



Healthy.me: how patients and consumers use e-Health to engage with clinicians and health services

Never Stand Still

Medicine

Australian Institute of Health

Innovation

Annie Lau, PhD

Centre for Health Informatics

Australian Institute of Health Innovation

University of New South Wales

Shared Decision Making Symposium: Developing Tools and Skills for Clinical Practice, October 2014



AIHI

AUSTRALIAN INSTITUTE OF HEALTH INNOVATION

Centre for Health Informatics
Centre for Clinical Governance Research in Health
The Simpson Centre for Health Services Research
Centre for Health Systems and Safety Research

Consumer Informatics

Seeks answers to questions on the
'impact', 'design', and 'science' of ICT
on consumers, patients and their carers

i.e. those with the **highest stake**
in our healthcare system

HEALTHY.me

search

GO

Welcome to Healthy.Me

Healthy.me is a web-based personal health record platform developed by the Centre for Health Informatics, UNSW. It provides the following self-management tools to:

Developed the
**first PHR research platform
in Australia (Healthy.me)**

PERSONAL RECORD



Record and keep track of all your medical tests in one place.

PILLBOX

Know exactly what medication to take at certain times of your journey.



TEAM

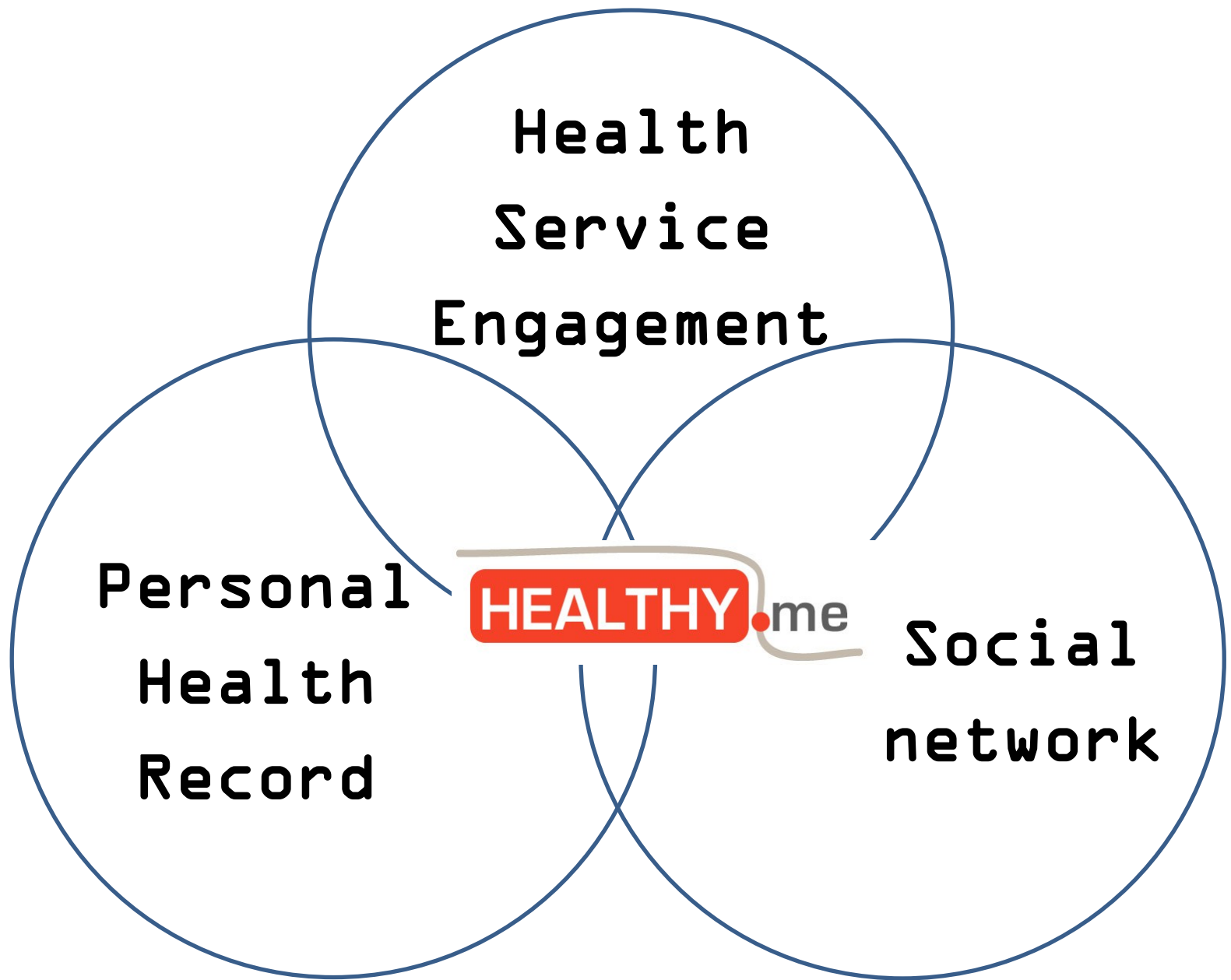
Keep a record of all your contacts throughout your medical journey.



