C-support
Long COVID aftercare, research and training

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Roadmap
History and future

Q-support
2013 - 2021

- **Provide aftercare for Q fever patients**
- **1.500** active patients
- **Develop the Q-support model**
  - Aftercare (individual and group support)
  - Research
  - Training
- Biopsychosocial model
- Perform **16** scientific research projects

Q-support continuation phase
October 2021 →

Aftercare
- Recalibrate services
- Define multi-year plan 2022-2025
- Maintain relationships

Research
- Research and monitor long-term effects
- Search for unknown chronic patients

Expertise center
Future

- Specialized in aftercare post-infectious diseases

C-support stabilization phase
October 2021 – end of 2022

Aftercare
- Develop dynamic scaling model
- Describe and optimize business processes
- Reach all target groups
- Perform customer satisfaction research
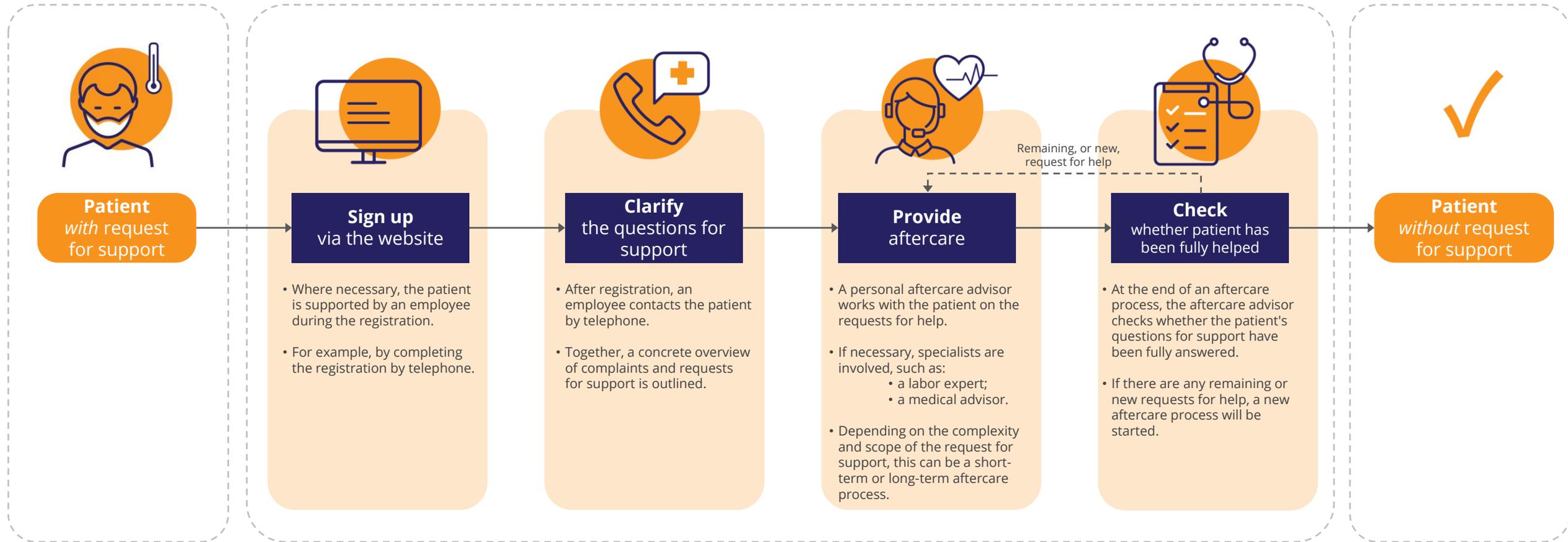- Define multi-year plan 2022-2025

Research
- Research long-term effects COVID (Erasmus MC)
- Enhance analytics and reporting

