Effective patient engagement using online platform

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#EHMA2024
North Estonia Medical Centre
Foundation

2023 in numbers

- 5,100+ employees in the North Estonia Medical Centre Group
- 7 clinics with 40 specialist centres
- 1,262 hospital beds
- 160,000 patients treated
- 1.58 Case Moe Index
- 95,096 patients received by the Emergency Medicine Centre
- 91,059 surgical procedures
- 84% Patient Satisfaction Score

EHMA 2024
- **STRUCTURE**
  - Qualification of physician (e.g. "Reputation of surgeon")
  - Infrastructure (e.g. "Number of beds in hospital room")

- **PROCESS**
  - Safety (e.g. "Risk of urinary incontinence due to treatment")
  - Delivery & Timing (e.g. "Route of drug administration")
  - Patient-Physician Relationship (e.g. "Physician’s attitude to patients")
  - Access (e.g. "Extra cost to patient")
  - Continuity & Coordination (e.g. "Continuity of physicians")

- **OUTCOME**
  - Mortality (e.g. "Chance of dying from lymphoma in 10 years")
  - Morbidity (e.g. "Time necessary to recover (return to normal activities")
  - Health-related quality of life (e.g. "Physical quality of life")
OnKontakt

- A remote service model aimed at patients receiving cancer treatment.
- Patients report treatment-related side effects to their medical team on the **Kaiku Health digital platform**.

**Results:**
- Increased trust in nurses and their experience
- AI complements patient’s interactions with the medical team in the care pathway
- Use of platform reduced patients' anxiety during treatment and increased their confidence and compliance with treatment
Stroke patient pathway

• The Project tested efficiency of:
  – Specialised nurse
  – Patient Journey app
  – Shared information space
  – Community support
  – Website
  – PROM/PREM

• The pilot was associated with **significantly decreased risk of mortality.**
  – intervention group 1 year mortality was 16% and the control groups mortality was 30%
  – Case mix adjusted results showed similar difference

• The pilot was associated with **significantly increased use of rehabilitation.**
  – during 6 months after stroke 44% of the intervention group and 29% of the control group got inpatient rehabilitation.
  – Case mix adjusted results showed similar difference

• The pilot was also associated with **significantly increased number of secondary prevention appointments**
Thank you

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