



# Transforming the patient experience through telehealth in Europe

Healthcare services throughout Europe are witnessing dramatic increases in demand due to increased prevalence of chronic conditions and ageing populations. To assist healthcare providers in meeting these challenges, the United4Health (U4H) project has implemented a range of Telehealth solutions and developed new associated care delivery processes.

United4Health is sharing the learning from implementing Telehealth solutions designed to support people living with diabetes, chronic obstructive pulmonary disease and cardiovascular disease. An evaluation using the MAST model will provide evidence to the effectiveness of the technology solutions deployed in 14 regions across Europe.

Each deployment site's Telehealth service enables patients to manage their long term condition at home or in a homely setting.

In addition, deployment sites have enhanced their delivery of care, utilising available IT infrastructure, integrating with other digital health and care initiatives.

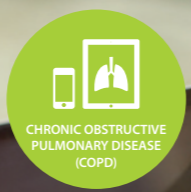
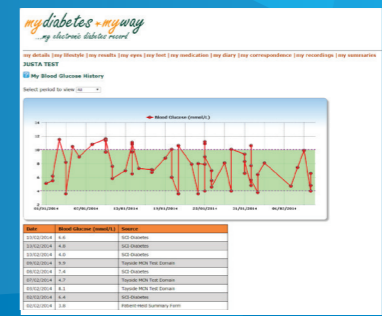
U4H has reached a wide range of patients, in terms of age and severity of disease, as well as involving professionals working within health and care delivery.

## Online Health Monitoring and Support

To support patients to self manage their long term condition, up-to-date educational and health care information, such as current medication and blood glucose readings etc are provided.

Healthcare organisations are investing in the development of online interactive tools. One example is NHS Scotland's implementation of My Diabetes My Way (MDMW) which enables patients to access their own diabetes medical record and upload home blood glucose readings. This functionality is achieved through the integration of software (Diasend) which links the MDMW website and a diabetes clinical portal (SCI Diabetes).

This type of integrated approach to disease management aims to improve the collection and availability of information for the patient, that can be reviewed at clinical appointments with healthcare professionals.



CUT

CUT

### Partners



Scotland (UK):	NHS 24 (coordinator)
Czech Rep.:	UPOL
Denmark:	Region of Southern Denmark
France:	Vigisanté Telecom Bretagne – Institut Mines Telecom French Ministry of Health
Germany:	Pflegewerk Managementgesellschaft
Greece:	5th Regional Health Authority of Thessaly and Sterea e-Trikala Digital Cities of Central Greece SA Hellenic Ministry of Administrative Reform and E-Governance
Italy:	Campania regional healthcare agency - ARSAN Local Healthcare Authority ASP Cosenza Veneto Region - Azienda ULSS 14 Chioggia
Norway:	SSHf University of Agder Norwegian Centre for Integrated Care and Telemedicine
Poland:	The John Paul II Hospital in Krakow
Slovenia:	General Hospital Slovenj Gradec - SBSG Ravne Healthcare Centre
Spain:	Osakidetza Kronikgune Public Health Authority in Galicia (SERGAS) Agencia de Qualitat i Avaluacio Sanitaries de Catalunya (AQuAS)
Wales (UK):	Hywel Dda Health Board
Finland:	South Karelia Social and Health Care District (Eksote)
Supporting multi-national organisations:	AIM COCIR Continua Health Alliance EHTEL European Wound Management Association GSM Association Health Information Management SA

For further information, please visit [www.united4health.eu](http://www.united4health.eu)

The project United4Health is partially funded under the ICT Policy Support Programme (ICT PSP) as part of the Competitiveness and Innovation Framework Programme by the European Community.



### Health Monitoring and Coaching via Text Messaging

Health monitoring for diabetes, COPD and cardiovascular disease is undertaken using secure text messaging to communicate with patients, monitor their vital signs and provide motivational health coaching. The added value for patients and service providers of this approach is:

- patients can easily take their readings at their convenience at home, work or on holiday;
- patients and clinicians can view the submitted readings;
- regular, automated, personalised health coaching and medication reminders can be sent to patients based on their vital signs;
- patients feel cared for, more involved and more in control of their own health and wellbeing;
- patients are often able to use their own mobile phone or tablet which improves ease of use, confidence and reduces the cost of the service;
- minimal user training is required as the user interface is intuitive.

### Telemonitoring

U4H partners have implemented a range of telemonitoring solutions - on smartphones, tablets, telehealth hubs linked to a telephone line - to accommodate varying patient needs, living environments and 3G/broadband strength.

A number of sites have established dedicated eHealth/telemedicine centres as part of their redesigned service model. Regions, such as the Basque Country and Norway, have commissioned contractors to provide the installation, training and technical support service elements.

In addition, the maturity of some sites' digital health innovations has enabled one or more of the following:

- telemonitoring data to be integrated into the patient's personal and/or electronic health records;
- the inclusion of telehealth as a care plan option for clinicians, as part of the electronic discharge or referral communication;
- clinicians using smartphones to access patients telemonitoring readings.

