



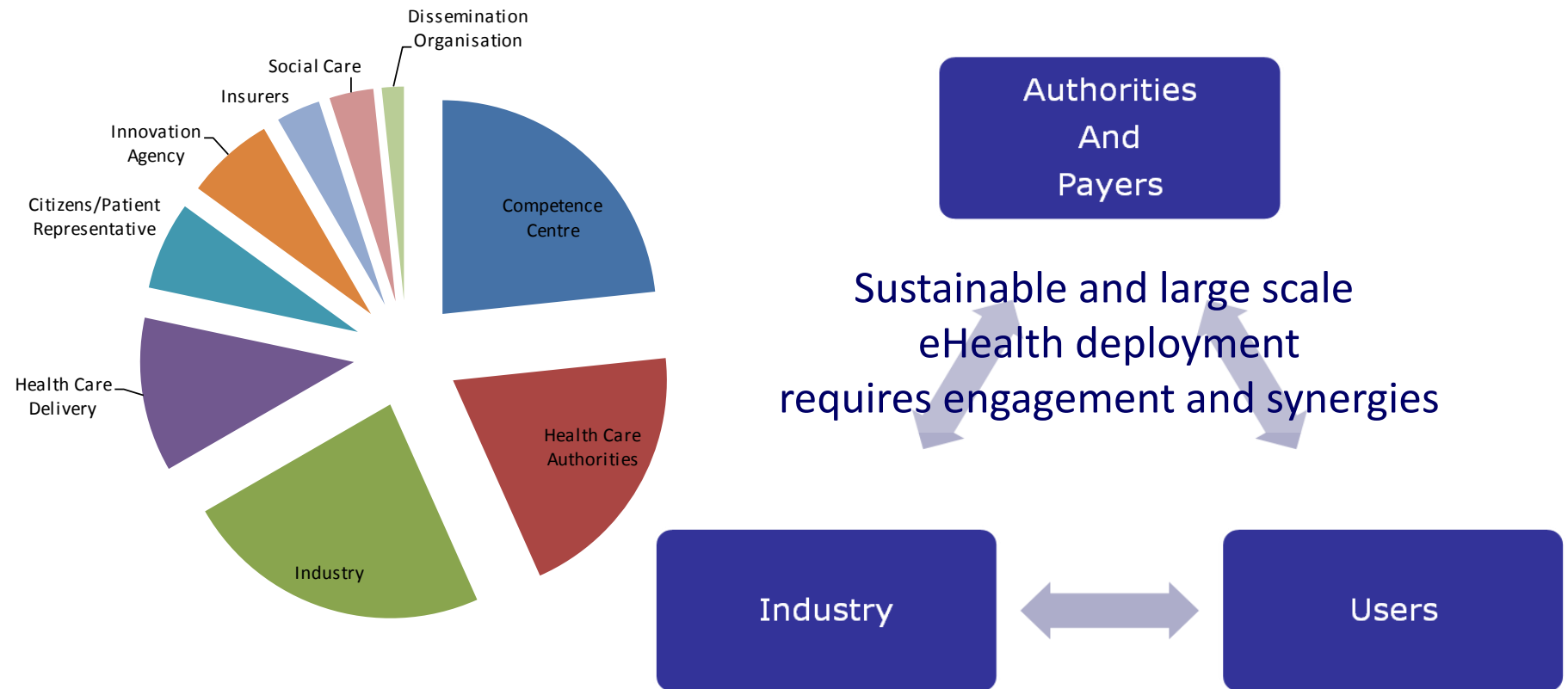
MARC LANGE, EHTEL

SCALING-UP IN HEALTHCARE, AN IMPOSSIBLE DREAM?

Follow us  @himsseurope #HIMSSETC

European Health TELeomatics

◀ A cross-(any)border and multidisciplinary collaboration forum



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



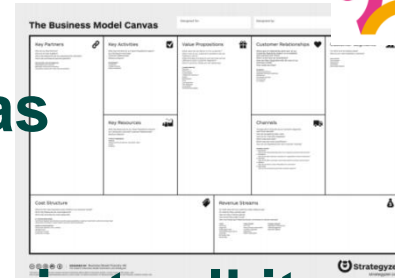
Tools & methods are needed to deploy telehealth

● Impact assessment framework

- The results and lessons learned from Renewing Health
- The approach of United4Health



● Business Model Canvas



● Cost and benefit analysis toolkit



● Guidelines for managing large-scale deployment

- The Momentum blueprint
- ...



