

Healthcare and care through distance spanning solutions

Mapping of national tools to support implementation of distance spanning solutions in the Nordic countries

September 2019



Mapping of national tools to support implementation of distance spanning solutions in the Nordic countries

Summary:

- CONNECT, Nordic tool for implementation of distance spanning solutions is used as inspiration material
- All five countries have national visions and strategies for ehealth including distance spanning solutions for healthcare and care
- All five countries lack of detailed strategies and implementation tools for distance spanning solutions for healthcare with regional responsibility
- Denmark and Norway have more detailed strategies and also implementation tools for distance spanning solutions with municipal responsibility (welfare technology)
- The mapping of distance-spanning solutions applied in Nordic municipalities and regions (VOPD block 1) identify that in all five countries there are existing local tools for change management in most regions that could work for implementing distance spanning solutions. But coordination and finding best practise for structured implementation is not on the Nordic countries national agendas.

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CONNECT

Nordic project 2015-2017

**CONNECT – Nordic toolbox with best practise
from 10 municipalities in the nordic countries**



Nordens
välfärdscenter

What is CONNECT?

- An attempt to create/identify a **complete process** on how to work with welfare technology optimizing the chance of successful implementation
- Creating a **complete toolkit**, equipped with Best Practice-tools for each identified step in the process
- **Bottom-Up based Best practice**: Ten selected municipalities created the tools, with support from national authorities



CONNECT tool box - a process in nine steps:

1. Vision
2. Strategy
3. Communication plan
4. Needs-Analysis
5. Market Screening
6. Evaluation model
7. Procurement Plan
8. Implementation Model
9. Effect Monitoring



CONNECT – a toolbox available in all Nordic languages and English

Download from:

<https://nordicwelfare.org/en/publikationer/welfare-technology-tool-box/>

During 2018-2019 Nordic Welfare Centre has had a dialog with over 50 municipalities in all five Nordic countries.

All municipalities gives feedback that CONNECT foremost is used as inspiration material and not as a functional implementation tool.



Welfare Technology

Tool Box

Denmark

National tools to support implementation of distance spanning solutions

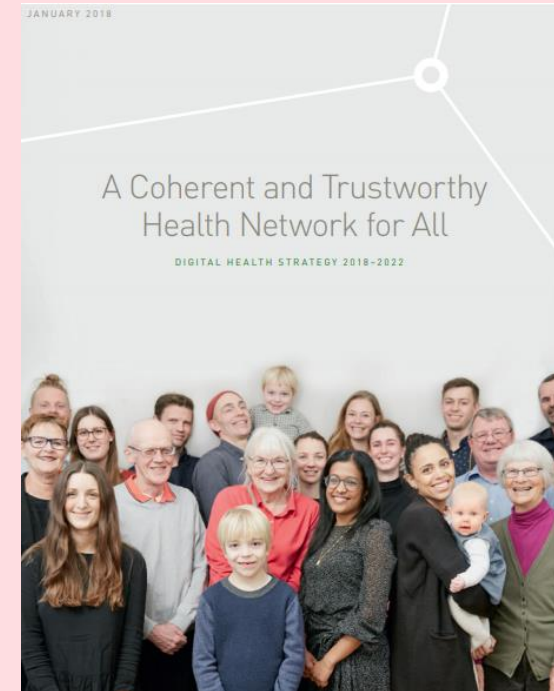
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Denmark - Digital Health Strategy 2018-2022

"A Coherent and Trustworthy Health Network for All" is the title of the strategy, that will ensure that Denmark will continue to lead the way with digital solutions that boosts digital healthcare collaboration for every patient.

The strategy will ensure the continued momentum towards a more holistic effort to enable hospitals, municipal health services, the GP's and other public and private participants throughout the health system to co-operate in an integrated network focused around patients.



