The e-community: How e-Health can engage People and Providers

Deborah Greenwood
PhD, RN, BC-ADM, CDE, FAADE
Research Scientist, Clinical Performance Improvement Consultant
Sutter Health
Sacramento, CA

Disclosure to Participants

ENGAGE!

• Join the conversation on Twitter
  • #DOC
  • #iDOCr
  • #AADE16
  • @DebGreenwood
  • @Gee_Perry
  • @ePatientDave

Learning Objectives

• Describe the elements of the e-Health Enhanced Chronic Care model
• Discuss how diabetes educators can support engagement in the e-community
• List examples of e-health tools and wearable devices that can support people with or at risk for diabetes
INTRODUCTION


Time Spent with Healthcare Team

Patient Engagement

“The desire and capability to actively choose to participate in care in a way uniquely appropriate to the individual in cooperation with a healthcare provider or institution for the purposes of maximizing outcomes or experiences of care”

With a new frame of mind incorporate telehealth technologies with a complete feedback loop and the power of social networking to assemble expansive data and information that generate health knowledge and wisdom to promote patient engagement, health self-management and increased access to care. 

(Gee, Greenwood, & Miller, 2016)

**eHealth** (Over 52 definitions in the literature)

- Support (engagement and activation – knowledge, skills, confidence)
- Use of the internet for health purposes
- Telehealth / telemedicine
- Social networking – (#DOCr Council)
- mHealth (wireless and wearable devices)
- Electronic health records
- Patient portals (PHRs) – “Digital Home” (Dr. Shez Partovi, CMIO, Dignity Health)

(eHealth) (IOM, 2009; Or et al 2005; Eng, 2004; Eysenbach, 2001) (Used with permission from the American College of Physicians)
The eHealth Enhanced Chronic Care Model (eCCM)

Self-management Support
- Engagement
- Convenience
- Communication
- Care planning
- Engagement
- Information and connection
- Information sharing
- Shared decision making
- Care

Delivery System Design
- Care coordination
- Usability
- Interoperability
- Transitions of care
- Policy
- Security
- Content
- Networking
- Technology design
- Broadband and wireless

Education/Training
- Health literacy and numeracy
- Hardware and software training (Access)
- Communication and messaging
- Technology connectivity
- Social media training
- Use of language
- ADL and workflow training
- Navigation
- Accuracy
- Completeness
- Volume of information
- Customization

Clinical Information Systems
- Patient portal
- Internet
- mHealth
- cell phone
- smart phone
- Wearable/Implantable
- Patient generated data
- Telehealth -Telemedicine
- EHR/PHR
- Social media
- Value of information
- Customization

Clinical Decision Support
- Graphs
- Charts
- Protocols
- Guidelines
- Reminders
- Alerts
- Infobuttons
- Community support

Complete Feedback Loop

- Patient portal
- mHealth
- cell phone
- Social media
- Value of information

"I am struggling to keep my after breakfast BG in range."

"Continue this pattern for the next several days and let's evaluate at the end of the week."
e-PATIENT ENGAGEMENT

DIKW Collaboration Model

Social Networking Use Over Time

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**Diabetes Online Communities (DOC)**

- Peer-to-peer communication
  - Share similar health conditions or treatments
  - Develop meaningful relationships
  - Motivation to cope
  - Shared experiences to combat isolation, fear, and stigma
  - 24/7
  - Culturally appropriate
  - Health literacy-common terms, no complex medical jargon

**Benefits of Social Media**

**Research**

- Patel et al, S.R.:
  - Social, emotional or experiential support in chronic disease
  - 48% benefit, 45% neutral or no benefit, 7% harm
  - Benefit-85% Facebook or blogs, of those 40% support
- Moorhead, et al., S.R.:
  - Peer-quality studies of social media
  - Interaction, access, peer support, policy, public health surveillance
  - Limited data on impacting health
- Beiden Jacobs, survey:
  - 42.7% peer support (n=279)
  - Peer support predicts improved A1C (p = 0.003), Feeling in charge of diabetes (p = 0.005) and Optimism about diabetes care (p = 0.006)

**“The most exciting innovation is not just access to information but access to each other.”**

Susanna Fox, Chief Technology Officer, HHS
Huffington Post 2015
"e-Patient Dave" deBronkart

e-PATIENT PERSPECTIVE