



How HealthNet are driving patient safety and positive experience through cost-effective Clinical Homecare

HEALTHNET WHITE PAPER



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HealthNet Homecare Contributors:

Ejike Nwokoro MD, MPH – Patient Insights & Data Strategy Lead

Jill Stephenson – Chief Clinical Officer

Kerry Hinton – CEO

Guy Hewitt – Commercial Director

Mike Gordon – Chairman



1

Medicine self-administration and the evolution of community-based chronic disease management



Medicine self-administration and the evolution of community-based chronic disease management

Chronic disease management, for many health systems, is regarded as a challenging task given the need to balance sustained improvement in health outcomes and patients' experience of the health service, while simultaneously managing escalating healthcare costs. It's therefore no surprise that there is increased focus on how strengthening the level and quality of patient involvement in the long-term management of their diagnosis could support addressing the aforementioned needs.

Patient involvement in their care can take various forms, with self-administration of injectable medicines being only one element of this, but one which maximises the benefits gained by patients through the reduction of readmissions due to non adherence¹.



“

The possibility of self-administration in an out-of-hospital setting, usually in a patient's home, changes the landscape as it allows the patient the flexibility and autonomy of managing the correct implementation of their dosing schedule around their competing life priorities.

”

For chronic diseases, reduction or prevention of expensive visits to hospital (for treatment administration) or hospitalizations (due to treatment non-adherence) should be major goals of disease management.

2

The demand for a more evidence-based Clinical Homecare for chronic diseases



The demand for a more evidence-based Clinical Homecare for chronic diseases

HealthNet is a Health technology company that specialises in utilising Clinical Homecare, in partnership with the NHS, as a tool for driving sustained medication adherence and improved patient outcomes. More specifically, HealthNet leverages technological innovations in efficiently dispensing and delivering medicines direct to patients at a location of their choosing and, where indicated, train patients in safely self-administering these medicines in an out-of-hospital setting.

The benefits derived from medicine self-administration have no doubt led to the relentless growth of Clinical Homecare, reportedly at a rate of over 20% year on year in the United Kingdom². It is believed that the number of medicines for which Clinical Homecare can apply, potentially makes up as much as 60% of the NHS secondary care medicines budget.



By managing patients in their home, capacity is freed up within NHS Trusts. The significance of this cannot be overstated as there is enormous pressure on finite NHS resources from a population that is living for longer.



Compelling data showing how a Clinical Homecare service really impacts patient QoL is highly desirable for both Pharma and the NHS.



Research has shown that well-designed Homecare schemes can bring about patient benefits and can deliver care at lower cost over time³. This is exactly what HealthNet continuously strives to deliver through its strategic goal – providing impactful patient services as well as insights that can change healthcare outcomes across communities.

Furthermore, part of the HealthNet value proposition is the provision of a comprehensive suite of data and insights that goes beyond standard Key Performance Indicators (KPIs). Such insights not only complements key differentiation arguments by pharmaceutical companies but also supports NHS treatment teams in the long-term care of the patient.



The value offered by HealthNet's data-driven Patient Support solutions, to both the NHS and Pharma, have not gone unnoticed. We have thus seen a quadrupling of the number of new patients being referred to HealthNet for different service offerings over the past 3 years.



Self-administration can provide financial gains for the patient by saving the cost of, for example, childcare, parking, transportation, and taking time off work. Such costs could apply if a patient has to travel into hospital for treatment administration.



Truly delighted that your [HealthNet's] exceptional services and value you bring to the Homecare market has been validated by the CQC. The comments made by the CQC are reflected in the working practises we see every day from HealthNet.

– Immunology Homecare Manager | Global Top 3 Pharma Company



A recent analysis of a sample (n= 60,000) taken from the wider HealthNet patient population that received Clinical Homecare support, showed there was approximately 1.5 million miles of travel time saved by not needing to travel to hospital. A positive case can be made for the environmental relevance of this finding given that there is a proportion of the patients who will have at least one less driving trip to the hospital. Crucially, there is equally a clear case to be made about the economic implications of HealthNet delivering the training in the patients' homes - for this sample, the patient driving miles saved, translates into almost £300,000 of fuel cost savings.



