Innovative Health Technologies: Annual Conference 2004

Delivering and Experiencing IHTs: Users' Perspectives

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Programme Director

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Managing Chronic illness

Risk & Practitioner/Patient Relation

New Understanding of Expert Consumer and User

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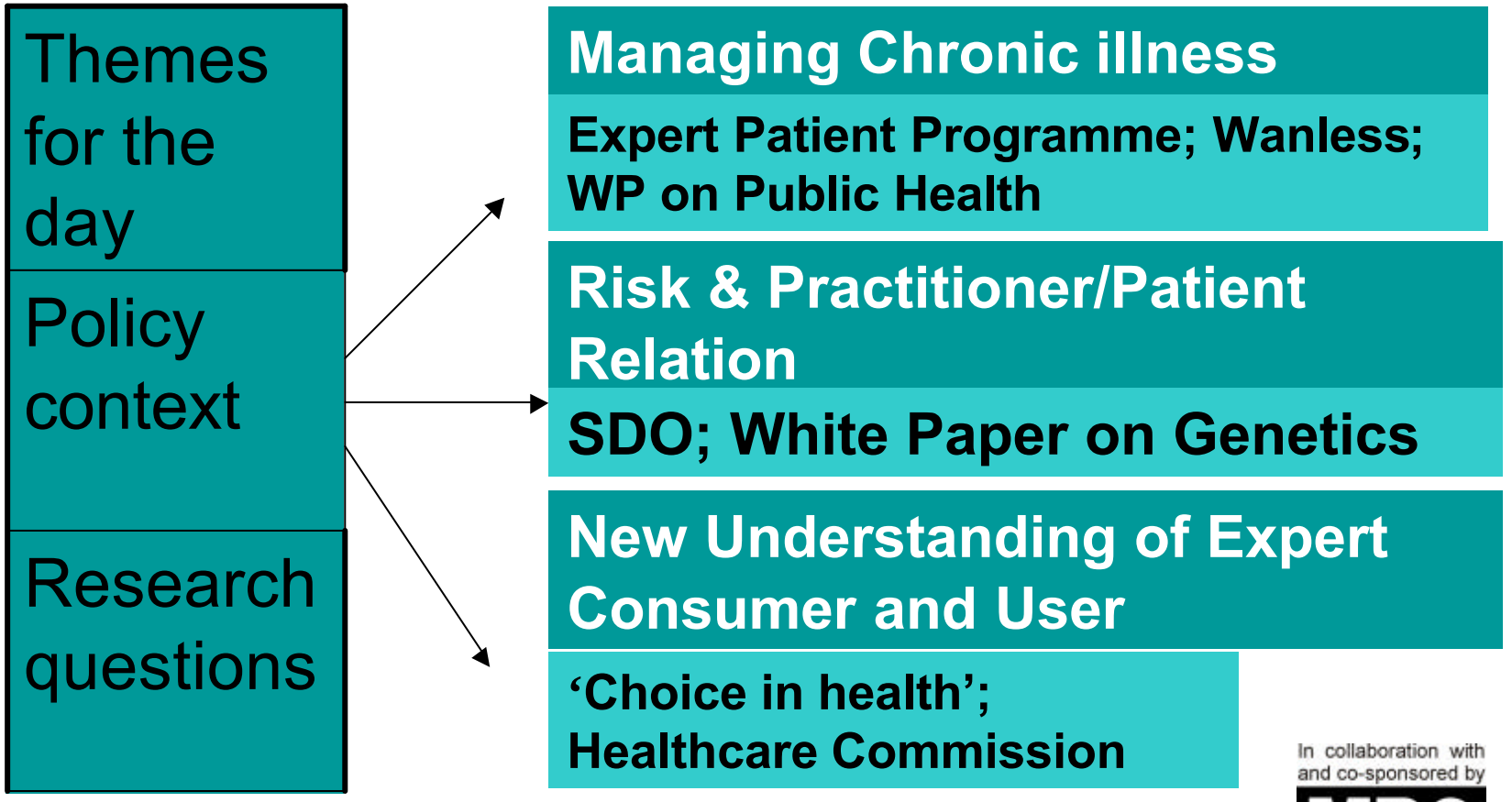

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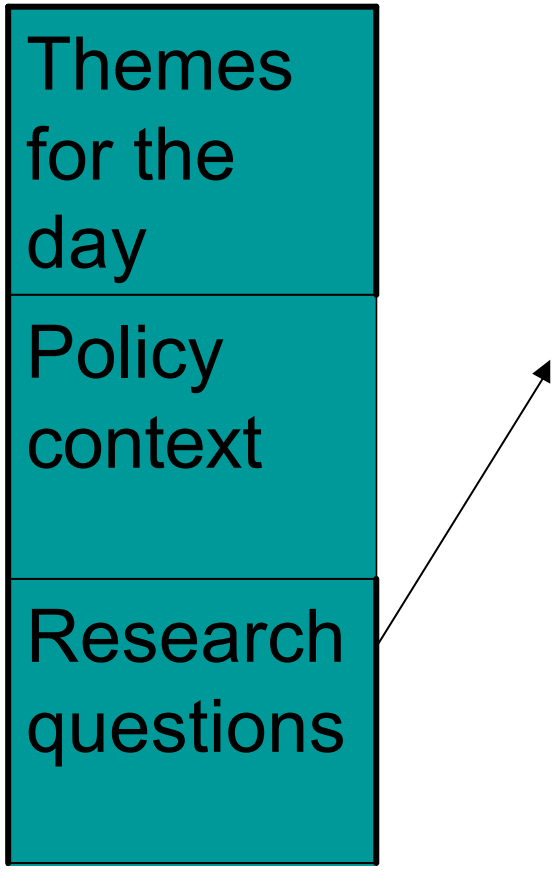

How do the themes relate to user as 'the patient'….

…and the user as 'the provider'

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Themes for the day
Policy context
Research questions

The user as patient – 'delivery/experience' not a one-way process with clear clinical outcomes:

- **how to understand patient's engagement with health care**
- **how this mediated by IHTs?**
- **what *is* 'the patient'?**

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Themes for the day

Policy context

Research questions

How to understand patients' engagement with health care?

1. Dependence on system – 'woven into nature of need for health care':

- Time dependent
- Physiological/emotional discomfort
- Limited possibility of alt. self-care

Edwards et al (2004)

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Themes for the day

Policy context

Research questions

How to understand patients' engagement with health care?

2. Need to retain 'constructive social relationships' with clinicians

- viable micro social order

3. Need for positive 'intra-personal' care – may help recovery

Edwards et al (2004)

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Themes for the day
Policy context
Research questions

The 'user' as provider:

- **How to balance choice with EBM and limited resources – what dies cost-effectiveness mean?**
- **How to manage growth of risk diagnosis/tests?**
- **How to respond to move towards devolved planning/responsibility?**

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Acknowledge social re-ordering of health and health care is underway

Has implications for accountability, locus of care and the structuring of delivery

Need for social science, patient groups, and service delivery to explore and challenge expected and unexpected outcomes at level of patient and wider health care system

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