

Interview summary

Interviewee: Ana Mašić (Health Center Zagreb Centar (HCZC))

mHealth Practice: **e-Consultations in screening for familial hypercholesterolemia in City of Zagreb**

Interviewers: Ivana Ostoic (HCZC)

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Topics

e-Consultations has a successful approach on the following topics:

- Planning
 - **User centered design considerations**
 - **Cultural change – digital skills**

Summary

Objectives of the app

- eConsultations is primarily used by public health institutions such as University Hospital Center Zagreb and Health Center Zagreb Centar, but will also include general practitioners working in private offices. To detect patients with familial hypercholesterolemia in primary care for primary and secondary prevention.
- To regularly monitor the health status of patients with established familial hypercholesterolemia.

Change management is crucially important.

Proper change management plan could overcome all the resistance coming from the field.

Scope of the mHealth Practice

1. eConsultations is primarily used by public health institutions such as University Hospital Center Zagreb and Health Center Zagreb Centar, but will also include general practitioners working in private offices. To detect patients with familial hypercholesterolemia in primary care for primary and secondary prevention.
2. To regularly monitor the health status of patients with established familial hypercholesterolemia.

To find patients with a history of cardiovascular incident and poor control of LDL-cholesterol. The initiative is currently meant to be used in City of Zagreb, specifically in Health Center Zagreb Centar and University Hospital Center Zagreb. It is possible to spread the initiative to other healthcare providers.

Topic: User centered design considerations

Zdravlje.net and eConsultations have been integrated into the HCZC primary care digital service system and eConsultations is supplemented to UHCZ hospital information system as well. Specifications for screening for familial hypercholesterolemia in patients in HCZC have been determined and the data is to be collected.

eConsultations platform is connected to Croatian Central Health Information System which enables secure interchange of patients data between medical professionals included in providing healthcare and contains an electronic health record. Selected data of the EHR can be seen by medical professionals and the patient.

The initiative provides the medical professionals with a communication tool for integrated healthcare and a screening tool for familial hypercholesterolemia and/or poorly controlled dyslipidemia. A part of the initiative is a Zdravlje.net application which serves as a communication channel between healthcare professionals and the patients.

The initiative includes Zdravlje.Net mobile patient platform (Health diary, GP-patient messaging and Group messaging) as a communication tool between general practitioner (GP) and the patient.

Zdravlje.Net PRO interface connects the general practitioner with a hospital specialist. With e-Consultations, the GP creates an electronic referral to a specialist using a patient's medical history information, attaching any relevant laboratory results, radiological findings, etc. Specialists can respond or request further information and then recommend a care management.

Topic: Cultural change – digital skills

One of the main considerations proved to be the need for cultural change and increase in the use of digital skills especially in the age groups 65+ who are not using smart phones or used to communication via mobile apps and SMS.

On the other hand, it was noticed that doctors were also rejecting the use of the initiative as they needed improved digital skills.

Therefore before full scale implementation there is a need for systemic education of both medical staff and patients in digital skills.

Main conclusions

Change management is crucially important. Proper change management plan could overcome all the resistance coming from the field.