AVOIDING FAILURE FOR AUSTRALIA’S DIGITAL HEALTH RECORD
The findings from a rural eHealth community based participatory research project

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People living with complex chronic condition in rural communities

A requirement for a rural community service provision review

Low adoption and use of Australia’s digital health record (MyHR)
Community based participatory eHealth research project

People with complex chronic conditions and their carers

A rural health promotion and lifestyle modification program.
Central Highlands
Tasmania
(the research area)
Health promotion officers and their clients were actively supported to adopt and use MyHR.

They were encouraged to reflect on its design and its overall utility on their individual ability to self-manage complex chronic conditions.
“I try to participate as much as I can, for the company, … I don’t want gossip, and so I pull back, I feel useless honestly, I stopped driving. I shall remain active with the (Lifestyle) program. I think technology is marvellous it opens a whole new world. I go to the access centre if I need a computer. I may not be as fast. I don’t see it. I gave it (computer) away. I need a decent screen and enlarged type face” CH14
“two people may have the same diagnosis, but how it affects them and where they go from there can be totally different...what I try to get through to a lot of people including doctors is I know my body and how they affect me. If (MyHR) allows me to communicate that in some form. It doesn’t need to be just doctors. It’s our bodies and our lives that this is all about and the two should be working together... but that tends to get lost that’s been my concern for a while”

CH23
“I think this research is great, everybody likes to be involved and feel they have an opportunity to give ... We’re starting and learning together the same as learning computer together you share so much instead of individuals wondering how do I get back to it...working with buddies...you always learn by how somebody uses something. That’s been really good and the research has tapped into the local council (lifestyle modification program) and all these initiatives around. Yes if you want to know how anything is going to work you give it to the users” CH13
“I’m sure it must help in the long run, things are getting done, people are finding out about more diseases and things like that, its got to be an improvement. To find out these things. It’s an opportunity especially a rural community like this. It helps, it gets people together, they discuss things and it makes it a lot better I’m sure it does. I think that the focus group was good, the diversity of the group is wonderful” CH6
“as the group were talking there was a familiarity and empathy between them as if they understood each other” HPO3.
“I tried to get my Drs involved, I tried to get my specialist ... I gave them access when I went down for my appointment and I talked to her about it. She was saying she didn’t like the fact that other doctors could see basically or other people could see. If my other Dr had what was it, access to it then he could see my (disease) stuff and stuff like that. It wasn’t a problem to me but it’s a problem to her. I know it’s my record but that was her and it was her point of view and her choice” O3
“I think this research is great, everybody likes to be involved and feel they have an opportunity to give to... We’re starting and learning together the same as learning computer together you share so much instead of individual wondering how do I get back to it...working with buddies... you always learn by how somebody uses something. That’s been really good and the research has tapped into the local council (HPaLM) and all these initiatives around. Yes if you want to know how anything is going to work you give it to the users” CH13
Communities and individuals need to be engaged and valued partners in the complex care pathways MyHR has the capacity to provide a meaningful role.
A framework for implementation and evaluation of MyHR

Invite, explain, demonstrate
Adoption
raise interest & awareness

Explain, demonstrate, facilitate
Adoption & Use
assisted registration

Reflect, recap, review
Use & Utility information for future evaluation
2013
A bushfire burning out of control in Tasmania moving towards the community of Ellendale.

2016
Flooding at the Ouse river