Empower the Patients with a Dialogue-Based Web Application

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Radical prostatectomy
Radical prostatectomy operation

<table>
<thead>
<tr>
<th>Operation (surgions)</th>
<th>Care (nurses)</th>
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Length of stay | 10-15 days
Radical prostatectomy operation

Operation

Care (nurses)

1-2 days

Length of stay
What empower the patients in their course of treatment?

Answers: Problems and ideas - handled by the project manager.

The design as a participatory process.
The new tool
www.onlinepatientbog.dk

By combining:
Web 1.0 technology with Web 2.0 technology
the Online Patient Book:
- provides a website that
- consists of two sections,
- both with subsections.

The patient users have the opportunity to be active by:
reading, writing, listening, talking, searching, and sorting,
- in a for them convenient time and place, and in a calm and quite atmosphere.

- provides a website that
- consists of two sections,
- both with subsections.

Public section

Nine subsections: General information and advices

Links: Pictures, Pamphlets, Websites

Personal section

Four subsections: Nurses notes, Individualized information

Two subsections:
Patient’s Personal Notes, Closed for others

Dialogues: Two subsections

Dialogues between one patient and healthcare professionals at the wards

Dialogues between a group of patients, Closed for others
Online patientbog©

For mænd, der gennemgår behandlingsforløb med fjernelse af prostata - radikal prostatektomi

Urologisk Afdeling
Aalborg Sygehus

[Log ind]

Kontakt angående Online patientbog: Hverdage kl. 8-15.30: Tlf.: 99 32 62 82
The negative process: Disempowerment

Experience and feelings: insecurity, anxiety, helplessness, frustration, distress, uncertainty, lonely

Lacking support and information

Inability to be active

Affects the process of coping: unprepared, difficult to cope, constantly wondering, suffers in silence and anxiety
The positive process: Empowerment

- Receiving individualized information through dialogue-based contacts with healthcare professionals
- Experience and feelings: certainty, security, comfort, safety, comfortable, in control, personal autonomy
- Understanding and ability to be active
- Affects the process of coping: gaining control, manage symptoms, able to deal with, prepared, coping, willingness and ability to engage
Evaluation

The first year of production: September 2009 to September 2010:

Results:

× 75 percent of the men, in this specified group of patients, were users

× 59 percent of the men, who were invited to evaluate, responded.

32 out of the 34 patient users, who evaluated their use of the Online Patient Book©, stated that the tool **contributed positively to their feelings of security and certainty**, which means the tool did support their empowerment during their course of treatment and care.
Evaluation Results:

The majority of the patients could benefit from the use of health informatics tools as the Online Patient Book©. 32 out of the 34 patient users who evaluated their use of the Online Patient Book© stated that the tool contributed positively to their feelings of security and certainty, which means the tool did support their empowerment during their course of treatment and care. The two patient users, who describe no effects to their feelings of security or certainty, still valued the freedom to use the tool, when needed, and explained how the tool helped them to maintain their overview during their course of treatment. This points to how the tool in general empowered the patient users.
I can't smell a damn thing.