

# NEWSLETTER



**eHAction**

Joint Action supporting  
the eHealth Network



  [ehaction.eu](http://ehaction.eu)



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Union's Health Programme  
(2014-2020)

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# Foreword

by Isabella Weber,  
WP3 Leader

Dear Reader,

The fact that digitalisation, in particular the sharing of digital health data between different players in the healthcare sector, contributes significantly to a higher quality of care is already commonly known. Widespread also is the view that political decision-making processes that are necessary to implement digitalisation widely can be quite slow.

At the same time, everyone is aware that when you're sick, there's nothing more important in the world than getting better; quickly and with a high quality of healthcare. When you get sick while travelling abroad, it doesn't make things easier.

That raises the question: isn't a routine cross-border exchange of personal health data long overdue? How long will it take until all European Union citizens can make use of their digital health data, that is predominantly generated in out-patient care facilities and in hospitals, in a cross-border context? I am proud to tell you that the answer can be found partly here, in the second edition of the eHAction newsletter. It provides insights from the current work progress by Work Package 4 (Empowering People), views from the European Commission and an update on upcoming events.

The experiences I gained as project coordinator of the JAsEHN project, coordinating 28 different countries towards one direction, taught me that it takes time, patience and a certain degree of perseverance to reach one single milestone that all can agree about. Every single milestone is part of an overall political and technical construct that aims at enabling a secure and sustainable exchange of health data across European countries. I accepted this challenge with the motivation to be part of this exciting process and to accompany this pioneering work.

I am therefore delighted to see that the work of eHAction integrates results from JAsEHN and further builds upon these in order to reach the overall goal, namely a better and faster quality of care for every single European Union citizen!

I wish you an inspiring read,

**Isabella Weber**  
eHealth Project Lead & eHAction WP3 Leader

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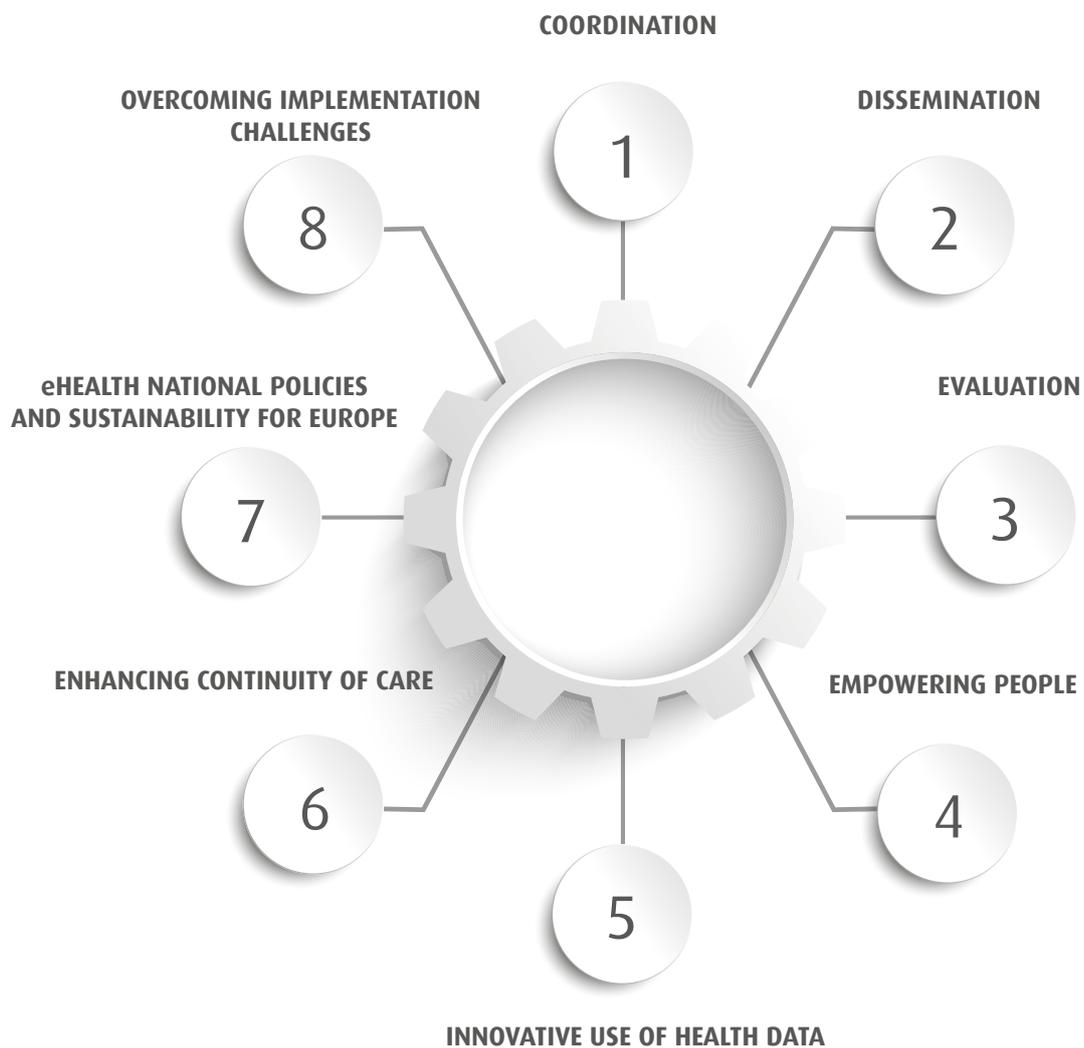
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# Who are we?

