

eHealth at different speeds



In healthcare, digital applications are used to varying degrees. The complexity of the care process, the interaction between the healthcare user and the healthcare provider and the sense of urgency all affect the use of digital applications. Vision, trust and strong digital skills can influence the increase in the use of eHealth.

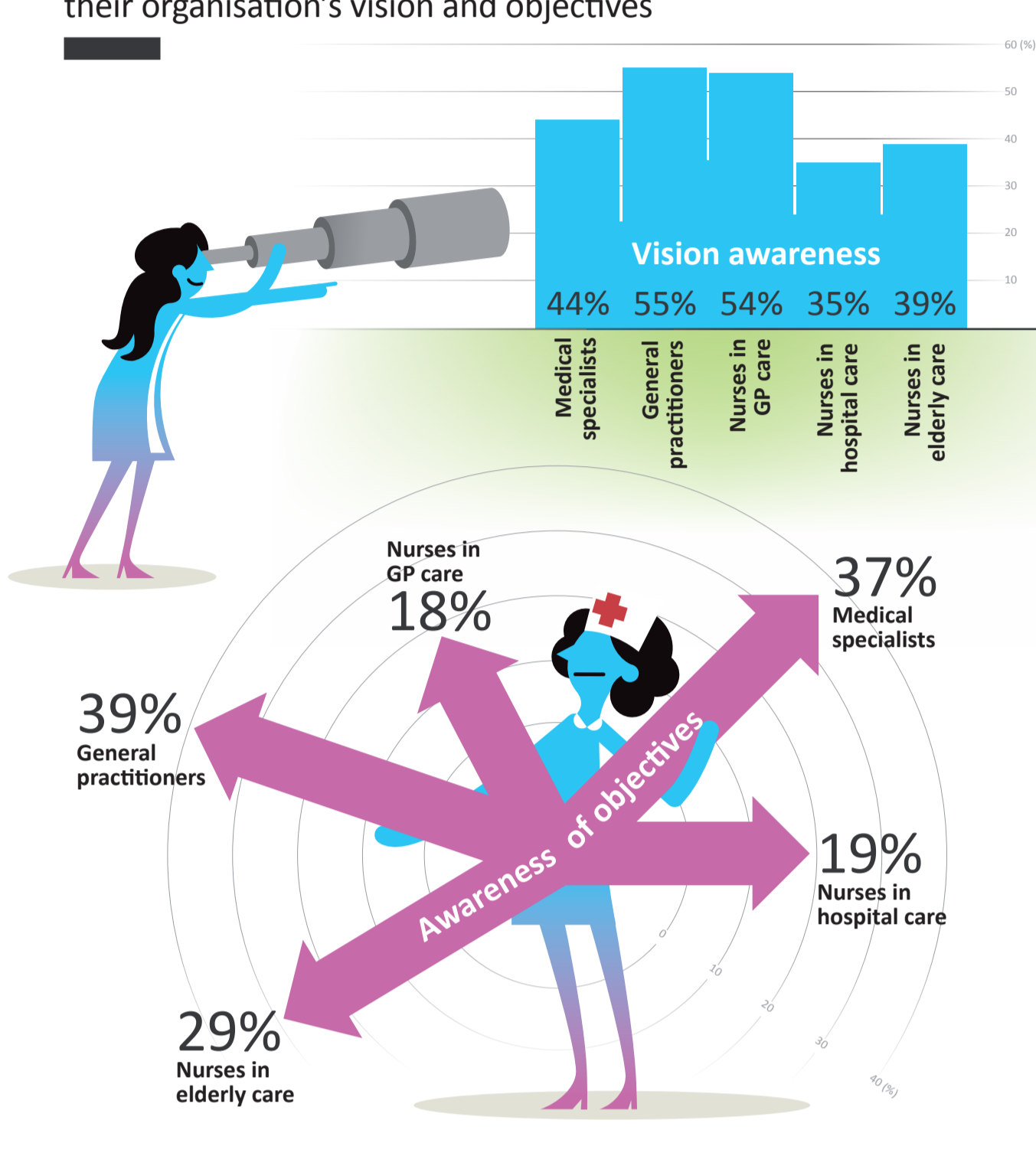
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Policy, skills and trust

CH2

See Chapter 2 of the report for further explanation and additional results.

