

What are the most valued patient outcomes regarding medical care for French patients with heart failure?

Results from an online patient community (carecity.com)

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Poster PCV151

BACKGROUND AND OBJECTIVES

Background

- More than 1 million people were suffering from heart failure (HF) in France in 2017¹.
- The ageing population and financial constraints have put a great strain on the French healthcare system. Value-based healthcare (VBHC) is emerging as a possible solution to build a more efficient healthcare system.

Objectives

- To define and rank the most valued outcomes in medical care for patients affected by heart failure.
- To better understand patients' expectations for healthcare organizations and patient support services.

METHODS

Carecity platform

- CARECITY is an international online patient community devoted to people with chronic diseases. It allows patients and caregivers to share their experiences, to access medical information and to participate in online surveys, generating real-world patient insights.

Study design

- The online survey submitted to CARECITY's members has previously been set up by CARECITY.
- The questionnaire has been approved by one patient with heart failure.
- This cross-sectional study was conducted from January to February 2018. French adult patients affected by HF and registered on Carecity website were invited to respond to an online confidential survey of 37 questions about heart failure.

- A matrix was created to explain the most important expectations and least satisfactory aspects of medical care for patients affected by heart failure:

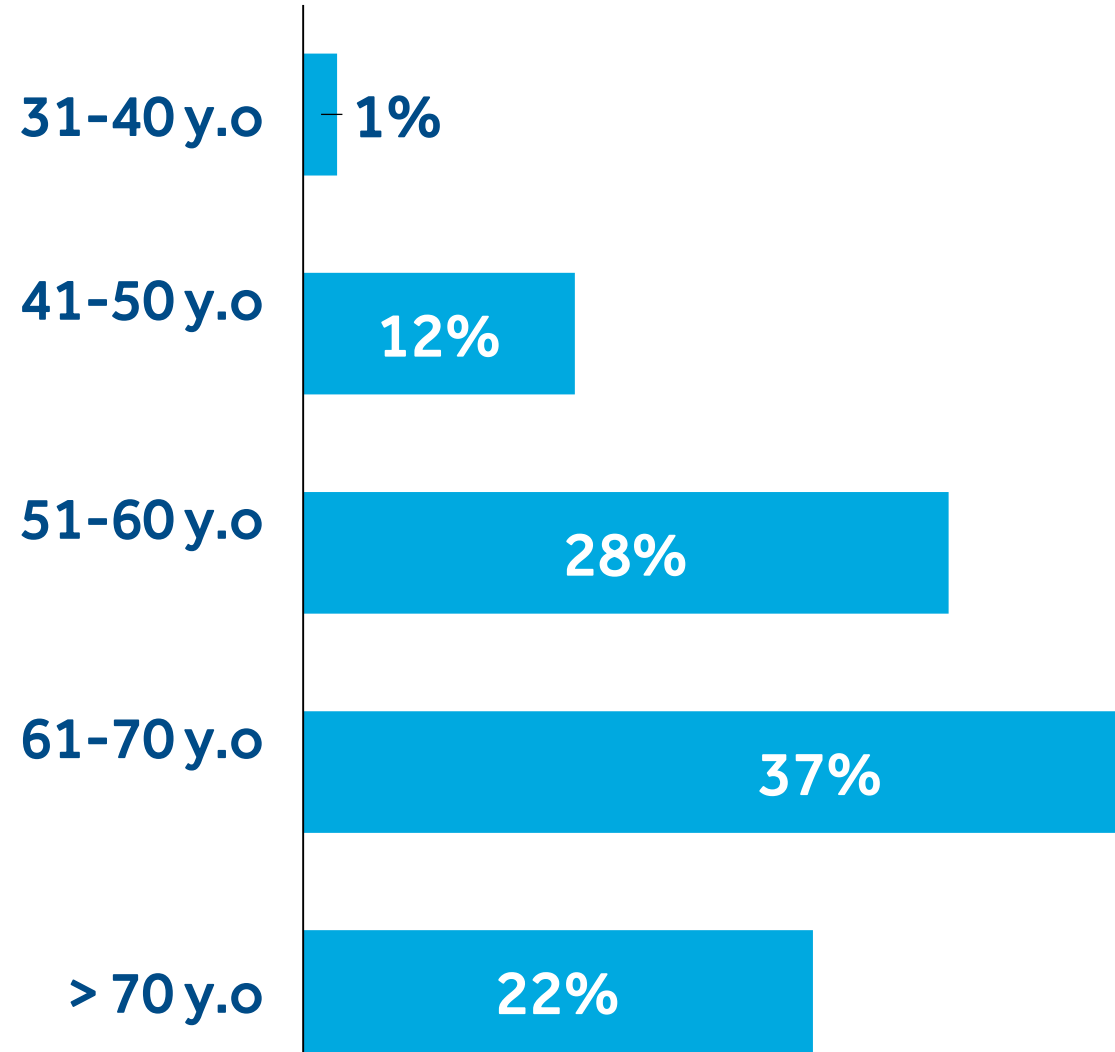
- Priority 1:** low satisfaction and high importance criteria
- Priority 2:** low satisfaction and low importance criteria
- Priority 3:** high satisfaction and high importance criteria
- Priority 4:** high satisfaction and low importance criteria

