

mHealth App for follow-up of COVID-19 patients returning home after hospital discharge: an implementation study – case series

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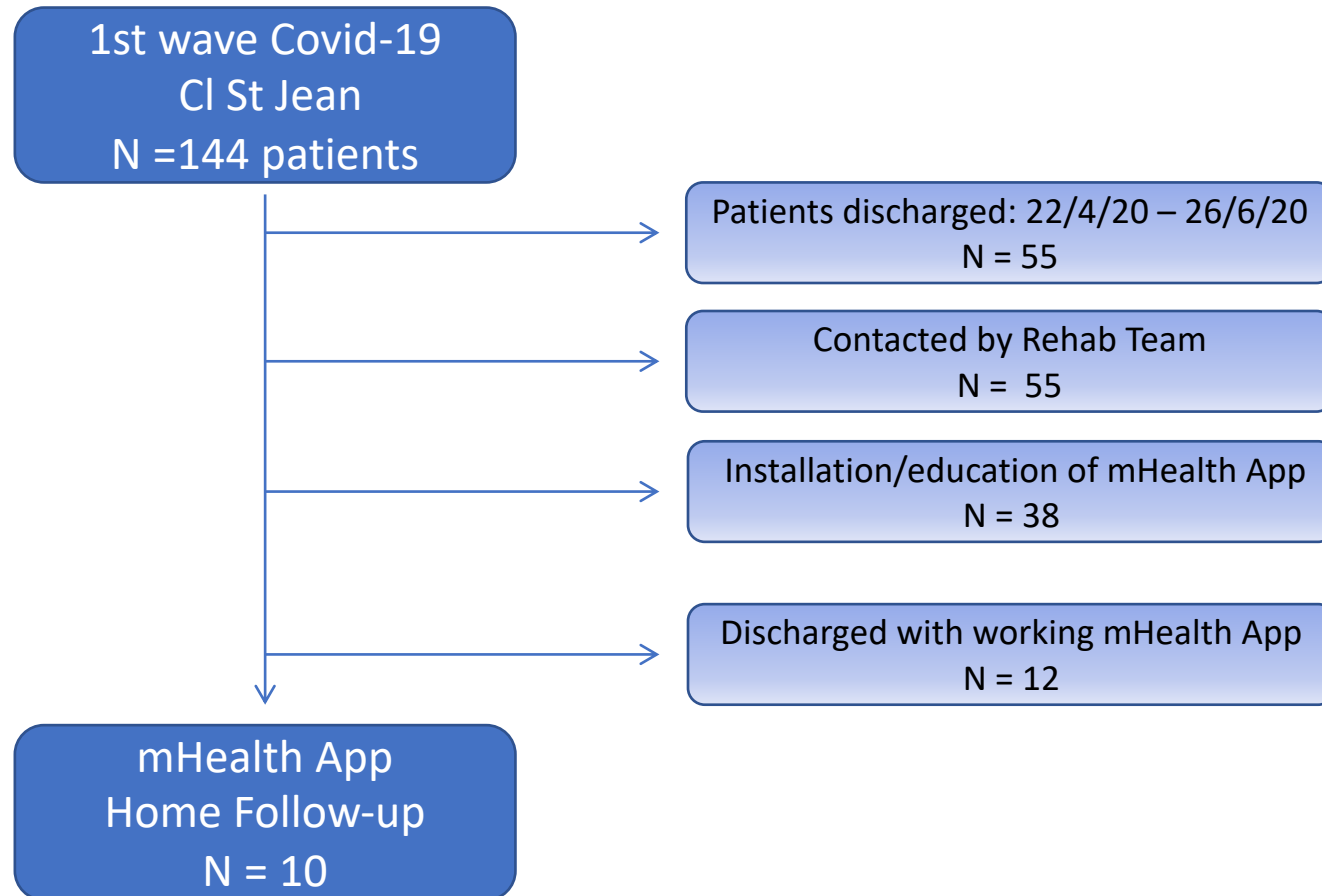
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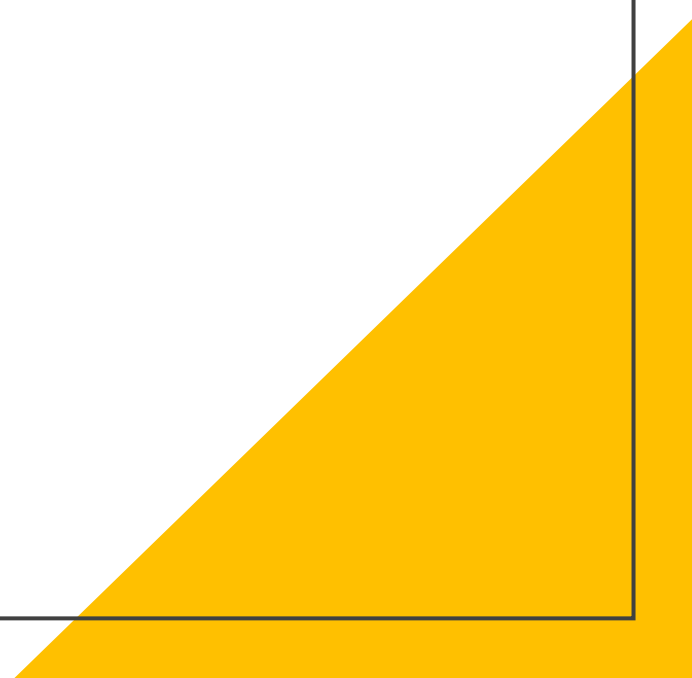


