



mHealthHUB

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*Regional Webinar "European
mHealth Hub Support for Country-
Level Implementation for the Western
Balkan Economies*



World Health
Organization



Junta de Andalucía
Consejería de Salud y Familias



This project has received funding from the European Union's Horizon 2020 research and innovation programme under the Grant Agreement No 737427

Agenda

Opening – RCC/SEEHN - WHO/ITU (10min)

EU mHealth Hub Overview & Examples (5 min)

Country Implementation (30 min)

- *Implementation Framework*: management, content, technology, recruitment, evaluation
- *Operationalizing* country-level implementation of mHealth programs

Next steps / Actions (10min)

- Implementation and/or Support *Role*

Open discussion among participants (35 min)

- Q&A





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Overview & Examples



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Hub overview



Website

- Joint collaboration of **ITU**, **WHO** and **Andalusian Regional Ministry of Health** (Spain) in digital health space. (H2020 project till Sept 2021).
- Implemented by a **Consortium** of **18 partners** from across Europe led by Andalusia.
 - *Governments*: SPMS (PT), Ministry of Health (ES).
 - *Healthcare systems*: Campania Region (IT), ProMIS (IT), Health Care Zagreb – Centar (HR), Region Jämtland Härjedalen (SE), Basque Health Service (ES).
 - *Tech sector*: HL7, PCHA (Europe), Ericsson NT (HR), Tallinn Tehnopol (EE), EHTEL, empirica.
 - *NGO, Academia*: i~HD, University of Agder (NO), University of Applied Sciences Technikum Wien (AT), MDOG (NL), European Society of Cardiology (ESC).
- **Knowledge sharing and innovation fostering** in mHealth programs at large scale.

Hub overview



- **Toolkits**
 - **mHealth Assessment Frameworks** - June 2020
Assist decision makers in creating/ adopting AF; provide grounds for common assessment components across borders.
 - **national implementation of specific mHealth intervention** - November 2020
Diabetes and mHealth (prevention, integration in health systems, etc.)
 - **integration of mHealth into health systems** - July 2021 (already working on it)
Governance, Reimbursement, Interoperability, Architecture, Change Management, Clinical Evidence, Assessment, etc.
- **Contributions to policy framework** - June 2021
mHealth policy areas: mHealth strategies, governance and change management, interoperability, innovation funds and reimbursement, privacy and data security, impact of innovations, public health prioritization in times of emergencies.
- **Services Portfolio on mHealth**
Aimed to countries or other organizations.
- **Ethics on mHealth**
Code of ethics for the Hub and ethical considerations in the toolkits and policy framework.



Hub and COVID-19 response through the EU Toolbox



- Launch : mid March; currently > 50 apps
- Early mapping of Hub expertise in response to EC Recommendation (Annex)
- **Areas** where the Hub can contribute carrying out actions:
 - Evaluation and accreditation of national apps
 - Data sharing and Interoperability
 - Integration of mHealth solutions into health systems
 - Monitoring the effectiveness of the apps



Key messages



- Respond to increased demands from countries and regions for supporting Digital Health
- Make use of an integrated set of knowledge tools to provide guidance to countries. The Hub's mission is to **extend this knowledge** to address continuously evolving and more complex topics that need to be handled at the system level
- Call on countries, health public or private institutions, research institutes, to join forces in this global effort for **developing strategic plans for the integration of mHealth** and to take an active part in future Hub activities



Key messages



- Work together with ITU-WHO-Andalusian Regional Ministry of Health in Spain-mHealth Hub-EC in a **joint cross-sectorial collaboration to ensure timely and efficient** delivery of mHealth services where needed and when needed
- Facilitate sharing of experiences between countries and the learning process from these experiences
- Help **achieve high impact on the national health systems**
- **Institutionalize knowledge and expertise on Digital Health**
- Participate in this collective effort at EU level, especially in these difficult times of COVID-19





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Engagement Opportunities



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1. Country/Region Implementation
2. Co-creating content for Hub products and services
3. Piloting Hub products and services
4. Sharing lessons learnt
5. Strategic support