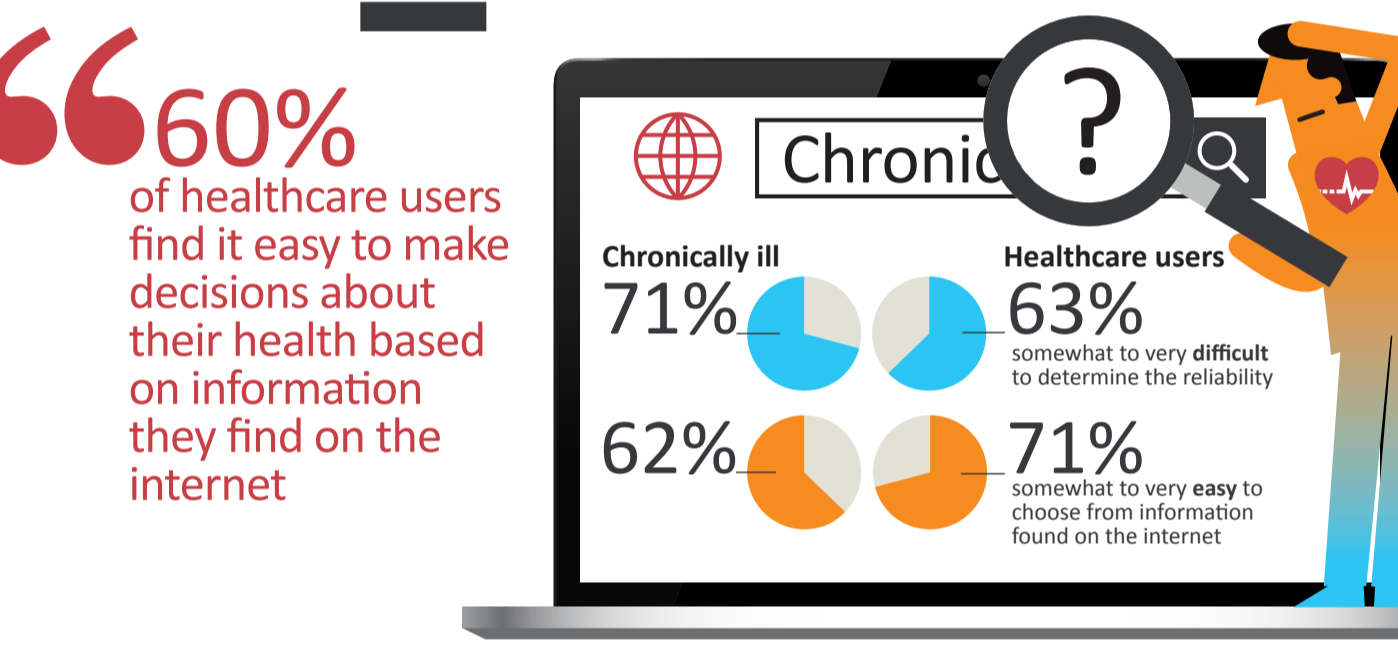
Healthcare providers are often unaware of their organisation's vision and objectives



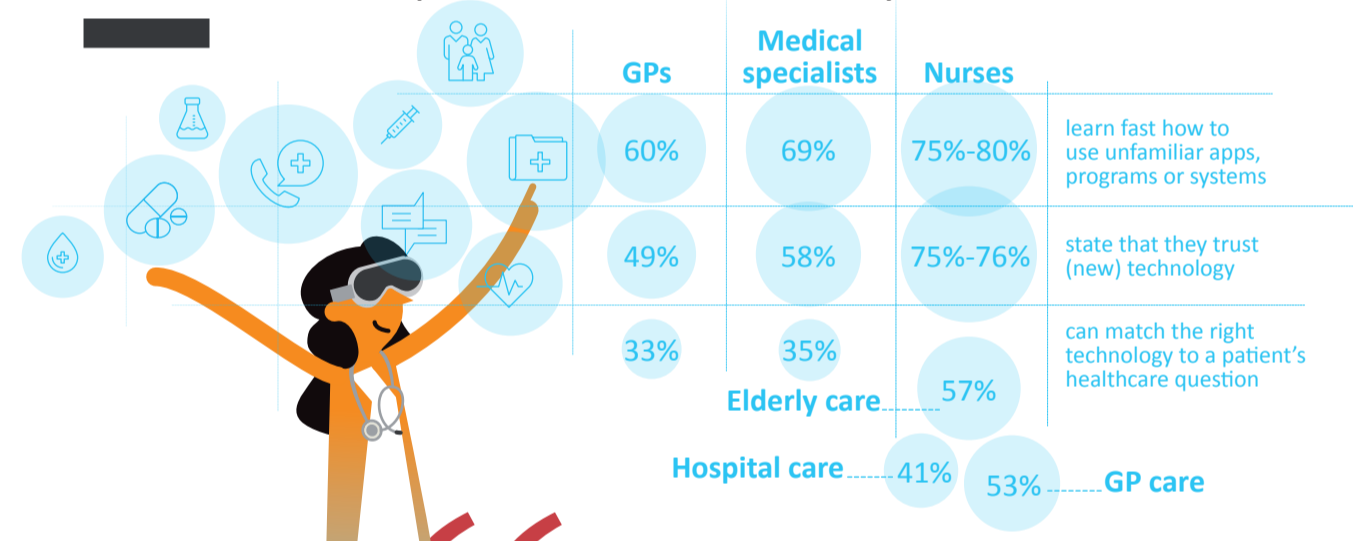
People with a chronic condition often find it difficult to estimate the reliability of digital health information

