

Meet Nikos



Name: Nikos **Country:** Greece
Age: 50 **Area:** urban
Life course: working age adult
Need: chronic conditions & social care
Connectivity: broadband, mobile device

Internet usage Low High
Mobile device skills Low High
Affinity to new tech Low High
Digital Health Literacy Low High
Assistance (ICT use) No Yes

Nikos is a 50-year-old plumber who lives with his wife in an urban area in Greece. He was diagnosed with metabolic syndrome (diabetes, abdominal obesity, high cholesterol and high blood pressure) and a mild lung disease (chronic obstructive pulmonary disease - COPD). He feels overwhelmed by the changes required to effectively manage his conditions. His job was affected by a financial crisis in Greece, and he now has to work more hours to make up for it. He is currently unable to afford professional advice and support to take part in a better diet and exercise regimen.

! What's important to Nikos

- ✓ Being active and able to run his business.
- ✓ Reducing the burden of his chronic disease management.
- ✓ Spending time with family and his friends.
- ✓ Enjoying his free time.

🏠 Daily living

- ✓ He has non-routine work, which makes it difficult for him to follow his medication and lifestyle intervention (exercise, food) properly.
- ✓ He is stressed from having to work more due to the financial crisis.

📅 Events, issues & personal concerns

- ✓ Feeling stressed with managing a daily healthy lifestyle and with having too many different medications.
- ✓ He cannot afford to pay for professional support.

🧱 Own resources & assets / support

- ✓ He lives with his wife, who is working part-time.
- ✓ GP costs are covered by the National Health System.
- ✓ The local municipality offers basic healthy lifestyle and exercise programs.
- ✓ His friends offer support in leading a healthy lifestyle.

❤️ Health concerns

- ✓ Diabetes, hypertension (high blood pressure), mild COPD.
- ✓ Dyslipidemia (abnormal amount of lipids in the blood).
- ✓ Occasional smoker, has been trying to stop smoking via nicotine gums/patches or medication for the past two years.
- ✓ Family history of cardiovascular disease (CVD).

📋 Health tests

- ✓ Daily glucose strip test.
- ✓ Physical examination.
- ✓ Annual/bi-annual laboratory tests.
- ✓ Annual spirometry (for lung function).
- ✓ Patients' Reported Outcome Questionnaires CAT™, CCQ©.
- ✓ Blood pressure checks.
- ✓ Smoking status.
- ✓ Depression screening.
- ✓ Electrocardiogram/Ultrasound.

💊 Treatment: medications, therapies, etc.

- ✓ 1 pill for his high blood pressure.
- ✓ 2 pills for diabetes.
- ✓ 1 pill for dyslipidemia.

💬 Care professional concerns

- ✓ His care professional specialists can only meet him periodically because he lives too far away.
- ✓ His dietitian has a private practice and Nikos cannot afford to cover the dietitian's fees for a consistent care plan.

Unmet needs

- (1) Nikos requires a comprehensive way of following the new activities related to successfully managing his conditions. He would like to be able to lead a healthy lifestyle without having to give up his work.
- (2) He would like to easily access specialised health care services, which are currently only available in the capital of the region he lives in (not very near his home).
- (3) Nikos needs an affordable way to consult health and care as well as healthy lifestyle professionals.
- (4) Nikos does not feel empowered to manage his conditions. He would welcome educational programmes and other types of help and support as long as they are affordable.

This persona was developed by George Dafoulas, eTrikala, with the kind support of the WE4AHA Blueprint and expert team.

