

# Good eHealth

*Exchange of Good Practices  
in eHealth*



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# Exchange of Good Practices in eHealth

Identifying and supporting the implementation of eHealth Good Practices and assessing the economic and other impacts of sustained services - these are key topics of the European eHealth Action Plan. It allows for sharing of experience gained in the implementation and use of eHealth services across Member States. In the Good eHealth study, evaluation approaches are discussed, empirical evidence on economic and other impacts and lessons learned synthesised. Case studies and their economic results, ranging from a hospital system to cross-border services, are presented. The ultimate aim is to achieve a multiplier effect, motivating others to follow suit. This will also be supported by implementing a European Good Practice label.

## Objectives of the study

**Context:** Despite the relatively slow diffusion of eHealth in Europe, a wide variety of innovative eHealth applications have been successfully implemented. They constitute a source of valuable experience and of examples of good practices which to date have not yet been properly communicated for emulation and exploitation.

For political, clinical, managerial and health professional decision makers to commit themselves to implement eHealth services, and for patients and citizens to use them for their own and their families' care, it is important that every one of these stakeholder groupings is convinced of the concrete benefits they will receive.

Documenting, qualifying and sharing the added value that eHealth delivers to each stakeholder group will have a strong impact on its acceptance not only by health authorities, but also by health professionals and most importantly by citizens.

**Good eHealth:** The objectives of this study are thus to:

- Identify good practices and their associated benefits;
- develop and implement proven approaches to wider dissemination and transfer of day-to-day experiences;
- stimulate and foster accelerated up-take of eHealth by addressing the common challenges of eHealth and lessons learnt.

## Study Description/Methodology

**Description:** The Good eHealth study rests on **four pillars**:

- The development of an innovative methodology and assessment criteria for identifying, assessing, labelling and describing good practices in eHealth;
- The concrete selection, analysis, and differentiated presentation of good practice cases;
- The wide dissemination of proven experience;
- The development of a platform, web site and knowledge base for information, exchange, dialogue and collaboration.

**Methodology:** The broad lines of the Good eHealth framework, approach and implementation are as follows:

- A template will be prepared providing a well-structured description of eHealth services;

- A methodology will be developed and assessment criteria defined for evaluation of good practices, including a handbook on how to apply these to award a "good practice" label;
- A set of eHealth proven real-life good practice examples will be selected with the help of an expert panel. Projects/initiatives will be selected across the continuum of the health care value system at national, community or enterprise level. The process will pay particular attention to identifying organisational, socio-economic, and stakeholder issues;
- A number of recommendations will also emerge on measures to be taken towards the successful implementation of new projects, and to facilitate their impact evaluation in future;
- A synthesis of the lessons learned will permit the identification of generic characteristics of good practice, from which efficient policy measures can be derived and applied, whether at Community level or as guidance to Member States and individual stakeholders;
- A web site and an intelligent knowledge management base to present the cases and to demonstrate the benefits of eHealth will allow easy selection and extraction of relevant cases;
- A set of practical conclusions and recommendations for future policy development towards "Good eHealth" will be forthcoming. Particular attention will be paid to benchmarking eHealth tools and solutions across the European Union;
- Three workshops will be organised. They will address selected topics that are particularly relevant for the further development of the European eHealth market (i.e. economic efficiency of eHealth services, systems and applications for hospitals, interoperability).

## "Supporting health care transformation in Europe"

### Expected outcomes

Submitting existing eHealth services to a "good practice" label certification using a sophisticated method, and identifying realistic assessment criteria will strongly increase the confidence of policy and decision makers in recommending eHealth-based health care improvement strategies and in allocating adequate funds for more rapid progress.

Little has been done to provide reliable methods and usable assessment criteria for the economic evaluation of eHealth services until in 2005 the Commission initiated the study "Productivity and Economic Impact of eHealth" ([www.ehealth-impact.org](http://www.ehealth-impact.org)). Its results will be taken into account for this project.

In this context and considering the above, the potential impacts of this Good eHealth project are:

- Providing proven examples of effective eHealth applications, positively evaluated by defined methods and meeting suitable quality criteria;

## "Increasing the confidence of decisions makers and health professionals"

- Increasing the confidence of decision makers in high-level strategy development, including providing political and financial incentives for mid-term investment;
- Improving health professionals' confidence in using eHealth tools and solutions for the benefit of their patients;
- Helping to demonstrate the case for the citizen in the areas of knowledge-based and citizen-centred care tools and solutions;
- Allowing for longer term expansion of eHealth benefits to achieve health care system transformation, supported by robust assessment techniques;
- Contributing to the basis of an overall approach to benchmarking eHealth developments in Europe.

"What is the market reality of eHealth?"

Real benefits or overambitious

dreams?"

The Good eHealth project is run by Deloitte in Brussels on behalf of the European Commission Information Society and Media Directorate General, in partnership with empirica. Check our results and achievements by visiting the project website at [www.good-ehealth.org](http://www.good-ehealth.org) or contact the Good eHealth project at: [info@good-ehealth.org](mailto:info@good-ehealth.org)

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