

# mHealth and patient acceptance: What is required from the patients' point of view

*Trust as a key factor for end users' uptake of mHealth*

*Findings of the European project*



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“ A STRONG PATIENTS' VOICE  
TO DRIVE BETTER HEALTH IN EUROPE ”



- **Focus:** perspective of end users – patients, doctors, nurses, pharmacists – on Telehealth
- **Why this project?**
  - ✓ Poor awareness and acceptance of end users
  - ✓ Thorough understanding of end users perspective missing
- **What?** Assessment of end users views on barriers, benefits, key drivers for acceptance of telehealth – qualitative and quantitative methodological approach

# **HOW TO TRANSLATE THE PROJECT FINDINGS IN mHEALTH?**

**EPF proposal of key issues for you to consider from  
the perspective of chronic diseases**

- **Lack of knowledge of mHealth applications, opportunities and impact**
- **The starting point should be people not technology**
  - ✓ Needs' driven
  - ✓ Be aware of the human dimension in applications enabling interaction with health professionals
- **Capacity of users**
  - ✓ User-friendly applications are even more important for chronic patients (*age factor etc*)
  - ✓ The usability needs to be assessed on an on going basis
  - ✓ New type of communication and interaction require building skills for new roles and responsibilities is key

- **Integrating mHealth in the delivery of healthcare**
  - ✓ Unclear what the role of mHealth is/can be – focus on added value
  - ✓ Risk to exacerbate health inequalities (but also overcoming some of them, remote areas etc!)
- **The legal framework**
  - ✓ Need to clarify data protection, licence, liability and reimbursement issues
  - ✓ Confidentiality still an issue BUT overly strict data protection and security systems should not hinder the sharing of health information, and ultimately the health service

- Improving quality of care through more personalised, continuous, efficient and responsive services
- Better continuity of care thanks to improved access to and flow of information and communication opportunities
- Strengthening patients' adherence through more active involvement of patients and more regular monitoring from health professionals
- Reducing health inequalities by reaching underserved patients
- Patient empowerment – mHealth can improve knowledge of the condition, support self-management and facilitate involvement in the care process (access)
- Economic benefits for patients : e.g. from e.g. less travel and days off work

# MAIN KEY DRIVERS FOR USERS' ACCEPTANCE

- To accept mHealth, patients and health professionals want it to be user-centric as opposed to technology-driven
- mHealth should not negatively affect the patient–health professional relationship, but rather aim to increase mutual trust
- mHealth needs to deliver real benefits and add value to users in relation to solely conventional healthcare
- Health professionals and patients will accept mHealth only as long as it can guarantee the same safety and reliability standard as conventional health services;
- Self-confidence and competence in using mHealth and mutual confidence between users, are crucial and should not be underestimated

# THANK YOU FOR YOUR ATTENTION!

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