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Citizen's use of the national Swedish health portal 1177.se

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AGENDA

- An international outlook
- Patient portal use in Sweden
- Patients online access to records
- What's next?



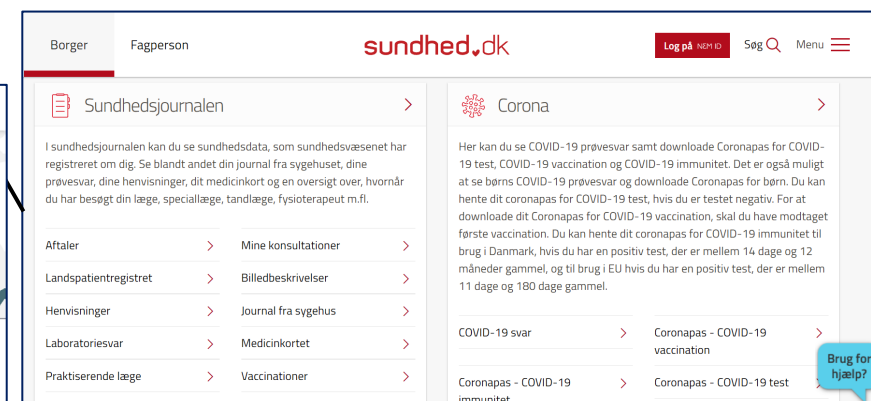
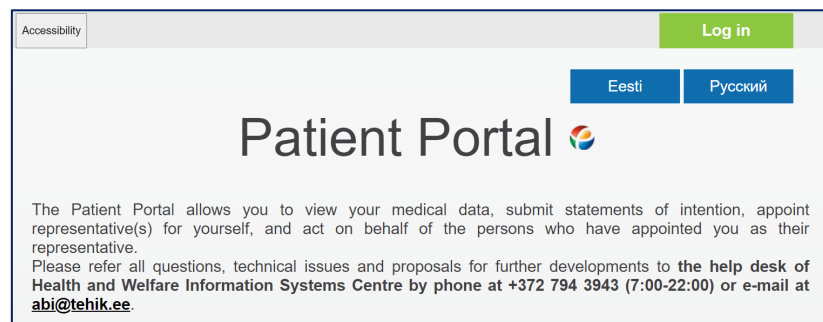
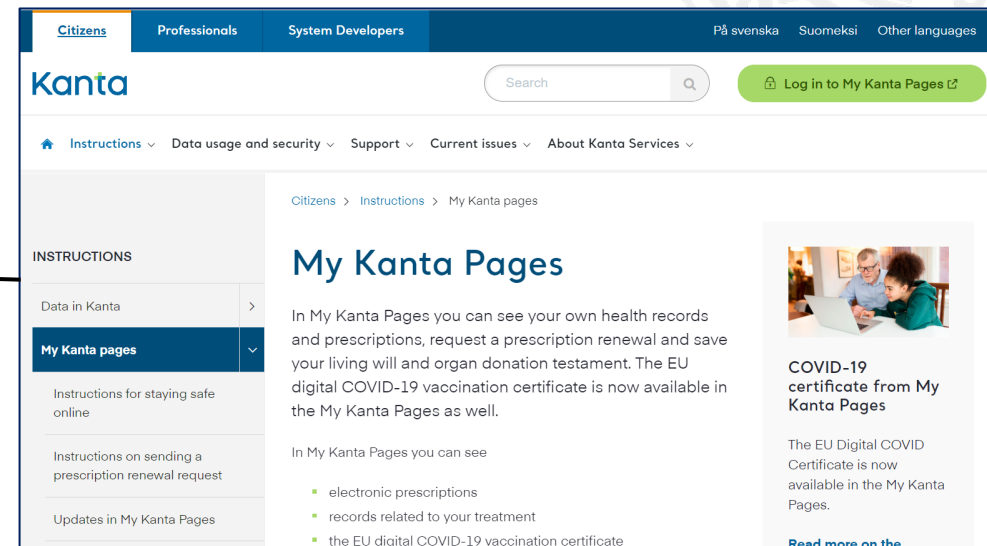
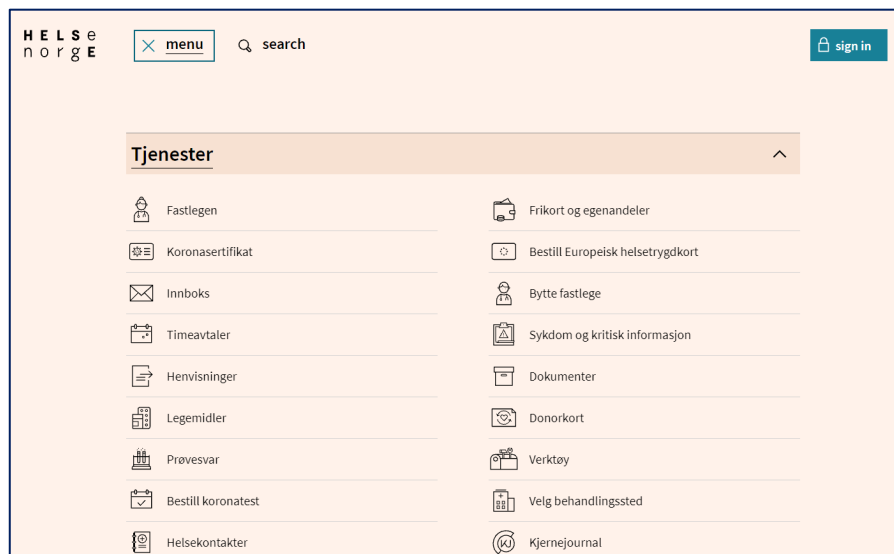
A few questions to you...



