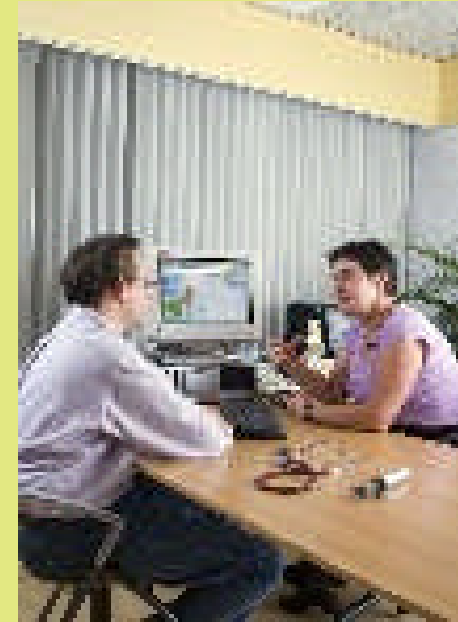




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National Institute
for Public Health
and the Environment



Digital decision aids at the Dutch national health and care portal

www.kiesBeter.nl

eTelemed, Feb. 2009

Hans C. Ossebaard [University of Twente]

Collaboration in eHealth

- National Institute for Public Health and the Environment (RIVM)
 - > National health portal kiesBeter

- University of Twente
 - > Center for eHealth Research
 - [Faculty Behavioral sciences]

National health and care portal



2004 Assignment of NL Ministry of Health

Background:

- Consumer centered health care system (choice)
- Demography
- E-citizens > e-patients
- Increasing health costs

National health and care portal



Objectives:

- Reliable and objective (comparative) information on health, care and insurances
- Consumer oriented (accessibility, simplicity)
- Multi-channel (internet, phone, help desks)

