



## Lisette van Gemert-Pijnen

Dr J van Gemert-Pijnen (Lisette) studied linguistics (psychology-phonetics) of mental disturbances (aphasia) at the University of Groningen. She obtained her PhD in development and implementation of protocols for infectious disease management (MRSA) at the University of Twente. She worked several years as a lecturer and researcher in the field of health communication and psychology. Today she is Associate Professor at the Institute for Social sciences and Technology, where she founded the first Dutch Center for eHealth Research and Disease Management ([www.ehealthresearchcenter.nl](http://www.ehealthresearchcenter.nl)) in 2008. The aim of this center is to strengthen the relationship between policy, practice and research and to contribute to the solution of societal problems such as ageing via human centered and value driven technologies.

Apart from leading this Center she supervises several PhD-student associated with this organization. As a senior Lecturer she is responsible for several graduate courses in eHealth and disease management at the University of Twente. As a guest-lecturer she is affiliated with the University of Muenster (UKM), Germany. She collaborates with the University of Muenster (Germany) to enhance patient safety (Infectious Disease management, [www.eursafetyhealthnet.eu](http://www.eursafetyhealthnet.eu)). At the University of Waterloo (Canada) she is adjunct professor in Health informatics. Lisette cooperates with the University of Toronto (with Dr G Eysenbach, who is visiting professor of University of Twente) in several PhD-projects about Internet-based health programs for chronic care.

The research-program of Lisette addresses Patient care and Care coordination (professionalization, cost-reduction). The focus is on the development of *human centered* technologies to support self-care management and business modelling to facilitate the implementation in practices. The rising demand for chronic care and the limited budget urges to better balance self-management and professional care. Therefore, the line of Lisette her research concerns the creation of sustainable technology that has value (social-economical; behavioral) for all key-stakeholders. In particular, her research focuses on the process of value-creation via participation of stakeholders during the development process.

Several strategies and instruments have been developed and tested via quasi-experimental designs to foster the incorporation of eHealth technologies in healthcare. Business modeling techniques and innovation models are used to support the development of strategies and instruments for *stakeholder engagement*.

Lisette's research interests cover the areas of 'Ageing and Chronic care (Dementia and Diabetes)', 'Shared care and decision making in the field of Infectious disease management'. Her research can be characterized as multidisciplinary and applied.

Lisette is editor of the Journal of Medical Internet Research. Lisette has published several scientific peer reviewed papers in leading journals, she organized the first annual conferences in eHealth research ([Supporting Health by Technology](#), in the Netherlands) and she organized the first European edition of the international conference on eHealth ([www.medicine20congress.com](http://www.medicine20congress.com)). She contributes as keynote speaker to several international eHealth conferences (eg. Medicine 2.0; AAL). She is member of the board of the Dutch Association of eHealth ([www.nveh.nl](http://www.nveh.nl)).

Lisette and her PhD students actively contribute to the IARIA conferences.

- She is part of the scientific board of eTelemed conferences
- She organized the international workshop on Business Modeling for the next Generation of telemedicine Systems and Services (2010).
- She moderated the eTelemed Panels Healthcare (2010). Digital Society Trends: Challenges of eTelemed for Changing Healthcare.
- Lisette and her PhD students received several awards for best papers and presentations in eHealth research at the IARIA conferences (2009, 2010).

Future plans exist in cooperation with high quality eHealth research institutes in Canada (University of Toronto, University of Waterloo, (Waterloo Institute Health for Informatics) and in Europe with eHealth research institutes like The Norwegian Centre for Telemedicine in the field of design and implementation of eHealth. In the Netherlands cooperation with centres of excellence in eHealth is encouraged. The ultimate objective is to extend the research line, to promote exchange of students and researchers and to cooperate in research programmes. New research programmes have been started focussing on how co-creation (participatory health) can be used to improve the impact of eHealth on trust, commitment and adherence and to foster *user-engagement* across the design process. The field of interest concerns the use of *emerging technologies* and '*social media*' as instruments and methods for co-creation during the design process. To foster implementation of eHealth technologies business modeling approaches will be developed for chronic care.