Download from:
<https://sundhedsdatastyrelsen.dk/da/diverse/download>

Denmark - Digital Health Strategy 2018-2022

Five focus areas

- The strategy underline the importance of more efficient implementation of common building blocks
- But there seems not to be developed any national specific implementation tools to use for regions



Denmark – Tools for implementation of welfare technology

- In order to support implementation work, the Center for Velfærdsteknologi, in collaboration with municipalities and other cooperators, has prepared a number of guidelines and tools.
- Center for Velfærdsteknologi is run by KL – Local Government Denmark

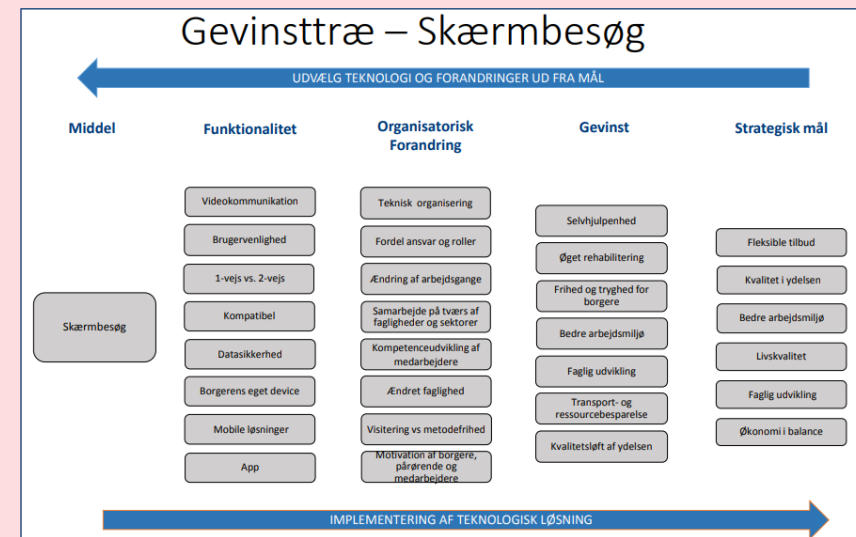
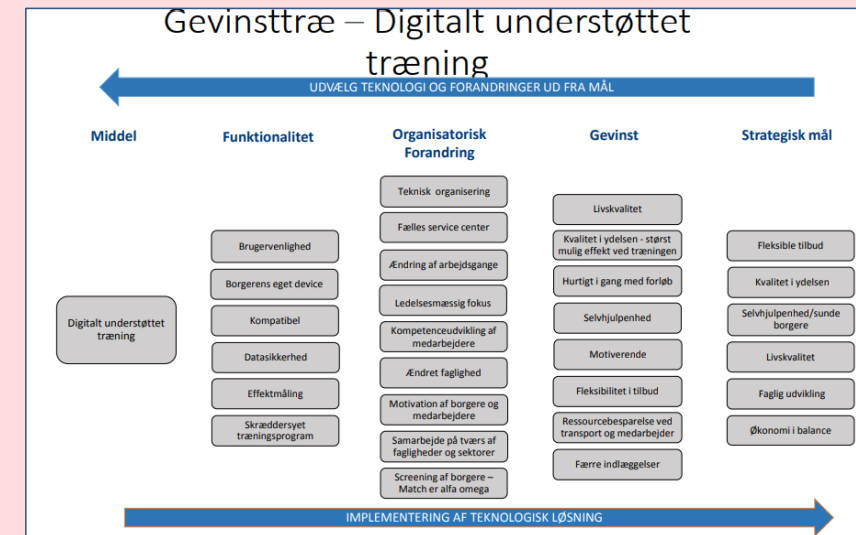
More information on: www.kl.dk/kommunale-opgaver/velfaerdsteknologi/

Focus areas 2017-2020 – services that are prioritized and shall be implemented in all municipalities

- Digitalt understøttet træning
- Skærmbesøg
- Teknologier til (funktionel) mobilitet
- Teknologier til patientrettet forebyggelse

