

# LETTERS

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## Technologies For Patient Engagement

Lygeia Ricciardi and coauthors pointed out that “growing evidence supports the use of e-health to support consumer engagement to improve health and health care” (Feb 2013). However, they offered no specific guidelines to support this process. We contend that the quality of patients’ experience should become the guide for developing e-health tools for patient engagement, as well as a primary metric to evaluate their applications.

We propose using the “positive technology” approach<sup>1</sup> to influence three dimensions of health experience— affective quality (hedonic), actualization (heudaimonic), and connectedness (social or interpersonal)—that we consider crucial for fostering patient engagement through e-health interventions.<sup>2,3</sup>

In the positive technology approach, patient engagement is achieved by structuring the experience using a goal, rules, and a feedback system; using multimedia and interactive data to provide additional

information about the patient’s options; and replacing a real-world experience with a synthetic one, with the help of virtual reality.

Positive technology easily supports strategies like the “choice architecture” of Robert Nease and coauthors (Feb 2013) to overcome cognitive issues. Moreover, positive technology is able to augment patients’ experience in health decisions by making them more aware of their choices and offering different shared virtual spaces that support them in making the choice that best reflects their perspective.

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### NOTES

- 1 Riva G, Baños RM, Botella C, Wiederhold BK, Gaggioli A. Positive technology: using interactive technologies to promote positive functioning. *Cyberpsychol Behav Soc Netw*. 2012;15(2):69–77.
- 2 Bellardita L, Graffigna G, Donegani S, Villani D, Villa S, Tresoldi V, et al. Patient’s choice of observational strategy for early-stage prostate cancer. *Neuropsychological Trends*. 2012; 12:107–16.
- 3 Barello S, Graffigna G, Vegni E. Patient engagement as an emerging challenge for healthcare services: mapping the literature. *Nurs Res Pract*. 2012;2012:905934.