What is the goal and who is it for?

Is it a necessity or of added value?

Consciously choose eHealth

Five years following the launch of the first eHealth-monitor, we are getting a better picture of the challenges and opportunities of eHealth. In 2017 it seems that there are many opportunities for eHealth. Conscious choices about why and for whom are essential for meaningful use of eHealth.
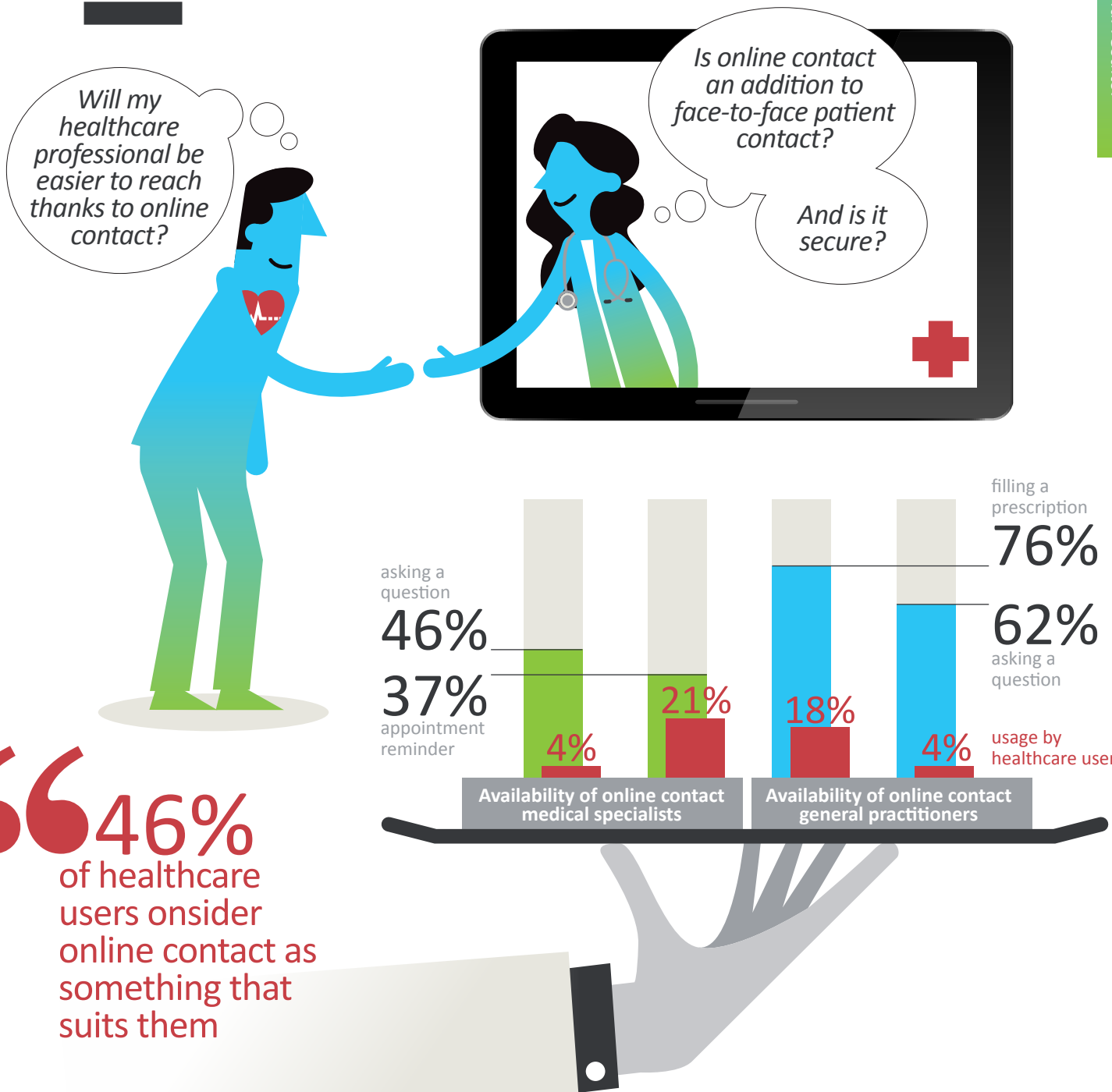
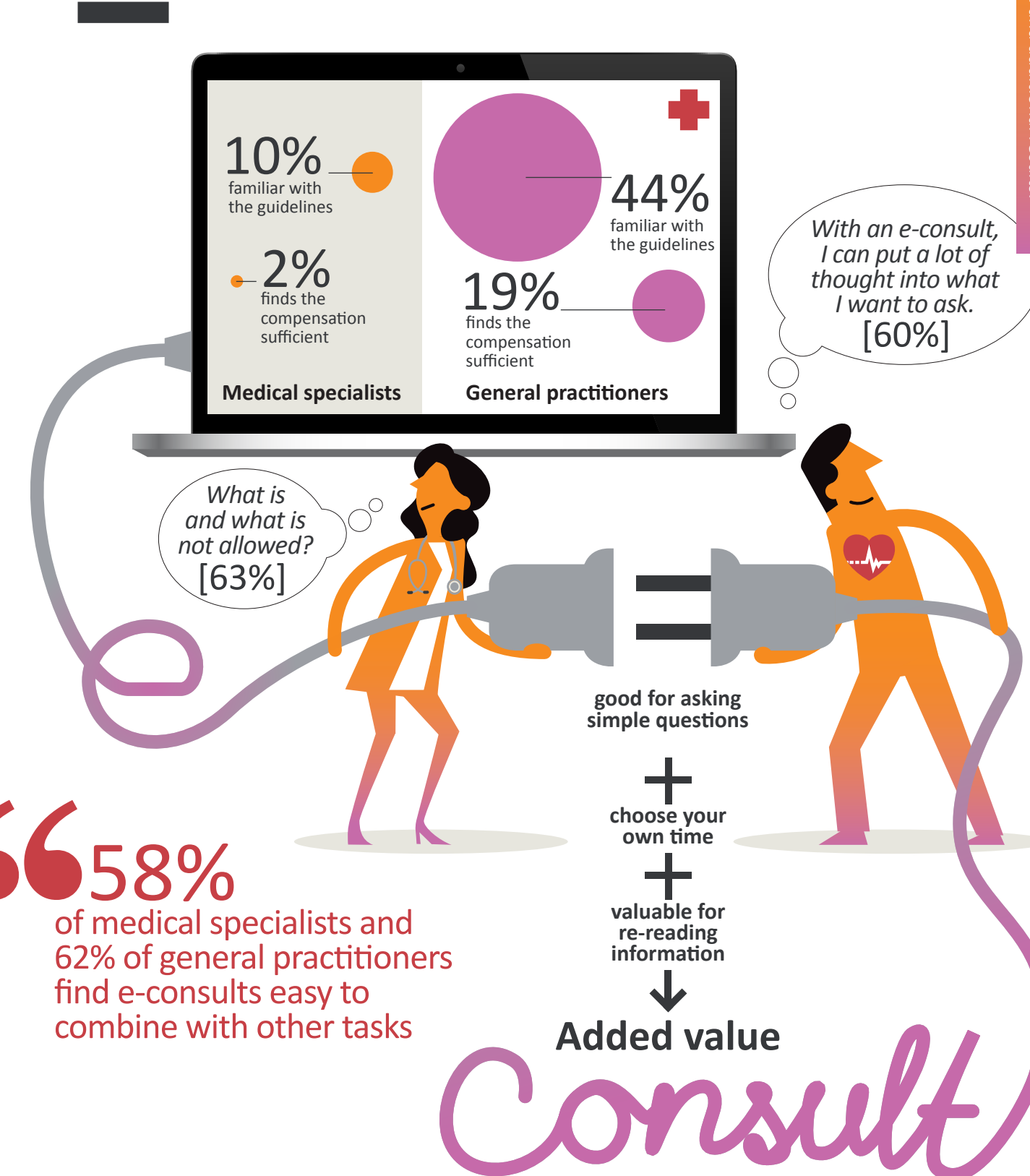Download the report at ehealth-monitor.nl

