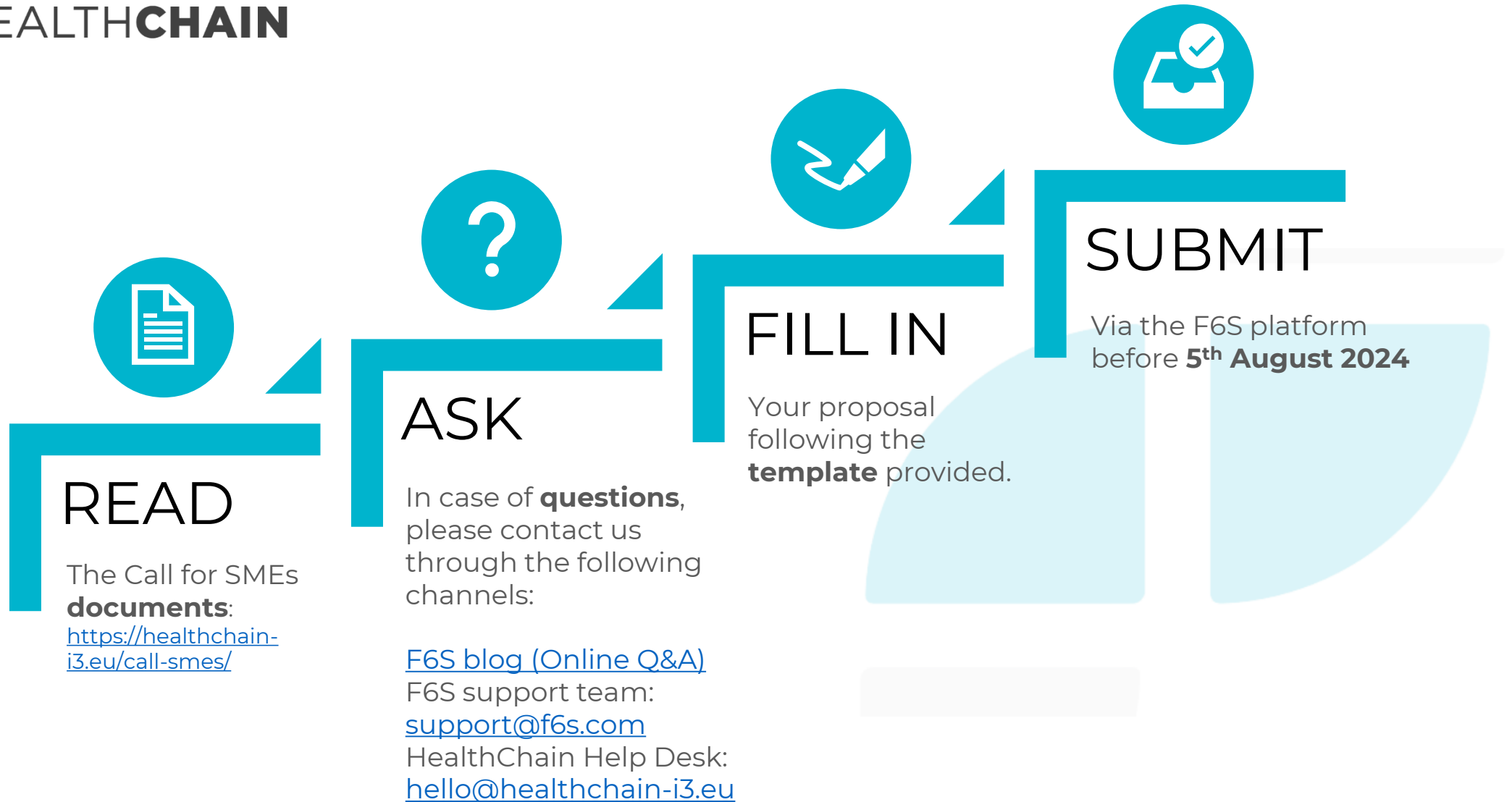
# Q&A DELSIS

Determine the **extent of lifestyle support** to increase patients' self-management and reduce unnecessary care demand.

# NEXT STEPS

04





# Thank you!

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[www.healthchain-i3.eu](http://www.healthchain-i3.eu)



Co-funded by  
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