Go to **www.menti.com** and use the code **85 78 15**



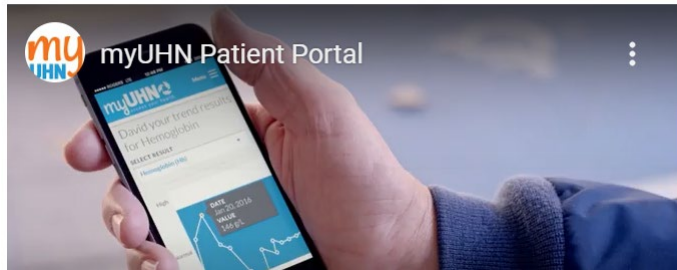
Nordic countries



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CANADA

Learn about myUHN



<https://www.opennotes.org/>

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SOUTH KOREA



my health record

Ministry of Health and Welfare (PHR)

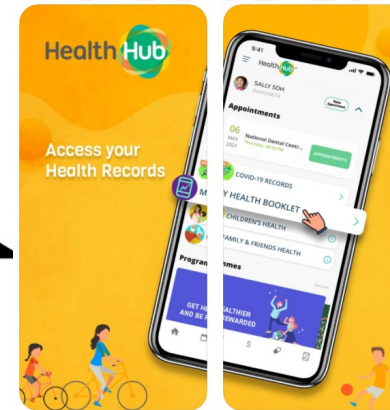
All users

There is no device.

You can share this item with your family about [Family Library](#).

add to wishlist

SINGAPORE



HealthHub

Access your Health Records

AUSTRALIA

Better connected care for you and your family.



23M
total My Health
Records



426M
documents
uploaded by
consumers or
healthcare
providers



160M
clinical documents
uploaded

Discover more



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Digital connections to improve India's health

BMJ 2021 ; 375 doi: <https://doi.org/10.1136/bmj.n2586> (Published 22 October 2021)

