

JointHealth™ Education



North America's first on-line classroom designed to educate, empower and graduate today's modern arthritis patient

Arthritis Consumer Experts (ACE) has launched its newest on-line patient education program called JointHealth™ Education. Designed to enable arthritis patients to progress from being a "student" of arthritis to full-fledged "graduate," JointHealth™ Education empowers and equips them to be equal partners on their health care team. As part of the launch, ACE is introducing the first course in the program - JointHealth™ Education: Rheumatoid Arthritis - to help patients and their healthcare providers better understand each other's motivations and goals for the patient's overall treatment and care plan.

"The RA Narrative Global Patient Survey represents the views of more than 4,000 RA patients around the world, and the views of their healthcare providers in the companion survey, were the road map for the development of JointHealth Education. The survey evidence reveals that a patient's perception of their RA and its treatment, as well as their relationship with their healthcare provider, impacts the management and the outcomes of their disease. It also illustrates that, together, RA patients and their rheumatologists can better communicate and understand one another's views to achieve the best possible outcomes for patients," said Cheryl Koehn, Founder and President of Arthritis Consumer Experts and a member of the RA Narrative Global Advisory Panel.

The screenshot shows the JointHealth Education website interface. At the top, there is a navigation bar with the JointHealth logo and links for Home, Programs, BiosimExchange, About Arthritis, Getting Better Healthcare, Taking Action, Media, Resources, About Us, and Contact. Below the navigation bar, there is a search bar and social media icons for Facebook, Twitter, LinkedIn, and YouTube. The main content area features the JHEdRA logo, the title 'Lesson 1 : The art of communicating with your rheumatologist', and a small graphic of a person in a graduation cap. Below the title, there is a paragraph of text: 'Lesson 1 of JointHealth™ Ed - RA begins with fact-based information on how to better communicate with your physician.' This is followed by a paragraph of text: 'New research reports that people with rheumatoid arthritis (RA) and their rheumatologist may each be speaking a "foreign language" to communicate what is important to each other. While both patients and rheumatologists want to communicate clearly, a communication gap exists, and that gap results in some patients not getting the treatment results they and their rheumatologist expect or desire.' Below this, there is a paragraph of text: 'Please read each section of this lesson carefully, and then when you are ready, take the Quiz to test your new knowledge.' At the bottom, there is a section titled 'Getting comfortable in your rheumatologist's office' with a bullet point: '• For good communication to take place, people need to be in a comfortable and safe environment. Physicians' offices and exam rooms can often be cold or uninviting - in some ways, they are meant to be that way. They need to be uncluttered and clean for health and safety reasons. Sometimes that can feel "uninviting", unlike your own living room where you feel right at home. Do your best to notice aspects about your physician's office that you like and make you feel "at home".'

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Informed by global survey

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JointHealth™ Education was inspired by many of ACE's members living with an inflammatory arthritis who have told us they lack the communications expertise to have full, satisfying conversations with their rheumatologists on topics such as treatment options during their clinical visits. The program was also informed by ACE's participation on a global advisory panel that conducted a survey in 16 countries of rheumatoid arthritis patients and their health care providers. The results illuminate the communications gap between the needs, concerns and fears of patients compared to the views of their health care providers.

Key findings of the RA Narrative Global Patient Survey included:

- The vast majority of RA patients survey indicated they defined treatment success as no longer being in pain and having little to no inflammation, followed by improvement in their overall quality of life; the healthcare provider survey reported that their goals for their patients were achieving disease remission and/or low disease activity;
- More than a third of patients surveyed reported they do not take their RA prescription medication as prescribed;
- Over two-thirds of RA patients reported they felt uncomfortable raising their concerns/fear with the healthcare provider, and over a third strongly agreed or agreed that they worry if they ask too many questions, their healthcare provider would consider them a "difficult patient" and this would affect their quality of care.

