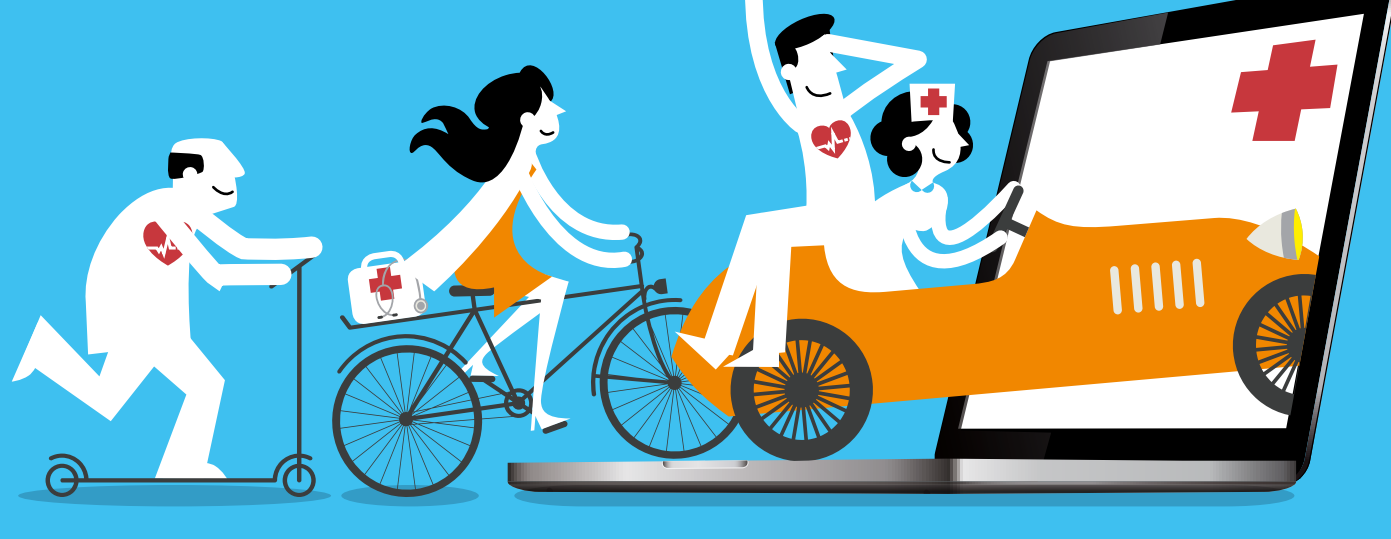


# eHealth at different speeds



In healthcare, digital applications are used to varying degrees. The complexity of the care process, the interaction between the healthcare user and the healthcare provider and the sense of urgency all affect the use of digital applications. Vision, trust and strong digital skills can influence the increase in the use of eHealth.

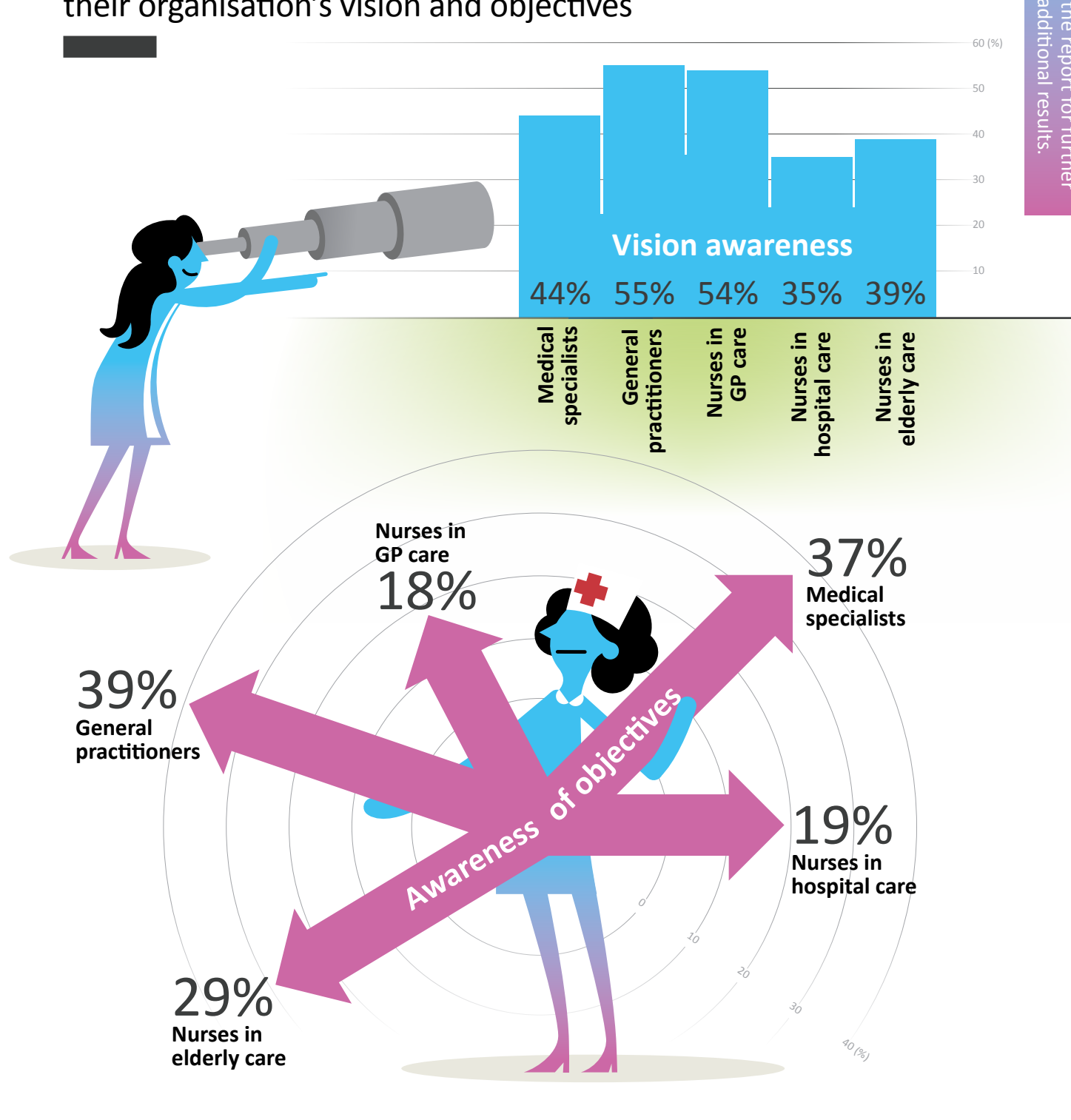
Download the report at [ehealth-monitor.nl](http://ehealth-monitor.nl)

