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Project overview and lessons learned:
Towards policy messages on telehealth

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

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www.united4health.eu

- **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 <u>most important</u> for the management team?**

- **What <u>improvements</u> can be suggested?**

- **Where are there <u>problems</u>?**

- **Where is there something <u>missing</u>?**

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**
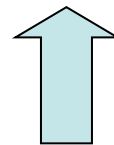
Ambition

- **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

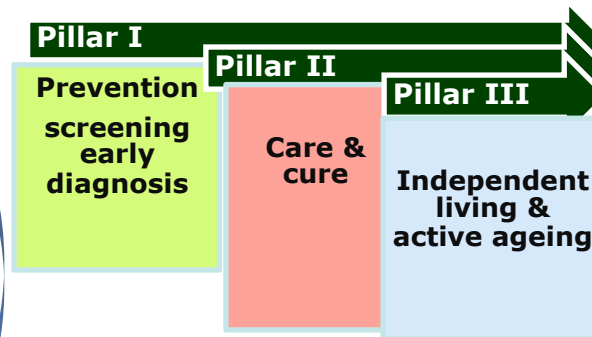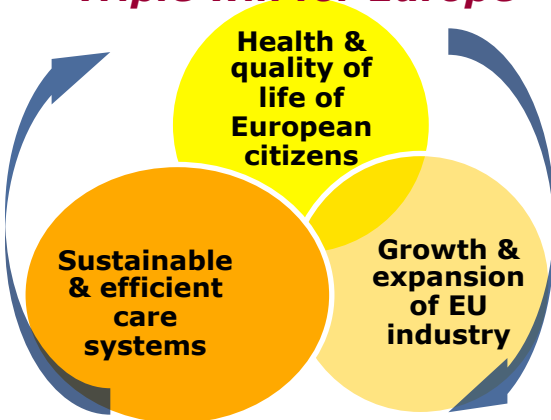# European Innovation Partnership on Active & Healthy Ageing

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

Specific Actions

+Two healthy life years by 2020
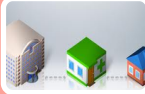*Triple win for Europe*

