

PALANTE – an EU project that will demonstrate the user value of electronic patient solutions

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Introduction

PALANTE (PATients Leading and mANaging their healThcare through EHealth) is an EU project where 9 different countries/regions in Europe and 21 partners participate to establish new services for existing patient related communication solutions. The partners also work to ensure that the solutions are taken into use in a large scale and will perform a common evaluation. The evaluation will be carried out in cooperation with Sustains, a twin project that covers further 12 regions/countries in Europe. The evaluation will therefore in total be the largest evaluation of patient activation that has ever been performed. The aim of the evaluation is to assess and deliver significant results regarding how electronic health care services are accepted by patient users and how these services effect and have impact on patient empowerment.

Oslo University Hospital and CSAM Health AS are partners in the Norwegian pilot of PALANTE and participate with the electronic communication tool MinJournal. Discharge notes will be available online for a large number of patients through MinJournal. A chronic care module is developed specifically aimed for patients with diabetes. The use of this module will also be evaluated as a part of the PALANTE project. The chronic care module contains different self help tools and tools to improve the communication with health care personnel.

Method

In PALANTE there are commonalities and differences in the eHealth solutions provided by the partners. Based on a literature review, an evaluation framework has been identified incorporating measures of patient empowerment, health care professionals and patient satisfaction, as well as assessment of access, cost, utilization and control variables. As there is not a clear and authoritative definition of patient empowerment present, a systematic literature review has been carried out, with findings utilised in PALANTE evaluation framework.

User evaluation is carried out by utilising electronic questionnaires. The questionnaires cover common measures throughout all pilot sites involved. The evaluation will be carried out in two waves for most of the pilot sites, and current activities within all pilot sites are focused around enrolment of users in the evaluation phase of this project.

Results

As per April 2014 approximately 2900 respondents are involved throughout the PALANTE project. Although not finalized, the

project has great potential in providing significant results in three aspects:

- Acceptability of technology and the effects of eHealth services on citizens.
- On evaluation methodologies on how to collect feedback from citizens and the analysis of the results.
- Evaluation of the different functionalities provided in PALANTE by all pilot sites, indicating what services that are needed and perceived as beneficial by citizen users.

The results mentioned above will in turn have a high potential of creating impact on the implementation of European eHealth policies and electronic services.

PALANTE project started in February 2012 and has 36 months duration.

Acknowledgments

The PALANTE project has received funding from the European Union's ICT Policy Support Programme as part of the Competitiveness and Innovation Framework Programme under GA n° 297260.

PALANTE partners Lombardia Informatica S.p.A. (LISPA) and Empirica Gesellschaft fuer Kommunkations- und Technologieforschung MBH (EMPIRICA) have performed the thorough literature review and methodology assessment utilised collectively in PALANTE project.

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