- *With 7 000 patients over 21 pilot sites in 9 Regions of Europe, **Renewing Health** has been the largest randomised control trial of telehealth in the world.*
www.renewinghealth.eu
- *The public version of the Final Report is available*
www.tinyurl.com/Renewing-Health-Final-Report
- *Several PhD students that are working on scientific articles, still to be published*

Unblinded randomised controlled trial (RCT)

Patient-centred approach

MAST (Model for Assessment of Telemedicine)

- 1. Health problem and characteristics of the application*
- 2. Safety (adverse effects)*
- 3. Clinical effectiveness*
- 4. Patient perspectives*
- 5. Economic aspects*
- 6. Organisational aspects*
- 7. Socio-cultural, ethical and legal aspects*

Some key results

- The Renewing Health services provided are **at least as safe and efficient** as regular services.
- There is a tendency for the improvement of **health-related Quality of Life** (SF36)
- In almost all pilots the **patients are very positive** towards to the use of telemedicine (SUTAQ)
- The price for the use of telemedicine is **20% higher** (in average) than conventional treatment
- **Organisational changes** are required

- *There are challenges as always, when research meets reality*
- *The RCT set-up may have had an negative impact on these results*
- **United4Health** (2013-2015) takes over now the results of Renewing Health with the ambition to recruit 12 000 patients over 14 regions in Europe (www.united4health.eu).



