

Group N°3

Educated patients:

How do patients prefer to learn about their condition in order to participate in providing optimum care?

Break-out sessions

● ESC Education Conference – 30 Jan - 31 Jan 2019

Current use, challenges and limitations

- Delivery of different information according to needs at different time points (“panic” acute time [acute phase] vs. “educationable” time [learning phase])
- Delivery of different information according to different disease phase (acute vs. chronic)
 - Acute - patient cannot process a large amount of information
 - Chronic – patient can get confused by the amount of necessary information (Information overload!)
- Uncertainty, loneliness, frustration during the diagnostic period when diagnosis unclear
- Different social/cultural/educational background need different educational strategies
- Quality/reliability issues with current educational materials (online, patient groups)

Opportunities and development for the future

Group 3: How do patients prefer to learn about their condition in order to participate in providing optimum care?

Patient-to-patient – “the hidden resource”!!!

- **Works as**
- patients supporters at hospitals/via web-request (phone chat)
- Qualifications: 2+ years after incident, selected and educated by the Danish Heart Patients Organisation

- **How?**
- One day a week, 2-3 hours, 2 patient supporters
- Special clothing
- Announcement via leaflet on breakfast tray
- At arrival no-visit patients are identified to us
- Planning done by group member
- Transportation paid by the heart Association.

- **Follow-up education**
- 2 yearly half-day group meetings (Greater Copenhagen) hosted by nurse and psychologist
- 1 yearly, 1-2 day country gathering for all patient supporters

Opportunities and development for the future

- **Trust and empathy are foundation for effective education (T&E)**
- Coherent information through the patients' journey
- Accessible staff
- Information from trained and approved peer-group in acute and chronic situations
- Assessment of patients' awareness of their condition.
- Individualized information based on personality, cultural and educational background
- Assistance with digital media/apps, option to personalize

Opportunities and development for the future

