



United4Health

Project overview and lessons learned: Towards policy messages on telehealth

Assembly of European Regions, Winchester, Hampshire,
England (UK), 2 November 2015

Diane WHITEHOUSE, European Health Telematics
Association, Brussels, Belgium

- **Context and objectives**
- **Learnings carried forward from previous projects**
- **Project organisation and implementation**
- **Contributions to policy discussions**
- **Final phase of the pilot**
- **Your feedback!**

Questions/discussion

- What messages should be the most important for the management team?
- What improvements can be suggested?
- Where are there problems?
- Where is there something missing?

Context and objectives

About United4Health



- **“UNiversal solutions in TElemedicine Deployment for European HEALTH care”**
- **Coordinator: NHS 24/Scotland**
- **Regions in Czech Republic, Finland, France, Germany, Greece, Italy, Norway, Slovenia, Spain, UK**
- **Key numbers:**
 - **Three years (2013-2015)**
 - **> 12,000 patients on 14 pilot sites**
 - **> €10m (of which €5m EU funding)**
- **Builds on:**
 - **Renewing Health project (2010-2013)**
 - **MAST evaluation methodology**
- **Pilots target: Diabetes, Chronic obstructive pulmonary disease (COPD), Congestive heart failure (CHF) and Hypertension**

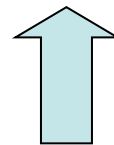
Ambition

- **A deployment study**, with an emphasis on the assessment of:
 - organisational aspects
 - efficiency gains
 - economic aspects
- **Delivery of evidence**
 - More diverse than Whole Systems Demonstrator (UK)
 - More comparable data than Renewing Health (EU)
- Commitment of regions to **deploy and promote telehealth**



eHealth actions in Digital Agenda for Europe

Key Action 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

European Innovation Partnership on Active & Healthy Ageing

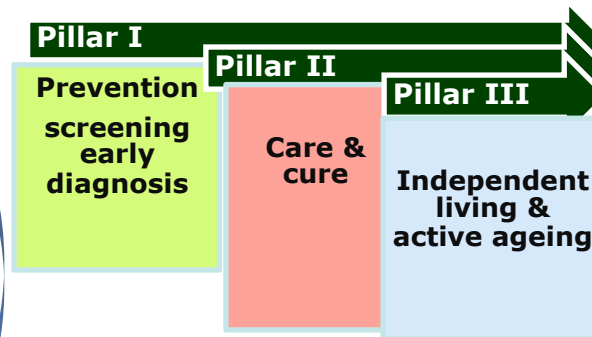
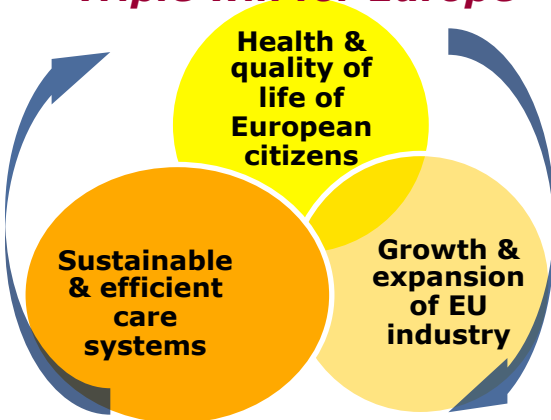



crosscutting, connecting & engaging stakeholders across sectors, from private & public sector


Specific Actions

+Two healthy life years by 2020


Triple win for Europe

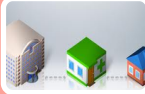
Improving prescriptions and adherence to treatment



