

## The Good eHealth study

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Increasing political attention and commitment given to eHealth at international, European and national level during the last decades has supported a wide spread of successful eHealth implementations. At all levels, healthcare stakeholders have expressed an increased interest for cooperation, knowledge and information sharing in order to learn from existing experiences. The Good eHealth study fulfils this need by putting the emphasis on sharing experiences.

### eHealth: Well Developed Frameworks and Priorities at Policy Levels

In 2004, the European Commission published "eHealth – making healthcare better for European citizens: An action plan for a European eHealth Area". The plan aimed at three targets:

- Addressing common challenges and creating the right framework to support eHealth
- Setting up pilot actions to jump start eHealth delivery
- Sharing of best practices and monitoring practice.

The plan clearly stipulates the potential of eHealth for empowering the health consumers (patients and healthy citizens), assisting the health professionals, supporting the health authorities and health managers and foster the development and competitiveness of a growing eHealth industry.

The eHealth Action Plan encouraged Member States to develop "national or regional roadmaps for eHealth". This call has led to the initiation, the further development and implementation of roadmaps in many countries, serving as a framework for the elaboration of concrete projects.

eHealth is also firmly embedded within the i2010 EU policy framework for the information society and media, which promotes the positive contribution of information and communication technologies (ICT) to the economy, society and personal quality of life.



The Good eHealth Study ([www.good-ehealth.org](http://www.good-ehealth.org))

The Good eHealth project, a three year study, run by Deloitte in partnership with empirica was initiated by the European Commission to enable the objective of monitoring and sharing best practices as called for in the eHealth Action Plan.

### Objectives of the Good eHealth study

The Good eHealth study collects good practices in eHealth making them available for the eHealth community as benchmark and source of inspiration. Political, clinical, managerial and health professional decision makers can use them to implement more effective eHealth services while patients and citizens can utilise them to enhance aspects of their own or their families care. Both

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### The Good Practice Knowledge Base

The project team developed the Good Practice Knowledge Base. This database is excelled from others by showcasing self-sustainable and routine eHealth solutions only. Only these kinds of eHealth solutions are faced by reality and have proven to be based on a sound business case.

A wide variety of cases are stored in the database, covering the entire health care chain from health promotion and prevention, diagnosis, treatment, rehabilitation towards long term care. As the healthcare sector has many contiguous areas like administration, provision of supplies, public health, social care, continued medical education and research, the full potential of many ICT applications used in the healthcare domain can only be exploited if they cross the borders of the healthcare sector as conventionally defined.

By taking this broad spectrum of eHealth applications into account, many different stakeholders are involved, playing a potential role in the development, the success factors, the barriers encountered and the implementation of the eHealth application.

The cases included in the Good Practice Knowledge Base are also quite diverse in terms of scope of implementation. The database includes, as well as departmental applications, single site applications, multi site applications, countrywide applications and international applications.

At this moment, these three cases are the most visited ones:

- GesundheitsCard Europa (GCE): access to healthcare abroad D/NL/B
- The Pentalfa project: videoconferencing brings continuing medical education to the workplace (Belgium)
- Portal website: In Vitro Fertilisation (IVF) treatment (The Netherlands)

The geographical scope for the Good eHealth study covers the 25 EU Member States, 3 EU Accession Countries, 3 European Economic Area nations as well as Switzerland. Currently the database already includes more than 50 quality-reviewed case studies and is expected to extend significantly over the coming months.

### Dissemination of Good eHealth Cases

In 2007, the project team was invited to present Good eHealth cases at two major events: the eHealth week in Berlin and the World of Health IT conference in Vienna.

In April 2008 the following Good eHealth cases were presented at the Med-e-Tel conference in Luxemburg: "Telecardiology in Italy: benefits from a telemedicine network" and the "Thrombosis Digital Logbook".

In May 2008 the project team organised an interactive workshop on "European Good Practice in Interoperability: success stories and lessons learned". For more information about these exciting events, please visit the website at [www.good-ehealth.org](http://www.good-ehealth.org)

### Your contribution to the Good eHealth study

Our work on the knowledge base is not yet finalised. If your hard work and team efforts have created an excellent example of Good eHealth, we encourage you to submit your case online. A description template has been developed in order to structure the information in a standardised way. Share your experience as an important source of knowledge for others and get Europe and global wide attention for your good eHealth practice. Get read by 1000 visitors a month and join the league of Good eHealth cases already present.