



**How to evaluate and
assess telehealth and
telecare projects:
Dutch experiences**

by prof. Guus Schrijvers



About myself

- Professor of Public Health
- Macro-economist
- Evaluator of innovations
- Editor-in-chief of international Journal of Integrated Care
- Co-organiser INIC-congresses
- Knowledge about innovations in many countries



I evaluate(d) (together with colleagues)

- Telemonitoring in COPD-patients (Health Buddies)
- Telecare in persons with serious psychotic disorders (De Leeuw)
- Introduction of EPR in big teaching hospital (De Leeuw)
- E-portals for persons with AIDS, Itch and CF (Ros)
- Integrated Regional Information System (Nauta)
- Integrated Care Pathways.



HET zorgpadenboek

VOORBEELDEN VAN GOEDE ZIEKENHUISZORG

Nicolette Huiskes, arts Beleid en advies & prof. dr. Guus Schrijvers

Thoris 

Chapters of the book

1. Theory
2. Pain in the chest
3. Collum care
4. In-hospital emergency service
5. 24/7 TIS service
6. Cataract services
7. Hernia inguinalis
8. Varicose veins
9. Cohn-& rectum carcinoma
10. Mamma carcinoma
11. COPD
12. Arthrosis in the hands
13. PAOD (= peripheral occlusive arterial disease)
14. Neurological disorders in infants
15. PHC and ophtomology
16. Prenatal care in and outside the hospital
17. LRS (= lumbo radicular syndrom)
18. Characteristics and effects



When we assess or evaluate then....

1. What is the webbased innovation?
2. Does it work?
3. Does it help?
4. Does it save money?



Webbased innovations are.....

- Storing and archiving data
- Communication medium
- Online appointments
- E-consult / telecare
- Telehealth
- Integrating mechanism
- Decision support
- Alerting mechanism
- Reporting and bench marking
- Introspection tool
- Emergency care tool



Webbased innovations are process innovations:

- Telehealth and telecare
- Care pathways
- New professionals, e.g. ANP.
- One stop shops
- Reclustering health services

They are multifaceted interventions



Process innovations and....

- Product innovation e.g. a new pharmaceutical drug
- System innovation e.g. social media, other servers



Does it work?

1. Context
2. Content
3. Application
4. Outcome

Souree Walshe K, IJQHC, 2007

Research methodes:

- Comparative multiple case study (Yin)
- Qualitative research methods
- E-questionnaire



Items in our E-questionnaire:

- Personal data
- Importance of the application
- Knowledge and training
- Experiences
- Assessment
- Expectations

14 questions, 5 minutes work



Does it help? Four perspectives:

- Clinical outcome and safety?
- Patient experiences?
- Professional satisfaction?
- Care consumption, logistics and costs?

Research methods:

- Pre-test-post-test design
- Quasi-experiment
- Bench marking
- Community trial
- RCT



Does it save money?

- Economic aspects?
- Financial aspects?
- Short term / Long term?
- Who are the winners and the losers?

Key concepts:

- Financial innovations
- Business case modelling
- Return of investment
- Cost Effectiveness Analysis

Research methods:

- Quasi experiment
- Focus groups
- System dynamic modelling

Take home messages:

- Four research questions
- Multifaceted intervention
- Comparison past, today and future



I thank you for your attention

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