HealthNet's resolve to continue delivering high quality self-administration training is also emboldened by patients' positive feedback.



In September 2022, 98.7% of patients who consented to one self-administration training programme reported that they found such training, delivered through a HealthNet nurse visit, to be helpful.

SAMPLE OF 60,000 PATIENTS



1.5 MILLION PATIENT MILES SAVED



£294,000 FUEL COST SAVING



3

Addressing common concerns around self-administration at home



Addressing common concerns around self-administration at home

Awareness and acceptability of home self-administration

An obstacle that has perhaps prevented patients from reaping the benefits of self-administration at home, is a lack of awareness of the availability of training and, importantly, limited awareness of the full breadth of benefits that can be derived from taking advantage of such training and other associated support⁴.

HealthNet's mission is to help patients to better understand how they can take a more active role in their care. As a Homecare provider, the company has the aim of continuing to be at the forefront of driving Clinical Homecare innovations and improving awareness of the safety, efficacy and acceptability of patient support programmes (PSPs) which incorporate self-administration training.

Governance and patient safety assurance

Concerns may exist for some in respect of the governance, as well as quality and safety assurance, of such schemes that enable the patient to administer their treatment outside the watchful gaze of their doctor.

It is estimated that 237 million medication errors occur at some point in the medication process in England annually⁵. Admittedly, all errors are not due to patient self-administration, but some may question whether this is a contributing factor, particularly if the patient is not adequately trained.

This is why HealthNet self-administration training services have protocols that provide visibility to the doctor and the NHS teams that the correct administration training and technique is applied before the patient is signed off as competent. HealthNet PSPs also provide appropriate wraparound support that ensures a sustained confidence and competency in self-administration even after patients have been successfully trained.



HealthNet’s commitment to providing the highest quality and safe self-administration training service to patients is in accordance with the most up to date clinical and best practice guidelines. Importantly, HealthNet services are designed and structured to ensure the collection of data that informs appropriate corrective actions where required and helps to set out the requirements for managing any safety incidents in all our services. Robust governance/monitoring systems have been one of the key drivers for the ever increasing NHS Clinician buy-in.



We have easily been able to refine the service requirement for our patients with HealthNet. Overall we are very happy and feel this may herald a lasting change in the way we practice monitoring of patients on PARP inhibitors.

– NHS Consultant



Stopping patient autonomy from becoming patient abandonment by tailoring patient support

Delivering self-administration training must be done in such a way that it does not disregard the social context that determines whether, and how, patients can become actively engaged.



Patient autonomy must not become patient abandonment.



More specifically, with the drive for patients to take a more active role in the management of their diagnosis, Homecare providers, drug manufacturers and the NHS must collectively commit to ensuring that this is implemented in such a way that it does not lead to some patients feeling so overwhelmed by this responsibility that the very essence and goal of patient participation is not achieved.

To this end, HealthNet implements pre- and post-self-administration competency support, tailored according to individual patient activation and motivation levels. In essence, the HealthNet approach is to 'meet each patient where they are' as there is no 'one size fits all' when delivering self-administration training and sustained medication adherence support.



Nurse X has developed a really good rapport with me and has excellent communication skills. I can't thank her enough for what she had done for me in what I consider to be a life changing treatment.

