

Empowering post-COVID patients: Evaluating a personalized health dashboard

Susanne van der Staak^a, Peter Tieleman^a, Pien Toebosch^a, Marian Wesseling^a, Maike ter Wolbeek^a, Juanita A Haagsma^b, Alfons Olde Loohuis^a, Annemieke de Groot^a, Stella CM Heemskerk^b | ^a C-support, 's-Hertogenbosch, the Netherlands; ^b Department of Public Health, Erasmus University Medical Center Rotterdam, the Netherlands

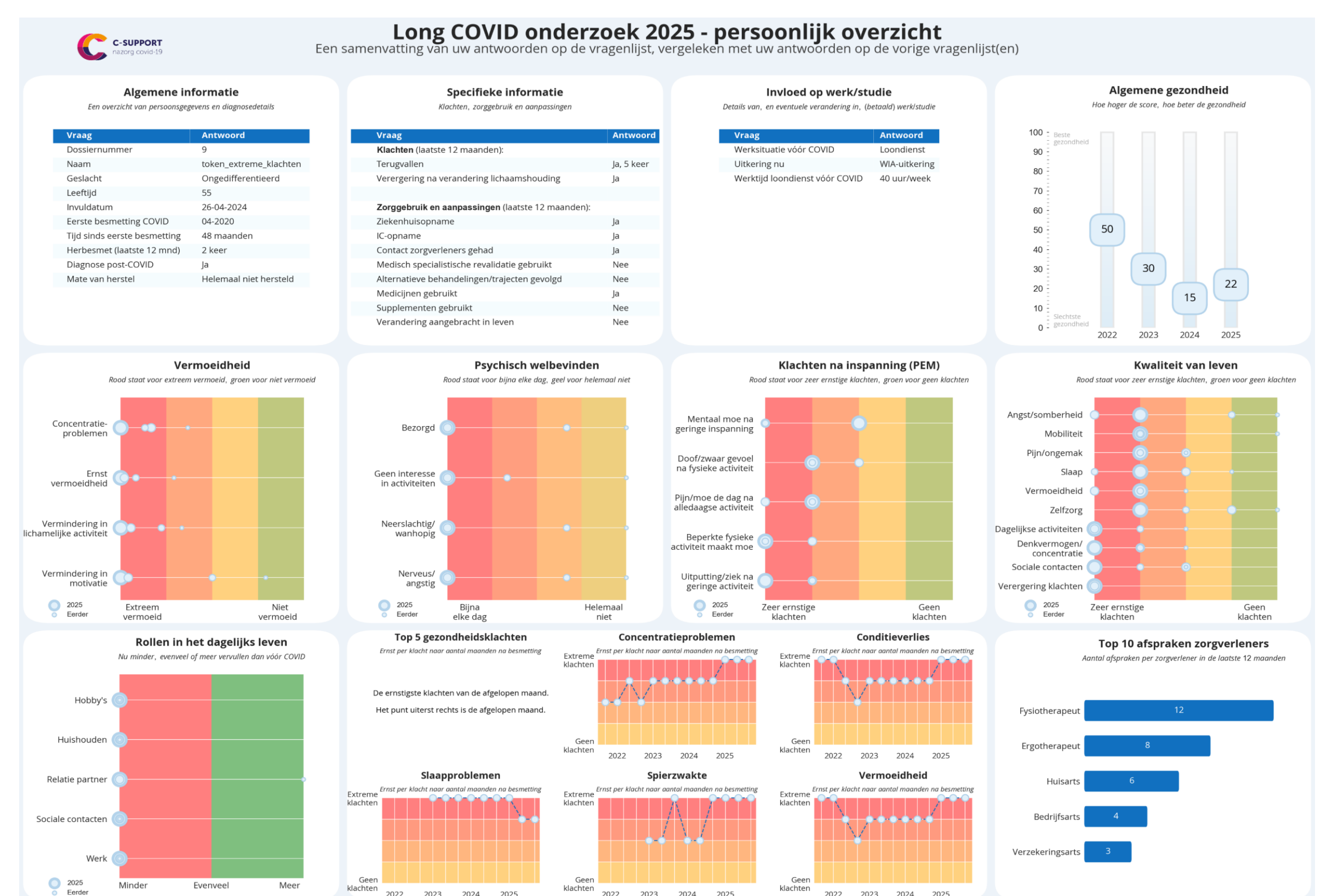
Background

C-support, a Dutch organization, provides advice and support to individuals with post-COVID symptoms, offers education for healthcare professionals, and participates in research.