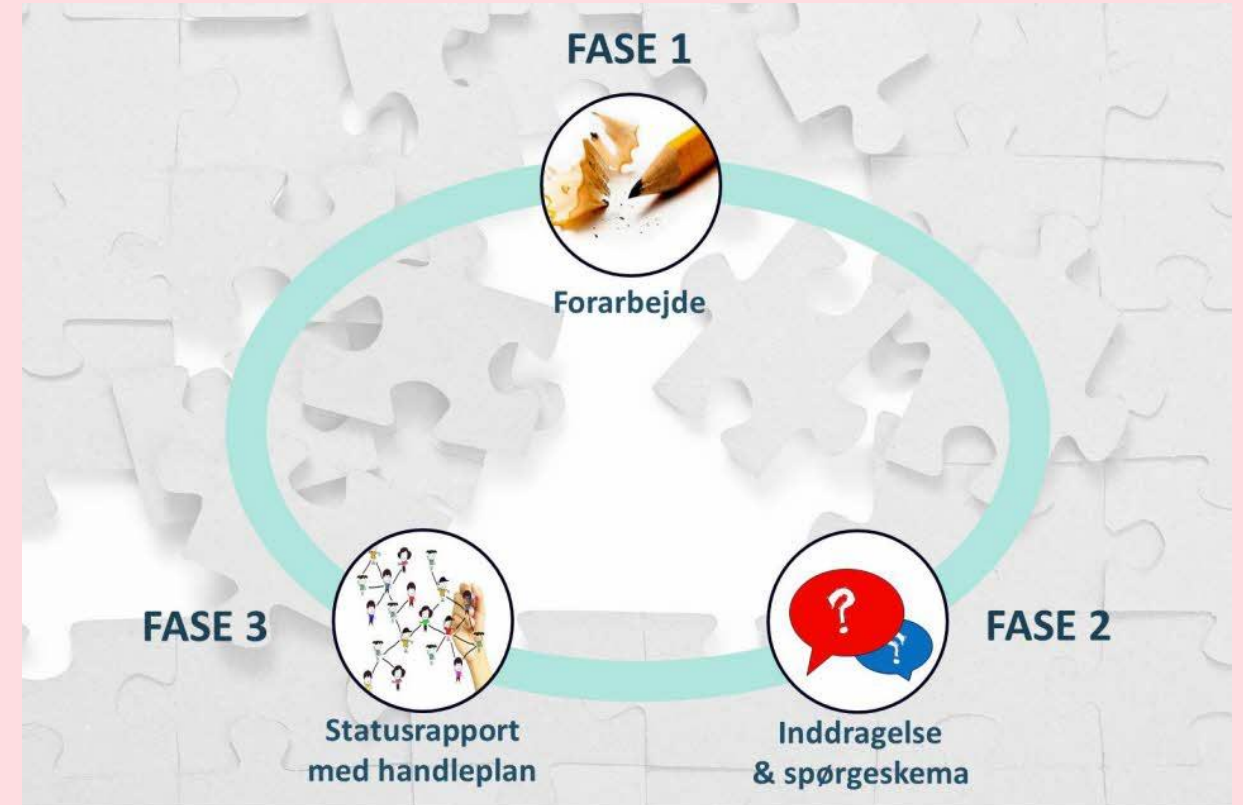
For each area has business cases etc been developed.

More information on: <https://www.kl.dk/kommunale-opgaver/velfaerdesteknologi/evalueringsrapporter/>



For each of the prioritized focus area a specific implementation tool has been developed

1. FASE 1: FORARBEJDE
2. FASE 2: INDDRAGELSE & SPØRGESKEMA
3. FASE 3: STATUSRAPPORT MED HANDLEPLAN



Finland

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Finland - eHealth and eSocial Strategy 2020

- The objective of the strategy is to support the renewal of the social welfare and health care sector and the active role of citizens in maintaining their own well-being by improving information management and increasing the provision of online services.
- To achieve these ends, it is essential to make active use of information related to social welfare and health care services and to refine it into knowledge that will support both the service system and individual citizens.

