



Universiteit
Leiden

The Netherlands

The determinants of effective eHealth: high-quality applications and optimal organization: evaluating an online patient portal from a patient perspective and evaluating the quality of hybrid care from an organizational perspective

Tossaint-Schoenmakers, R.F.M.

Citation

Tossaint-Schoenmakers, R. F. M. (2022, November 17). *The determinants of effective eHealth: high-quality applications and optimal organization: evaluating an online patient portal from a patient perspective and evaluating the quality of hybrid care from an organizational perspective*. Retrieved from <https://hdl.handle.net/1887/3486541>

Version: Publisher's Version

License: [Licence agreement concerning inclusion of doctoral thesis in the Institutional Repository of the University of Leiden](#)

Downloaded from: <https://hdl.handle.net/1887/3486541>

Note: To cite this publication please use the final published version (if applicable).

The determinants of effective eHealth: high-quality applications and optimal organization

Evaluating an online patient portal from a patient perspective and evaluating the quality of hybrid healthcare from an organizational perspective

1. Patient involvement is essential to improving the quality and efficiency of care. Patients should play an integral role in the organizational structure and in everyday care procedures. (This thesis)
2. Differentiation and personalization into subgroups are necessary in order to maximize patients' perceived usability and self-efficacy using eHealth. (This thesis)
3. Patient portals communicating diagnostic laboratory results in patient-friendly language appear to be usable and can help increase the confidence of patients in managing their health. (This thesis)
4. Achieving high-quality hybrid health care requires health care organizations to make structural changes to the way in which they work, and to consider patients' needs and the relationship between patients and health care professionals. (This thesis)
5. The term eHealth characterizes not only a technical development, but also a state-of-mind, a way of thinking, an attitude, and a commitment for networked, global thinking, to improve health care locally, regionally, and worldwide by using information and communication technology. (Eysenbach, JMIR 2001;3(2):E20)
6. eHealth is about the use of new technologies, to create new models of care. 'E' to me is enabling, how technologies are enabling new delivery, health services, health efficiencies, and overall improvement to health quality. (Participant in "What is eHealth (6)", JMIR 2017;19(10):e324)
7. Juist de zorgsector belijdt in alle toonaarden, in missie en beleidsdocumenten dat de zorg van aanbod naar vraag gestuurd moet worden 'gekanteld'. In essentie betekent het dat de klant meer sturende invloed krijgt in het proces. Daarbij ontstaat het paradoxale beeld dat van alle sectoren de directe interactie met de klant het meest intensief is in de zorgsector, terwijl juist in die sector de klant zelf nauwelijks aan het stuur zit. Dat laat zich vertalen in een ontwerpvisie. (Jan Vissers, Guus de Vries. Sleutelen aan zorgprocessen. 2005)
8. A good structure increases the likelihood of good process, and good process increases the likelihood of good outcomes. (Donabedian A. The quality of care. How can it be assessed? JAMA 1988;260(12):1743-17480)
9. Outcomes is what people see. But your real art is to foresee the processes, to shape the pathway. (Vahe A. Kazandjian. Quality in Health Care 2000;9:159-165)
10. It takes three to eHealth (data, vertrouwen en organisatie).
11. eHealth verruimt de aandacht voor patiënt en zorgverlener.