momentum
ADVANCING TELEMEDICINE ADOPTION IN EUROPE

Momentum towards telemedicine deployment – legal, regulatory and security issues

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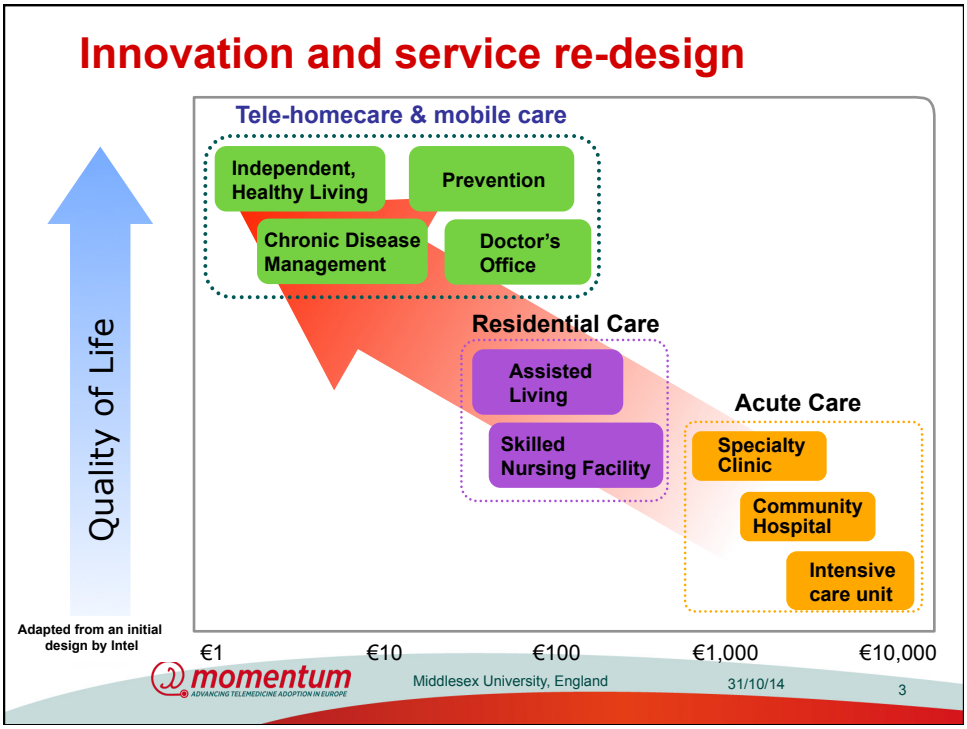
Middlesex University, England 31/10/14

www.telemedicine-momentum.eu

Overview

- European and general background.
- MOMENTUM, the thematic network.
- Pilotitis, scaling-up, from pilot to routine care: tools and methods are needed.
- MOMENTUM blueprint (i.e., guidelines).
- Critical Success Factors for Legal, Regulatory and Security Compliance.


Innovation and service re-design
Tele-homecare & 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 an initial design by Intel
€1
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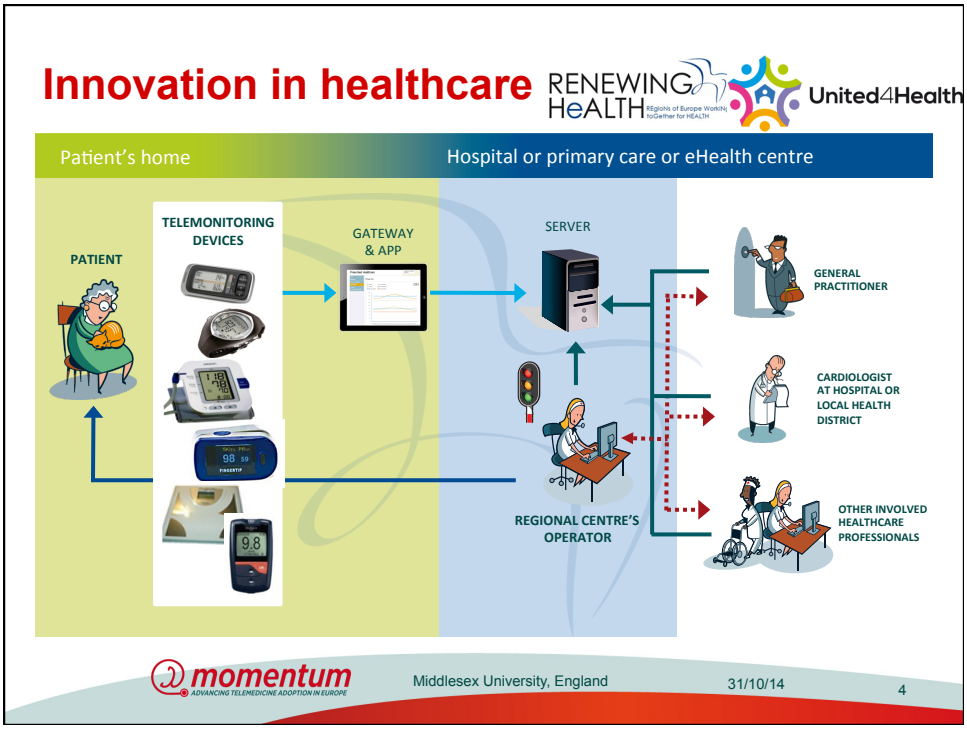
Innovation in healthcare
RENEWING HEALTH
United4Health
Patient's home
Hospital or primary care or eHealth centre
PATIENT
TELEMONITORING DEVICES
GATEWAY & APP
SERVER
GENERAL PRACTITIONER
CARDIOLOGIST AT HOSPITAL OR LOCAL HEALTH DISTRICT
REGIONAL CENTRE'S OPERATOR
OTHER INVOLVED HEALTHCARE PROFESSIONALS
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Digital Agenda
10011001010111011100001002010-2020
for Europe