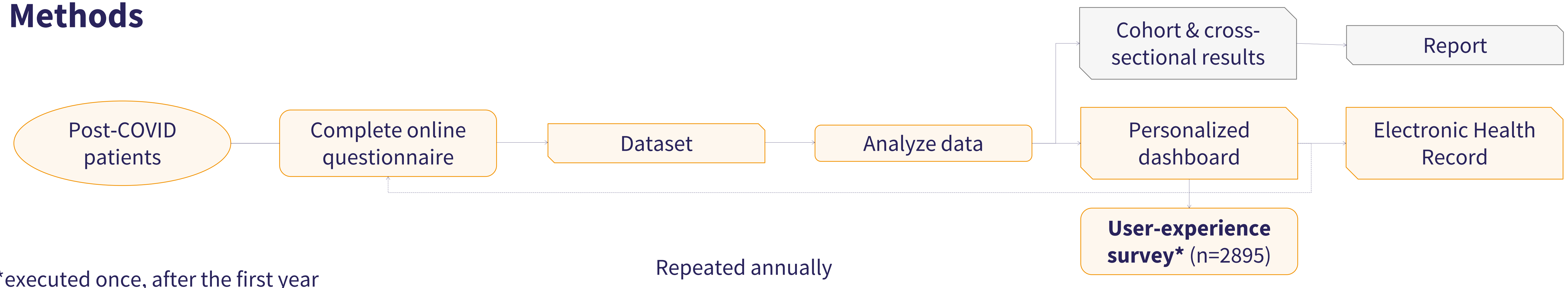
Between 2022 and 2025, a multi-year study was conducted by C-support in cooperation with the Erasmus Medical Center. Each year, questionnaires were sent out to a cohort of adults with post-COVID complaints, covering various topics such as health complaints, the impact on daily life, and healthcare use.

To empower patients, the outcomes of the annual questionnaires are presented in an online personalized dashboard (PD), summarizing each participant's current outcomes alongside longitudinal trends. In this study, we aimed to evaluate the readability, recognizability, usability, and overall satisfaction of the personalized dashboard using a user-experience survey.

Personalized dashboard



Methods

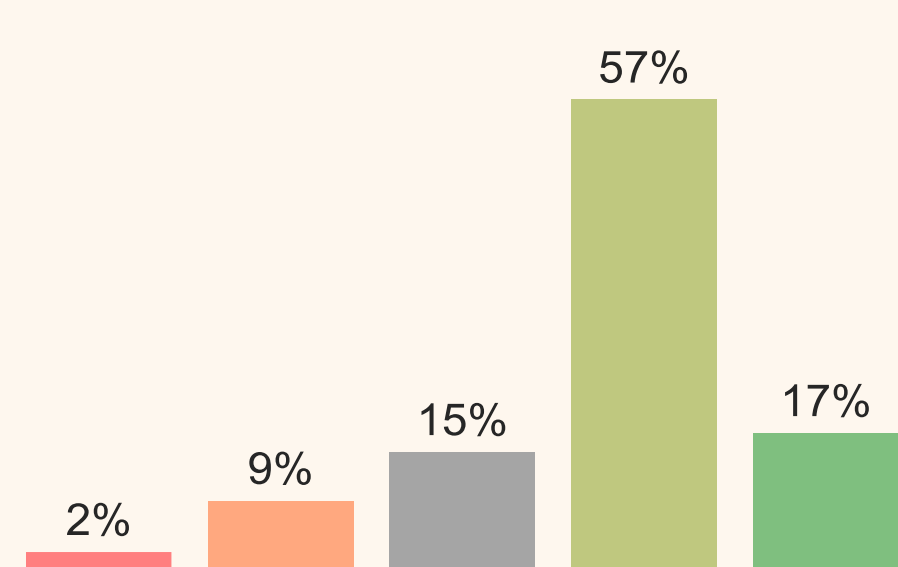


Results

The personalized dashboard (PD) was rated 7.5/10 on average.

Readability

The personalized dashboard is clear and easy to understand

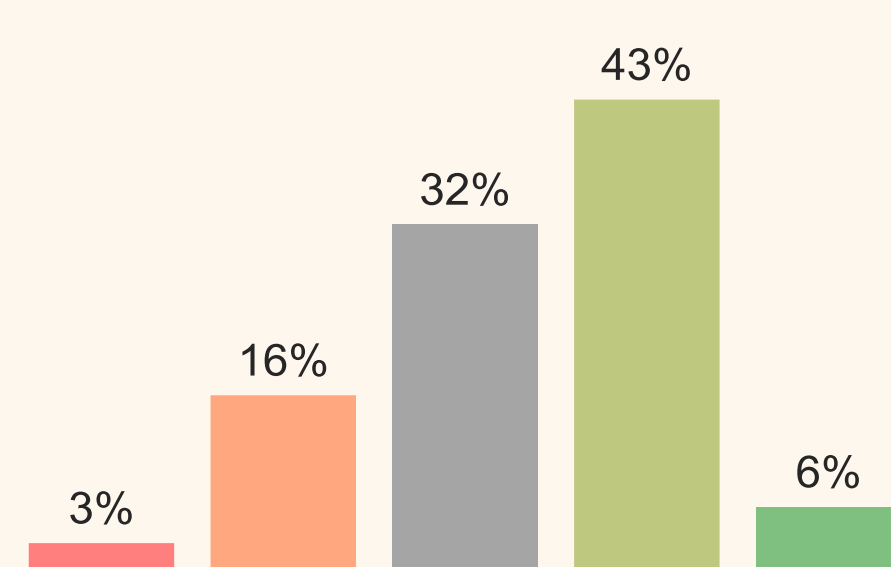


The PD is perceived as user-friendly and easy to understand.