Cite this as: BMJ 2021;375:n2586

Article

Related content

Metrics

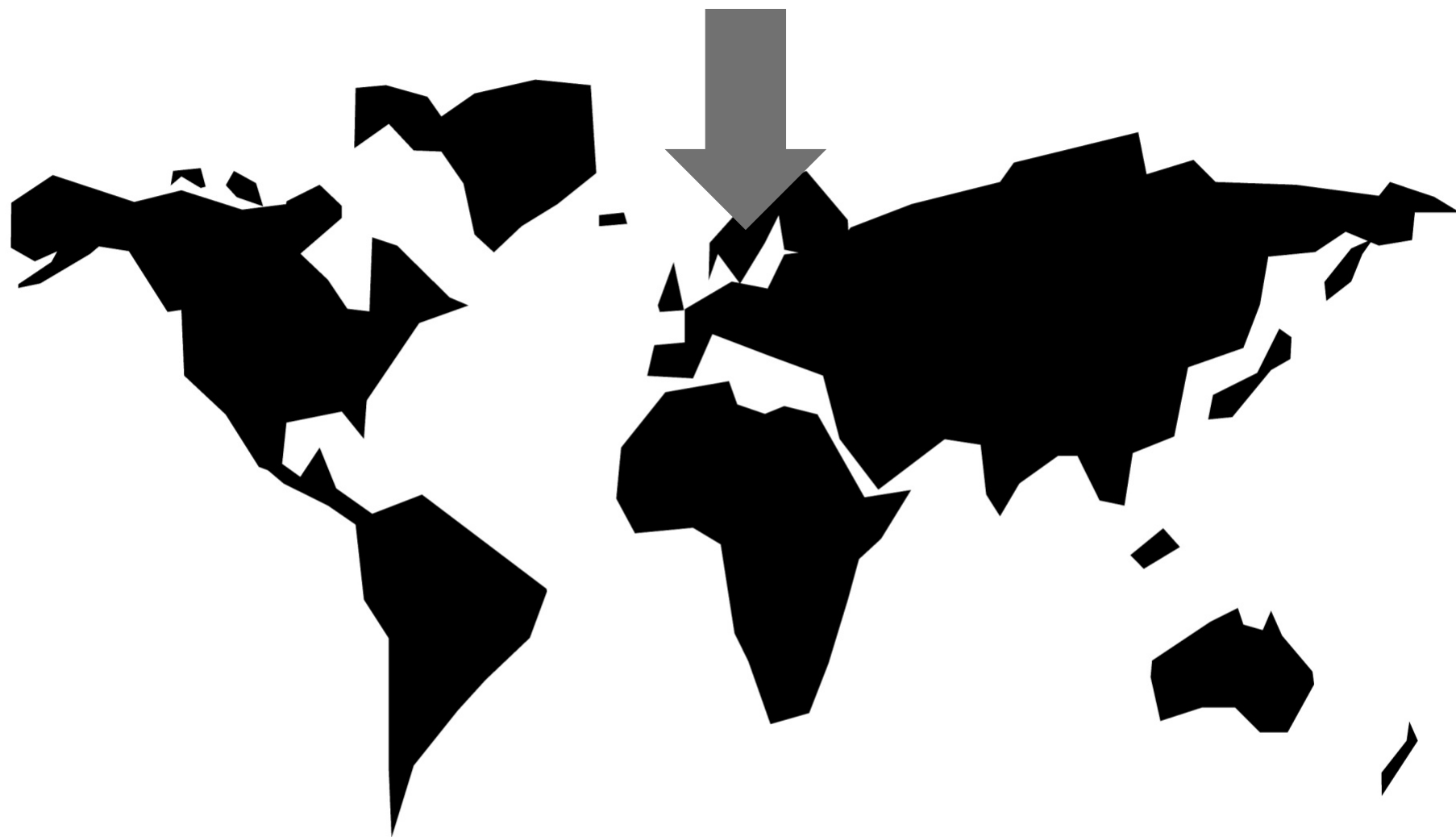
Responses

Surajit Nundy, founder

Author affiliations

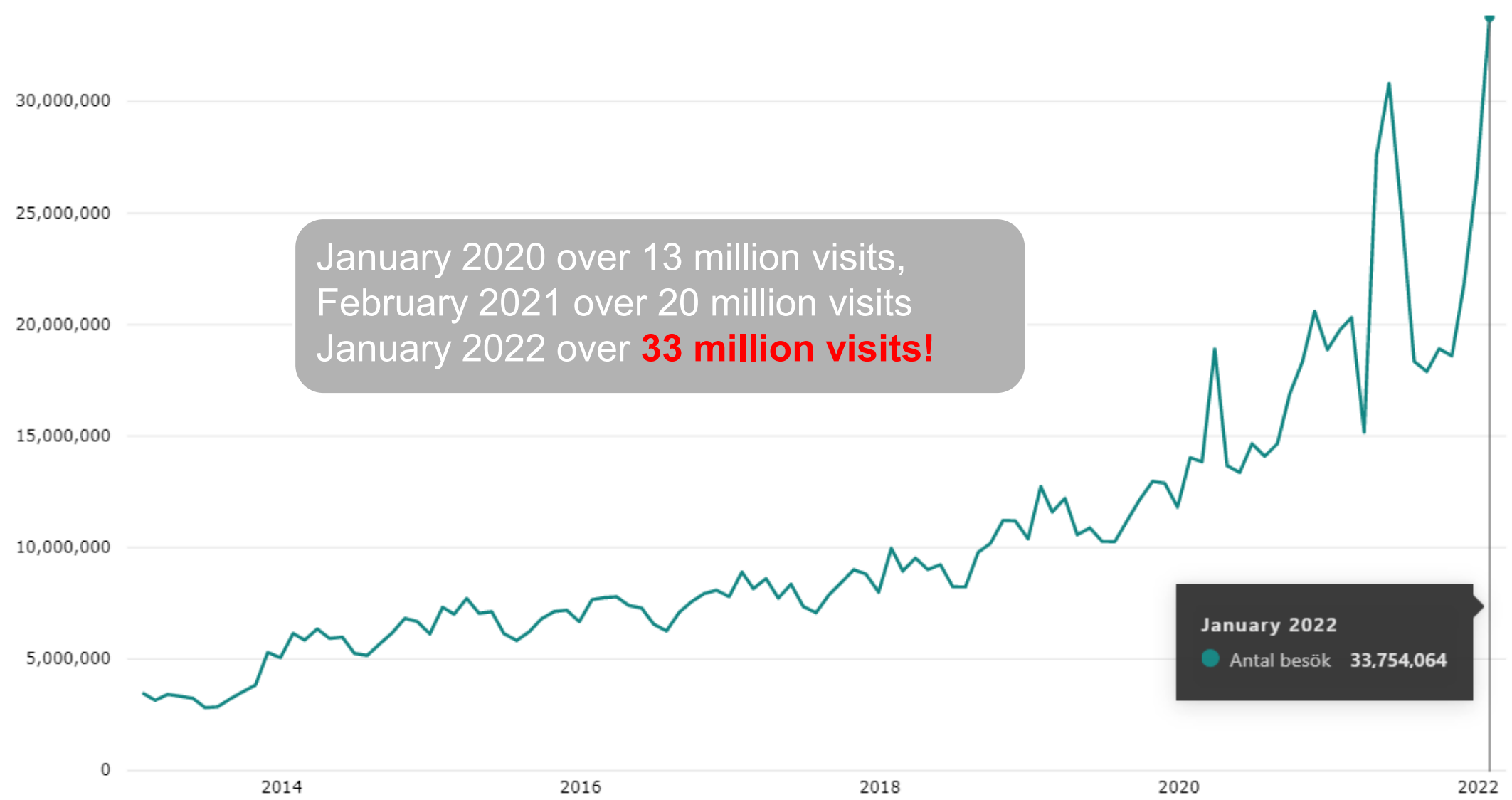
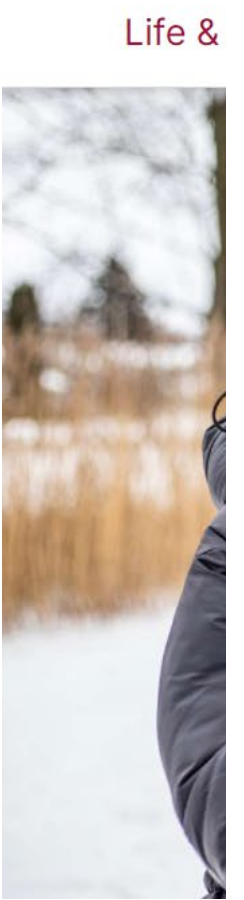
Healthcare in India has long been provided in unconnected silos by individual doctors and in small hospitals. Care is typically initiated by patients who seek treatment in the private sector for which they pay providers an "out-of-pocket" fee.¹ Most patients receive either printed or short, hastily handwritten summaries of their care. This serves to tie patients to the provider who knows them, but it means that when they do happen to move and seek another provider there are no reliable means of transferring information.

INDIA



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Antal besök per månad



Start Inkorg Bokade tider Journalen Egen provhantering Stöd och behandling Övriga tjänster

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Covidbevis ⓘ

> [Till covidbevis.se](#) ↗

Läkemedelstjänster ⓘ


More than 9,4 million accounts

Jan 2020 1,5 million people logged in
(5,7 million log-ins in total during Jan 2020)

April 2021 3,4 million people logged in
(18 million log-ins in total)

