

**PHILIPS**

*VitalHealth*

Case study



*“ Keeping in mind the best interest for our HIV patients, and inspired by Porter, we started applying the value-based care (VBC) principles to our provided care: review the care path, evaluate the process, and start improving.”*

**Guido van den Berk,**  
internist at the OLVG

## More quality of HIV care and lower costs with **Happi app**

OLVG, a large hospital in Amsterdam, services over 3000 HIV patients in the biggest recognized treatment centre for HIV care in the Netherlands.



Guido van den Berk, internist at the OLVG is specialized in infectious diseases: “There was a need to keep working in an efficient way, keep our focus on quality of care while bringing down costs.”

## Lifesaving difference for HIV patients



The VBC way of working within the OLVG provides insight in the outcomes and shows what patients need during different stages of their treatment.



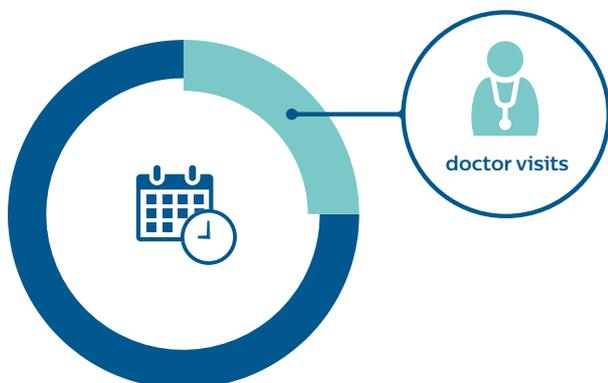
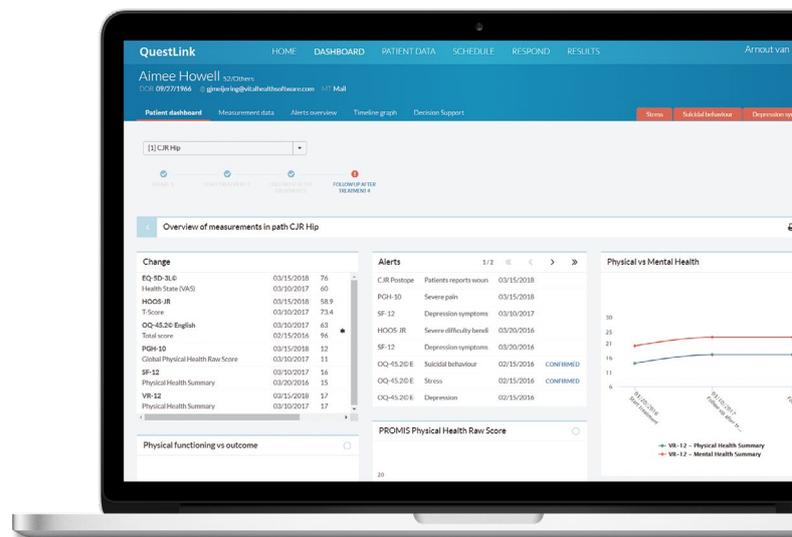
The World Health Organization's goal in HIV care for 2020 is to get 90% of the population diagnosed, 90% of diagnosed patients in treatment and to ensure 90% of those treatments are effective. But in the Netherlands, that goal was already achieved in 2016.



So, OLVG could raise the bar. Guido van den Berk : "Beyond the 90-90-90 goals we started looking for ways to improve the quality of life for our patients in a cost-effective way. We also saw that with applying VBC and measuring outcomes we were able to further bring down the undetectable viral load from 91% to 97,6%."

## Measuring outcomes that matter

OLVG is the first hospital in the world that started to determine which healthcare outcomes are important for HIV patients. HIV health outcomes that were established include therapy effectiveness, therapy tolerance, cardiovascular risk, mortality, and quality of life. How does the hospital measure quality of life? Guido van den Berk answers: "Patient-reported Outcomes (PROs) are important. Our patients tell us what they experience and value, so we can use that input in enabling shared decisions during the treatment. We measure different domains in the quality of life, using validated questions, the first year after diagnosis four times a year and then once a year. These questions can, for example, relate



Reduce doctor visits  
from 4 to 1 (or 2) per year

to health, sex, depression and sleep." Before a consultation, patients complete a questionnaire at home. Guido van den Berk: "Measuring at home gives us more reliable insights and results. Patients are more honest in questionnaires, in contrast to conversations during consultations. Patients would often claim they are fine during the conversations while in questionnaires they will report issues they are facing day-to-day more openly. "Philips VitalHealth provides all the logistics and questionnaires in QuestLink. Real time monitoring of these outcomes, including quality of life parameters, help us to see what happens after changes in the care process. We were able to reduce the number of expensive blood tests significantly while quality indicators were still improving. Moreover, we brought down the doctor visits from four to one or two per year."

## Happi app

The past few years, the HIV treatment centre at OLVG developed a program that visualizes outcomes for the doctor and patient, thus giving the HIV patient more control over their treatment. To support them, an app has been developed. Happi app is an app designed to help HIV patients organizing different aspects of their infection. Outcomes, like effectiveness, tolerance and cardiovascular risk are complicated for patients. The Happi app therefore visualizes these important outcomes using smileys (green for reached health goals, red for a goal that is still pending) and simple graphs. The app also provides insight in their medication and appointments. They claim, the approach of getting patients insight and visualizing their outcomes is a timesaver for the doctor with the number of consultations being reduced. This also saves money on expensive diagnostic tests. Additionally, patients with hospital anxiety and depression symptoms can receive care that is more efficient and without bias. “We are beginning to understand the relations between the provided indicators. If someone is getting depressed, they will likely start blaming their medication, even though they might have taken them for years without any problems. In such a case we ask ourselves: maybe this patient needs a referral for mental help. With the use of outcome measurements we are creating a holistic view of the patient, leading to a true multimorbidity approach,” Guido van den Berk ends.



The app will be further developed, e.g. by introducing integrations with wearables, to give patients even more control over their own health. It is possible to leverage the Happi app for other diseases, to get a better understanding of quality of life or other health outcomes.

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**Guido van den Berk**, internist at the OLVG

## Three-year agreement with Zilveren Kruis

OLVG and insurance company Zilveren Kruis engaged in a three-year value-based care contract in which OLVG has to show the quality of care improvements, which will lead to share savings.

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