

# eHealth week

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## WG NEW BALANCES

-side effects of eHealth

Kjartan Olafsson

UEMO/eHealth Stakeholder Group

10–12 May 2017 MALTA

 @eHealthWeekEU #eHealthWeek

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The  
startingpoint  
is  
positive

- eHealth initiatives are overall quite **positive** and can bring huge potential to advance our healthcare in the best interest of patients, professionals and society as a whole. eHealth transforms patient care and health professionals' ways of working, professional collaboration and communicating with patients.

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But;

- are concerned about **unwanted, negative effects**, or consequences detrimental to patient safety or professional accountability as a result of poorly designed or inappropriately deployed eHealth initiatives and tools.
- **When hesitation and fear are justified**, we need to adjust our eHealth initiatives. Closing our eyes to the side effects and fears, we are doing eHealth a disservice.
- **“Resistance is a gold mine”**
- **Relevance** is a keyword

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Video

- **Continuity of care**, personal relationship,
- **Analogue meeting between patient and HCP.**



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Diversity and  
the patient  
journey

# We are treating individuals not diagnoses

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## ICT tools must

How to adapt to diversity?

- **Help us:** Good tools supporting our work, our communication with other HCP and patients
- **Not harm us:** Tools must not compromise our analogue capability to face diversity and complexity

*«Practice two things in your dealings with disease: either help or do not harm the patient»*

Epidemics book 1 of Hippocratic School

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## Many worries

- **Technology driven** solutions not taking into account existing policies or medical knowledge.
- **Registration of data for other purposes** than the immediate patient treatment
- **Diverting attention** from patients not being able to use eHealth communication tools to resourceful patients who need them the least.
- Increasing **inequality** of health and growing gaps in digital health literacy
- **Over** *«All happy families are alike, each unhappy family is unhappy in it's own way»* Leo Tolstoj in Anna Karenina
- **Data** inf important
- **Over** extra gain for
- **Tir** the
- **Box-ticking** or standardized treatment and care plans as opposed to individualized care
- **Privacy concerns**
- Unnecessary communication on e- communication channels **stealing time** from face-to-face patient contact
- **Solutions not relevant** - meeting health professionals' needs is creating frustration.
- Every day: something going **to slow or not functioning**



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## Collecting examples

- We are trying to collect examples of new balances and side effects from our group members
- - exceptionally long response time at log on can lead to sharing user ID/ collective log on or sharing passwords,
- example of shifting focus; time measure using smart devices shift focus to length of visits, number of visits rather than content and provided care during a visit,
  - alert fatigue;
- Specialized software we use among the different wards lack interoperability. For instance in my hospital, the software we use to validate the prescriptions does not exchange correctly with the software where prescriptions are made when patients are transferred from one ward to another.
- Double prescriptions in Norway's national prescription module
- Patients asking GPs on secure e communication for new prescriptions already in place in the national prescription module.

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## The key

- eHealth has no meaning on it's own
- HCP are intelligent people well used to change
- The HCP – patient relationship must be respected
- Back up initiatives with knowledge, testing and description of sideeffects
- Dialogue – make solutions relevant
- Respect the ICT – PTSD (post traumatic stress disorder) of HCP

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## Technology is our servant Masters?

Governments  
Patients  
Health personnel

- *"Technology must solve specific tasks, but not being allowed to define the whole world. We can not stop to discuss what we want to happen in our community because technology determines. Technology is our servant."* Karl Fredrik Tangen , Aftenposten 2017

**«Maybe it's not as sexy as AI and digital disruption but give us a project to reduce the hassle and annoyance created by bad ICT in everyday life.» Junior hospital doctor**

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