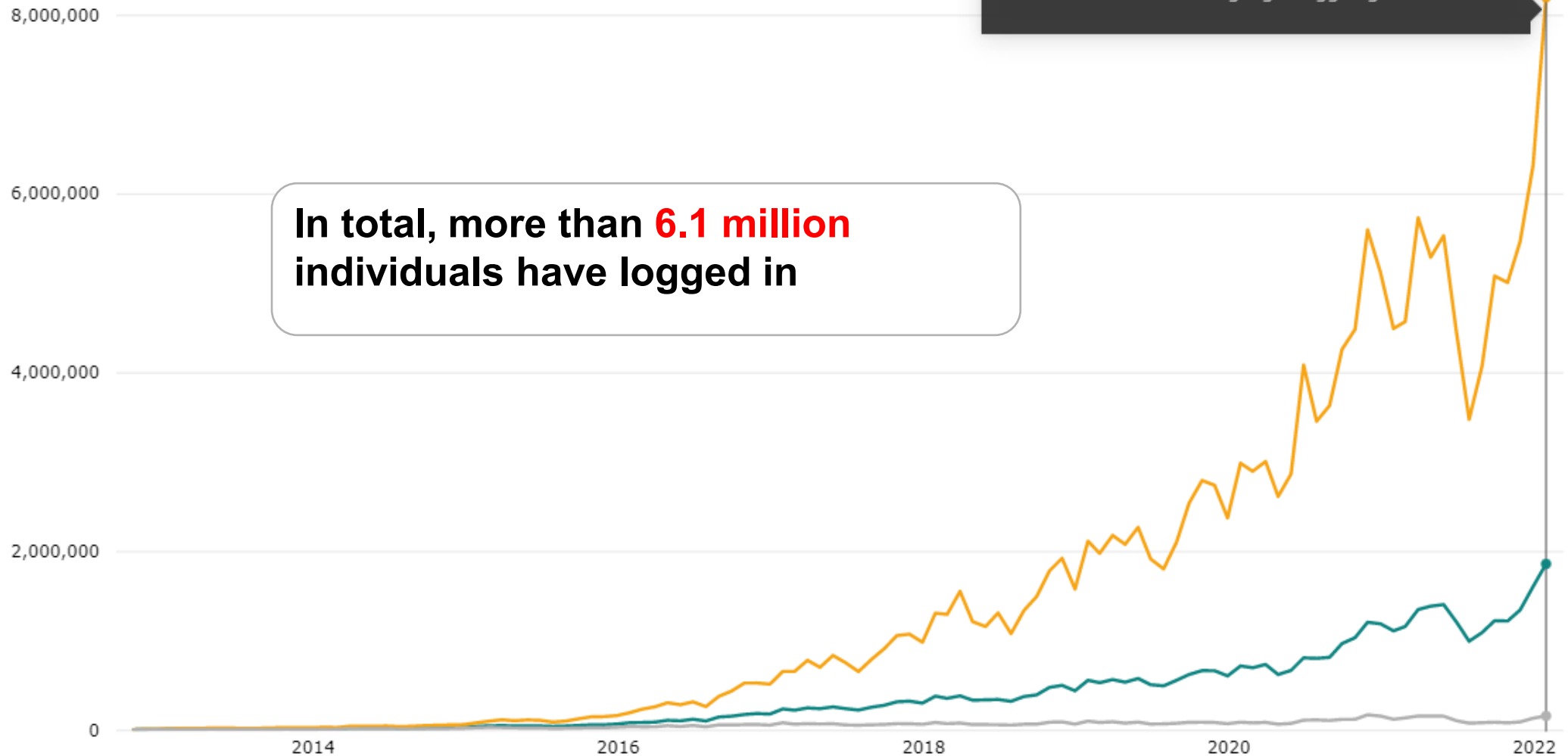
Jan 2022 **4,3 million** people logged in
(**25,7 million** log-ins in total)

Journalen

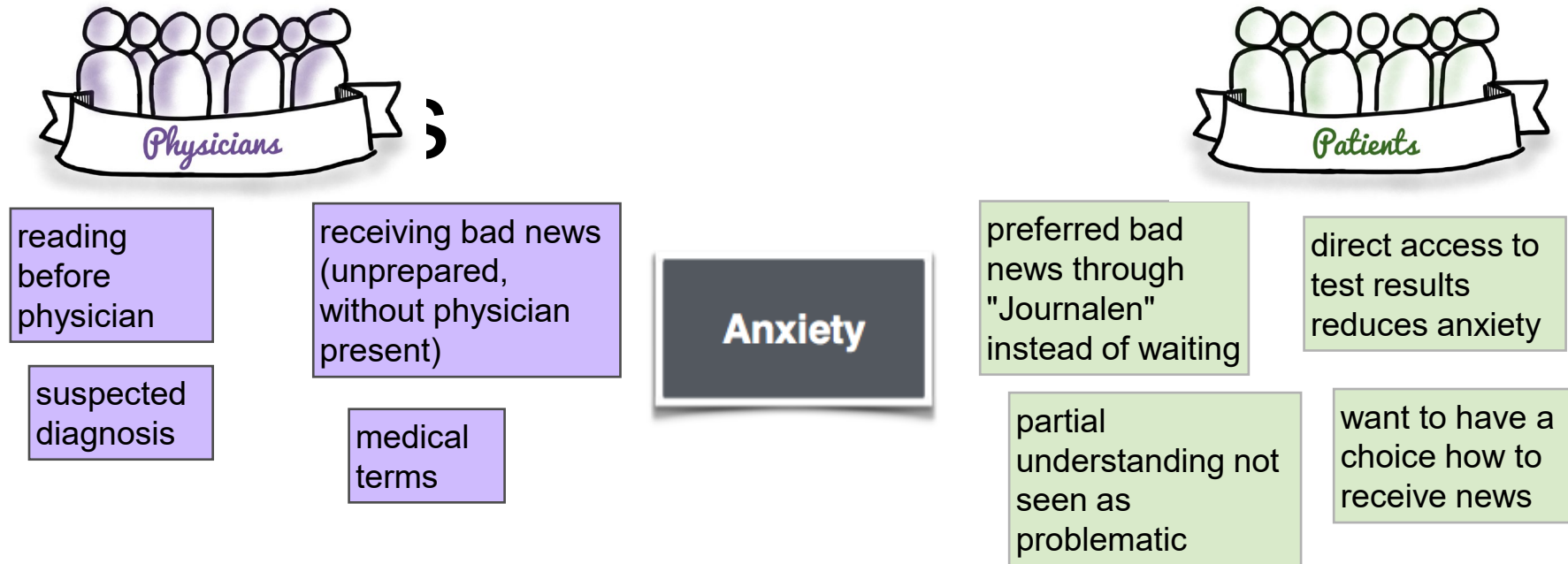
 Sök i din journal

Antal inloggningar, invånare, förstagångsinloggningar per månad

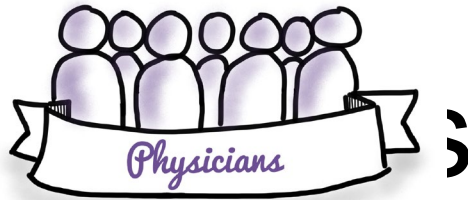
● Antal invånare som loggat in i Journalen ● Antal inloggningar ● Antal förstagångsinloggningar



Physicians' expectations vs patients' experiences



Physicians' expectations vs patients' experiences



Anxiety

increased
phone calls

more
questions
during visits

changing way
of writing

demand changes
of inaccuracies /
errors

Workload

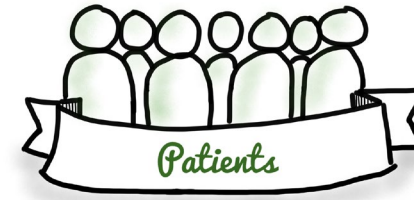
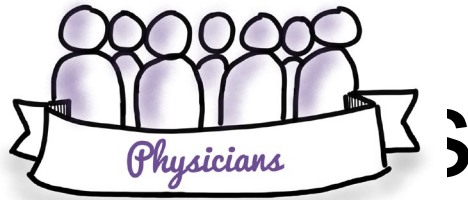
no calls
due to lack of
understanding

ask at next visit,
friends, look
online

no calls / requests
to demand
corrections

don't want to be
a burden

Physicians' expectations vs patients' experiences



Anxiety

Workload

no usefulness
due to assumed
lack of
understanding

no usefulness
due to assumed
anxiety

Usefulness

prepare for
the next visit

memory aid

information in
timely manner

enhanced
shared decision
making

increased
understanding of their
health condition

increased
sense of control

NordForsk's Research and Innovation Programme on Digitalisation of the Public Sector



The overarching aim of the programme is to combine and integrate knowledge-based, digital innovation efforts with research on the related effects and impact on society and end-users.

