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.
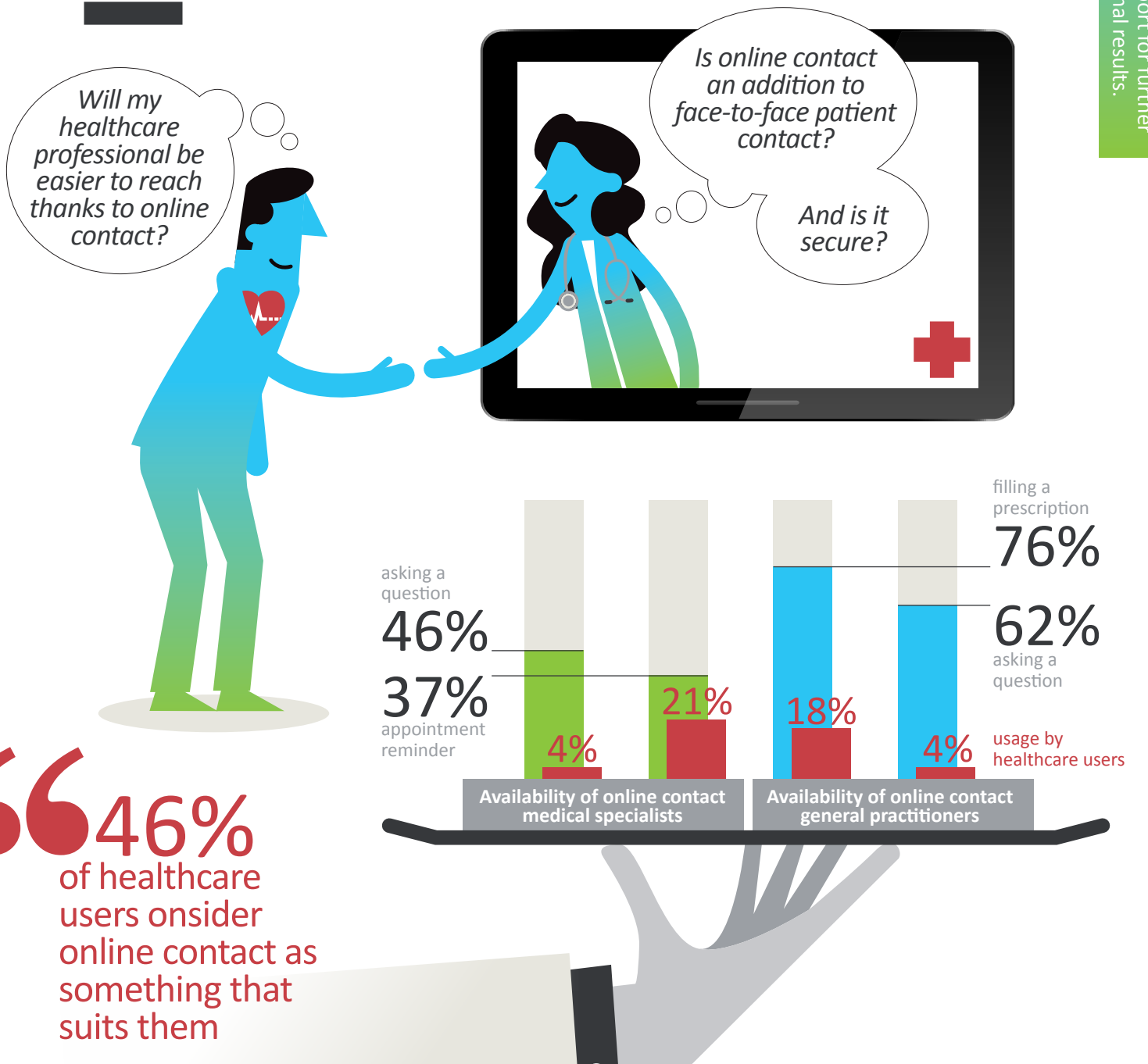
Download the report at ehealth-monitor.nl

