

## Interview summary

**Interviewees:** Rachele Kaye (International Projects Coordinator)

**mHealth Practice:** Assuta Doctors

**Interviewers:** Ivana Ostoic (DZZC)

**Date of interview:** 2020-11-29

### Topics

Assuta Doctors has a successfully approach on the following topics:

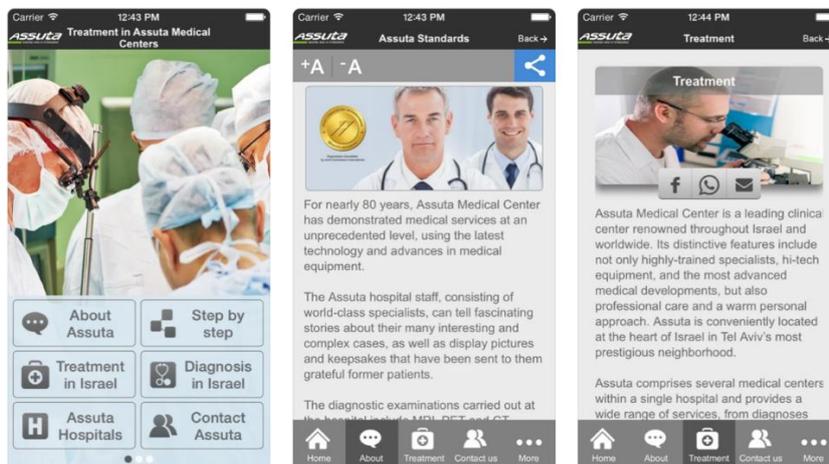
- Planning > **User centered design considerations**
- Monitoring and Evaluation > **Continuous improvement**

### Summary of main interview ideas

- Objectives of the Assuta-doc app: fully operational app that enables doctors to monitor patients but also enables patients to be prepared for all procedures in the medical centre; to leverage doctor/patient model; to enable rapid response for all "red flag" alerts set up by doctors.
- It proved to be crucial to involve doctors, medical staff, ICT staff, administration and patients.
- The main barrier was to make doctors use the app.
- The main success factors were that doctors started the development, and that the process was technically and organisationally aligned.
- Lessons learnt: you need to co-design with the user and to build apps to support the workflow, particularly when dealing with doctors. In the first version doctors complained, so they realized that they should sit with doctors while developing the app.

### Scope of the mHealth practice

- Assuta doctors is a fully operational app that enables doctors to monitor patients but also to enable patients to be prepared for all procedures in the medical centres.
- It leverages doctor/patient model.
- It enables rapid response for all "red flag" alerts set up by doctors.



## Topic: User centered design considerations

Assuta Medical Centers is the largest, private medical service in Israel, with eleven clinics and hospitals. Assuta provides full range of medical services including innovative surgeries, diagnostic procedures and specialist outpatient care. Most doctors are not employed by Assuta but are credentialed as attending physicians, therefore remote monitoring of the patients is of utmost importance.

Assuta Doc app is an m-health solution that is connected with Assuta electronic medical record and doctors are able to monitor every aspect of their patients' care. The app is regularly updated.

All urgent medical issues are automatically "RED" flagged by the app and send alert to medical staff.

The app also enables communication with the patients.

It took around 6 months for the first version of the app and it has been in use since 2013.

Doctors initiated development as they are not residents but are accredited with clinics and hospitals, so they needed the app to better monitor their patients

Main *strength* is the speed of reaction of the doctors as they can define in which situations apps shall alert them automatically. Not only that app shortens the time of the response but also enables patients to be actively involved in the process.

It proved to be crucial to involve doctors, medical staff, administration, patients and ITC staff of the hospital.

Main *barrier* was to make doctors use the app.

Main *success factors* were that doctors started the development and that technically and organisationally the process was aligned.

The main *lessons learnt* were that you need to co-design with the user and to build apps to support the workflow, particularly when dealing with doctors. For example, in the first version doctors complained, so they realized that they should sit with doctors while developing the app.

## Topic: continuous improvement

The app is under constant development and it is constantly being improved by inputs provided by both doctors and patients.



### Assuta-Doctors

Assuta Medical Centers LTD Medical

★★★★★ 21

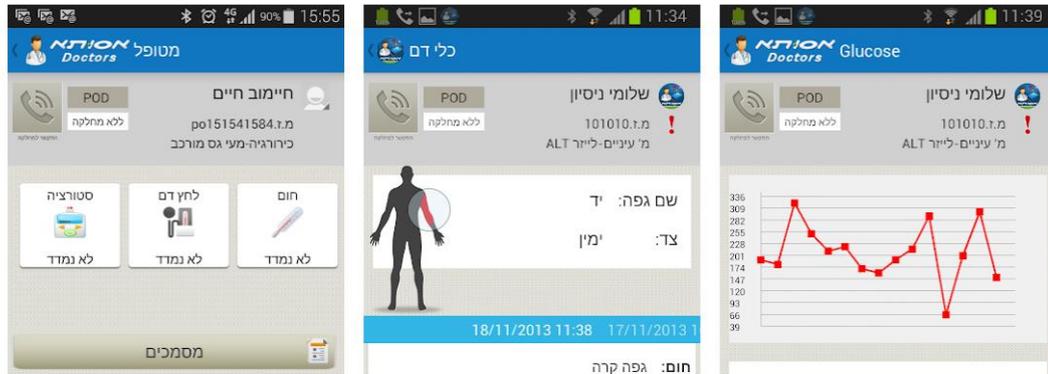
Everyone

You don't have any devices

Add to Wishlist

Install

First version of the app had only portal for doctors and possibility to exchange messages with patients. In further versions each time new and improved features were added and focused more on patients.



The project started in 2012, and since 2013 the app is operational. The main objective at the start was to develop a tool to enable doctors who are not residents to monitor patients and have rapid response to any emergency. Doctors worked closely with ICT experts in order to develop an app for real and practical use.

Main *lesson learnt* is that all stakeholders have to be involved in the process, not only doctors. Otherwise, the app will not be used as it is supposed to. There is as well a need within the app to have tutorials to explain to patients but also to doctors all the steps and how to use the app.

As Assuta-doc is an in-house application, it did not require any certification process.

*Future perspectives:* now Assuta is creating an app for the nurses. Also a number of other apps for the patients have been created, and at some point all will be put together and connected to the main system. Next step is integration between all of the apps created within the hospital and with the medical record.

## References

- <https://www.assuta.co.il/en/> - Assuta Medical Centres home page
- <https://en.bookimed.com/clinic/assuta-hospital/> - general info about Assuta Medical Centres
- <https://apps.apple.com/il/app/treatment-in-israel-mobile-app/id905926697> - Assuta Doc app
- <https://www.connecare.eu/the-consortium/assuta-medical-centers/>