CH2

See Chapter 2 of the report for further explanation and additional results.



Healthcare providers feel digitally skilled, but the technical possibilities are not always known



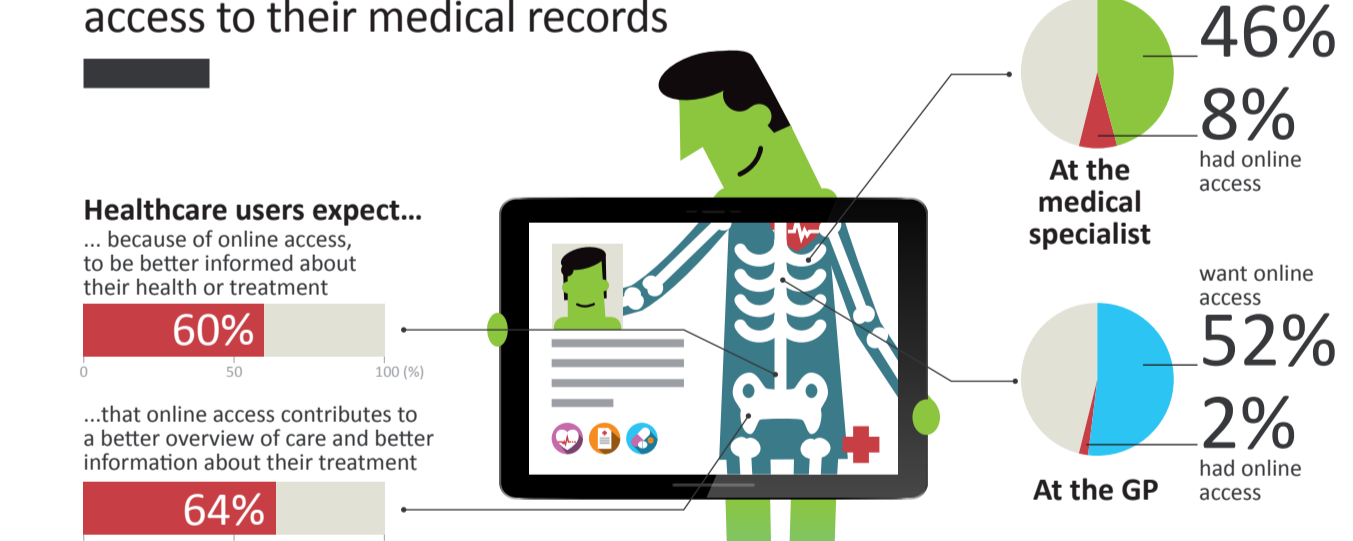
49%-56% of the healthcare providers in elderly and hospital care are familiar with the technological possibilities within their organisation

