

THE VALUE OF PATIENT-CENTRED  
DIGITAL HEALTH CARE  
A CONSUMER PERSPECTIVE



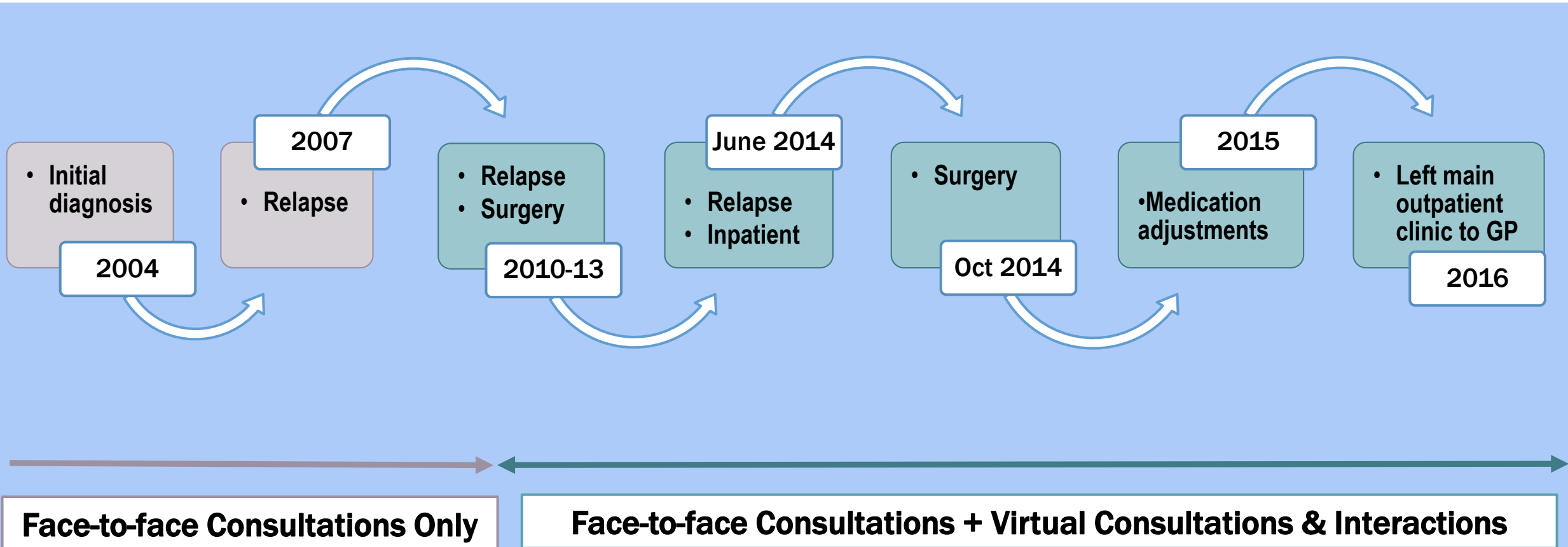
**Dr Christine Slade**  
Presentation  
Qld Clinical Senate  
5 August, 2016

