Conference Abstract

The eMPOWERMENT programme – myhealthlocker™

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Abstract

Introduction: Free flowing information can lead to safer, more integrated care and help individuals manage and prevent ill health (The Power of Information, 2012). However often there are challenges faced by many individuals, particularly those managing long term conditions such as mental health service users, who see multiple healthcare providers. It is typical for service users to find that their information is difficult to access and disaggregated between many providers. This results in being left with limited information, which can lead to disengagement with services and poorer health outcomes.

Technology can provide a powerful means to engage with service users and offer greater information, choice and control. The eMPOWERMENT programme is harnessing technology to provide service users the tools to take an active role in managing their health and wellbeing, promote genuine involvement in care planning and decision making whilst supporting clinical practice.

Aims and objectives

1 Develop a South London and Maudsley NHS Foundation Trust (SLaM)/Institute of Psychiatry, Kings College London (IOP) innovation model for service user empowerment

2. Improve the use of outcome measurement across SLaM services

3. Explore the development of a connected health model (between SLaM and primary care)

4. Promote research for the development and use of personal health records

Results: The eMPOWERMENT programme has created myhealthlocker™, an electronic personal health record (ePHR) controlled and owned by the service user. It connects users with their data from SLaM and local GP, providing users the opportunity to feedback through Patient Reported Outcome Measures (PROMs) into SLaM's electronic medical record system. This provides a point of contact between clinicians and service users, supporting remote monitoring and early detection of any deterioration in health.

myhealthlocker is being piloted in SLaM and an evaluation of its utility is being conducted by the IOP and is on-going. In addition it is intended to commission an independent economic analysis into the cost-benefit of the innovation shortly.

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To-date the project has achieved a number of key outcomes:

• Delivered an integrated electronic personal health record system controlled and owned by the service user, which is a world first for mental health.

• Two publications:

Ennis, L., Rose, D., Denis, M., Pandit, N. & Wykes, T. Can't surf, won't surf: The digital divide in mental health. Journal of Mental Health. 2012. 21: 395-403.

Ennis, L., Rose, D., Callard, F., Denis, M., & Wykes, T. Rapid progress or lengthy progress? Electronic health records in mental health. BMC Psychiatry. 2011. 11:117.

• Attracted funding from the South London Health Innovation and Education Cluster (HIEC, May 2012), Maudsley Charity, (September, 2012) and The Department of Health (Nov, 2012).

• Featured in a number of publications: Guardian Professional, Guardian Online, ehealth Insider and as an exemplar The Department of Health information strategy.

• Recognition at the HSJ 2012 awards; "Highly Commended for Innovations in Mental Health."

• A meaningful tool developed in partnership with users from design to development, promoting service user engagement.

Conclusion: The eMPOWERMENT programme's myhealthlocker tool is an innovative model of information transparency, supporting service users to manage their condition and take an active role in their health. It is an integrated solution where information is shared to empower individuals and promote recovery, with the flexibility to be tailored to support individuals with other long term conditions.

Keywords:

technology, empowerment, information, transparency, innovation, integration, connected health, self-management

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