

The Role of HIT/eHealth in Patient Engagement and Quality Improvement



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Definition



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HIT/eHealth is the use of technology platforms, e.g., EMRs and emerging interactive technologies to enable health improvement and health care services

- Electronic Health Records (EMRs, PHRs)
- Internet
- interactive TV
- interactive voice response systems (IVRS)
- internet-enabled mobile devices

Example



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Baylor University Study:
*Factors Influencing Log-On Rates in an eHealth Obesity Prevention Program
Promoting Healthy Eating and Physical Activity to 8-10 Year Old African American Girls*

Photo Source: USDA/ARS

Searching online for health information is one of the most popular online activities after e-mail and researching a product or service before buying. Popular searches include:

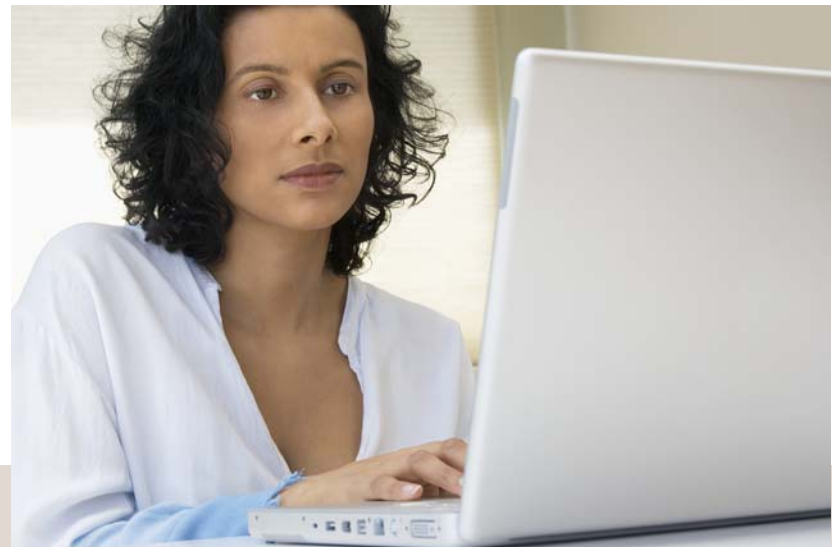
- medical treatments
- environmental health hazards
- mental health
- substance use

eHealth Stats



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87% percent of American Internet users believe they find reliable health care information online.





The majority of U.S. adults, both online and off, favor the adoption of new medical technologies by their doctors.

- Provider-Patient Electronic Communication and eVisits
- Electronic Medical Record (EMR)
- Personal Health Record (PHR)
- Wireless Devices

Electronic Medical Records



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Most online adults in the U.S. believe that the use of EMRs will

- reduce the frequency of medical errors
- lower health care costs
- improve the quality of care by eliminating redundant or unnecessary procedures

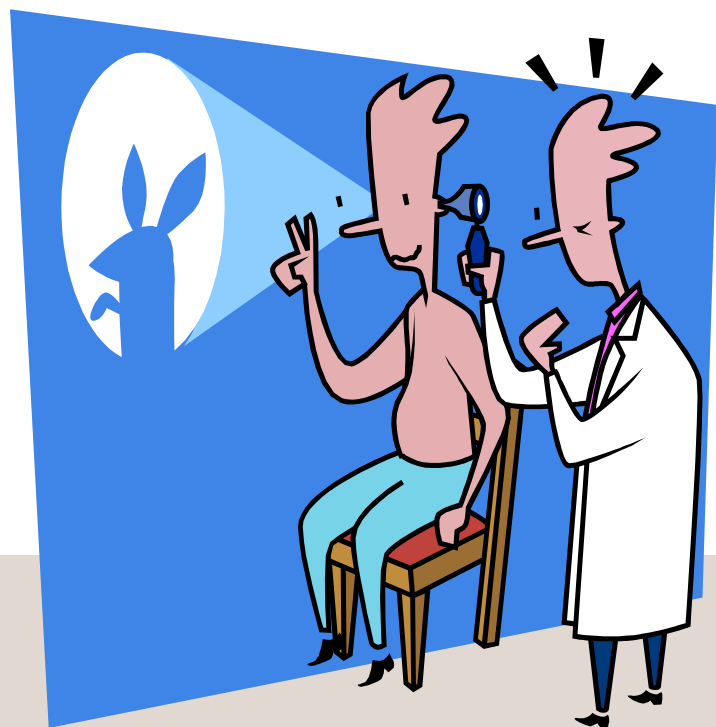


Engaging Patients



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- Content aimed toward personal demographics
- Salient and timely messaging
- Support for self-management
- Social support



