

# PATIENT'S PERSPECTIVE ON EHEALTH

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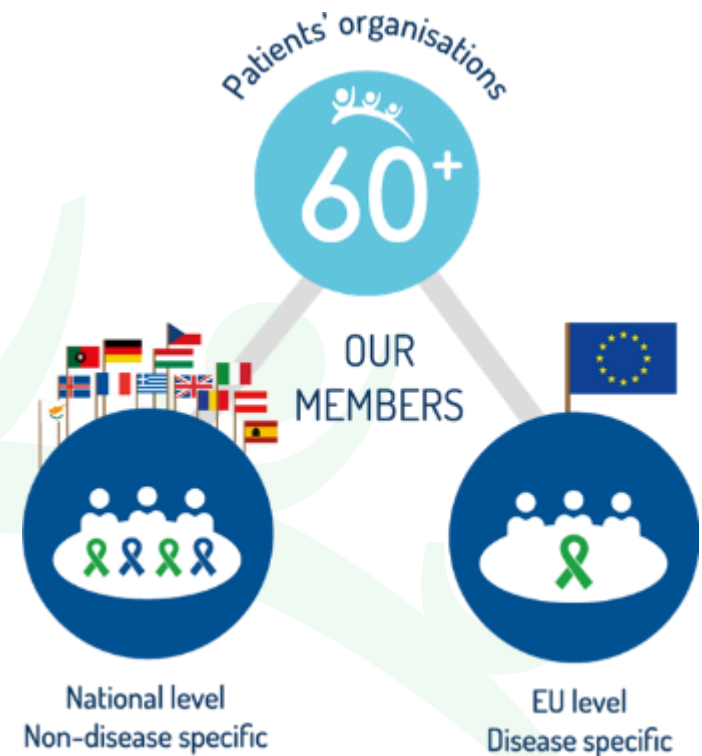
@Laurene\_So  
@eu\_patient

“ A STRONG PATIENTS' VOICE TO  
DRIVE BETTER HEALTH IN EUROPE ”



# Who is EPF?

- European Patients' Forum
  - Umbrella organisation
  - Active since 2003
  - Independent & non-governmental
  - EU patients' voice
- Our members
  - 67 patients' groups
  - Disease-specific EU & national coalitions
- Our vision
  - All patients in the EU have **equitable access to high-quality, patient-centred** health and social care



# EPF eHealth projects



Joint Actions:  
Interoperability, Cross-border eHealth



Telemedicine



Electronic Health Records



Users perspective on Telehealth



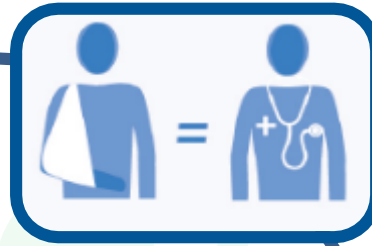
Integrated care

# **E-Health: patient expectations versus realities**

# Patients' expectation in eHealth

Facilitates chronic disease management

And leads to improved quality of life



Involvement in the care process as equal partners with HCPs



information, Health literacy



Patient centred care as opposed to disease centred



# Common mistakes in eHealth services development and deployment



**Can eHealth contribute to  
deliver on patients' rights?**

- eHealth can contribute to fulfill the right to access healthcare: e.g. can improve accessibility, help tackle healthcare workforce shortage issues, help overcome geographical barriers, facilitate cross border healthcare
- But it can also create new divides: access to internet, low health literacy
- Inclusion of underserved or potentially vulnerable groups in the development process is essential
- Affordability and reimbursement model is also a key question for ehealth and mhealth



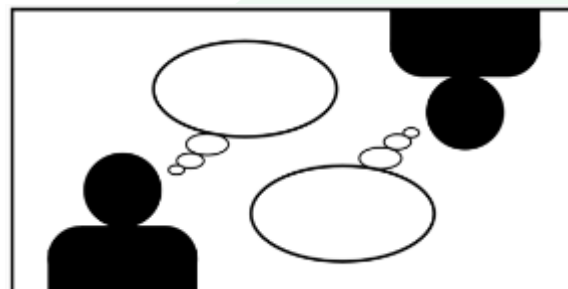
# Our definition of empowerment

“Patient empowerment is *a process* that helps patients gain control over their lives, increasing their *capacity to act* on issues that *they themselves* define as important”

