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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 Tromso **Reference Number** NOR-18

Title WHO Collaborating Centre for Telemedicine

Report Year 09-2013 to 09-2014

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

The activities (1-4) was finalised in April 2012 with a hand-over workshop in the Czech Republic. Untill now, there has been no request to the NST on further e-health support to the Czech republic.

The NST is engaged in a joint telemedicine project with the Nenets Autonomous Region (NAO). Pregnant women and children under one year living in the settlements of the region were monitored. A total of 314 tele-consultations were carried out, 185 pregnant women from 14 settlements and 22 children from 3 settlements were consulted, 514 tests were conducted.

The medical equipment is installed now in three remote places, Karataika, Bugrino and Nes, medical personnel have received training. The results from the telemedicine network will be presented at the conference in Naryan-Mar in November 2014.

To train health care professionals working in the region to work in the system of telemedicine consultations of the NAO the following activities were implemented: a start-up seminar in Naryan-Mar, three training seminars for health workers from rural health facilities, internship for the health specialists of the Nenets Autonomous Okrug at the University Hospital of North Norway. Training material and program were developed.

There were organized 22 interviews, seminars, lectures aimed at improving the skills of health workers remotely via videoconferencing.

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

The NST has expressed willingness to support the 2014 GOe survey.

The NST conducted a national eHealth Trends survey in November 2013 as a follow up to the WHO/European eHealth Trends study (2007-2009) which methodology could be expanded to other WHO member states.

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.

The NST has prepared a first version of an e-learning module of the 'WHO/ITU National eHealth Strategy Toolkit' (April 2014). The activity is put on hold until further notification from the WHO.

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.

This activity has been phased out as the person co-ordinating the activity is not working at the NST anymore.

On a general base, the NST is supporting developing countries in telemedicine and e-health. The NST is part of a project 'Satellite enhanced telemedicine and e-health for Sub-Saharan Africa programme- Study on sustainability, liability and business aspect, ending December 2014.

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 is working with the Norwegian Directorate of Health on the WHO/ITU 'Be He@lthy, Be Mobile' initiative on NCD.

The NST has agreed to support WHO in the field of m-health as the centre has several on-going m-health projects and services in the field of diabetes, lifestyle and smoking cessation. The 'slutta.no', web-site for smoking cessation was developed and researched by the NST and is now a product under the Norwegian Directorate of Health.

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.

The NST is engaged with initial discussions on collaboration with the WHO-HQ Department of Mental Health and Substance Abuse on a Weathering the storm: guided self-help for coping with adversity.

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.

There has been no input to the revision since it was last discussed between WHO-HQ and the NST in February 2012. Since then the ITU/WHO e-health strategy toolkit has been launched and there seem to be little interest in a special guideline for telemedicine. We would therefore propose to phase out this activity.

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.

This proposal was discussed during the meeting on NGOs and WHO collaborating centres for eHealth and Telemedicine in Geneva 13-15 April 2014. The meeting acknowledged the proposal to meet as WHO-CC and NGOs in official relations to WHO on a regular basis.

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).

Most meetings with the NST and WHO take place via Skype or phone. The frequency of meetings are need based, e.g. during preparations for meetings or proposals. Below is a list of face-to-face meetings with WHO and the NST during the last period.

17-18 October 2013, Tallin, Estonia. In light of European policy framework, Health 2020, the 2013 meeting in Tallinn was intended to take stock of Member States' efforts to strengthen their health systems in response to the 2008 Tallinn Charter, and share innovative initiatives that have helped to transform health systems in the WHO European Region. E-health was identified as one innovation to strengthen health systems. The Estonian Minister of Health provided an excellent example from the host country. Panelists from Greece, Norway and Sweden commented on the situation in their countries.

12-13 December 2013, Geneva. eHealth Technical Advisory Group(eTAG) meeting.

17-18 March 2014, Oslo, Norway. Be He@lthy, Be Mobile initiative. Meeting with representatives from WHO, ITU, Norwegian MoH, Norwegian Directorate for Health and the NST.

15-16 April 2014, Geneva. The 2nd meeting on NGOs and WHO collaborating centres for eHealth and Telemedicine.

15 May 2014. Meeting on the Health Atlas in WHO-Euro office, Copenhagen.

21 August 2014, Oslo, Norway. Be He@lthy, Be Mobile initiative. Meeting with representatives from WHO, ITU, Norwegian MoH, Norwegian Directorate for Health and the 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 is in regular contact with other WHO-CCs in the same field through WHO facilitated meeting like the 15-16 April meeting in Geneva. In the project 'Satellite enhanced telemedicine and e-health for Sub-Saharan Africa programme- Study on sustainability, liability and business aspect, Geneva University Hospital which is a WHO-CC is a partner together with the NST.

4. Please briefly describe any type of technical, programmatic, advisory or other support received from WHO during the past 12 months for the implementation of the agreed activities listed above (if any).

The NST has received support from WHO on the 'Health Atlas project' (this activity is missing in the listed activities above). The work has been delayed, but is now finalised.