- Patient feedback

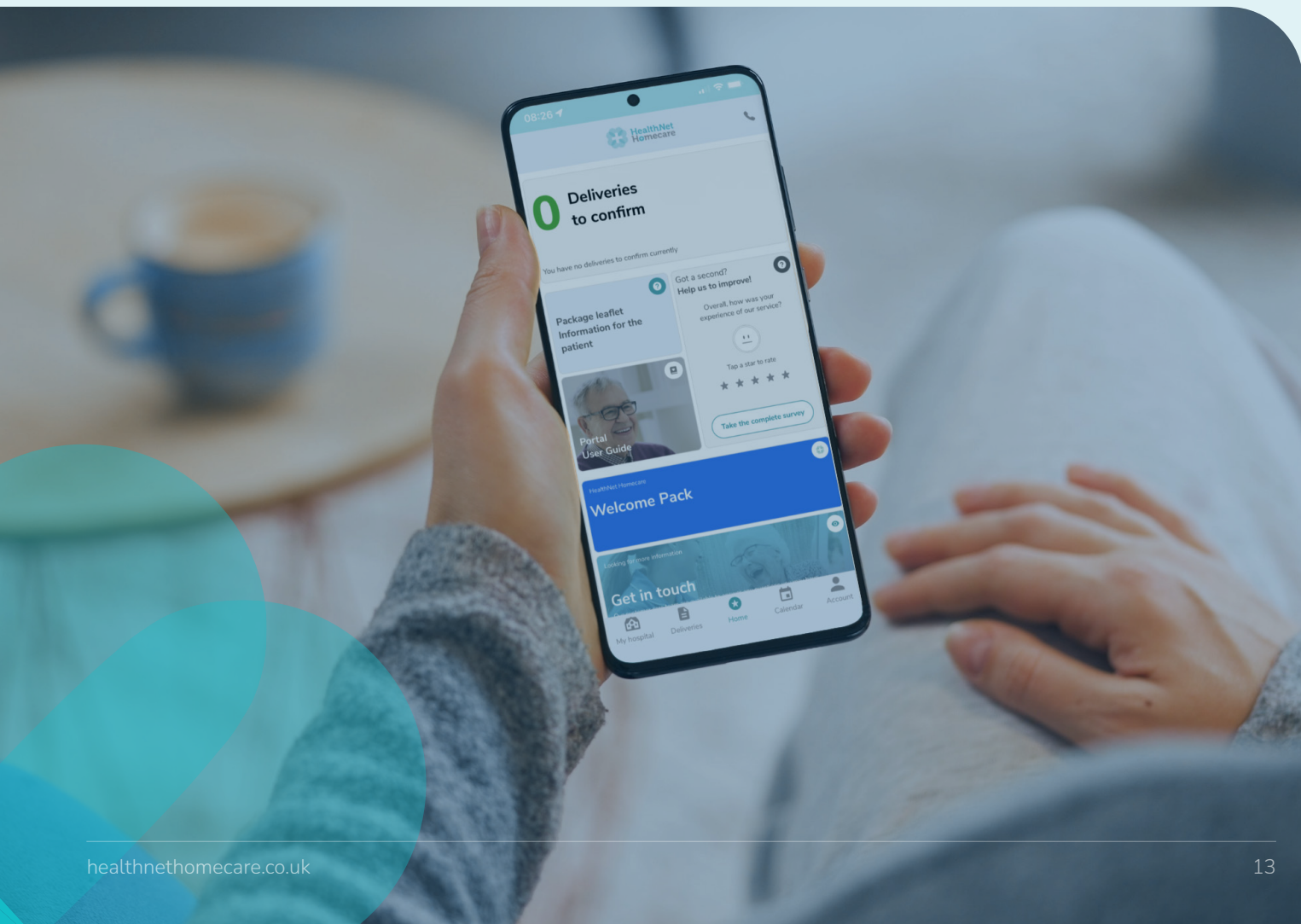


It is crucial that there is support available for the patient on an ongoing basis, before and after they have achieved competency in self-administration. HealthNet is a strong advocate for collaboratively working with the NHS in the continuous monitoring of physiological and clinical parameters after patients are referred to Homecare. These inevitably support the patient's long-term care in a way that potentially helps in slowing disease progression, or maximising potential clinical outcomes, as a result of sustained medication adherence.