Health & quality of life of European citizens

Sustainable & efficient care systems

Growth & expansion of EU industry

Pillar I
Prevention screening early diagnosis

Pillar II
Care & cure

Pillar III
Independent living & active ageing

Improving prescriptions and adherence to treatment

Better management of health: preventing falls

Preventing functional decline & frailty

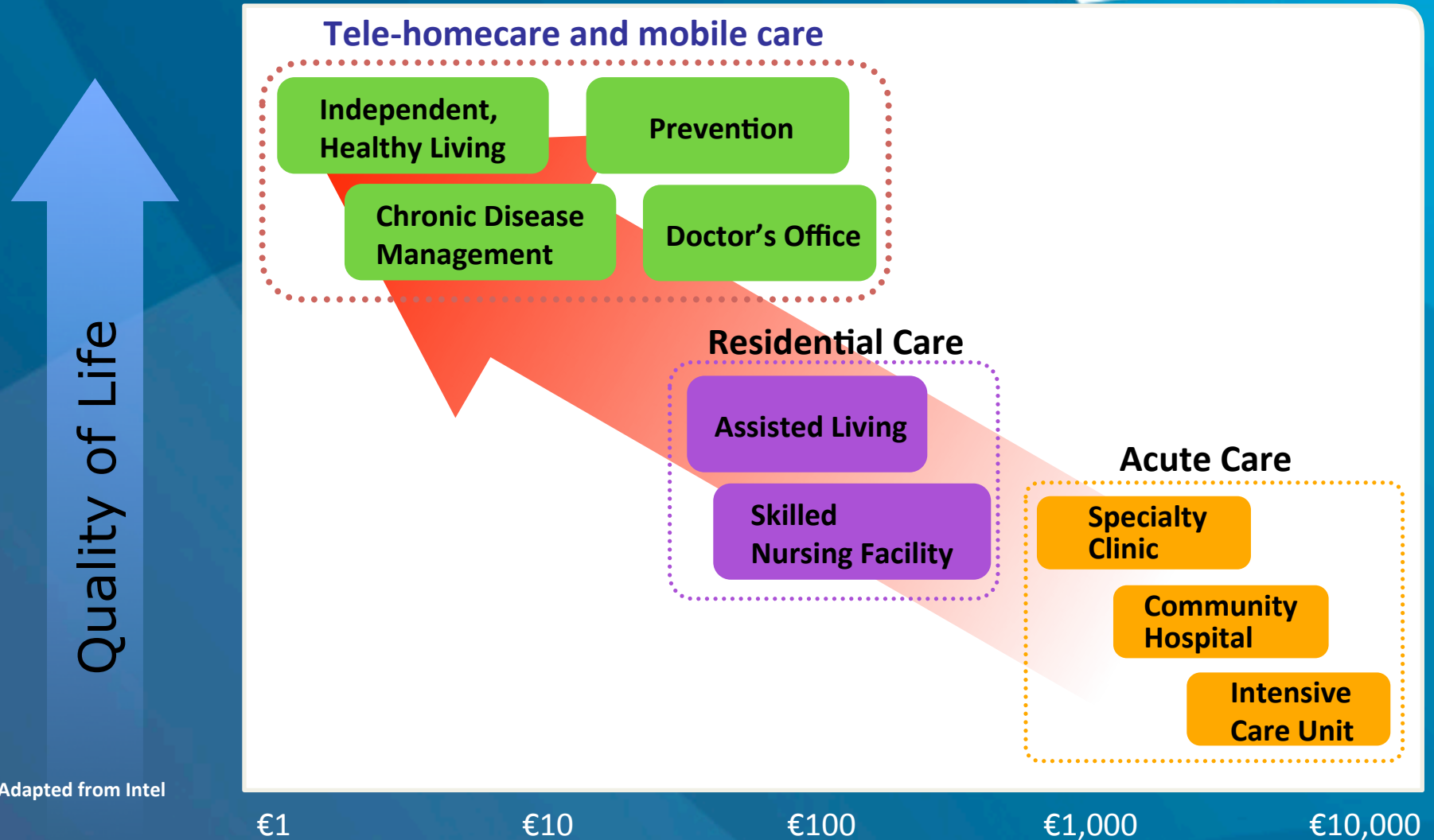**Integrated care for chronic conditions, including telehealth**

ICT solutions for independent living & active ageing

Age-friendly cities and environments
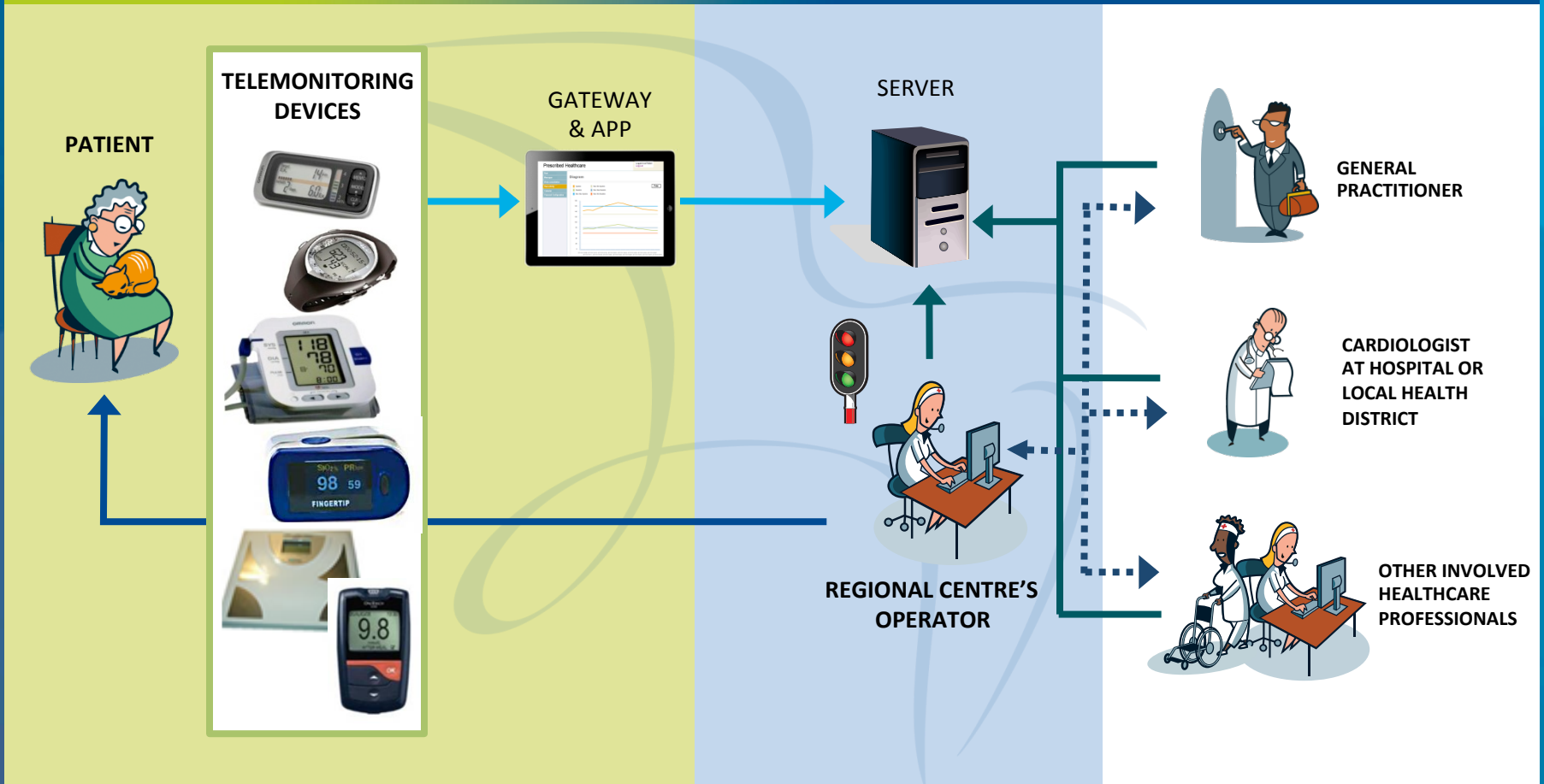
Innovation and service re-design