Levels of Country Engagement

Option 1

- **Implementation and scaling up** of disease specific national **mHealth** program as outlined in Hub toolkits
- **5 components:** operations, content, technology, recruitment, evaluation
- **mDiabetes** and other toolkits available

Option 2

- **Pilot** European mHealth Hub knowledge tools (assessment frameworks, implementation toolkits, policy guidance), provide input and feedback to ensure guidance is appropriate and covering country's needs
- **Co-creation** of knowledge tools
- Sharing **lessons learned** from existing national mHealth programs

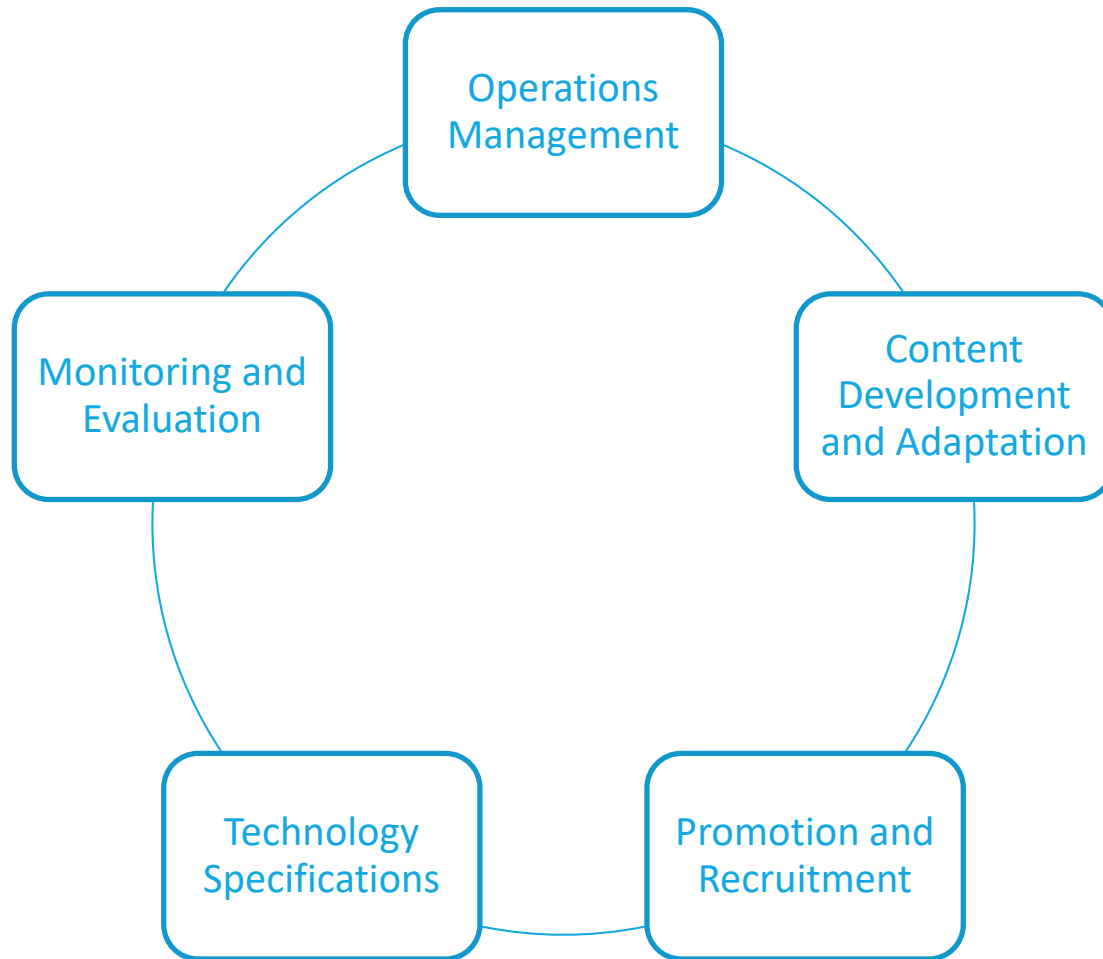
Option 3

- **Strategic Support:** i.e. hosting workshops, financial, monitoring and evaluation, in-kind (staffing)





