



Meet Tatiana



Name: Tatiana **Country:** Italy/immigrant
Age: 41 **Area:** Urban
Life course: working age adult
Need: Chronic condition and social needs
Connectivity: smart phone

Internet usage	Low	<input type="range"/>	High
Mobile device skills	Low	<input type="range"/>	High
Affinity to new tech	Low	<input type="range"/>	High
Digital Health Literacy	Low	<input type="range"/>	High
Assistance (ICT use)	No	<input type="range"/>	Yes

Tatiana is 41 years old woman. She has migrated in Italy from Moldova in 2011 and now she lives in a rented apartment in a suburb area in Rome with her Moldovan husband and three sons (the oldest daughter, 20 years old, works as hair dresser and two children who's studying at school). She works as a domestic worker for different families and she is paid on an hourly basis. She is affected by rheumatoid arthritis, an autoimmune disease, diagnosed in 2000. Sometimes due to the worsening of her health as stiffness and pain in hands, legs, neck, shoulders, episodes of dizziness, high blood pressure, often experiencing fatigue, fever and difficulty in sleeping, she is not able to work. In these cases she needs to rest from work as advice from her doctors. She is stressed because she is paid only for her working hours and due to her economic condition she needs to work to support financially her family. To manage her disease, she refers to a rheumatologist, of the local hospital, in collaboration with her family doctor. She probably could apply for a social support, but being immigrant she doesn't know how to do it. She uses her smartphone for communicating with her employers.



What's important to Tatiana

- ✓ Manage her articular pains
- ✓ Be able to work and support the family
- ✓ Staying in good health
- ✓ Find a new job that allows her to better manage her symptoms



Daily living

- ✓ She loves prepare typical Moldovian dishes for her children
- ✓ She is stressed for her health and work condition
- ✓ Spending time with her sons



Own resources & assets / support

- ✓ Very close to her family
- ✓ Her daughter take care of the family when she needs rest, compatibly with her working hours
- ✓ She is also supported from people of Moldovan community



Events, issues and personal concerns

- ✓ Everyday chores (cooking, laundry or cleaning) become a challenge
- ✓ Since in particular days she is unable to work, some families fired her
- ✓ Difficulty of access to the health care system and to orient towards it
- ✓ Her work condition doesn't allow her to assert her right in case of diseases and therefore she have to choose between work and health



Health concerns

- ✓ Muscle weakness and fatigue
- ✓ Articular pains
- ✓ Weight loss
- ✓ Skin rash
- ✓ Fever
- ✓ Depression and anxiety



Health tests

- ✓ rheumatoid factor (RF)
- ✓ citrullinated anti-peptides (anti-CCP)
- ✓ erythrocyte sedimentation rate (ESR)
- ✓ C-reactive protein (CRP)
- ✓ X-ray hands and feet and joint ultrasound



Treatment: medications, therapies, etc.

- ✓ Nonsteroidal anti-inflammatory drug (NSAIDs)
- ✓ Corticosteroid
- ✓ Disease-modifying
- ✓ antirheumatic drugs (DMARDs) or biologic agents
- ✓ Physiotherapy
- ✓ Exercise regularly



Care professional / educator concerns

- ✓ Lack of support on the local territory for immigrants about health right
- ✓ She sometimes skip appointment with the specialist because she's working

Needs

- (1) Mobile device Integrated with EHR to recorder daily symptoms
- (2) Digital health support to help her in daily exercise
- (3) Electronic consultations and appointments

This persona was developed by Manuela De Sario and Ursula Kirchmayer, Department of Epidemiology, Lazio Regional Health Service with the kind support of the WE4AHA Blueprint and expert team.