- 6 projects funded
- 1 focusing on eHealth in the Nordic context



Norwegian Centre for
E-health Research



<https://nordehealth.eu/>



NORDeHEALTH survey 2022



Questionnaire
accessible after log-in to
'Journalen'

24 jan – 14 feb (3
weeks)

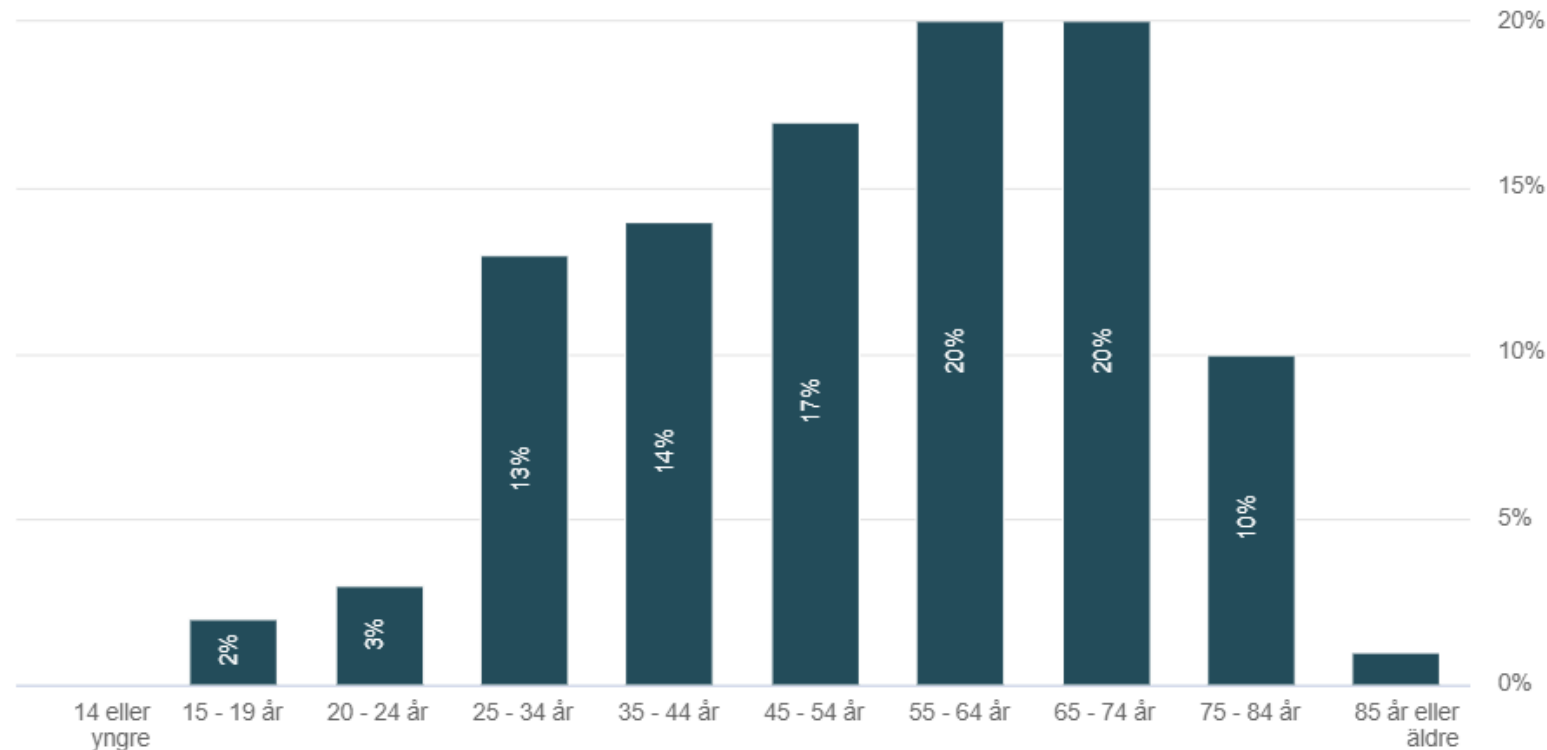
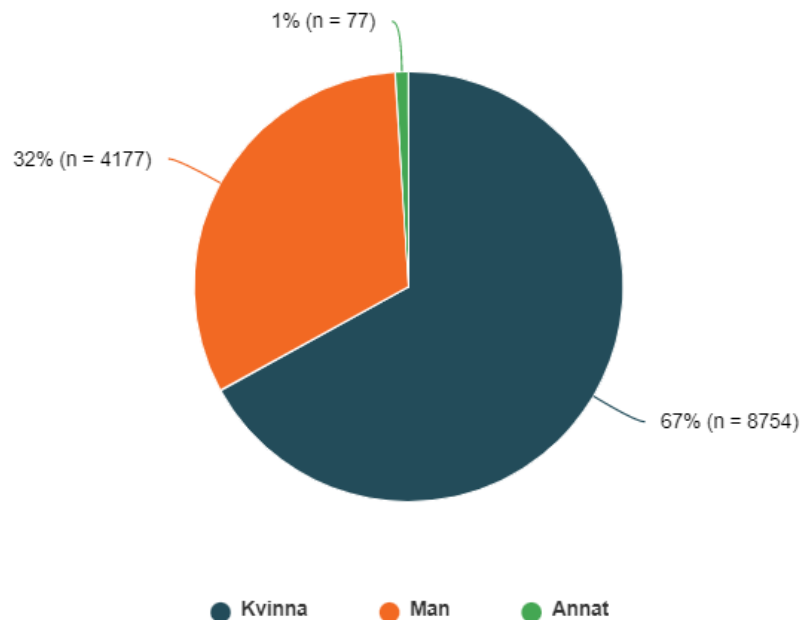