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Tele-homecare and mobile care

Independent, Healthy Living

Prevention

Chronic Disease Management

Doctor's Office

Residential Care

Assisted Living

Skilled Nursing Facility

Acute Care

Specialty Clinic

Community Hospital

Intensive Care Unit

Quality of Life

Adapted from Intel

€1   €10   €100   €1,000   €10,000

Re-designing services with telehealth

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/

MIND THE GAP

momentum
ADVANCING TELEMEDICINE ADOPTION IN EUROPE

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
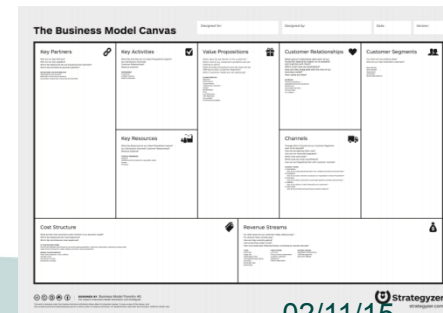
- **Guidelines for large-scale deplo...**
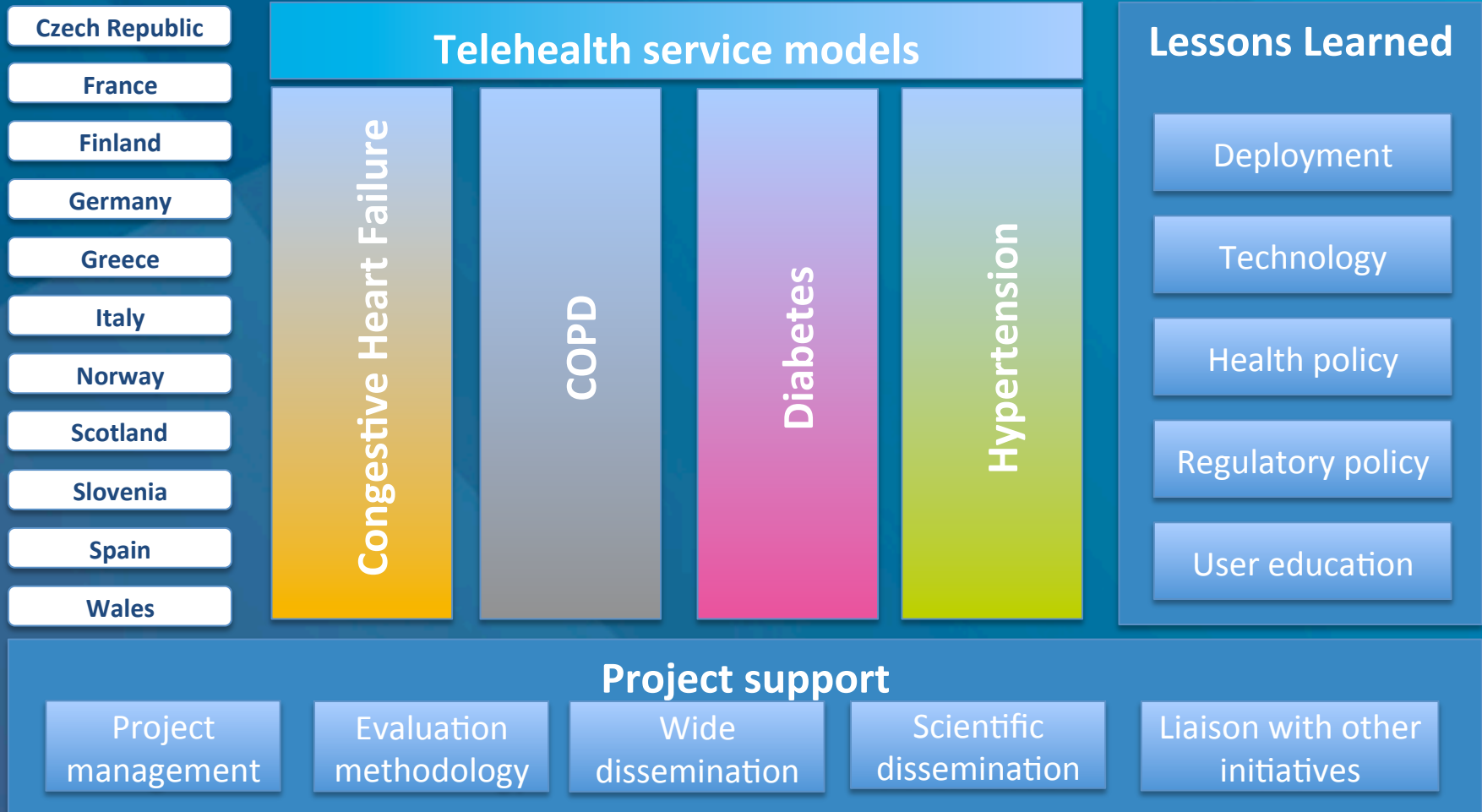 - The Momentum blueprint