Training
- Continue development of C-academy

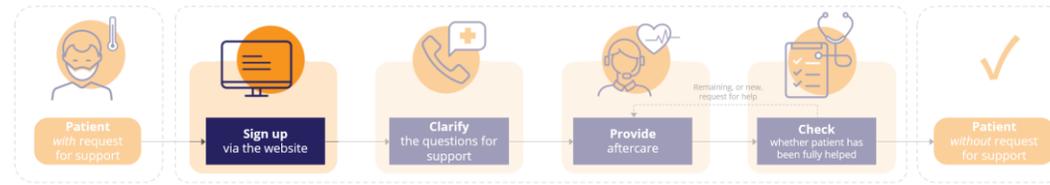**C-support startup phase**
October 2020 – October 2021

- **Develop the C-support model**
  - Based on Q-support model:
    - Aftercare
    - Research
    - Training
- **92** new colleagues
- **>8.500** active patients

COVID-19 outbreak
March 2020

Patient journey at C-support
Long COVID aftercare process

C-SUPPORT
nazorg covid-19

Patient *with* request for support

Sign up via the website
- Where necessary, the patient is supported by an employee during the registration.
- For example, by completing the registration by telephone.

Clarify the questions for support
- After registration, an employee contacts the patient by telephone.
- Together, a concrete overview of complaints and requests for support is outlined.

Provide aftercare
- A personal aftercare advisor works with the patient on the requests for help.
- If necessary, specialists are involved, such as:
  - a labor expert;
  - a medical advisor.
- Depending on the complexity and scope of the request for support, this can be a short-term or long-term aftercare process.

Remaining, or new, request for help

Check whether patient has been fully helped
- At the end of an aftercare process, the aftercare advisor checks whether the patient's questions for support have been fully answered.
- If there are any remaining or new requests for help, a new aftercare process will be started.

Patient *without* request for support

Analytics
Sign up

Patient *with* request for support → Sign up via the website → Clarify the questions for support → Provide aftercare → Check whether patient has been fully helped → Patient *without* request for support

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Percentage of registrations by gender
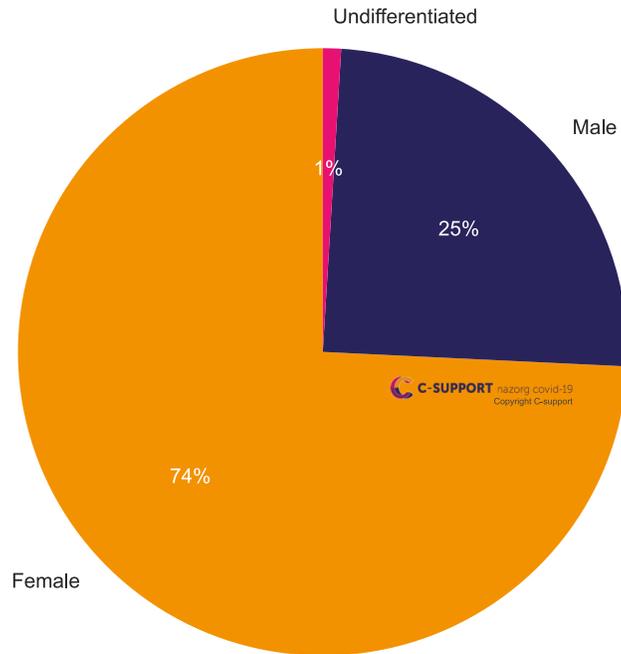
- Undifferentiated 1%
- Male 25%
- Female 74%

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Creation date: 20-11-2021

Percentage of registrations by age

Age range	Percentage
0–10	0.6%
10–20	1.1%
20–30	9.9%
30–40	18.1%
40–50	28.4%
50–60	28.7%
60–70	11.4%
70–80	1.6%
80–90	0.2%

