

Web Portals in Community Mental Health: Technology for the Future

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The purpose of this study was to develop, test and evaluate individualized homepage web portals for use by hospital nurses, community case managers and consumers of community mental health services. The overall objective of the research program will be to develop the existing technology of web portals and combine this with appropriate content to be used in community mental health to improve adherence with treatment regimens. The content of the web pages will be available via Web portals using Internet technology and personal computers, clinics, public libraries and anywhere with Internet access. The long-term goals of the Technology Intervention Program for Mental Health (TIP for Mental Health) are 1) to improve adherence to treatment plans (e.g., keeping appointments, keeping housing), 2) improve adherence to medication regimens and 3) increase satisfaction with care for persons with serious mental illness receiving case management in community mental health. This project features a web-based homepage portal individualized for each client with features for communication, education and support. The specific aim of this study was to determine perceptions of providers and consumers to develop, to test and to evaluate a web page portal for persons with serious mental illness.