## Policy, skills and trust

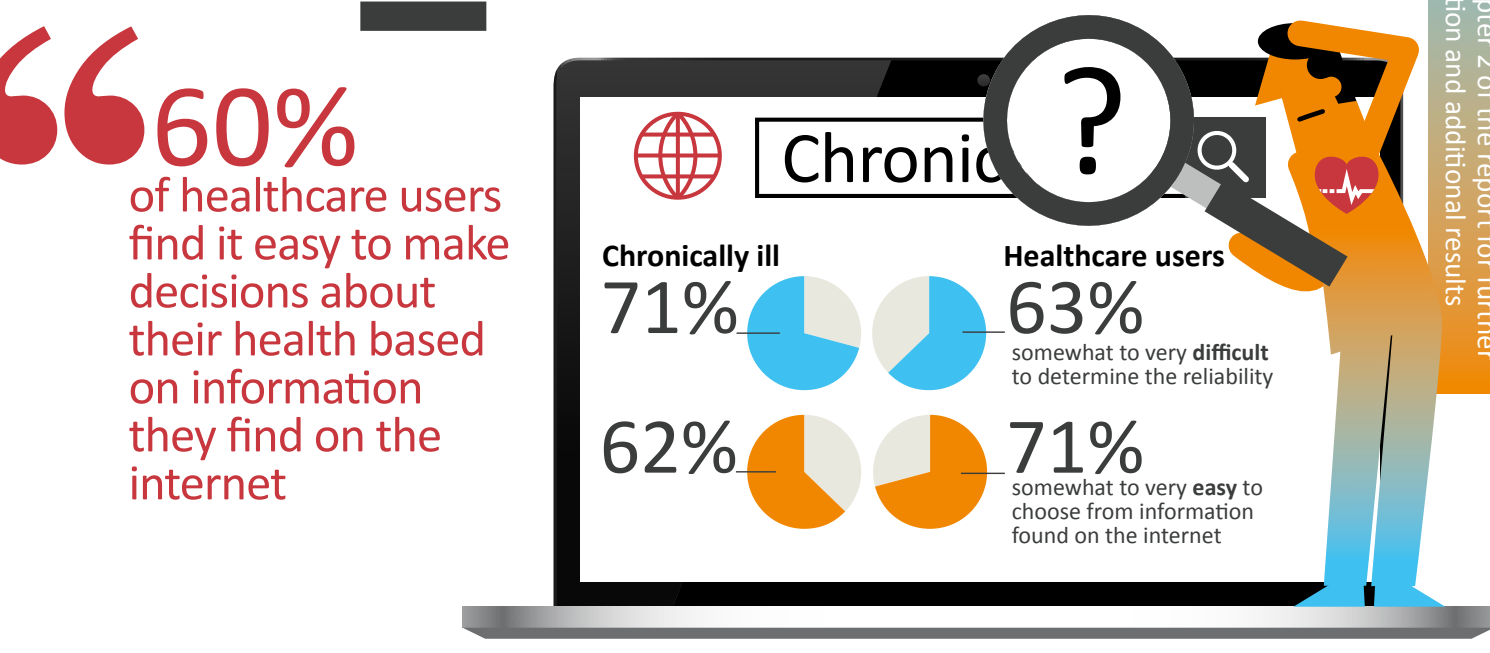
CH2

See Chapter 2 of the report for further explanation and additional results.

