



# ICT Enablement of Older Persons Services

## Mark's story

Hi, I'm Mark and I'm 80. I live alone and generally feel well – I can still do the cryptic crossword, but I have a few health issues, like high blood pressure and a bit of trouble breathing sometimes. My general practitioner (GP) looks after me.

A few months ago, I had a fall and was taken into hospital. I had an entire team looking after me, led by a consultant geriatrician. The whole team contributed to my assessment while I was in hospital, and developed a care plan for me.

### **What was Mark's experience with his health information held on paper?**

"The care was excellent but I had to keep repeating my information. I couldn't remember all the tablets I'm on and they had to wait for my daughter to come in with the list. There was a bit of a delay getting out of hospital too.

Finally, I was transferred to a privately-run step-down facility. But, again, I had to keep repeating all my information and try to remember what the team in the hospital had said. When it was time for me to go home, they said that my house needed rails and that I'd need someone coming in to help me with washing, dressing, and so on. But they seemed to have trouble finding the right contact in the Primary Care Centre or knowing how long it would take before I could go home.

Eventually, the public health nurse, Caroline, sorted it out. She visited me when I came home and did an assessment. She said I needed more physiotherapy, so a few days later the physiotherapist came by and did another assessment. During the first session, I also had to try to remember what exercises they had done with me in the hospital. Then the physiotherapist said that the occupational therapist would come to see how my house needed to be adapted.



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It was a lot to keep track of and I had to keep repeating information, but at least I am still well able to understand all this. My sister went through a similar experience a few years ago, but she had dementia and it was really tough for her.”

**A digitally-enabled health service has the potential to provide a better and less stressful patient experience to Mark.**

“The care was excellent and it ran so smoothly. Each member of the team seemed to have the information they needed. I had given the hospital team permission to access my online record so they could see my previous care from my GP and the Primary Care Team. They checked it with me, but it was usually spot on.

When it was time for me to leave hospital, they could see places in the step-down facility and I was transferred quickly. When I arrived, the facility had the details of my care and, again, they confirmed them with me.

It all ran very smoothly, too, when it came time for me to leave. Even though it was privately run, the step-down facility could see that the hospital had referred me for homecare and physiotherapy and that my homecare package was approved.

I believe that it was being organised before I left step-down care. The public health nurse, Caroline, was able to check that relevant team members had my referrals and were ready to support me when I came home. She organised a meeting the day I came home to introduce me to the physiotherapist, the occupational therapist and the carer. They did one assessment and then agreed my care plan with me. The next day, they gave me equipment to help me manage around the house including a frame for walking outdoors. The physiotherapist had a session with me, but she knew what exercises they had done from the online system. It was so easy to come home.”