Ease and service

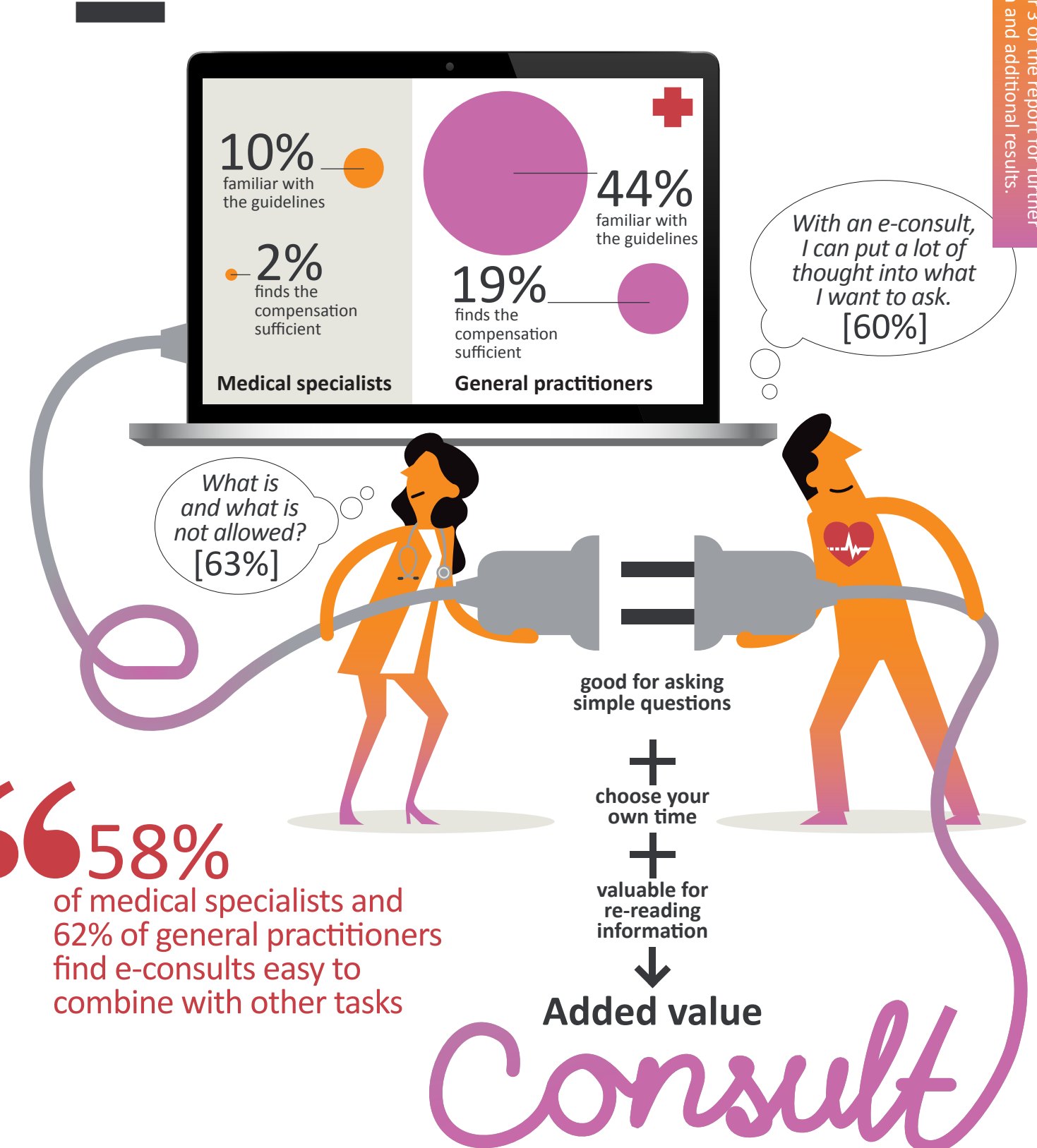CH3 — See Chapter 3 of the report for further explanation and additional results.

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?

