



Welcome message to *navigator* readers

by Mats Larson, President of the EHTEL Association

It is my pleasure to present to you this new edition of the *navigator*, filled with news and events of the eHealth scene in Europe and of a few of the activities EHTEL is currently undertaking.

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The EHTEL Association is a unique organisation, its membership spanning health authorities, hospitals, research institutions, industry, patient groups, insurance providers, healthcare professionals and others. This broad range of skills and experiences guarantees our ability to understand the impact of eHealth from a broad base and on a wide scale, and therefore to make known the benefits of eHealth of which our members are convinced.

The Association has successfully completed two Accompanying Measures awarded by the European Commission and now stands as an international non-profit association of members. Composed of a Brussels-based office and a Board of Directors, EHTEL is building on its past five years of experience to launch a series of activities in 2004.

Find in this issue of the *navigator* also information on our six new task forces:

- ⇒ ePrescribing (cf. seminar announcement on page 4)
- ⇒ Empowering the Citizen
- ⇒ eHealth and the Internal Market
- ⇒ ICT-supported Disease Management
- ⇒ Reimbursement and Incentive Structures
- ⇒ Assessment of Quality, Productivity and Effectiveness in eHealth (cf. workshop announcement on page 4).

Conference Announcement eHealth Conference 2004

Organised by the Irish Presidency, this second edition of the high-level conference on eHealth will be held in Cork, Ireland on 5-6 May. The theme will focus this year on "Empowering the European Citizen". The aim is to make a contribution towards demonstrating where Europe currently stands in the fast evolving and competitive field of eHealth. The conference will identify the eHealth tools and services for citizens currently available and will examine some of the following areas:

- ⇒ Health cards;
- ⇒ Integrated care records;
- ⇒ Evidence based decisions;
- ⇒ Clinical excellence;
- ⇒ Health portals;
- ⇒ Telemedicine.

Further information on the conference: www.ehealthconference2004.ie

eHealth Awards 2004: For a second year, the eHealth Awards will be awarded during the eHealth conference. Following a call for proposals in November, thirty applicants will be selected to exhibit at the conference, out of which will come the receivers of this year's eHealth Awards. The overall objective of the call is to enable and facilitate the exchange of experiences and good practices among European countries. Further information on the awards: www.e-europeawards.org

EHTEL will host a workshop on "Empowering the Patient" on 6 May as part of the conference programme.

eHealthNews:

European Health Insurance Card (EHIC) is Right on Track

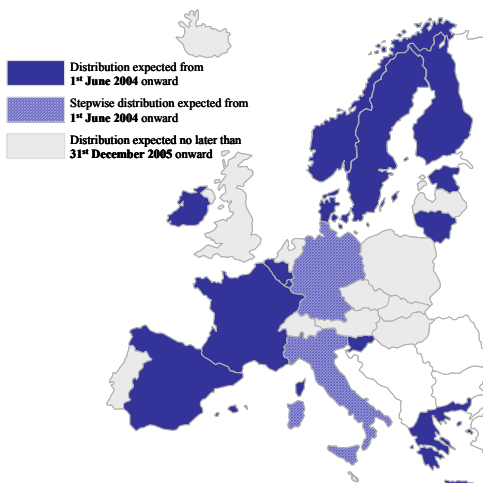
by Marc Lange, EHTEL Management: The European Health Insurance Card (EHIC) will soon arrive to bring to all European citizens "another piece of Europe in their pocket". Read "Europe" as being the European Economic Area (EEA) including the fifteen EU Member States, the ten Accession Countries, the EFTA Member States and Switzerland.

This card will be used when someone needs to receive healthcare while travelling abroad within the EU/EEA as a proof of coverage by a social security scheme. The card will therefore replace the current E-111 as well as some of the other paper forms.

All healthcare practitioners and hospitals from the EU/EEA are to be able to receive patients holding such a card.

From the information we have, it can be deduced that by 1 June 2004, the use of the EHIC should already reach a critical mass: the 'old' E-111 paper form will die indeed and be replaced by the EHIC in no less than twelve states; this means that 40 to 50% of enlarged EU/EEA citizens may ask for it from their sickness funds.