Back to school for arthritis patients

These and other important findings from the RA Narrative Global Patient Survey led ACE to seek a made-in Canada solution that focuses on closing the "communication gap" between RA patients and their rheumatologist to help them work as equal partners in disease management. JointHealth™ Education provides current, evidence-informed lessons, quizzes and coaching videos through a secure, on-line classroom where arthritis patients progress from being a "student" of arthritis to full-fledged "graduate." The program helps prepare patients to appropriately frame their health concerns and questions with their healthcare provider. Upon successful completion of a course the patient "graduate" receives a certificate indicating they have the knowledge and communication tips needed to successfully prepare for their medical visit, talk to their health care provider about setting treatment goals and making an overall plan, discuss specific treatments (medication and non-medication forms), and manage and monitor their type of arthritis.

Commenting on the program, Kam Shojania, MD, FRCPC, Clinical Professor and Head, Division of Rheumatology, University of British Columbia, Medical Director of the Mary Pack Arthritis Program and one of ACE's Advisory Board members, said: "Canadian rheumatologists have been actively discussing and pursuing ways to improve communication between patients and rheumatologists in order to work together to set treatment goals and establish a treatment plan to achieve the best possible disease outcomes. JointHealth™ Education is a valuable tool not just for patients, but also for rheumatologists – junior and senior, alike – to better assess the wants and needs of patients through their eyes, not just ours as was the case in days gone by."

Benefits of being a JointHealth™ Education graduate

The first course offered in ACE's newest on-line patient education program is JointHealth™ Education: Rheumatoid Arthritis.

When you sign up for course in JointHealth™ Education, you are on your way to progressing from a "student" of arthritis to full-fledged "graduate," helping you become an equal partner on your health care team. Because each of us learn at a different pace and through different educational tools, JointHealth™ Education's lessons, quizzes and coaching videos are designed to allow people with arthritis to learn conveniently from home or during a break at work or school.

When you successfully complete a course, you also gain access to other fact-based resources and communities, further supporting you to self-manage your disease in partnership with your rheumatologist or family doctor.

How does JointHealth™ Education work?

- Each course contains 6 lessons, and each lesson has three components: a short lesson followed by a quiz, and a lesson "coach" video
- Each lesson takes approximately 10 minutes to complete
- Once you complete the lesson reading, you will be asked to take a short multiple choice quiz on it
- When you pass the quiz, the lesson "coaching" video becomes available
- After viewing the video, the next lesson becomes available
- If you wish to take a break before completing the next lesson and log out of the program, it will remember where you left off
- Lessons must be completed in order, starting from Lesson 1 and ending with Lesson 6
- When you complete the course, you will receive a JointHealth™ Education Graduate Certificate and be invited to access other research-based information sources and join the JointHealth™ Education Graduate Community

Are you ready for the first course?



Now available online, the first course in the program - JointHealth™ Education: Rheumatoid Arthritis – is designed to help patients living with RA and their healthcare providers better understand each other's motivations and goals for the RA patient's overall treatment and care plan.

What You'll Learn

Lesson 1 – The Art of Communication with Your Rheumatologist

Course description: This lesson addresses research that shows a communication gap exists between patients and rheumatologists, affecting a patient's treatment results. The lesson components help demystify what happens in the clinical visit and identify tools to enable patients get what they need out of their appointment. Topics include:

- Getting ready for your appointment with your rheumatologist
- Getting comfortable in your rheumatologist's office
- Communication warm-up
- The essentials to effective communication with your rheumatologist

Lesson 2 – Understanding your rheumatoid arthritis diagnosis

Course description: A diagnosis of rheumatoid arthritis can be devastating for a patient. This lesson's curriculum builds on all the essential facts about the disease and diagnosis to help you become your RA "expert". Topics include:

- The facts about rheumatoid arthritis
- Getting diagnosed with rheumatoid arthritis
- Treatment basics for rheumatoid arthritis
- The latest research on RA