It is also noted that the tailoring of self-administration training, and patient support programmes in general, fosters their long-term sustainability from an economic standpoint. For instance, the extent of long term support and spending can be influenced by individual patient activation level and administration competency thus ensuring that relatively more resources are concentrated on the most vulnerable patients who require most support.

4

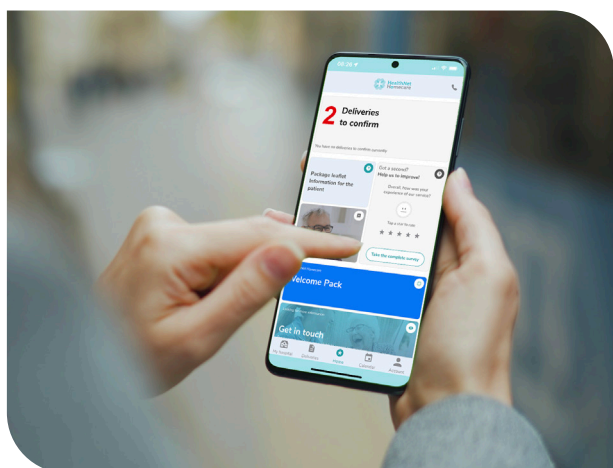
The HealthNet Technological solutions that support patient safety and drive positive experiences



The HealthNet Technological solutions that support patient safety and drive positive experiences

Technological innovations that ensure there is a true integration and collaboration with the NHS is essential. The underlying rationale for HealthNet’s digital solutions and market-leading Clinician and Patient Portals is the recognition that NHS healthcare professionals still retain the overarching clinical responsibility for patients referred to Homecare. Similarly, the fully configurable HealthNet Clinical Platform (where details of every HealthNet nurse interaction with patients are recorded) enable a fully integrated care for the patient and seamless transference of information between HealthNet and all the HCPs that are involved in the patient’s care.

The often reported administrative burden of implementing Homecare/home self-administration solutions can be a disincentive for many NHS stakeholders when deciding whether to refer patients to such services. This further highlights the reason why HealthNet leverages health technological innovations in streamlining the process for the NHS and their patients.



Such innovations have made it possible to:

- Refer patients onto Homecare by the click of a button using our **Clinician Portal**
- Use the **Patient Portal** to track and manage medicine deliveries, thus ensuring alignment with personal schedules
- Communicate details of a nurse visit (including escalation of any issues) in real time, with the hospital teams via our **Clinical Platform**

Increasingly more patients, including those with a chronic illness, desire the possibility to ‘live their life’ in such a way that it is not completely dictated and/or disrupted by the need to wait long hours in order to have their treatment administered by someone else. Many patients, when they hear there is an offer of medicine home delivery, want to know: can I easily manage my medicine delivery times in a way that can be adapted to my work or other schedules?



Really easy service to use. The text message to let me know when to arrange my delivery via the Portal is most useful. Using the Portal itself is very easy to do. Thanks for providing an efficient and helpful service.

- Patient feedback



Interestingly, the convenience, flexibility and empowerment offered by the HealthNet Patient Portal are driving forces for the exponential increase in the number of patients that utilise the Portal (Fig 1).

Having the requisite remote technological infrastructure enables HealthNet to offer Virtual Nurse Consultations on request and ensures uninterrupted patient access to treatment.

At the start of Q2 2022, 76% of HealthNet patients interact with us digitally.

