PATIENT-PROVIDER eHEALTH PORTALS FOR DISEASE MANAGEMENT AND OTHER APPLICATIONS

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DEFINING eHEALTH

- Use of emerging *interactive* technologies to enable health improvement and health care services
- Technologies include the Internet, interactive TV, interactive voice response systems, kiosks, wireless networks, PDAs, CD-ROMs, DVD-ROMs
eHEALTH CHALLENGES AND OPPORTUNITIES

• Keeping up with the rapid advance of technology
• Determining quality and effects of eHealth applications
• Investigating research approaches for eHealth programs
• Developing credible information sources on research tools and findings
eHEALTH: THE POTENTIAL

- Provide evidence-based, interactive tools to empower consumer self-management
- Enhance practice/provider efficiency and work flow
- Enhance patient-provider communication
Emerging programs for health behavior change:

- Smoking cessation
- Physical activity
- Nutrition
- Weight loss


eHEALTH: THE EVIDENCE

Emerging evidence-based programs for chronic illness care and disease management:

- Back pain
- Arthritis
- Diabetes


GAPS IN CURRENT eHEALTH RESEARCH

• Lack of research findings
• Limited grant funding opportunities
• Limited resources for development
NATIONAL PROGRAM OFFICE

- Five-year, $10.3 million national program funded by a grant from The Robert Wood Johnson Foundation®
- Housed within the Department of Psychiatry at Brigham and Women’s Hospital, Boston, Massachusetts
OUR VISION

• Foster systematic research on eHealth applications for health behavior change and chronic disease management
• Advance discovery of scientific knowledge about these applications to improve processes and outcomes of care for culturally diverse groups of patients/consumers
• Support provider adherence to evidence-based care
CLEARINGHOUSE FOR DATA, TOOLS, RESULTS

- www.hetinitiative.org
- Collaboration Community fosters linkages between and among researchers and users of eHealth information
- Literature Library, Bulletin Board, industry events, opportunities and news
- Users are encouraged to provide content
Sought research proposals that addressed:

- Challenges related to the methodology, design, evaluation and effects of eHealth applications
- The ability to support and maintain health behavior change
- Enhanced patient self-management of chronic disease
2002 CFP PORTFOLIO

• 18 grants totaling $4.8 million were awarded to organizations studying diverse topics and populations:
  – 10 Methodology and Design (1 year; up to $100,000)
  – 8 Outcome Evaluation (up to 3 years; up to $500,000)

• These projects began September 1, 2003
EMERGING 2003 RESEARCH

• Validation of quality criteria for health information on the World Wide Web
  University of Texas Health Science Center at Houston

• Two Internet Studies: Reliability of Outcome Data Collected via Internet; Recruiting for Internet Studies from Rural America
  Stanford University

• A Randomized Controlled Trial of Diabetes Disease Management Over the Internet
  University of Washington
WHY PORTALS?

• Improve patient-provider communication
• Contain costs
• Provide reliable health information
• Reduce medical errors
• Enhance efficiency
• Obtain market distinction
EXAMPLE

Tour of Patient Gateway - Prescription Renewal - Microsoft Internet Explorer provided by Partners HealthCare System

Address: http://www.patientgateway.org/patientlogin.htm

PATIENT GATEWAY

Demonstration Patient MRN: 6005

Instructions to the Practice

Where should the prescription go?
- Phone or fax into Pharmacy
- Mail it to me
- Mail it to Pharmacy
- Hold it for pick-up

Select a pharmacy:
- From My Profile
- CVS Pharmacy #1866

Other Pharmacy

Name: 
Address: 
City: 
State: MA
Zip: 
Phone: 

Address and Phone Number
Insurance and Providers
Mail Settings
Contact Info
Pharmacy Settings
Appointment Settings
Change Password

Site map
2004 CFP OVERVIEW

• Existence of a robust, currently operating, secure patient-provider portal with a critical mass of key functions and users

• Key functions of interest:
  – Bi-Directional Clinical Communication
  – Administrative Transaction Capability
  – Patient Access to Electronic Records
  – Health Behavior Change and Chronic Disease Management Programs
2004 CFP OVERVIEW

- Research is focused on patient outcomes
- Potential for the research to elucidate the factors about patient-provider communication that can serve to promote and integrate health behavior change and chronic disease management into care processes
CONTACT US

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