Tailored messaging can be based upon such personal characteristics

- Age
- Race
- Gender
- Ethnicity
- Sexual orientation
- Primary language

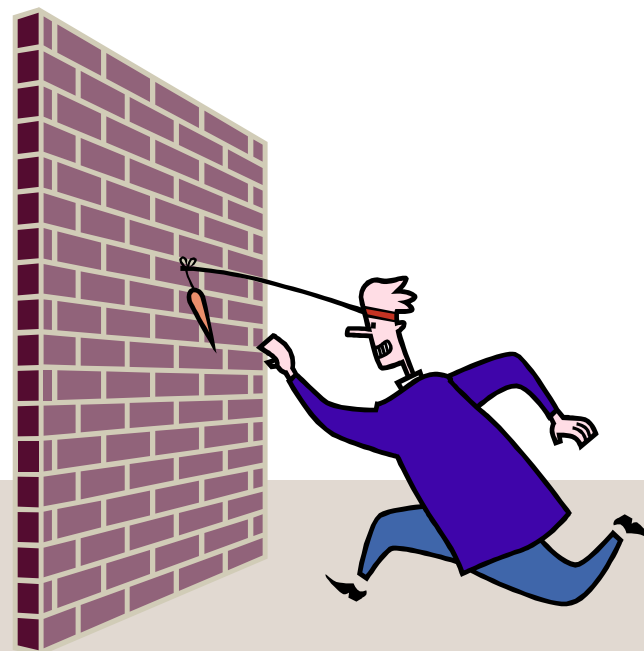


Barriers to Adoption



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- Limitations of access
- Cultural Relevance
- Privacy and Security
- Health and technology literacy
- Cost
- Quality
- Interoperability
- Infrastructure
- Integration



Success Stories



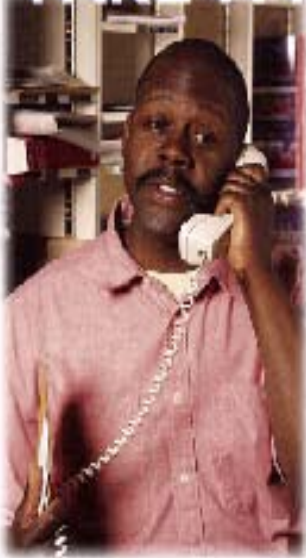
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- QuitNet
- CHESS
- HeartAge
- MyHealthe-Vet
- ACOR