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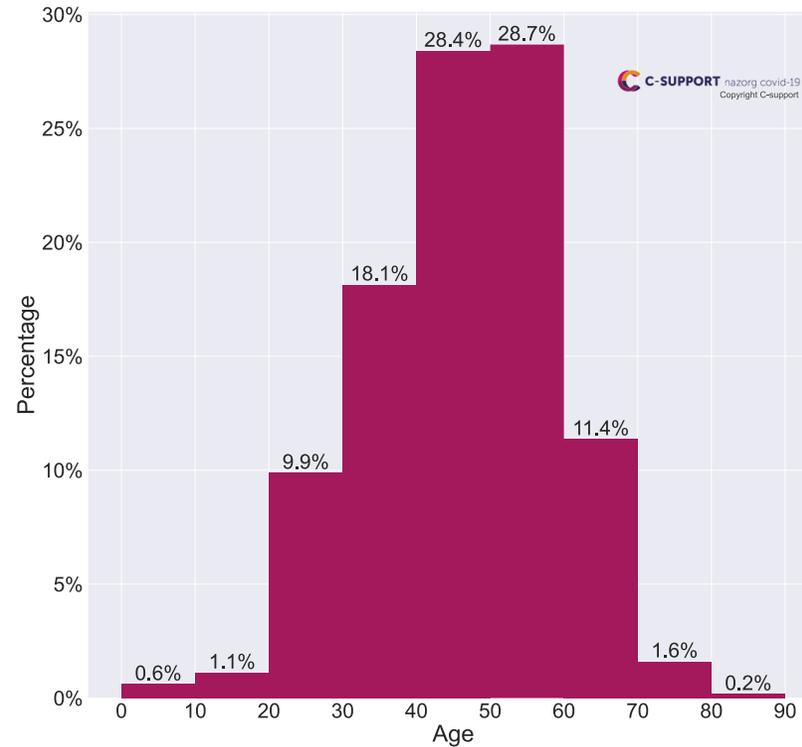
Creation date: 20-11-2021

Percentage of registrations COVID-19 determined with test

- No 27%
- Yes 73%

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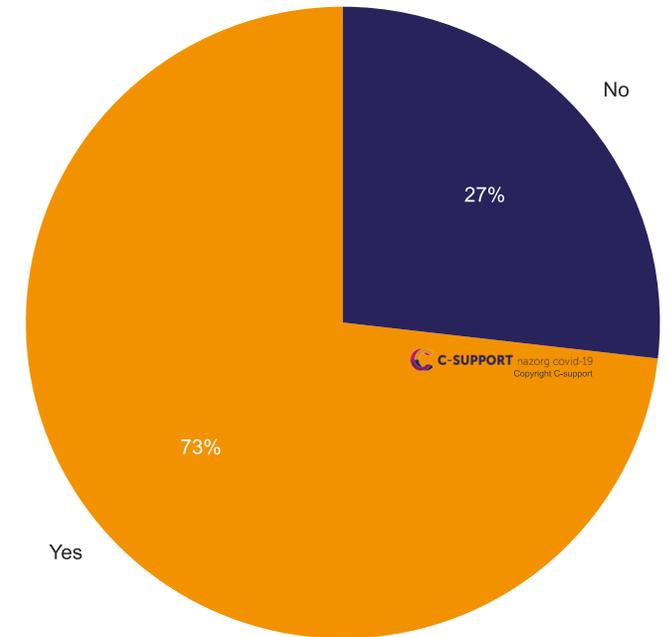
Creation date: 20-11-2021

- Largest group is **female**

- Largest group is between **40 and 60** years old

- Largest group has demonstrably tested **positive**

Analytics
Clarifying symptoms

Patient *with request for support* → Sign up *via the website* → Clarify *the questions for support* → Provide *aftercare* → Check *whether patient has been fully helped* → Patient *without request for support*

Remaining, or new, request for help

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Number of complaints by type