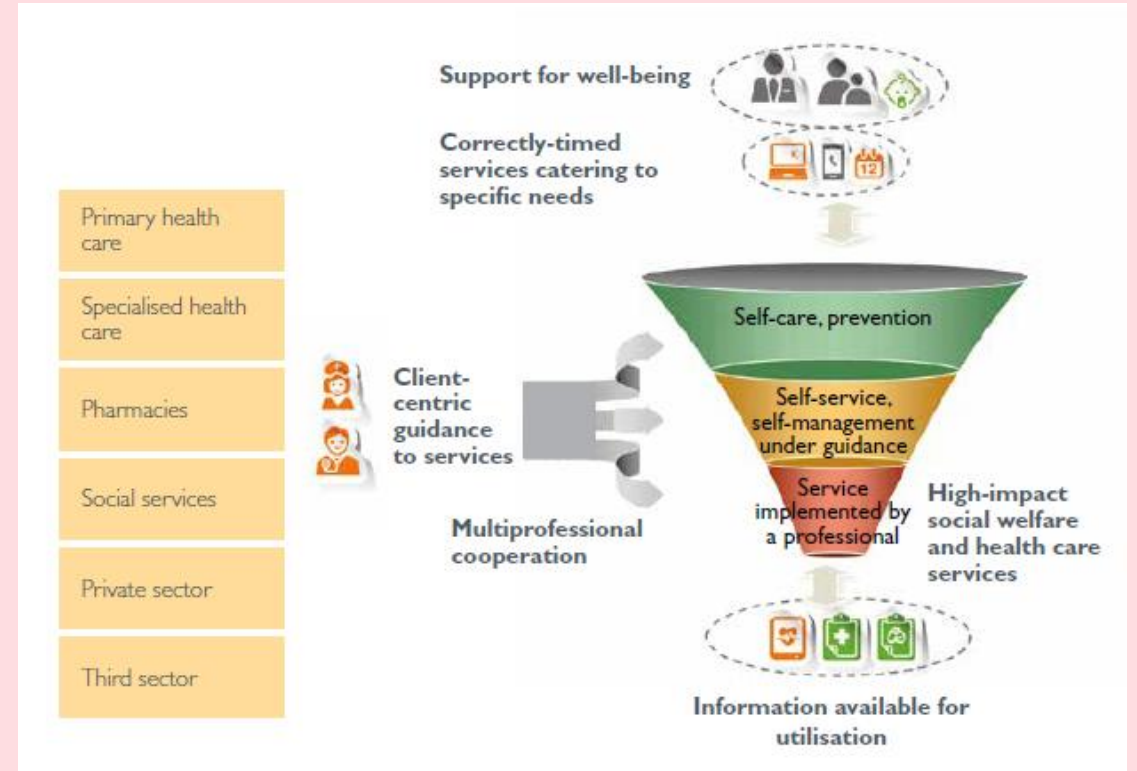


Download from:
<http://julkaisut.valtioneuvosto.fi/handle/10024/74459>

Finland - eHealth and eSocial Strategy 2020

ICT-solutions support the renewal of services

- The strategy work in the area of information management is based on a broader strategy for social and health policy titled "Socially Sustainable Finland 2020".
- No national specific implementation tools for regions and municipalities seems to be included in the strategy



Finland – Tools for implementation of distance spanning solutions

- No national tools has been identified
- Exampels such as testbeds are given in mapping (block 1) of regional tools as successful implementation methods
- Project are identified that are financed by the Finnish government in developing tools for digitalization in healthcare and care. One example is “SOTEPEDA 24/7 2018-2020”

More information on (in Finnish): <http://sotepeda247.fi/>

Iceland

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Iceland – National eHealth Strategy 2016-2020

Main Objectives:

1. Ensure secure and seamless access for health professionals to patient information whenever and wherever needed
2. Ensure secure and seamless electronic access for consumers to their own health information whenever and wherever needed
3. Ensure security and quality of health information within electronic health records
4. Enhancement of electronic health record data retrieval and information dissemination is needed



Download from:

https://www.landlaeknir.is/servlet/file/storeg3/it/em28955/National_eHealth_Strategies_January_2016_final.pdf

Distance health services in Parliamentary Resolution on a strategic regional plan for the period 2018-2024

A.5 Distance health services

Project goal: To improve health services by exploiting the latest technology and telecommunications in service provision

Through the role out of distance health services the government shall seek to equalize public access to general and specialist health services, e.g. doctors, nurses, midwives, psychologists and speech therapists. Alongside this, electronic dissemination of health services shall be utilised to increase access to specialist knowledge and thereby mutual professional consultation, collaboration and co operation and in this way facilitate teamwork within the health services. The success of the project will be measured, for example, in the number of persons using specialist services over the internet.

Responsible authority: Vel ferðarráðuneyti (Ministry of Welfare)

Party responsible for implementation: Þróunarmiðstöð h eilsugæslunnar (Healthcare Development Centre)

Examples of collaborating parties: Healthcare institutions throughout the country, regional associations of local authorities, and individual local authorities

Period: 2018-2024

Proposed funding: ISK 140 million from the regional plan

Iceland – Tools for implementation of distance spanning solutions

- No national tools has been identified
- “Innovation and Technical Policy 2017-2019” does not include tools for implementation
- A recent developed structure, June 2019, for implementation support of distance spanning solutions in healthcare sector has been presented by the Ministry of Health.
- The National eHealth Strategy 2016-2020 seems to have had a large impact on services like Heilsuvera (National Citizen Health Portal)

More information on:

www.government.is/topics/science-research-and-innovation/science-and-technology-policy-council/

www.heilsuvera.is

Norway

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Norway – Policy on eHealth including strategy and Action plan for eHealth 2017-2022

Norwegian Directorate of eHealth (NDE) is responsible for implementation of Norway's policy on eHealth.

NDE's principal responsibilities:

- National steering and coordination of eHealth through close cooperation with regional health authorities, local authorities, technical organizations, and other interested parties.
- Develop and administrate digital solutions that will improve and simplify our health and care sector.

NDE's Social Commitment:

- Contribute to making Norwegian health and care sector holistic and evidence-based endeavor, which utilizes the new technological possibilities and involves the people in order to achieve better public health, better results from the health and care sector, and better use of the resources.
- Motivate and stimulate the development of better eHealth solutions.

Strategy and Action plan for eHealth 2017-2022



Download from: <https://ehelse.no/strategi>

Implementation tools via National Welfare Technology Program

- Nasjonalt velferdsteknologiprogram (National Welfare Technology Program) is a collaboration between The Norwegian Association of Local and Regional Authorities (KS), the Norwegian Directorate of eHealth (NDE) and the Norwegian Directorate of Health
- The National Welfare Technology Program shall contribute to welfare technology becoming an integral part of the health and care services by 2020
- 340 municipalities is in the program (June 2019) using the national tool "Roadmap for service innovation and welfare technology"

Recommendations* from National Welfare Technology Program

Welfare technologies in focus 2014-2017:

- GPS tracking - products and services
- Electronic/automatic medicine dispensers
- Keyless locks
- Digital safety alarms
- Response services
- Technical requirements for safety technology

Welfare technologies in focus 2018-2020:

- Digitalt tilsyn
- Oppgraderte sykesignalanlegg/pasientvarslingsystem
- Logistikkjøring for mer optimale kjøreruter og bedre kvalitet på tjenester

*based on two gain implementation reports, see more information on:

www.ks.no/globalassets/forste-gevinstrealiseringsrapport-nasjonalt-velferdsteknologioprogram.pdf