TAKE A FEW MINUTES



SAVE A FEW YEARS

Click [HERE](#) to take a brief [HeartAge](#) Survey

Recommended
Diets



Physical
Activity



Quitting
Smoking

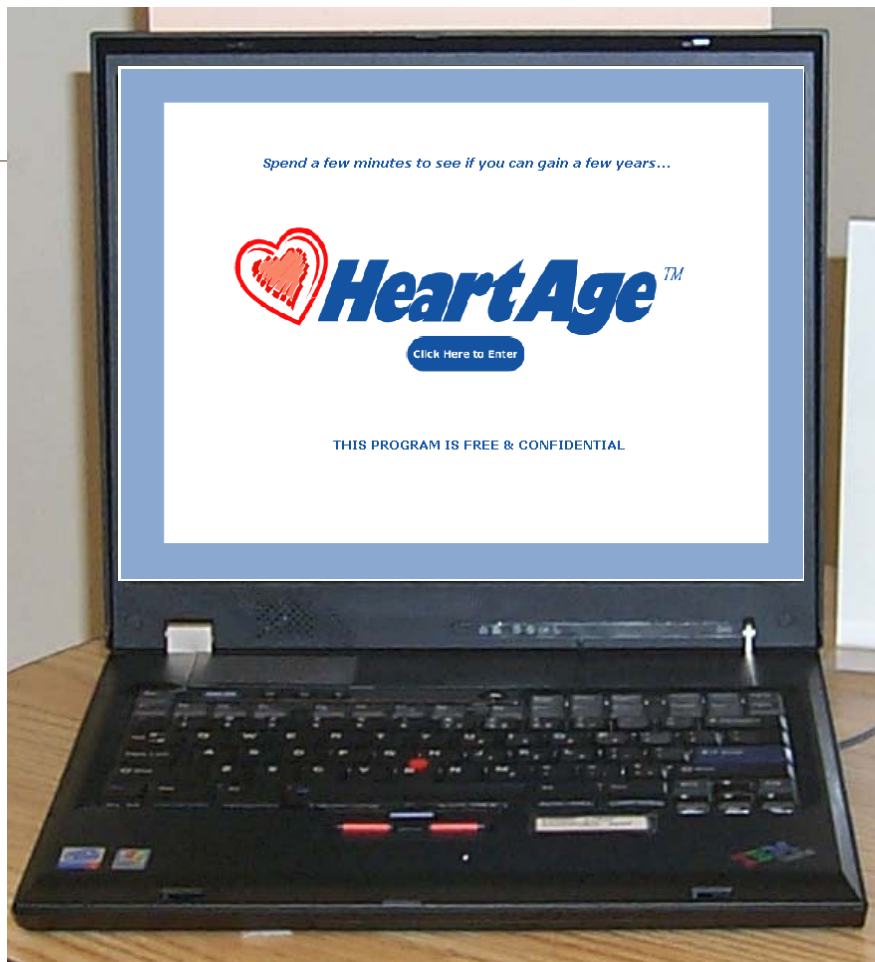


Cholesterol
Medications





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**Laptop Computers placed in
15 Intervention office /
waiting rooms throughout RI
and SE MA**

**The HeartAge Patient
Activation Tool has been
activated 12,617 times.
Application stopped 2,489
(20%) times at Step 3, “*enter
your values...*”**

**Of the 12,617 Patient
Activations, HeartAge was
determined 4,900 times (39%
completion rate)**





**PDA's given to 32 PCP
Providers representing 15
Intervention Practices**

**The *Go To Goal* Application
has been activated 4,756
times by Providers**

**When the Provider Feedback
Survey is filled out (n~1,389),
Provider Behavior has
changed 27% of the time and
Patient Behavior has changed
55% of the time**

Go To Goal 

Patients' Perceptions of Cholesterol, Cardiovascular Disease Risk, and Risk Communication Strategies

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ABSTRACT

PURPOSE Despite some recent improvement in knowledge about cholesterol in the United States, patient adherence to cholesterol treatment recommendations remains suboptimal. We undertook a qualitative study that explored patients' perceptions of cholesterol and cardiovascular disease (CVD) risk and their reactions to 3 strategies for communicating CVD risk.

METHODS We conducted 7 focus groups in New England using open-ended questions and visual risk communication prompts. The multidisciplinary study team performed qualitative content analysis through immersion/crystallization

ORIGINAL ARTICLE

Internet-Based Chronic Disease Self-Management *A Randomized Trial*

Kate R. Lorig, DrPH, Philip L. Ritter, PhD, Diana D. Laurent, MPH, and Kathryn Plank, MPH

Background: The small-group Chronic Disease Self-Management Program (CDSMP) has proven effective in changing health-related behaviors and improving health statuses. An Internet-based CDSMP was developed to reach additional chronic-disease patients.

Objectives: We sought to determine the efficacy of the Internet-based CDSMP.



The leading eHealth journal

Journal of Medical Internet Research
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Open Access - Rapid Peer-Review - High Impact Factor

Original Paper

Web Portals in Primary Care: An Evaluation of Patient Readiness and Willingness to Pay for Online Services

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eHealth can help diverse consumers and patients to become

- more informed and knowledgeable about their health
- activated in addressing their health concerns with their providers
- skilled in self-management



THANK YOU

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