Ease and service

`CH3`

Doctors and healthcare users are positive about **online contact.** However, there is still a lot of confusion about the application and its use.

Will my healthcare professional be easier to reach thanks to online contact?

Is online contact an addition to face-to-face patient contact?

And is it secure?

asking a question
46%
37% appointment reminder

4%

21%

Availability of online contact medical specialists

filling a prescription
76%

62% asking a question

18%

4% usage by healthcare users

Availability of online contact general practitioners

46% of healthcare users consider online contact as something that suits them

Confusion about **e-consults**. Doctors and healthcare users that have experience with e-consults are more positive about using e-consults.

`CH3`

10% familiar with the guidelines

2% finds the compensation sufficient

Medical specialists

44% familiar with the guidelines

19% finds the compensation sufficient

General practitioners

With an e-consult, I can put a lot of thought into what I want to ask. [60%]

What is and what is not allowed? [63%]

good for asking simple questions
+
choose your own time
+
valuable for re-reading information
↓
Added value

58% of medical specialists and 62% of general practitioners find e-consults easy to combine with other tasks

Consult

Online access

`CH4`

Increased **online access** with medical specialists.

2017
2015
2016
2014

50%
40%
30%
20%
10%
0%

Medical specialists provide patients with online access to the following parts of the medical record:
— diagnoses
— laboratory results
— prescribed medication
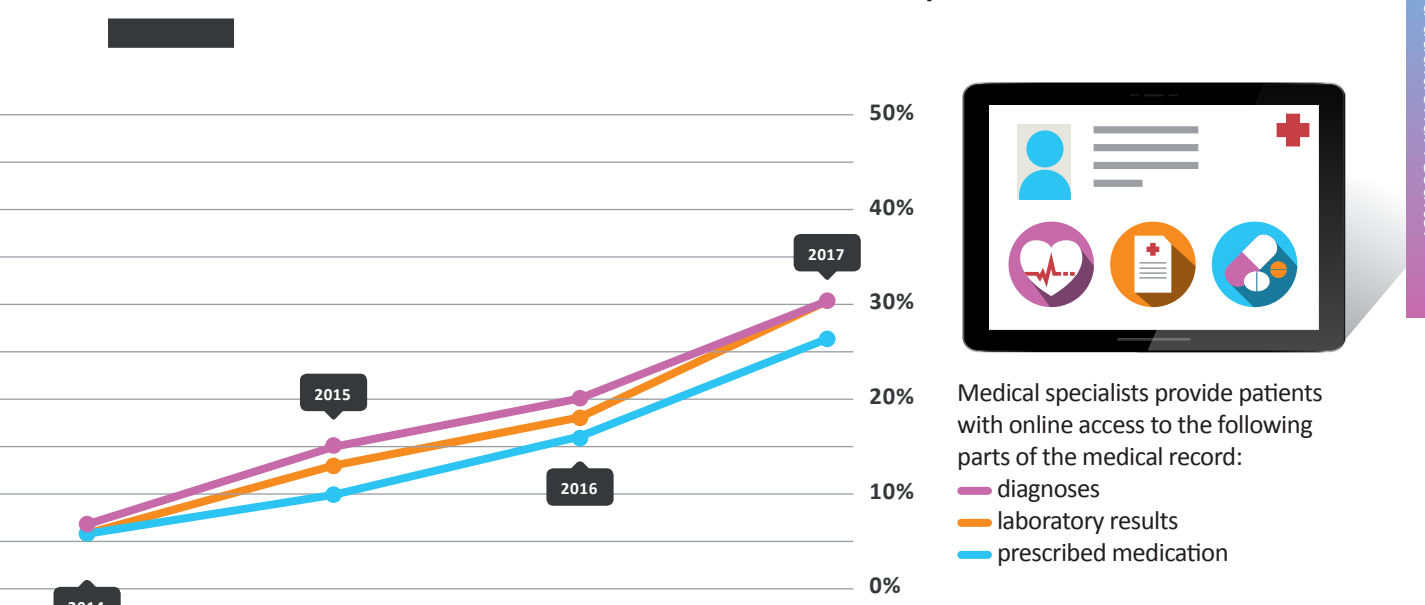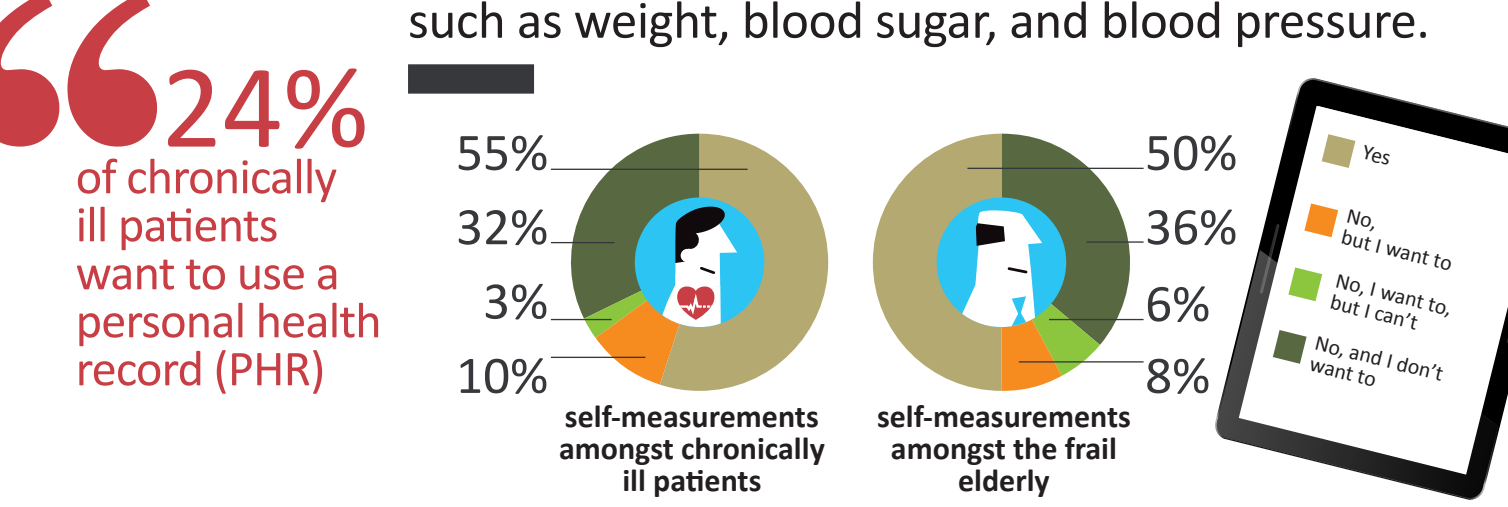
After gaining experience with **online access**, chronically ill patients appreciate its added value.