Online access

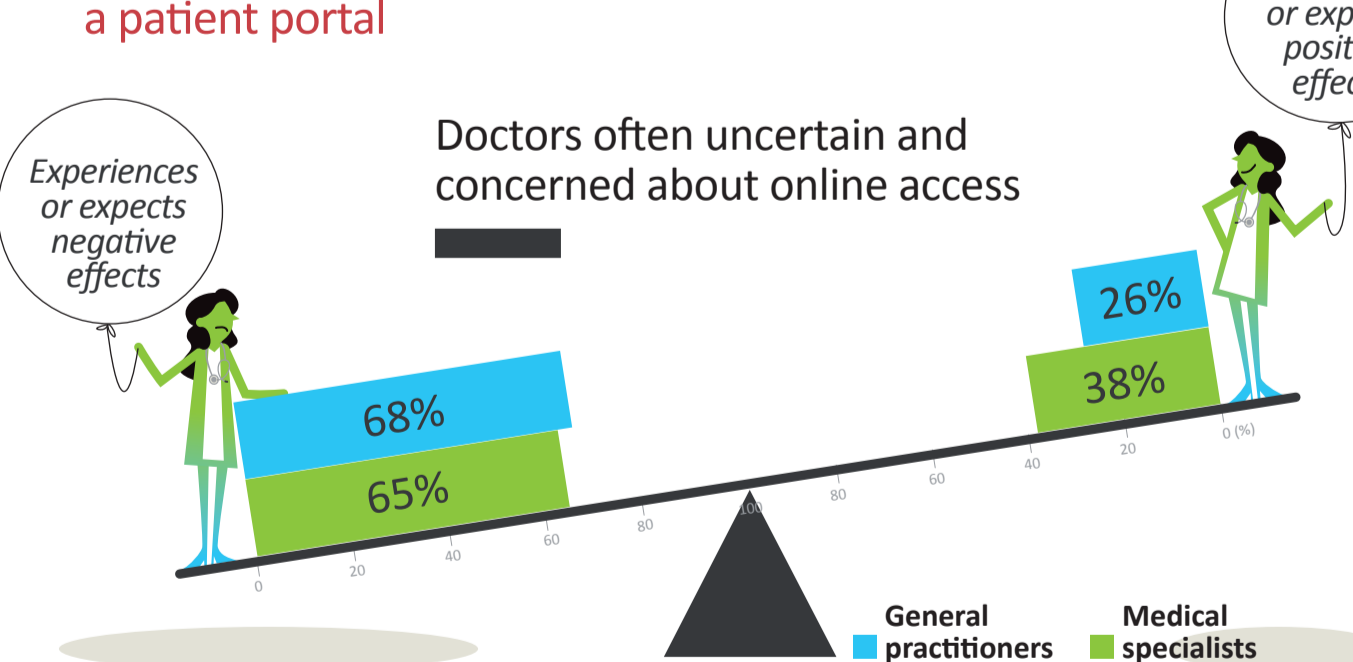
CH3

See Chapter 3 of the report for further explanation and additional results.

