

Meet Tatiana



Country: Italy/immigrant Name: Tatiana

Age: 41 Area: Urban Life course: working age adult

Need: Chronic condition and social needs

Connectivity: smart phone

Internet usage Mobile device skills Affinity to new tech **Digital Health Literacy Assistance (ICT use)**

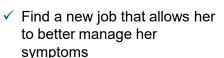
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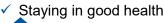
Tatiana is 41 years old woman. She has migrated in Italy from Moldova in 2011 and now she lives in a rented apartment in a suburb area in Rome with her Moldovan husband and three sons (the oldest daughter, 20 years old, works as hair dresser and two children who's studying at school). She works as a 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 articolar pains
- Be able to work and support the family







Daily living

- She loves prepare typical Moldovian dishes for her chidren
- 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 fatígue ✓ Skin rush
- Articolar pains
- Weight loss

- Fever
- Depression and anxiety



Health tests

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



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 immigrates about health
- She sometimes skill appoinment wiht the specialist because she's working

Needs

- (1) Mobile device Integrated with EHR to recorder daily simptoms
- (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.