NORDeHEALTH Swedish survey 2022

13 010 responses

- 2 from 14 year or younger (survey terminated after age question)
- 33% had a healthcare education (compared to 40% in 2016)

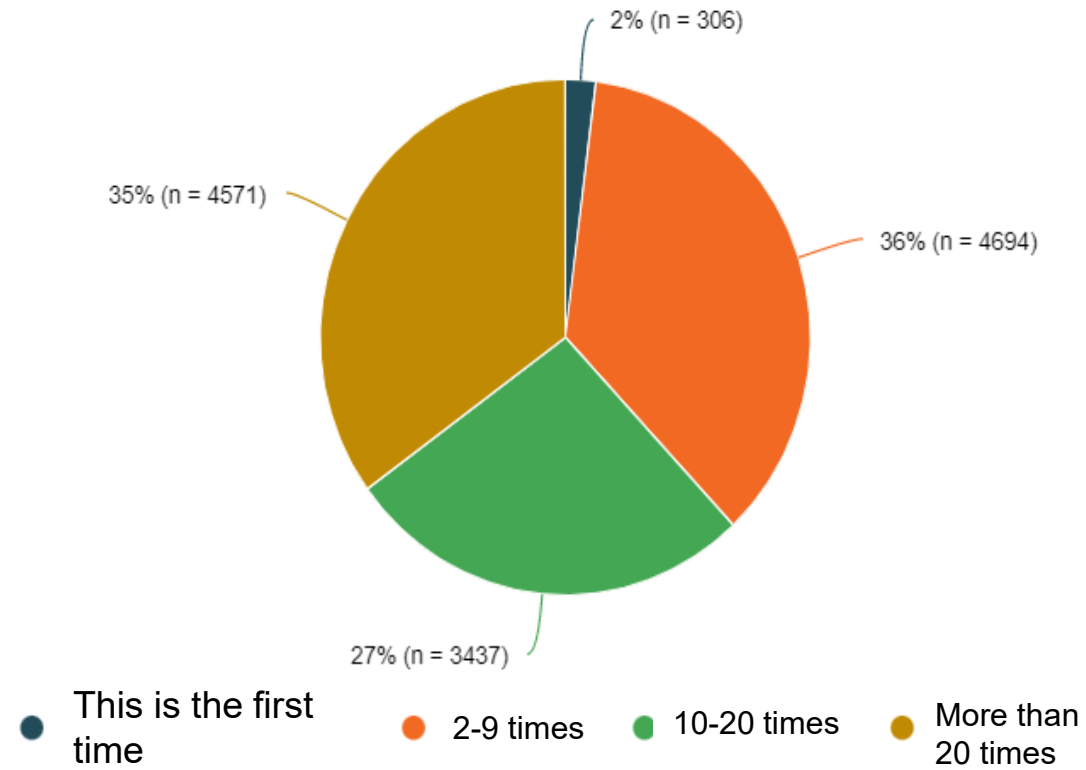
Antal svar: 13010



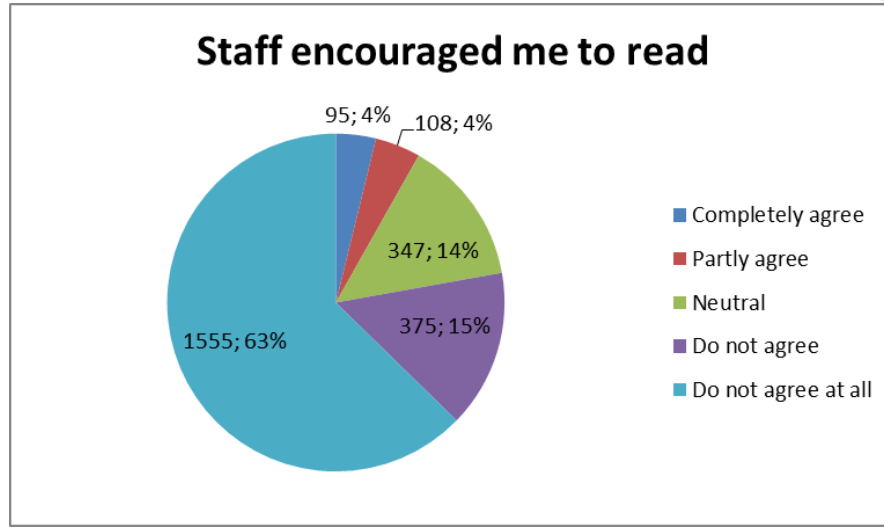
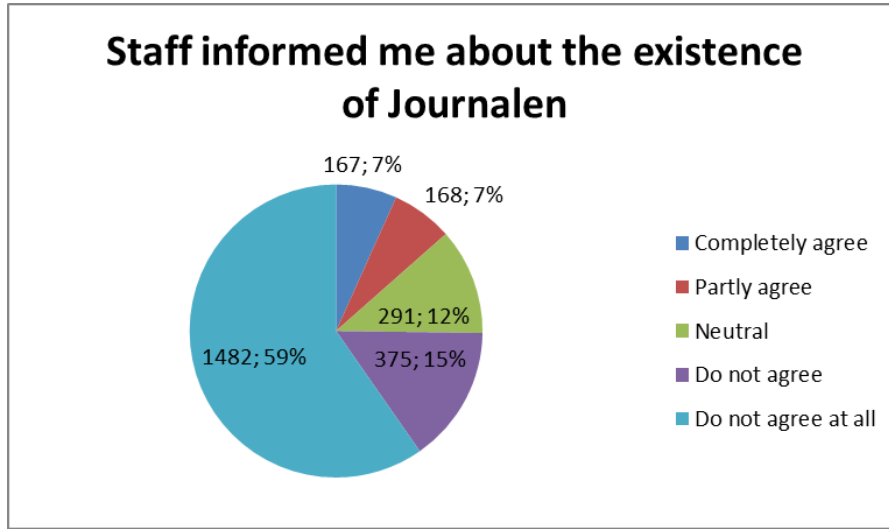
Frequency of use

Antal svar: 13008

How often have you read your records in the past 12 months?