National health and care portal



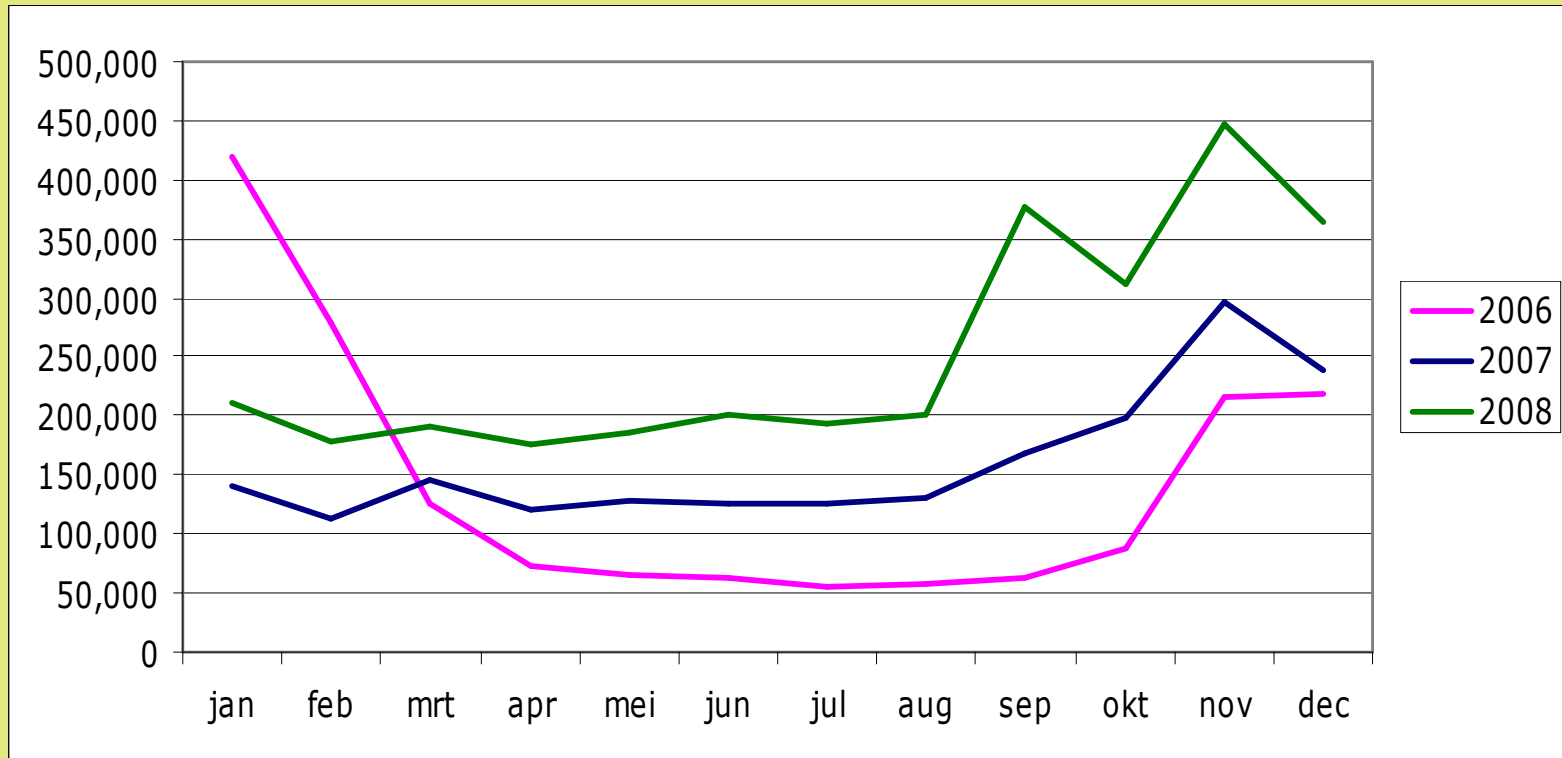
Anno 2009

- Comparative healthcare information
 - Display information on the full spectrum of care
 - Quality information (performance indicators, benchmarks)
 - Health insurances

- Additional information on
 - Medicines
 - Healthy living
 - Patients' rights
 - Medical information (*decision aids*)

Visitors per month (2006-2008)

2008: > 3M visitors



Decision aids

Sub site Medical information
visited by 2:3 visitors

Decision aids:

- Assignment of Ministry of Health
- Developed by Dutch Institute for Healthcare Improvement (CBO) in collaboration with major stakeholders
- Disclosed on national healthcare portal (medical information)

Decision aids

Patient involvement has beneficial effect on process and outcomes (O'Connor 2004, et al.)

Shared decision making – model

Decision aids:

- interventions to help people make choices
- innovative e-tools to improve doctor-patient communication

Decision aids

- Developed according to IPDAS standards, 2005
- Based on clinical guidelines
- Preference-sensitive decisions

Decision aids

- ADHD (children)
- Anxiety disorders
- Breast cancer non-metastatic
- Depression
- Diabetes
- Cardiovascular risk management (+HR)
- Lumbar disc prolapse
- Pneumothorax
- Post-menopausal symptoms
- Prenatal screening on Down's syndrome
- Screening for prostate cancer

kiesBeter.nl Medische Informatie
wijst u de weg in de zorg

Home | Medische informatie | Gezond leven | Zorgverleners | Medicijnen | Zorgverzekeringen | Patiëntenrechten

Home > Medische Informatie > Keuzehulpen

Zoeken

- > Medische Encyclopedie
- > Ziekte of klacht
- > Onderzoek
- > Behandeling
- > Op lichaamsdeel
- > Op uw situatie

Extra

- > Dossiers
- > **Keuzehulpen**

Keuzehulpen

Een keuzehulp helpt u bij het kiezen van een behandeling voor een ziekte, klacht of aandoening die het meest geschikt voor u is.