65% of healthcare users do not know whether it is possible to access their medical specialist's records online

Better prepared for appointment **30%**

More involvement in my treatment **34%**

No advantages **27%**

Check my medical information **43%**

Faster/better insight **47%**

added value

Self-management and online treatment
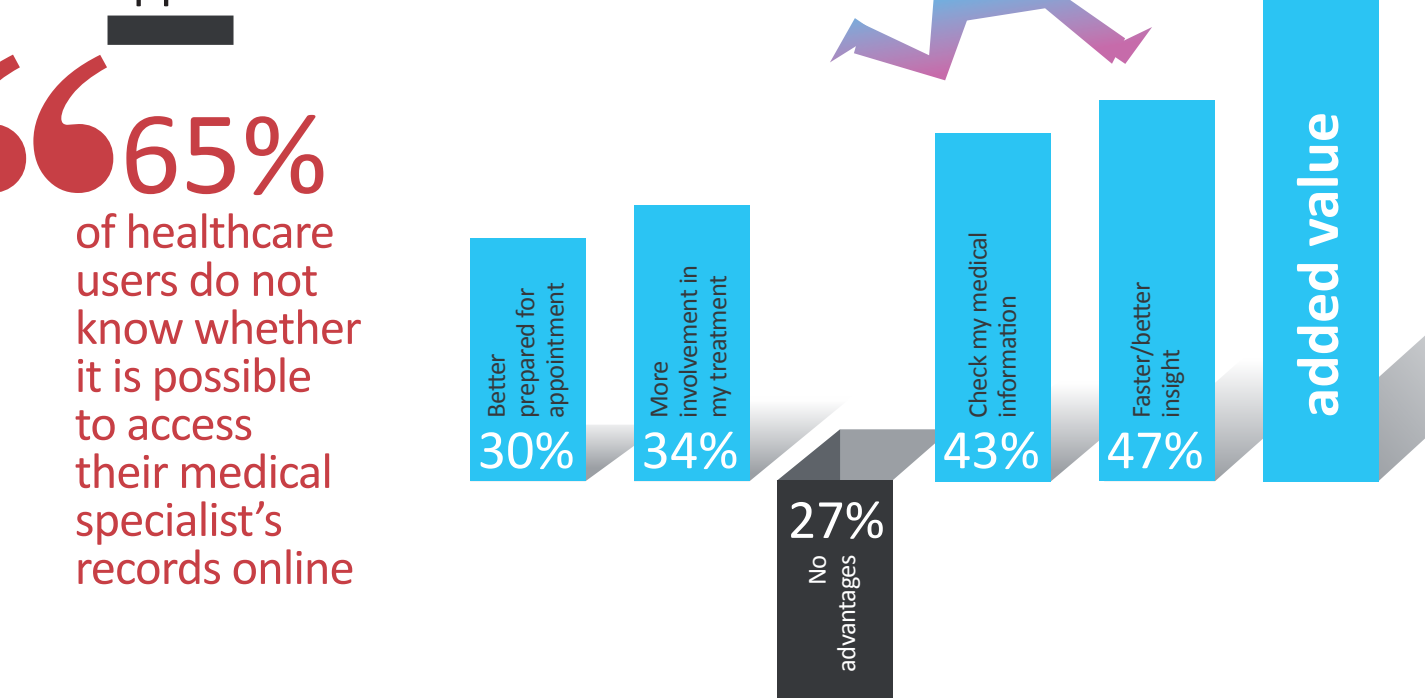
Half of mental health nurse practitioners (MHNPs) want decision support. They also want research into **eMental Health**.

