Personal Care Record
Overview

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Who needs a Personal Care Record?

Every patient needs a personal care record

Good health is not something that just happens to you

Like wealth, it has to be managed and created
Both require life-long personal records to manage problems and get the best outcomes
Everyone has life-long records for their wealth; almost no-one has one for their health

Every organisation involved in healthcare needs personal care records
(including CCGs, hospitals, federations, general practices, community trusts etc.)

Healthcare costs are spiralling everywhere. Healthcare organisations must take three key actions:
1 Move from organisation-centric to person-centric thinking and systems.
   Just like the banking, retail and travel industries world-wide, healthcare must align services around the consumer and enable consumers to manage service themselves
   In the UK 71% book their own flights online. 2% interact digitally with the NHS. So the problem is not consumers

2 Enable self-care and self-management.
   Healthcare organisations must empower their patients to move from passive recipients of care to active managers of their own care

3 Implement evidence-based care pathways.
   Treatment in line with evidence-based care pathways delivers the best outcomes at the lowest costs
   Putting personalised decision support pathways at the fingertips of clinicians and patients is now essential
Where do we start?

Personal care records help with two key issues—**spiralling costs** and **exploding patient demands**

**Spiralling costs**

Costs are in long term conditions (LTC). (Diabetes, hypertension, heart, lung, kidney disease etc.) 40% of the population have LTC, but take 70% of NHS budget and rising

The key to reducing LTC costs is regular screening checks

• It does not happen. Only 53%\(^1\) of adult Diabetics get all their 8 key checks each year
• As a result, 80% of £10bn annual diabetes spent on avoidable complications\(^2\)

**GPs should ensure patient get regular checks** but are overloaded with other work

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2 Aug 2015. Dame Barbara Young, Chair of Diabetes UK
What's the problem?

The Call and Recall Headache
Notifying patients to attend for their regular checks is a problem
Average practice has one full time equivalent calling patients
It is time-consuming, and inherently inefficient
Call and recall

Why are General Practices responsible for the Call and Recall?

General Practices are the only ones who know:

1. All the patient’s diagnoses
2. What checks are required by the care pathway
3. When the patient last had each check
4. When each check is next due

So General Practices have to do the call and recall.

Or do they?

Personal care records can do it for them:

- Take data from the GP system and put it in the hands of patients, on their mobile
- Analyse the data and create all the actions the patient needs, for their LTC
- Make sure by delivering alerts, reminders and follow ups direct to their mobile
- Every patient is automatically alerted, reminded, followed up, for no effort by GP, staff or patient
Where do we start?

Personal care records help with two key issues—spiralling costs and exploding patient demands.

Exploding patient demands

Patients want to self-manage their healthcare through their mobile phone, instantly, just like their banking, shopping and travel.

To self-manage patients must have:

- **ownership of and access** to their own health and care data
- **guidance** on what their data means
- **general information** on well-being, prevention and treatments
- **specific personal education and information** on their own condition and treatments
- **evidence based personal recommendations** to optimise their health outcomes
- **directories of health and care services**, locally and nationally and how to access them
- **transactional support for direct access** to services relevant to them, locally and nationally

All available, in one place, life-long, multilingually, on their mobile phone, and PC

The essential foundation is a life-long personal care record for each patient
Personal care record features

Secure and confidential. HSCN Network, same standards as NHS GP and hospital records.

Automated. No new resources or effort required from hospital, GP, practice staff or patient.

Dynamic and pro-active. Static, passive database will not enable self care and self management. Use the data, be pro-active and alert and follow patients up to enable their best health outcomes.


Portable. Interfaced with GP systems, hospital, community and social care systems, with automatic daily updates of authoritative data. Especially with Local Care Records / Place based records. Places are fixed. Patients move.

An open platform. No company can develop every health apps. Patients do not want multiple health apps that do not talk to each other. Patients want a single, integrated, personal care record, on a comprehensive, standards-based platform, open to third party apps.

Interoperable. Standards based, including ISO 13606, openEHR, HL7, Clinical Document Architecture (CDA), structured transfer of care documents etc.
Personal care record features

Interfaced with provider systems, remote monitoring devices, the Internet of Things

View own serial data. Diagnoses, operation, blood pressure, weight, BMI, blood tests, medication, immunisations, imaging reports, allergies etc.