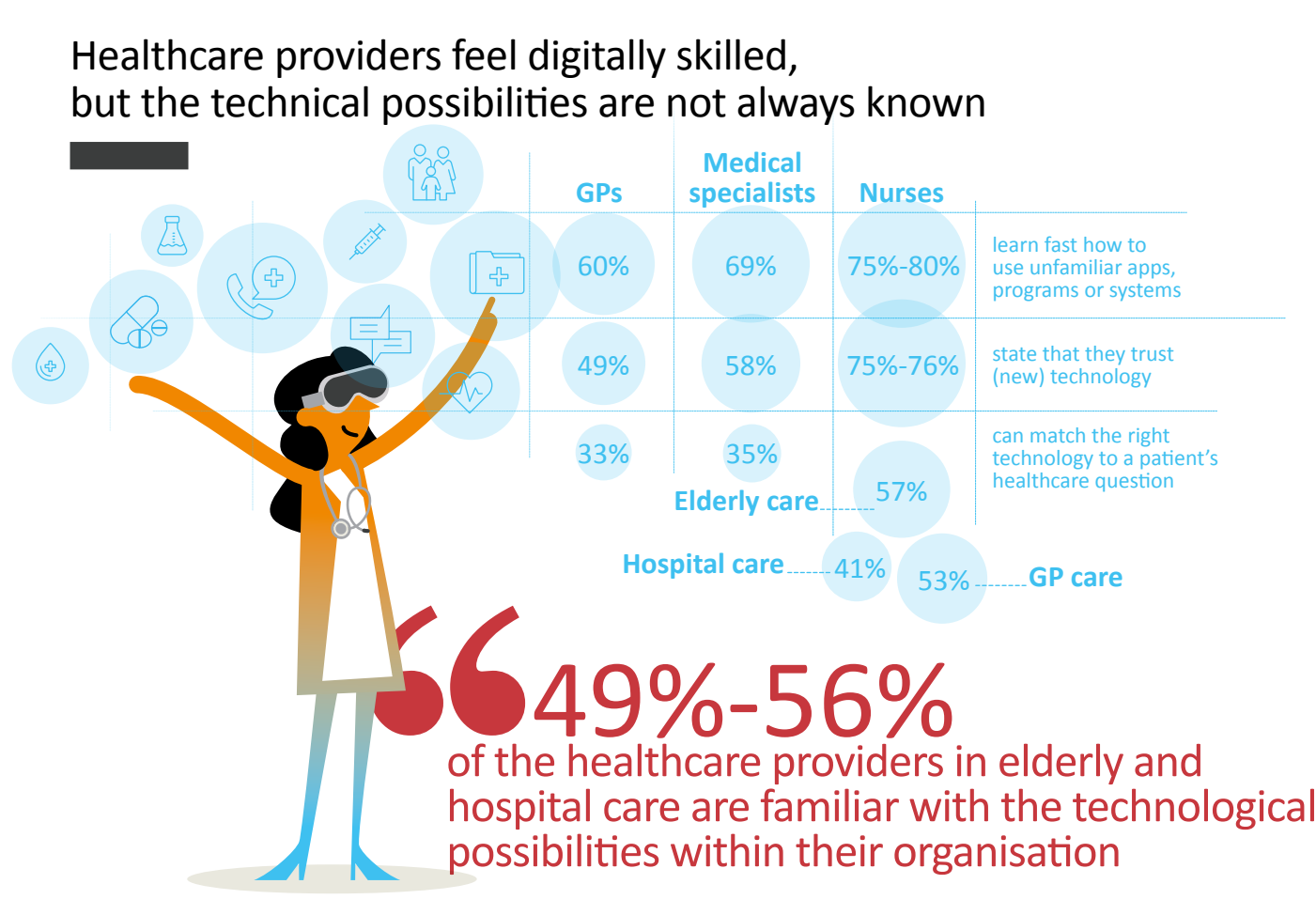
Healthcare providers are often unaware of their organisation's vision and objectives



People with a chronic condition often find it difficult to estimate the reliability of digital health information



Healthcare providers feel digitally skilled, but the technical possibilities are not always known