Er zijn keuzehulpen voor:

- > ADHD bij kinderen
- > Angststoornissen bij volwassenen
- > Borstkanker
- > Depressie
- > Diabetes
- > Hart-en vaatziekten
- > Hernia in de onderrug
- > Klaplong
- > Overgangsklachten
- > Prenataal screening Downsyndroom
- > Testen op prostaatkanker
- > Verhoogde kans op hart-en vaatziekten

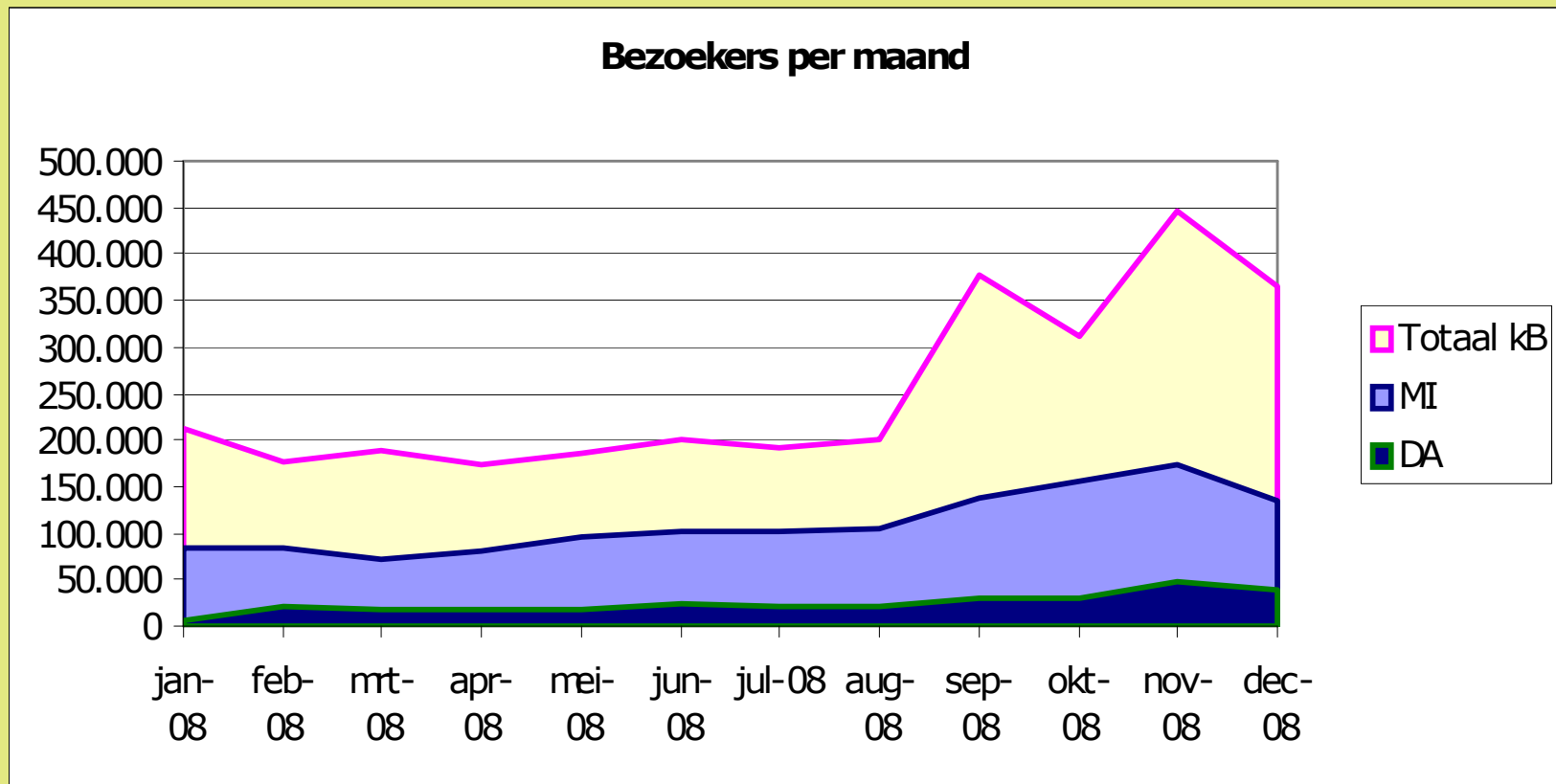
In de toekomst worden meer keuzehulpen toegevoegd.