Availability of online contact medical specialists
- asking a question 46%
- appointment reminder 37%
- 4%
- 21%

Availability of online contact general practitioners
- filling a prescription 76%
- asking a question 62%
- 18%
- 4%

usage by healthcare users

" **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.

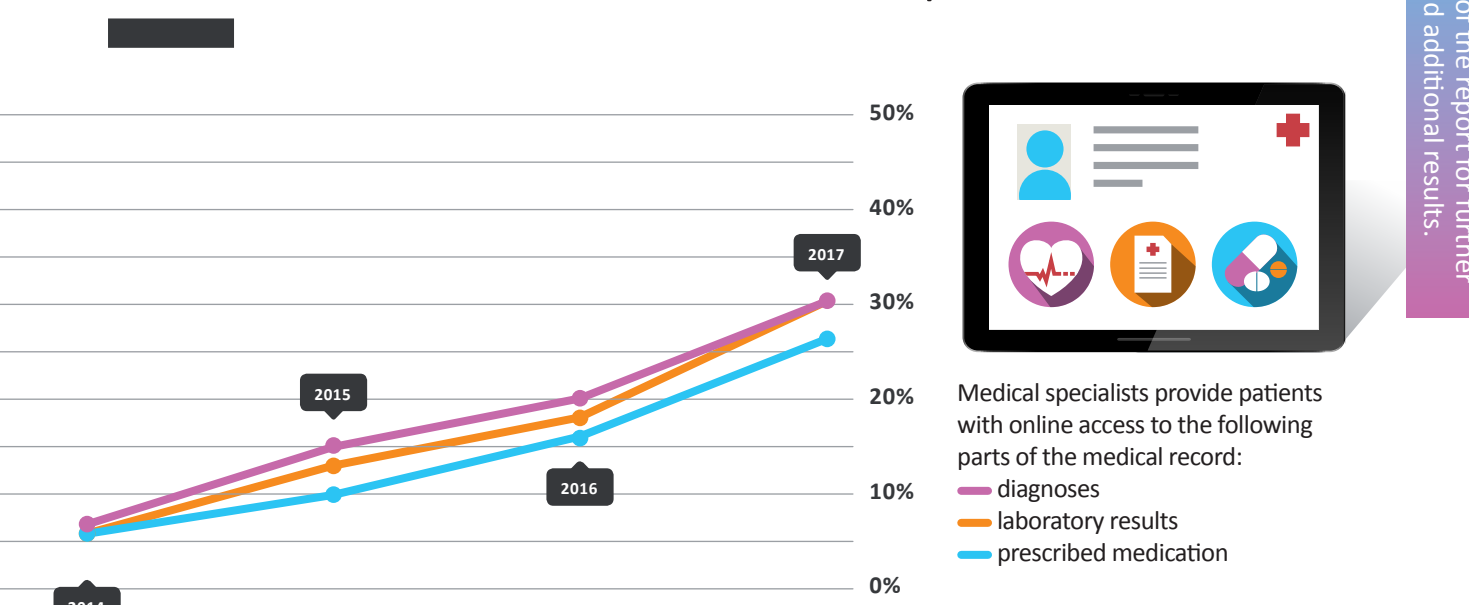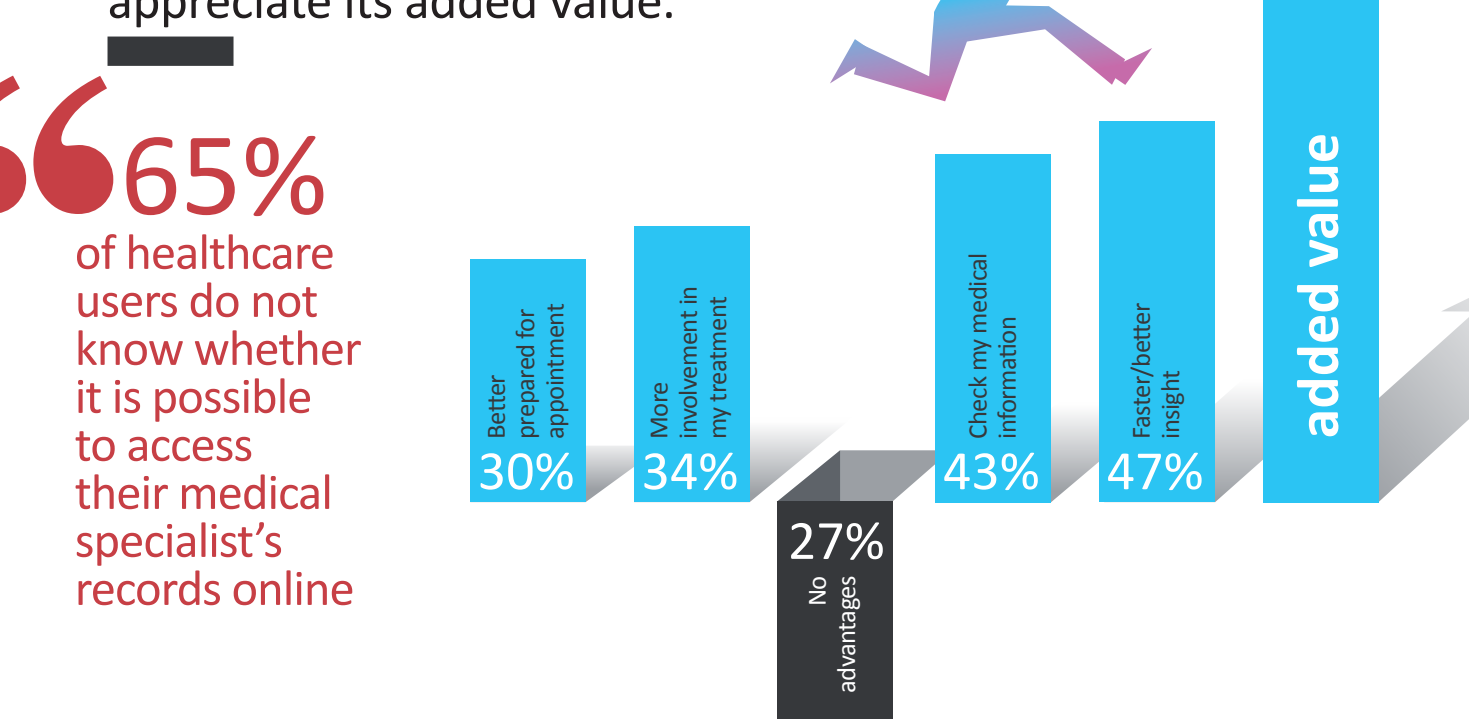CH3 — See Chapter 3 of the report for further explanation and additional results.