<https://www.ks.no/globalassets/1.0-andre-gevinstrealiseringsrapport-med-anbefalinger.pdf>

National tool/roadmap: "Roadmap for service innovation and welfare technology"

Developed by The Norwegian Association of Local and Regional Authorities (KS) and consist of six phases:

Phase 1 - Anchoring

Phase 2 - Insight

Phase 3 - Service development

Phase 4 - Pilot

Phase 5 - Transition to operation

Phase 6 - New practice

More information on:

www.ks.no/fagomrader/innovasjon/innovasjonsledelse/veikart-for-tjenesteinnovasjon/

Veikart for tjenesteinnovasjon

Veikart for tjenesteinnovasjon er en verktøykasse for deg som vil skape bedre tjenester for innbyggerne i din kommune. Veikartet tar deg gjennom seks faser, fra behovet oppstår til ny praksis er satt i drift. Verktøyene du trenger presenteres i hver fase.

<p>Fase 1 - Forankring Hensikten med fasen er å definere kommunens utfordringsbilde og sikre at organisasjonen har en felles forståelse for både problem og mål. Vellykket arbeid med tjenesteinnovasjon kjennetegnes av grundig forarbeid, god planlegging og bred forankring.</p> <p>→</p>	<p>Fase 2 - Innsikt Godt tjenester skapes på bakgrunn av god innsikt i faktiske behov. Gjør grundig arbeid med å avdekke reelle behov og årsaker til problemer for dere velger løsning. Dette reduserer faren for at dere lager feil løsninger.</p> <p>→</p>	<p>Fase 3 - Tjenesteutvikling I denne fasen ommettes innsikten til ideer, som igjen videreutvikles til tjenestetilbud klar for pilotering. Det er viktig å involvere både brukere og ansatte underveis for å sikre forankring og treffrike løsninger.</p> <p>→</p>
<p>Fase 4 - Pilotering Pilotering betyr at tiltaket eller tjenesten prøves ut i en begrenset skala over tid for å sikre at alt fungerer som det skal. Hensikten er å avdekke feil og mangler, identifisere uforutsette problemer og dermed reduseres risiko.</p> <p>→</p>	<p>Fase 5 - Overgang til drift I denne fasen er det viktig å sikre at den nye tjenesten integreres i drift på en god måte. Dette innebærer planlegging og gjennomføring av implementering og eventuelle anskaffelser.</p> <p>→</p>	<p>Fase 6 - Ny praksis I ny praksis er det viktig å sikre at dere oppnår ønskede gevinster for brukere, pårørende og kommunen. Gevinstrealisering tar ofte lang tid, og krever gjennomgående handling og oppfølging. Synlig fremgang driver motivasjonen.</p> <p>→</p>

Norway – Tools for implementation of distance spanning solutions

- Norway has national tools for implementation of distance spanning solutions as described above with main focus on municipal responsibility
- The tools are developed for all levels in the organisations
- The National Welfare Technology Program continues according to Norwegian strategy and during 2019 reaching out to the municipalities that not are in the program via a “Quick guide”

More information on:

www.ks.no/fagomrader/innovasjon/innovasjonsledelse/veikart-for-tjenesteinnovasjon/kvikk-guide-til-velferdsteknologi/



