

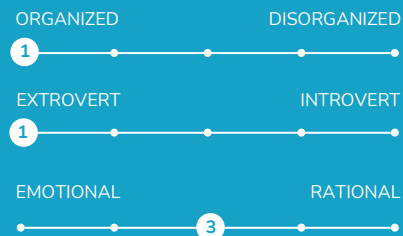


Maria

Age: 80's Married, I live with my husband
I'm a retired Teacher
I have a Masters Degree
I travel abroad up to 4 months/year

Personality and interests

I'm interested in art and local history
I read a lot



“The leaflet is like a dissertation, not something that I read every day. It explains what the medication is for. I mostly check the side effects. It can pretty scary to read that medications can lead to hair loss, itching, bleeding and so on. Most of the time, luckily, it goes well.

Health Conditions

Arthritis, congestive heart failure, slightly overweight, diabetes (?), physical impairments

Medication & Therapies

Prescribed by doctor - 17 active prescriptions
1 Anticoagulant

X in Therapeutic Group A

X in Therapeutic Group B
etc

Pain medicine as needed (up to 3x per day)
CPAP machine therapy

Additional (non prescribed)

Vitamins & Supplements: fish oil for Omega 3
Garlic for immunity boosting
Aerosol nitroglycerine (when needed)
Aerosol & allergy medication (when needed)

Care Professional Concerns

Multiple conditions and many medications is the relevant concern. Risk for side effects and adverse drug reactions if therapy not reconciled or followed with precision.

How I prefer to interact with Healthcare providers

Often in person at my local Pharmacy, they help me reconcile my prescriptions from various specialists. Sometimes over the phone.
Communication, collaboration and oversight between doctors could be better.
For lab work & specialist exam, I must ask results to be sent to my GP, otherwise it won't happen. I use the phone since private matters cannot be discussed over email and no secure messaging available.

Sharing my health information



Health routines

Medication list

List is versioned and dated, now v.17. Stored and maintained on PC.
I add keywords and scribbles on the list while I speak with HCPs.

Number of daily therapies

11 medicines in the morning, 5 in the evening. Plus 4 supplements daily

Frequency of routines (daily, weekly, monthly)

1x per week organizes daily meds & dosages
As needed updates Medication List (17+ versions)
1x month (?) visits Pharmacy
3-4x year GP visit with lab work
4x year Specialist visits (heart, eye, ear and rheums)
4x year other visits: sleep apnea, physical therapy

Most time consuming or difficult activities

Update the medication list.

My most trusted advisors

Local pharmacists - they are knowledgeable and know me to help manage my many therapies
Google search when learning about a new medicine

No of HCP that I interact with 9

Pain Points/Problems

Medical

Mobility

Social

Travelling with CPAP - take a lot of room
Be sure to have medication when travel
Medication list in different languages
Keep medication and the pack for customs check

Psychological

Keep the medication list and update it, it's frustrating

How I feel about these problems?

Mobility challenges has hindered me from being as active as I like, so I have sought out compensatory tools like the scooter (two one in Norway and one in the south in second home). My mobility has improved.

Patient Health Engagement Model - Status



Blackout



Arousal



Adhesion



Eudaimonic Project

Autonomy

Impairment

Glasses, Hearing aid, Cane/crutches and Scooter

Self care  Self management  Mental impediment 

VERY INDEPENDENT VERY DEPENDENT



Health Literacy

VERY HEALTH LITERATE 2 VERY HEALTH ILLITERATE

Digital Literacy

PC 2
MOBILE 3
SOCIAL MEDIA 
ICT SUPPORT 
CONNECTIVITY 

Support Network

I manage my own care, but with the support of my family and HCPs. I rely on support mostly for my physical limitations and when travelling.

In case of emergency

I keep multiple copies of the patient card (available in the anticoagulant pack) with critical information that may help HCPs.

Use of a personal health navigation tool

Keeping the medication list updated, interactions and side effects.
Reading the leaflet headings and searching for what is relevant to her at this point in time.