RESULTS

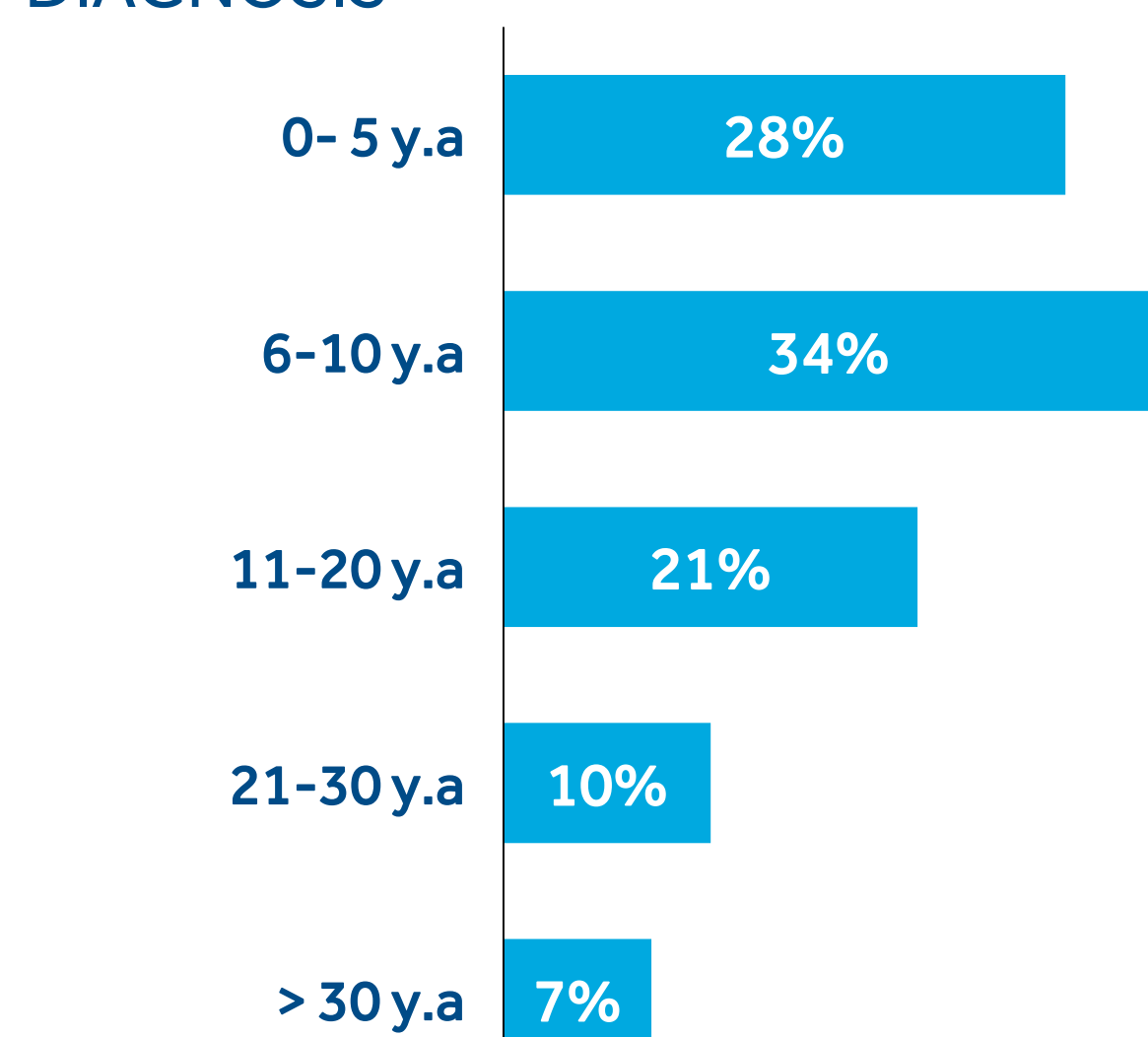
1/ RESPONDENTS' PROFILE (N=67)