eHAction is the 3rd Joint Action supporting the eHealth Network.

Co-financed by the EU 3rd Health Programme, this Joint Action is a collaborative action between EU Member States and also other European Countries, who are committed to deliver sustainable, economic and social benefits for European eHealth systems and services.



# Meet the European Commission's Head of Unit

## Ioana Gligor



▲ Ioana Gligor | European Commission's Head of Unit

### **As Head of Unit at the European Commission, what are your expectations for this Joint Action?**

The area of digital health is gaining more and more importance at global level. Private actors, but also global players like the US or China are making important investments and are putting forward important policy initiatives in this area. Europe should not remain behind. In this context, and considering that health remains a national competence, the role of the eHealth Network (eHN) is very important to mobilise national efforts. Also, the role of eHealth Action, as support for the eHN is essential. This joint action builds upon previous activities.

The main purpose of this Joint Action is to develop strategic recommendations and instruments to support the political discussions on several priority areas between eHN, Member States and the European Commission. Naturally, my expectations are that this Joint Action would continuously foster the work and cooperation between the partners and in particular would feed the work of the eHN. Considering the challenges that the eHN needs to respond to, the role of the joint Action is absolutely essential.

### **How can the 3<sup>rd</sup> Joint Action supporting the eHealth Network serve as a bridge for other working groups working on interoperability and cross-border projects inside the European Commission?**

The 3<sup>rd</sup> Joint Action has set 4 priorities and identified work packages to implement them in order to facilitate cross-border healthcare across the EU and to overcome barriers in the implementation of digital solutions in Member States healthcare systems and to provide the necessary policy support to the eHealth Digital Service Infrastructure.

For example, the work under WP6, enhancing continuity of care, was very useful in advancing the work on interoperability of electronic health records, reflecting on new use cases, beyond ePrescriptions and Patient Summaries. This was of great support for the work of the European Commission, which has recently put forward the Commission Recommendation on Electronic Health Record Exchange Format, setting out new use cases in addition to patient summaries and e-prescriptions, namely images and image reports, laboratory results and discharge letters. The Commission Recommendation foresees a joint coordination process, involving Member States experts, clinicians, stakeholders etc. Here, the role of the eHealth Network will be essential, as will be the support of eHAction.

### **Nine months into the project, how do you evaluate eHAction's Kick-off?**

I can confirm that the Kick-off of the eHAction was successful. As one proverb says: a good start is equal to half the work. I was impressed by the flexibility that the Joint Action has demonstrated to take on board other tasks when necessary and to ensure close coordination with the European Commission.

### **In your opinion, how can Portugal be an asset as coordination of this Joint Action?**

Since I started working together with this Joint Action initiative, I could identify the professionalism and well-tuned structure of organisation. Portugal already has a very developed eHealth infrastructure and services, being, for instance, one of the very few Member States that intend to join the eHealth Digital Service Infrastructure with four services (patient summaries and e-prescriptions for foreign citizens and its own).

Therefore, the active involvement of Portugal in the Joint Action is essential, by sharing the experience of a country leading in the digital health area. This represents an asset for the successful implementation of the objectives of the eHealth Network.

### **How can the dissemination of this project impact policy matters?**

For example, one of the eHAction priorities focuses on the innovative use of health data, namely raising awareness of using Big Data in the health sector. Beyond the advantages of using Big Data, this area is relatively new in particular in the health sector and there are several questions related to interoperability, data protection, benefits for patients etc.

