

COLLEGE OF HEALTH SCIENCE FACULTY GRANT-IN-AID REPORT

(No longer than 1 Page)

PROJECT TITLE: Ethnographic Exploration of New Zealand primary care practice and the use of patient portals.

INVESTIGATOR: Sarah Kooienga PhD FNP _____

YEAR PROJECT WAS SUPPORTED: 2015

Participants/Subjects

22 patient interviews

8 Key informant interviews

42 hours of participant observation

These data collection activities occurred in 2 New Zealand general practices (primary care)

Methods

This research study employed a qualitative methodology-focused ethnography. This involved participant observation, key informant interviews and patient interviews.

Results

Based on preliminary analysis, patients were highly accepting of the patient portal and appreciated a number of the features of the portal.

The portal was most appealing to older patients who had chronic illnesses.

Limitations

Only 2 practices were part of this research endeavor. These two practices- one was on the North Island the other in the South island. A challenge exists in generalizing the data to the U.S. context. Due to being an ethnographic project, the sample size is small, making generalizability challenging.

Conclusions

The conclusions are complex. There are specific conclusions which can be drawn about New Zealand primary care practice. The challenge (with ongoing analysis) is how to take the NZ focus and make connections to the Mountain West. Specifically, what lessons can be learned from NZ and applied to the rural Mountain West.

This is ongoing work and will be a focus for my work for the next year or so.

Future Research & Dissemination

Based on the data collected in New Zealand, I submitted a grant to American Academy of Family Physicians (AAFP) on patient portal implementation in July 2016. I submitted a grant to the Humenick research funding through the Fay W. Whitney SON. This small internal grant enabled me to collect additional patient interviews.

I presented preliminary results to CTR-IN conference in Las Vegas. In addition, I will be part of a panel presentation on portal implementation as part of a pre conference workshop at the American Medical Informatics Assoc. (AMIA).

I have submitted one publication on vulnerable populations and use of patient portals to *Health Informatics* journal. Another publication is in progress on *The patient experience and use of patient portals in NZ general practice*. This publication will be submitted to the Journal of Primary Health Care (NZ).