Pagina opties

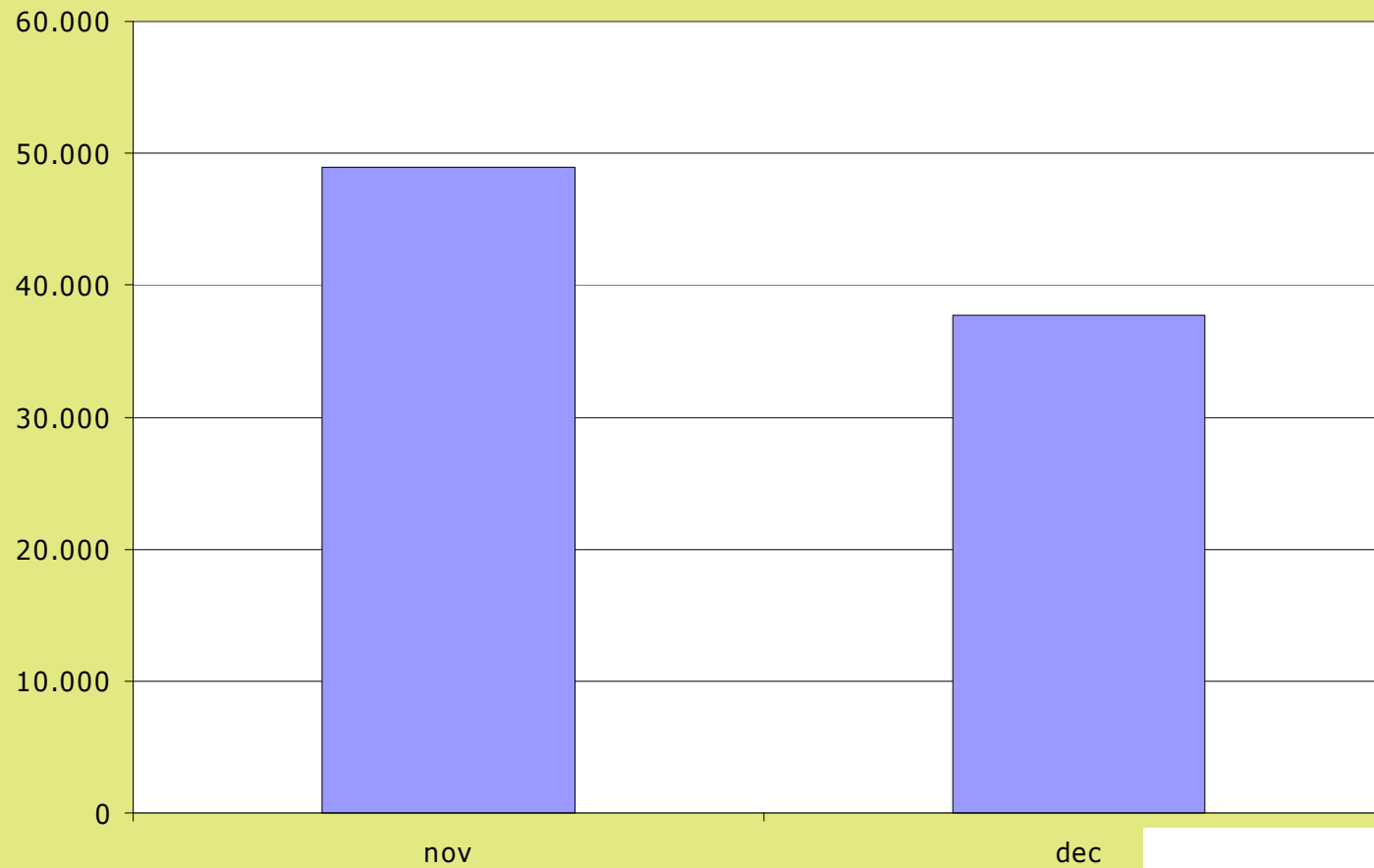
- Voorlezen
- Printen
- Doorsturen
- Beoordelen