eHealth actions in Digital Agenda for Europe

<u>Key Action 13</u> 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.

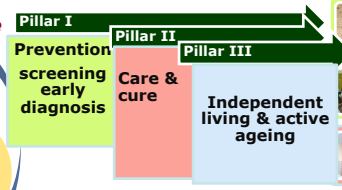
An EMPOWERING movement

European Commission

European Innovation Partnership on Active & Healthy Ageing

crosscutting, connecting and engaging **stakeholders** across sectors, from both private & public sectors

+Two healthy life years by 2020
Triple win for Europe



Specific Actions

Improving prescriptions and adherence to treatment

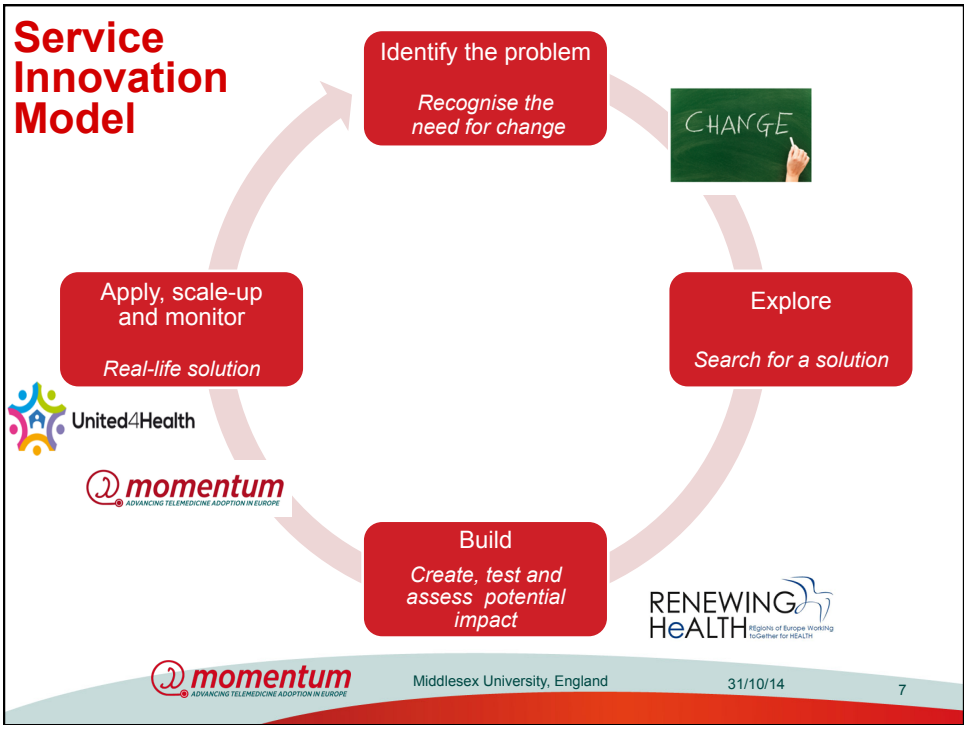
Better management of health: preventing falls

Preventing functional decline & frailty

Integrated care for chronic conditions, incl. telehealth

ICT solutions for independent living & active ageing

Age-friendly cities and environments



Momentum: the Project

- **A CIP ICT-PSP thematic network**
  - Running from February 2012 until December 2014
- **The consortium: 19 organisations**
  - Telemedicine associations and competence centres ("telemedicine doers") from
    - Denmark, Estonia, France, Germany, Greece, Israel, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, United Kingdom
  - European stakeholder associations representing
    - Health professionals and health care organisations, health insurers, technology vendors