Better management of health: preventing falls



Preventing functional decline & frailty



Integrated care for chronic conditions, including telehealth

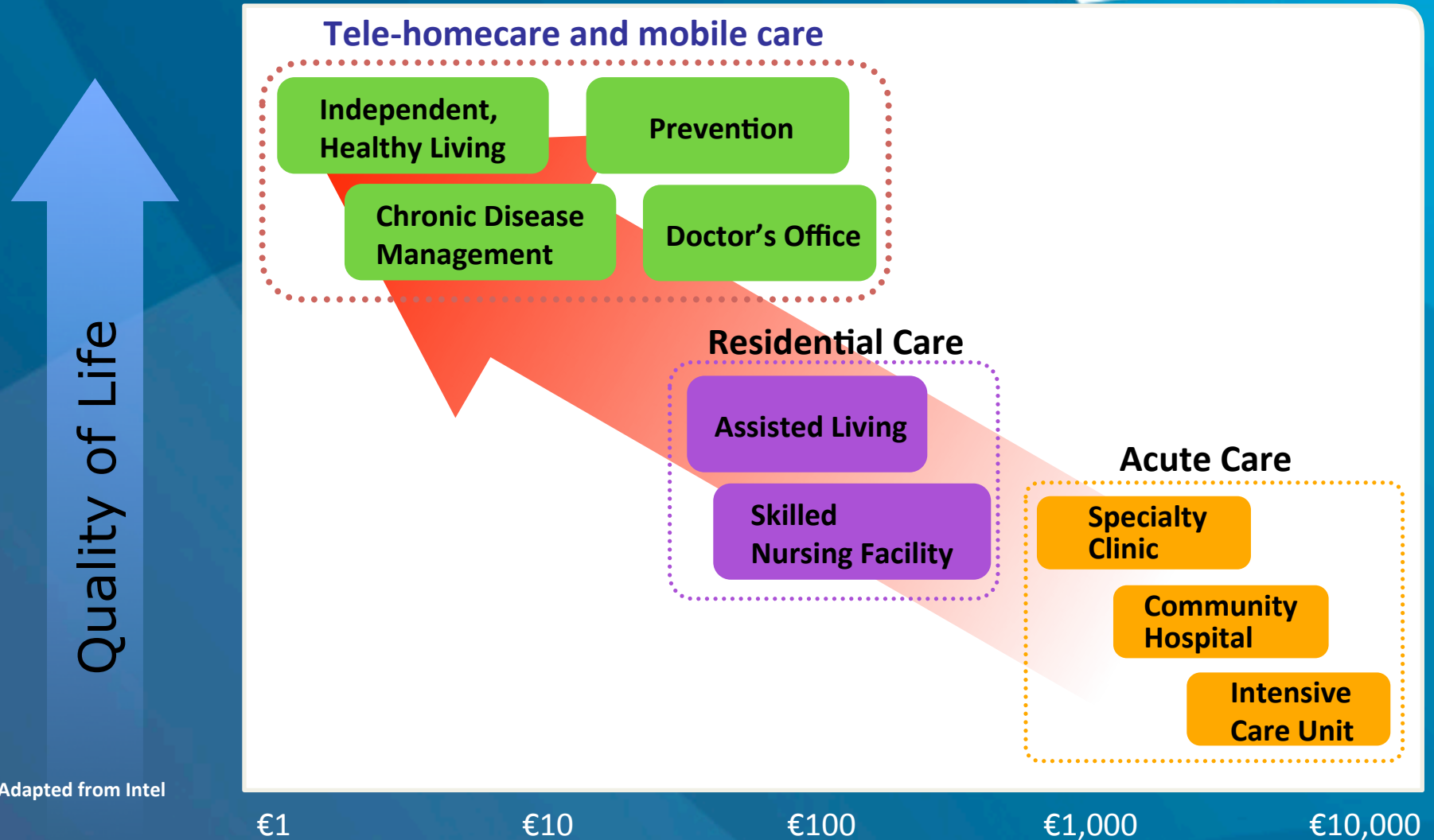


ICT solutions for independent living & active ageing



Age-friendly cities and environments

Innovation and service re-design

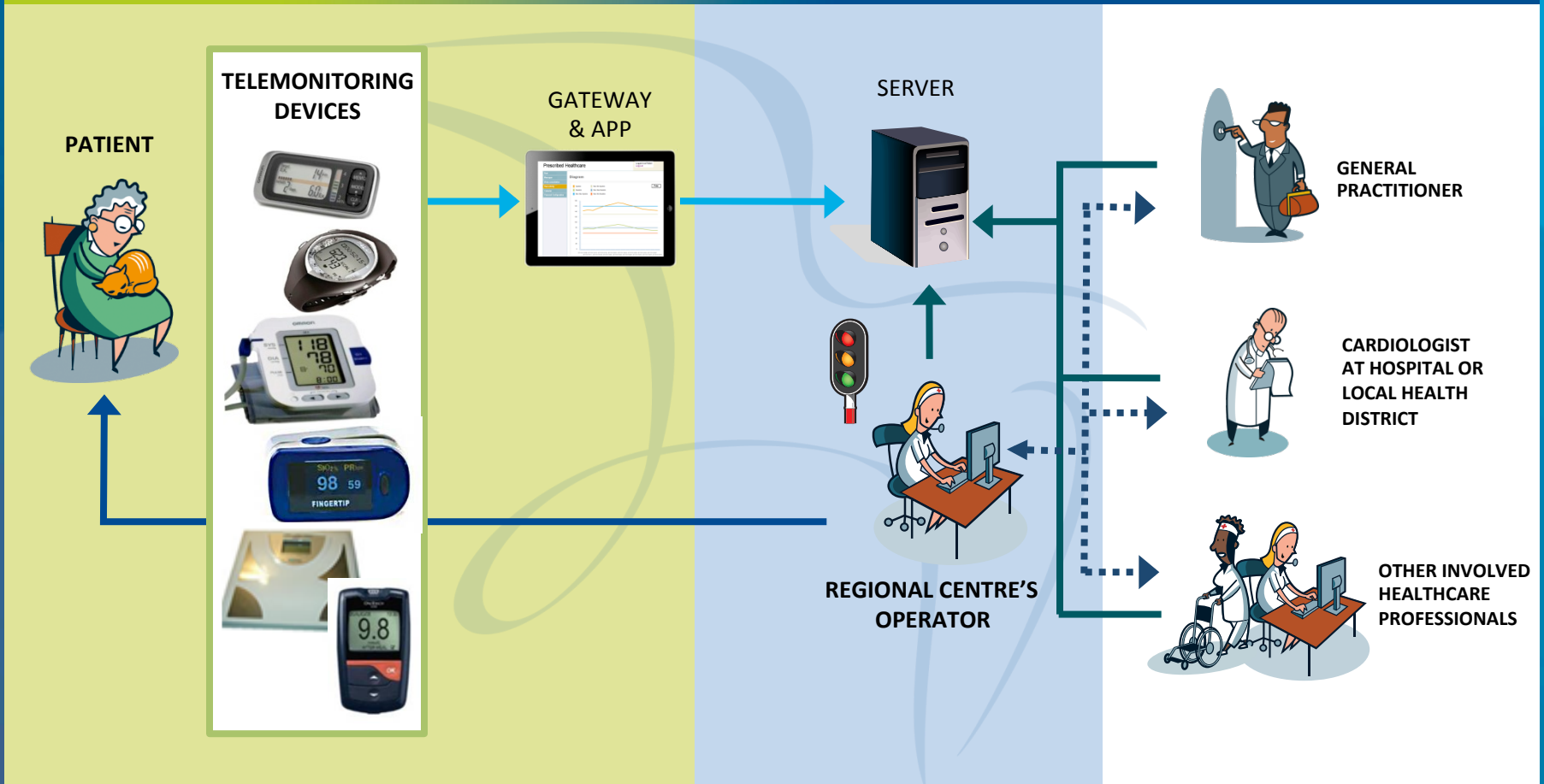


Adapted from Intel

Re-designing services with telehealth

Patient's home

Hospital or primary care or eHealth centre



Learnings carried forward from previous projects

- **Renewing Health – with 7,000 patients on 21 pilot sites in nine regions of Europe: It was the largest randomised control trial of telehealth in the world.**
 - Podcasts at www.youtube.com/user/renewinghealth report on some of the project results
- **United4Health – an EU-funded project (2013-2015) – took over the results of Renewing Health with the ambition to recruit 12, 000 patients in 14 pilot sites spread over 10 countries (www.united4health.eu).**

Scaling-up? From pilot to routine care ...