Option 1: Country Implementation



Next Steps: Country Implementation

1. Review knowledge tool on mDiabetes
2. Assess political willingness
3. Prepare expression of interest letter from government
4. Explore funding options
5. Check in after two weeks for follow-up



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Option 2



pilot

EU mHealth
Hub knowledge
tools



co-create

new tools: guidance kits,
assessment frameworks,
implementation handbooks, etc.



share

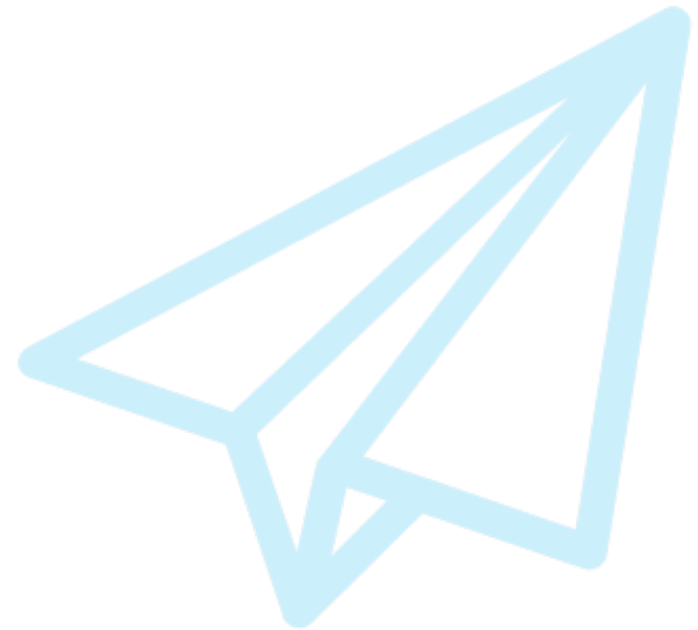
lessons learnt from existing
mHealth programmes

Pilot

Digital
Application

Assessment
frameworks

Toolkits and
handbooks

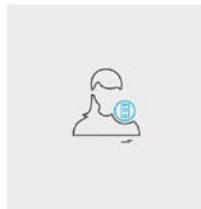


- does it respond to country/end user needs?
- does it facilitate/contribute to mHealth implementation?
 - what could be added/improved?
 - is content appropriate?



mHealth assessment
frameworks

[SEE MORE](#)



Ethics

Co-create

Help develop new tools and knowledge assets that could promote sustainable and effective mHealth integration and implementation

MHEALTH ASSESSMENT FRAMEWORKS

- WEB-BASED INFORMATION **Health Apps Assessment Frameworks in Europe**
- WEB-BASED INFORMATION **Health Apps Repositories in Europe**
- REPORT **D2.1 Knowledge Tool 1. Health Apps Assessment Frameworks – Draft Report V 0.2**



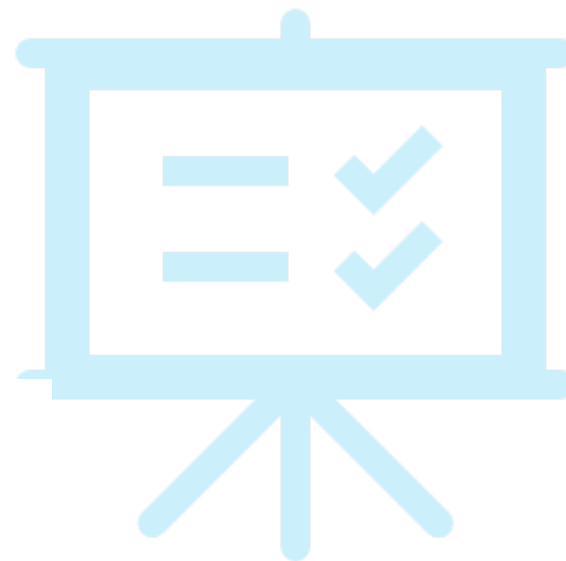
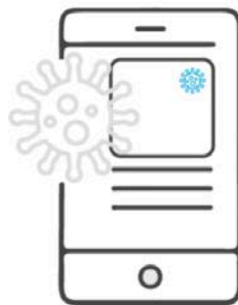
Share