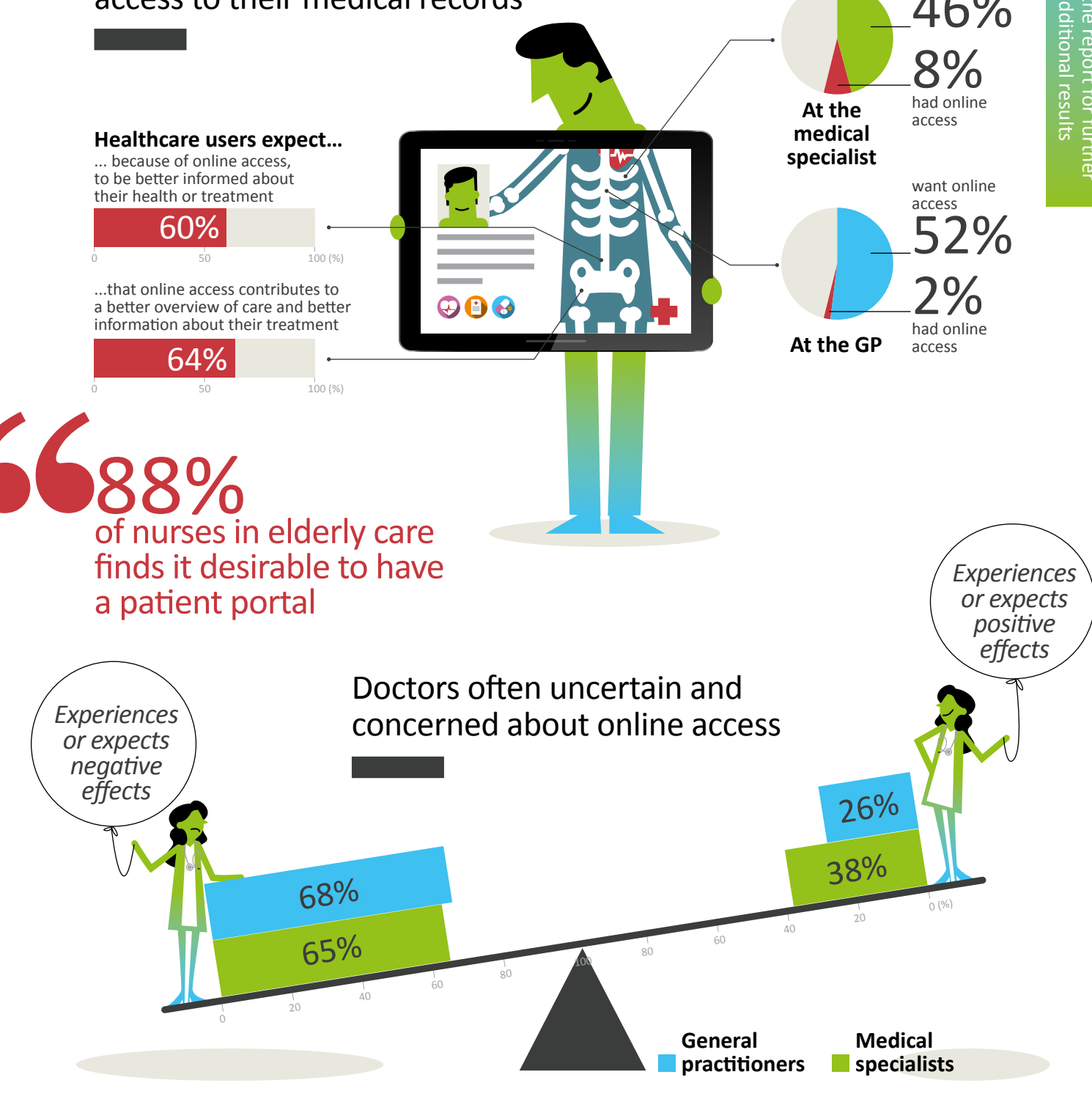


## Online access

CH3

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

Half of healthcare users want online access to their medical records

