

Title: Constructive eHealth evaluation: lessons from evaluation of EHR development in 4 Danish hospitals

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During the past decades information and communication sources in the healthcare sector have been replaced with new eHealth technologies. This development has resulted in challenges of both an organizational- and an evaluation-methodological nature. With regard to the former, because of lack of awareness of the importance of end-user involvement in the development of eHealth technologies, the latter because of difficulties caused by using traditional summative evaluation methods. The Constructive eHealth evaluation method (CeHEM) provides a solution to both of these problems by offering an evaluation framework for supporting and facilitating end-user involvement during all phases of eHealth development. The CeHEM is based on experiences from a number of evaluation studies within the Danish healthcare sector, and it consists of five phases representing the full technological lifecycle. Furthermore, it comprises both formative- and summative evaluation methods, and it is characterized by feedback and learning during the entire eHealth development process. The CeHEM was used in the evaluation of the EHR development process in the North Denmark Region, Denmark from 2004 to 2010. The evaluation results showed a need for a) Early involvement of clinicians, b) The best possible representation of clinicians, and c) Workload reduction for those involved in order to achieve ownership of decisions made during the process and positive attitudes towards the clinical benefits related to these decisions. Besides, they showed that the CeHEM provides a framework, which can support successful eHealth development in a broader context while building on a well-known success factor in eHealth development: end-user involvement.

Biography

AMH has a degree in dentistry from Aarhus University, Denmark 1981. Alongside her carrier in dentistry, she completed her Master in Public Health in 2000 from Aarhus University, and in 2009 she completed her Ph.d. in "Technology Assessment and Participatory Methods" at Aalborg University. Since 2000 AMH has been an Associated Professor at Aalborg University,

Danish Centre of Health Informatics", where she has participated in a number of studies focusing on participatory approaches to the development of methods for supporting organizational and technological changes within Health Informatics and Public Health Informatics and new evaluation methods within Health Informatics.