The work on strengthening the awareness about Big Data usage and possibilities in the health sector is important for the implementation of the eHealth Network's multiannual work programme 2018-2021 or Digital Single Market Strategy. But more than this, this would be essential for inspiring the Member States' policy agenda in this area.



### **eHAction relies on the policy papers, frameworks and guidelines produced by JaseHN. At the end of this JA, what do you expect the eHAction to leave for the next JA?**

At this moment, it would be difficult to provide a straightforward answer, in particular as there are certain rules concerning financing the Joint Actions across the EU. However, when the initiative will move towards the end, there will be a reflection about the future.

It is premature to speculate now, but the successful implementation of this Joint Action would serve as an operational policy tool to carrying forward the objectives of the multiannual work programme 2018 – 2021 of the eHealth Network and will support the reforms of Member States in eHealth area.

# Top Stories

November 6-7th, 2018 Dublin

## 23rd HISI Annual Conference & Scientific Symposium

November 6-8th, 2018 Lisbon  
**Web Summit 2018**

November 12-15th, 2018 Düsseldorf  
**MEDICA Trade Fair**

November 14th, 2018 Brussels  
**1st eHAction Leadership Council Meeting**

November 27-30th, 2018 Berlin  
**eHAction WP6 Workshop**

November 29th, 2018 Ljubljana  
**EUPHA Meeting Joint Action Coordinators**

December 5th, 2018 Brussels  
**3rd Workshop on EHRxF**

January 16th, 2019, Dublin  
**T6.3 Workshop**

February 22nd, 2019 Paris  
**eHAction WP8 Kick-off Meeting**

March 19-22nd, 2019 Lisbon  
**Portugal eHealth Summit**

The 23rd HISI Annual Conference & Scientific Symposium took place on November 6th and 7th in Croke Park, Dublin. This annual event is focused on Ireland's eHealth strategies, and healthcare professionals are its core audience.

During the event, the eHAction HISI Declaration, about eSkills for professionals, was signed, whereby committing to support education in eHealth.

The conference's participants included several researchers, educators, consultants and healthcare professionals, including SPMS's International Projects Manager Diogo Martins. Celina Costa Leite, SPMS's Information Systems Manager, attended; she spoke about the Paperless Prescription strategy, presenting the benefits of this innovative and well-awarded project.

The 3rd Joint Action – eHAction – aims to reinforce stakeholder involvement and improve healthcare information access to all European citizens and professionals on eHealth.



▲ 23rd HISI Annual Conference & Scientific Symposium | November 6-7th, 2018 | Dublin

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## Web Summit 2018

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In November, Web Summit 2018 kicked off for another four days of tech and business talks live from Lisbon. More than 3,000 national and international attendees witnessed Europe's largest tech event on the first day.

From November 6th to November 8th, eHAction's Work Package 2 was represented in SPMS's stand by Diogo Gomes, Coordinator of Communication and External Affairs, and Diogo Canudo, who forms part of the Communication team.

The role of Work Package 2 at the Web Summit was to highlight and support the dissemination strategies and activities of this Work Package, in order to inform the Member States/Countries community about the Joint Action, its orientation and available outputs for further exploitation.

Web Summit is an annual technology conference, which has been held in Lisbon since 2016. Speakers from diverse countries and companies participate by sharing their experiences and knowledge.

Web Summit 2018 featured many important and relevant speakers such as European Commissioner Margrethe Vestager and United Nations Secretary General António Guterres.

In order to support the rapid and significant growth of this event, Paddy Cosgrave, Web Summit CEO, and António Costa, Portuguese Prime Minister, revealed that Lisbon will remain the host city until 2028.

Since eHAction's vision and approach aims to empower people and bring out innovative use of health data for European citizens, the presence of WP 2 at this major event supports these objectives.



Web Summit 2018 | November 6-8th, 2018 Lisbon

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On November 14th, the 3rd Joint Action supporting the eHealth Network was represented at MEDICA 2018 edition in Düsseldorf, Germany.

Within the scope of this World Forum for Medicine focused on the Digital Health Landscape in Europe, Diogo Gomes, Coordinator of Communication and External Affairs at SPMS, gave a presentation on eHAction Collaboration Between Member States for Better eHealth Care.

The purpose of this conference is validated by current issues, such as the impact of eHealth in the world, the processing of health care data in the Digital Single Market and how it can benefit people, healthcare systems and the economy.

eHAction plays a fundamental role in promoting and strengthening the use of ICT in healthcare development. The strategy is to develop guidance and tools that can promote political discussion and further alliances in five core areas: empowering people, innovative use of health data, enhancing continuity of care, overcoming implementation challenges, eHealth national policies and sustainability for Europe.