Nine of the current fifteen Member States, three out of the new Member States and one EFTA state have indeed decided to start providing the card by June 2004.



All other Member States as well as the other EFTA countries will join by the end of 2005. It is even likely that some of these states will join in the first half of 2005.

In many cases, the first phase of the card will be implemented as a simple plastic card. However, some states plan to combine sooner or later the European card with

their national or regional card, e.g. France, Germany, Lombardia and Venezia in Italy.

It has to be noted that this card will provide a means to identify an insured person in a way that can be used everywhere across the EU/EEA! In other words, the EHIC will be an interoperable patient identifier, an important step forward in breaking down barriers to the implementation of eHealth solutions. For more information, please see www.ehtel.org.

eHealthNews:

ICT Supported Disease Management – Efficient Treatment of Chronic Patients

by Karl-Jürgen Schmitt, Vice President of EHTEL: According to the World Health Organization, 60% of healthcare expenditure today is spent on the treatment of chronic diseases. The number of these diseases, in most cases life-long handicaps, is rapidly increasing. Information and communication technologies have a proven role in both dramatically increasing the quality and efficiency of care and at the same time reducing the costs. In particular, ICTs can enable a more efficient disease management. Improved disease management means, among others, a better patient compliance to treatment and therefore fewer critical situations and hospital stays.

Within the European Union, there are significant efforts to implement disease management programs, many of which focus on chronic diseases. EHTEL invites these initiatives to join effort, exchange experiences and determine examples of good practice in the EU of 25. The outcome will be assisting the implementation of ICTs for disease management by means such as telemedicine, telecare and homecare monitoring and through activities such as the collection and diffusion of the experiences of existing disease management programs in Europe, the dissemination of evidence-based guidelines for good practices in disease management and the development of strategies for their successful implementation and sustainable use. In this way, EHTEL will support European healthcare systems for implementing advanced disease management programs supported by ICT with increased efficiency to treat patients suffering from these ailments. EHTEL will launch a task force with a workshop in autumn 2004. Interested national and European associations and healthcare authorities are invited to contact: Karl-Juergen.Schmitt@siemens.com.

eHealthNews:

Slovenia: The Recording of Issued Medical Drugs on the Health Insurance Card

by Marjan Sušelj, Anka Bolka; Health Insurance Institute Slovenia (ZZZS): Slovenia is known to be one of the first nations to roll out a modern smart card as Health Insurance Card to its entire population. The Health Insurance Institute of Slovenia continuously enhances the national health insurance card system. For the moment, these improvements are focusing on the recording of drugs issued to the cardholder by prescription. The principal aim of this new data item on the card is to enhance information available to the prescribing physician at the occasion of prescribing new drugs, and in turn, safety of the insured person concerning drug consumption. The project objectives further address the containment of national level expenditure on drugs and the equipping of all environments for the introduction of electronic prescription.

Full article is available on www.ehtel.org

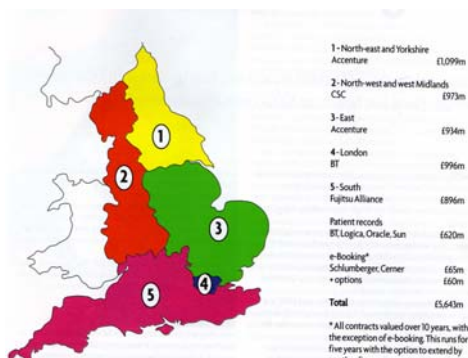
Contact: Health Insurance Institute of Slovenia, Miklošičeva 24, 1507 Ljubljana; Marjan Sušelj <marjan.suselj@zzzs.si>; Anka Bolka <anka.bolka@zzzs.si>.

eHealthNews:

UK: The National Programme for IT in the NHS, England, Awards Contracts

by Mike McCurry, EHTEL Management: The contracts for the national IT programme in the NHS have now been awarded for England, as illustrated in the map below. The patient records and e-bookings contracts will apply on a national level while the Local Service Providers (LSPs) will be responsible for delivering services within regional clusters. The implications for both providers and the health service are not entirely clear at this stage and detailed implementation plans are being drawn up. Regional implementation directors have worked with their strategic health authorities to provide an approach to implementation taking account of the delivery of systems and services to NHS organisations throughout the lifecycle of the programme. Following the contract award, the successful LSPs were required to provide an initial implementation plan within 20 days, together with a plan showing how they will engage with NHS organisations, for approval by the cluster. Following the

agreement to the plans, the LSPs will work directly with strategic health authorities and NHS organisations to develop a detailed implementation plan, within a 60 day period, ensuring the full involvement of all NHS organisations.



