

# Rapidly scaling COVID-19 rehabilitation care journeys for Nuffield Health

Digital coordination of a hybrid virtual and in-person programme, including PROMS

## CHALLENGE

Long COVID is estimated to affect roughly one million people in the UK, with one in seven people still reporting side effects after 12 weeks. The longer-term impact on physical health and mental wellbeing is only just being understood, and without formal intervention, a significant number of people can struggle to return to normality.

After piloting the programme in 2020, Nuffield Health launched the UK's first specialist rehabilitation programme to support participants in early 2021. The programme was initially designed to help NHS patients who had been hospitalised with COVID, but eligibility has since been extended to cover anyone with a positive diagnosis.

They needed a solution that would enable them to rapidly scale the programme across 40 sites, digitally managing patients through the rehabilitation care journey. In particular, this included the ability for patients to self-report progress using PROMs (Patient Recorded Outcome Measures) rather than putting pressure on rehabilitation specialists to manually follow-up.

## ABOUT NUFFIELD HEALTH

Nuffield Health is the UK's largest healthcare charity. Across the nation, they run a network of 31 hospitals, 113 fitness and wellbeing centres, workplace wellbeing services and medical clinics, and have been a Lumeon customer for over six years.



## OVERVIEW

Positive benefits for reduced **breathlessness**, **anxiety** and improved **physical fitness**

**40 sites**  
live on the program

**1 month**  
total deployment time



*We recognise there is an unmet need to support people with specialised rehabilitation after contracting COVID-19. Working with digital health providers like Lumeon allows us to provide rehabilitation programmes that work much harder and more effectively for us and the participants we serve.*



David Ankers, Nuffield Health Technology Strategy and Delivery Director

## SOLUTION

Nuffield Health's care pathway runs for twelve weeks and includes virtual exercises completed at home, as well as supervised gym sessions.

### 1. Referrals and pre-assessment

Patients can self-refer via the Nuffield Health website or via a clinical practitioner. Through integration with Nuffield Health's Salesforce platform, Lumeon automatically delivers an initial pre-assessment questionnaire to understand their current health and medical history. After a physiotherapist conducts a triage assessment and records entry point scores, Lumeon sends a welcome email to suitable candidates.

### 2. Goal setting and cohort tracking

Rehabilitation specialists can monitor how many participants have registered at a location and trigger the programme to start once there are sufficient patient numbers. The specialists then set weekly goals using the platform, which are reviewed in one-to-one sessions.

### 3. Remote monitoring (PROMs)

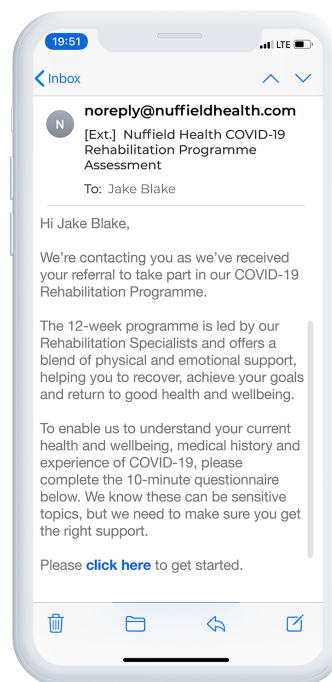
Lumeon automatically asks the patient to complete a baseline PROMs questionnaire at the start and at regular ongoing intervals. Functional scores for things like breathlessness (D12), mobility (EQ-5D) are automatically calculated, as well as mental wellbeing such as anxiety (GAD-7), enabling rehab specialists to monitor progress.

### 4. Appointment management

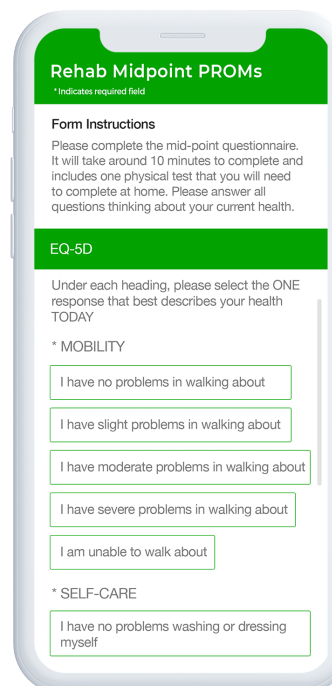
Lumeon prompts schedulers to create appointments when required, from the initial triage call to weekly one-to-ones. Prior to each appointment, patients automatically receive reminders and instructions via email.

## BENEFITS

- ✓ Saves care team time
- ✓ Easily captures patient progress
- ✓ Simple, elegant patient experience



Welcome email



Six week PROMs e-questionnaire