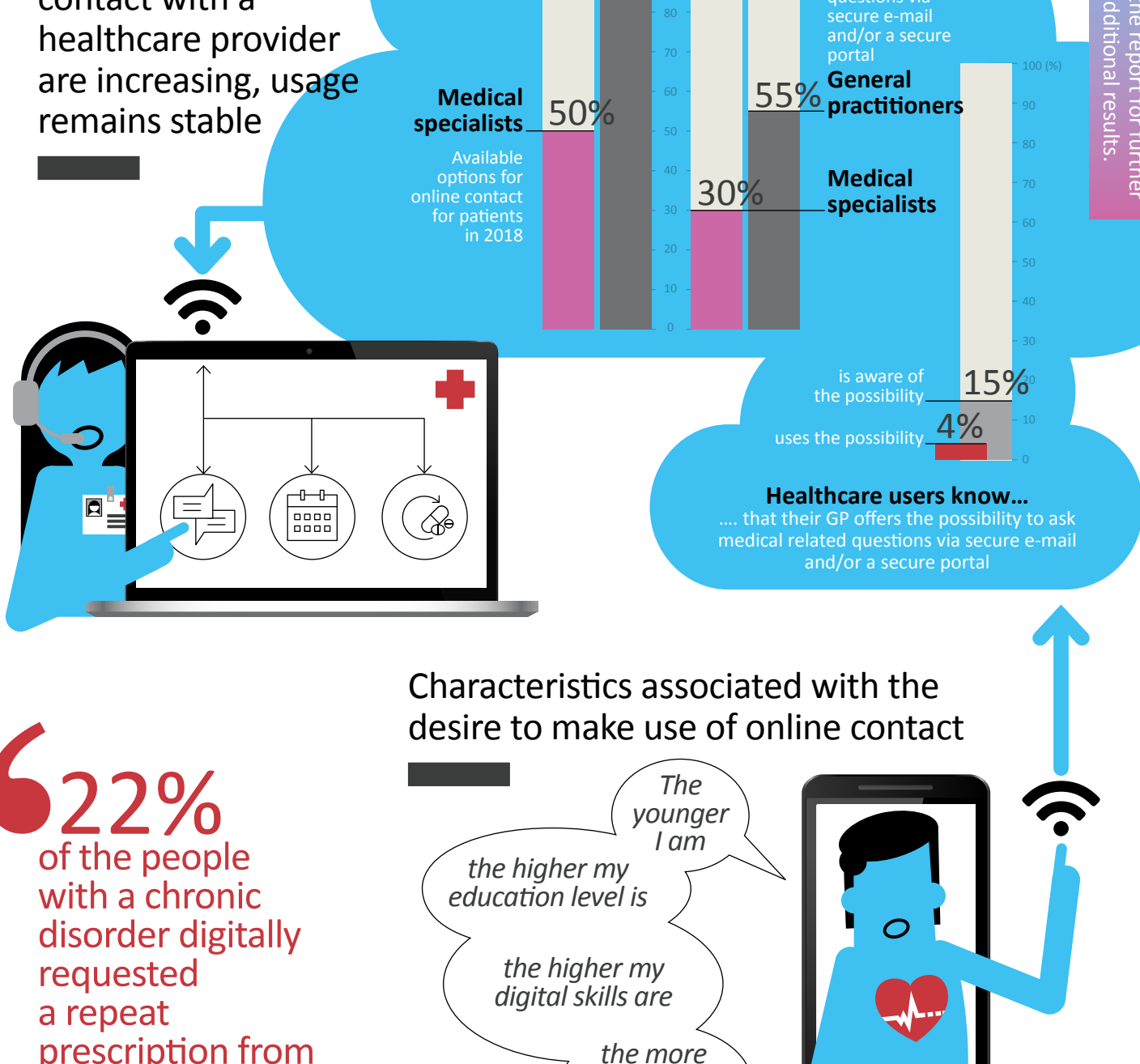


## Ease and service

CH4

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

Options for online contact with a healthcare provider are increasing, usage remains stable