Medical specialists
- 10% familiar with the guidelines
- 2% finds the compensation sufficient

General practitioners
- 44% familiar with the guidelines
- 19% finds the compensation sufficient

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%]

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

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

Consult

Online access

CH4 — See Chapter 4 of the report for further explanation and additional results.

Increased **online access** with medical specialists.

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

2017
2015
2016
2014

Medical specialists provide patients with online access to the following parts of the medical record:
- diagnoses
- laboratory results
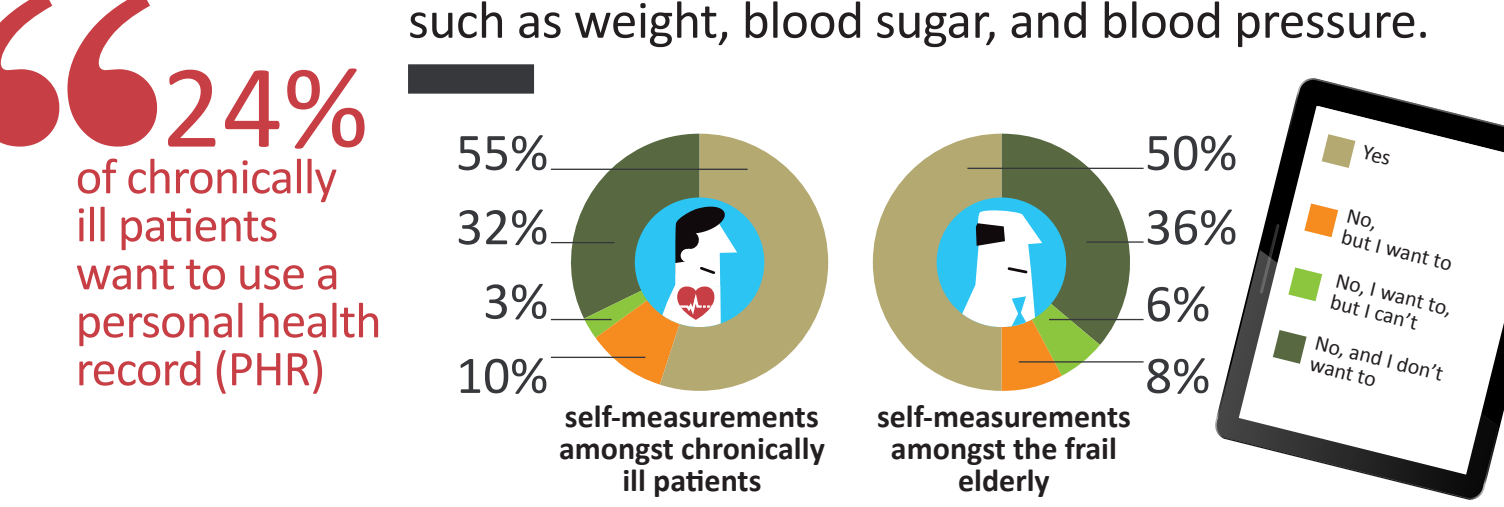- prescribed medication

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

added value

- Better prepared for appointment 30%
- More involvement in my treatment 34%
- No advantages 27%
- Check my medical information 43%
- Faster/better insight 47%