SCHEDULE

Monitor all of your scheduled tasks and appointments quickly and easily.





My Personal Record

Browse through your personal record below

PERSONAL
RECORD

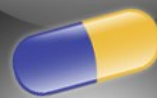
Pathology Tests



Imaging Tests



Pillbox



Procedures



Diary

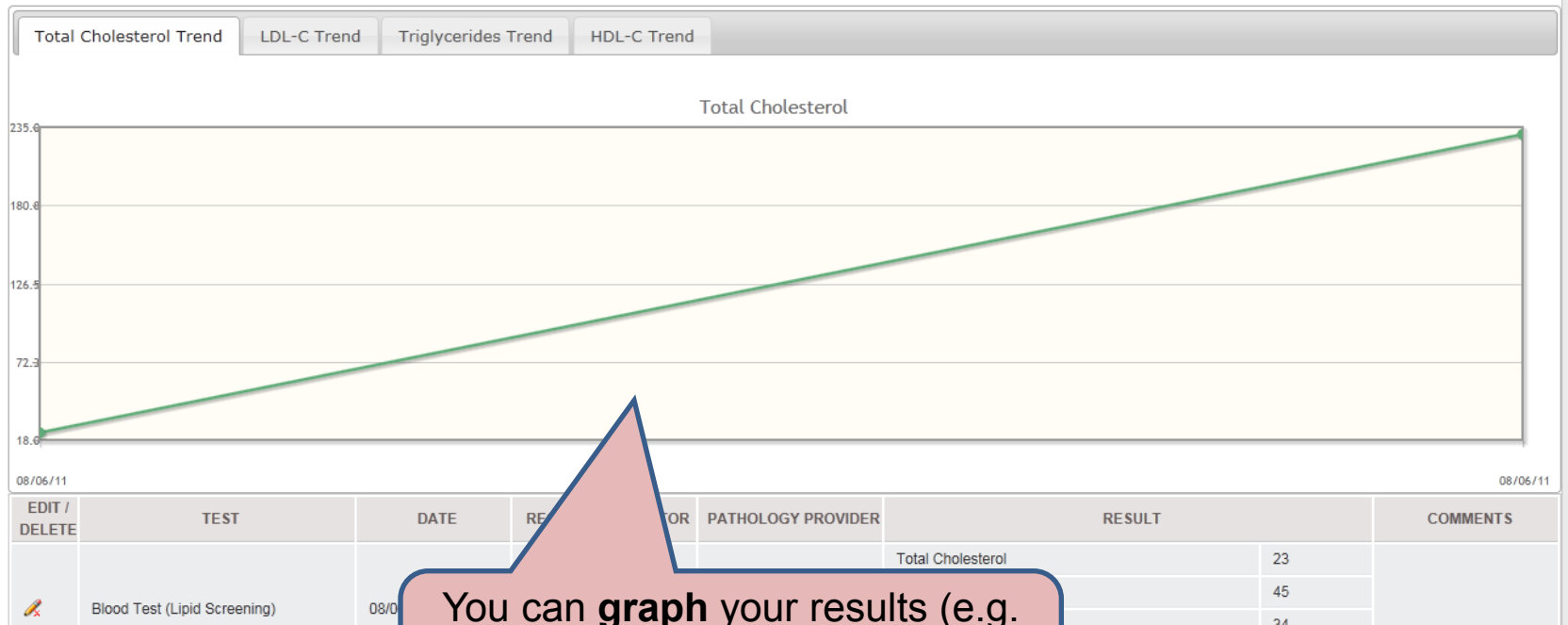


“My Personal Record” allows you to keep track of medical test results and procedures

[My Personal Record](#) > [Pathology tests](#) > View History

Browse through your pathology tests history below

PERSONAL RECORD



You can **graph** your results (e.g. cholesterol) and monitor whether it is on track



Invite a friend: [preview](#)

[Journeys](#) > [Emotional Wellbeing Program: Lesson 2](#) > HOME

[Forum](#)[Diaries](#)

To Do

Today, 25 March 2012 10:34 AM

[Previous](#) 2012-03-25 [Next](#)

[Book an appointment to see a GP](#)

