



EmERGE

mHealth platform



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Conference information:

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Title:

EmERGE: co-designing mHealth to support access to records and reduced visit pathways in patients living with stable HIV

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Background:

Many people living longer healthier lives with HIV are keen to better understand the impact of HIV on their lives and to access their own health records. Populations are ageing with associated co-morbidities and complexities and there is a need for more efficient communication between people living with HIV (PLWH) and their health care providers. EmERGE is a five year Horizon 2020 funded project aiming to develop an mHealth platform for those living with stable HIV.

Objective:

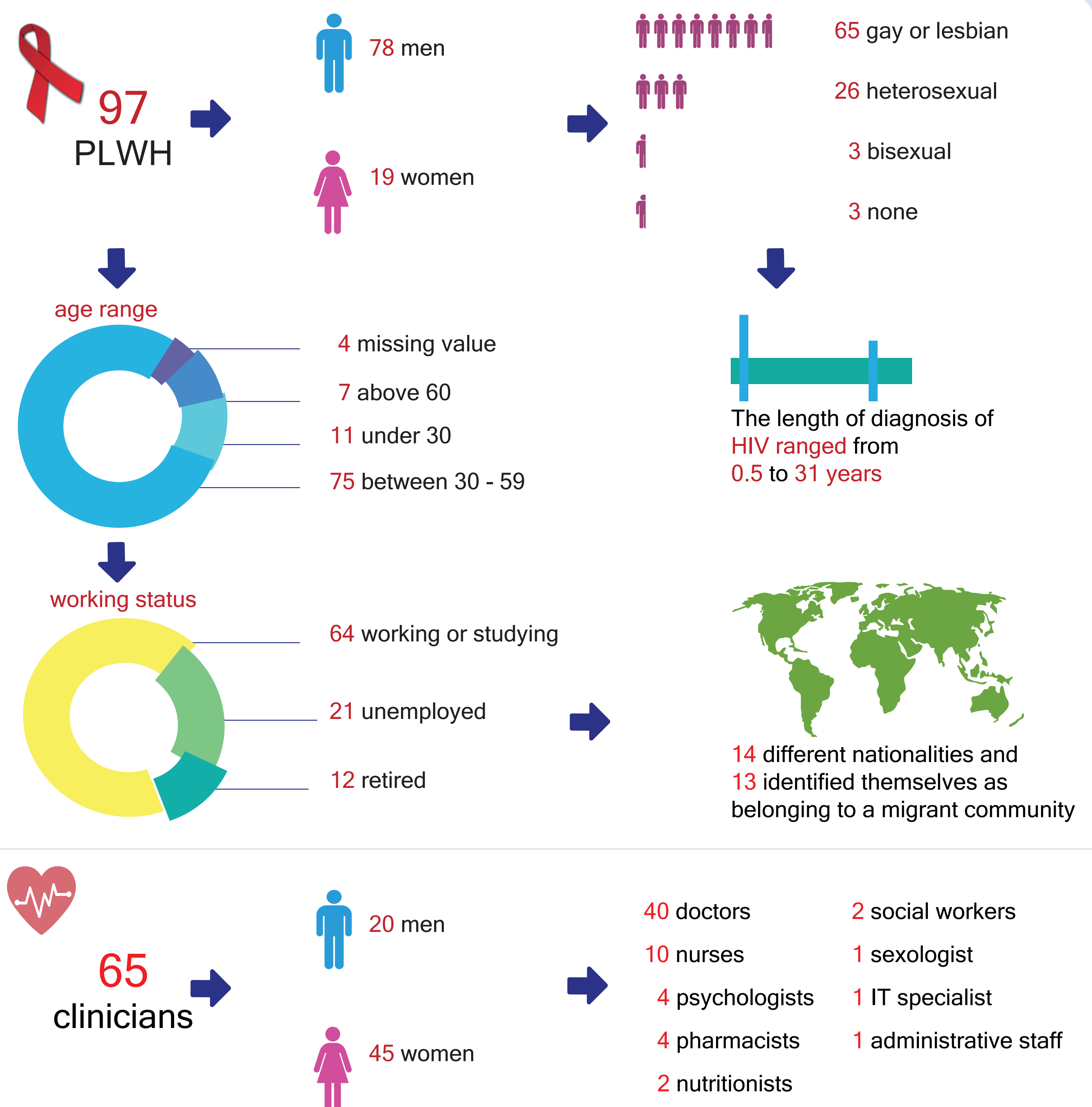
The goal of this study was to facilitate a co-design process among PLWH and clinicians across five clinical sites in the European Union to inform the development of an mHealth platform to be integrated into clinical care pathways. Three aims:

- (1) elicit experiences of living with HIV and of working in HIV care
- (2) identify mHealth functionalities that are considered useful for HIV care
- (3) identify potential benefits as well as concerns about mHealth.