♀ 36% ♂ 64%

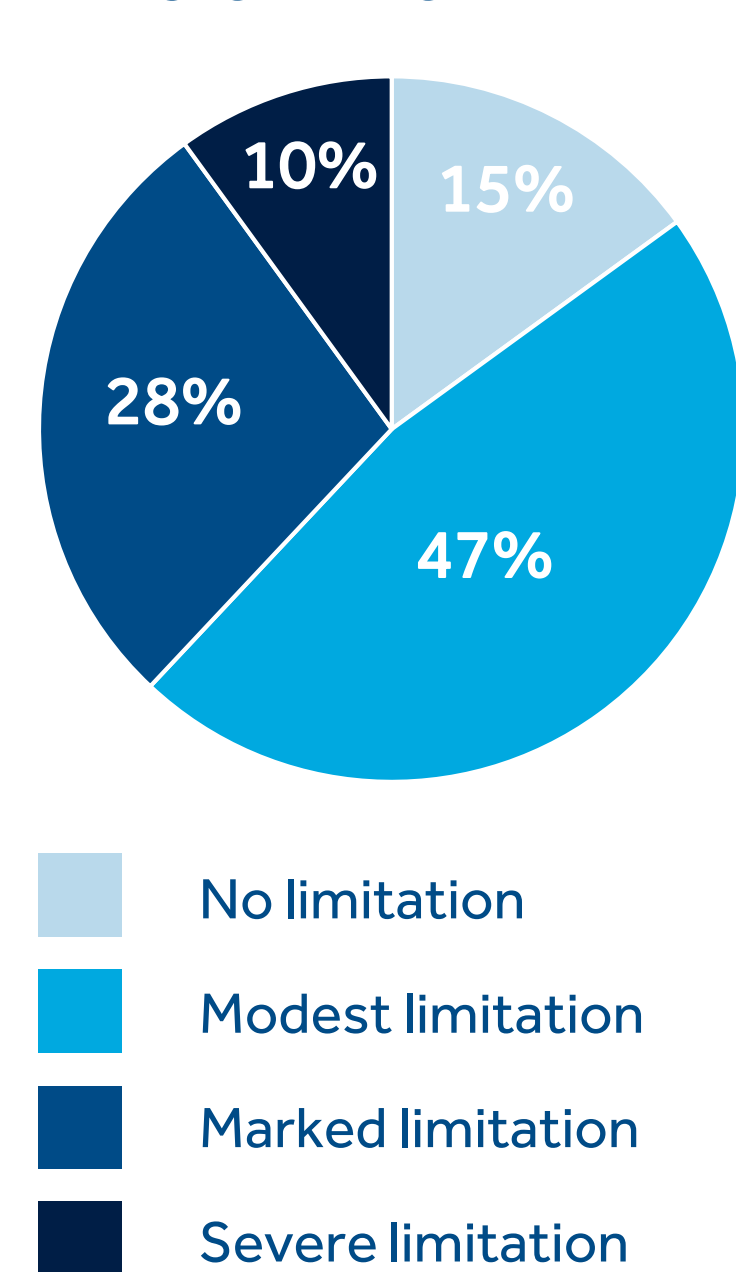
AGE Mean: 62.6 years old
IC95% = [60.3 - 65.0]



