



Name: Nina Batrakoulis
Age: 34 years old
Life course: Working adult
Need: Chronic condition and additive tobacco consumption
Connectivity: broadband, mobile device

Country: Slovenia
Gender: Female
Job: Military

ICT skills
Internet usage - good
Mobile device skills - average
Affinity to new tech - average
Digital health literacy - average

Nina is a 34-year-old who works for the military and lives with her husband and two daughters. The oldest, Tara, is 9 and the youngest, Zarja, is 5 years old. They live in an urban area in Maribor, Slovenia. Nina was diagnosed with asthma when she was 12 years old. She quickly learned to manage her disease. Despite knowing the consequences of tobacco consumption, she has been a regular smoker for 15 years. She started smoking with friends as a social behaviour. Nina recognises tobacco smoke is a trigger for asthma, although she enjoys smoking as it helps her to unwind. Currently, she is not able to meet the demands of her job due to recent worsening of her respiratory symptoms.

Nina used to be active but has progressively reduced her physical activity. She smokes an average of 15 cigarettes a day, having peak consumption after dinner. She indicates that after dinner cigarettes would be the most difficulty to quit, however, the first cigarette after waking up is the one that satisfies her most. In quiet moments she feels the need to smoke and has difficulty managing anxiety. There is a lot of support from her husband, and her daughters, with whom she has a good relationship. Her husband really wants to help her in quitting smoking and leading a healthy life.

What's important to Nina

- The well-being and health of her family.
- Being a role model for her young daughters.
- Being active and enjoying her free time.
- Continuing to do obstacles races, her favorite hobby, that make her feel in control of her body.
- She is passionate about reading books and likes being in nature. She used to have a little vegetable garden where she grew some greens that the family loved.

Daily living

- Nina has non-routine work, which makes it difficult for her to follow a healthy lifestyle properly.
- She is stressed when she has to work from home.
- She feels exercise helps her manage stress and anxiety.
- She loves her job but struggles to cope with mentally stressful issues.

Events, issues & personal concerns

- Nina's recent worsening of her asthma includes exacerbations triggered by pollen and tobacco smoke.
- Nina has lost count of the attempts to quit smoking and has never done so with medical help or medication.
- Her maximum time without smoking has been 2 months. Still, she intends to quit smoking and feels she can do it.
- At times she is unable to comply with the demands of her job due to worsening of her respiratory symptoms related to tobacco consumption.
- She is worried about the consequences of her chronic condition (asthma) and of her tobacco use (headache, fatigue, shortness of breath), despite the pleasure of smoking.

Own resources & assets/support

- Military services provide easy access to comprehensive medical services.
- Nina lives with her two daughters and husband, who works in the financial department of a car industry brand.
- GP costs are covered by the Military Health System.
- Her employer offers access to fitness facilities and training courses within the army headquarters.

Health concerns

- Asthma and decreased levels of physical activity.
- Increasing weight due to the decrease in physical activity.
- Smoking related consequences. Tried to stop several times but neither successfully nor with professional help.

Health tests

Nina has an annual health check-up, covered by the Military Health System:

- Physical examination
- Spirometry (for lung function)
- Laboratory blood tests
- Thorax X-Ray
- Smoking status
- Asthma Control Questionnaire (ACQ).

Treatment: medications, therapies, etc.

- Inhaled therapy for asthma management.
- Occasionally takes ½ tablet of alprazolam before sleep when she has insomnia.

Care professional concerns

She has full access to basic healthcare through the military. Nina cannot afford additional healthy lifestyle services, such as a dietitian, an exercise physiologist or a lifestyle coach.

Unmet needs | Nina is aware and willing to change her additive smoking behaviour, but doesn't seem capable of doing this on her own and won't ask for help. She would like to be able to lead a healthy lifestyle, to enjoy a long and healthy life with her beloved family. She would like to keep up with work challenges and set a good example for her daughters. She would like quitting smoking to be effortless. She needs support to help her reach her goals. Nina is too proud to ask for help (asking for help may be considered as a weakness in the military setting) and is not aware that she needs help to reach her goals.