Influencing Factors for Adopting Personal Health Record (PHR)

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Research questions

- “What factors influence PHR use?”
- “Do perceptions of ease of use influence patients’ engagement with the software?”
- “What is it about the available software that is considered useful by patients?”

The focus of this report is the first question: *What factors influence PHR use?*
Method

- Finding participants
- Invitation to contribute
The Interview

<table>
<thead>
<tr>
<th>Interview question</th>
<th>Prompts</th>
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<tr>
<td>The person’s experience with the healthcare system</td>
<td>Complexity, navigating the health system, good and bad experiences,</td>
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<td>first experience, memories of diagnosis of chronic condition, stories</td>
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<td>about using healthcare services (planned and unplanned)</td>
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<td>Computer competencies</td>
<td>Access to computers, using the Internet, purposeful use of</td>
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<td>computers/mobile phones/Internet services. This included observing the</td>
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<td>person using the PHR and discussing their experiences with it.</td>
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<td>Stories and insights indicating perceptions of usefulness as per the TAM [2]</td>
<td>Intention to use, actual use, quality of the PHR, content, perceived</td>
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<td>usefulness, and ease of use (e.g. functionality complexity, literacy,</td>
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<td>software glitches).</td>
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Findings: Why use (or not use) certain PHR functions?

Convenient **Saves time** Open
Helpful **Simplicity of prescription ordering** Effective **Efficient**

“I don’t want to be crashing into his day and ringing him directly on his phone when he’s a busy guy.’
Findings: Does user literacy matter in PHR adoption?

Age 35 – 79  Own computer  3
women 7 men  Retired  Effective
Broadband  Used computers
for work  PHR memory aid  Audit trail

“He [GP] does quite often give me, you know, if I've got something, he’ll say ‘oh go and look that up’, so I do.”
Findings: What about cost?

Computer ownership Broadband
Email consultation Doctor visit
Capacity to pay Like online banking fees
Discussion and Conclusion

- Benefits of patient access to EHRs
- Low threshold to revert to manual recording
- Literacy
- Affordability
- Limitations
- Future research
Acknowledgements

- Software vendor
- GP and his patients
- University of Auckland FRDF funding