



PRO.M.I.S.

Programma Mattone Internazionale Salute





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ATTIVITA' ONLINE

PROMIS 2021

«Strumenti per la programmazione degli interventi: le Personas Blueprint»

26 febbraio 2021

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Creare nuove personas: l'esperienza della Regione Lazio



Reference Site Lazio: Dipartimento di Dipartimento Epidemiologia del S.S.R. del Lazio ASL Roma 1

Call for engagement di Blueprint di *novembre 2019* come “Contributor” in base a expertise su:

- 1) Algoritmi di stratificazione del rischio basato su dati sanitari, sociali e ambientali per programmare cure patient-centered
- 2) PDTA, case della salute per migliore coordinamento delle cure su specifici pazienti (diabete, post infarto, BPCO)

(Best practices RS)

- 3) Come membri del PROMIS partecipazione al progetto EU VIGOUR project basato su strumenti digitali per cure patient-centered (<https://vigour-integratedcare.eu/>)



Creare nuove personas: l'esperienza della Regione Lazio



A luglio 2019

Risposta alla richiesta di collaborazione inviata dal Promis su invito di Maddalena

Proposta di un nuovo personas Tatiana, donna immigrata in Italia per lavoro (es. Est Europa, o altro paese Asiatico, Africano o SudAmericano). In particolare volevamo mettere in evidenza due difficoltà che vivono queste persone:

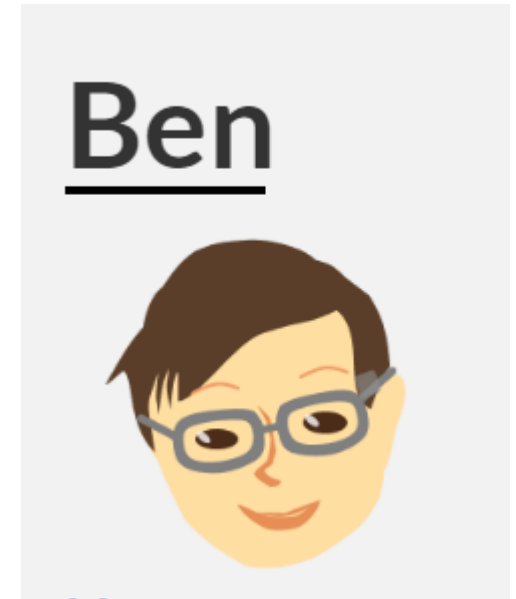
- 1) La difficoltà di accedere alle cure e muoversi nel sistema sanitario, soprattutto nel caso di una malattia cronica, per gli ostacoli culturali e della lingua**
- 2) La difficoltà delle persone con contratti di lavoro a ore, o senza contratto, frequente in Italia per le colf, di fare valere i propri diritti di lavoratore in caso di malattia, mentre spesso sono costretti a scegliere tra il lavoro e la propria salute.**

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Sul **personas Ben**, il bambino con bisogni complessi (sindrome di Down) proposta di:

- includere gli aspetti relativi alla gestione della malattia/disabilità **anche da adulto**
- includere aspetti legati al **burn-out delle famiglie** con questo problema, che nei casi estremi può portare a gesti disperati, oltre a problemi lavorativi (per le assenze necessarie per l'assistenza del familiare).
- includere aspetti di **sensibilizzazione sul tema disabilità** della popolazione, in particolare le giovani generazioni, per ridurre la solitudine che spesso si verifica in queste situazioni familiari, e anche una educazione alla **comunicazione con persone con disabilità**.



Creare nuove personas: l'esperienza della Regione Lazio



Blueprint personas: Tatiana



Proposta della
Personas Tatiana
inviata

Tatiana has immigrated from Moldavia 8 years ago. She was diagnosed with rheumatoid arthritis in 2000. She works as a family collaborator in different families, and is paid on an hourly basis. She lives in Rome in a rented apartment in a lower class district together with her husband (also from Moldavia), one 20 years old daughter working as hair dresser, and other two children studying at school. She uses her smartphone for communicating with her employers. She is sometimes absent at work due to worsening of stiffness and pain in hands, legs, neck, shoulders, episodes of dizziness, high blood pressure, often experiencing fatigue, fever and difficulty in sleeping. Her disease is managed by a hospital through a rheumatologist in collaboration with her family doctor. Her doctors advise her to rest from work, but she cannot due to economical reasons, because she is paid only for the hours she actually works. She probably could apply for social support, but being immigrant she doesn't know how to do so.

