



Advancing Telemedicine Adoption in Europe – Developing capacities

ALEC 2012

22/06/2012

The Project

- **A CIP ICT-PSP thematic network**

- Running from February 2012 until July 2014

- **The consortium: 21 organisations**

- Telemedicine associations and competence centres from

- Denmark, Estonia, France, Germany, Greece, Netherlands, Norway, Poland, Spain, Sweden, Switzerland, United Kingdom

- European stakeholder associations representing

- Health professionals and health care organisations, health insurers, technology vendors

MOMENTUM ➔ Capacity Building



● **Often, there is a gap, although**

● The roadblocks are well identified

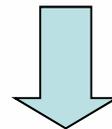
● The benefits starts to be recognised

➔ **There is a need for recognized and validated deployment guidelines**



eHealth actions in DAE

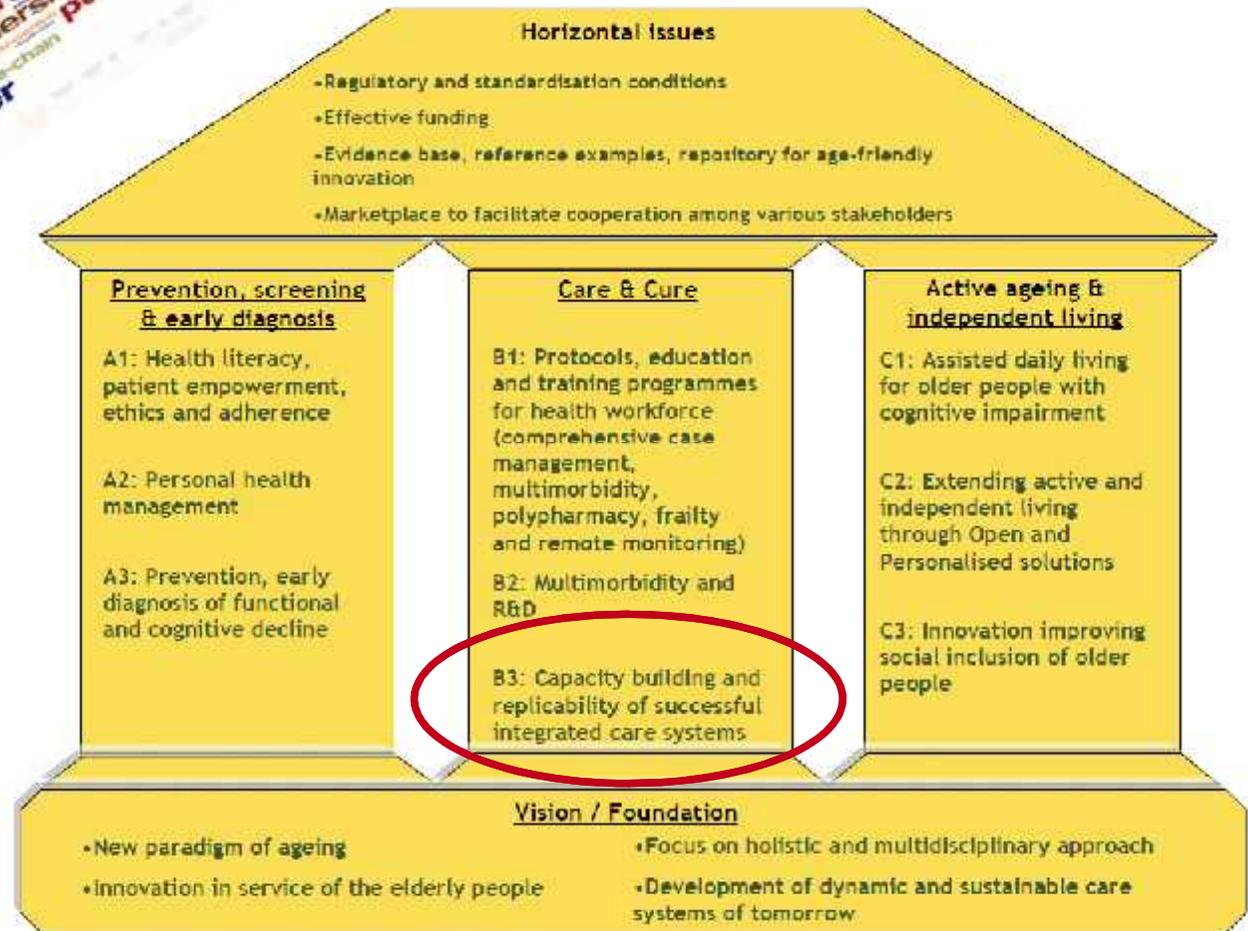
KA 13 Undertake pilot actions to equip Europeans with secure online access to their medical health data by 2015 and to achieve by 2020 widespread deployment of telemedicine services;