<http://telemedicine-momentum.eu/>



Tools and methods are needed to deploy telehealth services

<http://telemedicine-momentum.eu/>



● Impact assessment framework

- The results and lessons learned from Renewir
- The approach of United4Health



United4Health

● Guidelines for large-scale deployment @ *momentum*

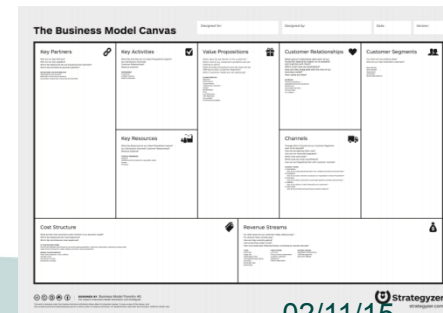


- The Momentum blueprint

● Cost and benefit analysis toolkit

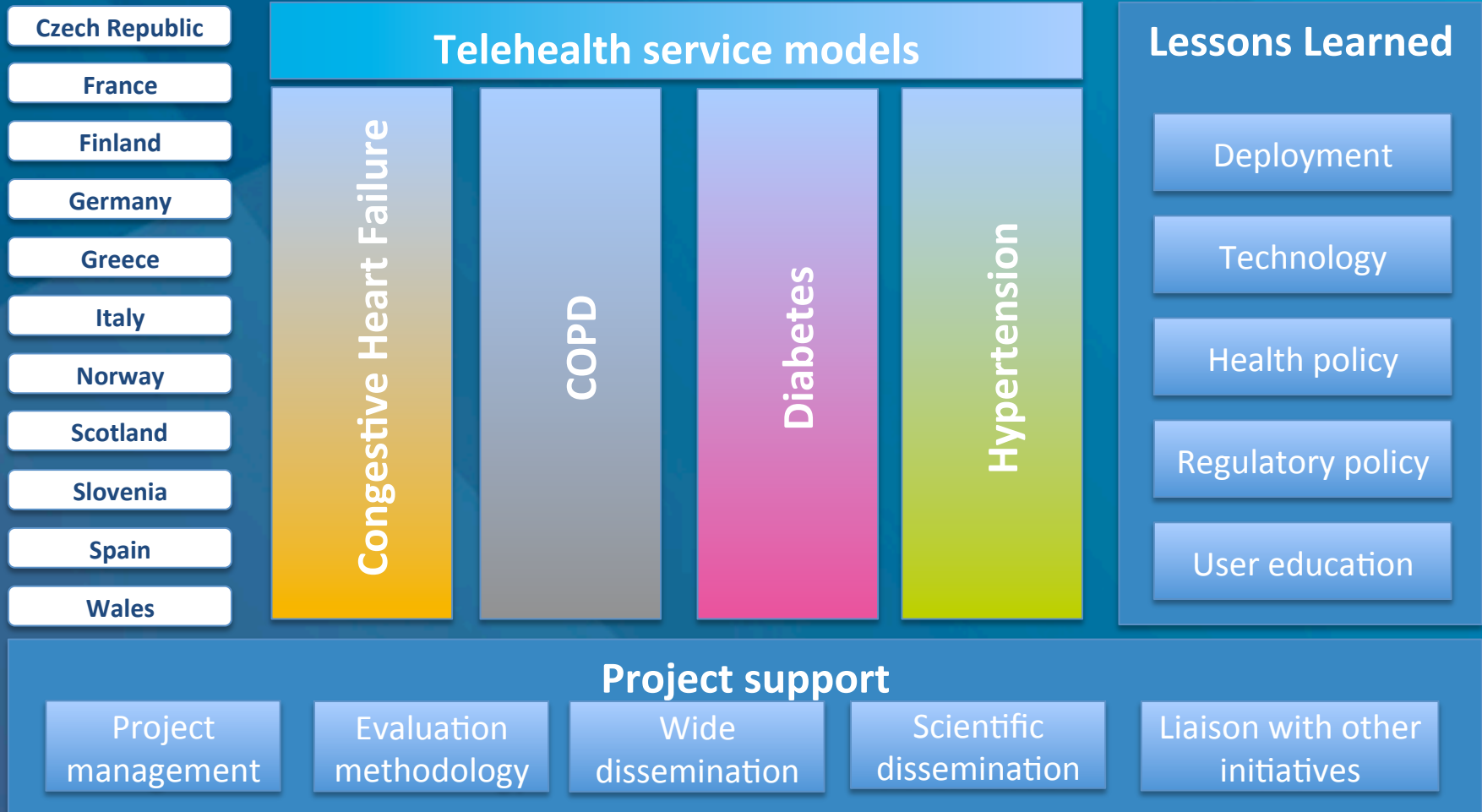


● Innovation governance

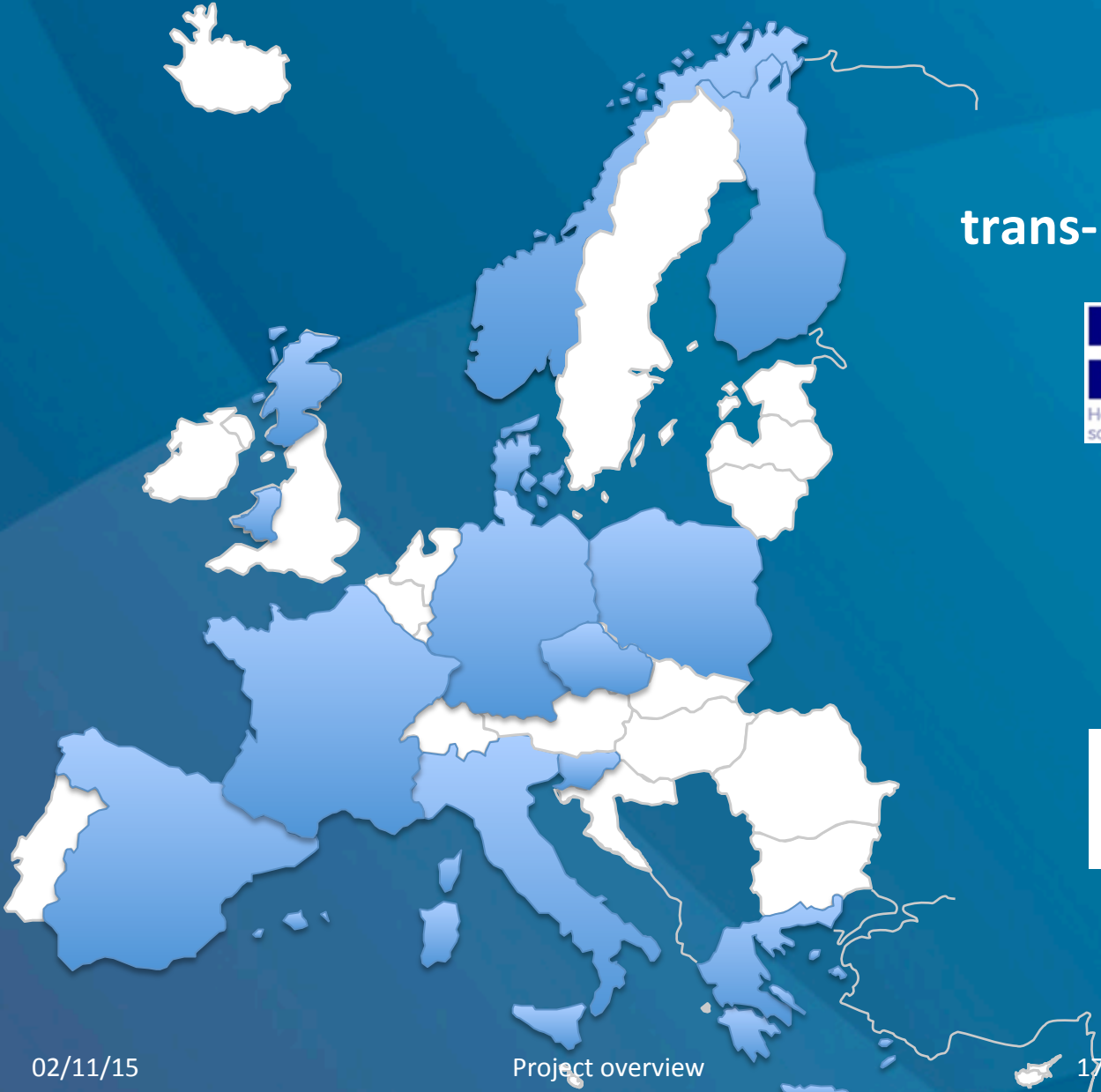


Project organisation and implementation

Impact assessment of service redesign with telehealth



Supporting trans-national organisations



Chronic Disease Management

- **A common design for disease management using telehealth across 14 pilot sites from 10 countries that are caring for patients who are experiencing**
 - **Diabetes**
 - **Chronic Obstructive Pulmonary Disease**
 - **Congestive Heart Failure**
 - **Hypertension**

Contributions to policy discussions – four phases

Phase 1: Lessons learned from Renewing Health



ORGANIZER

PARTNERS

"Transforming the patient experience with telehealth in Europe" - ALEC 2014 in Kiruna (SE)

With this playlist, United4Health presents the results of the Renewing Health project which serve as starting point for a further study