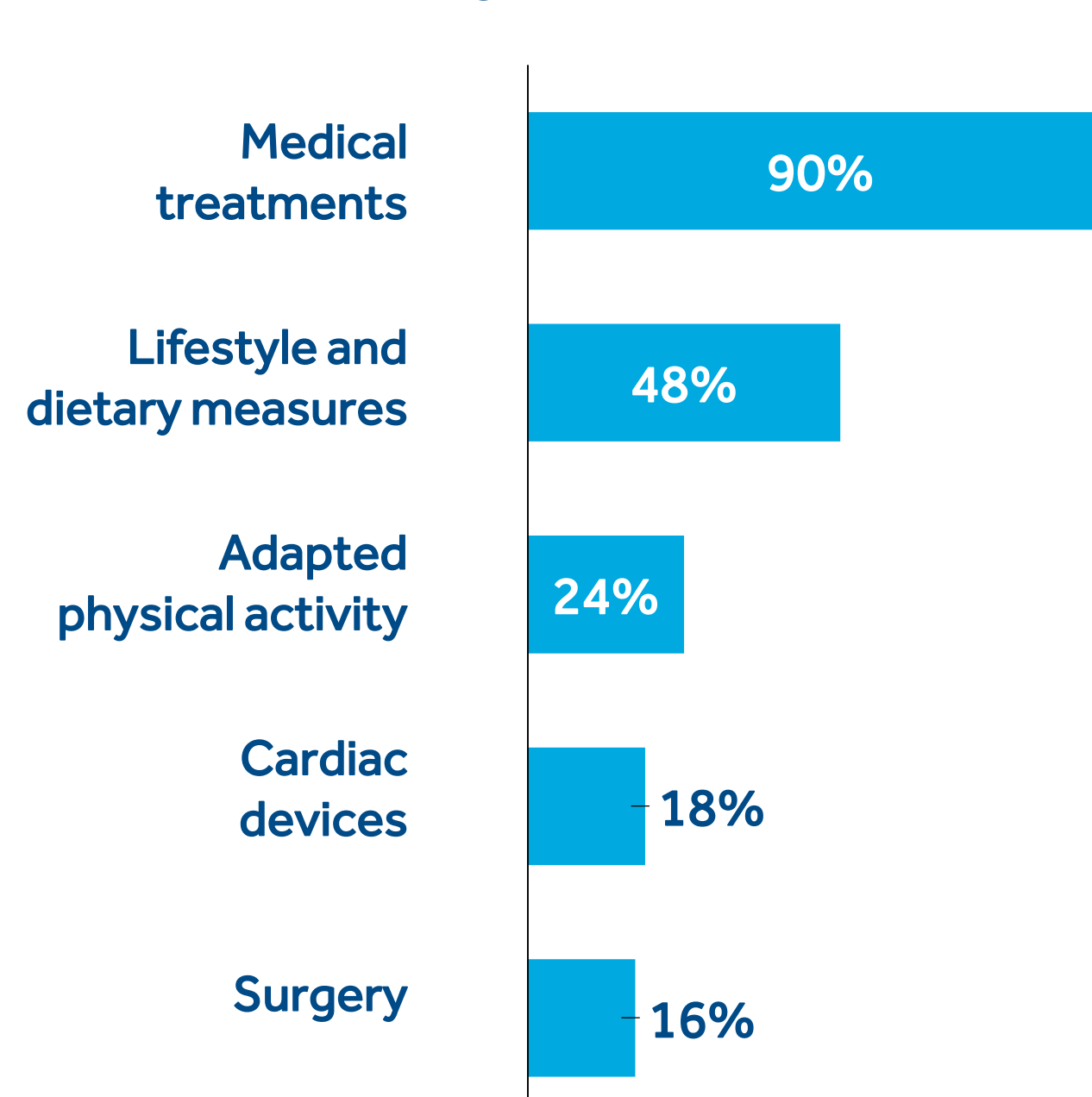
DATE OF DIAGNOSIS Mean: 12.3 years ago
IQ95% = [9.7 - 14.8]