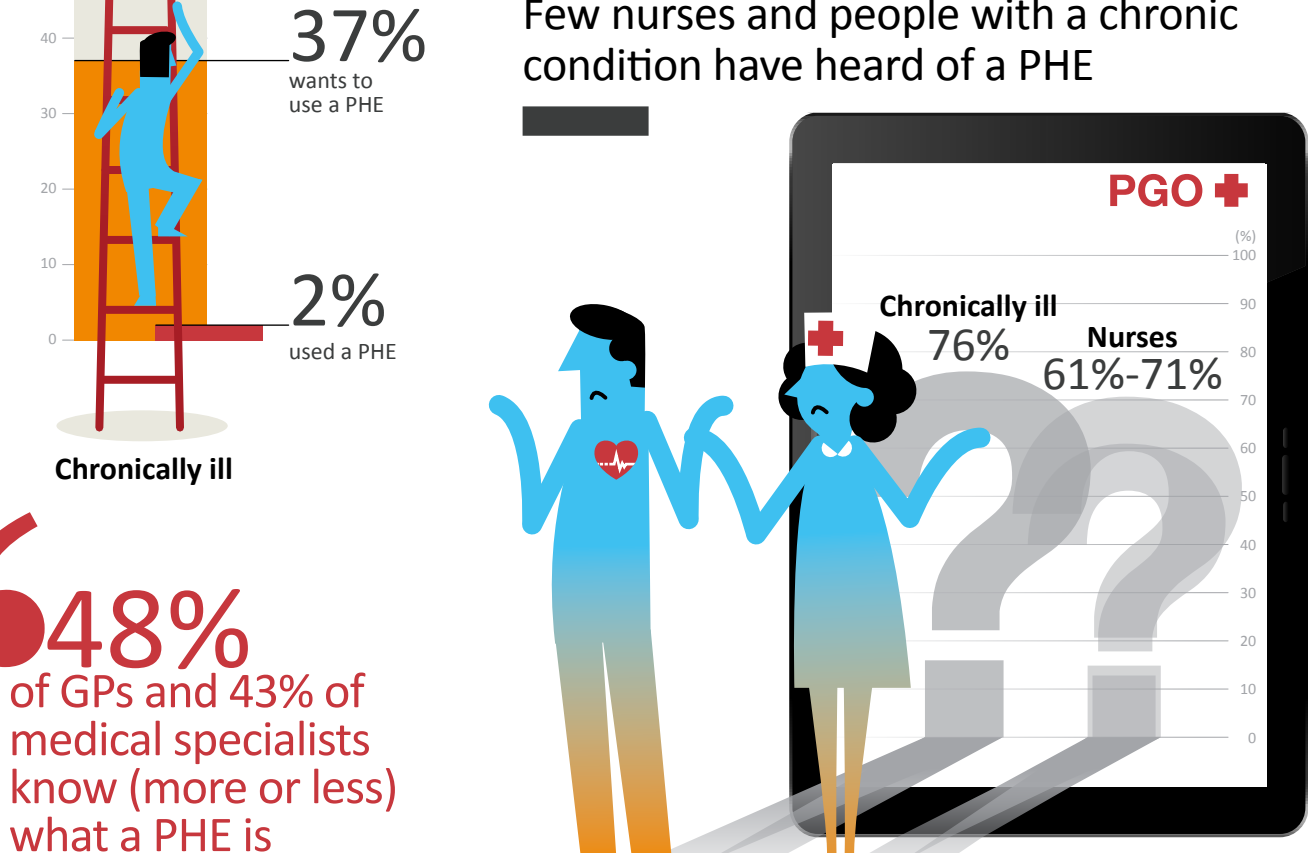
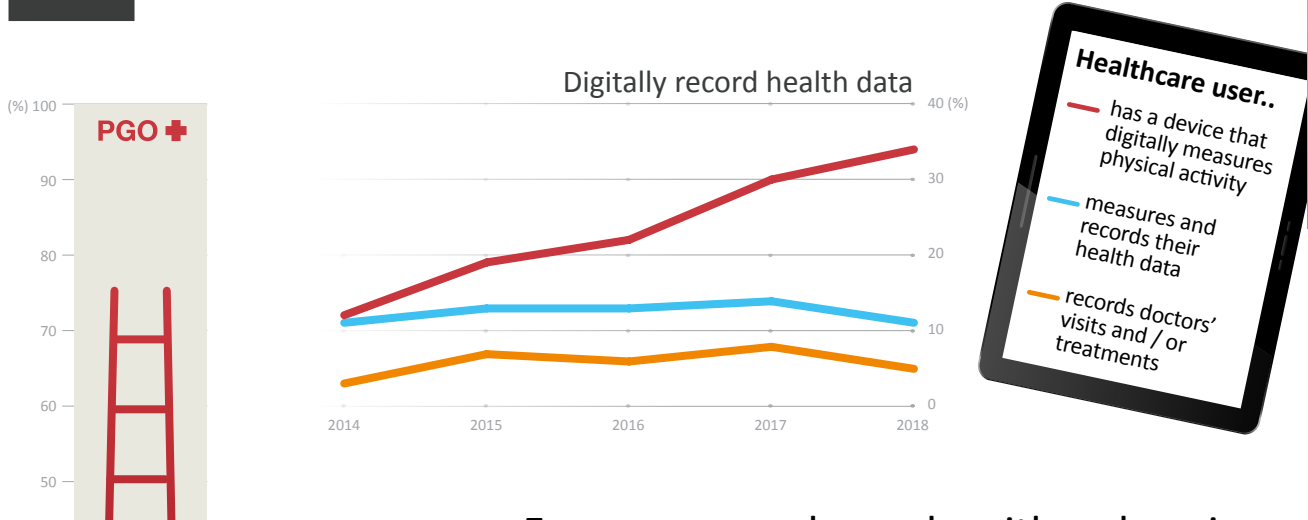


## Self-management and PHEs

CH5

See Chapter 5 of the report for further explanation and additional results

Over one third of people with a chronic condition have an interest in personal health environments (PHE)