Creation date: 20-11-2021
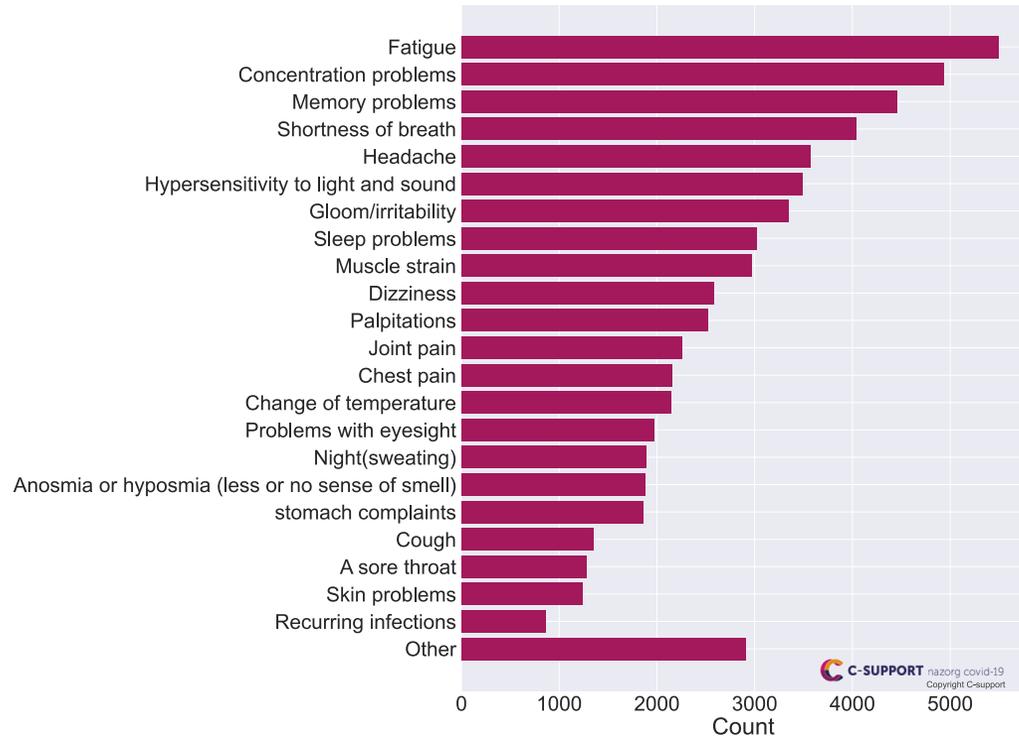
Percentage of number of complaints

Creation date: 20-11-2021
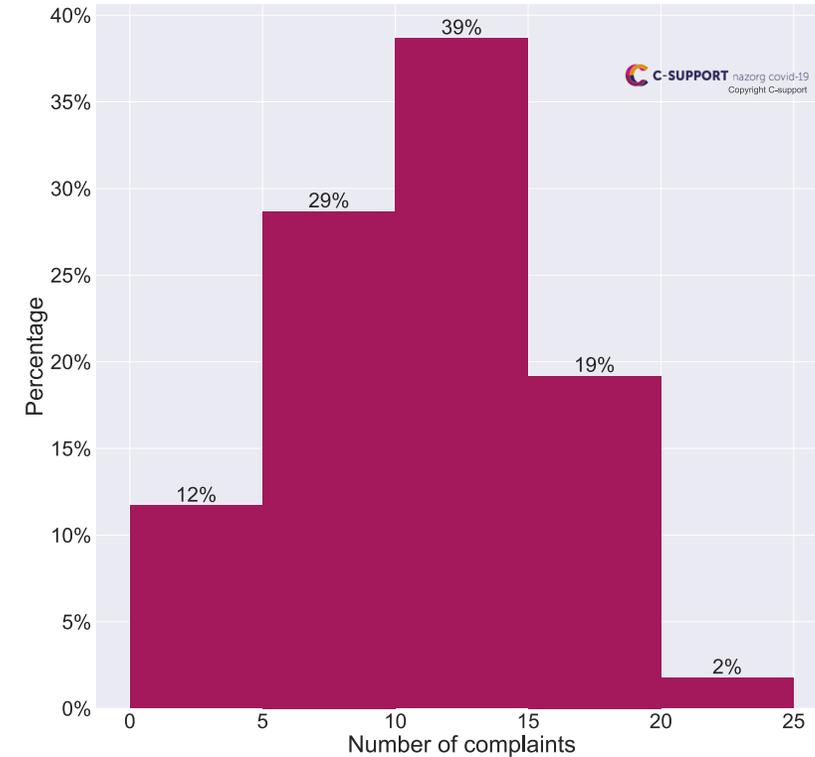
- ## Top 3 experienced symptoms:
  - **Fatigue**
  - **Concentration problems**
  - **Memory problems**

