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ADVANCING TELEMEDICINE ADOPTION IN EUROPE

The Secrets of Telehealth:

How to deploy services in routine care?

Marc Lange

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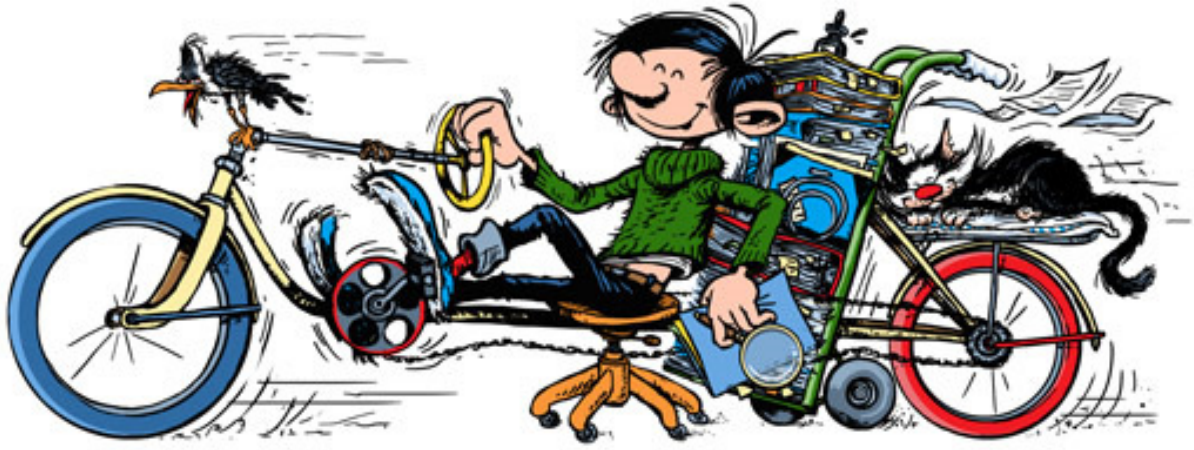
A holistic concept for eHealth

- **The eHealth infrastructure**
  - Technical building blocks, legal framework
  - Issue: interoperability for system openness and agility
  - Challenge: an infrastructure does not deliver much value, it is mainly an enabler

- **eHealth and Telemedicine services for caring**
  - Clinical evidence, organisation change management
  - Issue: meeting the needs of health professionals and patients
  - Challenge: clinical and economic evidence

The challenge for developing eHealth and Telemedicine services

- This is about changing from
  - Data to services
  - Data collection to data integration in processes
  - Tools to process redesign / new care pathways
- If not, then one get the equation:
  New Technology + Old System = New Old System



Tools and methods are required for deploying services

- **Impact assessment framework**
  - The results and lessons learned from Renewing Health
  - The approach of United4Health
- **Guidelines for large scale deployment**
  - The blueprint of Momentum
- **Business development tool kit**
- **Innovation Governance**
- **…**

The Project

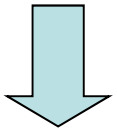
- **A CIP ICT-PSP thematic network**
  - Running from February 2012 until January 2015

- **The consortium: 19 organisations**
  - Telemedicine associations / competence centres from
    - Denmark, United Kingdom, Estonia, Norway, Spain, France, Sweden, Germany, Greece and Poland
  - European stakeholder associations representing
    - Health professionals and health care organisations, health insurers, technology vendors

- **A growing network of partners**

eHealth actions in DAE

<u>KA 13</u> Undertake pilot actions to equip Europeans with secure online access to their medical health data by 2015 and to achieve by 2020 widespread deployment of telemedicine services;