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
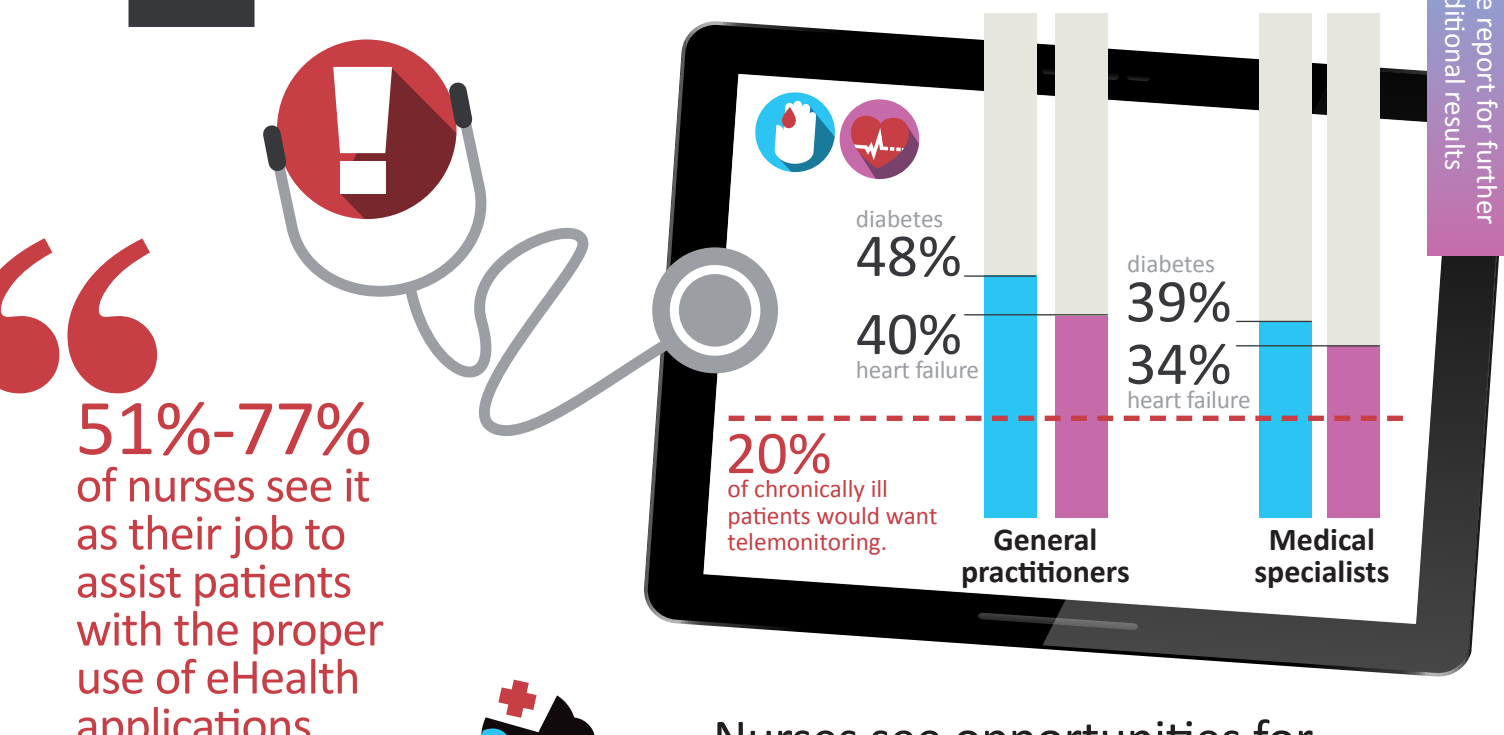
Half of the chronically ill patients and the frail elderly take their own **medical