app

Use of eMental Health by MHNPs

98% of MHNPs use eMental Health for some patients

73% find it does add value for some of the patients

Needs by MHNPs

73% say they miss guidelines or objectives

58% wants information on the effects of eMental Health

Suitability of eMental Health according to MHNPs

33% of MHNPs do not think that what is being offered corresponds to the education level of many of the patients

46% of MHNPs do not think that what is being offered is in line with the digital skills of many of the patients

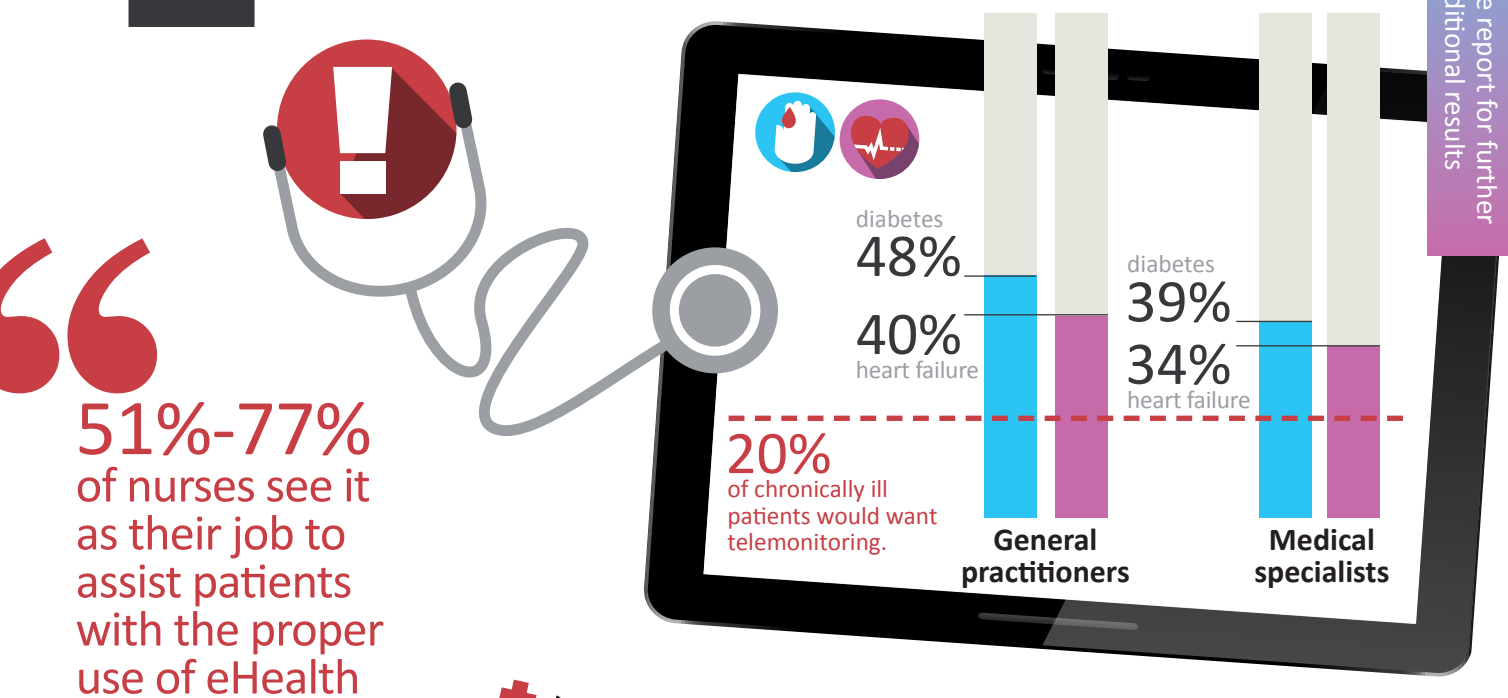"**24%** of chronically ill patients want to use a personal health record (PHR)

