

ProeHealth's aims, approach and draft findings

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Aims

- Enhance the procurement of electronic health records (EHR) and telemonitoring solutions for healthcare providing guidelines to decision makers and procurers in:
 - Public healthcare authorities
 - Care delivery organisations

Aims

- The guidelines will help them to:
 - Conduct consistent and systematic planning processes when strategic considerations point to adopting eHealth solutions
 - Transfer the planning to the procurement specification and process

Approach

- Phases:
 - Preparation
 - Empirical work
 - Validation workshops
 - Reporting

Approach

- Ten case studies:
 - 5 EHRs
 - 1 PACS
 - 4 telemonitoring initiatives
- 10 case study reports
 - Relevant, well grounded, and clear procurement policy and strategy recommendations

10 good practice case studies

- EHR
 - Uppsala EHR
 - TreC
 - Estonian EHR
 - Solimed EHR
- PACS
 - Catalonia PACS
- Telemonitoring
 - WSD
 - RTNI
 - Municipality of Trikala
 - HerzAS

Study outcomes

- 10 case study reports
- 16 identified draft guidelines
- 5 draft recommendations to policy makers
- Feedback and comments required



Draft Guidelines

An innovative market requires innovative procurement models

- Competitive Dialogue
- National Framework Agreement
- Open Approach
- Divided Approach
- User Led Approach

Structuring procurement activities in phases

- To be considered when procuring:
 - Different maturity levels of development
 - Market and local factors to be considered
 - Market analysis before procurement design
 - EHRs more mature than telemonitoring

- Despite differences common phases are required in the procurement process:
 - assessing the strategic setting
 - establishing strategic planning
 - creating an investment brief
 - design phase
 - procurement design
 - monitoring and evaluating
 - design of procurement process
 - procuring
 - implementing

Service redesign and culture change

- Transformation adopted by entire service chain
- All stakeholders prepared
- Acquisition as part of service redesign
 - Redesign with users
 - Differentiates eHealth procurement from conventional IT procurement

Motivation for investing

- Quality rather than money saving
 - Less callous view of service value
 - Maintain morale
- Quality combined with cost-benefit analysis
 - Ensure affordability and sustainability
 - Concrete proof of investment success

Involvement of users

- User involvement from start of investment
- Users are at the point of care delivery
- New ways of working developed with users
- Involve users in system design
- Inform and educate users
- Sustain clarity on user requirements

Inclusion of all stakeholders

- Satisfy through inclusion of needs
- Communication aids understanding and acceptance
- Raise awareness prior to development
- Healthcare professionals' agreement on a solution's value
- Clear and honest feedback

A strong organisational team

- Careful selection, training and engagement of personnel
- Core team of committed staff
- Experienced staff
- Diverse team

Investment in knowledge and training

- Innovative field = knowledge gap
- Investment in training and personnel
 - Ensure the availability of appropriate staff
 - Develop staff expertise

Awareness of the duration of eHealth investment projects

- Apply realistic deadlines
- Timeframes vary
- Unpredictable obstacles can arise
- Projects need inbuilt adaptability

A clear schedule with effective management for timely delivery of objectives

- Schedule: clearly defined and communicated
 - Particularly with multiple partners
- Management
 - To enforce schedule
 - Communicate delays
 - Create contingencies

Modify policy and legislation to support eHealth initiatives

- Modified legislation:
 - Allows eHealth projects to develop
 - Reduces delays caused by outdated legislation
- Procurement for eHealth services embedded in wider eHealth strategy
 - Standardise investment paths

Plan and secure continuing procurement for associated developing technologies

- Plan beyond immediate investment
- Use flexible contract models

Share information to reduce duplication of effort

- Learn from successes and failures
- Particularly useful between sites with similarities
- Share knowledge on the market
- Share specifications

Develop standards

- Mature standards for common understanding

Ensure transparency

- Essential for public procurement
 - Controversy will hinder the project
- Raise awareness of regulations among staff

Manage the supply chain

- Develop a procurement strategy to manage and improve the supply chain to fit needs
- Ensure influence exerted on supply chain by procurers matches suppliers



Draft Policy Recommendations

Recommendations for future promotion of eHealth procurement guidelines

- Provision and publicising of guidelines through relevant organisations
- Raise awareness of need to invest further and on a larger scale in eHealth
- Initiatives to encourage industry-provider communication
- Promote the value of good eHealth procurement practice

Actions for effective eHealth procurement

- Set goals at project outset to:
 - Improve procurers influence on market
 - Integrate the procurement strategy into the eHealth strategy and the project
 - Set realistic lifecycles based on experience
 - Allocate resources
 - Develop a long term strategic plan
 - Monitor and evaluate progress
 - Involve suppliers

Awareness raising with policy makers and stakeholders

- Communicate to policy makers:
 - the need for good eHealth procurement
 - The availability of guidelines
- Through:
 - Commission communication networks
 - Industry associations
 - Healthcare and professional body organisations
 - Establishing a network of contracting authorities

Continue building up a body of knowledge about eHealth procurement

- ProeHealth limited to telemonitoring and EHR systems
- Expanding market
- Further research on other eHealth systems required
- Feedback on guidelines also essential

Create a supportive environment

- Specialist networks
- Web-based forum
- Networking events
- Training

Discussion groups

- What are the core policies and strategies needed for effective procurement?
- What are the main risks to effective procurement?
- What actions can mitigate risks to procurement?
- What is required to support wider utilisation of these guidelines?
- How can we raise awareness of good eHealth procurement practices?
- What further support do procurers need and what tools would benefit them?

Discussion groups

- How could the eHealth procurer's professional development be improved?
- What further research would you like to see conducted in this area?
- Which areas of procurement present the most challenges?
- How can relationships between procurers and vendors be improved?
- How much detail should be included in tender specifications?

Thank you for your attention

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