measurements** such as weight, blood sugar, and blood pressure.
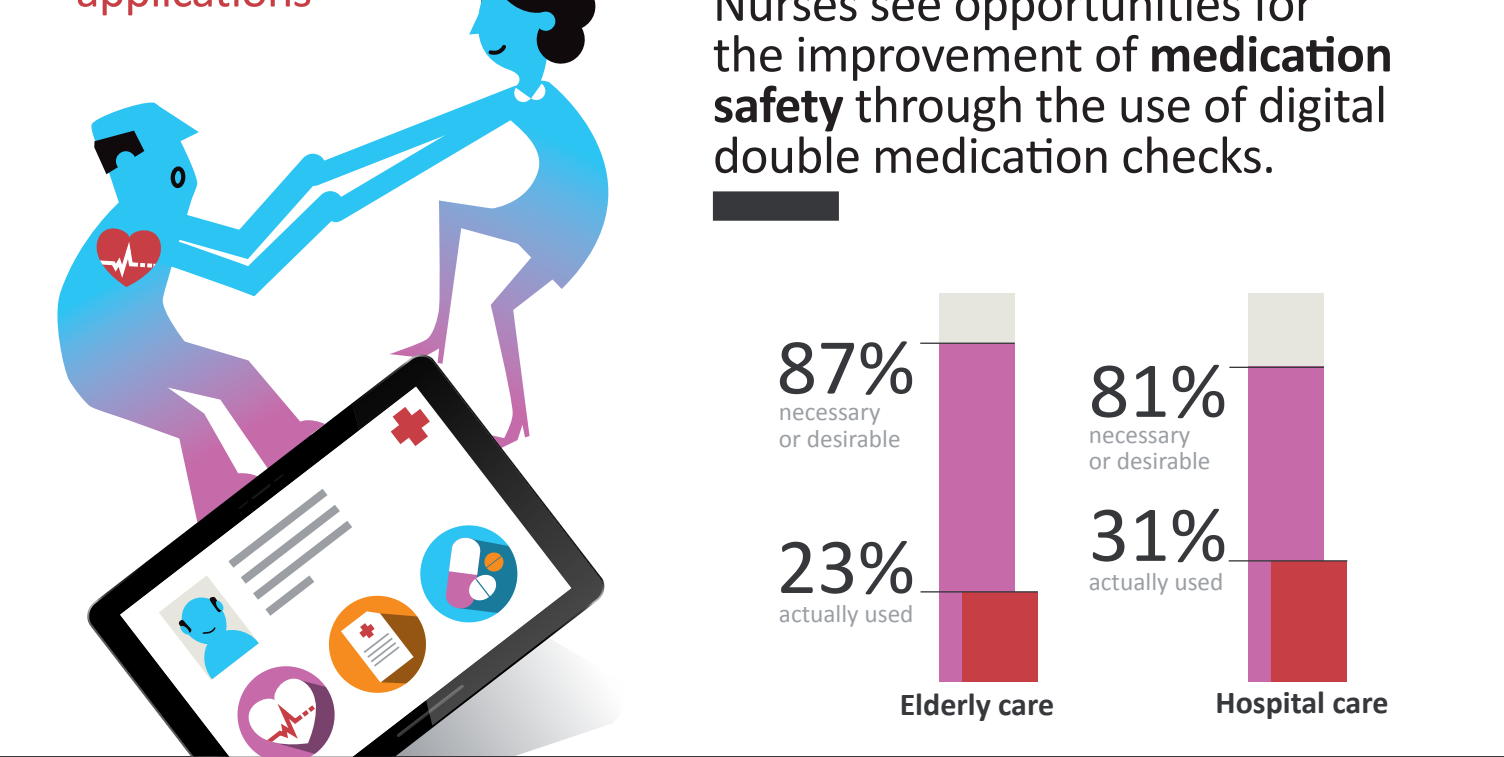
24% of chronically ill patients want to use a personal health record (PHR)

