



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 – Galati Room
Calea 13 Septembrie 90, 050726 Bucharest, Romania

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. This interactive workshop highlights efforts in 14 regions of Europe dedicated to improve the standard care for 13,000 chronic patients, hereof many elderly. Presentations and interactive debates 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 → *Turn Page for Details*

09:00 – 09:40 **Welcome, Introduction and Outlook for today's workshop**
United4Health Objectives, Key Achievements and Lessons learned

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

Coffee Break

10:55 – 11:50 **Workshop 2** **Service Redesign, Change Management &**
Clinical Engagement in United4Health

11:50 – 12:00 **Wrap-Up Session** **Conclusions and Take Home Messages for**
Telehealth and AAL



Going Live with Telehealth: Lessons Learned

Interactive Workshop, Friday, 12 September 2014, 09:00 - 12:00 h

- 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**
Two U4H sites will initialise the first debate by pinpointing – with support of other U4H regions – lessons learned in the domains of technology and innovative procurement. They will explain the process from evaluating the base line of existing infrastructure/equipment via the identification of what is missing to implement the foreseen services and the methods to obtain what is necessary – having in mind that the services should be able to scale. Essential external factors like availability of key technology from “off- the shelf” are highlighted as well as internal factors like enthusiasm vs. scepticism/resistance in the team.

Mission and Outline – Intro by Facilitator

Stephan Schug, Chief Medical Officer, EHTEL

Use Case Report for Wales

Claire E. Hurlin, NHS Wales, United Kingdom

Use Case Report for Slovenia

Drago Rudel, University of Ljubljana, Slovenia

Interactive debate with the audience



Coffee Break

- 10:55 – 11:50** **Workshop 2 - Service redesign, change management & clinical engagement in United4Health**
Two U4H sites will initialise the second debate by pinpointing – with support of other U4H regions – lessons learned on changing clinical practice and reorganising health and social care in the region. Essential factors like support from the local top management and the policy level in the region as well as the crucial role of the team and the wider stakeholder community will be highlighted. How does telehealth relate to clinical engagement? How do previous projects and service implementations impact future services? How have the users been informed and trained and what is the best strategy for stakeholder’ communication and involvement.

Mission and Outline – Intro by Facilitator

Leo Lewis, United4Health Project Manager, HIM SA

Use Case Report for Scotland

Michelle Brogan, NHS24, Scotland - United Kingdom

Use Case Report for South Norway

Wenche Tangene, Sørlandet Sykehus HF, Kristiansand, Norway

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, HIM SA
Comments by Stephan Schug, EHTEL and Leo Lewis, HIM SA, i.e. the Workshop 1 & 2 Facilitators