Half of the chronically ill patients and the frail elderly take their own **medical measurements** such as weight, blood sugar, and blood pressure.
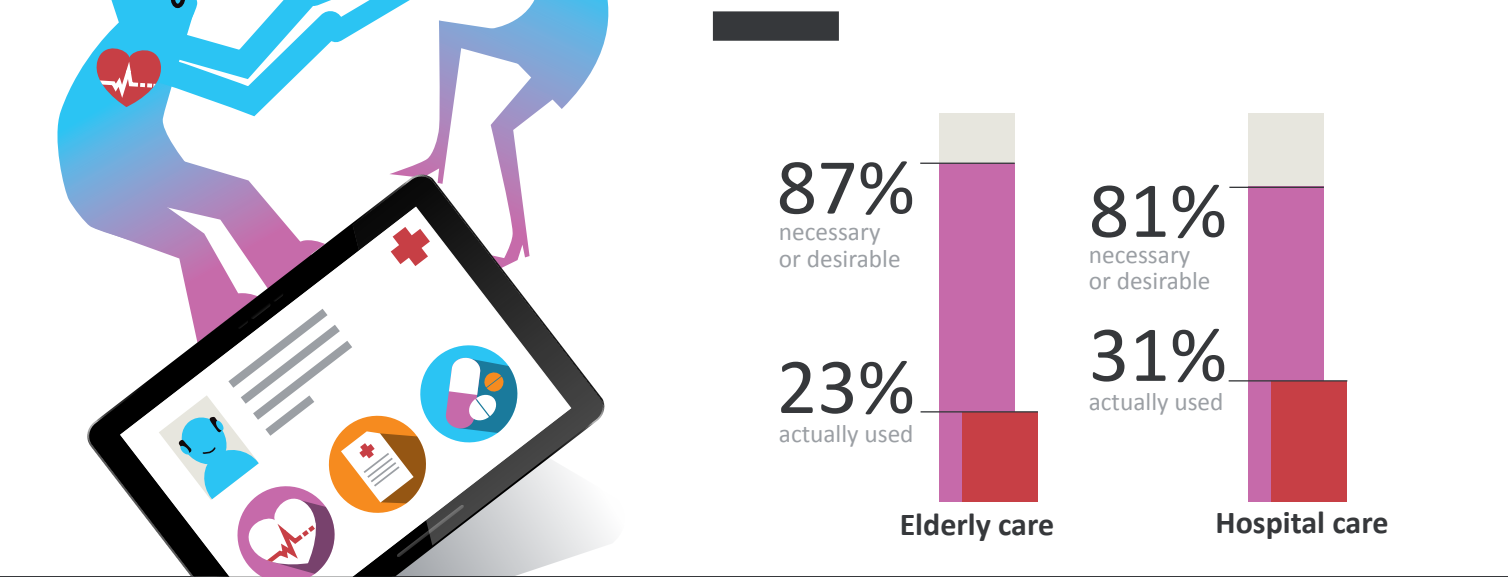
55%
32%
3%
10%

self-measurements amongst chronically ill patients

50%
36%
6%
8%

self-measurements amongst the frail elderly

Yes
No, but I want to
No, I want to, but I can't
No, and I don't want to

Remote guidance and support

Doctors consider **telemonitoring** relevant for patients with diabetes and heart failure.