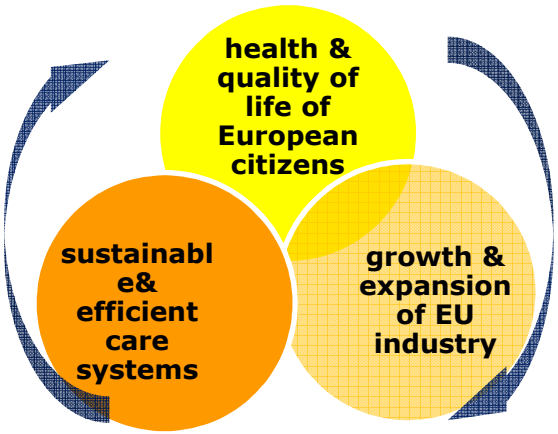
EMPOWERING

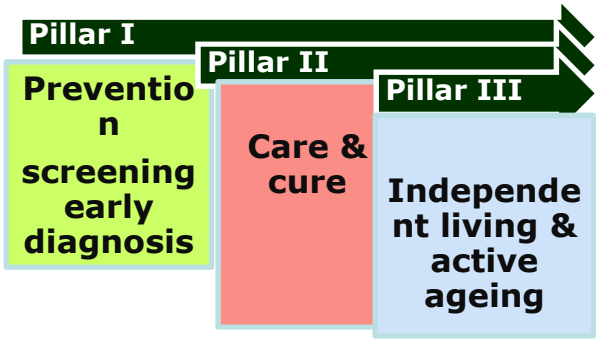
European Innovation Partnership on Active & Healthy Ageing

crosscutting, connecting & engaging stakeholders across sectors, from private & public sector

+2 HLY by 2020

Triple win for Europe





Specific Actions

Improving prescriptions and adherence to treatment

Better management of health: preventing falls

Preventing functional decline & frailty

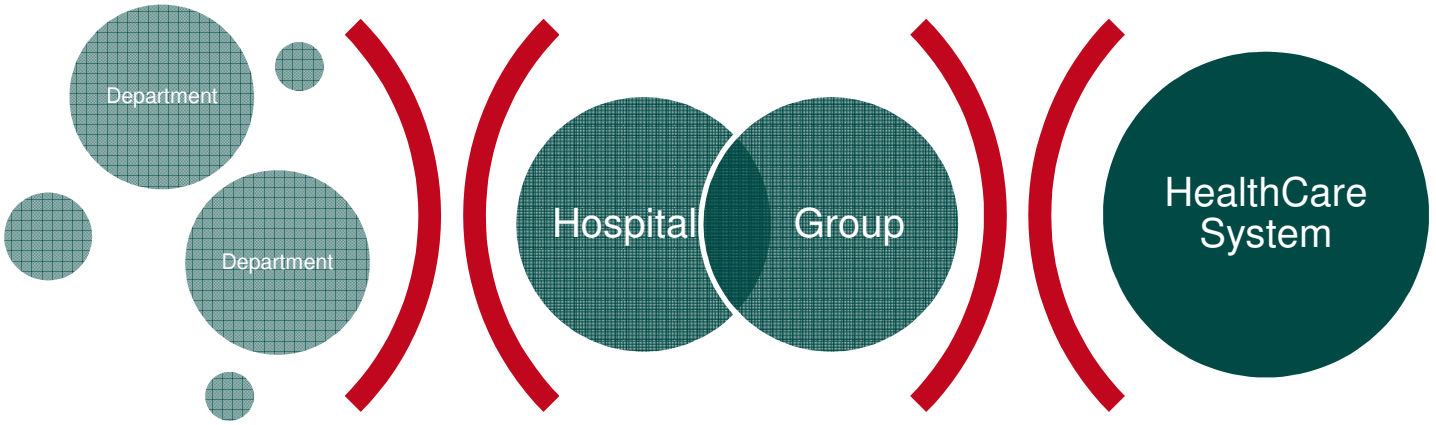
Integrated care for chronic conditions, inc. telecare