HEALTHY LIFE

WATCHED

- Personalized care through video messages and other devices
- Open preventive healthcare and medical diagnostic measurements
- Medical information, alarms and follow-up
- Video consultations



24:14

Renewing Health, New methods to enhance and ...

by United4Health channel
84 views • 1 year ago



16:46

United4Health - Applying Evidence-Based Medicine ...

by United4Health channel
84 views • 1 year ago



23:48

Telemonitoring for Chronic Heart Failure: from eviden...

by United4Health channel
98 views • 1 year ago

- *Impact on safety and clinical effectiveness*
- *Impact on patient satisfaction and health-related quality of life*
- *There are constraints to the randomised control trial approach that have prevented some results to be obtained*
- *Open issues such as: the pilots did not show a reduction in the costs per patient or in efficiency gains, possibly because of:*
 - *Expensive technologies, size of market, incentives needed, maturity needed, specific patient groups need to be enrolled.*

Phase 2: Lessons learned on service deployment



AAL FORUM 2014
Broader, Bigger, Better - AAL solutions for Europe

United4Health

Going Live with Telehealth: Lessons Learned

Interactive Workshop

Friday, 12 September 2014, 09:00 - 12:00 h

JW Marriott Bucharest Grand Hotel, Calea 13 Septembrie 90, 050726 Bucharest, Romania

“Going Live with Telehealth: Lessons Learned” - AAL Forum 2014, in Bucharest (RO)

With this playlist, United4Health presents some of the lessons learned by the Doers when deploying telehealth in real life and at scale. ...



Use Case Report for Scotland
by United4Health channel
7 views • 3 months ago



Use Case Report for South Norway
by United4Health channel
38 views • 3 months ago



EC Policy background
by United4Health channel
2 views • 3 months ago

Lessons Learned in U4H

Mid-Term workshop And Industry Advisory Team

- **Technology, organisation, interoperability and challenges with research methods**
 - Keep It (the technology) Simple and *Stable (KISS)*
 - Do not underestimate the “digital divide”
 - Service redesign is complex; it is about change management
 - A stronger mandate for interoperability, coupled with market signals, may be needed
 - The time limitation and research aspect inherent in United4Health may impede procurement of interoperable systems

Phase 3: Targeting Health Professionals, including clinicians

European Congress on e-Cardiology & e-Health
Kursaal Bern | Switzerland
29 - 31 October 2014



FIRST CONGRESS FOCUSING ON CLINICAL APPLICATION, EVALUATION AND INTEGRATION OF E-HEALTH AND TELEMEDICINE IN TODAY'S HEALTHCARE SYSTEMS!

THIS CONGRESS IS OFFICIALLY ENDORSED BY:

Meeting endorsed by EHR/A Registered Branch of the ESC




ERS EUROPEAN RESPIRATORY SOCIETY
every breath counts

Preliminary Programme ERS Presidential Summit 2015
16-17 June 2015, Brussels, Belgium
Sofitel Brussels Europe
PERSONALISING RESPIRATORY CARE IN EUROPE




Journal of
Diabetes Research
Hoboken Publishing Corporation
http://www.hoboken.com
Volume 2014