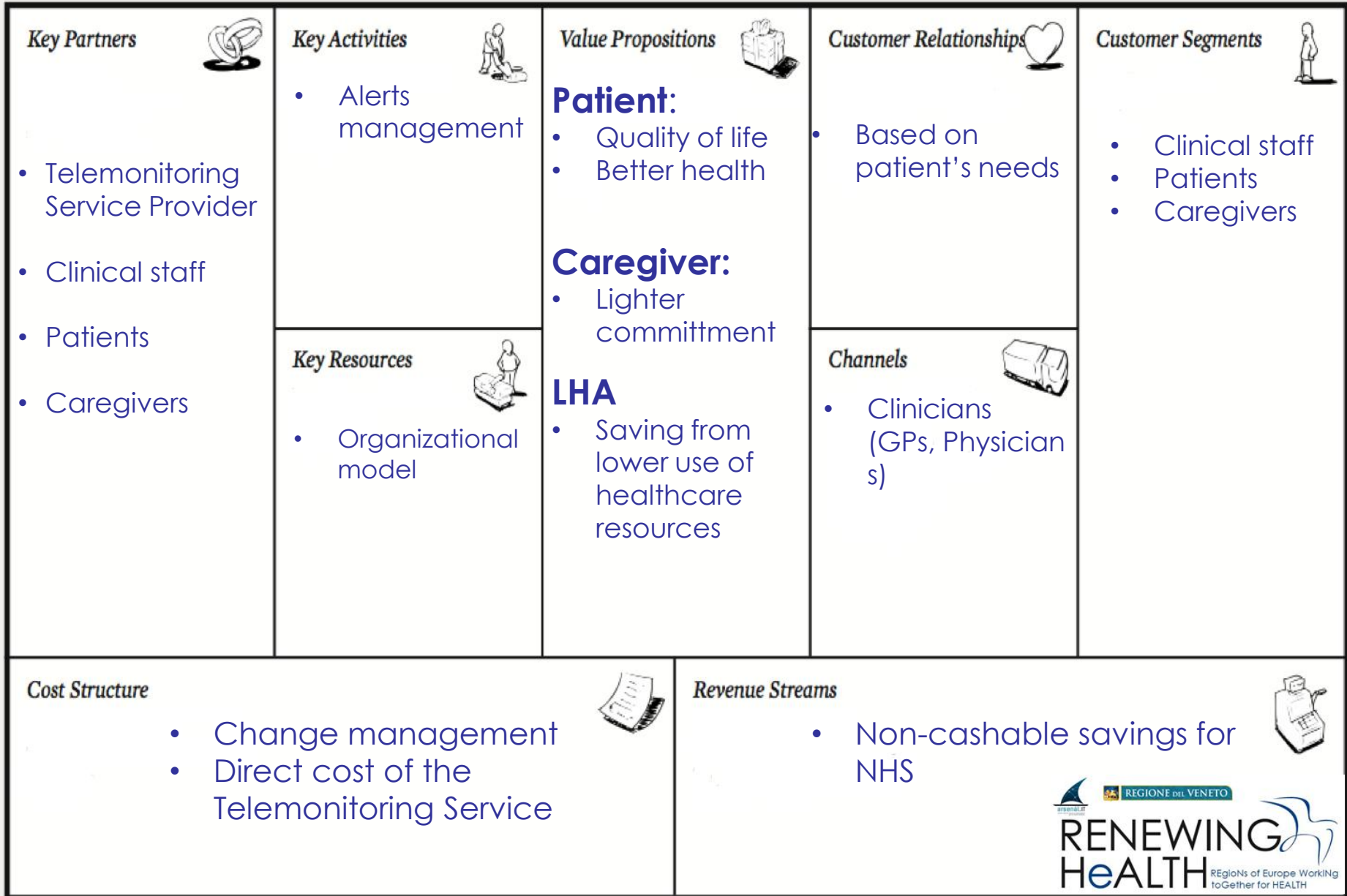
United4Health

The Business Model Canvas

Designed for:

Regional Healthcare System of the Veneto Region

On:



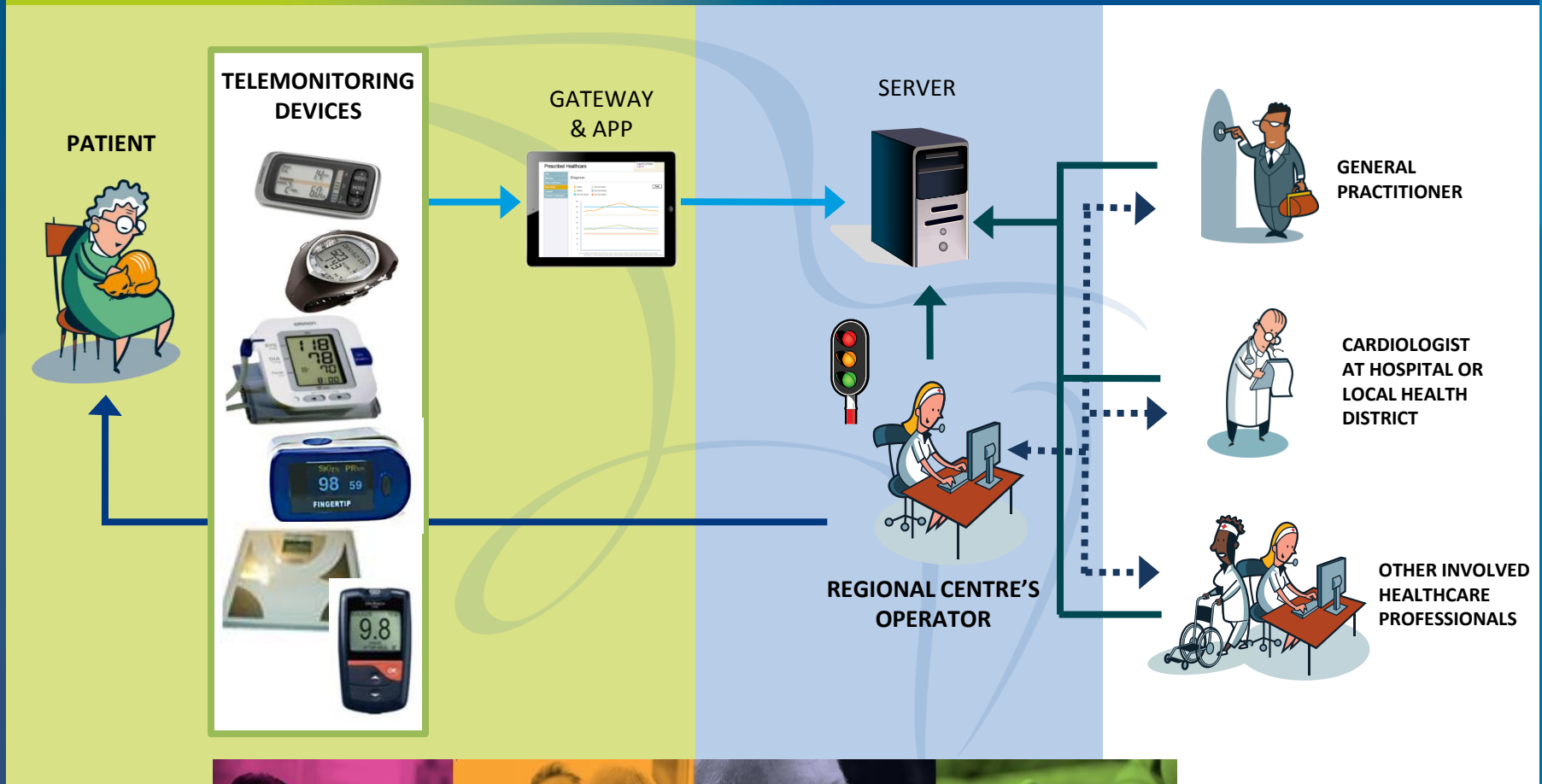
Ambition

- A deployment study, with emphasis on assessment of:
 - organisational aspects
 - efficiency gains
 - economic aspects
- Deliver better evidence
 - More diverse than Whole Systems Demonstrator (UK)
 - Better (more comparable) data than Renewing Health (EU)
- Commitment of regions to deploy and promote Telehealth