ICT solutions for independent living & active ageing

Age-friendly cities and environments

The Secret?
From pilot to routine care …

From pilot to routine care …



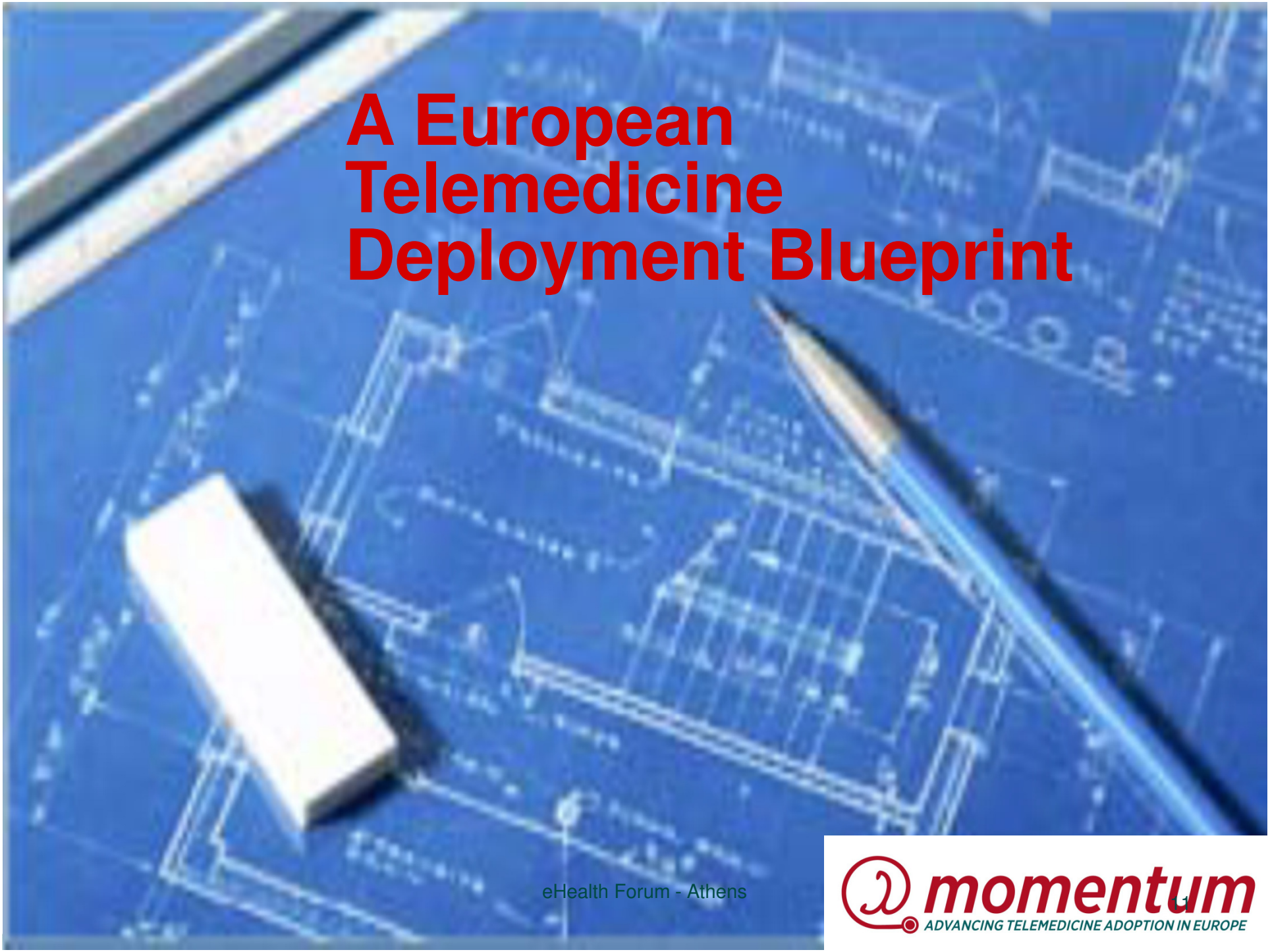
Lessons learned from deployment inside an organisation

- Local champions
- Limited constraints (e.g. at legal level)
- Cost and benefit analysis
- …

Lessons learned from deployment across organisations (for servicing the healthcare system)

- Institutional endorsement
- Legal constraints (if it is a D2P relationship)
- Need for robust methods
- Socio-economic analysis
- …