Encouraged to read? 2016 vs. 2022



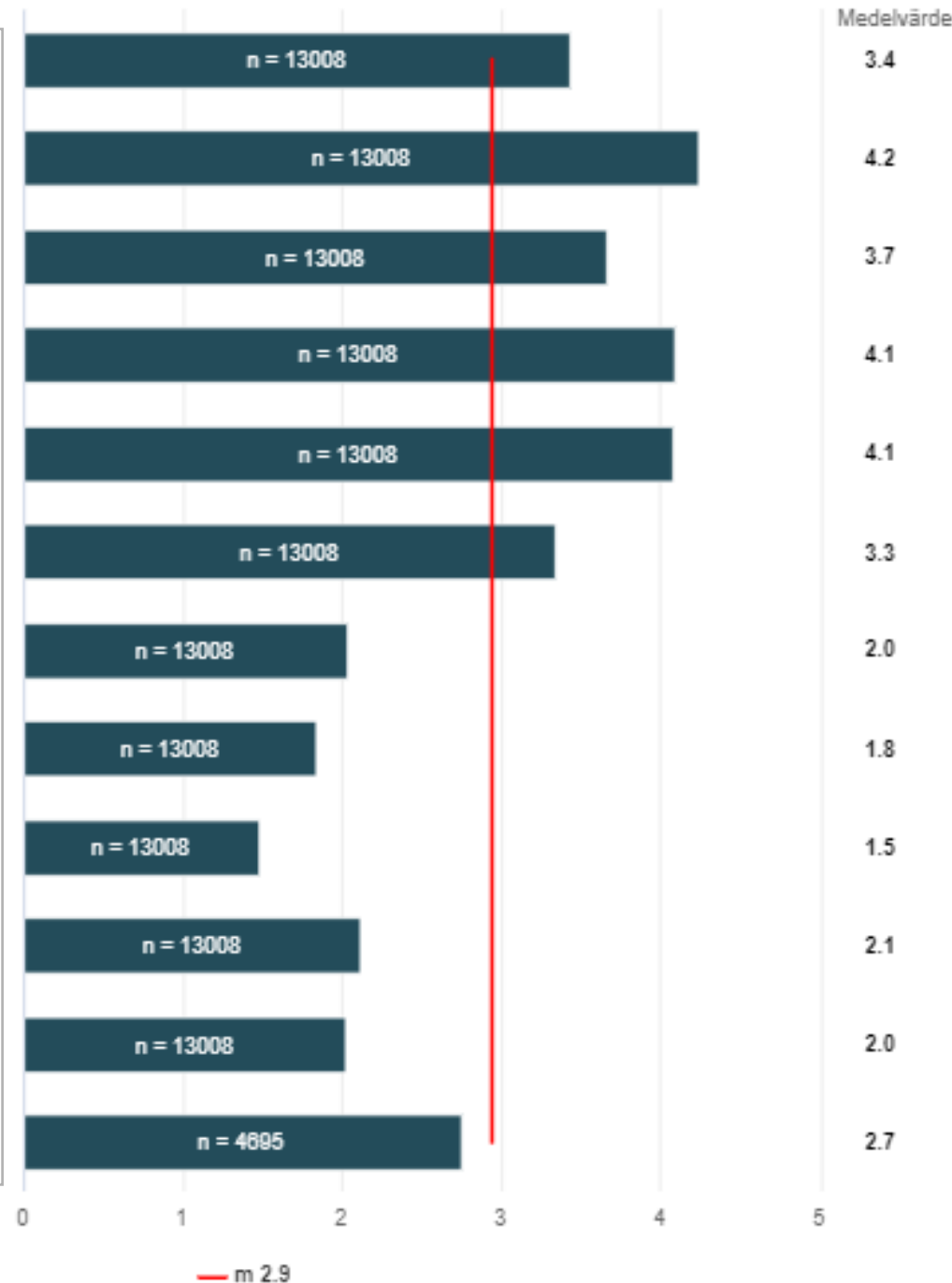
In 2022:

67% was not encouraged or reminded to read their records by anyone
16% was encouraged or reminded to read by a healthcare professional



