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

University of Hospital of North Norway

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

Norwegian Centre for Telemedicine (NST)

City Tromsø Reference Number NOR-18

Title WHO Collaborating Centre for Telemedicine

Report Year 09/2011 to 09/2012

1. Please briefly describe the progress made in the implementation of your agreed workplan as WHO collaborating centre during the past 12 months (or the reporting period listed above). Please report on how each workplan activity was implemented, if any outputs have been delivered, if any results have been achieved and if any difficulties have been encountered during this time. If an activity has previously been completed, has not started yet, or been placed on hold, please indicate this.

#### Activity 1

Title: support the Czech republic on the development of e-health

Description: Description of key activities:

- 1) comparative studies in the area of eHealth system (countries intended for inclusion to comparative studies – Slovak Republic, Austria, Germany, Norway, Israel)
- 2) know-how exchange (educational visits of Czech experts to countries included to comparative studies)
- 3) informative concept studies of health portal for general public
- 4) workshops presenting the outputs of realized studies

Two members of staff from the NST were assigned to support to the Czech Republic from September 2011 through April 2012. This was a new request from the Czech Republic following several activities in the country since 2007. The NST prepared a report comparing the eHealth systems of Canada, Denmark, Israel and Norway. AS far as we are aware of, the educational visit did not take place. The Czech Ministry of Health and the WHO country office organised a workshop in Prague on 13-14 April where the report was presented and discussed. The recommendations from the workshop are under consideration at country level

#### Activity 2

Title: Support the analysis and reporting of the Global eHealth Observatory survey

Description: The WHO CC will support the analysis and reporting of the Global eHealth Observatory survey in the European region. The utline of the report will be defined in a kick-off workshop with the survey secretariat in WHO-HQ. Parties will discuss other activities, like follow up of the WHO/European eHealth Trends study.

The NST has prepared an executive summary of the Global eHealth Observatory survey from 2009 in close collaboration with WHO-Euro and WHO-HQ. The report is under the final revision and will be published by the end of 2012.

A follow-up of the WHO/European eHealth Trends study has been discussed, but no conclusions made with respect to funding.

#### Activity 3

Title: Support developing eLearning courses

Description: The NST will support the development of e-learning modules within areas decided by the WHO. In addition, the NST offers hands on training in telemedicine/e-health and e-learning as well as other courses and research / training visits. The NST will investigate the potential for developing e-learning modules for telemedicine / e-health training. WHO Europe will promote and consider supporting participants from countries in need.

This topic has been discussed with WHO-EURO and WHO-HQ in the period, specifically on patient safety and maternal health. The NST has expressed willingness to assist with advice on the technology, organisation of modules and content production. The parties have agreed to explore funding opportunities for a joint eLearning project.

Within the NST, eLearning courses development and training are taking place on a regular basis upon request from national and international clients.

#### Activity 4

**Title:** Facilitate telemedicine networks for low and middle income countries

**Description:** The NST will facilitate collaboration between existing global telemedicine networks for improving health care in low and middle income countries. Based on other existing telemedicine networks in developing countries, such as the Swinfen Charitable Trust and The ITG Telemedicine Network the NST will facilitate contacts and support telemedicine consultations.

The NST is supporting the 'Swinfen Charitable Trust' and the 'Medecins Sans Frontieres' (Doctors without borders) by sending one member of staff to MSF office in Paris for three months.

#### Activity 5

**Title:** Mobile technology applications to promote public health

**Description:** Mobile technology applications that promote public health. The NST will help to identify and/or develop mobile based interventions to address public health issues and healthy living, e.g. smoking cessation, healthy diet, increase of physical activity.

Additional consideration will be given to web and mobile health applications for disease surveillance and tailored information to the public.

The NST participated in the NORAD high-level conference in Oslo City Hall 1 June 2012: 'A World in Transition: Charting a New Path in Global Health' and the workshop on 'Scaling and Sustaining New Technologies for Health'. The aim of the workshop was to identify issues and solutions regarding scaling and sustaining new technologies for health within low-income countries, using cases of scaling e- and m-health solutions as examples. This is an activity under the Innovation Working Group (IWG) created in 2010 to tap into the potential of innovations that can accelerate progress towards the health MDGs, in support of the Global Strategy for Women's and Children's Health.

There have been initial discussions with the WHO Tobacco Free Initiative in Geneva and follow-up e-mails.

#### Activity 6

**Title:** e-inclusion initiatives

**Description:** The WHO CC will explore potential opportunities for the E-inclusion initiative. This will include ICT support for combating disparities in health and social inequalities, e.g. develop e-health programs for people suffering from psychological diseases.

No specific WHO-CC activities between in this area have taken place in the period.

