Kings Health Partners

The eMPOWERMENT Programme and myhealthlocker™

Background

The eMPOWERMENT programme is focused on harnessing information technology systems to facilitate patient empowerment. The programme is aiming to overcome the challenges faced by patients who use health services and find that their information is difficult to access and disaggregated between many providers. Technology can provide a powerful means to enable patients to be better informed, understand their choices and be empowered to co-design their care. Specifically, the implementation of the electronic Personal Health Record, myhealthlocker™, is seeking to shift the asymmetry in relationship between patients and clinicians through increased access to, and indeed ownership of, relevant health information. The eMPOWERMENT programme is using technology to place the patient at the heart of the health ecosystem, facilitating the transition from service users as passive recipients of services to active participants in their health experiences.

myhealthlocker is an electronic Personal Health Record (ePHR) controlled and owned by the service user. This works with Microsoft® HealthVault®, a privacy- and security-enhanced online service which allows patients to gather, store and share health information. myhealthlocker™ connects patients with relevant information from SLaM and their local GP, and provides the opportunity for patients to contribute to their own and the Trust’s record through Patient Reported Outcome Measures (PROMs). This provides a platform for continuity of care and facilitates a two-way dialogue between patients and clinicians. The PROMs data is integrated with the Trust’s electronic medical record system and is pseudonymised for capture within SLaM’s CRIS system, enhancing the value for the research community.

Achievements

SLaM, the Institute of Psychiatry at King’s College London and King’s Health Partners have been pioneering the development and implementation of ePHRs in the field of psychiatry and with children and adolescents since 2011. This has led to the delivery of a connected health model for information provision and health engagement that is not only a first for the UK, but a first in the world in the field of psychiatry. The programme has received widespread recognition for its achievement and has been highlighted as an exemplar of information transparency in the Department of Health’s information strategy The Power of Information, 2012. The connected health eMPOWERMENT programme, between SLaM and primary care, was launched in May 2012 by Lord Howe, the current Parliamentary Under-Secretary of State for Quality, with a clinical focus on the Psychosis and CAMHS CAGs.

Partnership and Involvement

The programme has fostered a culture of service user involvement throughout its development, following publication of a paper highlighting the critical importance of creating a bottom-up approach to engaging patients for the development of such technical innovations. This has evolved through a partnership with the Institute of Psychiatry’s Service User Research Enterprise (SURE) which employs current or former service users to develop and undertake research. As a result,

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service users have been involved through 1:1 engagement, focus and advisory groups from the conception of the programme.

The eMPOWERMENT programme is also working in partnership with a range of other organisations across KHP and beyond to extend and adapt myhealthlocker for a number of other specialties including renal care, diabetes, sexual health and social care in South London. Additionally, the programme is supporting the Lambeth Living Well Collaborative, a forum of local authority, community health providers and third sector parties, to provide a service user controlled multi-agency myhealthlocker portal. This will enable service users to grant access to their ePHR to carers, third sector providers or other agencies involved in their care. This will support the exchange of information for both formal and informal care networks, foster collaboration, provide efficiencies and improve coordinated care.

Innovation

The eMPOWERMENT programme has been acknowledged for its innovation and has been successful in achieving a number of awards and grants. The programme received a grant from the Maudsley Charity to improve IT literacy and access, following research investigating levels of technology access and confidence among service users\(^2\). This education and support programme has been a key pillar of eMPOWERMENT and is supporting service users to increase their skills and overcome barriers to accessing and utilising technology to support and enhance their health and wellbeing.

Additionally, the programme has received funding from the South London Health Innovation and Education Cluster (HIEC) to increase young people’s uptake and engagement with myhealthlocker through the incorporation of gamification elements. The design and development of these animations and games were undertaken in partnership with young people to ensure user-centric principles were upheld.

Through the Department of Health’s Information Sharing Challenge Fund, the programme achieved funding to enhance data linkages between its current source providers and myhealthlocker utilising Interoperability Toolkit (ITK) standards. The developed ITK products will support the programme in integrating additional sources of health and social care information into the ePHR, facilitating the development of a truly integrated and interoperable health and social care information model that is patient-centric.

The project has received recognition in the media and has been included in the *Guardian Professional*, and *E-Health Insider*. In addition the project has been shortlisted as part of the Department of Health’s High Impact Innovations for 2013/2014 and was recognised at the end of 2012 by the HSJ awards, being Highly Commended for innovations in mental health.

The programme has also achieved innovations in information governance and consent by developing a user-centric model allowing young people to control their own information through myhealthlocker. This was highlighted as an achievement by Dame Fiona Caldicott’s recent Caldicott2 review and evidence about this model’s development was submitted as part of the recommendations process.

A change in outcomes

The programme has achieved an integrated care platform that is supporting clinical engagement, service user empowerment and tackling inequalities. IT support sessions are being provided to bridge the gap in IT literacy and support service users who do not have access to technology. The

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training is also provided to staff to support sustainable uptake and allow myhealthlocker to become integrated into service delivery and ‘business as usual’.

A shift in care provider and service user relationship is starting to be experienced. Service users are reporting discussing their ePHR with their care provider, asking about their care, querying their care plan and showing their clinician the health information that they are receiving or generating in their ePHR. myhealthlocker is now beginning to be considered part of many service users’ care planning process.

Measurable and direct benefits of myhealthlocker are part of a formal evaluation being conducted by the Institute of Psychiatry. This will study the experience of using an ePHR, and whether it can support an increase in the uptake of PROMs, which to-date has seen an increase. Analytics data is demonstrating an increased uptake in site usage with users spending approximately 10 minutes at a time on the site with the most often visited pages being those providing extracted health information or where they can interact and contribute personal data (Rate my day, PROMs and Care plan pages). The IT support sessions put in place to support service users are also producing beneficial outcomes. A number of service user participants have reported that not only have the sessions supported them in managing their health through myhealthlocker, but they have helped to build their confidence and IT skills and to apply for further education courses and jobs.

“I feel that I am doing something positive and I am participating actively in my health recovery”

myhealthlocker user participating in IT drop in sessions; Psychosis Services, SLaM