MEDICA is the world's largest event in the medical sector – it gathered more than 5,100 exhibitors from 70 countries in 17 halls. Leading individuals from the fields of business, research, and politics are featured each year in this top-class event. The 2018 edition took place in Düsseldorf, Germany, from November 12th to November 15th.



MEDICA Trade Fair | November 12-15th, 2018 Düsseldorf

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The 1st Leadership Council (LC) face to face meeting took place in Brussels on November 14th 2019.

The Leadership Council is responsible for aligning and coordinating the ongoing work across all Work Packages (WPs) through a continuous assessment of inputs and emerging results. The LC meetings are chaired by the Joint Action Coordinator and are composed of all Work Package leaders (WPL) and co-leaders, Quality Management and Risk Management.

The Council meets face to face twice a year, on the day following the eHealth Network meeting and gathers for a regular teleconference once a month. One of the main operational objectives of the face to face meeting is to align the strategies and comments defined by the eHealth Network, at the meeting of the previous day. LC is also responsible for preparing proposals for the Steering Council as well as carrying out executive decisions.

On November 14th 2019, the LC met in Brussels to discuss administrative and governance issues, eHAction documents, the activity status of the Joint Action, and the feedback derived from the eHealth Network on the eHAction documents presented. At this meeting, the planned upcoming activities and events were also presented and commented upon, as well as the operational plan for each Work Package, and an analysis of the stakeholder involvement flow.

November 27-30th, 2018 Berlin  
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From November 27th to 30th, over 25 participants from 14 countries attended the eHAction's Work Package 6 Workshop, in order to discuss the proposed "Roadmap on Future eHDSI (eHealth Digital Service Infrastructure) Use Cases and Features", more specifically its methods and content as well as the feedback received so far from the eHealth Network and its stakeholders.

This 4-day workshop consisted of three parts with a joint agenda. The first two days were a formal meeting of eHAction's Task 6.1, that took place in gematik, the German national eHealth competence centre.

The third day was a workshop of the CEN/HL7 project 'International Patient Summary' (IPS). The IPS workshop addressed how the experience from IPS standard development could feed the process of developing a 'Roadmap for eHealth Digital Service Infrastructure (eHDSI) future use cases and features'.

On the last day, there was a meeting focused on EU-funded project Trillium II ([www.trillium2.eu](http://www.trillium2.eu)), hosted by HL7 Germany. The project invited members of the eHAction for an exchange of best practices on IPS governance at the global, European, and national level.



eHAction WP6 Workshop | November 27-30th | Berlin

November 29th, 2018, Ljubljana

### **EUPHA Meeting Joint Action Coordinators**

**December 5th, 2018, Brussels  
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**March 19-22nd, 2019, Lisbon  
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eHAction, represented by Arlete Monteiro and Diogo Martins from Coordination, was present at the 11th European Public Health Conference (EPH) in Ljubljana, Slovenia.

In the 11th EPH Conference, held from November 28th to December 1st 2018, Joint Action on Health Information – INFACIT – organised an informal meeting between all the Joint Actions in the 2017 EU Health Programme. The main objective was to converge ideas and outcomes of the different Joint Actions and to discuss the possibility of synergies and interactions between them all.

At this conference, there was a presentation about eHAction, in which the main areas and priorities of this Joint Action were stated. The main goal was to highlight the 8 Work Packages involved and their objectives, as well as the consortium itself and the eHAction governance principles.

The 11th EPH Conference offered excellent opportunities to learn from the latest research and practices, to network with experts and colleagues and to expand one's professional horizons.

The annual EPH conferences are considered the premier European gatherings of public health professionals worldwide.

Among these delegates, researchers, policymakers, practitioners and teachers in public health and many other related fields are included.

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The Electronic Health Record Exchange Format (EHRxF) working group was created with the objective to elaborate the norms and specifications to achieve a flexible model or recommendation to obtain a transferable model of an Electronic Health Record throughout the EU.

The 3rd Workshop on EHRxF focused on discussion of a document with some technical specifications for the interoperability of Electronic Health Records across borders, as well as some principles for the exchange of digital health data and the core elements of an Open Governance Framework to further define the core elements of the exchange format.

Overall, this was a good and constructive working meeting. The meeting went through the different comments received from Member States to the document circulated, but also included more fundamental discussion on the strategic and in particular technical path forward.



