

Undernutrition



Background

The NHS Health Call Undernutrition pathway was developed in collaboration with County Durham and Darlington NHS Foundation Trust. Undernutrition costs the NHS in excess of £19 billion per year in England. 30 per cent of adults on admission to hospital are at risk of undernutrition and 35 per cent of residents admitted to care are also at risk.

The remote solution enables health care professionals to monitor a patient's weight, appetite and compliance with prescribed oral nutritional supplements. It reduces the need for home visits and routine outpatient appointments, whilst supporting the patient and their carer to be involved in their own health.

How it works

The patient is enrolled on the service by their healthcare practitioner. They are contacted through a landline or mobile telephone where they'll be asked questions around their current eating habits and their weight.

Information regarding weight, appetite and compliance with diet therapy can be provided through either a secure online portal, text message, app or an automated phone call.

Then the tool calculates the risk of undernutrition using the 'Malnutrition Universal Screening Tool' ('MUST') and reports on changes in weight, appetite and compliance with diet therapy. Healthcare teams are alerted if any information entered is outside predetermined parameters.

This information can be pulled through to the electronic patient record such as SystemOne and EMIS Web so that all appropriate clinicians have access to the progress of the patient. This reduces duplication of numerous health care clinicians weighing patients.

Product features

- Patients are enrolled on the system by their healthcare provider.
- Interoperates with the existing clinical system.
- Sends prompts and reminders to the patient for them complete their questionnaire.
- Enables personalisation of parameters – suited to that patient.



Undernutrition

Benefits

- Patient readings are directly input into GP patient records meaning that healthcare professionals have access to real-time patient data. Accurate data means better decisions can be made around every patient.
- It supports patients to understand and manage their own nutritional health with many reporting feeling better cared for and supported.
- Regular monitoring of patients means health professionals can respond to a patient's progress in a timely manner leading to a reduction in ineffective or inappropriate prescribing of oral nutritional supplements.
- Reducing the need for routine patient visits relieves pressures on healthcare professionals and means resource can be distributed more effectively.

Deployed

County Durham and Darlington NHS Foundation Trust

"We've been amazed by the patient feedback so far. Patients have reported that they feel more supported and cared for and they know there's a dietitian available at the end of the phone if there's a problem. It really helps patients monitor their own situation and they're being empowered by that." Catherine McShane – Specialist Dietitian and Clinical Lead for County Durham and Darlington Foundation Trust

The screenshot shows a mobile application interface for a patient named John Smith. The interface is titled 'Task' and includes the following sections:

- Task:** SMITH, John (Mr), 23-Feb-1940 (80y)
- WEIGHT READING:** A form asking for the latest weight reading. The 'Body weight' field contains '61.5' and the unit is 'kg'.
- QUESTIONNAIRE:** A section asking the user to answer questions on behalf of the patient. The first question is 'How would you describe your eating?' with three radio button options: 'Normal for you', 'Less than normal for you' (which is selected), and 'More than normal for you'. The second question is 'You have been recommended to take "1 each day" of "Ensure Plus Juice". How much of these are you managing to take?' with three radio button options: 'Taking about all', 'Taking about three quarters' (which is selected), and 'Taking about half or less'.
- ADDITIONAL INFORMATION:** A section with a yellow background asking for additional information if the user is aware of anything that has affected the patient's appetite, weight, or use of supplements. It provides examples like medical conditions, swallowing difficulties, hospital admissions, or pressure sores. Below this is a text input field labeled 'Additional information (optional)' with the text 'Recovering from COVID-19' entered.
- SUBMIT:** A green button at the bottom of the form.



www.nhshealthcall.co.uk

Tel: 0191 481 4083