The Secret of Telehealth: How to deploy large scale?

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Scaling-up?  
From pilot to routine care ...
Tools and methods are needed to deploy telehealth

- Impact assessment framework
  - The results and lessons learned from a RCT,
  - The deployment study of

- Business Model Canvas

- Cost and benefit analysis toolkit

- Guidelines for large-scale deployment
The challenge: NT+OS=NOS

- New Technology + Old System = New Old System
A European Telemedicine Deployment Blueprint

By Doers, for Doers
Four domains for deployment guidelines

- Strategy & Management
- Organisation & Change Mgmt.
- Legal Regulatory & Security
- Technical & Market relations
Enabling service deployment: 18 Critical success factors
Scaling-up in healthcare, an impossible dream?
Any questions?

More at www.telemedicine-momentum.eu
Critical Success Factors for Deployment Strategy

1. Ensure that there is cultural readiness for telemedicine services.

2. Ensure leadership through a champion.

3. Come to a consensus on the advantage of telemedicine in meeting compelling need(s).

4. Put together the resources needed for deployment.
Critical Success Factors for Organisational Change

5. Address the needs of the primary client(s).

6. Involve health care professionals and decision-makers.

7. Prepare and implement a business plan.

8. Prepare and implement a change management plan.

9. Put the patient at the centre of the service.
Critical Success Factors for Legal, Regulatory and Security Compliance

10. Assess the conditions under which the service is legal.

11. Identify and apply relevant legal and security guidelines.

12. Involve legal and security experts.

13. Ensure that telemedicine doers and users are “privacy aware”.
Critical Success Factors for Technology Decisions and Procurement

14. Ensure that the IT and eHealth **infrastructures** needed are available.

15. Ensure that the technology is **user-friendly**.

16. Put in place the technology and processes required to **monitor** the service.

17. Maintain **good procurement processes**.

18. Guarantee that the technology has the **potential for scale-up** (i.e., “think big”).