Experience and lessons learnt in implementing mHealth projects and initiatives, as well as evidence-based findings with regards to what works and what does not

MHEALTH SOLUTIONS FOR MANAGING THE COVID-19 OUTBREAK

mHealth solutions for
managing the COVID-19
outbreak

[SEE MORE](#)



Option 2: Knowledge Tools to support Member States

KT1: Assessment frameworks of mHealth solutions

KT2: An intervention-specific mHealth programme (mDiabetes)

KT3: Integrating innovations into healthcare systems

WP5: mHealth Policy Framework



Assessment frameworks (AFs) in mHealth

Assist countries in creating/ adopting/improving AFs; grounds for common assessment components.

- The consolidated **Knowledge Tool 1 draft will be shared soon** with eHN and interested countries.
 - **24 AFs** reviewed and **16 health app repositories** identified.
 - Comprehensive approach: 12 quality domains, split into criteria.
 - First **webinar** (June '20): direct participation of a **third of AF owners** (8).
 - Attention paid to **specific topics**, e.g. mHealth market or patient organisations.
- In KT1, countries or regions are welcomed to:

- Provide feedback to the KT1 draft.
- Share assessment experiences and learnings through a post in the Hub website.
- Participate in future webinars or dissemination activities.
- Disseminate the online material on KT1 within their own networks.
- Explore, in collaboration with the Hub, a more specific and tailored development of KT1, adapted to their context and needs.
- Test the utility of KT1 for the creation, adoption or improvement of an AF.



national implementation of specific mHealth intervention: diabetes and mHealth

- KT2 will provide guidance that can be tailored according to specific needs on the ground, to facilitate the transfer of validated, innovative good practices that are intervention-specific and can support multimodular, progressive implementation of customized mHealth programmes.
- Due date for consolidated EC deliverable: November 2020
- In KT2, countries or regions are welcomed to:

- Participate in a Delphi study, or suggest participants, to help set the program specifications.
- Contribute to a Blueprint “personas” approach.
- Share validated, evidence-based and innovative experiences for applying mHealth to diabetes (on a large-scale), special attention to integration with health systems.
- Share specific experiences on diabetes prevention through mHealth.
- Participate in the adoptability evaluation.
- Provide feedback to the draft deliverable, when ready.
- Participate in future webinars, workshops or dissemination activities.
- KT2 as tool to be tested in one country (the Hub providing implementation support).



How to integrate mHealth in real health systems

KT3 will develop guidance based on existing mHealth integration experiences including aspects such as:

Governance, Reimbursement, Interoperability, Architecture, Change Management, Clinical Evidence, Assessment, etc

More specifically, initiatives with presence of:

- Integration with Electronic Health Record
- Integration with patient portal / gov repository
- Enabling communication health professionals – patients
- Data protection
- Mechanisms for authentication / authorization
- Assessment and reimbursement elements endorsing the initiative
- Evidence and impacts generated by the initiative

• In KT3, countries and regions are welcomed to:

- Submit national or regional experiences for its potential inclusion in KT3. (17th July)
- Share integration experiences and learnings through a post in the Hub website.
- Participate in future webinars or dissemination activities.
- Provide feedback to the KT3 draft, when ready.
- Explore, in collaboration with the Hub, a more specific and tailored development of KT3, adapted to their context and needs.
- Test the utility of KT3 for the integration of mHealth in health systems.



