



Name: Luuk de Vries
Age: 72 years old
Life course: Retired person
Need: Chronic conditions/complex needs
Connectivity: broadband, smart phone

Country: Netherlands
Gender: Male

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

Luuk is a 72-year-old retired baker who lives with his wife, Marije, in a nice residential area of Utrecht. They have one son, Kjeld de Vries, and one grandson. Luuk's grandson is 23 years old and has just started his PhD in Lisbon University. Luuk was always active, both at work where he needed to be standing or moving around, and in his social activities. He also commuted daily to work on his bike. Since he retired his son runs the bakery business, but Luuk likes to oversee the quality control of the products to continue to have the best pastries in the region. After Luuk got married he started developing overweight. He was diagnosed with obesity ten years ago. His cholesterol and blood pressure have both increased since then and he started pharmacological therapy. Lifestyle changes have also been recommended by his healthcare professionals. Five years ago Luuk had a myocardial infarction, which damaged a considerable portion of the cardiac muscle and left him with heart failure. Luuk used to ride his single speed "oma's fiets" (Dutch bike) every day. Since he developed heart failure he does not feel capable of doing that anymore. Luuk gets fatigued very quickly. He has to sit during short walks and after taking a bath.

What's important to Luuk

- Helping his son run the bakery business.
- Being able to help and care for his wife.
- Riding his bike and enjoying nice moments with friends and family outdoors.
- Visiting his grandson in Lisbon a couple of time per year.

Daily living

- Luuk has a strict routine. During the morning he helps his wife with household activities such as preparing meals.
- After lunch he goes to the bakery to help his son and supervise the work of his employers.
- At least 3 times a week, he meets with his friends to discuss football games. Luuk also enjoys a couple of beers. He is a staunch supporter of FC Utrecht.

Events, issues & personal concerns

- One year ago, Luuk's wife had a stroke which affects her mobility. Luuk helps her with daily living activities such as cooking and cleaning the house. He has to stop many times during the tasks due to fatigue.
- Despite warnings from his healthcare professionals, Luuk tends to overeat. He also takes the remaining goodies home from the bakery at the end of the day because he doesn't like to spoil food and throw it away.
- Luuk believes that his antihypertensive medicines are not working. He tends to not take them. Luuk's general practitioner (GP) recommends self-monitoring of his blood pressure. Luuk struggles to use the equipment.
- Luuk is very proud of his grandson. He misses him and, together with all his health concerns, this is having a heavy negative effect on his mood and energy.
- Luuk suffered 3 falls last month, which caused fear of getting an injury during his short walks.

Own resources & assets/support

- Luuk and his wife have a good income and no difficulties in accessing healthcare aid.
- Considering the difficulties that Luuk and his wife are having due to health problems, they are considering hiring a home-based care service.

Health concerns

- Heart failure, hypertension and obesity.
- Luuk feels fatigued very often and this is having a detrimental effect on his physical activity and overall lifestyle.
- His blood pressure is uncontrolled.
- Luuk has a high intake of saturated fat, salt and sugars due to goodies from the bakery. He says "it's the only thing that gives me pleasure".

Health tests

Luuk attends a multidisciplinary care team on a regular basis for monitoring his health conditions, covered by his pension fund and the National Health System:

- Laboratory blood tests;
- Thorax X-Ray;
- Electrocardiogram (ECG);
- Echocardiogram.

Treatment: medications, therapies, etc.

- Multiple medicines addressing his chronic conditions. Luuk takes medicines at different times of the day.

Care professional concerns

- He sometimes misses appointments with the healthcare team due to his responsibilities.
- Luuk's adherence to his treatment is not optimal due to his beliefs about medicines.
- Luuk has difficulty in managing his weight.

Unmet needs | Luuk is uncomfortable with his lifestyle. Luuk may need support in planning for the future such as hiring a home-based care service to help him and his wife manage their chronic conditions. A food provision service for Luuk and household help services would be helpful due to the progression of Luuk's chronic condition. Luuk also feels the need to learn more about, and how to cope better with, his condition due to increasing fatigue. He also makes mistakes with medicines; such as duplicating doses and changing the times he takes his medicines.