Half of healthcare users want online access to their medical records



88% of nurses in elderly care find it desirable to have a patient portal

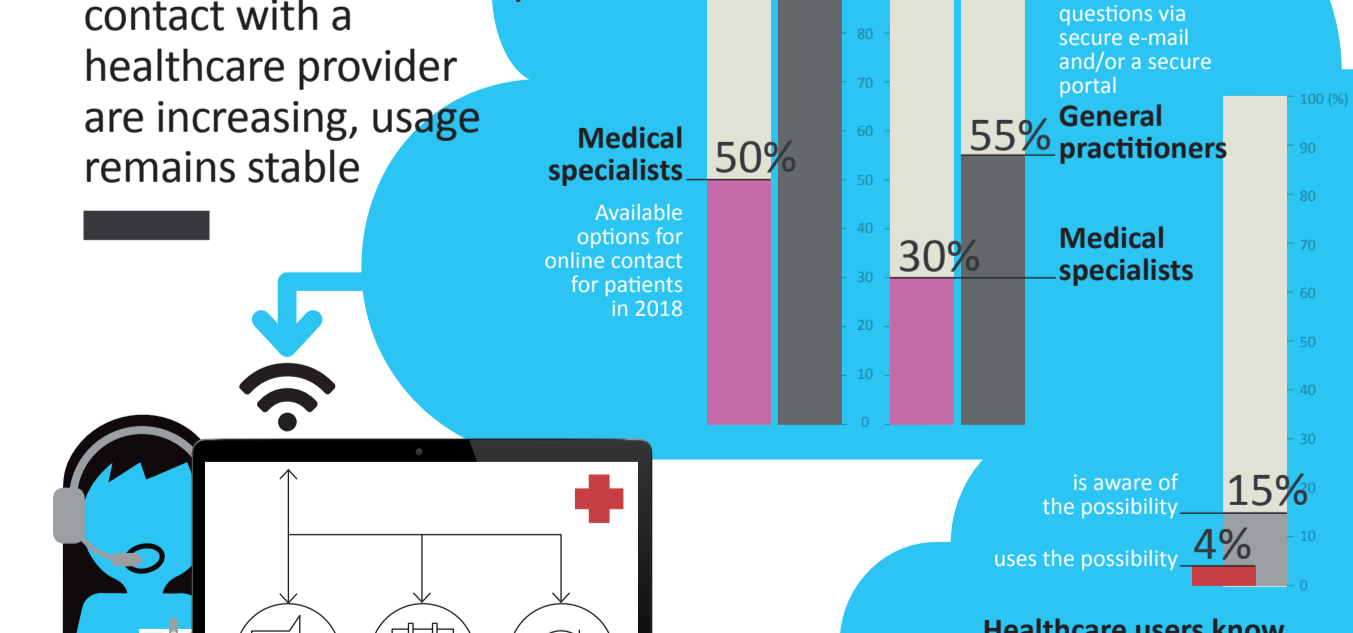


Ease and service

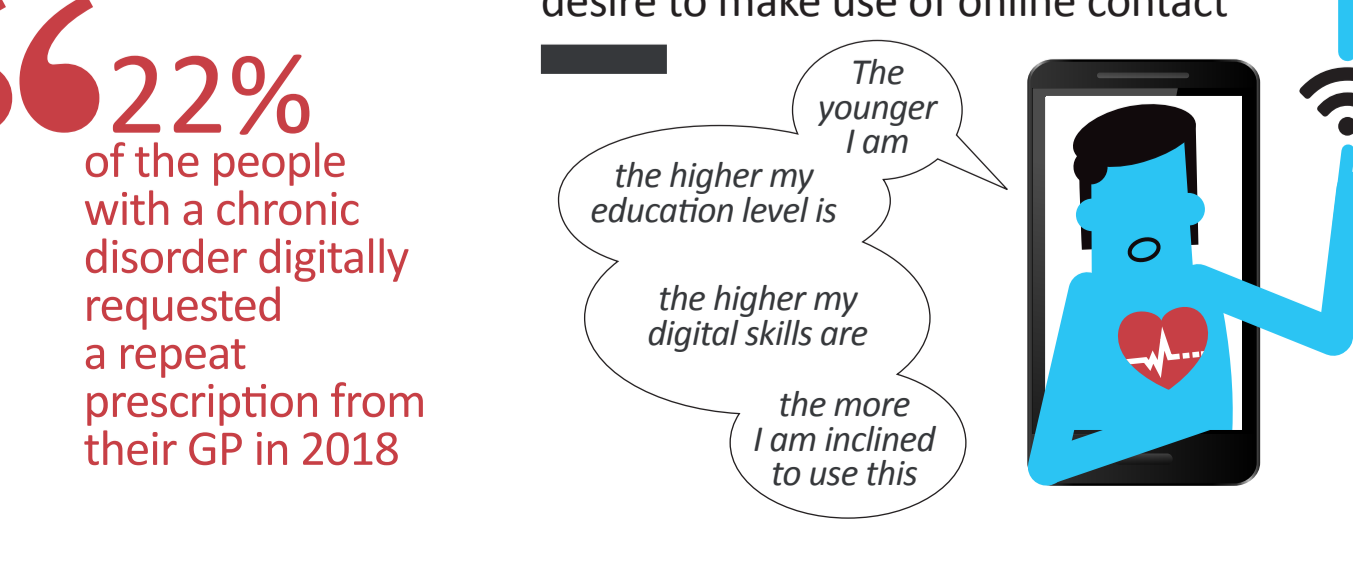
CH4

See Chapter 4 of the report for further explanation and additional results.

Options for online contact with a healthcare provider are increasing, usage remains stable

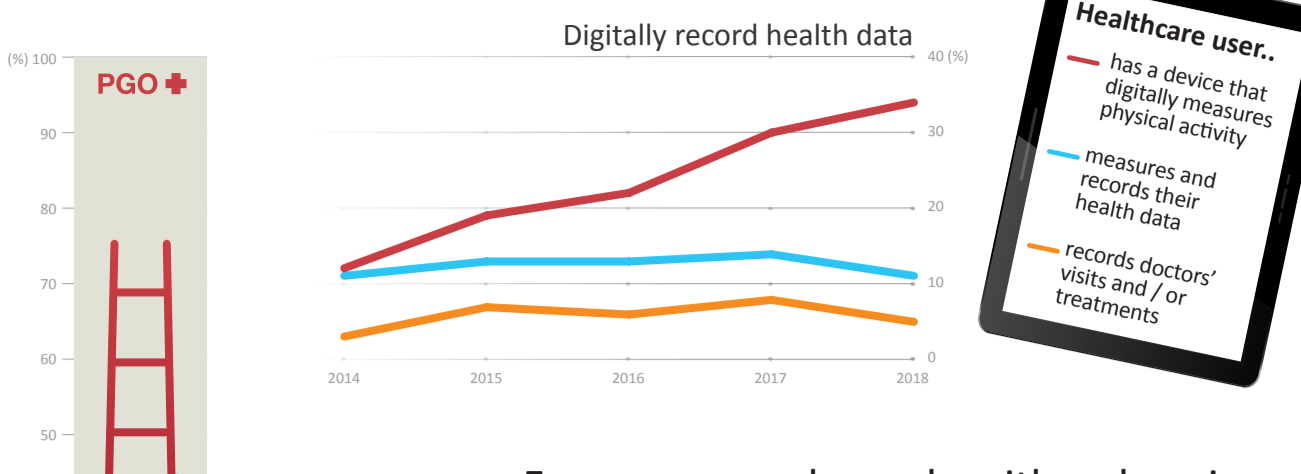


22% of the people with a chronic disorder digitally requested a repeat prescription from their GP in 2018

