

# Propensity of people with long-term conditions to use Personal Health Records

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# Outline



- An exploratory study
- Semi-structured interviews and observation
- Patients used their PHR to
  - interact with their GP, e.g. order a repeat prescription
  - review information, e.g. laboratory results, medicines list.

# Why the interest?



- Burning platform
  - Increased rates of chronic illness
  - Ageing population
  - Cost / workforce / delivery meltdown!
  - Even if we were satisfied with current quality of health delivery, it's not sustainable
- Long-term (chronic) conditions as the target
  - We need healthcare to be more proactive and coordinated overall between encounters and amongst providers
  - We need to support self management.



# Wagner's Chronic Care Model



# What's a PHR anyway?



- It captures health data entered by individuals and provides information related to the care of those individuals (Tang, 2006).
- PHR models:
  - stand-alone
  - tethered/linked
  - integrated
- Owned and controlled by patients.



Enter search keyword here

GP  Health Centre

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Home > Main Menu > Health Summary > Prescriptions

Main Menu

- Home
- My Account
- Inbox(1)
- Health Summary
- Journal
- Calendar
- Appointments
- Health Indicators
- Goal Tracking
- MedicAlert
- Request Repeat Prescription

My Health Centres

- Island Bay Medical Centre

Prescriptions(298) Allergies(1) Immunisations(16) Diagnosis(108) Lab Results(28) Visits(0) Recalls(3) ?

My Entries  Entries From Health Centre(s)

Drag a column header here to group by that column.

Date Given	Item Name	Directions	Source	Status	More Info
14 Feb 2011	coumadin 2mg tab(WARFARIN SODIUM)	take as directed. Initially one a day, blod test at 1 and 2 weeks	Island Bay Medical Centre	Long Term	<a href="#">i</a>
14 Feb 2011	coumadin 1mg tab(WARFARIN SODIUM)		Island Bay Medical Centre	Long Term	<a href="#">i</a>
14 Feb 2011	accupril 10mg tab(QUINAPRIL HYDROCHLORIDE)	1 tabs, Once Daily	Island Bay Medical Centre	Long Term	<a href="#">i</a>
14 Feb 2011	TRAVOPROST	apply nocte each eye	Island Bay Medical Centre	Historic	<a href="#">i</a>
14 Feb 2011	SALBUTAMOL SULFATE	1-2 puffs prn 2-6 hourly for cough or wheeze	Island Bay Medical Centre	Historic	<a href="#">i</a>
14 Feb 2011	ATORVASTATIN CALCIUM	1 tabs, Once Daily	Island Bay Medical Centre	Historic	<a href="#">i</a>
11 Nov 2010	micreme 2% vaginal crm 40g (MICONAZOLE NITRATE)	apply nocte until finished	Island Bay Medical Centre	Current	<a href="#">i</a>
11 Nov 2010	ATORVASTATIN CALCIUM	1 tabs, Once Daily	Island Bay Medical Centre	Long Term	<a href="#">i</a>

# Participant profile



<b>Age</b>	<b>Sex</b>	<b>Computer use</b>	<b># dx</b>	<b># meds</b>
<b>35</b>	F	Self-taught, basic skills	3	7
<b>46</b>	M	Advanced	1	2
<b>58</b>	M	Intermediate skills	4	1
<b>59</b>	M	Advanced	1	4
<b>69</b>	M	Intermediate skills	3	9
<b>70</b>	M	Basic skills	2	0
<b>70</b>	F	Basic skills, using dial up for the Internet	3	6
<b>74</b>	F	Basic skills	1	0
<b>75</b>	M	Advanced	4	2
<b>79</b>	M	Advanced	6	4

# PHR use: Interaction with GP



- *“When I was on the Warfarin I used to have to go in at least once a week to get blood tests. And then [GP] would then send the results through [PHR] and say right, take 4 tablets today, 3 tomorrow, 4 the next day and so forth, and then get retested next Monday.”*
- Using PHR for communication, e.g. asking GP questions and signalling problems.

# PHR use: Reviewing information



- *“You know what the specialist has said to your GP. It’s not paraphrased or summarised. It’s his notes. He’s typed it and I find that quite useful.”*
- Triggers for using PHR included
  - an email about the availability of a new record
  - the need to review their medicines list to order a repeat prescription
  - the need for brief interactions with GP about an aspect of their health.

# Unused features



- Goal Tracking, Health Indicator, MedicAlert, Journal and the Calendar functions were seldom used.
- The participants did not show much interest in entering data about their health, nor found it easy to do.
- Healthcare professionals are not obliged to act on or to validate the content of a PHR that was entered by a patient.

# Patients show PHR to their other health providers



[http://www.aph.gov.au/About\\_Parliament/Parliamentary\\_Departments/Parliamentary\\_Library/pubs/rp/rp1112/12rp03](http://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/pubs/rp/rp1112/12rp03)

# Summary



- PHR is seen useful for
  - interactions between patients and their GP
  - reviewing information
- Study limitation:
  - small sample size
  - self-selection method
  - did not measure health outcomes
- A wider questionnaire study is under way.