



United4Health

AAL FORUM 2014

Broader, Bigger, Better - AAL solutions for Europe

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

Galati Room (hotel in walking distance to Palace of the Parliament – venue of AAL Forum 2014)

United4Health provides innovative telehealth services in care settings of a large diversity of European regions. The innovative service models adopted by U4H Partners aim at increasing personal control and engagement of patients. The event will highlight efforts in 14 regions of Europe dedicated to improve standard care for 13,000 chronic patients, hereof many elderly. Presentations and interactive debates will pinpoint enablers like:

- Designing telehealth interventions taking policy objectives and existing evidence into account,
- Engaging health professionals and patients in adopting innovative service models,
- Adapting service delivery processes and managing organisational change to make the most of innovative services,
- Procuring technology to be fit for scaling-up, address inclusiveness and other large-scale deployments' challenges.

Programme Outline

09:00 – 09:10 **Welcome and Introduction to United4Health – Outlook for today's workshop**

Marc Lange, Secretary General, EHTEL

09:10 – 09:25 **United4Health Objectives in a European Context**

Speaker of the European Commission

09:25 – 09:40 **United4Health Key Achievements: Lessons learned in the first 18 months**

Janne Rasmussen, European Engagement Manager, NHS24 and United4Health Co-ordinator

09:40 – 10:35 **Workshop 1 - Technology & Procurement processes in United4Health – becoming fit for scale**

- Mission and Outline – Intro by Facilitator: Stephan Schug, Chief Medical Officer, EHTEL

- Use Case Reports by Wales and Olomouc Region, followed by interactive debate with the audience

Coffee Break

10:55 – 11:50 **Workshop 2 - Service redesign, change management & clinical engagement in United4Health**

- Mission and Outline – Intro by Facilitator: Leo Lewis, United4Health Project Manager, HIM SA

- Use Case Reports by Scotland and South Norway, followed by interactive debate with the audience

11:50 – 12:00 **Wrap-Up Session – Conclusions and take home messages for Telehealth and AAL**

Facilitator & Statement: Marco d'Angelantonio; Comments by WS 1 & 2 Facilitators

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