A European Telemedicine Deployment Blueprint



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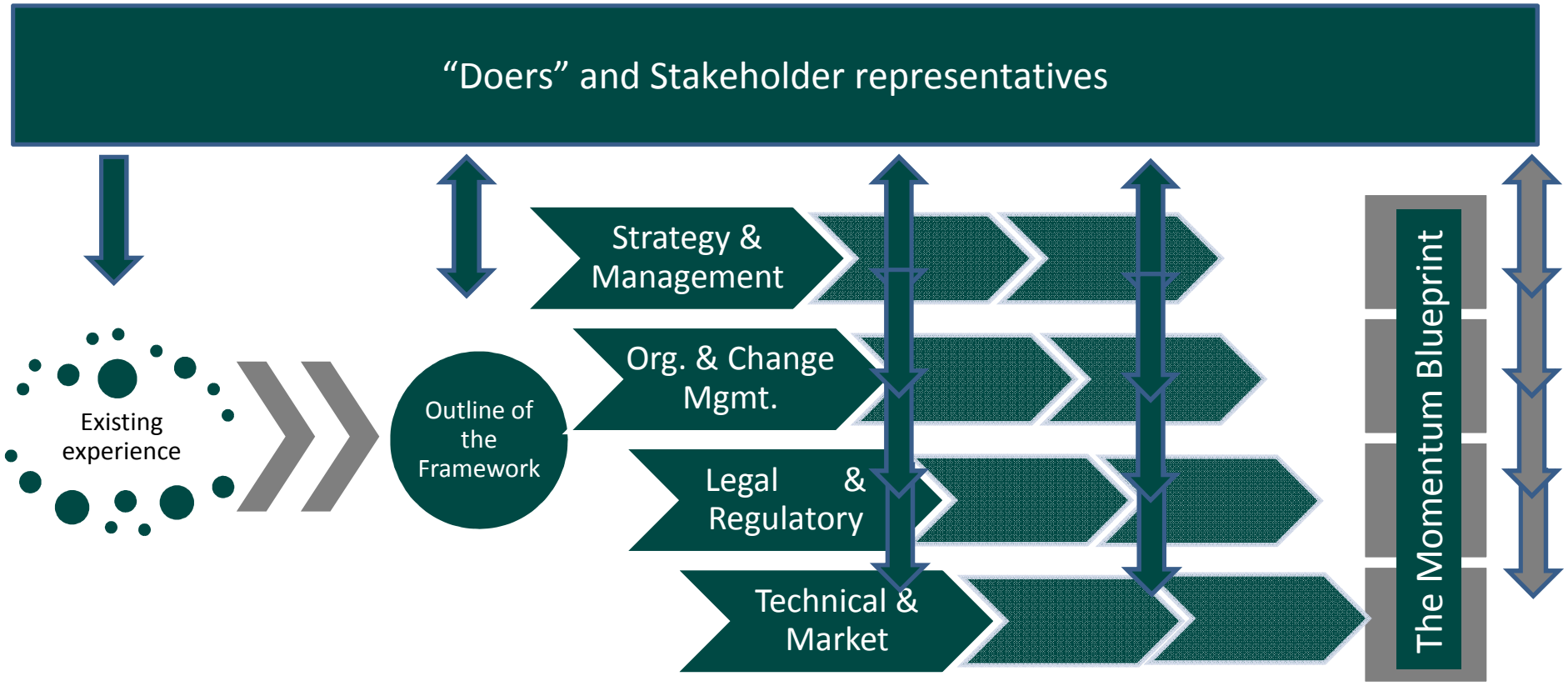
4 themes of investigations

Working method



What's next

- Refining and validated the Critical Success Factors with "Doers" and stakeholders
- Consolidated them into the Momentum Blueprint
- Testing it against an use case under deployment using TREAT,
  a Telemedicine Readiness Assessment Tool
- Spreading the Blueprint over Europe

Maccabi Chronic Disease Telemedicine Centre

- **A call centre in Israel, operated by trained nurses**
  - Dedicated proactive professional care to patients and their family
  - Use of computerized clinical protocols
  - Availability and accessibility 24/7
  - Coordinated & integrated with community network
  - Advanced technology platforms