#### Activity 7

**Title:** Guidelines for country feasibility study

**Description:** In the area of implementation and methods, the WHO CC will revise the Guidelines for a Country Feasibility Study and advice on methods for evaluating telemedicine and e-learning programs. Based on NST's research, provide recommendations and assist in evaluating telemedicine and e-learning systems and services.

This action was discussed during a meeting in Geneva in February 2012. The NST proposed to remove it from the action plan as the WHO/ITU eHealth toolkit is being published as well as other extensive, recent recommendations and guidelines. However, there was interest from WHO side to do a joint revision of the 'Guidelines for country feasibility study'. This has not been finalised yet.

#### Activity 8

**Title:** Collaboration with WHO-CC in telemedicine and e-health

**Description:** Organize a joint Who Europe - WHO CC workshop / event every 2nd year for WHO-CCs and other WHO agencies working in the area of telemedicine and e-health.

It has been agreed to organize a joint WHO-NST event in 2013. Date, venue and theme are still to be decided.

2. Please briefly describe your collaboration with WHO in regards to the activities of the WHO collaborating centre during the past 12 months (e.g. means of communication, frequency of contact, visits to or from WHO). Please feel free to mention any difficulties encountered (if any) and to provide suggestions for increased or improved communication (if applicable).

Due to a challenging situation at the NST in terms of human resources in the previous period (2010-2011) few activities took place under the WHO-CC agreement. Therefore it was agreed to keep the work-plan from June 2010 for another period. Some of the activities were considered not so relevant any longer.

The last 12 months have been a very productive period for the collaborating centre. Although some of the actions described in the work-plan have not been achieved, others have been added. Two major new activities have been initiated in the period and are still going on. (1) The NST is supporting the Republic of Moldova with the development of an eHealth strategy. Three visits to Moldova have taken place from May to August. In addition the partners met in a meeting in Geneva in July. (2) The NST is supporting the work with the Health Atlas Project. This is a continuation of a WHO and the European Commission joint action to develop the project "Inequalities in health system performance and their social determinants in Europe", from 2007. The main aims of the project was to improve availability of and access to evidence on inequalities, including quality of care and the structural determinants of such inequalities across countries and regions in Europe. Also the NST has contributed to the development of the 2012 Compendium of Innovative Health Technologies and eHealth Solutions for Low Resource Settings by providing evaluation services for product and service entries.

The interaction between WHO and the centre is very good with frequent meetings and e-mail exchange. Meetings are based on needs, and primarily conducted via skype or telephone. Most issues are discussed via e-mail. Several members of NST staff have met with WHO in WHO HQ, in the WHO European office as well as in other venues (see the list below). Unfortunately, there have been no visits from WHO to the centre in the period.

27 February: Meeting in Geneva: Najeeb Al-Shorbaji, Misha Kay, Diana Zandi, (all WHO) Line Linstad and Tove Sørensen (NST). Presentation during lunch seminar: 'Introducing ICT in Zambia: Motivation, Management and Manpower' (Tove Sørensen)

28 February: Meeting in Copenhagen: Claudia Stein, Enrique Loyola and other colleagues from WHO, Line Linstad and Tove Sørensen (NST).

11-12 April: Meeting for Joint Action on Patient Empowerment in the European Region at the 1st European Conference on Patient Empowerment Copenhagen. Hege K Andreassen (NST)

13-14 April: Workshop in Prague, Czech Republic: Ivo Rakovac, Alena Steflova (WHO), Undine Knarvik, Per Hasvold (NST).

9-12 May: Inception visit to Moldova: Enrique Loyola, Jarno Habict, Silviu Domete (WHO), Hege K Andreassen, Tove Sørensen (NST).

15-16 May: WHO-cosponsored Conference on Climate change and health challenges in the North, Arkhangelsk, Russia: Svetlana M Bye (NST)

24-26 July: Meeting in Geneva: National eHealth Strategy Development. Country Experience and Next Steps. Tove Sørensen (NST)

6-11 August: eHealth strategy development: Workshop and meetings. Moldova. Jarno Habict, Silviu Domete (WHO), Hege K Andreassen, Tove Sørensen (NST).

3. Please briefly describe any interactions or collaborations with other WHO collaborating centres in the context of the implementation of the above activities (if any). If you are part of a network of WHO collaborating centres, please also mention the name of the network, and describe any involvement in the network during the last 12 months.

The NST has regular contacts with other WHO-CCs especially within the field of telemedicine and eHealth via e-mail, meeting and conferences. Antoine Geissbuhler (Geneva University Hospital) visited the NST on 17 February 2012. We have regular contact with Martin Raab and Claudio Zaugg at the Swiss Tropical and Public Health Institute as they are engaged in Moldova.