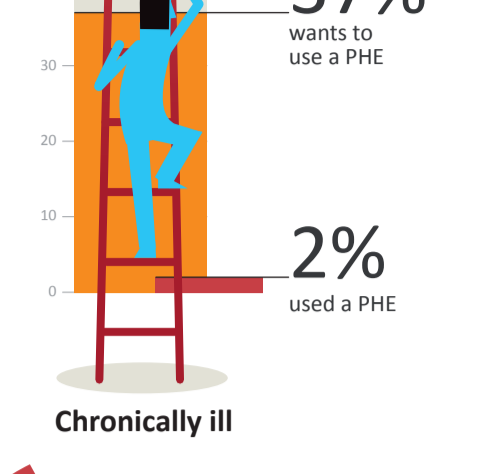


Self-management and PHEs

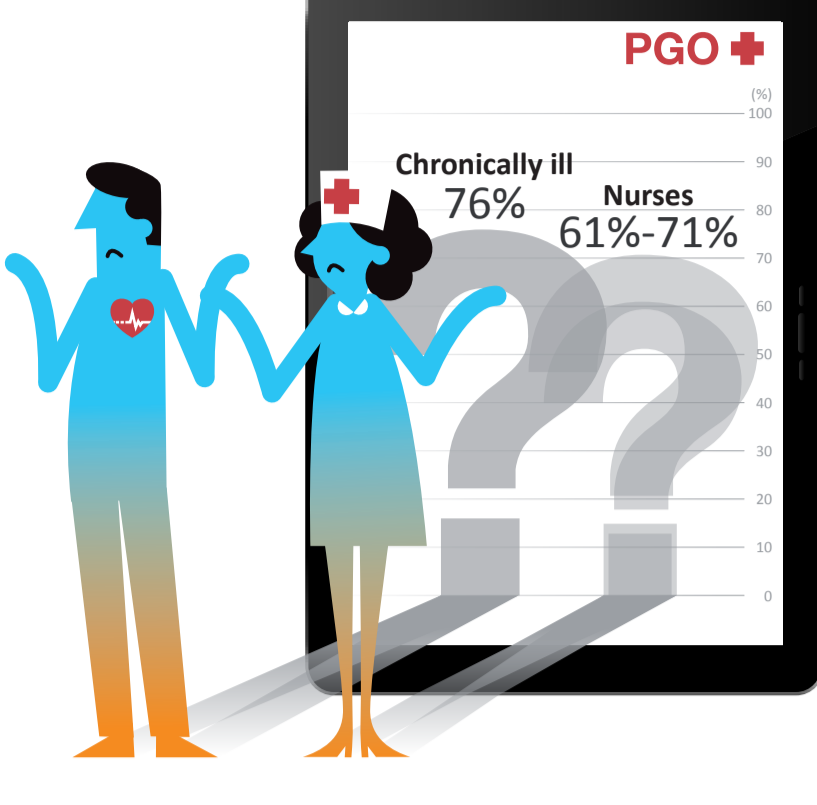
Over one third of people with a chronic condition have an interest in personal health environments (PHE)



Healthcare user.
 - has a device that digitally measures physical activity
 - measures and records their health data
 - records doctors' visits and / or treatments