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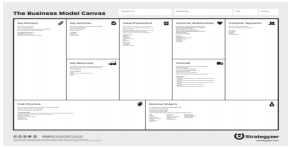
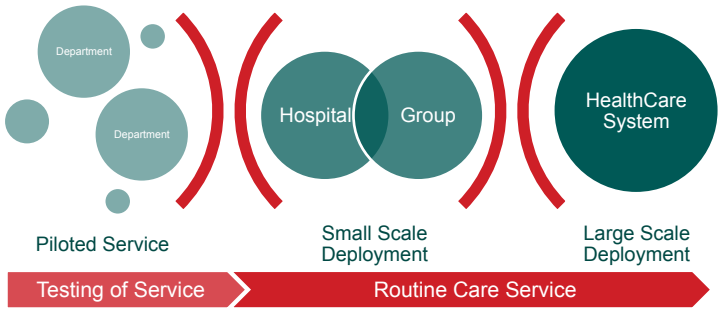
Scaling-up?
From pilot to routine care …

Tools and methods are needed to deploy telehealth services

- **Impact assessment framework**
  - The results and lessons learned from Renewing Health
  - The approach of United4Health
- **Guidelines for large-scale deployment**
  - The Momentum blueprint
- **Cost and benefit analysis toolkit**
- **Innovation governance**



From pilot to routine care



Lessons learned from deployment inside an organisation

- Local champions
- Limited constraints (e.g. at legal level)
- Cost and benefit analysis
- …

Lessons learned from deployment across organisations (for servicing the healthcare system)

- Institutional endorsement
- Legal constraints (if it is a D2P relationship)
- Need for robust methods
- Socio-economic analysis
- …

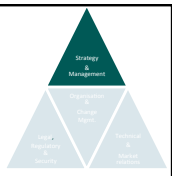
A European Telemedicine Deployment Blueprint

By Doers, for Doers

Four domains for deployment blueprint - guidelines

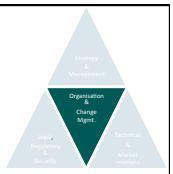
Enabling service deployment: 18 critical success factors

Critical Success Factors for Deployment Strategy



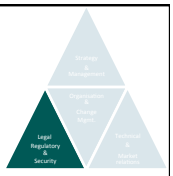
1. Ensure that there is cultural readiness for telemedicine.
2. Ensure leadership through a champion.
3. Come to a consensus on the advantages of telemedicine in meeting compelling need(s).
4. Pull together the resources needed for deployment.

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".

Assess the conditions under which the service is legal.

- Regarded by the authorities as an appropriate way to offer healthcare services?
- Under what circumstances is a telemedicine service regarded as legal? (cf. a "legal risk assessment")?
- Covered by law (i.e., not inhibited by law or by bodies with competence in the telemedicine field)?
- In accordance with general requirements for best practice in medicine?

Identify and apply relevant legal and security guidelines.

- Non-binding international codes of practice.
- Operational national guidelines related to application of relevant legislation and regulations.
- Codes of conduct (which also emerge from professional organisations).

Examples from e.g., Australia, South Africa, United States of America; Denmark, Finland, Norway, CPME; TSA; TeleSCOPE.

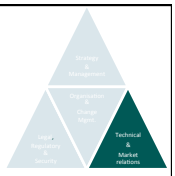
Involve legal and security experts.

- Identifying, exploring and applying current legislation and regulations.
- Undertaking "legal risk assessments".
- Undertaking information security risk assessments.
- Aiming for "privacy by design".

Ensure that telemedicine doers and users are "privacy aware".

- Privacy awareness training is part of a privacy aware organisational culture.
- Privacy awareness training should be given to a wide range of end-users.
- Patients should be made "privacy aware" in any accompanying patient consent information.
- Privacy awareness training/education to health personnel (i.e. telemedicine doers) to include the legal requirements surrounding how to obtain patient consent properly.

Critical Success Factors from an ICT perspective

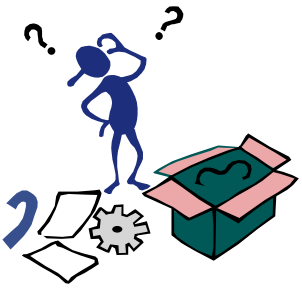


14. Ensure that the appropriate IT and eHealth infrastructures needed are in place.
15. Ensure that the technology is user-friendly.
16. Put in place the technology and processes required to monitor the service.
17. Maintain good procurement practices.
18. Guarantee that the technology has the potential for scale-up.

The challenge for scaling-up innovative services in healthcare

- **It is about moving**
  - From building tools and infrastructure to developing service, redesigning care pathways.
  - From collecting data to integrating data into care processes.
- **New Technology + Old System = New Old System**

Any questions?



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