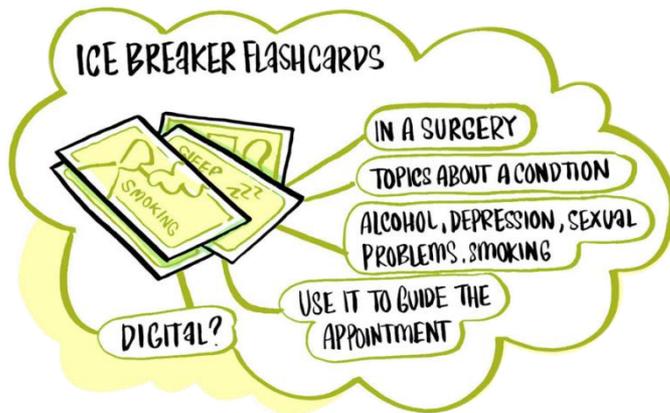
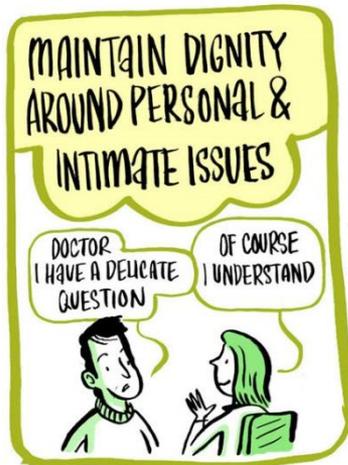


DESIGN THINKING PATIENT SUPPORT READY TO USE TOOL: THE ICEBREAKER FLASHCARDS



What are Icebreaker Flashcards?



The idea:

A set of “ice breaker cards” that could enable people living with conditions to have a more active role in discussions with their HCP and take a step towards increased self-management. The cards could also facilitate discussion around embarrassing, stigmatized or ignored issues, helping people guide HCPs to topics that matter most to them.

Who is it for and what need does it address?

People living with conditions: People may often find it challenging to bring up topics that matter most to them, and may take a passive role in HCP interactions. They often leave appointments feeling disconnected from their health and as a result aren't thinking in a self-management mind set.

HCPs: HCPs face severe time constraints in patient interactions, particularly when people are living with multiple chronic conditions. They focus on the clinical factors, and may not feel equipped to transfer power back to the patient, and enable self-management.

How would it work?

Available through different HCP contexts it could be in office, in the waiting rooms and even online. People would select cards and bring them to their appointment.



A set of cards ready for piloting



QUITTING SMOKING

Quitting smoking can be hard. When you crave a cigarette, it takes a lot of strength to resist.

There are many ways to successfully quit smoking and it's important to find the option that works best for you.



ALCOHOL

People want to change their alcohol habits for many different reasons, and it can be a hard thing to do on your own.

Everyone's experiences are different and it's important you find the strategy that works for you.



BEING ACTIVE

We all probably can do with a bit more movement in our lives.

There are lots of easy ways to get moving and find an activity you enjoy like walking more or trying a new sport.



THINKING ABOUT THE FUTURE

While everybody worries about their health from time to time, it can be hard to feel good about the future when you have health issues.

You may find it helpful to talk to someone about what's on your mind and understand what's next.



SLEEPING WELL

Without a good night's sleep, it can be hard to keep up with everyday life.

Everyone has different sleep habits, and it's important to find a sleeping routine that works best for you.



PAIN RELIEF

You don't have to suffer in silence, and might be putting up with more than you have to.

There are lots of things you can do to get pain relief and keep your life moving forward.



How to use the cards in context

POTENTIAL SCENARIO 1:

In Office Doctor and Patient

- / The doctor could first introduce the cards to the patient in an appointment. It's important that the doctor creates an open space for the patient to bring up topics that are important to them.
- / The cards could also potentially be given to the patient in their appointment or available in the waiting room for review prior to their appointment.
- / During the appointment, the Doctor would ask if the patient has picked any cards to talk about. Doctor would then respond to the patients needs with a plan and appropriate tools.

COUNTRY SPECIFIC CONTEXT

GERMANY:

Participants suggested the cards could be used through the Disease Management Program where a coordinator manages a multi-morbid patients' care. This coordinator could introduce the cards to patients, and use them to track patients' progress over time.



How to use the cards in context

POTENTIAL SCENARIO 2:

Nurse educators

- / Nurses tend to see patients more often than doctors and have more time than physicians, and some felt they were in the best position to use the cards with patients.
- / Patients could review cards with nurses before or after a doctor's visit and select the cards that are most important to them to share back with the doctor or other specialists.
- / Nurses also saw the benefit in using the cards with patients to identify patterns in patient needs, and find inspiration for support groups or group training sessions.

COUNTRY SPECIFIC CONTEXT

SPAIN:

Nurses suggested that patients might submit topics that they would like to discuss via email in advance of an appointment.

Depending on the topic, Nurses could determine who on the health care team is best placed to handle that request. If nurses receive similar requests across a group of patients, they could create tailored support sessions around these topics.



