



A knowledge management perspective to online patient access to medical records

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sustains

<http://www.sustainsproject.eu>

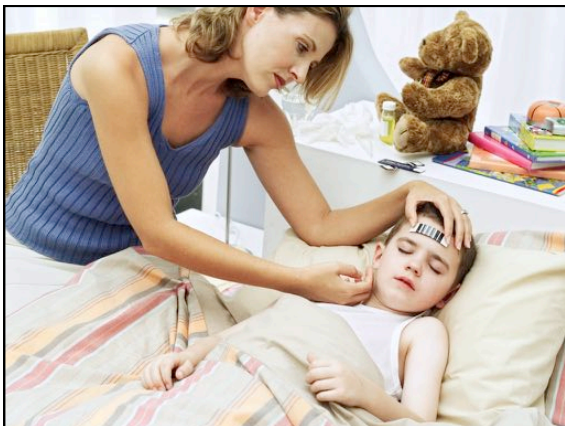


DOME

<http://www.it.uu.se/research/hci/dome/>



Information



DOME Comparisons and context

- Earlier findings on interest in reading medical records
 - Interest is low, ~0,4-4%
 - Data from USA, Denmark (1970s)
- The case of Uppsala
 - 11 000 copies ordered annually (-2012), ~ 300 000 patients (3,7%)
 - Current data shows that
 - 55 % first-timers
 - 19 % second-timers
 - 22 % recurrent readers

DOME Empirical study

- Surveys
 - Patients who had ordered a copy of their medical record (n=354)
- Interviews
 - (Seriously ill) patients (n=30)
 - Management and politicians (n=25)
 - Medical professionals (n=25)
 - Developers (n=7)
 - Initial stakeholders (n=3)

DOME

I. Patients

DOME Patient survey


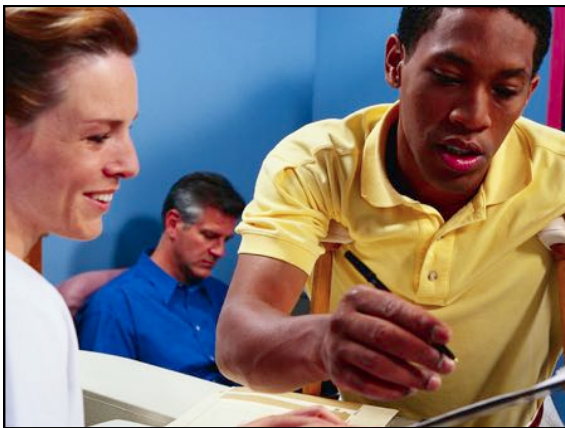
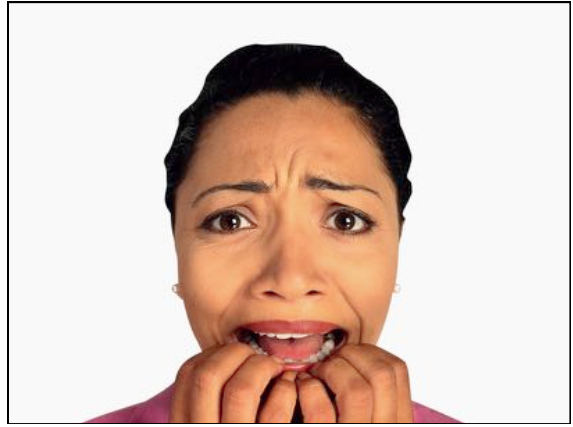
1. Ordering a copy of the medical record: how, why, how many times?
2. Interest in online access and other e-Health services
3. Perceived benefits and threats of such services
4. Health information behaviour
5. Self-perceived health
6. Demographics

DOME Reasons to read

Reason	Score (approx.)
To engage my relatives in my healthcare	1.5
For Social Security Agency	1.5
To get an insurance	1.5
For another care provider	2.0
Follow-up of a visit	3.0
Uncertain whether I received correct care	2.5
Check some details	3.5
Overview of care history	4.0
General interest	3.0

DOME Groups

- Recurrent readers
- Second-timers
- First-timers




**Evidence
Information**

A slide with a blue header containing the DOME logo (a stylized dome icon) and the word "DOME". The main content area has a light gray background with a faint, large dome graphic. The text "Evidence Information" is written in a bold, dark blue font.

**2. Management &
politicians**

A slide with a blue header containing the DOME logo (a stylized dome icon) and the word "DOME". The main content area has a light gray background with a faint, large dome graphic. The text "2. Management & politicians" is written in a bold, dark blue font.



