

Evaluation of a new Healthcare Social Media platform (ZWIP) for frail elderly: improving care coordination and self-management

Submission date 26/11/2012	Recruitment status No longer recruiting	☐ Prospectively registered ☐ Protocol
Registration date 21/12/2012	Overall study status Completed	☐ Statistical analysis plan ☒ Results
Last Edited 18/01/2019	Condition category Other	☐ Individual participant data

Plain English summary of protocol

Background and study aims

Frail elderly people often face considerable difficulties in navigating the healthcare system. Care is fragmented, with involvement from a constantly changing group of professionals from a variety of care settings. Because of this fragmentation, general practitioners, specialists, nurses and other professionals are frequently unaware of the fact that they provide care for the same patients. There needs to be better coordination between professionals through sharing information about the patients in order to improve their care. Intensive communication between the professionals, the patients and their caregivers is also necessary for shared decision-making and self-management, which lead to better patient outcomes. In order to realize such goals, professionals have to be aware of the patient's goals, and they should be able to provide care in accordance with such goals. Elderly patients generally wish to be informed about their care and appreciate if their wishes are taken into account when decisions are made. Also, accurate and timely information is necessary for shared decision-making. However, with the current organization of care, patients often do not receive continuous care, engage in shared decision-making or practice self-management. For this reason interventions are being developed to address this problem. ZWIP is intended to facilitate both patients' self-management and collaboration between professionals. ZWIP is a healthcare social-media network for frail older people, their caregivers and professionals. A main feature of ZWIP is that patients are central in the system - patients and their caregivers decide which professionals join their network, and professionals can exchange messages with the patients and each other. The aim of this study is to evaluate the effectiveness of ZWIP compared to standard care.

Who can participate?

Frail elderly patients aged over 70 living in the east of the Netherlands.

What does the study involve?

Participants in general practices using ZWIP are compared with participants in practices using standard care. Participants are assessed by questionnaire.

What are the possible benefits and risks of participating?

Patients can communicate with their professionals through ZWIP. There are no risks or side effects involved.

Where is the study run from?

The study is run from the Radboud University Medical Centre, and about 11 GP practices in the east of the Netherlands take part in the study.

When is the study starting and how long is it expected to run for?

January 2011 to December 2012.

Who is funding the study?

ZonMw, Netherlands Organization for Health Research and Development.

Who is the main contact?

René Melis

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Contact information

Type(s)

Scientific

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Additional identifiers

Protocol serial number

311050201

Study information

Scientific Title

A controlled clinical trial to evaluate the Health and Welfare Information Portal: improved information for and about frail elderly and their caregivers

Acronym

ZWIP

Study objectives

ZWIP will lead to improved patient outcomes as compared to standard care.

Ethics approval required

Old ethics approval format

Ethics approval(s)

Radboud University Medical Centre Medical Ethics Council

Primary study design

Observational

Study design

Non-randomized controlled trial with before and after measurement

Study type(s)

Quality of life

Health condition(s) or problem(s) studied

Frail elderly living at home

Interventions

ZWIP is a complex intervention, intended to facilitate both patient's self-management and collaboration between professionals. ZWIP is a healthcare social-media network for multi-disciplinary communication for frail older people, their caregivers and professionals. The system registers patient goals and action plans which are associated with the goals in consultation with the patients. A main feature of the ZWIP is that patients are central in the system, patients and their caregivers decide which professionals join their network. Professionals can exchange messages with the patients and each other using ZWIP.

In the control group, frail elderly receive standard care.

Intervention Type

Behavioural

Primary outcome(s)

Katz-15 IADL, SF-36 social functioning, SF-36 psychological functioning after 1 year of usage

Key secondary outcome(s)

1. Patient and caregiver experience with being informed
2. Patient and caregiver experience with self-management
3. Patient and caregiver experience with co-decision making
4. Patient and caregiver experience with satisfaction with care
5. Emergency GP appointments
6. Unplanned hospitalization
7. Objective caregiver burden
8. Carer-QoL

Completion date

01/12/2012

Eligibility

Key inclusion criteria

Frail elderly as identified by the EASYcare-Two step Older people Screening diagnostic instrument.

Development of an instrument for the identification of frail elderly as a target population for integrated care.

Participant type(s)

Patient

Healthy volunteers allowed

No

Age group

Senior

Sex

All

Key exclusion criteria

Does not meet inclusion criteria

Date of first enrolment

13/01/2011

Date of final enrolment

01/12/2012

Locations

Countries of recruitment

Netherlands

Study participating centre

Post box 9101

Nijmegen

Netherlands

6500 HB

Sponsor information

Organisation

ZonMw (Netherlands)

ROR

<https://ror.org/01yaj9a77>

Funder(s)

Funder type

Research organisation

Funder Name

ZonMw (Netherlands)

Alternative Name(s)

Netherlands Organisation for Health Research and Development

Funding Body Type

Private sector organisation

Funding Body Subtype

Other non-profit organizations

Location

Netherlands

Results and Publications

Individual participant data (IPD) sharing plan

IPD sharing plan summary

Not provided at time of registration

Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
Results article	results	01/08/2011	17/01/2019	Yes	No
Results article	results of a mixed methods process evaluation of use of the Health and Welfare portal	17/12/2014	17/01/2019	Yes	No
Results article	results of first experiences with a two-step method for discussing goals with community-dwelling frail older people	01/10/2015	17/01/2019	Yes	No
Results article	results of reducing fragmentation in the care of frail older people	01/04/2013	17/01/2019	Yes	No
Results article	results of the development of the Health and Welfare Information Portal (ZWIP)	19/09/2012	17/01/2019	Yes	No

Results article	results of the effectiveness of an online health community (OHC) intervention for older people with frailty aimed at facilitating multidisciplinary communication	23/06/2014	17/01/2019	Yes	No
Results article	results of the impact of interprofessional education on collaboration attitudes, skills, and behaviour among primary care professionals	01/06/2012	17/01/2019	Yes	No
Results article	results of the process evaluation of ZWIP implementation	15/08/2012	17/01/2019	Yes	No
Participant information sheet	Participant information sheet	11/11/2025	11/11/2025	No	Yes
Study website	Study website	11/11/2025	11/11/2025	No	Yes