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.

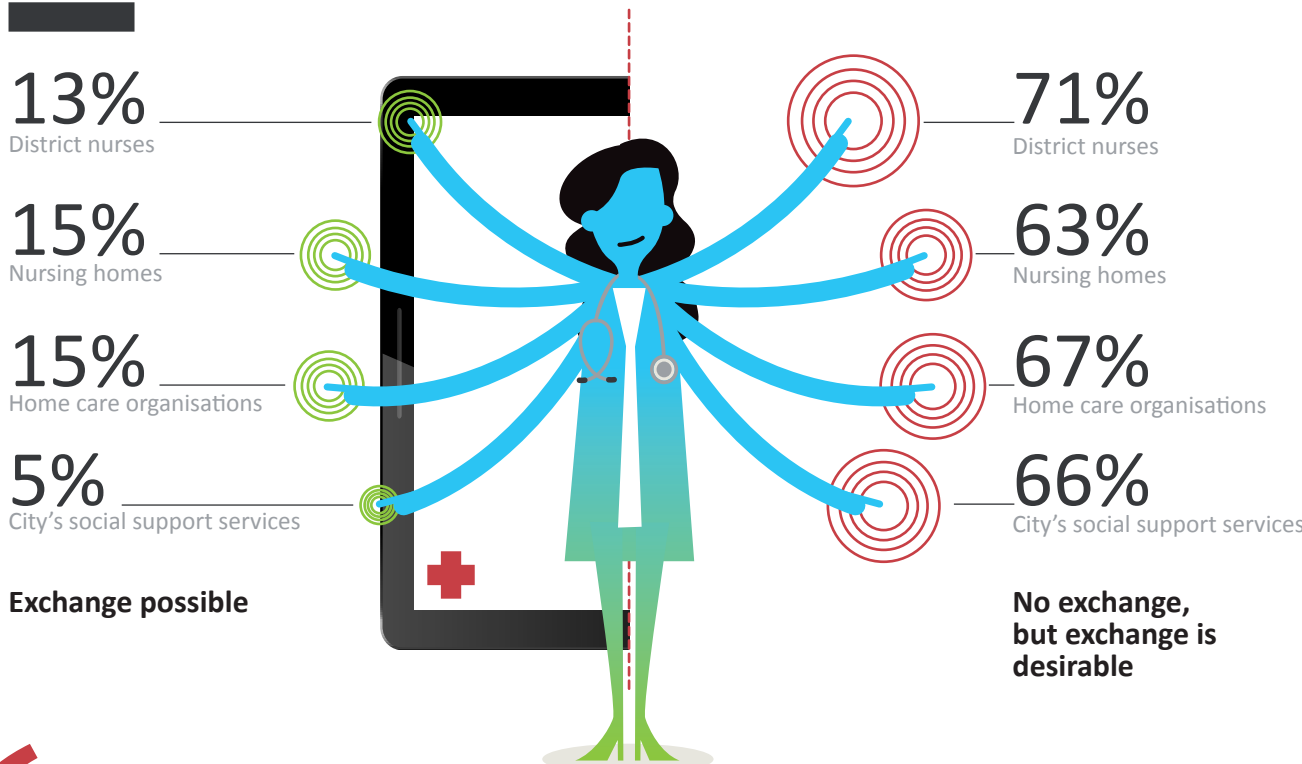**General practitioners**

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
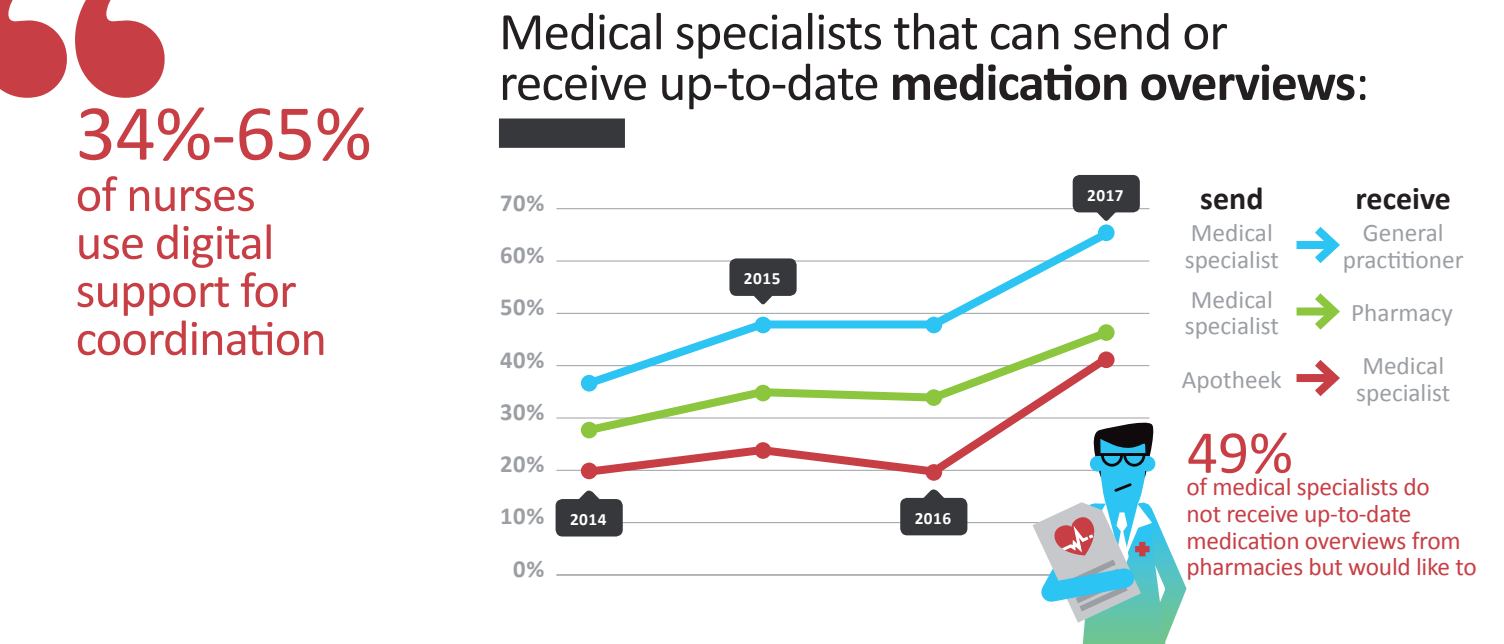**31%** actually used
Hospital care

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

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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 curriculums.

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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