EMPOWERING



● Operational Plan



Expected Outcomes

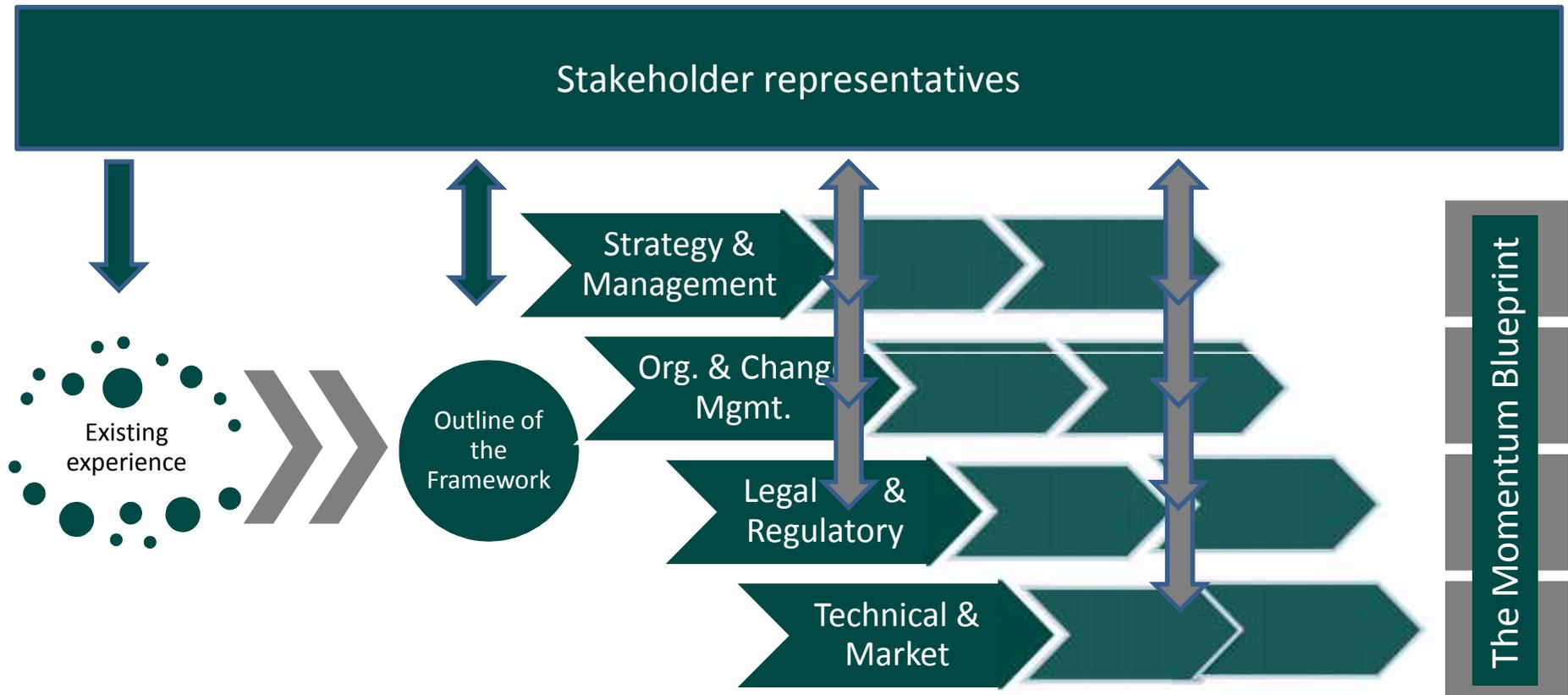
● A European Telemedicine deployment Blueprint

A **blueprint** is a type of paper-based technical drawing with white lines printed on a blue background, usually of an architectural or engineering design.