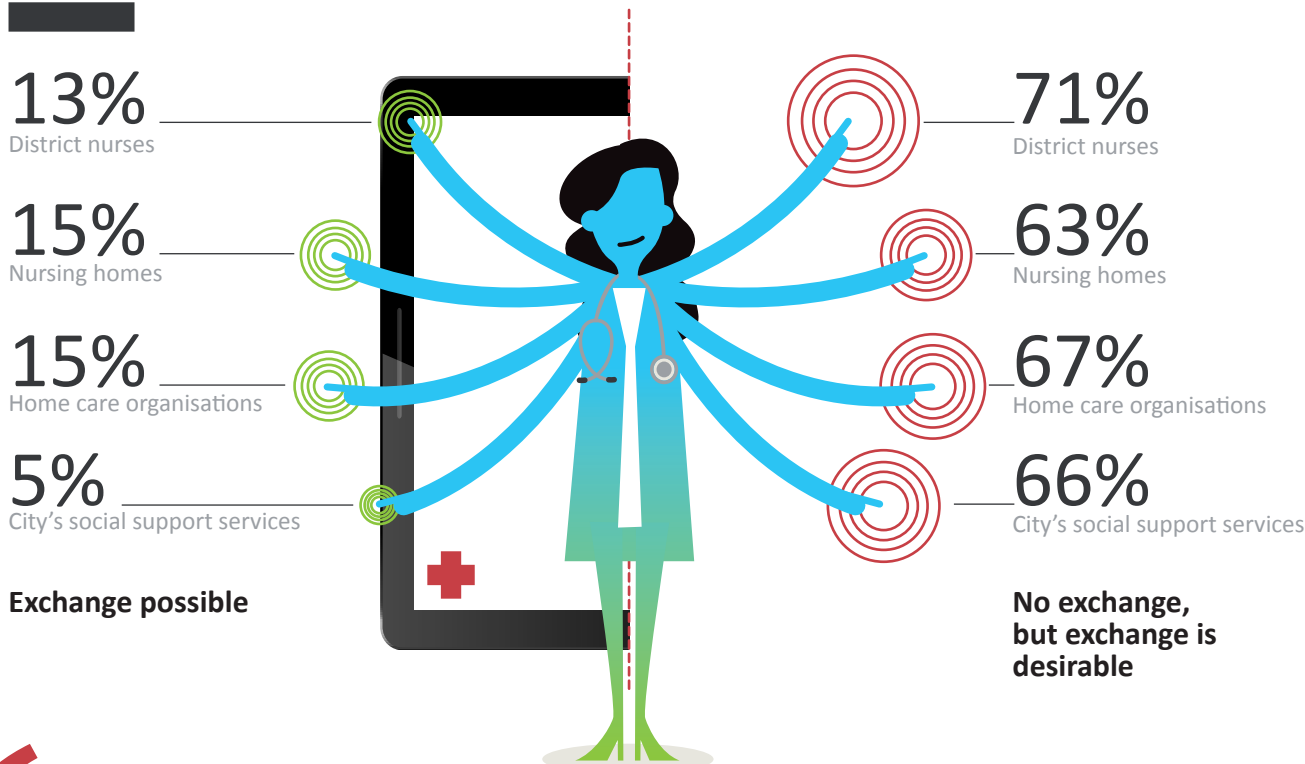"**51%-77%** of nurses see it as their job to assist patients with the proper use of eHealth applications

diabetes **48%**
heart failure **40%**

20% of chronically ill patients would want telemonitoring.

General practitioners

diabetes **39%**
heart failure **34%**

Medical specialists

Nurses see opportunities for the improvement of **medication safety** through the use of digital double medication checks.