- 74% indicated that the PD is clear and easy to understand.
- 67% indicated that the PD provides sufficient information.
- 79% indicated that the PD is clear and well-organized on a single page.

Recognizability

The personalized dashboard describes my overall situation

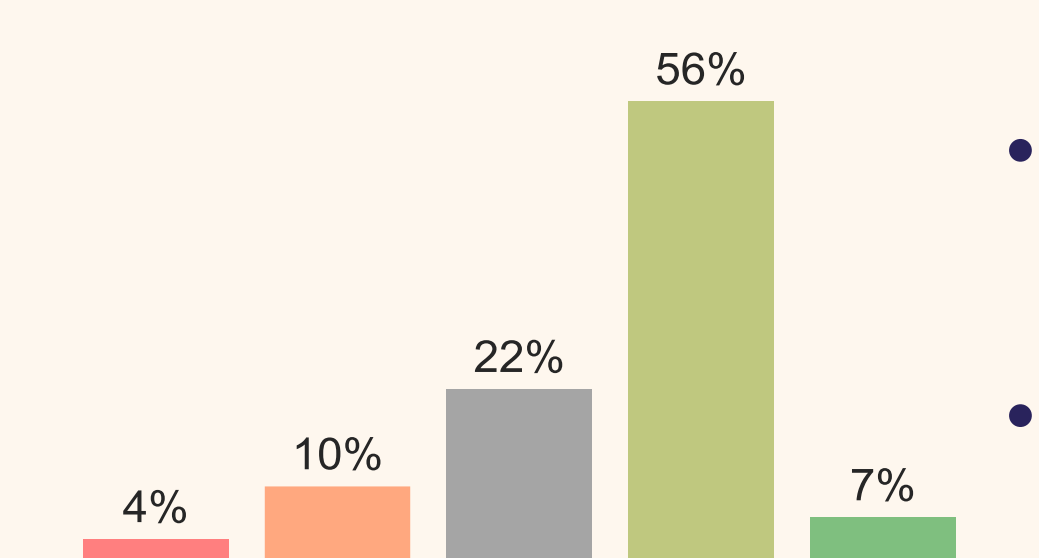


Most respondents recognize themselves in the PD.

- 49% indicated that the PD describes their overall situation.
- 50% indicated that the PD matches how they feel.
- 20% indicated that the PD captures the fluctuations in their situation.

Personal usability

The personalized dashboard helps me gain insight into my health

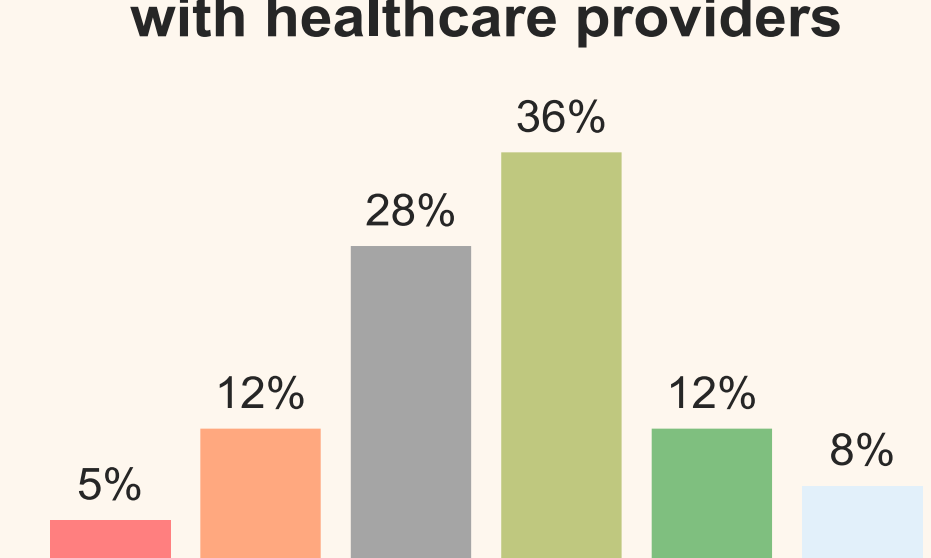


The PD is well received for personal use.

- 63% indicated that the PD helps them gain insight into their health.
- 34% indicated that the PD supports them in taking control over their health.
- 38% indicated that the PD contributes to self-acceptance.

Clinical usability

The personalized dashboard helps to discuss my complaints with healthcare providers



The majority considers the PD a useful tool during consultations.

- 48% indicated that the PD helps to discuss their post-COVID complaints with healthcare providers.
- 25% indicated that the PD helps them receive better treatments.

Completely disagree Disagree Neutral Agree Completely agree Not applicable

Conclusion

Personalized dashboards for individuals with post-COVID symptoms are a feasible and well-received way to support person-centered self management. Reported satisfaction and use in healthcare consultations suggest that these personalized dashboards enhance patient insight and engagement.