How to use the cards in context

POTENTIAL SCENARIO 3:

In hospital specialist days

- / In **France**, chronic patients often have a pre-scheduled day where they visit all relevant specialists at the hospital. There are often long waiting times in between seeing the specialists so the cards could be used during these waiting periods to prepare patients for their next specialist interaction, and help shape the conversation in a positive way.

How to use the cards in context

POTENTIAL SCENARIO 4:

Support groups

- / Some patients saw how the cards could be used in a support group context to guide the topics that the group wanted to talk about.
- / Patients could use the cards in a group setting to share any particular topics that were important to them and draw on the resources and knowledge of other participants in the group to help them with solutions.

THE ICEBREAKER FLASHCARDS TEMPLATE



QUITTING SMOKING

Quitting smoking can be hard. When you crave a cigarette, it takes a lot of strength to resist.

There are many ways to successfully quit smoking and it's important to find the option that works best for you.

Matt Trostle, <http://bit.ly/1TSA8UL>, CC BY 2.0



EATING HEALTHILY

It can be hard to eat well when life is busy and you're on the go.

But there's lots of things that can help: trying new recipes, picking healthy options when eating out or cooking with ingredients that give you energy.

Geoff Peters, <http://bit.ly/2297UGI>, CC BY 2.0



Ian D. Keating, <http://bit.ly/1YGERb1>, CC BY 2.0

BEING ACTIVE

We all probably can do with a bit more movement in our lives.

There are lots of easy ways to get moving and find an activity you enjoy like walking more or trying a new sport.



SEXUAL HEALTH

Having a healthy sex life is something people think about, but often don't talk about.

If you find yourself lacking energy or feeling unsatisfied, there are many things that can help.

It's worth bringing up, if it's on your mind.

Tine Franklin <http://bit.ly/1QK1RTC>, CC BY 2.0

SLEEPING WELL

Without a good night's sleep, it can be hard to keep up with everyday life.

Everyone has different sleep habits, and it's important to find a sleeping routine that works best for you.

Ian Stannard, <http://bit.ly/226bcxG>, CC BY 2.0



HEALTHY HABITS

Even with the best of intentions, it can be hard to stick with health goals.

Taking small steps, and having others' support can help you achieve what you set out to do.

Longtrekhome, <http://bit.ly/24V3bun>, CC BY 2.0



PAIN RELIEF

You don't have to suffer in silence, and might be putting up with more than you have to.

There are lots of things you can do to get pain relief and keep your life moving forward.

Blanca, <http://bit.ly/1pkEwiE>, CC BY 2.0



ALCOHOL

People want to change their alcohol habits for many different reasons, and it can be a hard thing to do on your own.

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Jing, <http://bit.ly/1RcjMPY>, CC BY 2.0



IMPROVIN G YOUR MOOD

Sometimes staying positive can feel like a real challenge.

But whatever you're struggling with, there are many solutions to help improve your mood and keep your days looking bright.

23am.com, <http://bit.ly/2296E61>, CC BY 2.0

THINKING ABOUT THE FUTURE

While everybody worries about their health from time to time, it can be hard to feel good about the future when you have health issues.

You may find it helpful to talk to someone about what's on your mind and understand what's next.

Koshy Koshy, <http://bit.ly/1YGzEJC>, CC BY 2.0

EXAMPLE OF QUESTIONS WHICH WILL HELP EVALUATE THE CARDS IMPACT QUESTIONS TO ASK BEFORE THE SESSION STARTS

Q1-How many years have you known you have had diabetes (or cardiovascular disease)?

Q2-What type of diabetes do you have – type 1 or type 2?

Q3-At your last visit, how well prepared did you feel you were to communicate with your health care provider about issues important to you?

Please rate on a scale from 1 to 5

1 = not at all prepared

2 = a little prepared

3 = somewhat prepared

4 = very well prepared

5 = extremely well prepared

Q4-Do you think it might be helpful to have communication cards/tools share with your health care providers concerns you have about managing your health ?

Please rate on a scale from 1 to 5

1 = not at all helpful

2 = a little helpful

3 = somewhat helpful

4 = very helpful

5 = extremely helpful



EXAMPLE OF QUESTIONS WHICH WILL HELP EVALUATE THE CARDS IMPACT

QUESTIONS TO ASK AFTER THE SESSION

Q5- Do the cards identify issues which are important to you? Yes/no

Q6- How well prepared do you feel you are to communicate with your health care provider about issues important to you?

Please rate on a scale from 1 to 5

1 = not at all prepared

2 = a little prepared

3 = somewhat prepared

4 = very well prepared

5 = extremely well prepared

Q7- Do you plan to communicate on one or more issues from the cards with your health care provider at your next visit? Yes/no

Q8- Have the cards helped you to identify behavior changes you wish to make? Yes/no

Q9- Following this session, are you considering a behavior change? Yes/no

Q10- Following this session, do you plan to take action to begin a behavior change? Yes/maybe/no