momentum
ADVANCING TELEMEDICINE ADOPTION IN EUROPE

MOMENTUM SESSION

Critical Success Factors

Technical and Market relations

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14 IT and Ehealth infrastructure

Wire and flow

14. Ensure that the IT and eHealth infrastructures needed are in place

These two forms of infrastructure include:

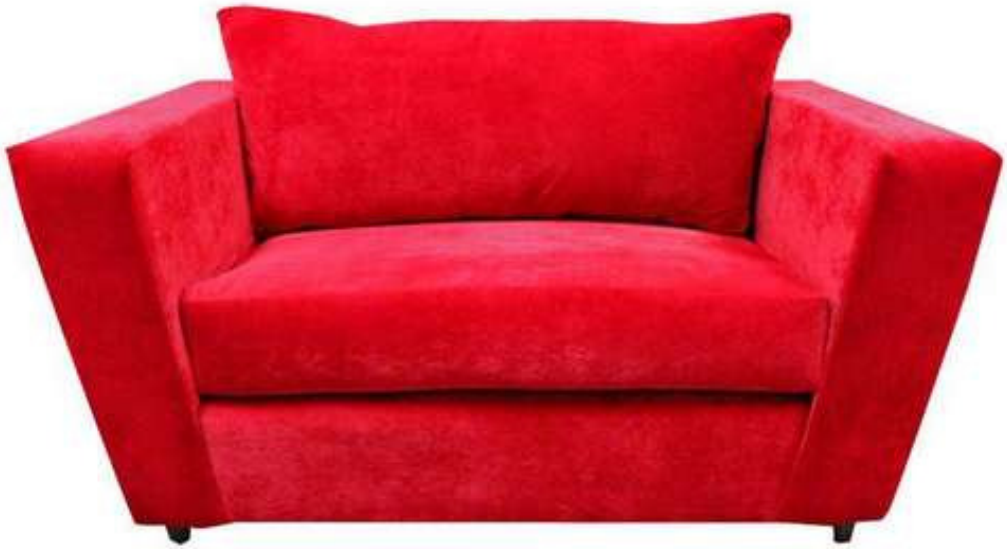
- **IT infrastructure:** An IT infrastructure is in place that ensures successful deployment and good functioning of the telemedicine communication system.
- **eHealth infrastructure:** Health information systems – such as electronic health records and patient health records – are in place that capture, store and distribute clinical data across different levels of care, and among health providers and patients.

Exchanging health data may require interoperable health information systems.

@ the right time

	Teledialysis Norway	Chronic Disease Telemonitor Center Israel	RxEye Sweden	Ithaca Spain
IT infrastructure	Necessary network resources (**broadband**) Off-the-shelf equipment (**Videoconference** solutions)	A computerized central medical record, computerized **call center** management and patient management infrastructure, **computerized** clinical protocols, and **videoconferencing** and telemonitoring	**Web** platform for trasmission and radiology **image** reading	Solution based in telecom standards for **web, data and voice** communication (GPRS, SMS, WWW)
Ehealth infrastructure	Use of EHR (Integration with existing systems, if necessary)	Integrated in a central EMR.	Integration in PACS and RIS	Fed by and integrated to EHR, but not interoperable so far

