

eHealth* Further than you think.

*eHealth is the use of ICT and in particular internet technology to support and enhance health and healthcare.

The Netherlands faces the challenge of ensuring that healthcare retains a good level of quality and also remains accessible and affordable.

eHealth is a means of meeting this challenge. We have carried out a survey of trends in the use of eHealth in the Netherlands. This survey is called "eHealth monitor 2013". So what are our findings?

In the Netherlands, we have already gone a certain distance, but there is still a long way to go. This infographic sets out the main points of the eHealth monitor at a glance.

Good progress

BUT STILL A LONG WAY TO GO

- Compared with other countries, we have progressed well in terms of using eHealth applications.
- The expectations of experts with respect to eHealth are favourable, especially in terms of self-management.
- But in practice, it is found that patients rarely use self-management tools. And they are not asking for them either.
- eHealth is still forging its way into the unknown; it is a hotchpotch of trial and experimentation.
- There is a lot of knowledge about the basic conditions involved in implementing eHealth. However, effective implementation remains difficult.
- Doubts exist about whether eHealth actually makes healthcare more cost-effective, efficient and appropriate in the short term.

SEARCHING AND UPDATING OF HEALTHCARE INFORMATION



94%

OF ALL CITIZENS IN THE NETHERLANDS USE THE INTERNET

66%

SEARCH FOR INFORMATION ON DISEASES OR TREATMENT

THE INTERNET IS EXTENSIVELY USED AS A SOURCE OF INFORMATION FOR HEALTHCARE MATTERS



USE OF eHEALTH FOR SELF-MANAGEMENT

- Carry out self-diagnoses on the internet
- Manage own health data
- Use telephone to set reminder to take medication

6% 4% 2%

STILL LITTLE USE OF EHEALTH FOR SELF-MANAGEMENT

ONLINE COMMUNICATION BETWEEN HEALTHCARE USERS AND HEALTHCARE PROVIDERS

REQUESTING REPEAT PRESCRIPTIONS FROM GENERAL PRACTITIONER VIA INTERNET

Possible with **66%** of general practitioners

21% of citizens in the Netherlands know this is possible

Patients are still poorly informed of options offered by healthcare providers

ASKING GENERAL PRACTITIONER A QUESTION VIA E-MAIL OR WEBSITE

Possible with **56%** of general practitioners

10% of citizens in the Netherlands know this is possible

Online communication is still seen as a replacement for the telephone

VIEWING PRESCRIBED MEDICATION VIA INTERNET

Possible with **14%** of general practitioners

FAVOURABLE EFFECTS EXPERIENCED FROM ONLINE CONTACT WITH PATIENTS

48% of general practitioners

32% of medical specialists



MANAGEMENT OF RECORDS BY HEALTHCARE PROVIDERS

THE IT SYSTEM AUTOMATICALLY FLAGS UP ANY ALLERGIES

97%

General practitioners

59%

Medical specialists

THE IT SYSTEM AUTOMATICALLY FLAGS UP IF A DRUG INTERACTS WITH OTHER PRESCRIBED MEDICATION

98%

General practitioners

48%

Medical specialists

There are further benefits to be gained in terms of drug safety

HOW IS THE PATIENT RECORD UPDATED?

Exclusively or primarily electronically:

93%

General practitioners

66%

Medical specialists

Exclusively or primarily on paper:

0%

General practitioners

15%

Medical specialists

Extensive automation has been achieved, but with paper and electronic records existing in parallel, there is a risk of inconsistency in medical records.



ELECTRONIC COMMUNICATION BETWEEN HEALTHCARE PROVIDERS

83-90%

General practitioners with public pharmacy, emergency general practitioner service, hospital

CAN EXCHANGE DATA ELECTRONICALLY WITH OTHER HEALTHCARE PROVIDERS

46%

Medical specialists with general practitioners

32%

Medical specialists with other departments within the institution

WANT MORE OPTIONS TO EXCHANGE DATA ELECTRONICALLY

48%

General practitioners

43%

Medical specialists

94%

General practitioners

68%

Medical specialists

EXPERIENCE FAVOURABLE EFFECTS FROM EXCHANGING INFORMATION ELECTRONICALLY

GENERAL PRACTITIONER OBTAINS OPINION FROM MEDICAL SPECIALIST VIA REMOTE CONSULTATION

75%

Opinion from dermatologist (image of skin)

34%

Opinion from cardiologist (ECG)

New developments that are changing the healthcare process are gaining ground.



CONCLUSIONS

CHALLENGES

In the Netherlands we are further than you think along the path toward eHealth. But we still have a long way to go. There is no shared vision about how eHealth can be developed more quickly and who is to play what role in the process. For eHealth to succeed, we have to focus on specific applications for which there is most support and with which added value can be achieved.

FIRST FOUR STEPS

Create greater awareness of (existing) options with respect to eHealth

Encourage the electronic exchange of information between doctors

Give patients access to view their medication records

Increase eHealth awareness and enhance skills among doctors

WHOSE MOVE IS IT?

Healthcare providers, patients, ICT providers and insurers are together in a position to further advance healthcare on the basis of eHealth. It could even be time to adopt a different approach with respect to the coordinating role of the government, following the example of the 'meaningful use' programme in the United States.



GENERAL STATISTICS ON THE SURVEY

793

respondents - healthcare providers

304

general practitioners

89

psychiatrists



52%

Male

48%

Female

400

medical specialists

71%

general practitioners

53%

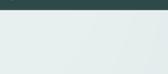
medical specialists

Use a computer/tablet to display information during a consultation

Further conclusions, recommendations and more detailed analysis can be found in the summary document and full report.



Better healthcare through better IT



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