Targeting clinicians: A toolkit



eHealth Symposium

17 May 2013 · 8:00-14:45
Session Room C2





EWMA - GNEAUPP 2014

14-16 May



SCIENTIFIC	CONFERENCE INFO	REGISTRATION	SCIENTIFIC	HOTEL & TRAVEL	SPONSORS & EXHIBITION
<ul style="list-style-type: none"> PROGRAMME KEY SESSIONS + WORKSHOPS + EDUCATION + GUEST SESSIONS + HONORARY LECTURE FREE PAPER SESSIONS GNEAUPP SYMPOSIUM DIABETIC FOOT DAY VETERINARY SYMPOSIUM eHEALTH DAY POSTER INSTRUCTIONS AWARDS CONFLICT OF INTEREST 	<p style="text-align: right;">Home > SCIENTIFIC > eHEALTH DAY</p> <h3>EHEALTH DAY: EHEALTH IN WOUND CARE - FROM PILOT PROJECTS TO ROUTINE CARE</h3> <p>This session took place Friday 16 May, 08.00-15.00</p> <p>Overall objective</p> <p>With this one day symposium EWMA, for the second time, aim to set focus on the ever increasing introduction of eHealth and ICT in health care in general and wound care in particular.</p> <p>More and more eHealth is being introduced as an important means to solve the future challenges our health care systems are facing. eHealth solutions are perceived as essential tools to enable more care to be provided outside of hospitals and to facilitate interdisciplinary collaboration and communication across units and sectors to optimise continuity of care. What we see now is rapid development of available technologies with ever-increasing examples of regions and countries where eHealth is already part of routine care. The hope is that the use of these technologies will lead to more responsive care of higher quality at lower costs. eHealth is here to stay and will forever change the way care is delivered. What is now important is to understand how this can be achieved.</p> <p>The eHealth symposium will delve into current trends and developments at the policy level, the current implementation status of telemedicine in wound care, and recent technological developments. The program will conclude with a key session discussing the challenges related to generating evidence on clinical effectiveness and cost efficiency and explore the barriers and facilitators related to large-scale implementation of eHealth.</p> <p>Please see the programme here.</p> <p><i>eHealth in standard wound Care: Trends and current practice</i> (08:00-09:30, Room N107/N108)</p> <p><u>Session objectives:</u> This session kicks off with a presentation on the overall objective and framework of the EWMA document "eHealth in wound care". This will be followed by a presentation of the ideas and expectations of the highly profiled UK initiative "3millionlives", which aims to transform delivery of care for people with chronic conditions by mainstreaming telehealth and telecare. The session will continue with presentations from countries and regions where telemedicine for wound care is already integrated into routine service delivery and will end with a presentation on the evaluation of a mature teledermatology service in the Netherlands and a discussion based on these findings of the developments that can be expected in the field of wound care.</p> <p>Chairs: Kathryn Vowden and Knud Yderstraede</p>				

EWMA 2015

LONDON

SCIENTIFIC	CONFERENCE INFO	REGISTRATION	SCIENTIFIC	HOTEL & TRAVEL	SPONSORS & EXHIBITORS
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Final phase of the pilot – Supporting the management team in formulating concrete policy messages

Early Phase 4 – Why is policy important?

- Europe's healthcare systems are unsustainable
- Telehealth can contribute to making healthcare more sustainable by
 - providing quality healthcare
 - ensuring better and more equitable access
 - using existing resources more efficiently and effectively
- Deployment and integration of telehealth in healthcare systems still face significant challenges
- Policy makers can help

Early Phase 4: Key deployment success factors

- **Alignment:**
Implementation plans for large scale deployment of telehealth must align with existing and evolving health policies and systems
- **Customisation:**
Ensure that the telehealth solution can be adapted by the local users to their conditions and systems
- **Connectivity:**
Pay attention to interoperability and standards, and require compliance from technology providers
- **Community of practice:**
Create a supportive environment for healthcare professionals
- **Iteration:**
Build an iterative cycle of learning and adaptation
- **Planning:**
Develop a change management plan, dedicate resources and people
- **Self-care and empowerment:**
Structure the telehealth service to support greater self-care, empower the patient and enhance health outcomes

Early Phase 4 – nations and regions

1. Secure a policy environment that promotes and supports telehealth deployment

- Strategies, guidelines, action plans (including interoperability); formal recognition of telehealth; investment

2. Seek national consistency with local adaptation

- Procurement rules; compliance with technical interoperability standards and profiles; appropriate evaluation measures; use of “action research” evaluation methods; methods, tools and guidelines for deployment; collaboration and cross-fertilisation

3. Empower citizens and healthcare professionals to take full advantage of telehealth

- Making telehealth attractive, affordable and an integral part of providing usual healthcare services; health literacy and ICT literacy; health professionals’ training, education, and skills development; stakeholder awareness and use of telehealth

Early Phase 4 – European level

- 1. Ensure that regulations keep pace with telehealth innovation**
- 2. Fund scalable deployment programmes**
- 3. Ensure assessment of proposals and projects in accordance with programme priorities and calls**
- 4. Support those who deploy telehealth in real life through processes that enable cross-fertilisation**
- 5. Promote the application of action research approaches.**

Questions/discussion

- What messages should be the most important for the management team?
- What improvements can be suggested?
- Where are there problems?
- Where is there something missing?



Testimonials and project's podcasts



www.youtube.com/user/United4Health

United4Health
Transforming the patient experience with telehealth in Europe

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Questions?



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