15 User friendly



KISS and responsive

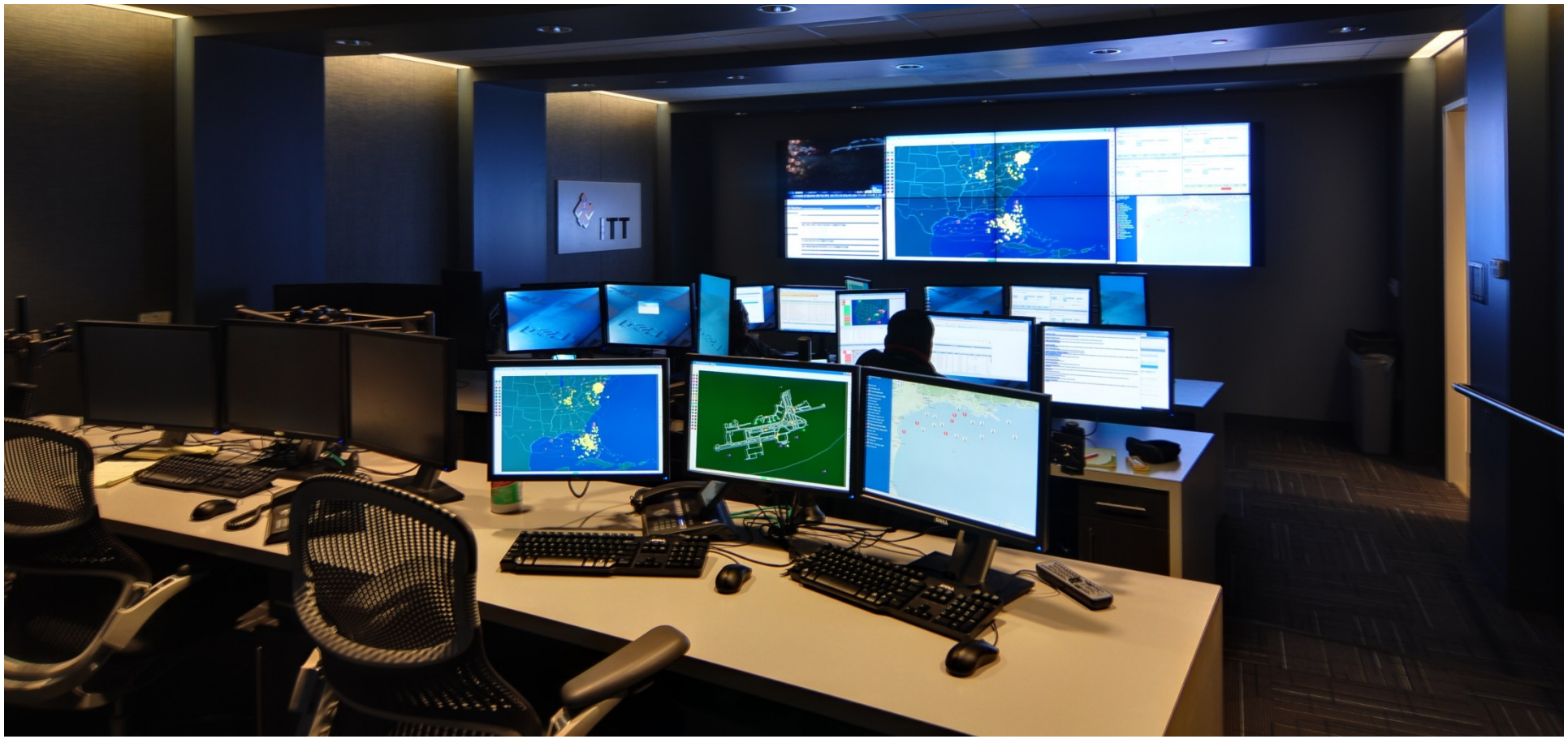
15. Ensure that the technology is user-friendly

Ensure that the technology is simple and user-friendly: think about usability and the actual technology

- **Usability**: means that the technology must be easy-to-use and have a user-friendly design.
- **Technology**: means using technology standards and avoiding specific technology dependencies.

	Teledialysis Norway	Chronic Disease Telemonitor Center Israel	RxEye Sweden	Ithaca Spain
User friendly	The technology is not very complicated and it is **user-friendly** The system is flexible: not all possibilities are utilised at all times but adapted to the actual need	Easy to use **tablets** for elders. Video conference with the nurse only have one use and the patient only has to touch one button	Only **one installation** necessary. Easy to use patient flows and work processes. Single sign-in	Easy and **multimodal design**

