Investigating the potential role of ICT to support older people with multi-morbidity to navigate the care network

PhD research: Jolien Vos

Supervisor team: Dr Karen Windle, Prof Niroshan Siriwardena and Dr Conor Linehan

Background

Tools are available to help people navigate when they are not quite sure where they should be going (e.g. GPS).

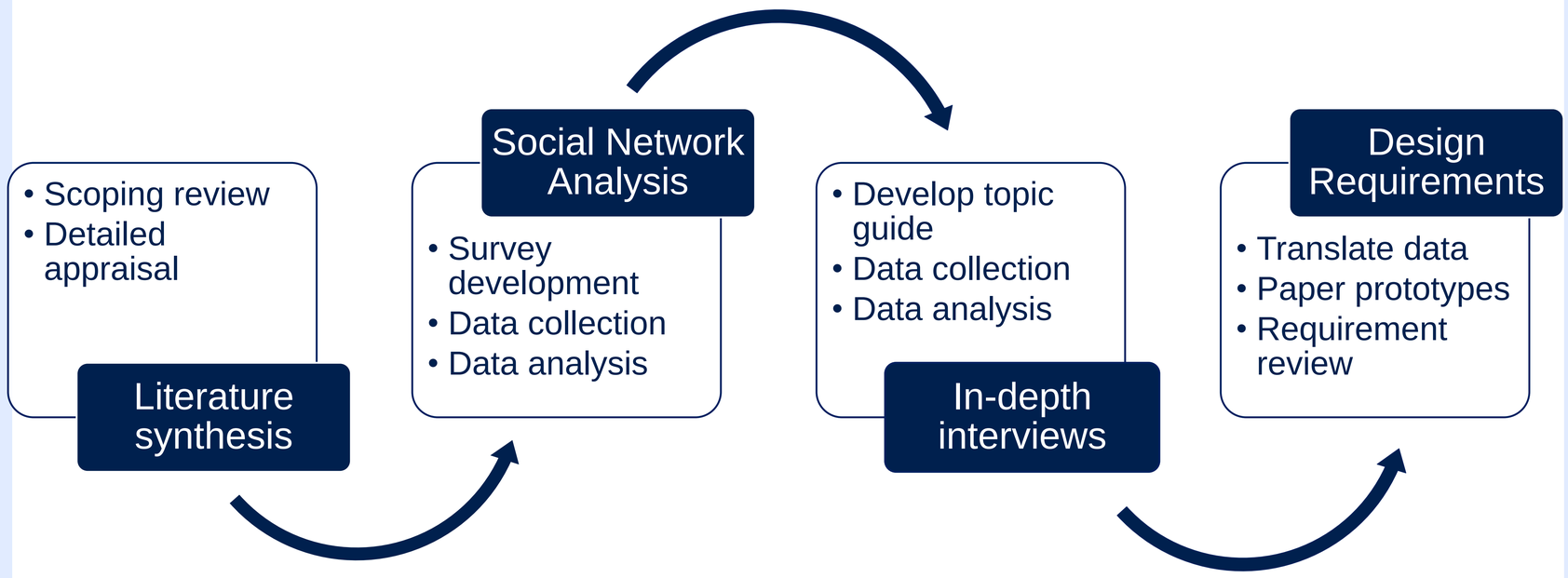
For older individuals with a number of long-term conditions, there is an urgent need to help them appropriately navigate through the health and social care system to maximise their health and well-being. For many older people there are (as yet) no available maps to help guide patients, users or carers to particular health and care services. In some services, particular individuals are available to support patients to move through the system, sometimes known as a 'care navigator'. However, so far such support has often been limited to the first weeks following a cancer diagnosis.