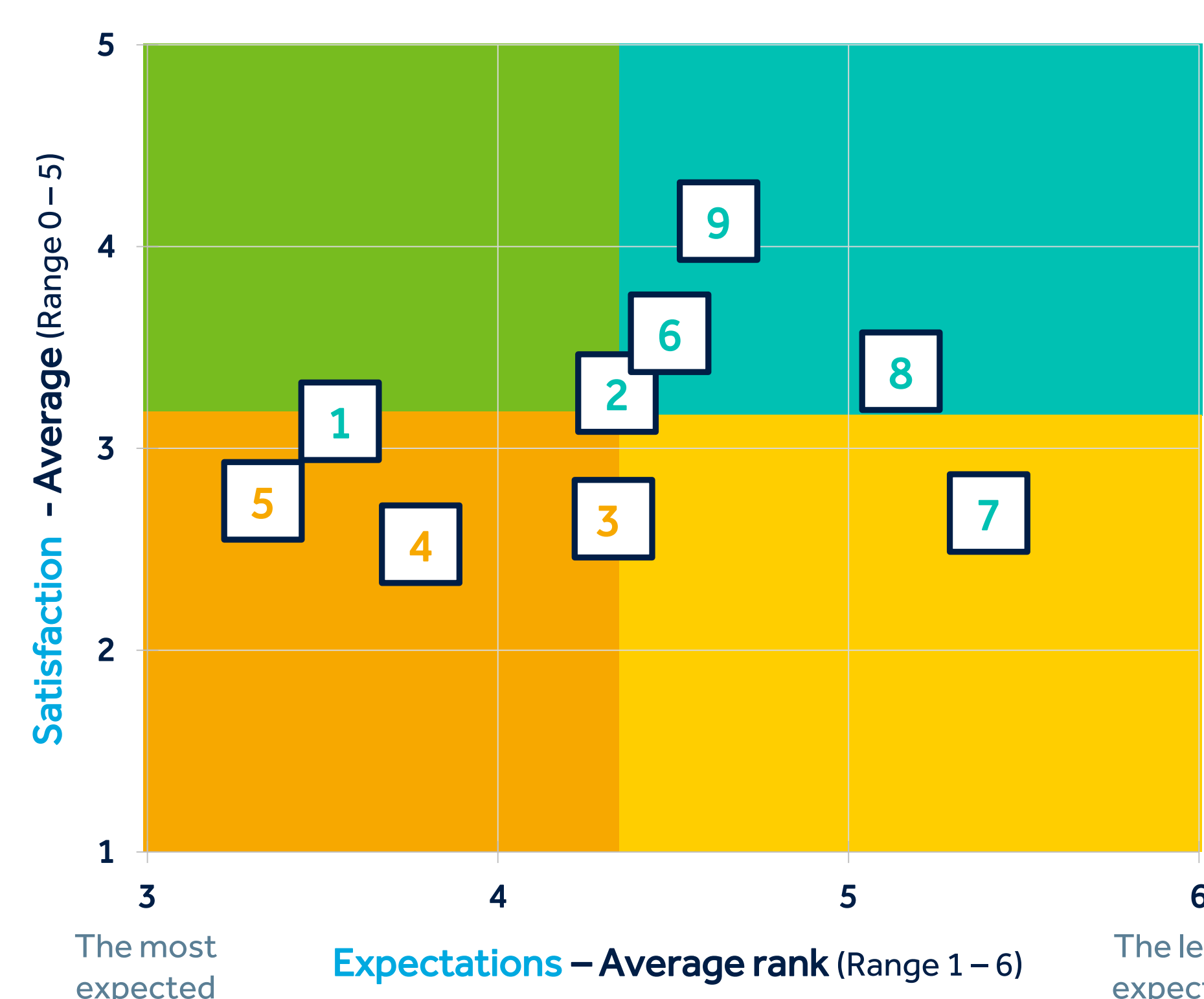
PHYSICAL ACTIVITY



TREATMENTS



2/ SATISFACTION AND PATIENTS' EXPECTATIONS WITH MEDICAL CARE



- Access to innovative treatments and medical devices
- Access to healthcare
- Patient's opinion taken into account (innovative treatments)
- Coordinated and multidisciplinary medical care
- Listening skills/availability
- Quality of infrastructures/services
- Close ones/patients recommendation
- HCP recommendation
- Reputation of healthcare

- Only 25% of patients were involved in therapeutic patient education (TPE).
- About 50% of them are satisfied with TPE (mark higher than or equal to 4/5; mean: 3,3/5).

