

Erasmus School of Health Policy & Management

Development of new competences for e-health

e-Health Forum Sopot Poland
Digital transformation in healthcare
19th September 2018




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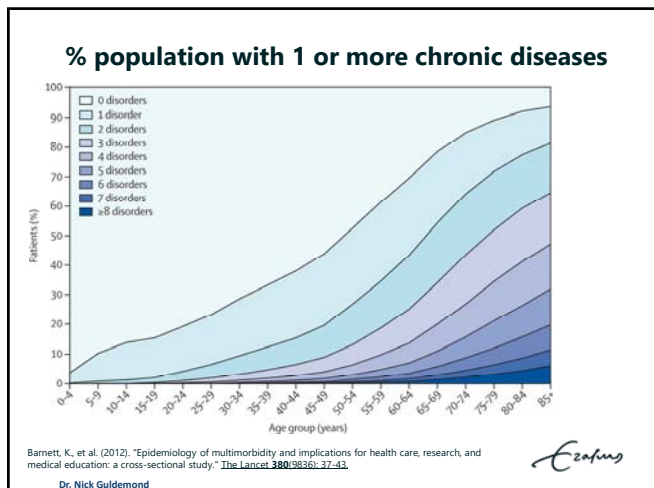
population aged (>65) in proportion to working population (15-65)

- 2007 EU
 - average \approx 1:4
 - differences between countries
- 2050 EU
 - 1:3 (NL)
 - 1:1.5 (Italy and Spain)
 - average \approx 1:2
- 2050 Asia
 - average \approx 1:1

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Shift to person centred care

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Person centred care


- Patient *'in the centre'*
- Maintain/increase *Quality of life*
- Personalised *treatment plan*
- Shift *roles & responsibilities*
- Further *integration & cooperation*



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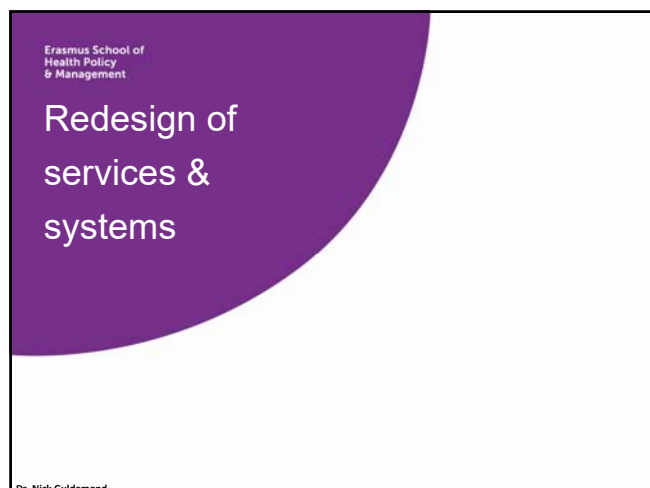
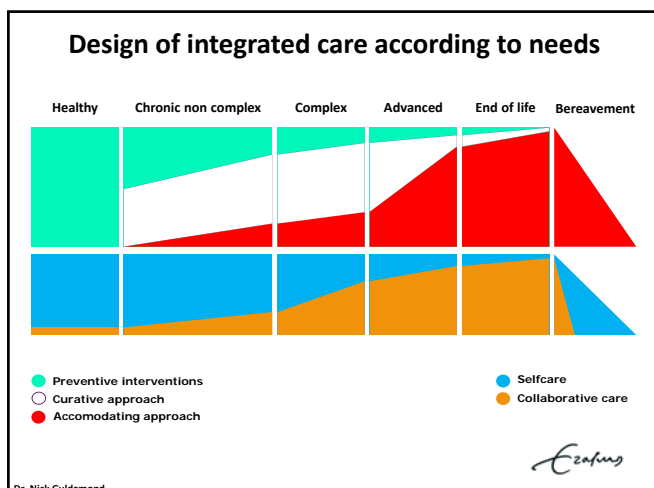
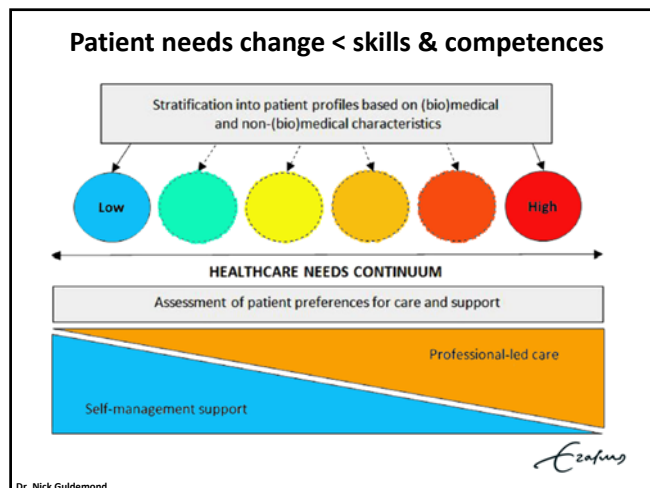
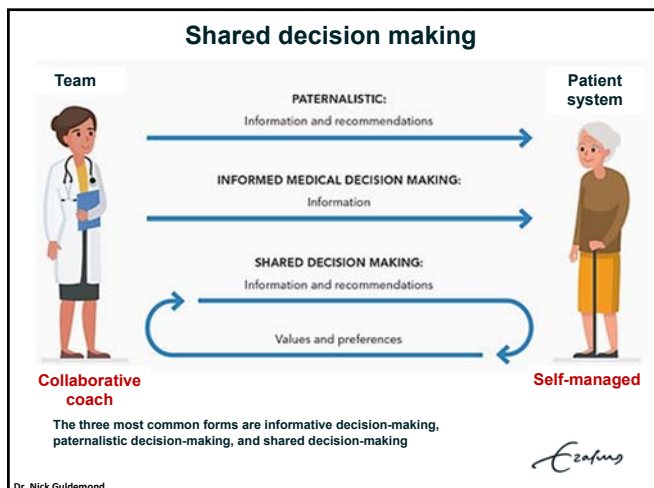
social (interconnected) health team