Sweden

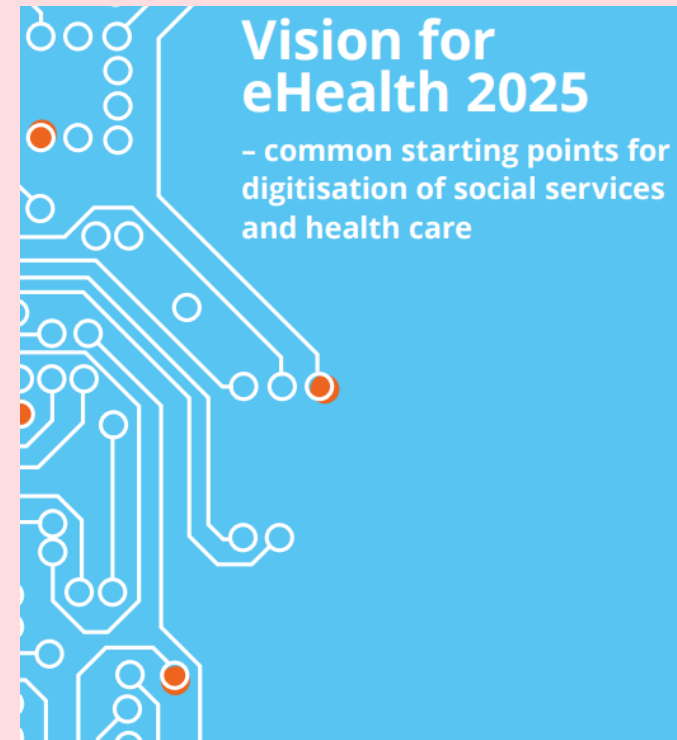
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Sweden - Vision for eHealth 2025

- The Government and the Swedish Association of Local Authorities and Regions want to support efforts to make use of the opportunities of digitization in social services and health care, and have decided to endorse a common vision for eHealth up to 2025.
- In 2025, Sweden will be best in the world at using the opportunities offered by digitization and eHealth to make it easier for people to achieve good and equal health and welfare, and to develop and strengthen their own resources for increased independence and participation in the life of society.



Download from: <https://ehalsa2025.se/in-english/>

Sweden –Action plan for eHealth 2017-2019

- The action plan includes an annual process. The work of implementing the action plan will follow an annual process according to a model. The aim is to create a structure for a proactive approach to regular planning, implementation, follow up, governance, reporting and dialogue arenas.
- No national specific implementation tools for regions and municipalities seems to be included in the action plan



Download from:
<https://ehalsa2025.se/in-english/>

Sweden – Tools for implementation of distance spanning solutions. A number of recommendations has been published for specific areas

- The National Agency for Public Procurement - Guidelines for procurement of welfare technology
- The Swedish Association of Local Authorities and Regions) - Framework agreement safety/security alarms and alarm response. And also support to municipalities in the area of welfare technology
- Agency for digital development – Tools for business cases in public sector
- The Swedish Post and Telecom Authority (PTS) - “Digitaliseringsnurrän”, an interactive web based tool on municipal level with cost benefit calculations for implementing welfare technology in social sector

More information on:

https://www.upphandlingsmyndigheten.se/globalassets/publikationer/vagledningar/uhm_vagledning_upphandling-hjalpmedel-valfardsteknik_enkelsidig.pdf

www.skilkommentus.se/upphandling-och-ramavtal/vara-ramavtal-och-upphandlingar/ramavtal-och-avtalskategorier/digitala-tjanster/valfardsteknologi/trygghetslarm-och-larmmottagning/#tabpanel-1

<https://skl.se/integrationsocialomsorg/socialomsorg/digitaliseringinomsocialtjansten/valfardstekniksocialomsorg.2335.html>

<https://www.digg.se/digitalisering-av-offentlig-sektor/battre-arbete-med-nyttorealisering>

<https://digitaliseringsnurrän.se/>

Mapping of national tools to support implementation of distance spanning solutions in the Nordic countries

Reflections:

- Norway is the only country that has a national vision, strategy and working tools for implementing distance spanning solutions on municipal level. The “Roadmap for service innovation and welfare technology” has proven to work very well for 340 municipalities in Norway, and is viewed as an excellent example of a structure for change management.
- Denmark has through KL - Local Government Denmark, tools for implementing prioritized distance spanning solutions
- Iceland seems to focus more on distance spanning solutions in healthcare although no national tools for implementation are identified. Although a national structure to facilitate the transformation is recently launched (June 2019)
- Finland and Sweden has ongoing initiatives and guidelines for implementing distance spanning solutions but no national tools are identified