# ABOUT ME...



MY MOTIVATION IS TO ACTIVE AND ENGAGED IN ALL ASPECTS OF LIFE

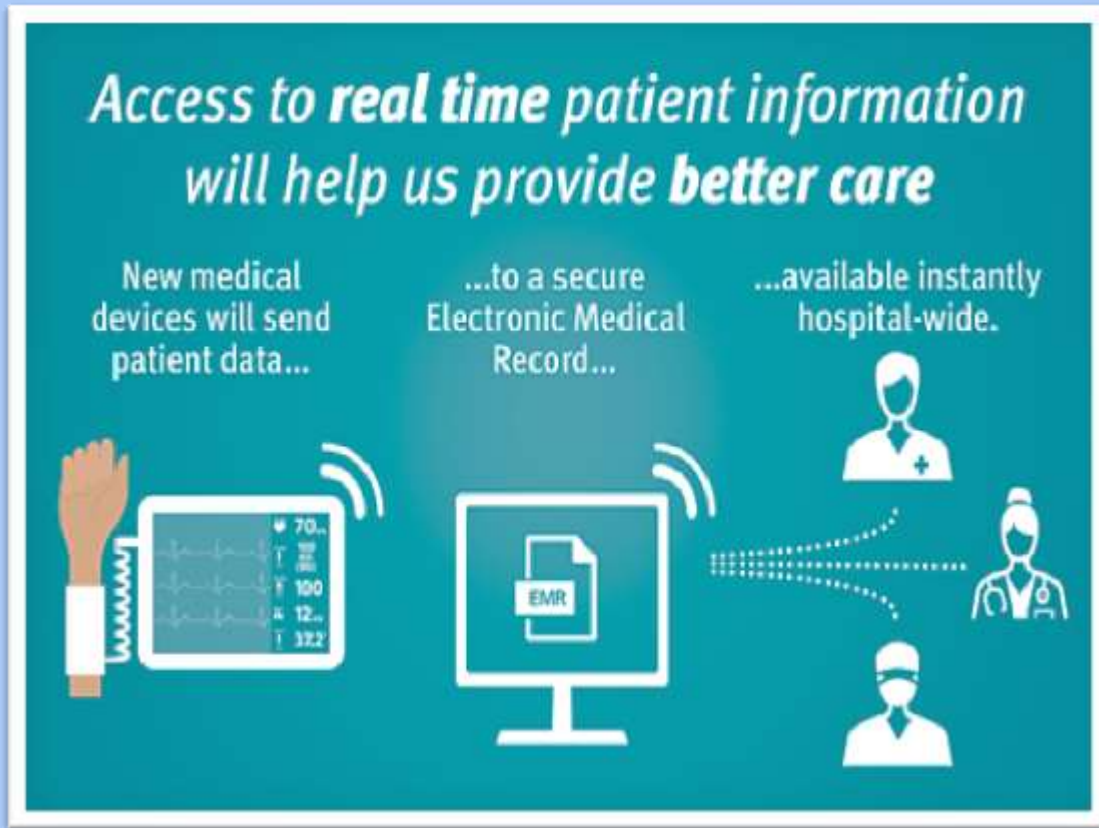
# CHRONIC ILLNESS TIMELINE



# FACE-TO-FACE CONSULTATIONS ARE VALUABLE BUT...



# MY DIGITAL HEALTH CARE INVOLVES...



Source: <https://metrosouth.health.qld.gov.au>



Source: A. Johnson <https://commons.wikimedia.org/>

# EMR BENEFITS

## ED, INPATIENT & MULTIPLE OUTPATIENT CLINICS

### STRENGTH OF SAFETY NET

#### CHALLENGE

- Medication prescribed in ED not given there or on transfer to ward

#### IMPACT ON ME

- Vulnerable & did not confront
- Confirmed my 'high alert' status

#### DIGITAL IMPROVEMENT

- Safety alerts that demand responses
- Locate & expedite medicine delivery?

### INTERACTIONS WITH PATIENT

#### CHALLENGE

- Different staff messages

#### IMPACT ON ME

- Confused & anxious
- Questioning was I really sick

#### DIGITAL IMPROVEMENT

- Consistency of accurate messages
- Bedside console opportunity to communicate with patient

### INTEGRATED CARE

#### CHALLENGE

- Paper file travels from place to place
- Each clinician needs to up-to-speed quickly

#### IMPACT ON ME

- Always glad to see file arrive
- Reliance on patient to communicate latest reports across clinics

#### DIGITAL IMPROVEMENT

- Easy access
- One source of truth

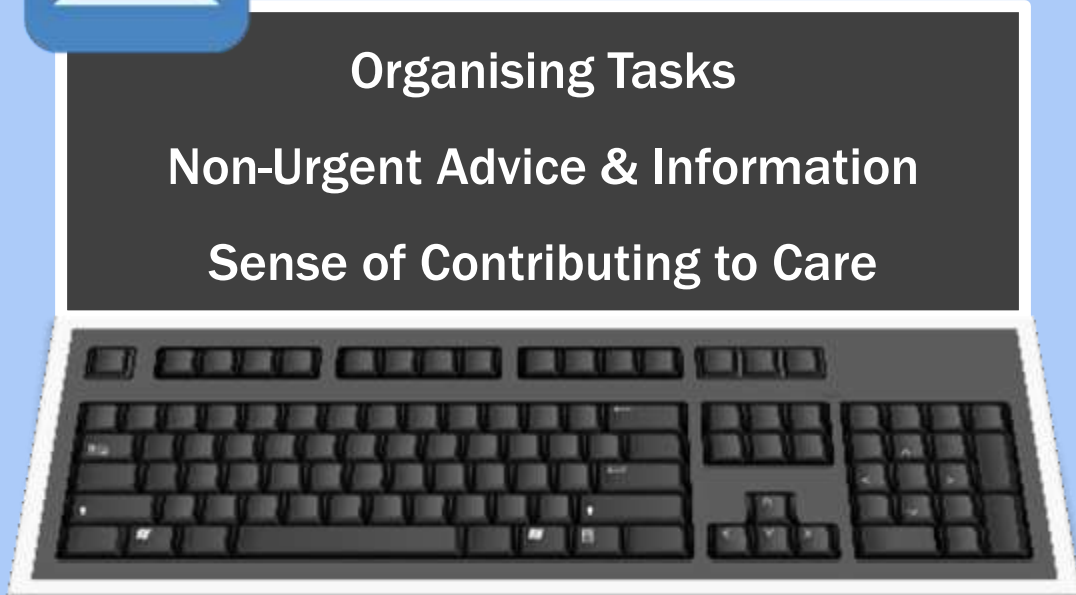
# EMAIL AND MOBILE CONVERSATIONS



**Organising Tasks**

**Non-Urgent Advice & Information**

**Sense of Contributing to Care**



**PARTNERSHIP IN CARE, ONGOING SUPPORT**

**Personalised  
Emergency Help  
for Carer and Me**

**Just-in-time  
Decision Making  
Support**

**Listening to My  
Opinions**



**ENHANCED CARE, SAFETY NET & SHARING CONTROL**

# SMS/TEXT MESSAGING

## PARTNERSHIP IN CARE MANAGEMENT

Good morning Clair. Just letting you know I had tests yesterday if you could follow up in due time. Christine

Hi Chris  
We need to chat about results. Can you give me a quick ring? 😊 Clair



## AUTHENTIC FEEDBACK ON CARE

Hi Clair Just received the national eLearning award for my University project. I could not have functioned at this level of achievement without your expertise and support. Thank you so much. Christine

Hi Chris Incredible. To cope with your illness and then to win a national award! I'm humbled and proud to be part of your support team. Congratulations!



# WISH LIST

## PATIENT PORTAL

Interaction with  
Clinician Team

Reliable Information

Stories of Other  
Patients

Access to Own  
Records

Book Appointments+

Feedback Suggestions

Mobile Adaptive

Easy to Access & Use

Not Burdensome for  
Clinicians

**THANK YOU**

*I would like to thank Dr Clair Sullivan and the staff at the Princess Alexandra Hospital for their long-term care and support*