

Start Here

The Person

The Service

The Tool

Using

Sustaining engagement

Meet **Anna**

Anna is 27 Years old. She lives together with her partner Hans in a suburb of Zurich. Two years ago, she started experiencing problems with her vision. A month ago, it got so bad that her ophthalmologist referred her to a neurologist.

The neurologist recognized the symptoms and diagnosed her with relapse remitting multiple sclerosis. Her world is abruptly changed.

View the journey on the right to learn how Anna can receive better support and care during this challenging transformation towards a life with MS.



Getting the diagnosis

Anna receives the diagnosis. It is a huge shock for her and she is overwhelmed with the news.

In the same conversation, the topic of support arises. The person with MS inquires about potential sources of support. The HCP shares that he can not tell her exactly what to do, but he refers to the MS Network navigator and describes it as a source of support and information that can help her to navigate a sea of complexity.

The secretary of the practice hands Anna a flyer with the most important information about the service.

Raising awareness

Onboarding

Connecting and preparing for Use

The Tool

Using

Sustaining engagement

Introducing the tool

Hey Anna

The purpose of this service is to help you reflect on your resource network to assist you in getting the right support. We provide the "network map" tool, which aims to visualize the resources and types of support around you. This tool is used by many social workers to help people find sources of support in big life transformations. This should help you detect potential gaps or points of leverage in your current personal care and support team.

Reflecting on expectations

Do you need additional support right now?

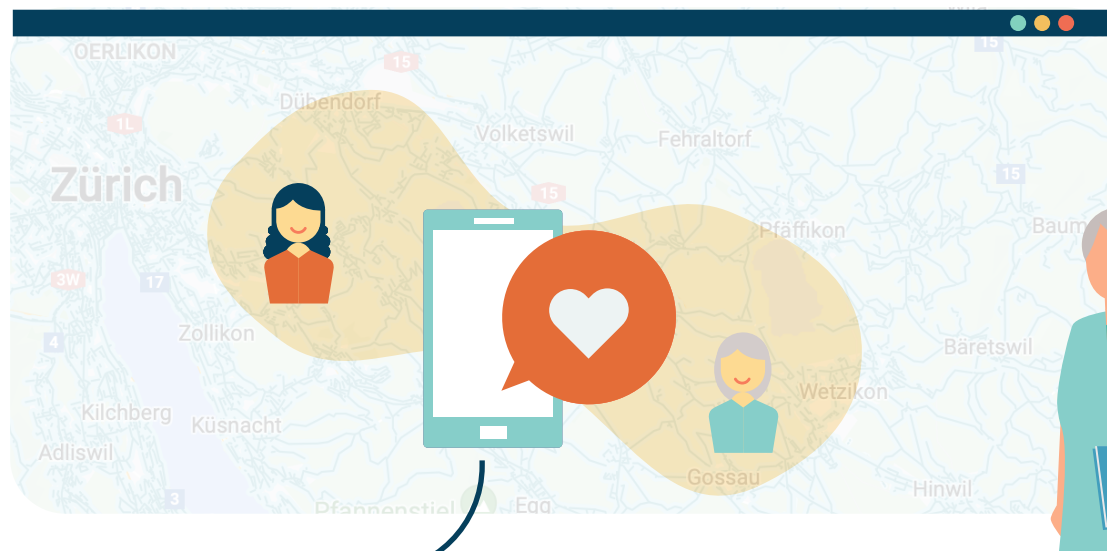
No.
Thank you

Yes.
Please

- I just want to talk to someone
- I need help with the online tool
- I need ideas and inspiration for support resources
- I need to have a conversation with an experienced caregiver about my support network

Facilitating connection

Anna decides that she would like some help. After she enters her preferences, a connection is made between the patient and a volunteer based on the expectations and geographic circumstances. This volunteer has been verified by a local hospital or clinic. Through a simple direct message function, the patient is contacted by the nurse and they can arrange to meet. The goal is that the patient has a constant reference person who provides advice and ideas, but at the same time supports and helps.



Retired nurse
Medicine/Nursing student
Social worker

What makes you laugh the most?
What job did you want to do as a child?
Do you like surprises? Why yes/no?
How would your friends describe you?

Creating a relationship

After a meeting has been arranged, the patient meets the volunteer nurse. This can happen at someone's home, in a public space, or a café. In a first meeting they get to know each other, which is an important step for relationship building. This could for example be facilitated through the use of conversation cards. It is important to establish a friendly and nurturing relationship from the beginning that goes beyond the delivery of formal support and care.

After using the conversation cards, they complete the network map exercise, which takes about 30 minutes. The web-based tool can be used on a shared screen, but there is also the option to print it out and write directly on it. The role of the volunteer is to:

- Ask questions about existing network
- Supporting the PwMS in the use of the digital interface
- Collaborate, discuss, and reflect

Building and cultivating networks

Once the Ecomap is completed, the aim is to collectively reflect on potential gaps, shortcomings, and leverage points. As seen on the example above, there is a gap in the area of informational support. Hence, the nurse might recommend sources of information such as the MS society telephone hotline or other informational sources, such as compendium.ch

The map (if done online) can be adapted regularly by the patient and is also accessible to the volunteer nurse. After an initial meeting, they agree on the length and frequency of future meetings. The further relationship is shaped by the participants and is likely to take individual forms and shapes. However, the eco map is a tool that should be frequently revised and re-constructed in collaboration.

Introducing the Interface

Anna decides that she does not need any additional help and wants to do it on her own. The tool and the theory behind it is briefly introduced in a simple web-based interface. Anna is encouraged to complete the map with another person, to facilitate better discussion and reflection.

Using the tool

After being onboarded, Anna can start mapping her network. She is accompanied by her Partner who helps her think about existing resources using the 5 guiding questions provided by the tool. The interface is intuitive and new network members can be easily added on the map through a simple drag and drop mechanism.



Keeping the network alive

To engender engagement with the network in the long term, the tool should be used regularly. There is no fixed recommendation, as this depends on the PwMS' preferences. However, a regular use of the tool and exchange about the network will keep the PwMS and their network engaged and active.

If Anna is accompanied by a volunteer, they can define collectively how many meetings might be needed and how long they need to be. It is the volunteers responsibility to remind Anna of the meetings and initiate them.

If Anna is using the tool on her own, simple push notification mechanisms and content strategies can facilitate use of and engagement with the tool.

Activities
PwMS is empowered to identify and partake in beneficial activities beyond primary care

Health
PwMS is empowered to expand network of formal healthcare support resources and make informed decisions about care pathways

Learning:
PwMS is enabled to continuously learn through the identification of additional/new informational resources

Community:
PwMS is enabled to find sources of community support and reflect about their value

MS Network Tool & Navigator

Concept description

The MS Network navigator is designed around the need of PwMS to cultivate and continuously augment their system of support resources, starting once the diagnosis is received.

The concept combines a simple web-based tool (Network map) with a service, that aims to facilitate use and engaged reflection about ones resources. The concept leaves many choices open, as the buddy service is optional and aims to especially address people who might not have well established social networks. This should engender engagement in discussion and care through conversation and exchange.