Lesson 3 – Setting treatment goals and building a treatment plan

Course description: The objectives of this lesson is to help patients, and their rheumatologist, better understand and discuss specific goals as part of an overall treatment plan. Topics include:

- Time management
- Asking questions, sharing fears and concerns, and listening
- Setting treatment goals
- Making a treatment plan

Lesson 4 – Talking about RA treatments

Course description: The content of this lesson focuses on the different treatment options available for people living with RA and what they can do to monitor a treatment's efficacy. Topics include:

- Evidence-based RA treatments
- Making treatment choices with your rheumatologist
- Sticking with your RA treatments
- Monitoring the effectiveness of your treatments and treatment plan

Lesson 5 – Self-care and RA

Course description: This lesson looks at the importance of how patients can practice self-care, including learning about what they can control about their RA, and what they can do to maximize the benefits of their treatment plan in between appointments with their rheumatologist. Topics include:

- Taking charge of what you can control
- Elements of a self-care plan
- At-home self care treatments
- Sharing your self-care success with your rheumatologist

Lesson 6 – Managing your world with RA

Course description: The core curriculum in Lesson 6 focuses on how patients with RA can successfully manage challenges in their personal and professional lives. Patients will learn how to explain RA to their family, friends, co-workers, employers, and even strangers and how to ask for support and deal with intimacy issues. Topics include:

- Explaining RA to the people in your world
- RA and its effect on relationships
- Communication tips to help you in your RA journey
- Asking for support and help
- Your sexuality and RA
- RA at work

Arthritis Consumer Experts (ACE)

Who we are

Arthritis Consumer Experts (ACE) provides research-based education, advocacy training, advocacy leadership and information to Canadians with arthritis. We help empower people living with all forms of arthritis to take control of their disease and to take action in healthcare and research decision making. ACE activities are guided by its members and led by people with arthritis, leading medical professionals and the ACE Advisory Board. To learn more about ACE, visit www.jointhehealth.org

Guiding Principles

Healthcare is a human right. Those in healthcare, especially those who stand to gain from the ill health of others, have a moral responsibility to examine what they do, its long-term consequences and to ensure that all may benefit. The support of this should be shared by government, citizens, and non-profit and for-profit organizations. This is not only equitable, but is the best means to balance the influence of any specific constituency and a practical necessity. Any profit from our activities is re-invested in our core programs for Canadians with arthritis.

To completely insulate the agenda, the activities, and the judgments of our organization from those of organizations supporting our work, we put forth our abiding principles:

- ACE only requests unrestricted grants from private and public organizations to support its core program.
- ACE employees do not receive equity interest or personal "in-kind" support of any kind from any health-related organization.
- ACE discloses all funding sources in all its activities.

- ACE identifies the source of all materials or documents used.
- ACE develops positions on health policy, products or services in collaboration with arthritis consumers, the academic community and healthcare providers and government free from concern or constraint of other organizations.
- ACE employees do not engage in any personal social activities with supporters.
- ACE does not promote any "brand", product or program on any of its materials or its website, or during any of its educational programs or activities.

Thanks

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ACE also receives unsolicited donations from its community members (people with arthritis) across Canada.

ACE thanks funders for their support, and assures its members and the public that the work of ACE is free from their influence.

Disclaimer

The material contained in this or any other ACE publication is provided for general information only. It should not be relied on to suggest a course of treatment for a particular individual or as a substitute for consultation with qualified health professionals who are familiar with your individual medical needs. If you have any healthcare related questions or concerns, you should contact your physician. Never disregard medical advice or delay in seeking it because of something you have read in any ACE publication.



Arthritis Consumer Experts™

#210 - 1529 West 6th Avenue
Vancouver BC V6J 1R1
t: 604.974.1366

e: feedback@jointhehealth.org
www.jointhehealth.org

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Arthritis Consumer Experts™
#210 - 1529 West 6th Avenue Vancouver BC V6J 1R1