Flowchart Mobile Health Follow-Up

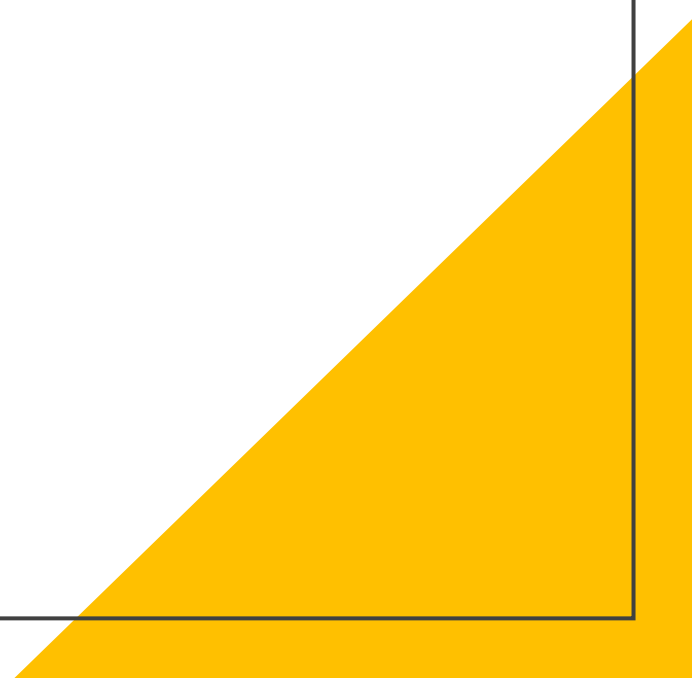
- Patient anxiety is substantially increased during a pandemic.
- In times of uncertainty, Structure provides relief
NEJM Catalyst, mai 2020




Patients demographics: Home Follow-Up

- N = 12
 - Average age: 66,5 y (SD 17,08)
 - Native French or Dutch speakers: 3/12
 - Follow-up at home:
 - N = 10
 - 17,3 days (SD 8,8d)
 - Discharge \leftrightarrow last questionnaire completed
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Barriers to implementation

- Language barriers
 - Digital issues:
 - No working smartphone
 - No email account
 - No website proposition
 - Limited time to educate patients, in absence of help from family/friends
 - No audio-messages, only written chat function
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- A yellow triangular graphic is located in the bottom right corner of the slide, pointing towards the top right.

Physicians: Questionnaires + NPS (Net promoter score)

- NPS : all patients : -1
 - NPS : “digitally-savvy” patient : 67
 - NPS : user-friendliness MoveUp: 67
 - Standardized questionnaires:
 - ✓ Easy to use
 - ✓ Patient feedback very positive
 - ✓ Patients need intrinsic motivation to fill out questionnaires
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- A large yellow triangle is positioned in the bottom right corner of the slide, pointing towards the top right.

Patients: Questionnaires + NPS (Net promoter score)

- NPS : how easy to install: -67
- NPS : would you recommend this solution to a friend: -33
- General remarks for NPS:
 - Low number of responses:
 - Digital gap
 - Lack of coherence in answers from doctors during chat
- Standardized questionnaires:
 - ✓ Secure feeling, trust relationship
 - ✓ For digital savvy patients, easy to use & experienced as a great tool

Take Home Messages

- Make sure you know your patient group
- Education takes time, also for digital matters
- Without digital issues:
 - Very satisfied patients, physicians
 - Integration into daily workflow
 - Importance of coherent message

References & Acknowledgments

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