[HOME](#)

Click on a stage to find out more:

● [Step 1: Learn how to identify unhelpful thoughts and](#)

Have you been getting trapped in unhelpful negative thinking, or stopped activities that you used to enjoy?...[\(more\)](#)

● [Step 2: Get started with lesson 2 of the Emotional Wellbeing Program...](#)

COMICS - In this lesson you learnt how our thoughts can affect our emotions and mood, and how to **tackle low activity**



What's your Health like compared to others?

Sleep Vege&fruit Caffeine
Exercise Absence Symptoms
Stress Drinks Drugs

How many hours did you sleep last night?

Four or less ☐

5-6 ☐



What's your Health like compared to others?

Sleep	Vege&fruit	Caffeine	Exercise	Absence
Symptoms	Stress	Drinks	Drugs	

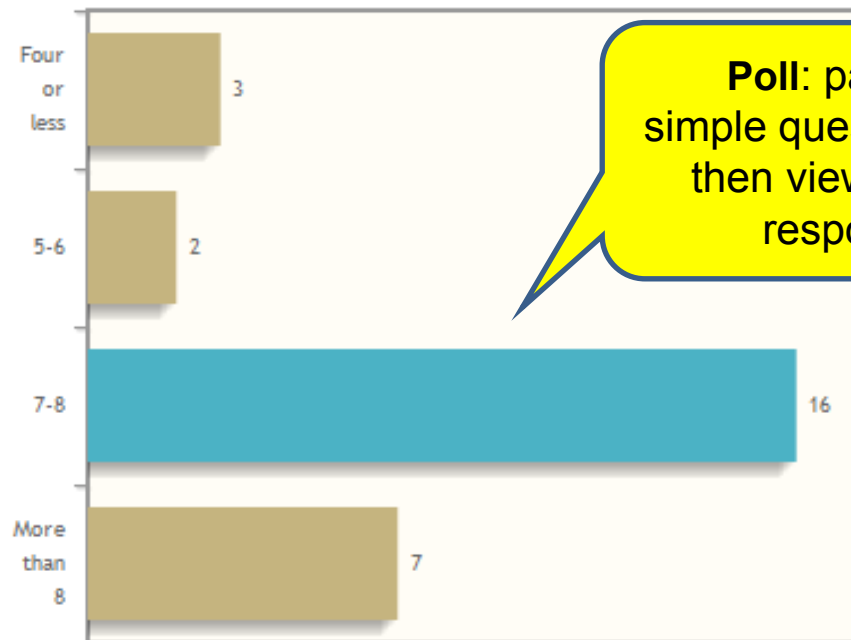
How many hours did you sleep last night?