Name: Tatiana

Country: Italy immigrated from Moldavia in 2011

Age: 41

Area: urban

Life course: working age adult

Need: chronic condition

Connectivity: smart phone

Internet usage **Low**

Mobile device skills **Medium**

Affinity to new tech **medium**

Digital Health Literacy **Low**

Assistance (ICT use) **Low**



Creare nuove personas: l'esperienza della Regione Lazio



I: RS - BLUEPRINT: aggiornamento - supporto per la creazione di "Personas"

Posta in arrivo x

Lola Patumi <Lola.Patumi@aulss4.veneto.it>

mar 27 ago 2019, 09:50

a me, u.kirchmayer@deplazio.it, maddalena.illario@regione.campania.it, Camilla, Elena, Lisa ▾

Gentilissima dott.ssa De Sario,

ci giunge da Empirica un positivo feedback in merito ai vostri contributi.

A tal riguardo, richiedono la vostra partecipazione alla telco prevista per il prossimo 30 agosto, non appena disponibile condivideremo con voi il link per collegarsi.

Argomento di discussione saranno entrambi i casi suggeriti per capire come dare loro seguito.

In attesa di vostro cortese riscontro,
salutiamo cordialmente.

Lola Patumi



Creare nuove personas: l'esperienza della Regione Lazio



Web: https://ec.europa.eu/eip/ageing/blueprint_en
Contact: WE4AHA@empirica.com

Meet Tatiana



Name: Tatiana **Country:** Italy/immigrant
Age: 41 **Area:** Urban
Life course: working age adult
Need: Chronic condition and social needs
Connectivity: smart phone

Internet usage	Low	<input type="range"/>	High
Mobile device skills	Low	<input type="range"/>	High
Affinity to new tech	Low	<input type="range"/>	High
Digital Health Literacy	Low	<input type="range"/>	High
Assistance (ICT use)	No	<input type="range"/>	Yes

Tatiana is 41 years old woman. She has migrated in Italy from Moldova in 2011 and now she lives in a rented apartment in a suburb area in Rome with her Moldovan husband and three sons (the oldest daughter, 20 years old, works as hair dresser and two children who's studying at school). She works as a domestic worker for different families and she is paid on an hourly basis. She is affected by rheumatoid arthritis, an autoimmune disease, diagnosed in 2000. Sometimes due to the worsening of her health as stiffness and pain in hands, legs, neck, shoulders, episodes of dizziness, high blood pressure, often experiencing fatigue, fever and difficulty in sleeping, she is not able to work. In these cases she needs to rest from work as a advice from her doctors. She is stressed because she is paid only for her working hours and due to her economic condition she needs to work to support financially her family. To manage her disease, she refers to a rheumatologist, of the local hospital, in collaboration with her family doctor. She probably could apply for a social support, but being immigrant she doesn't know how to do it. She uses her smartphone for communicating with her employers.



What's important to Tatiana

- ✓ Manage her articular pains
- ✓ Be able to work and support the family
- ✓ Staying in good health
- ✓ Find a new job that allows her to better manage her symptoms



Daily living

- ✓ She loves prepare typical Moldovian dishes for her children
- ✓ She is stressed for her health and work condition
- ✓ Spending time with her sons



Health concerns

- ✓ Muscle weakness and fatigue
- ✓ Articular pains
- ✓ Weight loss
- ✓ Skin rash
- ✓ Fever
- ✓ Depression and anxiety



Health tests

- ✓ rheumatoid factor (RF)
- ✓ C-reactive protein (CRP)
- ✓ citrullinated anti-peptides (anti-CCP)
- ✓ X-ray hands and feet and joint ultrasound
- ✓ erythrocyte sedimentation rate (ESR)

Creare nuove personas: l'esperienza della Regione Lazio



Own resources & assets / support

- ✓ Very close to her family
- ✓ Her daughter take care of the family when she needs rest, compatibly with her working hours
- ✓ She is also supported from people of Moldovan community



Events, issues and personal concerns

- ✓ Everyday chores (cooking, laundry or cleaning) become a challenge
- ✓ Since in particular days she is unable to work, some families fired her
- ✓ Difficulty of access to the health care system and to orient towards it
- ✓ Her work condition doesn't allow her to assert her right in case of diseases and therefore she have to choose between work and health



Treatment: medications, therapies, etc.

- ✓ Nonsteroidal anti-inflammatory drug (NSAIDs)
- ✓ Corticosteroid
- ✓ Disease-modifying antirheumatic drugs (DMARDs) or biologic agents
- ✓ Physiotherapy
- ✓ Exercise regularly



Care professional / educator concerns

- ✓ Lack of support on the local territory for immigrants about health right
- ✓ She sometimes skill appointment with the specialist because she's working

Needs

- (1) Mobile device Integrated with EHR to recorder daily symptoms
- (2) Digital health support to help her in daily exercise
- (3) Electronic consultations and appointments

This persona was developed by Manuela De Sario and Ursula Kirchmayer, Department of Epidemiology, Lazio Regional Health Service with the kind support of the WE4AHA Blueprint and expert team.

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A breve pubblicata su

<https://blueprint-personas.eu/>

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