

Using mobile technology to collect information from patients at the HMO  
Maccabi Healthcare Services in collaboration with Ariel University, Tel-Aviv University  
and Haifa University

Student: Ronnie Be'eri  
Advisor: Prof. Iris Rechav; Dr. Ruth Ash

This work was carried out in the framework of applied research aimed at assessing the readiness and ability of HMO patients to report personal health data using a mobile device and the reliability of reporting. Another goal is to examine patients' perceptions of the use of mobile technology to maintain their health and improve quality of care.

At the base of the work is the Ministry of Health's demand that all HMOs complete health data on all patients, with the intention of streamlining the therapeutic continuum between community and hospital entities by means of systematic and up-to-date management of medical information. The theories supporting this work are "Health literacy" and "Mobile Technology Identity". The work included the transfer of a self-report questionnaire to patients while waiting for their appointments in HMO clinics, and subsequent measurements. At the conclusion of the work, the project partners were given a document with a summary of the questionnaire's findings and recommendations. The main findings indicated a good health literacy level of most patients regarding their willingness and ability to report reliably on personal health data in comparison to measurements, and their tendency to cooperate with the caregiver using a mobile device to promote quality of care. One recommendation is to consider transferring the responsibility for reporting the medical condition through a mobile device to patients, and to allow them to report on their condition not only during the visit to the clinic. This is done in order to increase the correctness of self-reporting among certain demographic groups that are less inclined to cooperate in a public space or at a time that is not suitable for them. Collecting information directly from patients is essential to the system and contributes to the ever-evolving approach of the information management world, where information gathered directly from people rather than experts is not "worth less." A possible contribution to the HMO is to promote the recognition that the current burden on family physicians in collecting information from patients has a reliable and relatively simple alternative for implementation. The project is associated with key ideas learned in the Department of Information and Knowledge Management, such as 'bottom-up' information management and collecting information in collaboration with the masses in order to promote the quality of large information systems in the digital age.