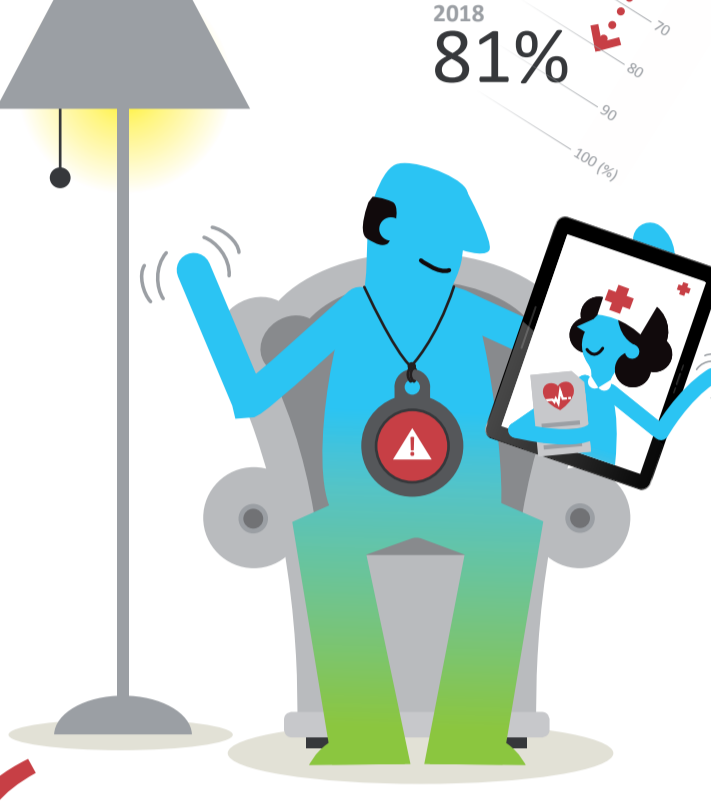
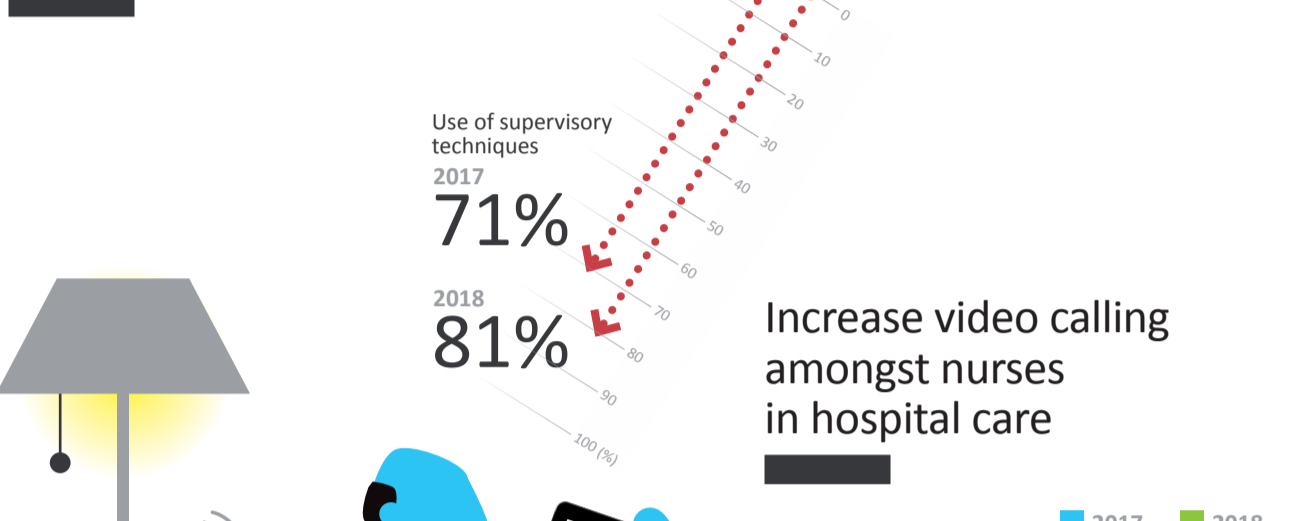
Few nurses and people with a chronic condition have heard of a PHE



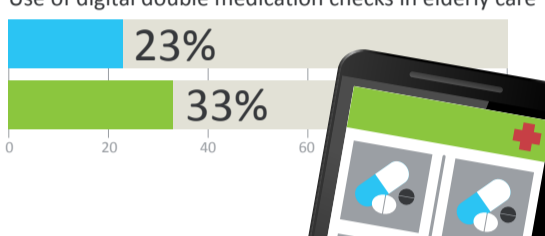
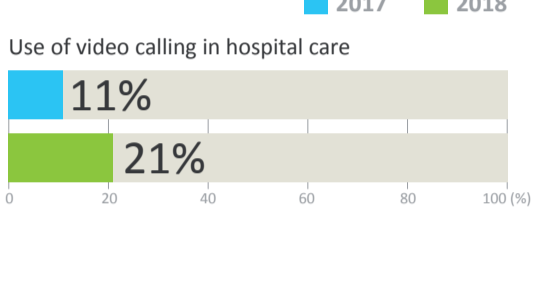
48% of GPs and 43% of medical specialists know (more or less) what a PHE is

