# From Technologies to Services: Developing a Telehealth Services Code of Practice

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International Society for Telemedicine & eHealth (ISfTeH) www.isft.net

Telehealth Services Code of Practice for Europe (TeleSCoPE) www.telehealthcode.eu

#### Who is who?

- International Society for Telemedicine & eHealth (ISfTeH)
  - International federation of national Telemedicine/eHealth associations
  - NGO in Official Relations with the World Health Organization
  - Networking organization, enhancing the exchange of knowledge, experiences and good practices
  - Work being done on international good practice guidelines for teleconsultation
  - Open Source working group (links with IMIA and EFMI)
- Telehealth Services Code of Practice for Europe (TeleSCoPE)
  - European initiative, funded under the EU Health Programme
  - Completion and Launch in 2013
  - Consortium includes 13 partners in 7 Member States
    - ... but remit to consult with all 27 Member States









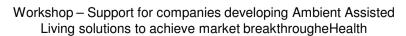


### Today's purpose?

Break out of the closed loop of telehealth and AAL pilots?













## Market barriers, solutions and experiences

- Awareness/trust/acceptance of technology integration and new service frameworks among care professionals, users, patients (cf. EC Communication and Staff Working Paper on Telemedicine for the benefit of patients, healthcare systems and society)
- Code of practice for service delivery (quality standards and guidelines for service delivery)
- Existing experience in the UK with a "Telecare" Code of Practice (Telecare Services Association)









#### **TeleSCoPE**

- Addressing telehealth in relation to:
  - Response and event recognition
  - Medication compliance
  - Disease management
  - Care management and
  - Health and fitness / lifestyle issues
  - ⇒ wider than just telemonitoring, addressing AAL applications
- Clarity on definitions (telehealth and related terms)
- Assessment of evidence base for telehealth interventions
- Referencing other standards, guidelines, good practices









#### **TeleSCoPE**

- Testing / validation of Draft Code
  - EU and country specific context (operational and technical)
  - Skills, knowledge, deployment of staff
  - Information systems and procedures for service continuity
  - Protocols for assessing, reviewing and utilising information
  - Systems for obtaining and renewing consents
  - Confidentiality and ethical service operation
- Fits with EU and Member States objectives, responds to their concerns and can influence EU agendas and support policy initiatives and new directives that relate to telehealth









#### **TeleSCoPE**

- Will help ensure that telehealth services do not simply respond to clinical agendas but will deliver on user empowerment, etc.
- Will help build understanding of (and confidence in) telehealth among a wide range of stakeholders
- Addresses training and education issues
- Will specifically complement and support activity in different Member States as service and regulatory frameworks evolve









#### **Conclusions**

- Service delivery aspects are important!
- Open, adaptable, interoperable systems and platforms
- Should be easy to use, intuitive
- TeleSCoPE will reference technical aspects such as interoperability; a new, common AAL service platform can obviously be referenced as well
- ISfTeH is available as a networking organization to share information about the technological solutions and platforms, and to receive input and feedback from the field