- ## Largest group experiences **between 5 and 15 symptoms**

Analytics
Clarifying help requests

Number of requests for help by domain
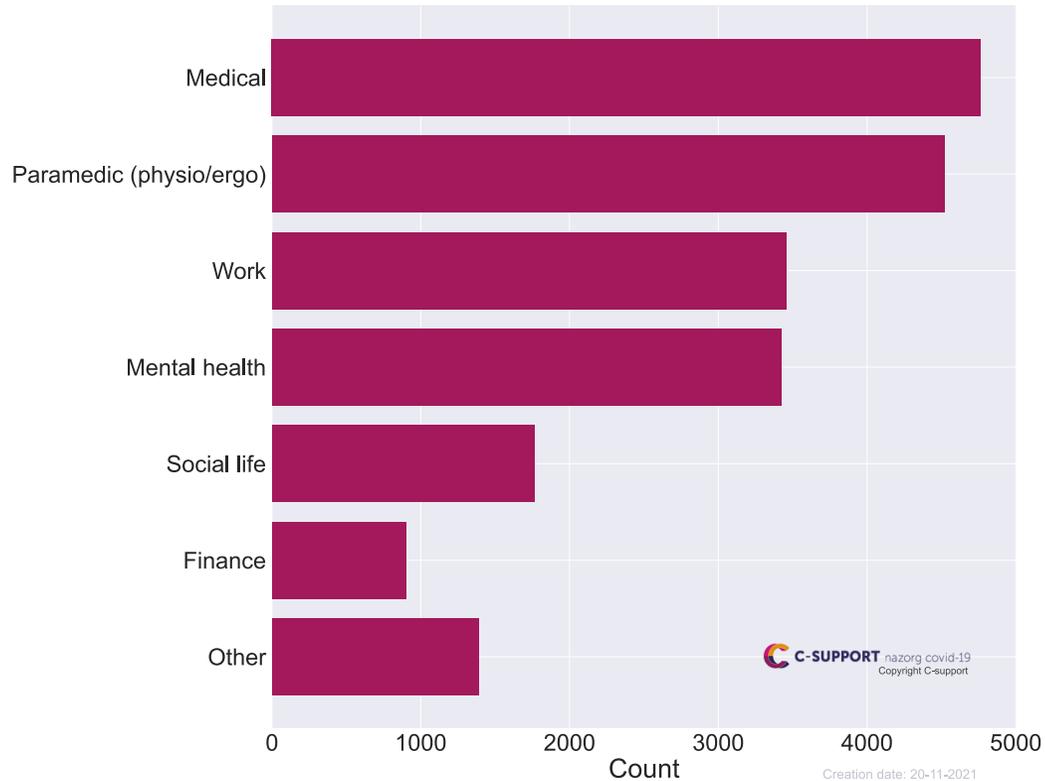