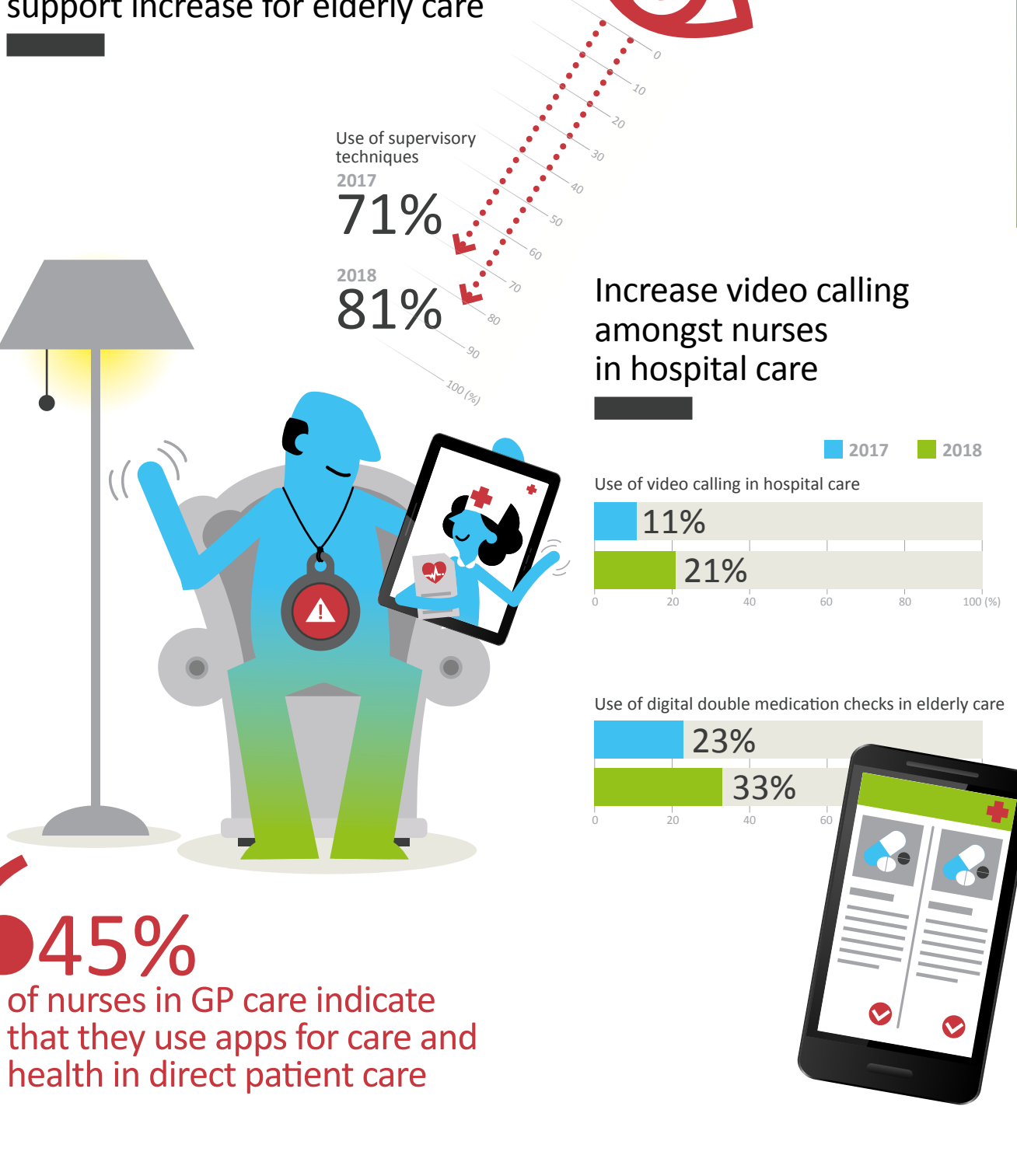


## Remote guidance and support

CH6

See Chapter 6 of the report for further explanation and additional results

Possibilities for remote guidance and support increase for elderly care

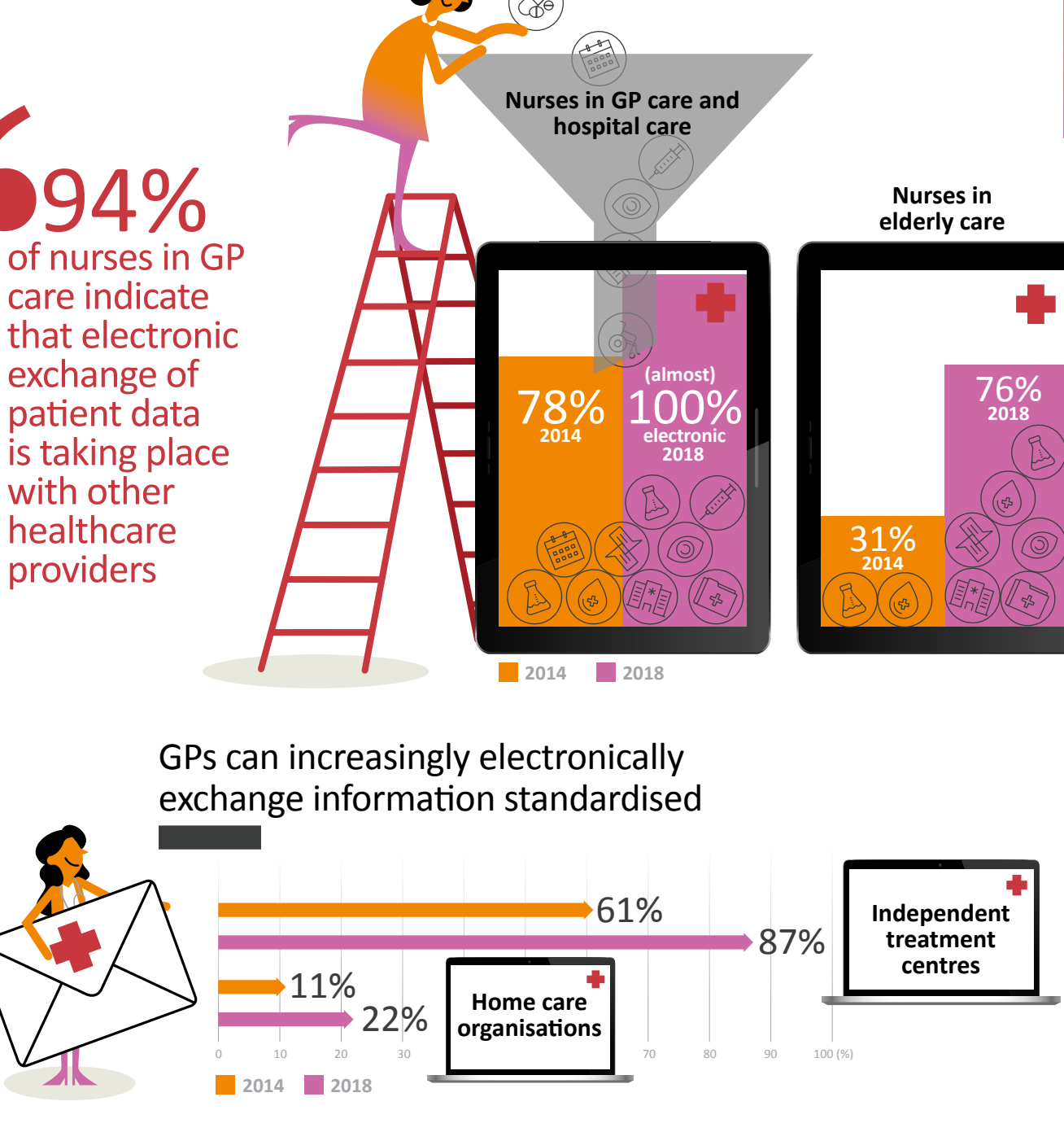


## Electronic communications between healthcare professionals

CH7

See Chapter 7 of the report for further explanation and additional results

Nearly all nurses in GP care and hospital care record data electronically



## Recommendations

CH7

See Chapter 7 of the report for further explanation and additional results

### Recommendations for policymakers and interest groups

Change is being fuelled by reflection, sharing and learning. Our recommendations for policymakers, (representatives of) directors, (representatives of) healthcare providers, patient organisations and market parties are based on the current status quo and the findings of this study, they are neither linear nor exhaustive. Our recommendations need to be considered holistically.

#### 1. Positioning of eHealth - have a clear vision and policy and ensure that these are known

**Who:** Board and management of care organisations, umbrella organisations for care providers and healthcare users.

**What:** Develop a future-proof vision on eHealth, in consultation with stakeholders. This vision should form the basis of a learning cycle.

**Why:** Vision and objectives are not always known, especially within elderly and hospital care.

**Care innovation requires a change of attitude from all stakeholders**

**Who:** Government, interest groups of healthcare providers, board/management of care organisations, nurses, and education institutes.

**What:** Work on raising awareness and sharing experience amongst healthcare providers regarding patient access and PHEs.

**Why:** Targeted information about rights, obligations and added value brings certainty and support and can promote a proactive attitude.

#### 2. Facilitate healthcare providers in offering and using eHealth

**Who:** Government, interest groups of healthcare providers, board/management of care organisations, nurses, and education institutes.

**What:** Work on raising awareness and sharing experience amongst healthcare providers regarding patient access and PHEs.

**Why:** Targeted information about rights, obligations and added value brings certainty and support and can promote a proactive attitude.

**Who:** Government, interest groups of healthcare providers, board/management of care organisations, nurses, and education institutes.

**What:** Facilitate healthcare providers in the acquisition of knowledge regarding the availability and applicability of eHealth applications.