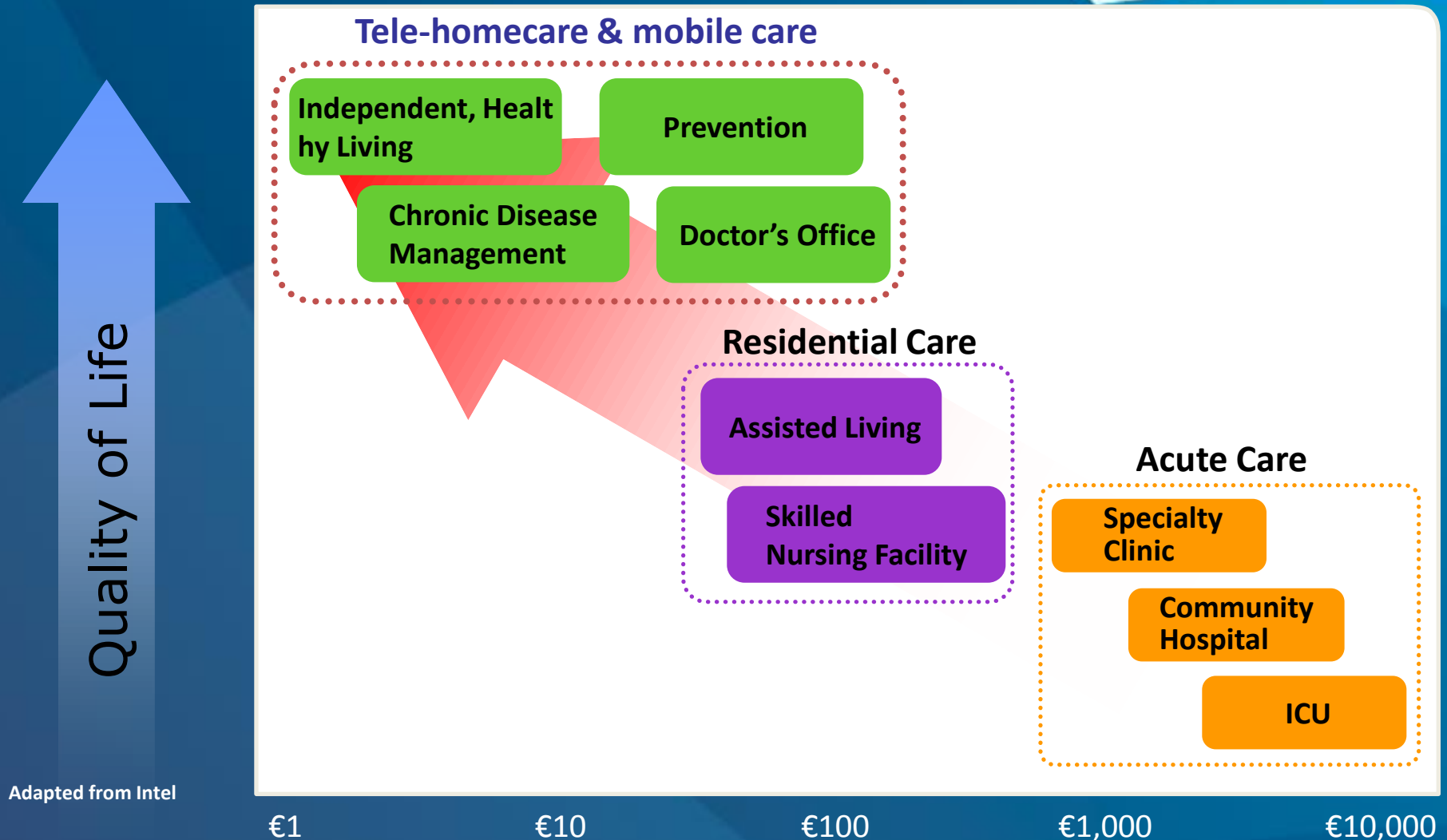
Re-designing services with telehealth

Patient's home

Hospital or primary care or eHealth centre



Innovation and service re-design



Adapted from Intel

Service Innovation

Identify the problem

Recognize the need for change



Explore

Search for the preferred technical and service solution

Build

Create, test and assess potential impact



Apply, scale-up and Monitor

Real-life solution

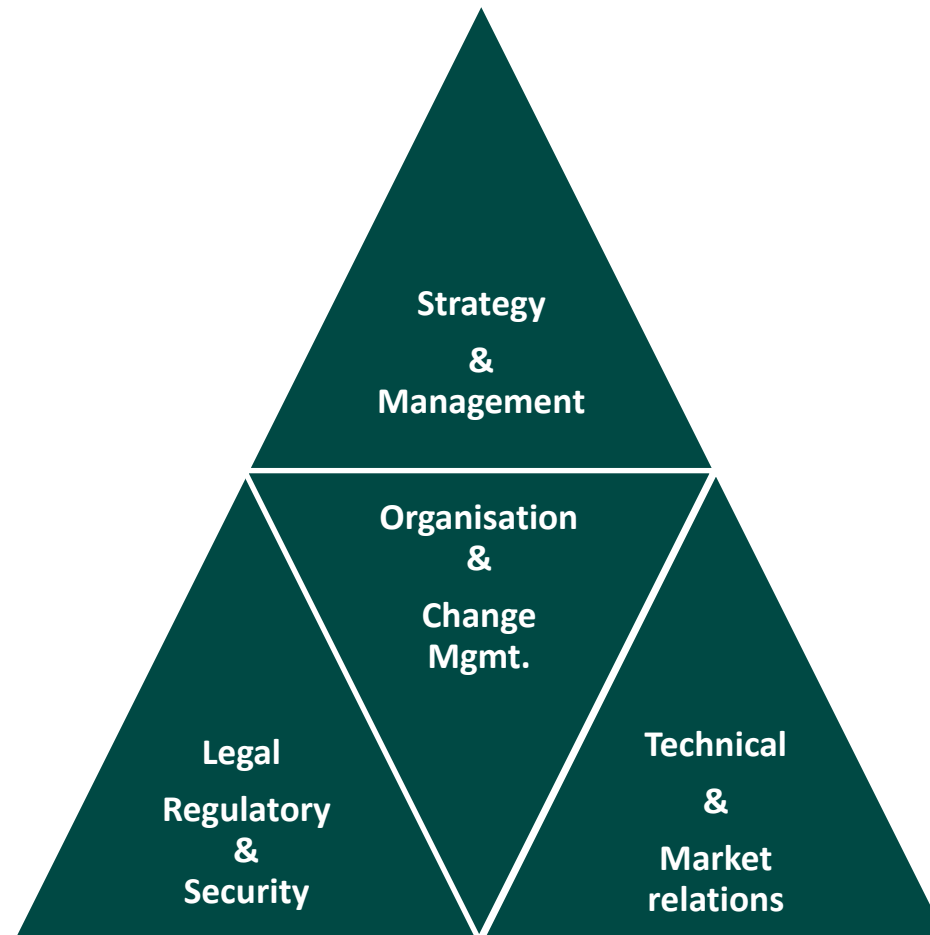


A European Telemedicine Deployment Blueprint

By Doers,
for Doers

Rome - ETC 2014

Four domains for deployment guidelines



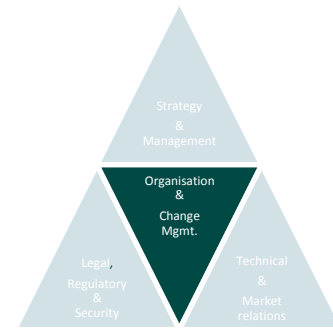
Critical Success Factors for Deployment Strategy



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.



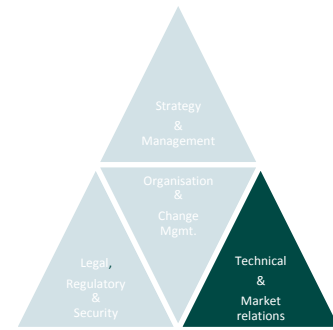
Critical Success Factors for Legal, Regulatory and Security Compliance



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”).



Scaling-up in Health Care, a Possible Dream



Any questions?



◀ More at www.telemedicine-momentum.eu

◀ www.united4health.eu