**Property
Owner is the healthcare
provider or the patient**



**3. Medical
professionals**



Tool



4. Developers



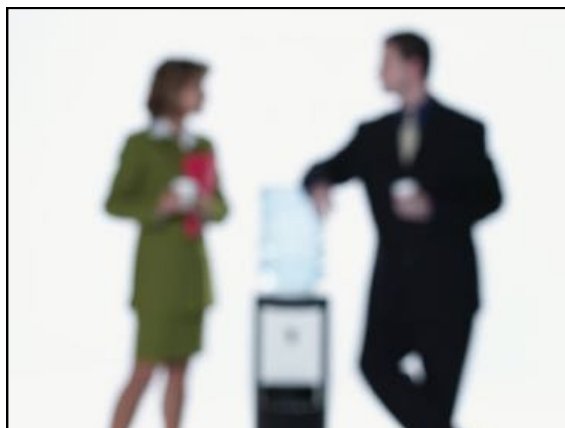
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Content




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5. Initial stakeholders



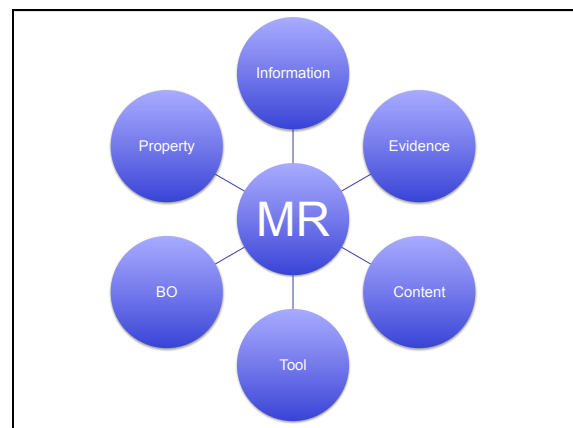
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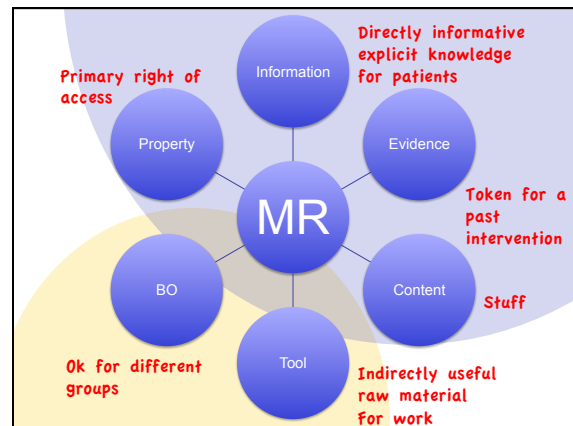
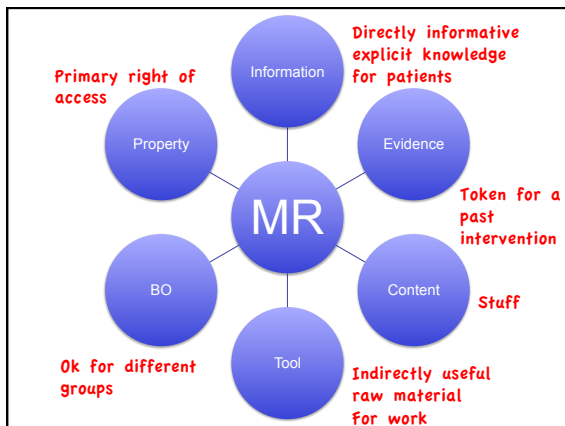
Boundary object



 DOME

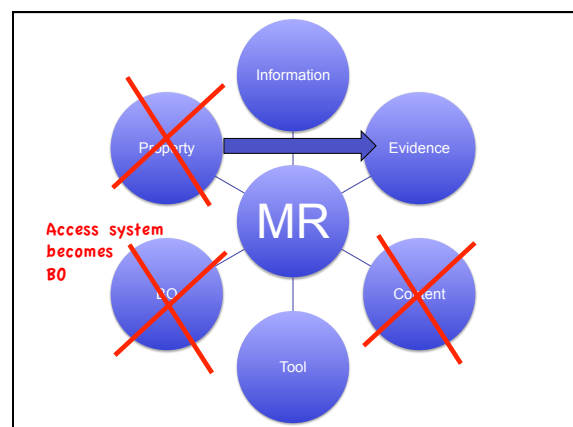
Knowledge management perspective?





DOME

Functionally structured access to medical records



DOME

MASTER'S PROGRAMME IN INFORMATION AND KNOWLEDGE MANAGEMENT
blogs.abo.fi/ikm

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