16 Monitor the service



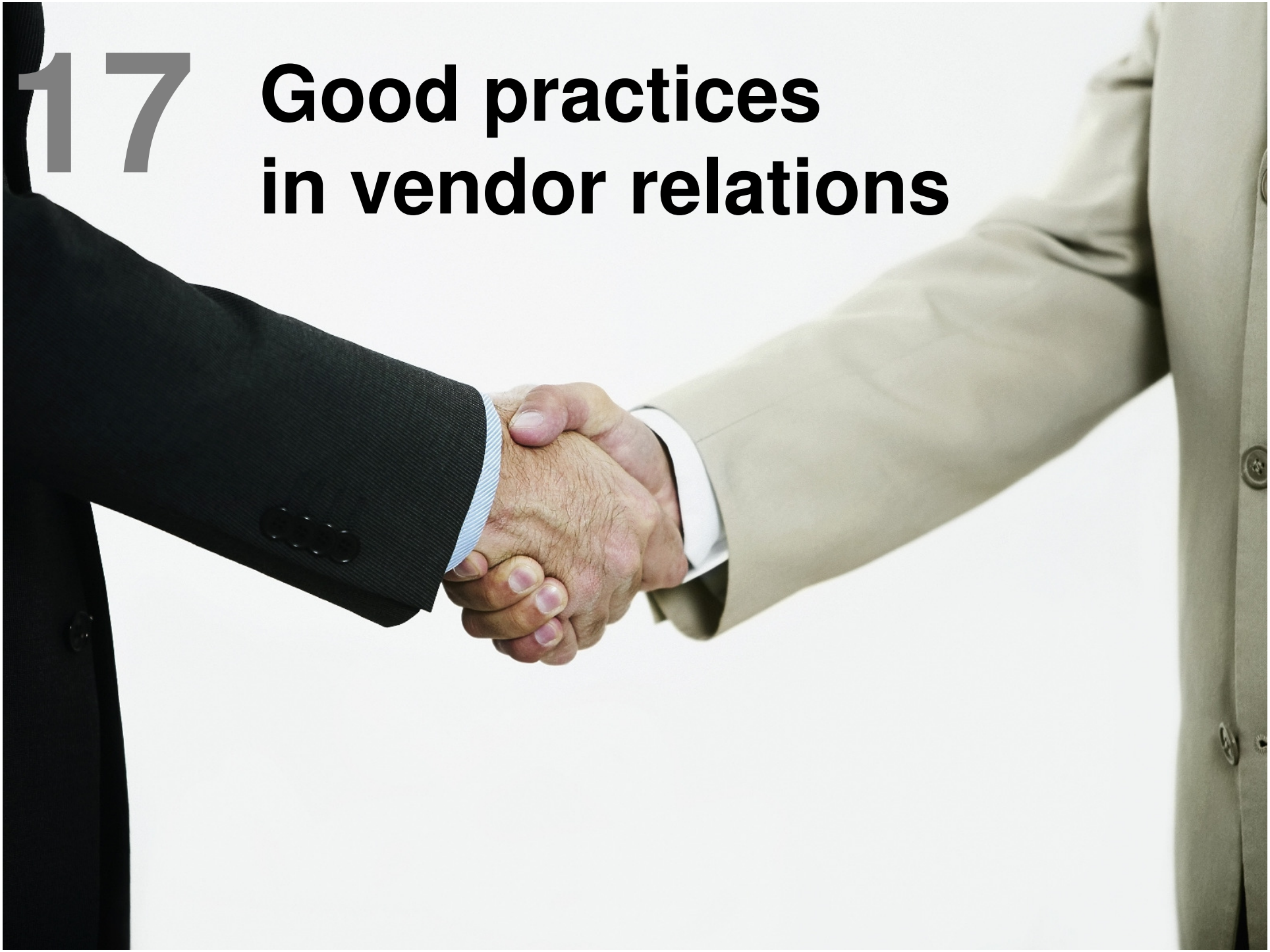
Keep IT running

16. Monitor the service

Monitor the service operations to ensure that they run smoothly. Consider the needs of the users. Identify possible refinements to the service. Consider outlining specifications for each of these aspects of the service operation.

	Teledialysis Norway	Chronic Disease Telemonitor Center Israel	RxEye Sweden	Ithaca Spain
Service monitoring	Support and maintenance are **integrated** in ordinary procedures	Critical to long term sustainability of the service **in company**	Supported by **RxEye** organisation and healthcare partners IT systems	Supported by developer (**Indra**)

17 Good practices in vendor relations



Make it formal

17. Maintain good practices in vendor relations

The deployment requires a partnership between the doers and the industry at all sorts of phases of the deployment. Good practices in vendor relations are based on a transparent, straightforward service level agreement signed by the contracting parties. Service level agreements and contracts need to be underwritten that clearly define what is expected from both parties, and what are the rights and liabilities of engagement.

	Teledialysis Norway	Chronic Disease Telemonitor Center Israel	RxEye Sweden	Ithaca Spain
Good practices in vendor relations	Follow the **normal** procedures for contracting	**Clear contracts** defining deliverables, schedules, maintenance, responsibilities are critical.	Flexible and secure **online contracts**	Short term agreement. Long term potential disputes

18 Potential for scale-up

Ready to go mainstream

18. Guarantee that the technology has the potential for scale-up (i.e., "think big"). Consider that it may be important to "grow" the telemedicine service to a larger scale. Therefore, choose the appropriate vendor and technology. The potential for scale-up can be achieved by using either standard technologies or technologies that are similar and yet are produced/offered by a range of suppliers.

	Teledialysis Norway	Chronic Disease Telemonitor Center Israel	RxEye Sweden	Ithaca Spain
Scale-up	Two types of scale-up for our case: More local **health centres** connected to the hospital New **hospitals** offering the same service	Scaled up at Maccabi organisation	**Born to be scale up** (even abroad)	Limited because lack of interoperability and property rights

Thank You

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