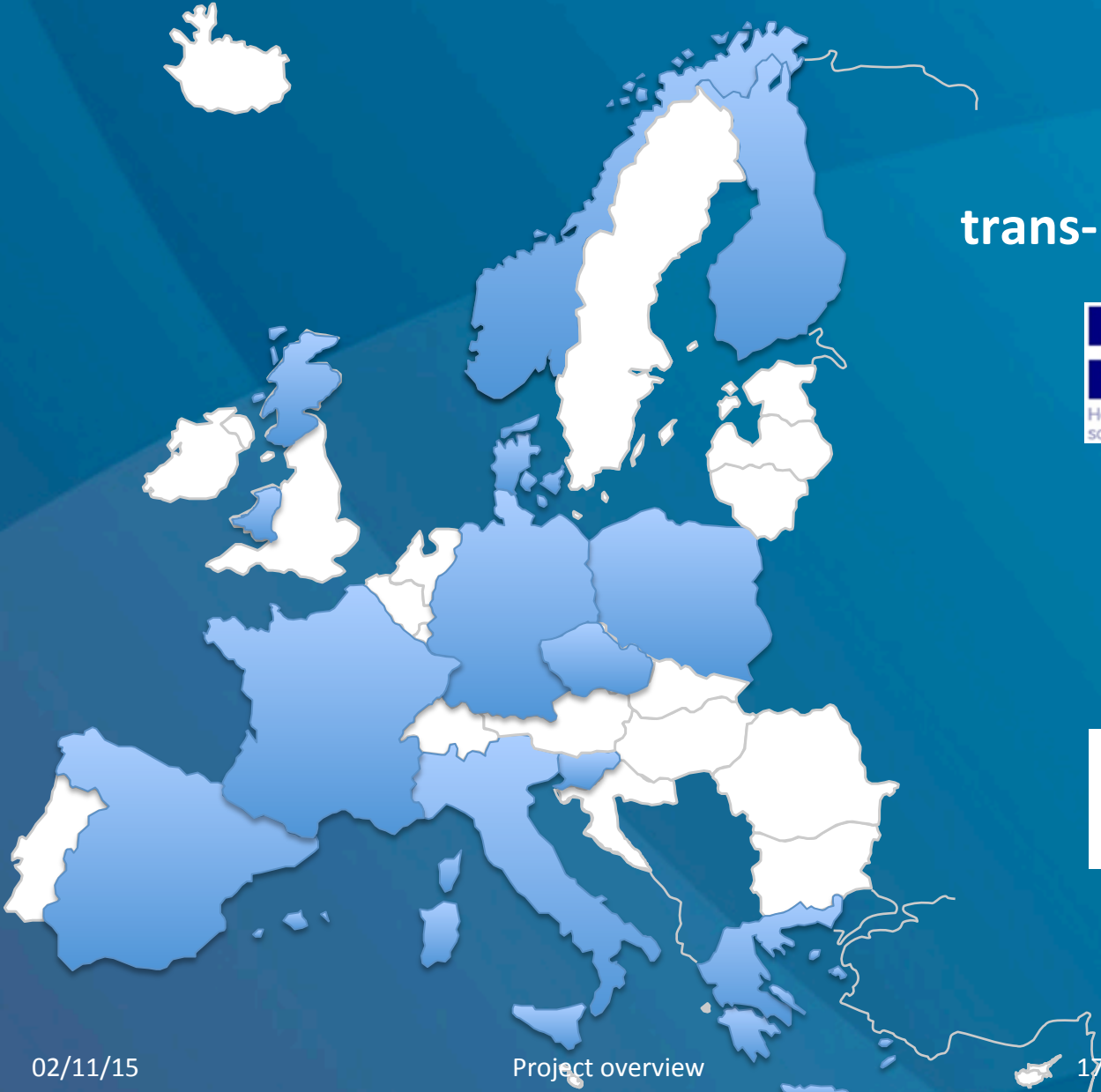- **Cost and benefit analysis toolkit**

- **Innovation governance**

Project organisation and implementation

Impact assessment of service redesign with telehealth

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Czech Republic	**Telehealth service models**	**Lessons Learned**
France		
Finland	Congestive Heart Failure	Deployment
Germany	COPD	Technology
Greece	Diabetes	Health policy
Italy	Hypertension	Regulatory policy
Norway		User education
Scotland		
Slovenia		
Spain		
Wales		

Project support

| Project management | Evaluation methodology | Wide dissemination | Scientific dissemination | Liaison with other initiatives |

**Supporting
trans-national organisations**

Chronic Disease Management

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- **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

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ALEC 2014
www.nll.se/alec

ORGANIZER

Assembly of European Regions

COUNTY COUNCIL OF NORRBOTTEN

PARTNERS

ENGAGED

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EHTEL

"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

WATCHED

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

User Policy Advisory Board

- *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

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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.

...

29:07

22:31

12:11

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

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- **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

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European Congress on e-Cardiology & e-Health

Kursaal Bern | Switzerland

29 - 31 October 2014

e-Cardiology
e-Health

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

THIS CONGRESS IS OFFICIALLY ENDORSED BY:

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

Targeting clinicians: A toolkit

Final phase of the pilot –
Supporting the management team in formulating concrete policy messages

Early Phase 4 – Why is policy important?

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- **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

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- **<u>Alignment</u>**:
  Implementation plans for large scale deployment of telehealth must align with existing and evolving health policies and systems

- **<u>Customisation</u>**:
  Ensure that the telehealth solution can be adapted by the local users to their conditions and systems

- **<u>Connectivity</u>**:
  Pay attention to interoperability and standards, and require compliance from technology providers

- **<u>Community of practice</u>**:
  Create a supportive environment for healthcare professionals

- **<u>Iteration</u>**:
  Build an iterative cycle of learning and adaptation

- **<u>Planning</u>**:
  Develop a change management plan, dedicate resources and people

- **<u>Self-care and empowerment</u>**:
  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.

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Questions/discussion

- **What messages should be the <u>most important</u> for the management team?**

- **What <u>improvements</u> can be suggested?**

- **Where are there <u>problems</u>?**

- **Where is there something <u>missing</u>?**

Testimonials and project's podcasts

www.youtube.com/user/United4Health

Questions?

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EHTEL
EUROPEAN HEALTH TELEMATICS ASSOCIATION

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