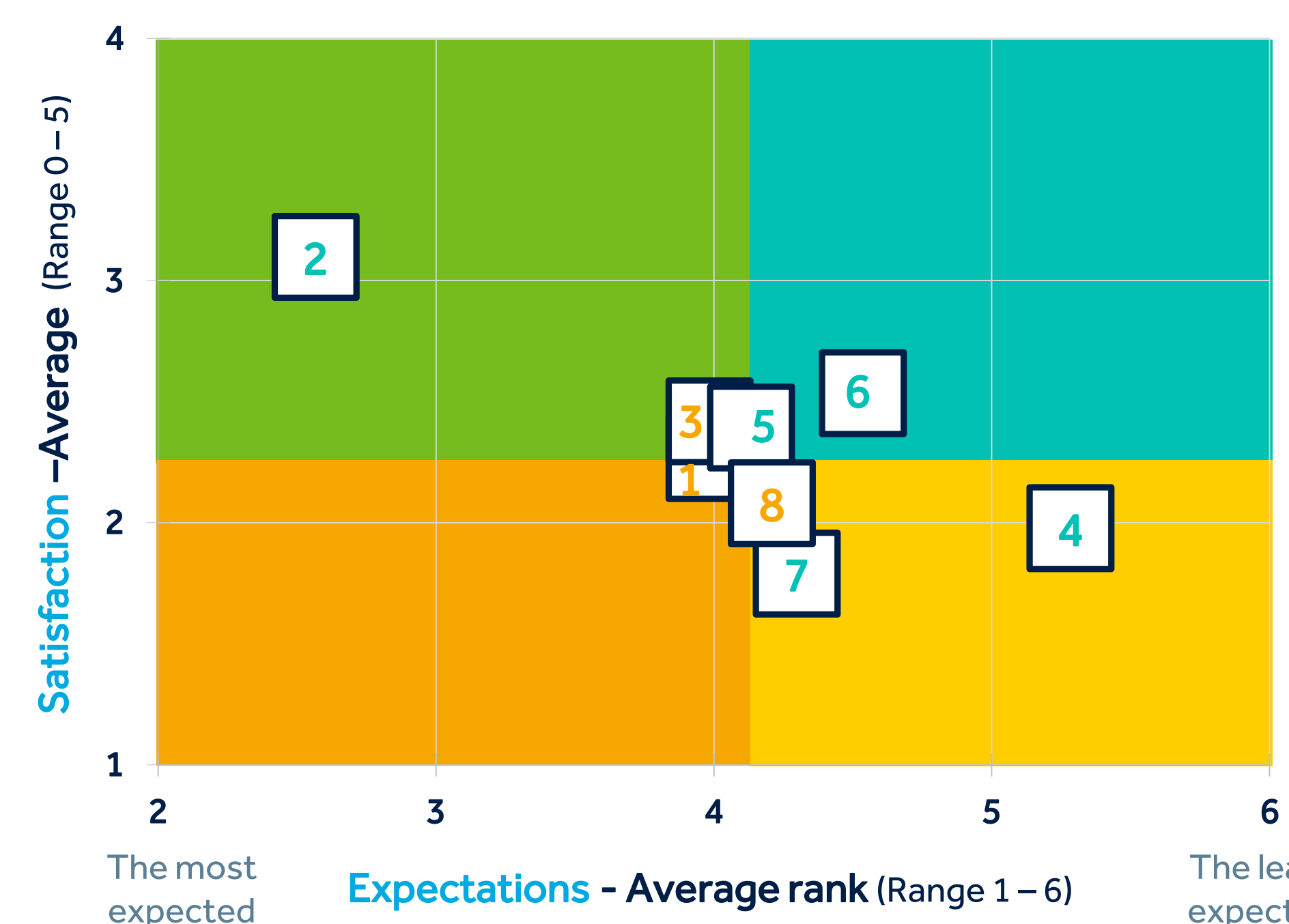
THE MOST EXPECTED ELEMENT IS:

5 LISTENING SKILLS/AVAILABILITY

THE LEAST SATISFACTORY AND ONE OF THE MOST EXPECTED ARE:

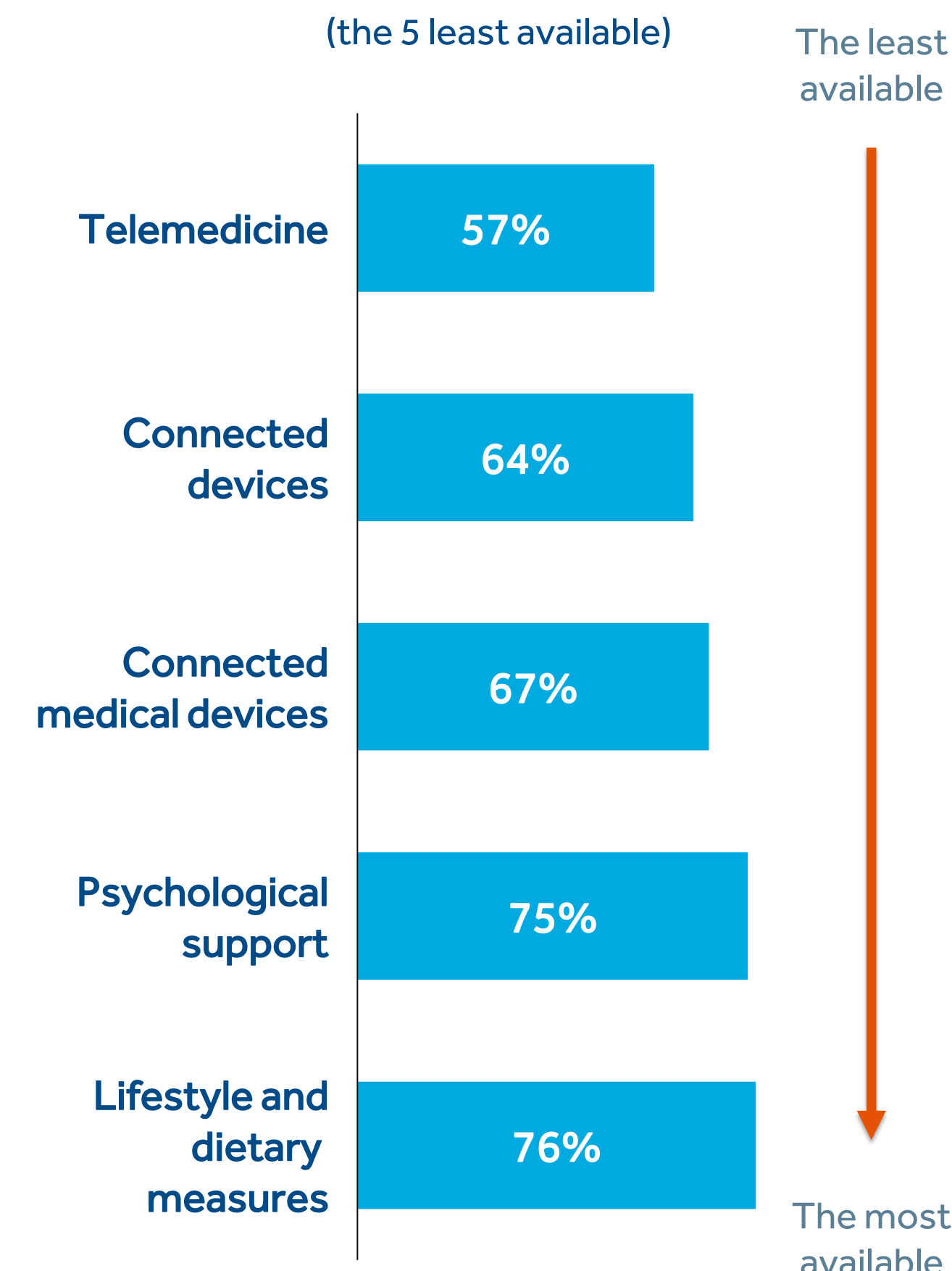
3 PATIENT'S OPINION TAKEN INTO ACCOUNT and 4 COORDINATED AND MULTIDISCIPLINARY TEAM

3/ SATISFACTION AND PATIENTS' EXPECTATIONS WITH INFORMATION AND SERVICES



- Connected medical devices
- Information and practical advice
- Scientific news
- Connected devices
- Lifestyle and dietary measures
- Website/ mobile applications
- Telemedicine
- Psychological support