Remote guidance and support

Possibilities for remote guidance and support increase for elderly care



Increase video calling amongst nurses in hospital care



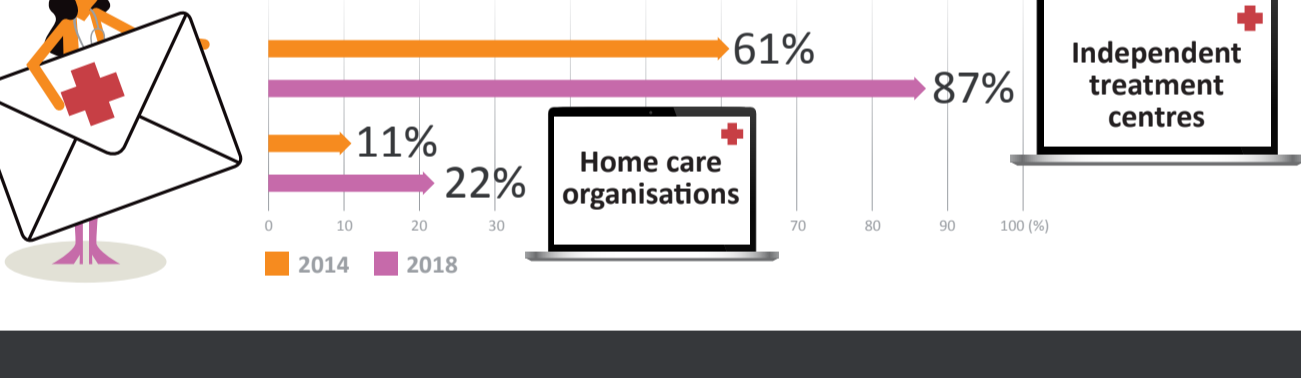
45% of nurses in GP care indicate that they use apps for care and health in direct patient care

Electronic communications between healthcare professionals

Nearly all nurses in GP care and hospital care record data electronically



GPs can increasingly electronically exchange information standardised



Recommendations

Recommendations for policymakers and interest groups

Change is being fuelled by reflection, sharing and learning. Our recommendations for policymakers, (representatives of) directors, (representatives of) healthcare providers, patient organisations and market parties are based on the current status quo and the findings of this study, they are neither linear nor exhaustive. Our recommendations need to be considered holistically.

1. Positioning of E-Health - have a clear vision and policy and ensure that these are known

Who: Board and management of care organisations, umbrella organisations for care providers and healthcare users.
What: Develop a future-proof vision on eHealth, in consultation with stakeholders. This vision should form the basis of a learning cycle.
Why: Vision and objectives are not always known, especially within elderly and hospital care.

3. Facilitate healthcare users to use eHealth to their advantage

Who: Government, healthcare providers and interest groups for healthcare consumers, and patients.
What: Provide awareness amongst and support for healthcare users to use online access and PHEs to their advantage.
Why: When learning to use, starting to use and continuing to use online access, many healthcare users need help and support.

Care innovation requires a change of attitude from all stakeholders

Who: Healthcare providers, in consultation with ICT suppliers.
What: Provide healthcare users with comprehensive information in their medical records.
Why: Healthcare users often have difficulty in assessing the reliability of information found on the internet.

2. Facilitate healthcare providers in offering and using eHealth

Who: Government, interest groups of healthcare providers, board/management of care organisations, nurses, and education institutes.
What: Work on raising awareness and sharing experience amongst healthcare providers regarding patient access and PHEs.
Why: Targeted information about rights, obligations and added value brings certainty and support and can promote a proactive attitude.

4. Develop a research agenda

Who: Research organisations and faculties, in consultation with ZonMw (The Netherlands Organisation for Health Research and Development) and the Government.
What: Develop a research agenda with an overview of required knowledge and of topics needed to be studied.
Why: The eHealth-monitor shows that there is still a lack of clarity about the beneficial use of eHealth, and because of this, discussions on the use and finance of eHealth applications cannot always be conducted properly.

There are real doubts and problems, and these deserve attention

Who: Government, interest groups of healthcare providers, board/management of care organisations, nurses, and education institutes.
What: Facilitate healthcare providers in the acquisition of knowledge regarding the availability and applicability of eHealth applications.
Why: Healthcare providers should be aware of the eHealth applications that are available inside or outside their organisation and they should know for which care-related questions these can be used for.

More insight into the effectiveness of an application, successful implementation processes, or how healthcare users deal with the information, is necessary to move towards the right care in the right place. A research agenda will help to address and prioritise the relevant themes

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