At the local level, strategic health authorities are working with NHS organisations to agree local delivery plans and commit both parties to their activities to achieve them. All implementation plans will tie in with the national targets for electronic booking, NHS Care Records and the electronic transmission of prescriptions.

Introducing the EHTEL Board of Directors

Mats Larson

Mats has 25 years of experience in health-care, first in a managerial role, including as general manager of acute care hospitals in Sweden. Mats is now the Director of Carelink, an entity responsible for coordinating the deployment of ICT in the Swedish healthcare system. Mats has been a member of the Board of Directors of EHTEL from the beginnings of the Association in 1999. Over the past few years, Mats has been building a network of national organisations whose missions, like EHTEL's, work towards a widespread use of ICTs in health and social care. This EHTEL-Like Organisations (ELOs) network has grown continuously, thus giving further added value to its participants.



Karl-Jürgen Schmitt

Appointed Director of Health Policy for Siemens AG Medical Solutions in 1998, Karl-Jürgen is working towards fostering at an international level the change process of healthcare systems towards increased efficiency. The goal is to support countries and



decision-makers in ensuring high quality and increasingly efficient healthcare, through the implementation and use of innovative technologies, more transparency

and competition. As an expert on a wide range of healthcare issues including eHealth, Karl-Jürgen has been invited to speak at numerous international conferences. He was elected in 2003 to the Board of Directors of EHTEL and is now Vice President.

Benedict Stanberry

Formerly a reservist infantry officer, a diplomat and an academic, Ben has been the Managing Director of Avienda Limited, a professional consulting firm specialising in telemedicine and eHealth, since April 2001. Ben trained as a lawyer and is generally considered to be one of the foremost experts on the legal, ethical and privacy aspects of telemedicine and eHealth. Ben has been a Director of the EHTEL Association since his first election in March 2002 and has been re-elected for a second term of office in 2003. He was the Acting President of the Association from October to December 2003 and is now Treasurer.



Angelica Frithiof

Angelica trains medical staff in communication skills. Since 1994, she has been active in the Stockholm Rheumatism Association and has chaired the Patient group of EHTEL since its beginnings in 1999. She was elected to the Board of Directors in 2003 and is continuing to work actively on patient issues relating to eHealth.



Hannu Hämäläinen

Hannu is a director in the National Research and Development Centre for Welfare and Health (STAKES) in Finland. He was a project manager in the Ministry of Social Affairs and Health from 1996 to



2000, responsible for the development and the implementation of national information technology strategy in social welfare and health. He is chairing and participating in several national committees and boards in IT and telematics for social welfare and health branch. Hannu has also been a lecturer on the use of IT strategies and development of social and health services with IT and telematics for a number of years. He was elected to the Board of Directors of EHTEL in 2003.

David Lloyd-Williams

David has been involved in the IT industry for nearly forty years and with health IT for the last twenty years. He was involved with ICT in the early years of Health Telematics



in Europe and worked in and around the EU RTD Programmes since 1989. His prime interest is to find ways to develop the capability of IT and related technologies to support

the transformation of healthcare delivery into a high quality set of services accessible to and geared to the needs of all citizens and patients.

David has been closely associated with EHTEL since before its formal establishment and remains an active and committed supporter of the European Health IT community as a Board member of EHTEL, as an active member of the Health Information Network Europe (HINE) team and as European Operations Director of Silicon Bridge Research.

Manfred Zipperer



As a former Director-General in the German Federal Ministry of Health, Manfred is very familiar with the health field and its stakeholders, both in Germany and abroad. Since 1998, he has

been chairman of the ATG (Action Forum on Health Telematics in Germany, a consensus platform gathering all providers and health insurance institutions in Germany in the aim of promoting the development and implementation of health telematics). Manfred has been a member of the Board of Directors of EHTEL since 2001.

