

# Opinions about Personally Controlled Electronic Health Records

A qualitative study

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- › Chronic disease and complex health problems are on the rise
- › Care is often provided by a number of different healthcare providers
- › Health *Connect* - 2000<sup>1</sup>
- › National E-Health Transition Authority (NEHTA) - 2005
- › Healthcare Identifiers - 2010
- › Personally Controlled Electronic Health Records – 2012

- › Definition of Personally Controlled Electronic Health Records (PCEHRs)<sup>1</sup> (previously called Integrated Electronic Health Records (IEHRs)):

A secure, electronic record of your medical history, stored and shared in a network of connected systems. The PCEHR will bring key health information from a number of different systems together and present it in a single view.

The PCEHR will not hold all the information held in your doctor's records but will complement it by highlighting key information. Over time you will be able to contribute to your own information.

› To explore the:

1. Knowledge
2. Understanding and
3. Views

of healthcare providers and consumers on PCEHRs



- › **Study population:** Healthcare providers and consumers
- › **Sample size:** Recruit until saturation of themes
- › **Recruitment:** Flyers posted in public areas, information about the study was included in newsletters sent out in several Divisions of General Practice

- › **Interview guide design:** Based on the interview guide used by Greenhalgh *et al*<sup>1</sup> two interview guides were designed
- › **Data collection:** Interviewed once either face-to-face (individually or in small groups) or over the phone.
- › **Data analysis:** Preliminary data analysis alongside data collection. Thematic analysis will be undertaken once all the data has been collected

- › 21 consumers aged between 21 and 76 years
  
- › 22 healthcare providers aged between 27 and 71 years
  - Doctors n=9
  - Pharmacists n=8
  - Nurses n=5
  
- › 56% female participants

- › Poor knowledge and understanding about PCEHRs among consumers

**Moderator:** *“Have you ever heard of a electronic health record?”*

**Consumer 16:** *“Yes”*

**Moderator:** *“Where did you hear about it?”*

**Consumer 16:** *“On the TV”*

**Moderator:** *“What do you know about it?”*

**Consumer 16:** *“Very little. I believe it’s where your doctors can just grab your information up off the computer anywhere in Australia”*

- > Healthcare providers seemed better informed about PCEHR

### Pharmacist 1:

*“Well, it’s what they call E-Health isn’t it? So where patient’s records are kept somewhere in the virtual world and accessible to health professionals whenever they are given consent by a patient”*



## › Benefits

- Safer healthcare
- Holistic approach
- Great source of information when attending to unconscious people or people with dementia
- Timely access to information
- Time saving
- Cost saving



## Doctor 9:

*“Well the benefit is that the particular health professional that the patient is attending has a full picture of what the current situation is, whether it’s with medications, whether it’s with investigations, whether it’s with diagnosis, so that a holistic approach can be made with patient management”*



## › Concerns

- Privacy concerns
- Do not want every healthcare provider to know everything
- Not a complete health record
- Time consuming

- › Strong opinions about this development
- › Great confusion of what PCEHR will involve

**Consumer 18:**

*"It's all going to be electronic sooner or later so I mean just get it over and done with and just stop everyone from looking at it for laughs".*



- › Currently poor understanding about what PCEHR will involve. This could negatively influence consumer opt-in
- › NEHTA should clarify the aim of PCEHR and inform consumers about their rights so consumers can make an informed decision
- › Collaborative effort among healthcare providers to protect patient privacy

- My supervisors Jo and Andrew
- All 43 participants
- Widdifield Cardiac Research Scholarship
- Friends and colleagues at the Therapeutics Centre, esp. Stacey and Dick