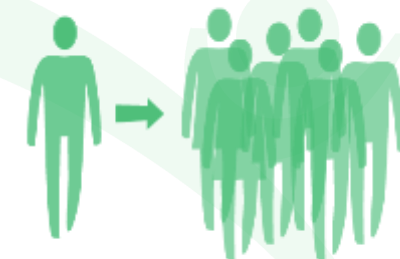
(Adapted from JA-PaSQ, 2012)



A process: non-binary,  
non-linear



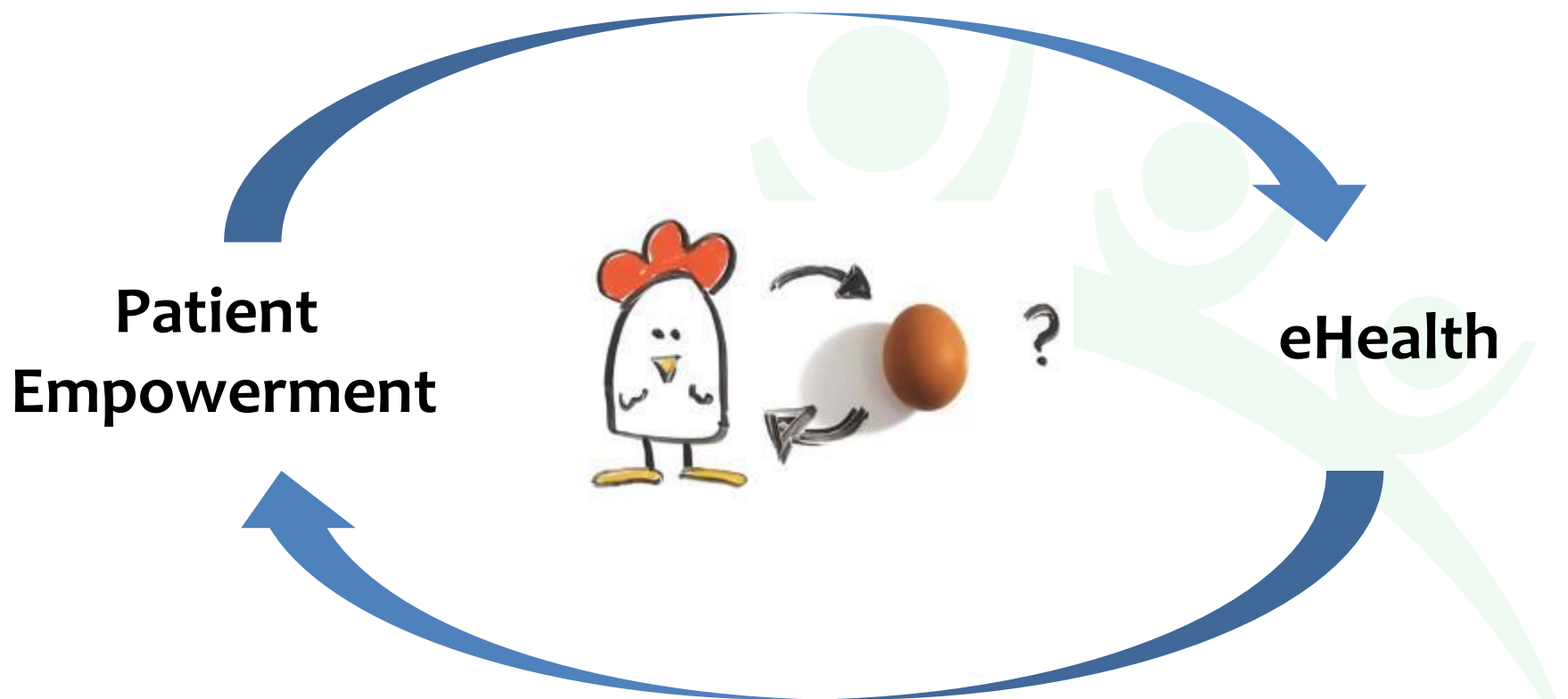
Cannot be imposed from  
top-down



Individual + Collective

# Question!

Does eHealth require patient empowerment or does eHealth lead to patient empowerment?