Methods:

Between January and June 2016, 14 co-design workshops and 22 semi-structured interviews were conducted involving 97 PLWH and 65 clinicians. Data were analysed thematically and iteratively, drawing on grounded theory techniques.

Study Site	Mode of data collection	Participants' gender				Total nr. of participants	
		Male		Female		PLWH	Clinicians
		PLWH	Clinicians	PLWH	Clinicians	PLWH	Clinicians
Brighton (Br)	1 Workshop PLWH	7		1		8	
	1 Workshop PLWH	6		3		9	
	2 Interviews PLWH	1		1		2	
	1 Workshop Clinicians		3		9		12
	1 Interview Clinicians				1		1
Lisbon (Li)	1 Workshop PLWH	4		4		8	
	1 Workshop PLWH	7		3		10	
	4 Interviews PLWH	4				4	
	1 Workshop Clinicians		2		11		13
	1 Interview Clinicians		1				1
Antwerp (Br)	1 Workshop PLWH	9		1		10	
	1 Workshop (mixed)	5	1	1	2	6	3
	3 Interviews PLWH	3				3	
	1 Workshop Clinicians		5		9		14
Zagreb (ZA)	1 Workshop PLWH	5		2		7	
	1 Workshop (mixed)	3	2	1	2	3	4
	5 Interviews PLWH	4		1		5	
Barcelona (Ba)	1 Workshop PLWH	9		1		10	
	1 Workshop (mixed)	5	1	1	4	6	5
	6 Interviews PLWH	6				6	
	1 Workshop Clinicians		5		7		12
7 Workshop PLWH 3 Workshop PLWH 20 Interviews PLWH 4 Workshop Clinicians 2 Workshop Clinicians		78	19	19	46	97 PLWH	65 Clinicians



Results:

Table 2 : Thematic Clusters and Categories

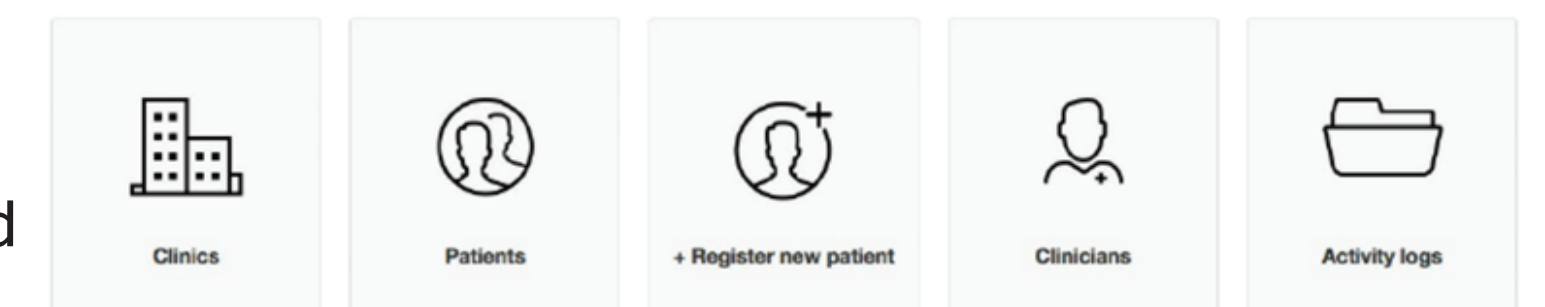
Approaching the mHealth Platform		
Patients' Approaches <ul style="list-style-type: none">• Re-negotiating stigma ?• New opportunities for control ?		Clinicians' Approaches <ul style="list-style-type: none">• Compatibility and added value?• Who constitutes the target group?
Imagining the mHealth Platform		
Medical Functionalities <ul style="list-style-type: none">• Accessing test results• Managing medicines• Managing appointments• Digital communications channels	Social Functionalities <ul style="list-style-type: none">• Peer-support network• International travel• Changing public attitudes towards HIV	General Features <ul style="list-style-type: none">• Security and privacy• Credibility• Language• Sensibility for disabilities• Costs• Training and tutorials• Other technicalities
Anticipating the mHealth Platform's Implications		
Implications for Self-Management <ul style="list-style-type: none">• Creating (un)certainity?• Reconfiguring relations?• Altering the understanding of health?		Implications for Healthcare Provision <ul style="list-style-type: none">• Replacing traditional care pathways?• Rationalities of mHealth?• Effects on workload?