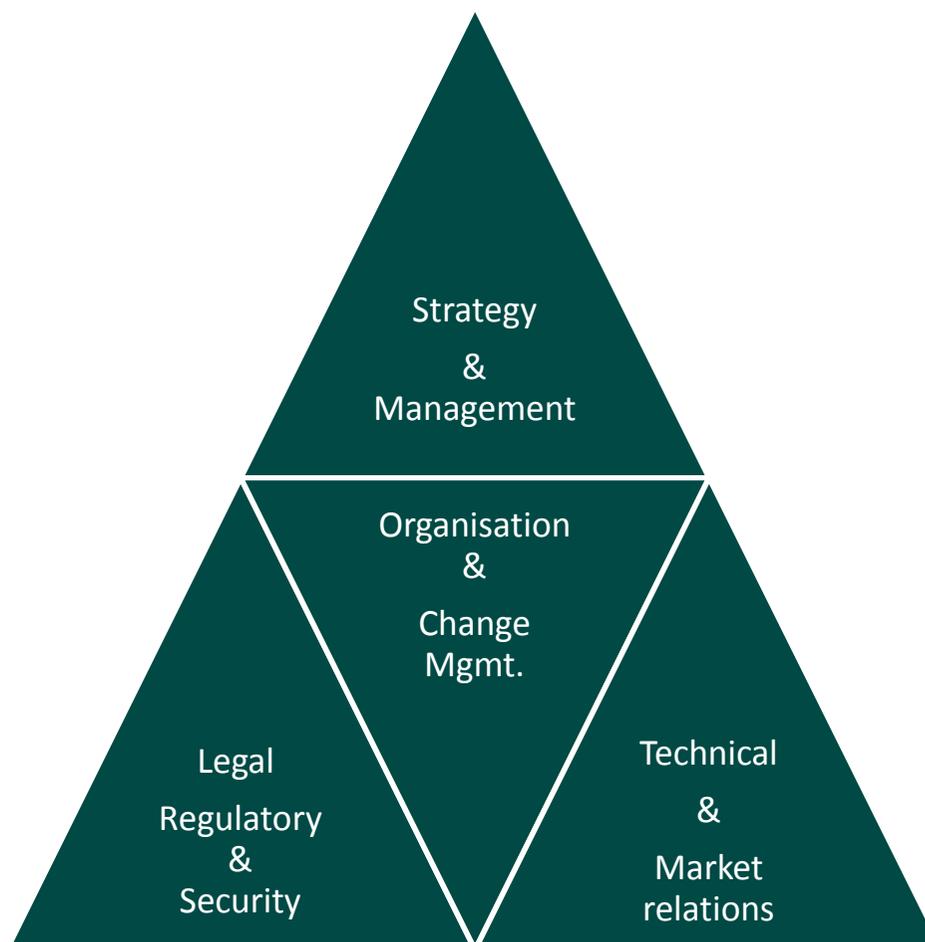


More generally, the term "blueprint" has come to be used to refer to **any detailed plan of action or a guide to doing something**.

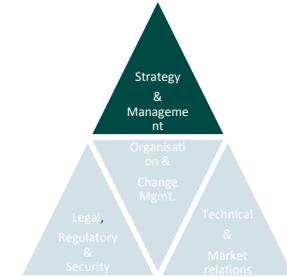
Working Method



The European Telemedicine Deployment Blueprint



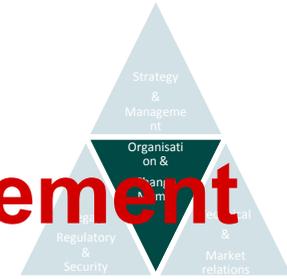
Strategy and Management



● Leadership, stakeholders, financing and assessment of the telemedicine service

- Who has taken the **decision** about moving from pilot stage to implementation in routine care?
- Which **stakeholder** were involved in the decision process and how?
- How is the service **financed** in routine care? Where direct investments required for this implementation?
- Is there a **direct relation** between those financing the service and who receives the main benefits?
- How were the effects and consequences of the implementation of the telemedicine service **measured / evaluated**?

Organisational change and management



- **Management involvement, work process including patient role and cross-organisation collaboration,**
 - How was the **management involvement** in the development of the telemedicine service? How far is the management involved in the actual running of the service?
 - Was the **patient flow** directly affected by the telemedicine service? e.g. physical vs. virtual consultations, passive measurement vs. own measurement, entry of health data?
 - How did the telemedicine service affect the **work process**? Which personnel groups were affected by shifts in tasks?
 - Was delivery of the intervention dependent on collaboration **across jurisdiction**?

