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## An ICT solution for improving chronic kidney disease patients' care services in Taiwan

Shu Hui Hung and Chin Hsien Wong  
NARL, Taiwan

**Statement of the Problem:** In year 2015, 77,000 patients took the treatments and each of them cost US 21,000 dollars a year. Patients' diet behavior and living style becomes a key indicator for clinics to remain patients' health conditions. CKD patients revisit clinic regularly with their daily diet record and hypertension measure-valued chart. Some of them do get the chart list, meanwhile, they come back lacking food record or forget what they had been eaten. This study is to seek for how patients compare the ICT service with ordinary paper work on supporting their health care quality.

**Methodology & Theoretical Orientation:** Based on ICT solution, the service has implemented platform to connect with personal mobile phone with diet record, and a blue-tooth build-in hypertension machine to assist patients to record their daily activities. Patients who participated with this study after nine months, will receive a survey requested focus on discovering how the ICT utility for patients.

**Findings:** The study recruited 23 patients to answer the survey. The group average aged 67 years old, nine females and 14 males. The result shows that male patients more willing to try the new apps. However, 18 out of 23 need at least one or two months to practice before they can operate alone. Overall, the group agrees that the ICT service enhance their knowledge on how to live with CKD.

**Conclusion & Significance:** The CKD patients aged over 65, but they did seem enjoy using the diet photo taken function, and provided some interesting few tips to improve the application even more users friendly. The platform needs to increase more simple and easy video on showing how to use it, and provide more detail dialogue responses messages to eliminate patient's panic of using technology

### Biography

Shu Hui Hung is an Associate Researcher from NCHC, with experience managing multiple chronic disease care applications implemented across a variety of medical centers and local hospitals in Taiwan. She has over a decade years of experience with designing, developing, researching and implementing electronic medical records. Her mission is to work with all stakeholders in healthcare to transform the healthcare system to improve care and care experience for patients, improve provider productivity and lower costs to create a sustainable health system for all.

Bonitahung@nchc.org.tw

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