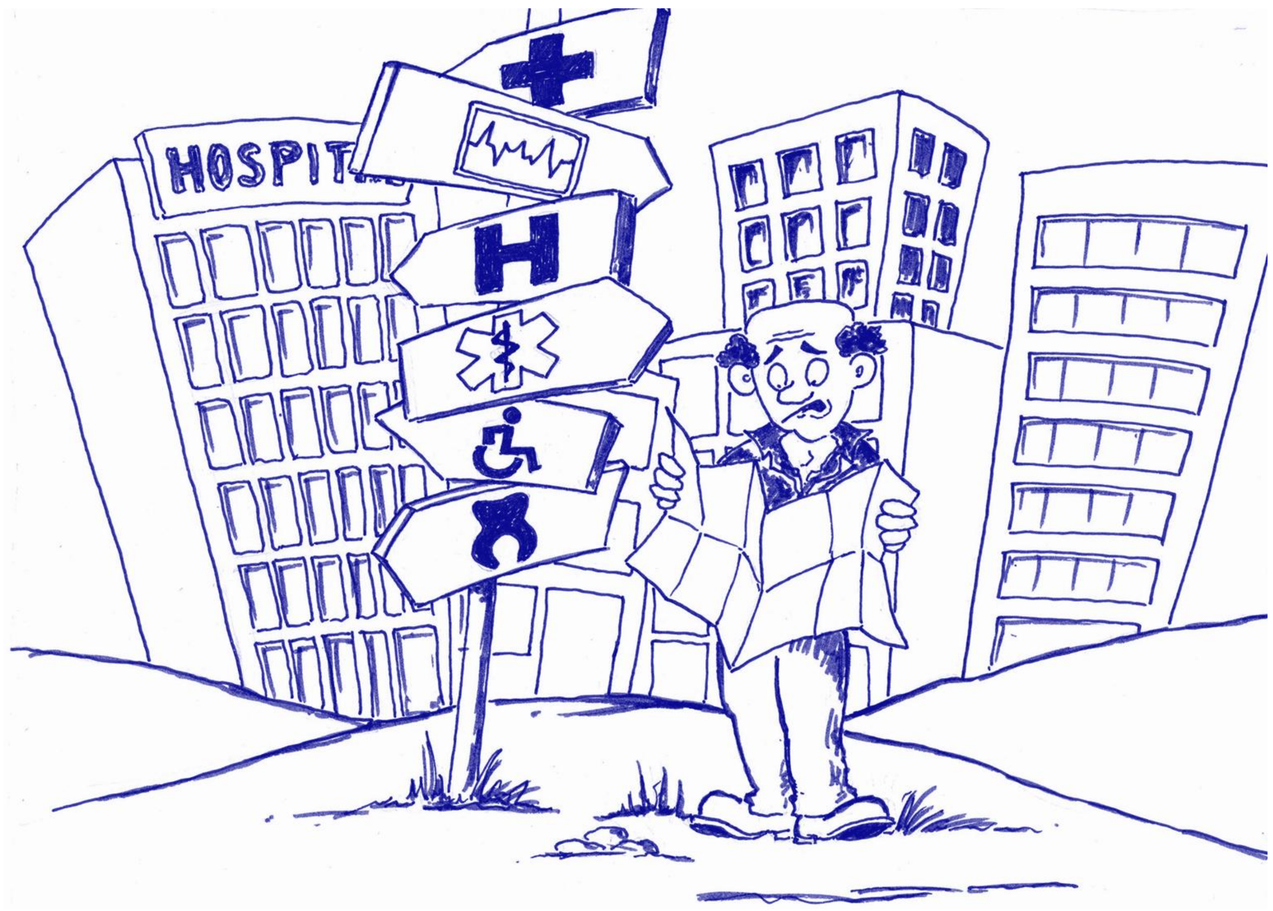
One method of extending the care navigator role in this complex care setting (health, social and third sector care) is to explore the feasibility and acceptability of an ICT solution.

Aims of study

1. Develop a detailed understanding of the **literature** regarding care network/system navigation to support older people with multiple morbidities.
2. Identify **main actors** in the care network of these patients. Establish **when** and **why** these actors are important.
3. Determine **roles and responsibilities** in the care network, **how** one another interact and **what** can be improved.
4. Deliver **design requirements** for development of an ICT solution to support patients in their navigation task.

Work streams flowchart





Study population

People aged 55 and over who suffer from the co-existence of two or more chronic conditions (multi morbidity). Exclusion of people with conditions affecting their cognitive memory abilities (e.g. dementia)

Expected outputs of study

- Visual maps of the care network of patients with multiple chronic conditions from their perspective.
- Increased understanding of the care network (in terms of interactions) of these patients and from their perspective.
- Reports of patients' experienced problems and difficulties in their care network regarding communication, interaction, roles and responsibilities.
- Design Requirements plan for ICT solutions to meet stated problems and difficulties identified by patients.
- Paper prototypes of the ICT solution tackling the problems and difficulties mentioned by patients.

CaHRU Community and Health Research Unit

Contact details: jvos@lincoln.ac.uk

University of Lincoln, Community of Health Research Unit (CaHRU), School of Health and Social Care, Tel: +44 (0)1522886934