Percentage of number of requests for help
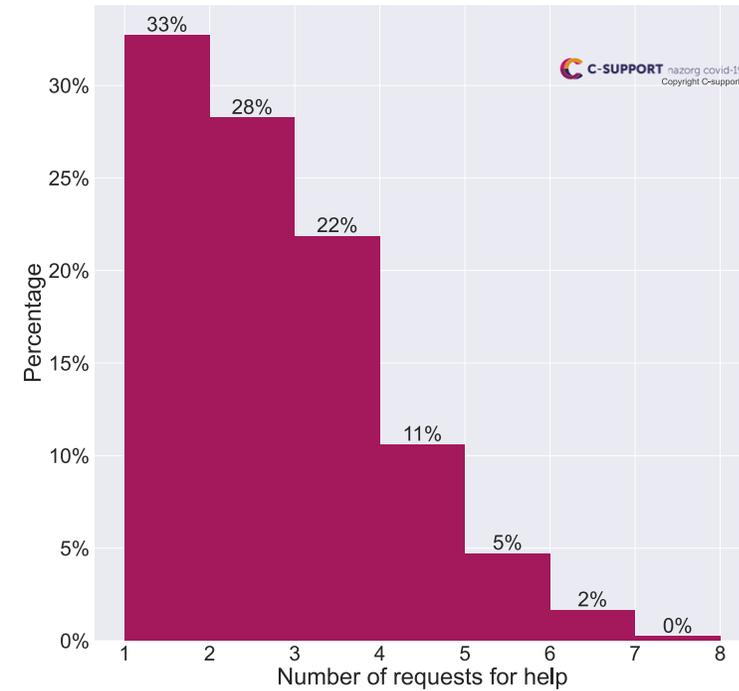
- Top 3 domains of help requests:
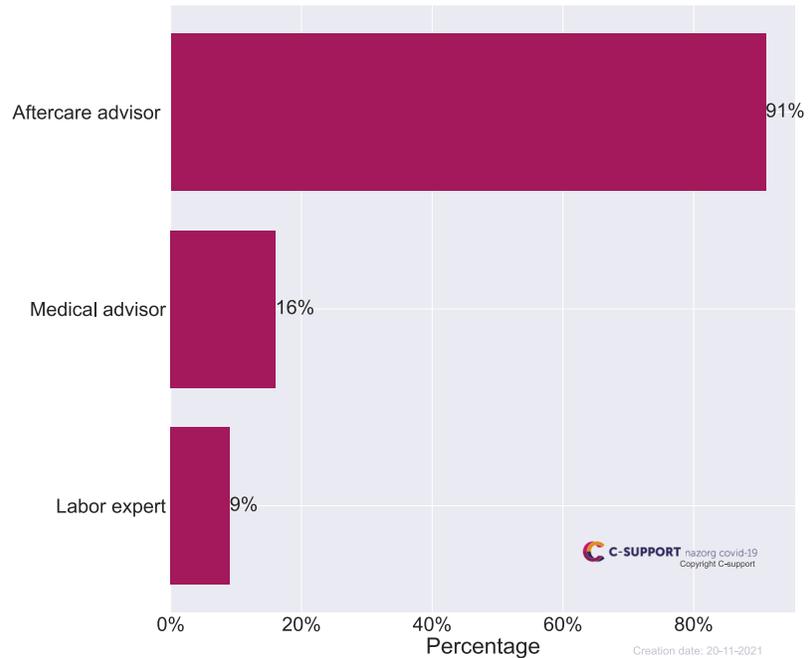 - **Medical**
  - **Paramedical**
  - **Work**