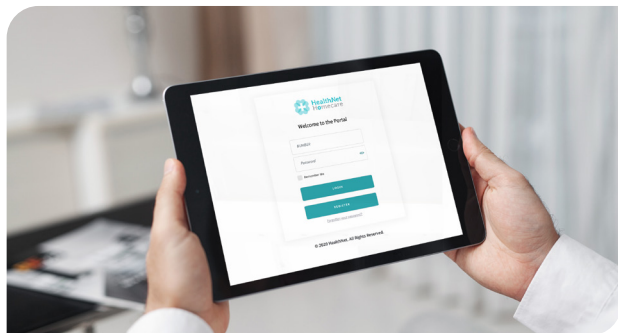
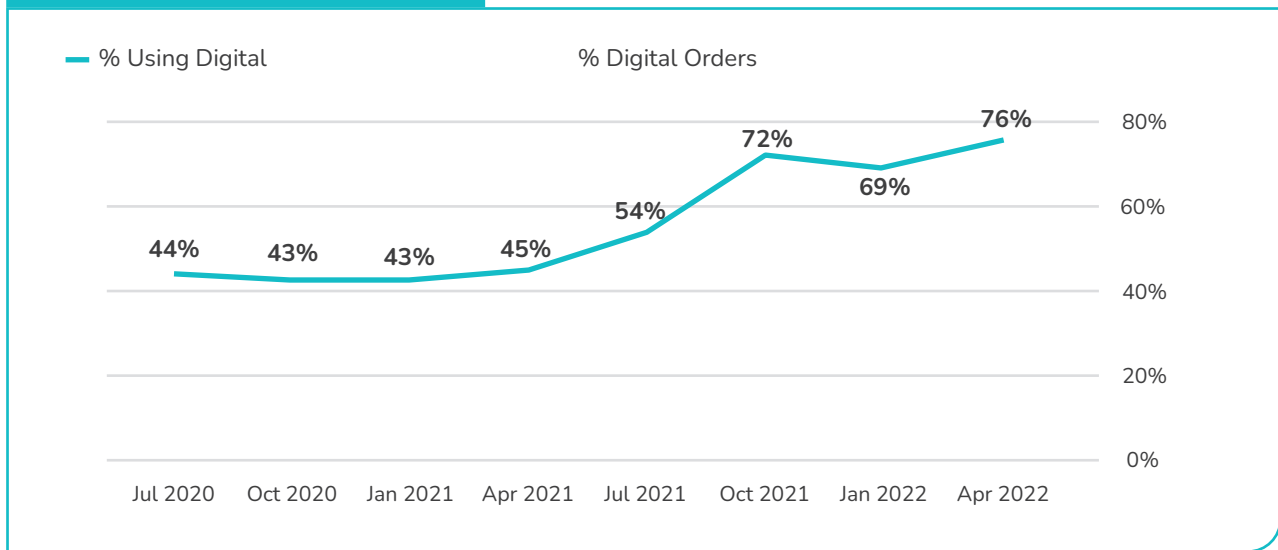


Fig 1: Utilisation levels for the HealthNet Patient Portal



The recent COVID-19 pandemic further highlighted the key role that remote solutions play in safe and effective health service delivery. Many patients and NHS stakeholders often ask: Can self-administration training be delivered virtually? HealthNet’s answer to that is, yes, where clinically appropriate. Crucially, the possibility of virtual consultations ensures that finite nursing resources can be allocated and utilised even more efficiently.

It is HealthNet’s firm belief that well-designed patient support programmes (whether delivered in-person or remotely) empowers patients, facilitates sustained adherence to treatment, helps pharmaceutical companies to deliver more sustainable value with their leading-edge therapies, complements the clinician’s efforts in chronic disease management and generates insights that can change healthcare outcomes across communities.

Conclusions

- A self-administration support service is not only a cost-effective approach to improving chronic disease self-management but should also guarantee the safety of the patient while at the same time supporting positive behavioural change
- The tailoring of patient support based on individual patient needs should be complemented by the use of technological innovations to drive easy-to-implement services.
- There is need for continuous quality improvement through collaborative working between all concerned stakeholders i.e. the patient, their HCP, the Homecare provider and the Pharmaceutical company sponsoring a PSP.

As the landscape of community-based chronic disease management continues to evolve, HealthNet has an unwavering commitment to continue delivering a gold-standard service for patients and the NHS, whilst generating clear patient outcomes and compelling data.

To find out how we can support you and your patients with our innovative Homecare solutions, contact us at **enquiries@healthnethomecare.co.uk** or visit our website at: **healthnethomecare.co.uk**

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