last week



last month

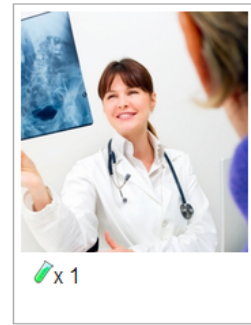


Poll: participants answer simple questions, where they can then view and compare their response with others

Click on a stage to find out more:

● **Stage 1: My Diagnosis**

- In here you can write down the stage and type (pathology) of your breast cancer and the treatment post surgery that has been recommended for you, such as radiation and / or endocrine (anti-hormonal) therapy...[\(more\)](#)



● **Stage 2: My Team**

- You can note who the members of your team helping look after you are and what medications you need to take and how often...[\(more\)](#)



● **Stage 3: My Pillbox/ My Treatment**

- Browse through your medications relating to your breast cancer...

Journeys provide information for consumers to engage with clinicians and health services in an actionable way...

● **Stage 4: My Schedule and Follow-up**

- Use this section to help organise your appointments for follow-up with your surgeon, medical oncologist in charge of your endocrine therapy (if given), and your radiation oncologist (if radiation was given)...[\(more\)](#)



Flu vaccine

Vaccination rates more than doubled among a sample of 700 participants (4.9% vs. 11.6%)
($P=.008$)

IVF

Supported 14 women over 8 weeks to complete their IVF cycle

Asthma

>300 people with asthma were invited nationwide to use Healthy.me to manage their asthma

Significant efficacy and user acceptance
with >2000 consumers
across 6 clinical conditions and settings

Mental wellbeing

Online community for 1985 participants with healthcare professionals to address their wellbeing concerns

Breast cancer

Supported 50 survivors of early stage breast cancer post-treatment

Sexual health

STI testing rates more than doubled among a sample of 300 young adults (7.6% vs. 15.3%)
($P=.017$)

The screenshot shows the HEALTHY.me website interface. At the top is a navigation bar with links: HOME, JOURNEYS, MY PERSONAL RECORD, MY PILLBOX, MY SCHEDULE, MY TEAM, MY DIARY, MY MESSAGES, and FORUMS. Below this is a secondary navigation bar with links: My Setting, Tutorial, Contact Us, and Logout. The main content area is titled 'JOURNEYS > Sexual Health Journey > HOME' and includes buttons for 'Forum' and 'Diaries'. A section titled 'The Sexual Health Journey' features a video player with navigation controls and a 'HOME' button. Below this is a red alert box stating 'You could have an STI and not even know it!' with a link to learn more. A 'BOOK NOW' button is also present. On the right, there is a section titled 'What's your Health like compared to others?' with a grid of health-related categories (Asthma, Sleep, Vege&fruit, Caffeine, Exercise, Absence, Symptoms, Drinks, Drugs) and a form to answer a question about waking up due to asthma. A 'Submit & see others' answers' button is at the bottom of this section. Numbered callouts point to various features: 1 points to the top navigation bar, 2 to 'MY PILLBOX', 3 to 'MY SCHEDULE', 4 to 'MY TEAM', 5 to the 'HEALTHY.me' logo, 6 to the 'MY MESSAGES' link, and 7 to the 'BOOK NOW' button.

Example of how different features are required to encourage consumers to engage with clinicians

Mobile Healthy.me
now available
(iOS, Android)



Summary

- Goal: how we can use E-Health to help consumers and patients engage with clinicians and health services
- *Healthy.me* undergoing continuous development
- Collaborations are warmly welcome

Thank you

Annie Lau, PhD
Centre for Health Informatics
Australian Institute of Health Innovation
University of New South Wales

Email: a.lau@unsw.edu.au
www.aihi.unsw.edu.au/chi

