



Complex Care and Condition Management

from Patient Advocate

Patient Advocate
Informed Healthcare Choices 

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Patient Advocate provides a completely new and affordable corporate healthcare management model, focused on employees both outside the scope and within the organisations' private medical insurance arrangements.

Patient Advocate uses the wider NHS framework and e-Referral arrangement which allows patients to receive care nationwide in either NHS or private hospitals.

Patient Advocate empowers patients to make informed decisions through better education and understanding of their treatment options, through skilled health intervention, by highly qualified nurse case management.

The facts about chronic disease and the effects on our health today

Heart disease, stroke, cancer, lung and liver disease account for more than 150,000 deaths a year among under-75s in England alone, and the Department of Health estimates 30,000 of these are entirely avoidable.

The major diseases of the heart and circulatory system – coronary heart disease and stroke – are the biggest causes of death in the UK.

About one in three adults in England and Scotland have high blood pressure, and nearly half of them have not received treatment for the condition, according to the British Heart Foundation.

Cancer has become so common that today one in 30 people living in the UK either has cancer or is in remission. By 2030, it is estimated that three million people in England will have had some form of cancer. However, the UK still lags behind other European countries regarding cancer survival.

Cancer Research UK says part of the problem is unhealthy lifestyles. It is estimated that about a third of cancers are caused by smoking, diet, alcohol and obesity.

Many cancers are detected too late. Although there are national screening programmes for certain cancers, like breast and cervical, public awareness of symptoms and the need to seek help early is still too low.

Access to treatment can be an issue. Waiting times to see a doctor for speedy diagnosis and treatment have come down. However, the provision of certain types of cancer investigations and treatments across the UK is variable.

25% of cancer survivors are prevented by health from working in their preferred occupation, as opposed to 9% of the wider population. 90% of primary care users in the previous 12 months are cancer survivors, and 45% of those have undergone specialist care.

While the incidence of cancer is relatively stable, the number of cases is rising. Cancer, once a fatal disease, is becoming a long-term condition, with the burden of long-term ill health associated with both the disease and its treatment.

Musculoskeletal disease is one of the most prevalent long-term conditions, affecting 137 people per 1,000 reporting a long-term condition.

Respiratory diseases kill one in five people in the UK and cost the NHS more than £6 billion.

It is estimated that over 1 in 20 people in England has diabetes (diagnosed and undiagnosed).



How can Patient Advocate address the impact of complex care management in the workplace?

- ▶ Providing medical care for chronic illness is often complex, as patients require multiple resources, treatments and providers.
- ▶ Patient Advocate Complex Care nurse case managers provide highly qualified coordination to help patients navigate the healthcare systems, connecting them with community resources, orchestrating multiple facets of healthcare delivery and assisting with administrative and logistical care.
- ▶ Nurse case managers can also play a vital role in disease management and monitoring, health surveillance, medication concordance, health education and self-care instructions.
- ▶ Our strategy for improving care and clinical outcomes for patients with chronic conditions is through early

intervention to develop programmes to coordinate and implement care pathways to expedite access to care, avoiding delays in treatment.

- ▶ Complex care nurse case management has been associated with improved patient (and carer) satisfaction, most substantially with regards to coordination among healthcare providers. Case management is effective in improving patient self-management behaviours, such as dietary and medication adherence. Whilst increasing the receipt of appropriate evidence-based treatment pathways in adherence to the National Institute for Health and Clinical Excellence guidelines.
- ▶ Early intervention strategies from Patient Advocate via Patient Navigator, our unique web-based portal, enables employees to access interactive support and medical care coordination through our nurse case managers, who provide seamless accelerated care treatment pathways through the NHS and private medical providers.

Experienced nurse case managers

provide access to safe, appropriate and expedient care at the point of need, using available resources to promote quality cost-effective outcomes. In the event that a patient has co-morbidities and concurrent referral, nurse case management can improve communication between all members of the multidisciplinary team, acting as a liaison and improve compliance with care.

Whether an employee requires ongoing chronic disease management or is in receipt of a referral from their GP, Patient Advocate nurse case managers can avoid delay to diagnostics and treatment options, by providing alternative providers of care, whilst adhering to evidence-based treatment pathways.

The Patient Navigator portal provides comprehensive support for prevention, screening, long-term care follow-up for those with chronic health conditions and interactive alerts driven by physician-led care pathways, to help employees to get back to their best health and ultimately back to work.

Increasingly Long Covid has been presenting itself as a long-term condition. This emerging problem affects people to different degrees, from manageable, convenient symptoms to more serious life impacting symptoms. Each person will also have their own coping mechanisms and reserves which will affect how they manage this condition. This may result in multiple short episodes of absence from work to long periods with no real end point.

Patient Advocate's holistic, person centred approach allows us to work closely with each individual, understanding their unique circumstances and build a care plan around their identified needs, whatever they are. Our imaginative approach ensures we look at all aspects of health so that we can work collaboratively with the individual to help them through living with any symptoms, managing exacerbations and working toward recovery.

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