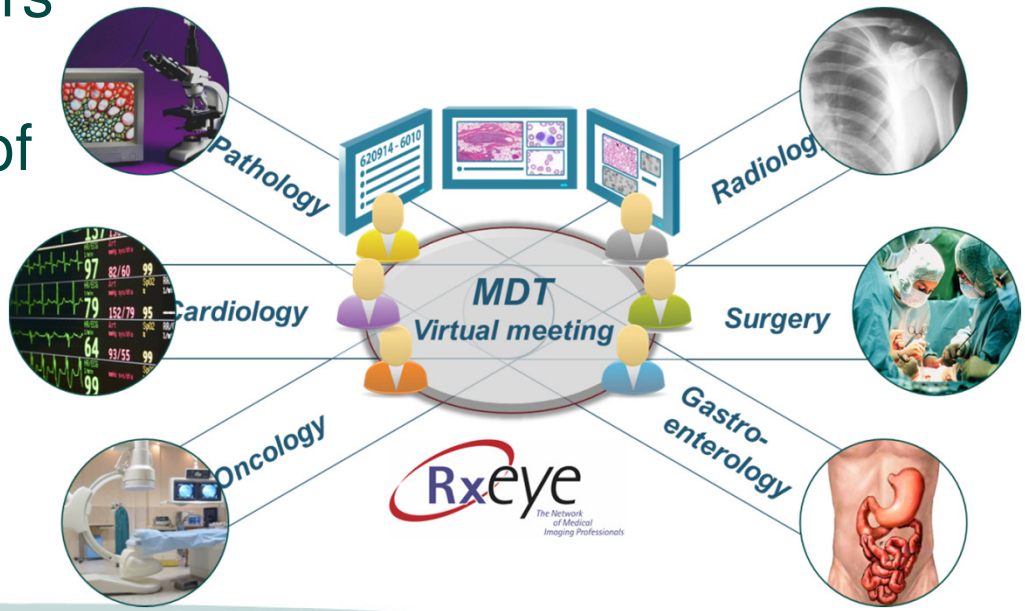
Telephone calls

Video conference

Tele-medicine (transmitter scale, tele-wound, tele-stoma)

RXEye Remote Reading

- **An online brokering service in Sweden,**
  - To share competence and resources within Medical Imaging – particularly in Radiology and Pathology
  - A platform using e-marketplace concept
  - Health care providers can offer and purchase all types of radiology and pathology reviews

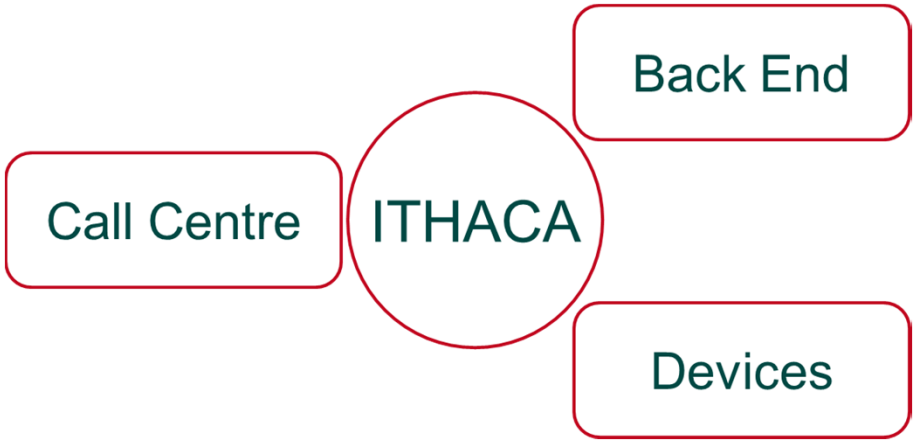


Teledialysis

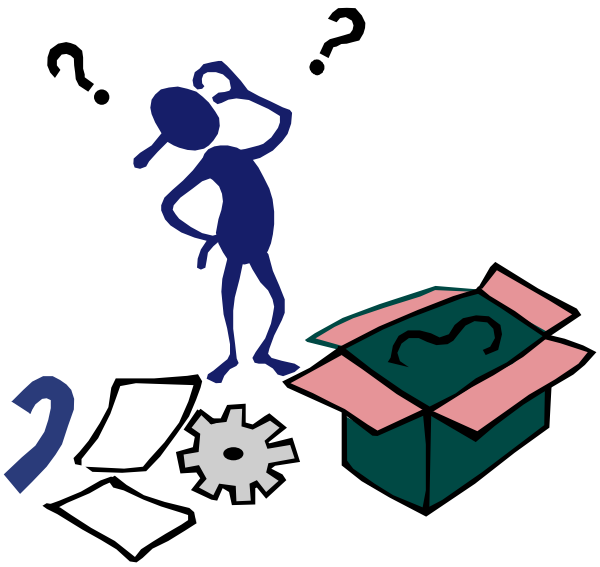
- **A dialysis service using video-conference in Norway**
  - Used in health care centres without specialists in kidney disease is available
  - For helping local staff caring patients
  - Also deployed also in Scotland

ITHACA

- **An integrated platform in Cataluña**
- **For following up and promoting the adhesion to treatment of chronic hypertension patients**
- **Stratification carried out through web portal**
  - Cardiovascular Risk
  - Illness Complexity



Any questions?



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