EHTEL Task Force: Empowering the Citizen

On the basis of the achievements of the "Patients, Citizens and Consumers" Stakeholder Group, this task force is aimed at allowing the citizen to express both their hopes and fears concerning the eHealth revolution.

Championed by Board member Angelica Frithiof, it will give a voice to Europe's citizens, in particular at the forthcoming Inter-Ministerial Conference on eHealth being held in Cork, Ireland in May 2004.

EHTEL Task Force: eHealth and the Internal Market

The increased mobility across regional and national boundaries of both patients and healthcare providers raises political and regulatory issues concerning the internal market. Ben Stanberry will lead a task force with a view to ensuring that the role of ICTs is given due consideration by European Ministers, Commissioners, civil servants and other stakeholders at Ministerial and high-level meetings over the coming months.

EHTEL Task Force: Reimbursement and Incentive Structures

The Association's Task Force on Reimbursement and Incentive Structures, under the direction of David Lloyd-Williams, will develop a programme of activities designed to disseminate business models that can support the implementation and acceptance of ICTs in health and social care.

EHTEL Events

EHTEL ePrescribing Seminar

An Overview of Challenges and Experiences in Europe

Seminar organised by EHTEL,
with the support of NICTIZ
2 June 2004, Amsterdam, The Netherlands

European nations are moving forward from national Health-IT strategies to the implementation of eHealth services. Hence, many new services are already or will soon become available for the European consumers and patients. There is an overwhelming business case for improving the prescribing and medication management process with ICTs and there is a sentiment that ePrescribing will take a central role in reducing errors, increasing quality, reducing costs and delivering effective clinical care in many nations and regions in Europe.

In order to share information about these developments and in order to set an agenda for future action, EHTEL is organising a one-day seminar. Progress reports on national implementation and stakeholder statements will form the background of open discussions with the participants, who will receive a full update on the current situation of ePrescribing within Europe.

For more information: www.ehtel.org

Quality & IT in Healthcare

Using Information and Communication Technologies to Promote the Quality Agenda in European Healthcare

Workshop jointly organised by ESQH & EHTEL
18 – 19 June 2004, Lahti, Finland

From patients to policy makers, managers to clinicians, all stakeholders have distinct perspectives on the use of ICTs in healthcare.

- ⇒ Could ICTs improve quality of care?
- ⇒ Could ICTs make the provision of healthcare safer?
- ⇒ Or more cost-effective?
- ⇒ Could ICTs make the work of professionals easier?
- ⇒ Or ease that of managers?

Or can it help do all of these things?

This workshop aims to answer the questions and needs of the various stakeholders, devoting time, expert speakers and an equally expert audience to explore these issues and perhaps to answer together those burning questions. Lahti is a modern lakeside city in southern Finland, where the mid-summer season offers almost permanent daylight.

For more information: www.ehtel.org

eHealth Diary 2004

22 March, Luxembourg (LU)
EU Public Health Programme
(2003-2008) Information Day

12 – 15 April, Prague (CZ)
International Joint Meeting
EUROMISE 2004 (EHTEL &
MEDTEL Joint Session on 15
April)

21 – 23 April, Luxembourg (LU)
Med-e-Tel international trade fair

5 – 6 May, Cork (IE)
eHealth 2004: High Level
Conference and Exhibition,
organised by the Irish Presidency

17 May, Brussels (BE)
EU Open Forum: "Health in an
Enlarged Europe"

17 – 22 May, Geneva (CH)
World Health Assembly

2 June, Amsterdam (NL)
EHTEL ePrescribing Seminar

2 – 4 June, The Hague (NL)
International Congress on
Medical and Care Compunetics

18 - 19 June, Lahti (FI)
"Quality & ICT in Healthcare"
Workshop jointly organised by
EHTEL and ESQH

21 - 23 June, Tromsø (NO)
"Citizen Participation in eHealth"

23 – 26 June, Berlin (DE)
"Patient Empowerment" Annual
EHMA Conference

24 – 27 June, Nicosia (CY)
3rd EMISPHER conference
"Continuity of Care"

Imprint

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