70% of medical errors due to bad communication
Joint Commission on Accreditation of Healthcare Organizations
effect on efficiency

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- ### Design thinking
- User-centred**
 - what people need & find important
 - Co-creative**
 - everyone relevant included
 - Process orientation**
 - Interrelated actions & events
 - Illustrative**
 - explicit & transparent to make insightful
 - Holistic**
 - context & different perspectives
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Service design thinking

Ana **João** **Teresa**

Jornada da Ana

01 02 03 04 05

patient journey

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Design thinking & Co-creation

		Patient Journey / Clinical pathway				
Indicators		Prevention	Screening	Early intervention	Disease management	End of Life Care
Needs	ⓘ ⚠					
Enablers	Ⓜ Ⓜ Ⓜ					
Activities	📄 📄 📄					
Interactions	👤 👤 👤					
Setting	🏠 🏠 🏠					
Technology	📱 📱 📱					
Outcomes	★ ★ ★					
Costs	€					

economic analysis

VOT LSE THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE Imperial College London

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Engaged Co-creation in communities

Health insurers Patient organisations & consumers Healthcare professionals

Industry Knowledge Institutions Population Social workers & charities

Public organisations Local government Local SME's Inventors

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Relation co-creation, Policy alignment & up-scaling

EU	<p>facilitating policy measures</p> <p>transferrability & up-scaling</p> <p>development</p> <p>implementation</p> <p>community based co-creation</p> <p>methodology</p> <p>Service models Technology Business models</p>
National	
Regional	
Local	

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Regional co-creation & up-scaling

Health~Holland

Co-creation

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Reference sites in Europe

Regions dedicated to implement & up-scale Active & Healthy Ageing innovations

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Conclusions

Healthcare improvement is...

*A comprehensive, interdisciplinary redesign of health & social services
to deliver greater value across the care continuum*

- Promote integrated, team-based care
- Empower synergy of peoples' expertise & competences
- Align processes and technology
- Direct continuous improvement through value measurement
- Reduce waste, variation and duplication



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Thank you!!

Make it happen.

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