Portal vs Medical information vs DA

visitors per month (2008)

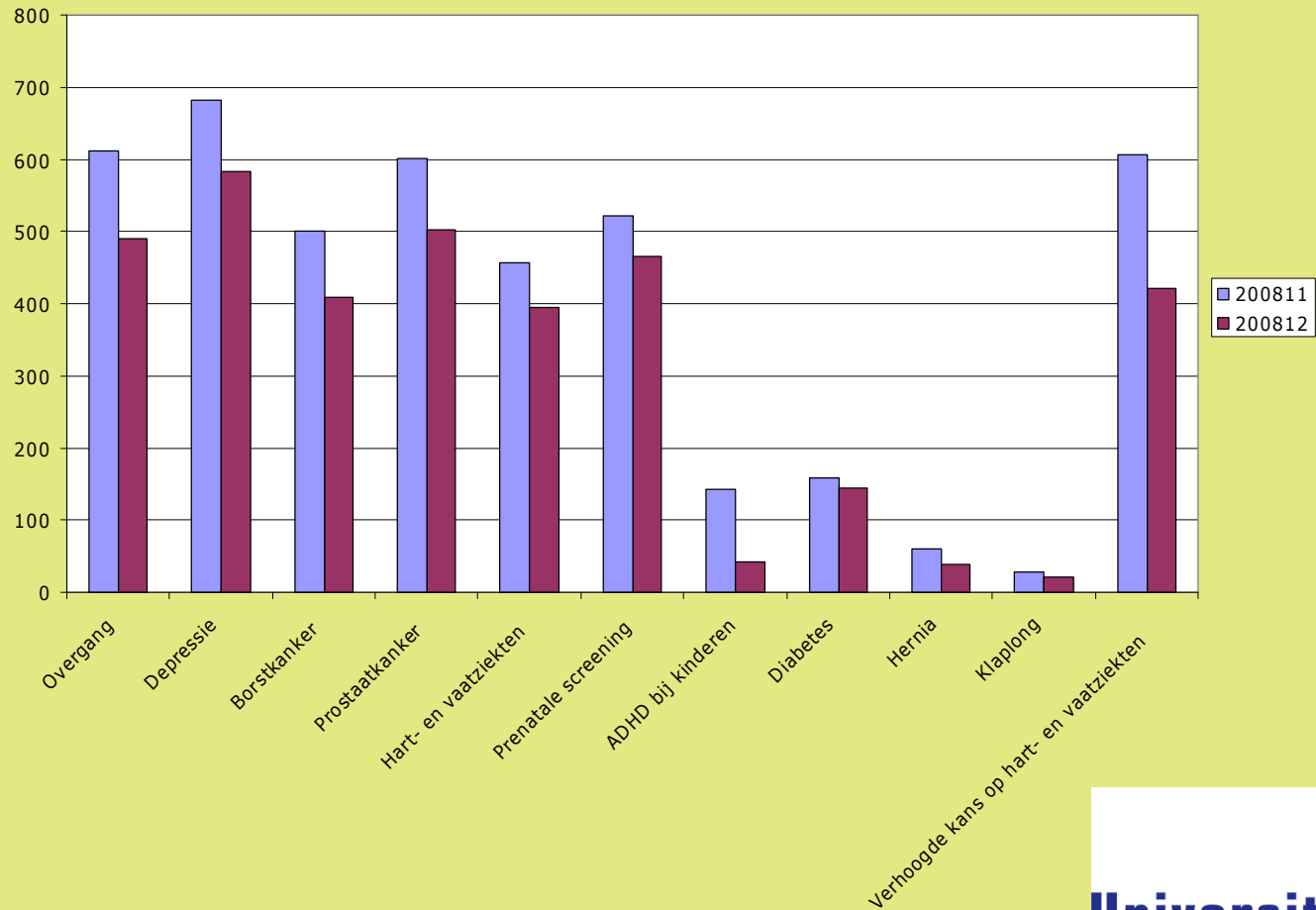


Total amount of DA visitors



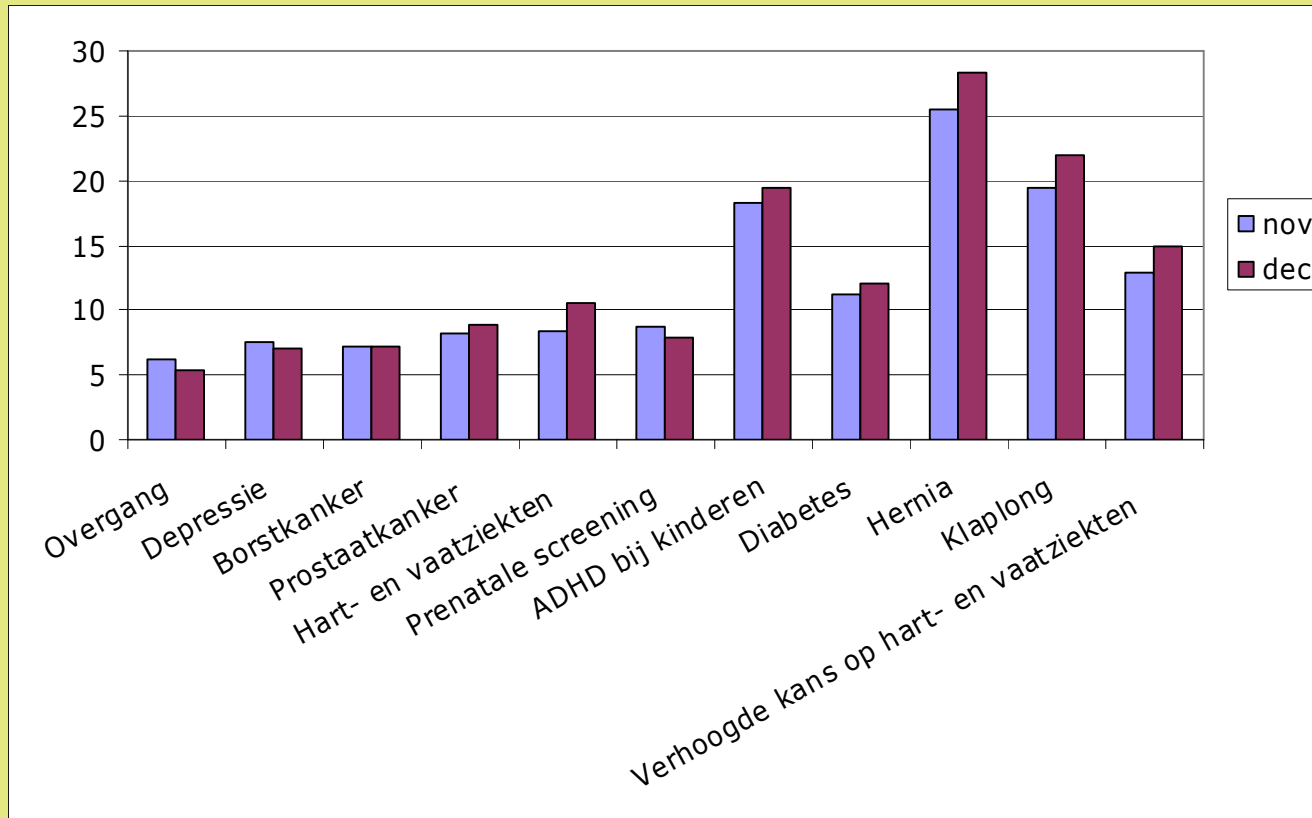
Visitors per Decision aid

November/December 2008



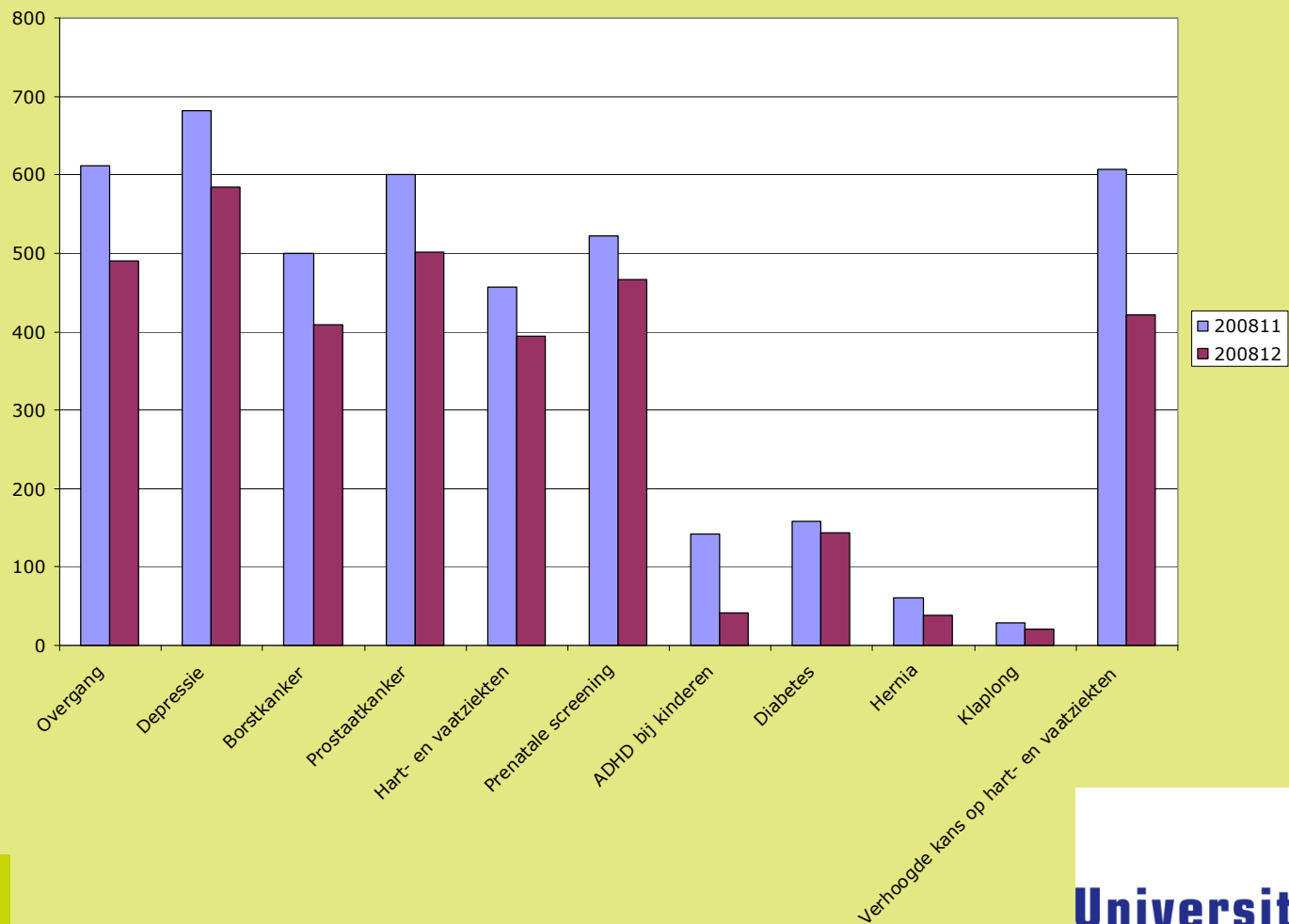
Visitors' duration (min.) per Decision aid

November/December 2008



Visitors clicks – within decision aid

November/December 2008



Decision aids

- > promoting use by professionals
- > promoting use by patients
- decentralised use
- e-awareness among public, professionals en policymakers slowly increases
- > further research needed

Gracias

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National Institute
for Public Health
and the Environment

eTelemed 2009, Feb. 2009 - Hans C. Ossebaard



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Enschede - The Netherlands