87% necessary or desirable
23% actually used

Elderly care

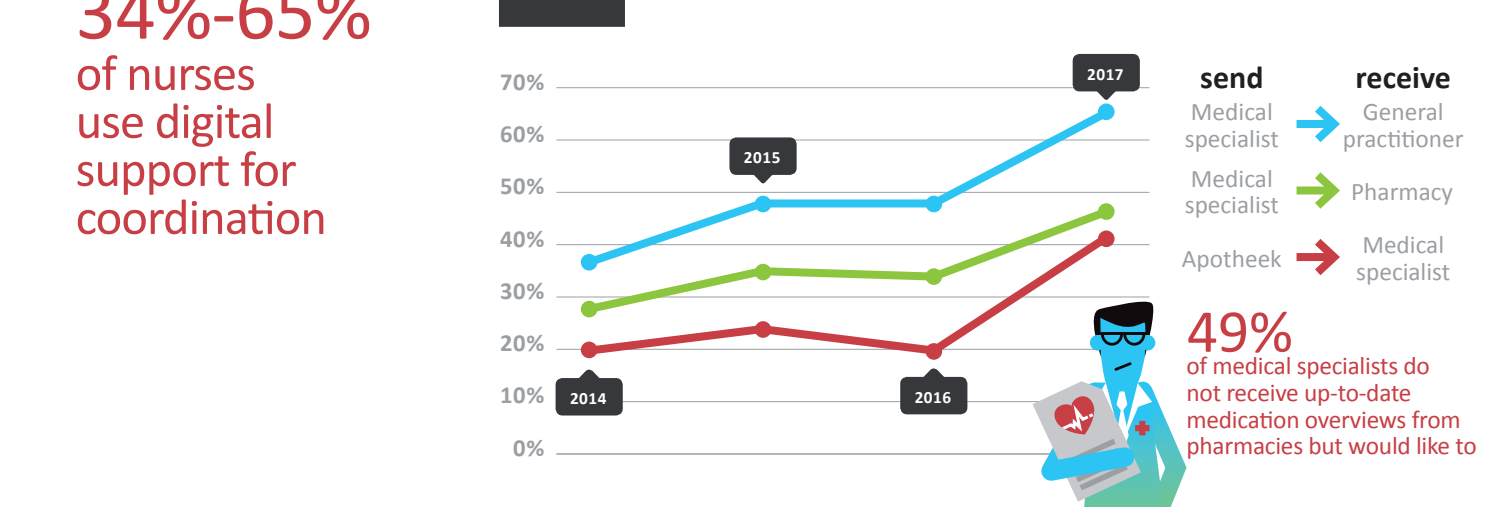**81%** necessary or desirable
31% actually used

Hospital care

Electronic record-keeping and communications between healthcare professionals

General practitioners are not yet able to **exchange digital information** with all local organisations and healthcare professionals.

13% District nurses
15% Nursing homes
15% Home care organisations
5% City's social support services

Exchange possible

71% District nurses
63% Nursing homes
67% Home care organisations
66% City's social support services

No exchange, but exchange is desirable

"**34%-65%** of nurses use digital support for coordination

Medical specialists that can send or receive up-to-date **medication overviews**:

2017
2015
2014
2016

70%
60%
50%
40%
30%
20%
10%
0%

send
Medical specialist
Medical specialist
Apotheek

receive
General practitioner
Pharmacy
Medical specialist

49% of medical specialists do not receive up-to-date medication overviews from pharmacies but would like to

Recommendations

1. Consciously choose eHealth

Encourage decision-making. *Why* opt for eHealth solutions? *What* do healthcare professionals want to achieve with them and with *whom*?

2. Encourage improvement of digital information exchange and double medication checks

Encourage improvement of existing options for standardized digital information exchange.

Focus on the roll-out of digital double medication checks in elderly care and hospital care.

3. Encourage experience in education and higher education, create ambassadors

Improve integration of eHealth in curricula.

Offer the option to gain experience, e.g. with test labs.

Find ambassadors and support them in promoting the use and necessity of eHealth.

4. Inform, communicate and guide

Make information on rules, financing and legislation for eHealth applications (such as e-consults) part of new or revised guidelines and healthcare standards.

Actively offer eHealth at a time when it is relevant to the healthcare user.

5. Study good/bad practices

Analysis of good and bad practices provides insight into the processes and factors that underpin a successful or failed implementation.

"Would you like to know more about the results of this eHealth-monitor? Go to ehealth-monitor.nl

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