**Why:** Healthcare providers should be aware of the eHealth applications that are available inside or outside their organisation and they should know for which care-related questions these can be used for.

**Who:** Board/management of nurses.

**What:** Facilitate nurses to guide healthcare users and support them in making the right choice for eHealth and how to use it.

**Why:** Nurses should be given the responsibility and the time and the space to inform and guide healthcare users when using eHealth.

**Who:** Government, interest groups for healthcare consumers, and patients.

**What:** Provide awareness amongst and support for healthcare users to use online access and PHEs to their advantage.

**Why:** When learning to use, starting to use and continuing to use online access, many healthcare users need help and support.

**Who:** Healthcare providers, in consultation with ICT suppliers.

**What:** Provide healthcare users with comprehensive information in their medical records.

**Why:** Healthcare users often have difficulty in assessing the reliability of information found on the internet.

#### 3. Facilitate healthcare users to use eHealth to their advantage

**Who:** Government, interest groups for healthcare consumers, and patients.

**What:** Work on digital skills and digital health literacy.

**Why:** People with low digital skills will experience greater difficulty when using eHealth and they will be less inclined to start using eHealth applications.

**Who:** Government, interest groups for healthcare consumers, and patients.

**What:** Provide healthcare users with comprehensive information in their medical records.

**Why:** Healthcare users often have difficulty in assessing the reliability of information found on the internet.

**Who:** Government, interest groups for healthcare consumers, and patients.

**What:** Work on digital skills and digital health literacy.

**Why:** People with low digital skills will experience greater difficulty when using eHealth and they will be less inclined to start using eHealth applications.

#### 4. Develop a research agenda

**Who:** Research organisations and faculties, in consultation with ZonMw (The Netherlands Organisation for Health Research and Development) and the Government.

**What:** Develop a research agenda with an overview of required knowledge and of topics needed to be studied.

**Why:** The eHealth-monitor shows that there is still a lack of clarity about the beneficial use of eHealth, and because of this, discussions on the use and finance of eHealth applications cannot always be conducted properly.

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