Personal care pathways. Evidence-based, built-in decision support, specific to each patient for their individual long term conditions and national screening programme

Personalised alerts and follow-up. Interactive, alerts to ensure patients are unfailingly alerted and followed up for the actions to optimise their personal health outcomes

Medication adherence. Patients reminded to take medication, record that took medication, guidance on what to do if miss a dose

Well-being program. Well being module to encourage healthy lifestyle including diet, exercise, stress reduction, alcohol and smoking

Behaviour change module. Drop old habits and adopt new healthy lifestyle habits

Personal risk assessments. Automatic monthly assessments measuring of risk, for example diabetes and heart disease, so patient is alerted when risk changes
Personal care record features

Access services directly

- **Book GP and Nurse appointments.** Book directly from mobile phone
- **Order repeat prescriptions.** Order directly from mobile phone
- **E-consultations.** Online (message chat, phone, video) with GP, nurse or specialist
- **Directory of Services.** Local list of NHS, social care, voluntary services with direct access

**Medical knowledge summaries.** NICE accredited, authoritative, up-to-date health information

**Multilingual.** Available in patients’ preferred languages

**Shareable**
- Children’s’ records on parents’ phones
- Elderly parent’s record on children’s phones (with parent’s explicit consent)
- On carer’s phone (with parent’s explicit consent)
Benefits for patients

- Empowered, informed, accessible on web and mobile devices
- Always up-to-date
- See own serial data
- See own personal care pathways action items
- Personalised, multilingual alerts, and follow-up for LTC and national screening program
- Regular automatic risk assessment
- Manage services directly
  - Book face to face appointment
  - Order prescription
  - Find and contact services in the Directory of Services
  - Have online consultation, by chat, call or video link with a doctor, nurse or specialist
- Follow / track wellness program
- Enable behaviour change
Benefits for General Practices, Federations and CCGs

General Practices
- Patients automatically alerted, reminded and followed for LTC and national screening program
  - No effort required by doctors and staff
  - Saves time and resources
  - More effective and cheaper than letters or telephoning patient
- Fewer telephone enquiries
- Increased conformance with evidence-based care pathways
- Improved health outcomes

Federations and CCGs
- Reduced costs
- Fewer unplanned admissions
- Improved health outcomes
- Reduced health inequalities
- Real time reporting and analysis of conformance with pathways for long term conditions and screening including by practice, patient, age, gender, locality, co-morbidity
- Identify patients with poor conformance for early intervention
- Direct 1:1 communication, all or specific patient sub-groups
  - promote new services
  - remind about current services
  - questionnaires for patient feedback
Personal Care Records are a new layer in healthcare, separate from provider systems

Personal Care Records:
• interface with provider systems
• do not compete with existing IT systems
• do not replace provider systems
• complement existing IT systems
• preserve organisations’ investment in existing IT systems

The personal care record is a new and valuable additional layer in every healthcare environment
**PCRCo Personal Care Record - MyPCR**

**MyPCR in Cloud (HSCN)**
Same governance, security and confidentiality as NHS GP and hospital records

**MyPCR on mobile device(s)**

- Automatic synchronisation

**Auto-analyses incoming data**
- Creates personal care pathways, action items and alerts to optimise outcomes
- Unique to each patient

**Healthcare Gateway**
GP, Hospital
Social Care
Local Care records

**Remote devices and Wearables**

**Directory of Services and Clinical Knowledge Summaries**

**Healthcare Gateway**
Daily data upload to personal care record

**Online consultation**

**Remote devices and Wearables**

**Personal care pathways with multilingual alerts and follow up for long term conditions and national screening programmes**

**Comprehensive clinical data**

**Well-being programme**

**Behaviour change**

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Limited impact of many current offerings

The limited functionality of the overwhelming majority of apps will not significantly impact managing costs and improving outcomes, as they:

• focus on fitness, not health
• address a single niche, for example diabetes, so do not address whole person care
• are not clinically comprehensive
• do not address major medical conditions, including all long-term conditions
• do not interface to provider systems
• rely solely on patient entered data
• cannot share data between health and social care staff and clients/patients
• lack evidence-based decision support
• do not offer interactive alerts
• do not support behaviour change
• are not available on a multiple mobile operating systems and devices
• are not multilingual

Personal care records need to be a single, comprehensive, integrated, multilingual solution
Summary

Every patient needs a personal care record

Every organisation involved in healthcare needs personal care records
1 Move from organisation-centric to person-centric thinking and systems
2 Enable self-care and self-management
3 Implement evidence-based care pathways

A comprehensive, life-long, multilingual personal care record
• on the Health and Social Care network (HSCN)
• updated daily from their GP and other provider systems
• with pro-active, automatic, personal care pathways specific to each individual
• identifying actions to take
• providing alerts, reminders and follow-up for LTCs and national screening program
• with a range of supporting app, services and information resources
• enabling patients to manage services directly
• all to get patients’ best health outcomes
• all available via their mobile phone and PC
• all automatically

Could help with two key issues—spiralling costs and exploding patient demands

And a whole lot more
Thank you

Questions and Discussion