

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

Frederic Lievens on behalf of

International Society for Telemedicine & eHealth (ISfTeH)  
[www.isft.net](http://www.isft.net)

Telehealth Services Code of Practice for Europe (TeleSCoPE)  
[www.telehealthcode.eu](http://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)

Service	Telecare Services Association (TSA) Code of Practice									
	TSB	TSB+	TSB++	TSB+*	TSB+**	TSB+***	TSB+****	TSB+*****	TSB+*****	TSB+*****
24-hour monitoring	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour response	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour repair	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour replacement	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour installation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour maintenance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour training	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour documentation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour reporting	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour incident management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour user support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour system support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour network support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour hardware support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour software support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour data support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour security support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour privacy support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour accessibility support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour interoperability support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour portability support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour scalability support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour flexibility support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour reliability support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour availability support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
24-hour performance support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

# 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