Organisational (...)



- **Staff experience in innovation, user training, feedback on user satisfaction**
 - How long was the healthcare professionals' **past experience** with R&D projects, with innovation projects, with telemedicine services?
 - What were the needs for specific **user training** in technology, in new work processes ...
 - What has been the effect of the telemedicine service on **patient empowerment**?
 - Do ethical considerations have consequences on the telemedicine service? Is there an alternative to telemedicine service for patients who **refuse or are not able to** use them?

Legal, regulatory and security issues



● Data management, liability, multi-jurisdiction, privacy

- Have any changes to legislation been made as a result of your telemedicine service? Were they a prerequisites?
- Did you have to make any changes to your normal **data management** procedures?
- Was specific **accreditation** of health care personnel required to implement your service? Were the terms of **liability** clear?
- Are there any guidelines regarding the determination of **clinical responsibility** between the health care professionals when they use the telemedicine service?
- Were any **conflicts of law** identified due to the service crossing of legal and/or authority borders?
- In the event patients have to give their **informed consent**, how do they do it?

Technical infrastructure and market relations



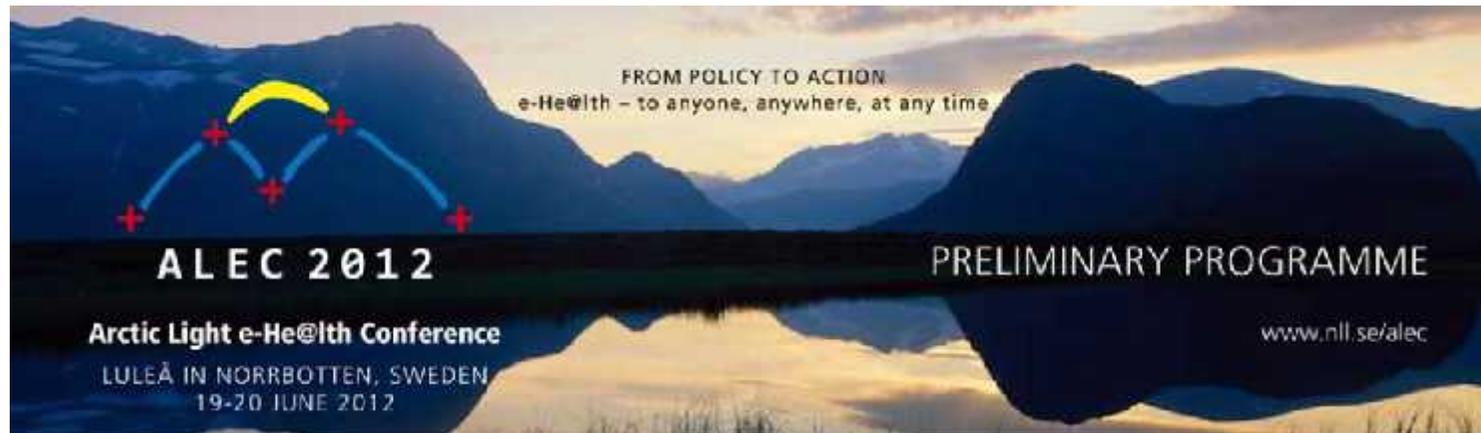
● Acquiring product and services on the market

- Which **overall infrastructure** (regional, national, organisational) is accessible for telemedicine services?
- Are the technology used and basic IT-system integrated? Is your **integration** achieved using **standards**? Which ones?
- Do you have methods in place for the **risk management** of the telemedicine service (e.g. to ensure effectiveness, security and safety)?
- How has the decision made between **developing** bespoke software and **purchasing** product and services? How has the purchase process be organised?
- If **alternatives** were available, what were the main reasons for choosing the technology used in your telemedicine service?
- How has the **help desk** been set-up?

Call for experience

What's next ?

- **Collecting input for good practices from services which**
 - have been successfully deployed in the field
 - failed to be deployed in the field
- **First workshop for collectively analysing the first results of the data collection process**



Thank you



- You want to know more:
www.telemedicine-Momentum.eu
- You have implementation experience to share:
questionnaire@telemedicine-Momentum.eu