- Largest group has help requests in **between 1 and 3 domains**
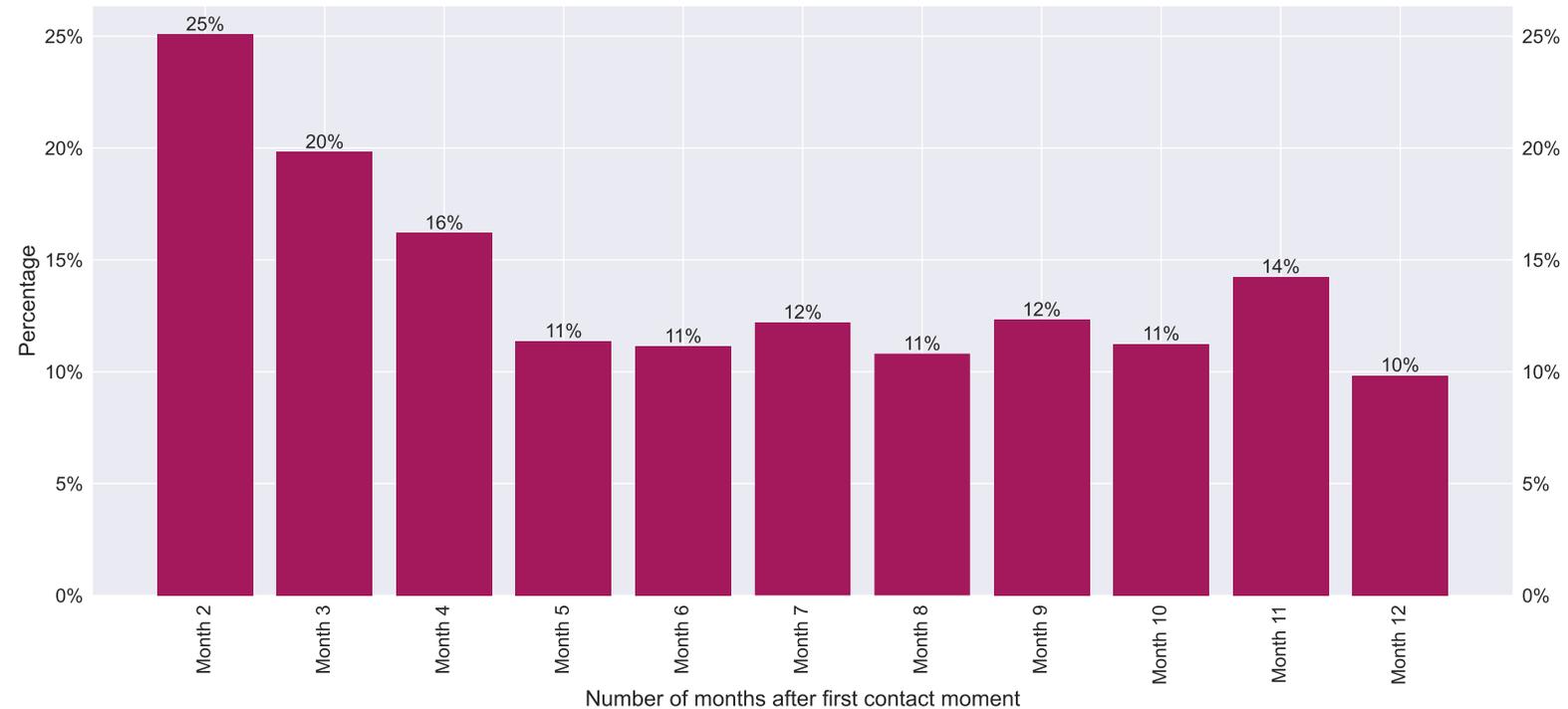
Analytics
Aftercare
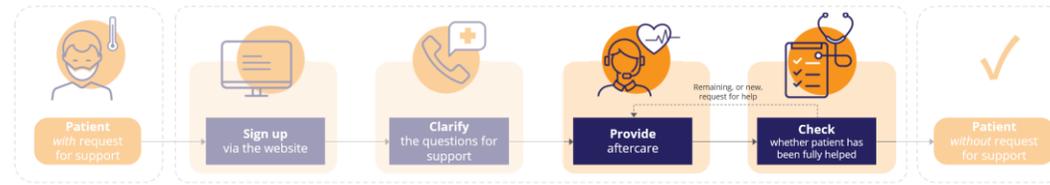
Percentage of patients by type of care

Percentage of patients with contact moments, over time

- Almost all patients work together with an **aftercare advisor**

- The aftercare process is **most intensive** during the **first 3 months** for most patients

- **~10%** of patients is in a **long-term aftercare process**

Research project long-term effects COVID 19

Starting points

1. Each patient is **unique** and has **specific needs**
2. Perform **annual surveys** during 4 consecutive years
3. Deliver **personal dashboards** for patients and professionals to discuss results
4. Share **long-term effect research study results** with patients and professionals

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11 research domains

- Demographic factors
- Medical background
- Health problems
- Healthcare usage
- Healthcare needs
- Influence daily life
- Quality of life
- Well-being
- Influence on work
- Lifestyle
- Expectations

Dashboard example

Research project long-term effects COVID 19

Approach