WP5: mHealth Policy Framework

Policy Frameworks for adoption of innovations in digital health

- Assist countries in adopting Policy Frameworks for European cross border adoption of innovations in digital health. Policy Areas:
 - mHealth strategies and governance models,
 - Integration mechanisms with eHR and interoperability
 - Business models, innovation funds and reimbursement
 - Ethical and regulatory issues
 - Patient empowerment
 - Assessing the impact of the innovations
 - ICT infrastructure
 - Health emergencies
- Development cycle based on desk research and countries interviews
 - Draft 1 : end of August 2020
 - Draft 2: end of September 2020
 - Draft 3: end of February 2021 (Consultation process)
 - Final deliverable: end of June 2021
- Monitoring innovation trends in Europe
- In WP5, countries and regions are welcomed to:

POLICY AREA No X
POLICY DESCRIPTION <i>(Basic information about main goals, expected outcomes...)</i>
POLICY OPTIONS (Part I) <i>Design / Implementation / Evaluation</i>
a) How did they choose the policy? <i>Where and which was the MOTIVATION? (e.g. political will, external opportunities, societal demands)</i>
b) FACTORS that had big influence in the DECISION
POLICY OPTIONS (Part II) <i>Design / Implementation / Evaluation</i>
Organizational architecture and actors <i>Through which POLITICAL BODIES/ENTITIES did the govts of countries/regions choose to design/implement/evaluate the policy? (E.g. Digital Health Departments within govts; non-for profit or independent entities...)</i>
POLICY OPTIONS (Plan III) <i>Design / Implementation / Evaluation</i>
<i>Summary and description of the different existing policy options (option A, B, C...)</i>
LEGAL CONSTRAINTS leading to shaping up the policy <i>(identification and description of those legal constraints)</i>
IMPLICATIONS OF THE ABOVE CHOICES (Policy options) <i>Implications in different aspects</i>
Policy example 1 (Country)
Policy example 2 (Country)
Policy example 3 (Country)
Analysis: main findings
Gaps identified
Trends identified
Suggestions / Recommendations (mainly for policy makers & implementers)

- Contribute short technical papers in these Policy Areas
- Share experiences or express their wish to participate in an interview related to their digital health Policy landscape



Next Steps: Piloting, Co-creating, sharing lessons learnt

1. Review knowledge tools (KT1, KT2, KT3, WPP5)
2. Assess political willingness
3. Prepare expression of interest letter from government
4. Explore funding options
5. Check in after two weeks for follow-up



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Option 3: Strategic Support

Example: Norway

Toolkit Development:

mBreatheFreely workshop in Tromsø

Sharing Lessons:

national mHealth program for chronic diseases in Norway

Secondment:

Per Hasvold, BHBM Technical Officer, 4 years





How might a Country contribute to Option 3: Strategic Support?

Intellectual Support to PID/Informal experts	Staffing support to secretariat	Become a pioneer country
Communications & political support for the initiative	Consumer/ Patient Data to help us refine tools	Fundraising Support
Contributions for Country Efforts	Annual Contribution	Existing mHealth tools/Intellectual property



Next Steps: Strategic Support

1. Review EU mHealth Hub Knowledge Tools
2. Select a knowledge tool to support
3. Prepare expression of interest letter from government
4. Follow-up with EU mHealth Hub to discuss next steps





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Questions and Answers



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European mHealth Hub Support for Country-Level Implementation

- Next Steps for engagement

If your country will be willing to engage with the European mHealth Hub, please send at your earliest convenience an e-mail to info@emhh.eu specifying in which option:

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Open discussion

1. **Specific needs** related to mHealth developments in terms of **technical and policy support and guidance**
2. **Specific expectations** on how the **Hub** can **assist your country** in terms of **processes, services, knowledge base**
3. Examples of **integration of mHealth** services in national or regional health systems. Major **enablers and** major **barriers** preventing the **operationalization** of your mHealth program/initiatives
4. mHealth use to address **response to COVID-19 in your country. Lessons learnt**
5. National, regional or institutional experiences in **mHealth sharing**
6. **Learning and applying** expertise in **mHealth developed in another country**
7. **Working collaboratively** with mhealth **Hub** and other **countries** in defining the mHealth services addressing European context issues such as **cross border functionality of apps and adoption of innovations**





Looking forward to supporting and implementing large-scale mHealth programs together

Thank you



http://mhealth-hub.org/contact_us



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