The mHealth platform:

The EmERGE platform has been co-designed with patients and clinicians. It integrates into pre-existing IT systems in place at clinical sites and consists of 2 applications

1. The Web application

Functionalities for clinicians: add a new patient, view 'virtual clinic' appointments and calendars, view and filter a list of all registered patients, send test results and messages

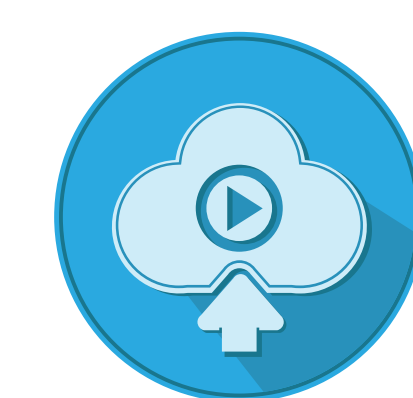


2. The mobile application

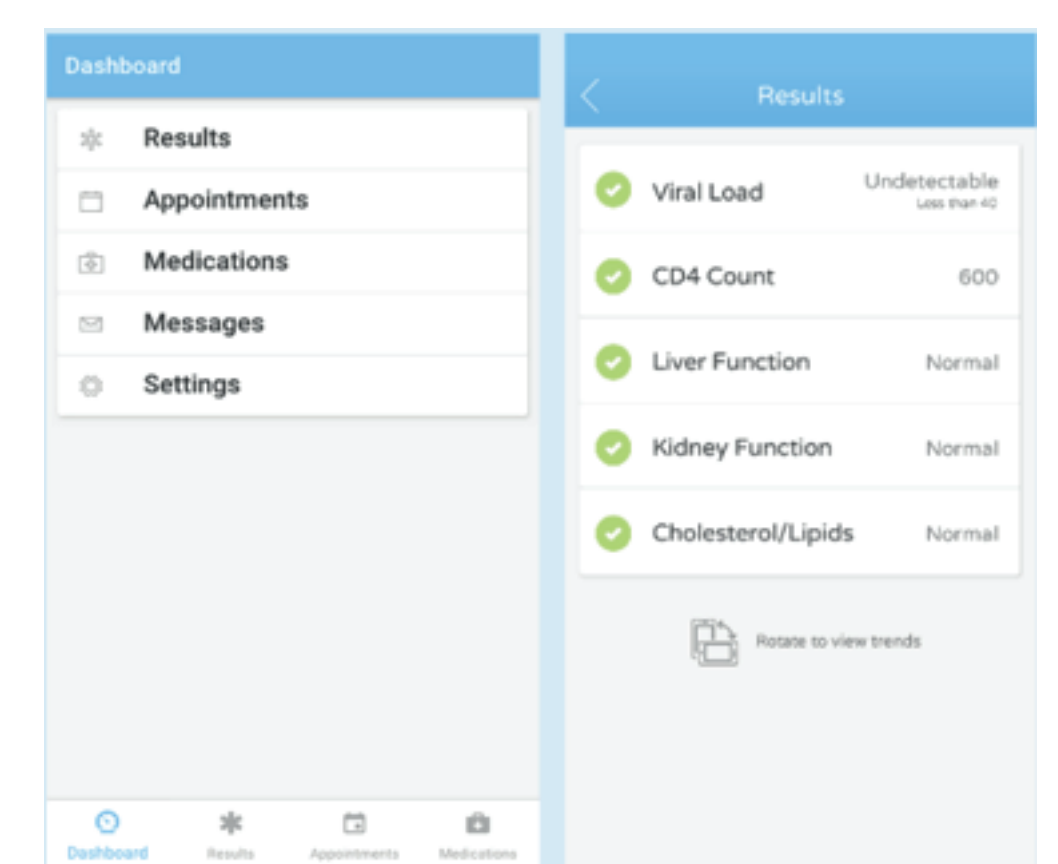
It consists of two components: An iPhone or Android application that is used by patients on their mobile devices and the Messaging Service that represents the Cloud Service used to relay messages securely from the Web Application to the patients' mobile device application

Functionalities for patients:

- blood test results,
- appointments,
- medication list + interactions,
- messages
- account information



Messaging service 256bit encryption
No identifiable info SSL



Conclusions:

- Co-design needs to be understood as a continuous process
- Once in use, platforms, apps and websites require constant 'fixes', 'updates' and 'versions' not only because of technological change but also because of sociocultural evolution.
- Co-design thus requires ongoing engagement with actual practices where technology has to be tamed and tinkered with in order to fit specific situations of use.
- As the EmERGE mHealth platform is integrated in the local care pathways, we will now investigate the technology in-use, documenting the sociotechnical practices involved in engaging with, adapting and resisting mHealth.

EmERGE

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