

Folder eCC_00021414 is in stage Annual_Report_Review

Name of the University, Hospital, Research Institute, Academy or Ministry

University Hospital of North Norway (UNN)

Name of the Division, Department, Unit, Section or Area

Norwegian Centre for e-Health Research (NSE)

City Tromsø **Reference Number** NOR-18

Title WHO Collaborating Centre for Digital Health and Telemedicine

Report Year 09-2020 to 09-2021

1. Annual report on the agreed workplan

Describe progress made on the agreed workplan. For each activity, detail (1) the actions taken, (2) the outputs delivered, as well as (3) any difficulties that may have been encountered. Three responses are expected. [maximum 200 words per activity]. Indicate, if an activity has been completed previously, has not yet started or has been placed on hold.

Activity 1

Title: Conduct research and develop evidence on the digitalization of primary care, health systems and public health

Description: To provide digital health research relevant to the European Region and in supporting the strategic directions of the Regional Office's digital health flagship.

Status: completed

End conference for the project "3P Patients and professionals in partnership" in December 2020.

(<https://ehealthresearch.no/en/projects/3p>) The project presented new care models for people with chronic diseases, which take advantage of new technologies and better ways of organising health services:

- eClinics, mobile teams, interdisciplinary care teams
- Good practices, home-monitoring, active citizen networks
- Better ICT communication to access patient data

All published academic papers from 2020-2021 are available on our website;
ehealthresearch.no/en/publications

Activity 2

Title: Generate evidence relating to deployment of digital health for pandemic preparedness

Description: - Deliverables used to support the adoption of digital health in Member States in responding to COVID-19

Status: completed

- Country vignette describing Norwegian experiences, co-produced together with WHO Europe: "Use of eHealth tools in primary health care during the COVID-19 pandemic." (Lundberg et al, 2021): <https://www.euro.who.int/en/health-topics/Health-systems/primary-health-care/country-work/primary-health-care-country-vignettes>

- Therapists' experience of video consultation in specialized mental health services during the Covid-19 pandemic: Qualitative interview study (Gullslett et al, 2021)
- Covid-19 related misinformation on social media: A systematic review (Gabarron et al, 2021)
- E-consultation and sick leave: Examination of experiences with the exception of requirements for personal attendance during the covid-19 pandemic (Kristiansen et al, 2021)
- Machine learning and AI can improve the everyday lives of health professionals and patients (Skrøvseth, 2020)

Activity 3

Title: Under WHO's leadership, contribute to research and the development of frameworks, guidelines, and standards that support the design and implementation of national digital health architectures and tools.

Description: - To assist in providing technical expertise in the development of key digital health frameworks
- To contribute support in delivering a regional survey on digital health in the European Region

Status: completed

- Provided quick input to development of a concept note for a telemedicine network in Turkey (2021). Goal: increase coverage of services in primary health care by using mobile health teams.
- Participation in the BETTEReHEALTH project led by SINTEF, Norway: Human, Technological and Political factors for better coordination and support of e-health in Africa

Activity 4

Title: Support the delivery of WHO Symposia on the Future of Digital Health Systems

Description: - Assistance to delivery of strategically important events on digital health in WHO/Europe

Status: completed

- Contributions to development of programme, identification of speakers, technical materials, creation of webpage: completed previously, pre-pandemic lockdown

- The planned symposium in February 2020 was postponed. The new tentative date is Feb. 2022.

2. Annual report on other activities requested

Should WHO have requested activities in addition to the agreed workplan, please describe related actions taken by your institution [maximum 200 words]. Please do not include in this report any activity done by your institution that was not requested by and agreed with WHO.

3. Resources

Indicate staff time spent on the implementation of activities agreed with WHO (i.e. those mentioned in questions no. 1 and no. 2 above). Do not include any data related to other activities done by your institution without the agreement of WHO. Please indicate staff time using the number of "full-day equivalents" – a day of work comprising 8 hours (e.g. 4 hours work per day for 7 days should be recorded as 3.5 full-day equivalents).

Number of staff involved (either partially or fully)

Senior staff	Mid-career staff	Junior staff, PhD students
5	1	2

Number of full-day equivalents, total for all staff involved

Senior staff	Mid-career staff	Junior staff, PhD students
90	2	0

Implementation of the agreed workplan activities (i.e. those mentioned in questions no. 1 and no. 2 above) normally require resources beyond staff-time, such as the use of laboratory facilities, purchasing of materials, travel, etc. Please estimate the costs of these other resources as a percentage of the total costs incurred (e.g. if you incurred costs of USD 100 and the value of your staff time was USD 50 which makes the total of USD 150, please report 33.3% and 66.7%).

Percentage of costs associated with staff time	Percentage of costs associated with other resources	Total
85.00	15.00	100.00

4. Networking

Describe any interactions or collaboration with other WHO Collaborating Centres in the context of the implementation of the agreed activities. If you are part of a network of WHO Collaborating Centres, please also mention the name of the network and describe your involvement in that network [maximum 200 words].

- In February 2021, our centre was contacted by the Head of the Information Centre for International Health Protection at the Robert Koch Institute und Berlin / the Director of the WHO CC for the Global Outbreak Alert and Response Network, GOARN. The goal was to join as partner in an application for research funding, for a COVID-19 telemedicine project with the Charité Clinics in Uzbekistan. Objective: Evaluate telemedicine projects for Covid-19 in Uzbekistan, improve patient and provider satisfaction.