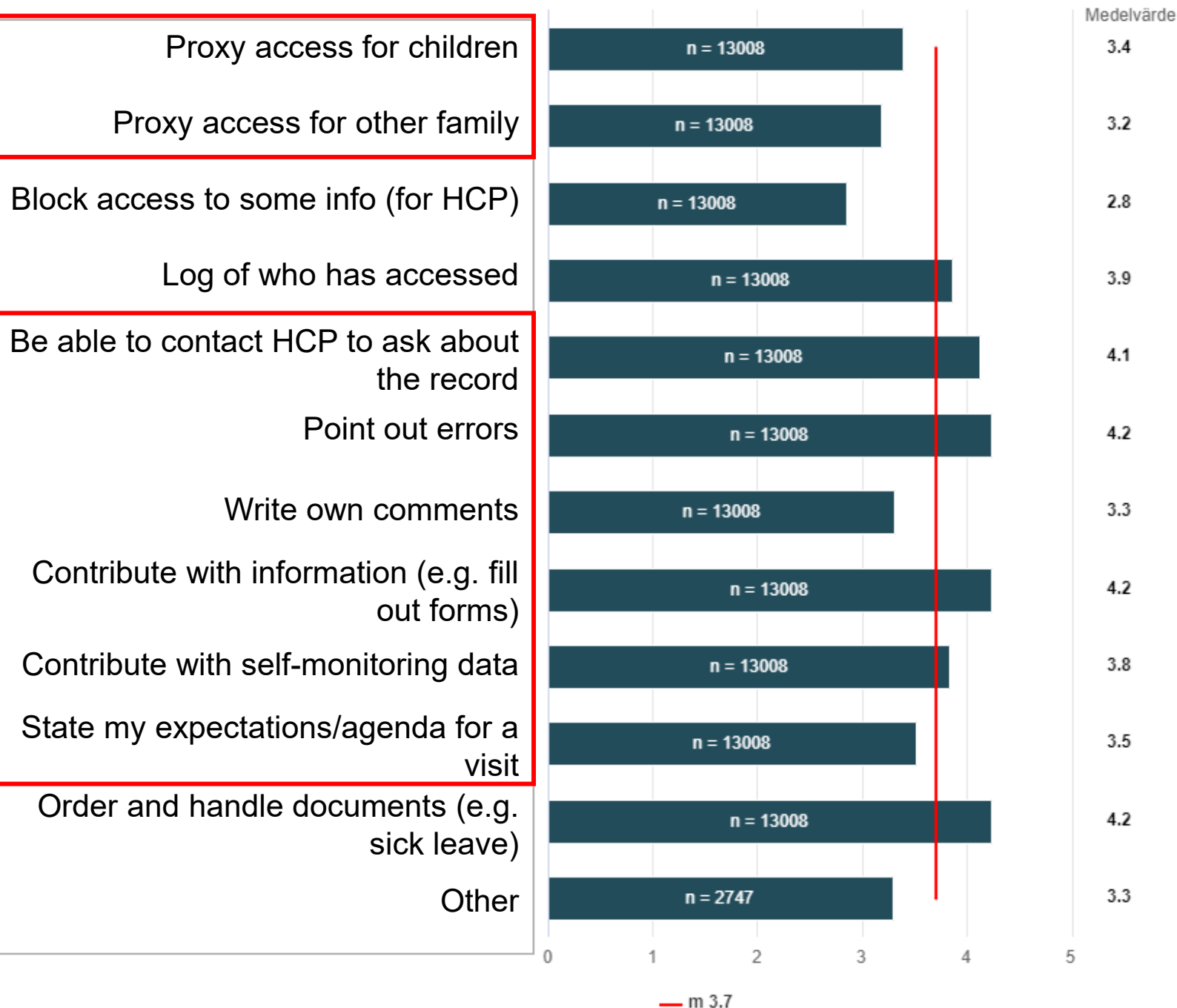
Reasons to read the record

- Curiosity
- Understanding my health
- To prepare for a healthcare visit
- Overview of my health history
- Ensure I've understood
- Remember treatment recommendations and plan
- Suspect errors
- To share info with family
- To share info with friends
- To share info with healthcare professionals
- I'm unsure if I receive the right care
- Other

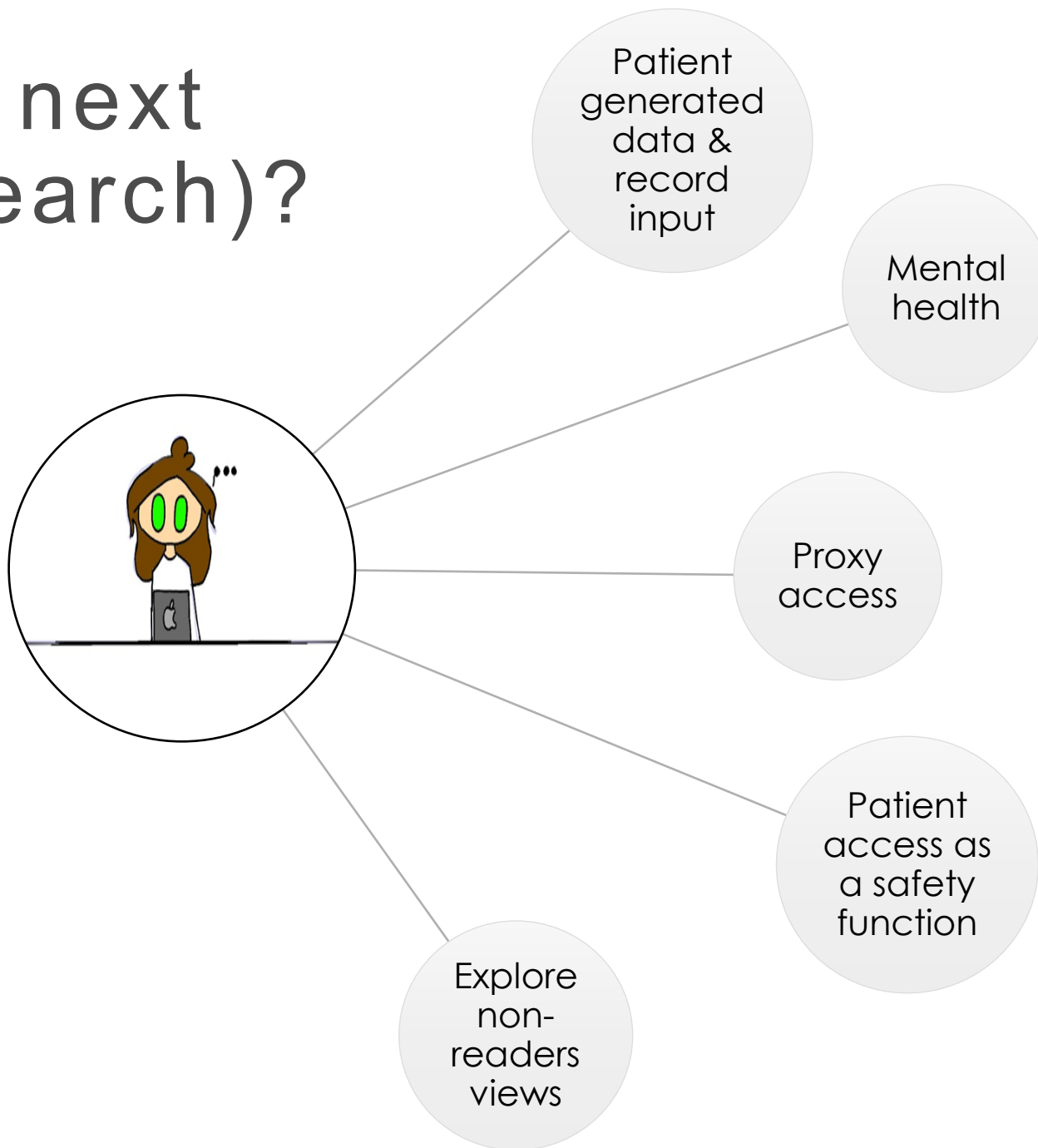




Usefulness of different types of functionality



What's next (to research)?



A final question!



Go to **www.menti.com** and use the code **85 78 15**



Thank you for listening!

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Keane Open Notes Scholar

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<http://katalog.uu.se/empinfo/?id=N99-687>

DOMe consortium web site: <https://domeprojekt.wordpress.com>

NORDeHEALTH website: <https://nordehealth.eu/>