## A right

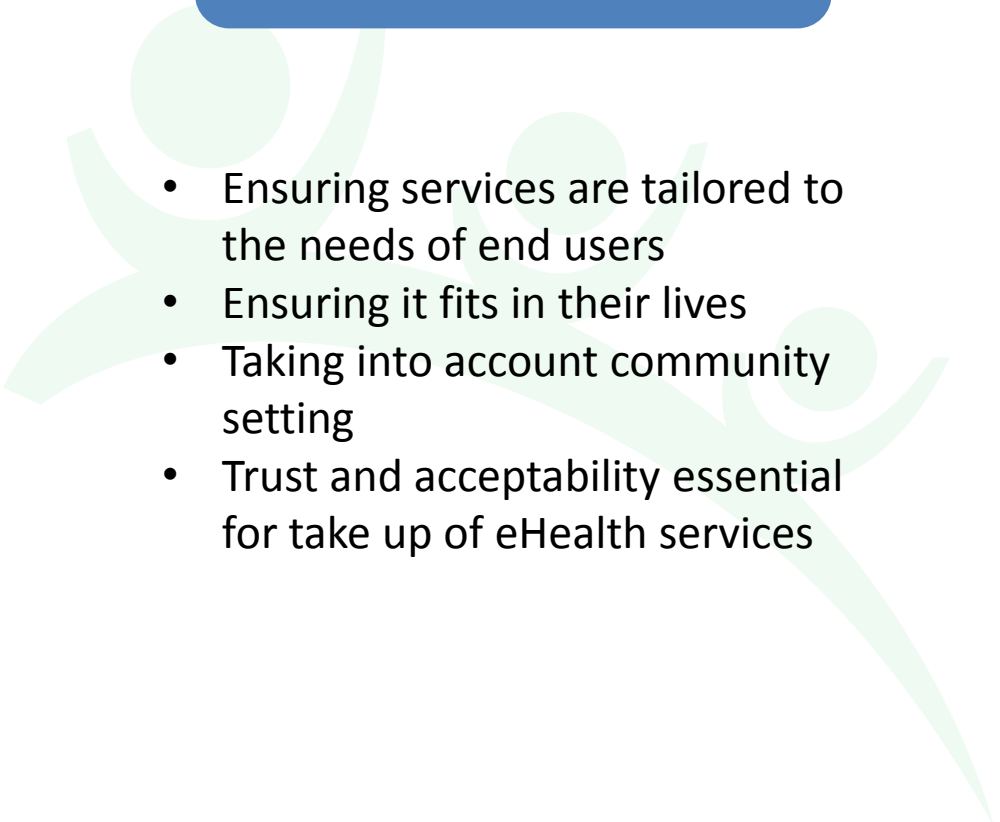
The people have the right and duty to participate individually and collectively in the planning and implementation of their health care.

Alma Ata Declaration – Principle IV  
(1978, WHO)

“All EU health systems aim to be patient centred”

Council Conclusions on Common values and principles in European Union Health Systems 2006

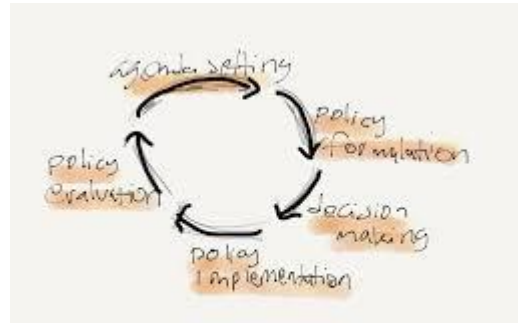
## Beneficial

- 
- Ensuring services are tailored to the needs of end users
  - Ensuring it fits in their lives
  - Taking into account community setting
  - Trust and acceptability essential for take up of eHealth services

