eMedic Project – User Experiences related to the Devices, Applications and Processes in the Teleconsultation Pilot

www.emedicproject.eu
Introduction

• The diabetic wound care forms a chain which runs over the boundaries between different health care organizations and consists of the work of several health care professionals.

• When the new devices, applications and co-operation in the virtual space are introduced, it will affect the whole chain and demand multiple changes in the care processes.

• Each actor of the chain has to learn the new working mode. Thus the user experiences during the adoption of new devices, applications and processes will affect the performance, the quality and the successfulness of remote diabetic wound care.
Aim and methods

• The aim was to assess the user experiences of health care personnel in two wound care remote consultation assemblies:
  ▪ Mobile device (iPad), where a nurse is visiting the health care centre from patients’ home via video meeting.
  ▪ Fixed device, where a primary health care unit has video consultation with a special health care unit.
• The data for this qualitative exploratory research was gathered by a focus group interview where a real patient case (diabetic patient with the severe foot ulcer) was used as a stimulus. The members for the focus group were selected purposively and they represented health care professionals from the whole diabetic wound care chain i.e. home nurses; nurses and doctors form the health care center; foot therapist, nurse and surgeon from the university hospital.
• The focus group interview was recorded, transcribed and coded with the help of AtlasTi-program first to use events (use cases) and secondly to event related user experiences.
## Outcomes and conclusions

<table>
<thead>
<tr>
<th></th>
<th>From patients home to health care centre</th>
<th>From health care centre to university hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Device</strong></td>
<td>Problems with fluency, accuracy of functioning of the tool.</td>
<td>Fluent and accurate functioning of the device.</td>
</tr>
<tr>
<td><strong>Application</strong></td>
<td>Problems with fluency and accuracy of functioning of the connections.</td>
<td>Fluent and accurate functioning of the application.</td>
</tr>
<tr>
<td><strong>Process</strong></td>
<td>In spite of the poor functioning of the tool and the application the virtual process enhances the collaboration of the actors and expands the shared awareness of home staying patients’ statuses.</td>
<td>The virtual process increases the peer discussions and thus interpretation of the patient’s situation. This further increases valid responses and decreases the time for getting the valid response.</td>
</tr>
</tbody>
</table>

- Although the problems were met with the fluent and accurate use of the mobile device and application the users experienced that the new virtual working mode brought benefits for their work with the diabetic foot ulcer patients.

- The users experienced that with fluently and carefully functioning fixed devices they had valid discussions concerning the patient’s status and through teleconsultation the valid responses were timely met.