

# The nursing care through digital support in the Patient Support Program: design of the new process

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## *Background*

The use of technology to deliver health care is considered an important strategy to address the growing demand for care and to more efficiently support patients at home in their whole care pathway, including self-management, awareness and engagement. Through digital Patient Support Programs (PSPs), it is possible to provide solutions beyond the drugs, adding complementary value to the model of care.

This new alternative scenario could significantly benefit from the inclusion a digital nursing care.

At this extent, the goal of this work is the re-design of the nursing care in a digital format as part of innovative programs to support and monitor patients, so that it can be delivered even remotely, faithfully observing all phases.

## *Methods*

The first phase of this process was a systematic literature review conducted on 3 databases and registered in Prospero (CRD: 42022376870). Subsequently, three focus group meetings were conducted with senior experts in the field of digital, nursing and healthcare management to share expertise. During the meetings, brainstorming and discussions took place on how to seamlessly integrate digital and nursing.

## *Results*

Literature research and focus groups made it possible to adapt and integrate the nursing process to the digital care provided via apps or digital platforms. The digital nursing care follows the Gordon model and all 5 steps of the nursing care are performed digitally. The assessment foresees the automatic delivery of validated instruments (e.g. PROMs) to the patient. Based on the data shared by the patient, the system identifies the relevant nursing diagnosis. The nurse analyses the detected individual needs and plans an intervention (educational, coaching...). Accordingly, the digital system submits to the patient an evaluation tool in order to evaluate the efficiency of the intervention.

## *Conclusions*

The digital nursing care, as designed, allows for a holistic and continuous assessment of the patient and is repeatable whenever the patient's health status changes. It is a new conceptual model; it is adaptable to all patient diseases and conditions. Digital nursing care are a mean to help patients monitoring their condition, provide self-management, education and personalised treatment plans. The implementation of the process in the PSPs is an enabler to meet the remote care needs of patients and to increase their self-management capabilities.

## *References:*

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