# What meaningful involvement in eHealth looks like



Patient = Expert



Involve patients throughout the design cycle



Not just a patient satisfaction survey

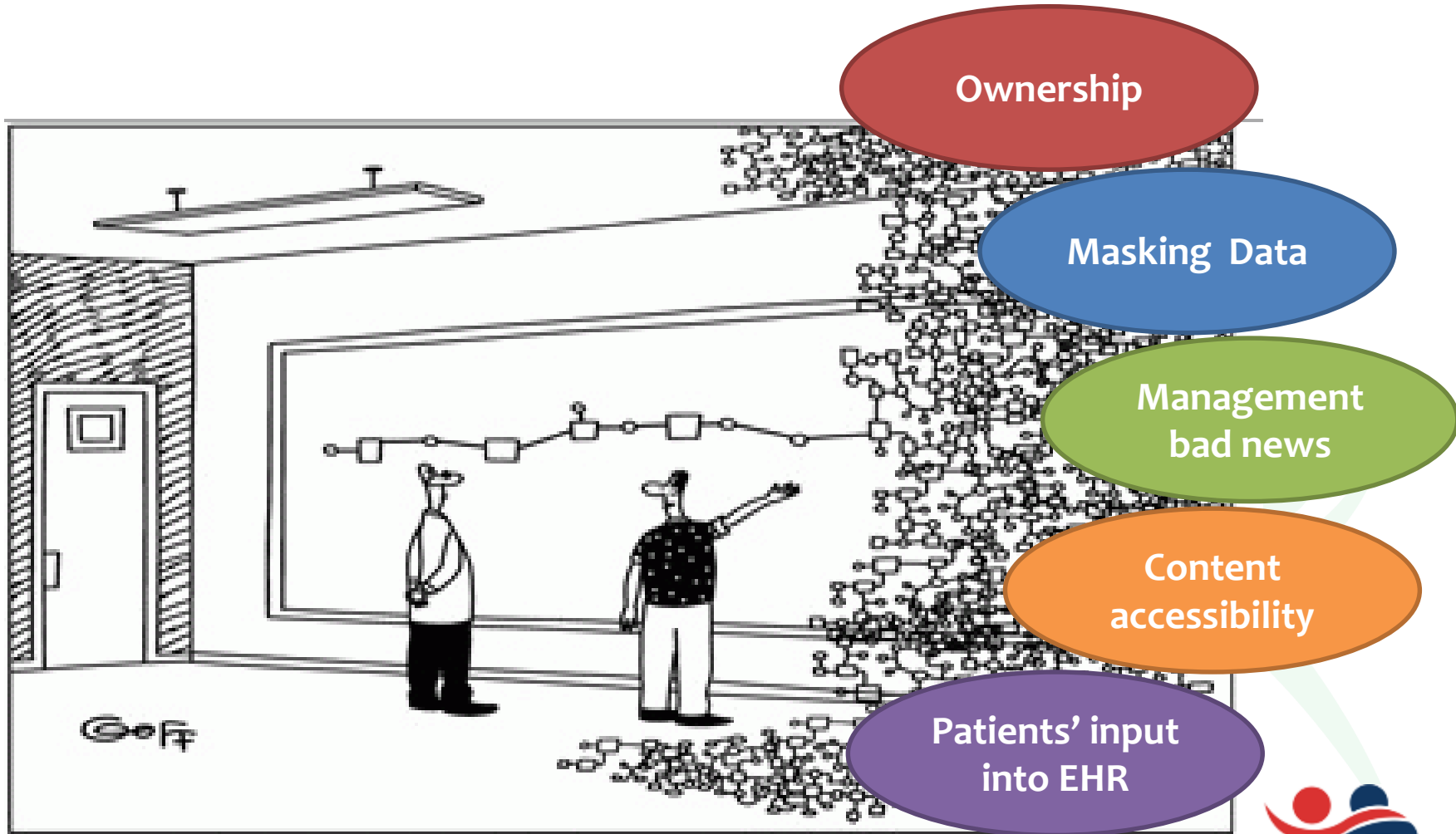


Appropriately resourced, planned and evaluated

Meaningful patient involvement



# A concrete case: Patient Access to EHR



*"This is where the idea for the new EHR starts getting a little complicated."*

- eHealth is seen as a key solution towards patient empowerment, improving quality of life, more self management, and sustainability of healthcare
- To achieve of this eHealth need to be developed in a patient-centered way
- Developers and decision makers need to actively include health equity and patient empowerment into their strategies

# THANK YOU FOR YOUR ATTENTION!

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