

# **Analysis of individualized service model for patients suffered from multiple diseases in general medicine department**

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**Objective:** To analyze the status quo of multiple chronic diseases coexistence in general medicine department and observe the effect of individualized service model by health promotion team during treatment of multiple diseases coexistence. **Methods:** Through prospective study, we collected information of 2375 patients hospitalized in the general medicine department of Nanjing Jiangning Hospital during January 2019 to December 2020 and analyzed the mobility and status of multiple chronic diseases coexistence of Hypertension, Diabetes mellitus (DM), Coronary artery diseases (CAD), Chronic obstructive pulmonary disease (COPD) and Cancer. From the 2375 patients mentioned above, we selected 240 patients who suffer from both hypertension and DM. We randomly numbered the patients into experimental group and control group by single or even numbers, We treated the patients of control group by traditional single person management mode and treated the patients of experimental group by general medicine health promotion team individualized service model. We assessed patients of two groups by health knowledge awareness rate, the control of blood pressure and blood glucose, and health condition (using the brief list of health surveys SF-36) 6 months after treatment.

**Results:** In hospitalized patients over 60 years old, 758 patients (60.89%) suffered from at least two chronic diseases, 503 patients (40.47%) suffered from two chronic diseases, 198 patients (15.93%) suffered from three chronic diseases and 57 patients (4.59%) suffered from four or more chronic diseases. After 6-months treatment, patients in experimental group had significant higher health knowledge awareness rate ( $P=0.019$ ), better control of blood pressure (SBP:  $P=0.028$ ; DBP:  $P=0.015$ ) and blood glucose (FBG:  $P=0.025$ ; HbA1c:  $P=0.034$ ), healthier physical condition than control group ( $P<0.05$ ).

**Conclusion:** Multiple diseases coexistence is a universal phenomenon in gerontal patients, which increases with age. The individualized service model ensured patients with multiple chronic diseases obtaining continuous, comprehensive and individualized whole-process care, improving treatment effect, health condition and the quality of life of patients, which is worth to popularize.

**[Key words]** General medicine, multiple diseases coexistence, health promotion team, individualized service model