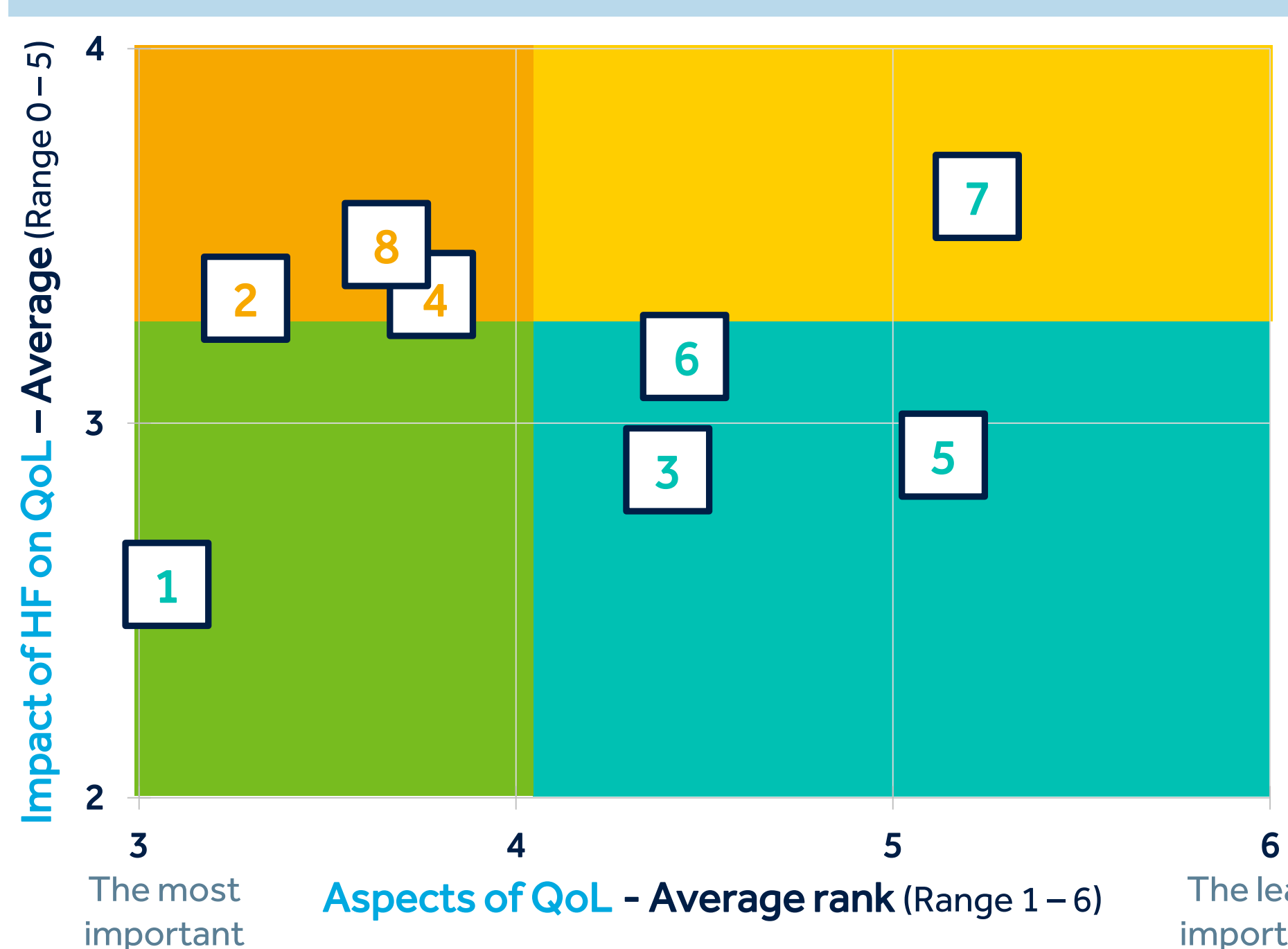
4/ INFORMATION AND SERVICES' AVAILABILITY



AMONG THE MOST EXPECTED AND THE LEAST SATISFACTORY SERVICES:

1 CONNECTED MEDICAL DEVICES and 3 SCIENTIFIC NEWS and 8 PSYCHOLOGICAL SUPPORT

5/ IMPACT OF HEART FAILURE ON QUALITY OF LIFE (QOL)



- Autonomy
- Ability to do physical activities
- Food choices
- Daily mood
- Impact on friends/family
- Love/sex life
- Professional life
- Social and family life

THE THREE MOST VALUABLE FACTORS THAT IMPACT THE QUALITY OF LIFE OF PATIENTS AFFECTED BY HF ARE:

2 ABILITY TO DO PHYSICAL ACTIVITY and 8 SOCIAL AND FAMILY LIFE and 4 DAILY MOOD

CONCLUSION AND PERSPECTIVES

- The ability to be physically active is the most important aspect for patients but also the most impacted.
- Access to innovative treatments and medical devices is one of the most valued aspects but also the least satisfactory.
- Connected medical devices need development as they are highly expected but not very accessible. Patients are only moderately satisfied.

Access to innovative medical devices and treatments, especially those that are connected, needs to be improved as they may preserve the ability of patients with HF to be physically active.

¹ French society of cardiology (2012). Available online at: http://blog-du-gcf.fr/wp-content/uploads/2017/09/DOSSIER_de_PRESSE_Insuffisance_Cardiaque.pdf