3rd Workshop on EHRxF | December 5th, 2018 | Brussels

January 16th, 2019, Dublin

### **T6.3 Workshop**

February 22nd, 2019, Paris  
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**Portugal eHealth Summit**

Eleven delegates from seven countries participated in the first workshop of Task 6.3 at the Irish Computer Society's offices in Dublin on Wednesday, 16th January 2019. The group had a mix of backgrounds including doctors, academics, health informaticians and more, which ensured interesting and informative conversations. Ireland, as task leader, hosted the workshop, and was keen to use the face-to-face contact to crystallise plans and reach decisions on important aspects of the task.

eHAction Work Package 6 'Enhancing Continuity of Care' is about preparing healthcare systems and providers to adopt and implement interoperable cross-border solutions. Central to this, and the focus of Task 6.3, is the e-skills capability of health professionals. Specifically, the task is charged with providing an understanding of how common standards or frameworks can be exploited as part of a structured methodology to develop the e-skills necessary to support eHealth in Member States/Countries amongst designated professional groups in healthcare. The output of the task is envisaged to be a report including a supportive roadmap outlining an evidence based approach to equipping health professionals with the e-skills they require.

The group reviewed the results of landscaping work completed to date, taking a closer look at existing frameworks and relevant initiatives. In particular, the Health Information Technology Competences (HITCOMP) (<http://hitcomp.org/>) and the JAsEHN report "Recommendations on online training tools for health professionals concerning cross-border healthcare services" were examined.

Two international experts from outside the European Union contributed to the meeting. The group viewed a pre-recorded presentation by Tim Shaw, Professor of Digital Health at the University of Sydney on the New South Wales eHealth Capability Framework and Digital Health CRC project, which is underpinned by workforce capability development.

The afternoon session brought all of the themes together to agree on a practical approach to progressing the task.

What was notable during the meeting however was the genuine interest and enthusiasm of all attendees for the job at hand. In that respect the workshop served to renew energies for the project, giving the 'green light' for the next phase of task 6.3.



T6.3 Workshop | January 16th, 2019 | Dublin

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The kick-off meeting of Work Package 8 was held on the 21st and 22nd of February in Paris.

The French team, Michèle Thonnet (Ministry of Health), Pascale Sauvage, Angélica Cavalcante, Antoine Chaudières, Violaine Margueron (ASIP Santé, the French Agency for eHealth) and Morgane Pierre (Cnam, Public Health Insurance Fund) was pleased to welcome 33 WP8 contributors from 19 Member States: Austria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Lithuania, Malta, Netherlands, Poland, Portugal, Serbia, Slovenia and Spain.

WP8 is one of the mandatory eHAction Work Packages especially requested by the European Commission. More specifically, task 8.1 focuses on the national eHealth strategies from each country. Through Task 8.3 "Post 2021 Scenarios for eHealth policy cooperation", the aim of WP8 is to propose a sustainable model for the European eHealth personal data exchanges.

The main objectives of the event were:

- to discuss and revise a previously sent tool (a simplified model) for describing in a structured way the national health and eHealth ecosystem including governance bodies, national health strategies, national eHealth experiences and initiatives for each Member State;
- preparing the work for providing the Information Note on national eHealth strategies' for the eHealth Network meeting of November 2019.

The meeting focused on Task 8.1 and was organized with a mix of plenary sessions and active workshops.

The workshops were very productive, thanks to the preliminary work done by the majority of the participants and the relevant involvement of each participant in the discussions.

On Thursday, February 21st, the aim of Task 8.1 was explained in detail as well as the planning and methodology to be used during the kick-off. On Friday, February 22nd, the workshops led the participants to think about the definition of each of the concepts presented.

Thursday evening was punctuated by a friendly moment over a dinner!

Overall, this Kick-off was essential in order to ensure a wide involvement in the WP8 and share relevant data from each country.



eHAction WP8 Kick-off Meeting | February 22nd, 2019 | Paris

March 19-22nd, 2019, Lisbon

## Portugal eHealth Summit

The 3rd edition of the Portugal eHealth Summit was held in Lisbon from March 19th to March 22nd, 2019 at Altice Arena – Tejo Room and PT Meeting Center.

The 24th International Society for Telemedicine and eHealth (ISfTeH) International Conference took place alongside the Portugal eHealth Summit 2019, organised by SPMS – Shared Services in Ministry of Health. The annual ISfTeH International Conferences are organized to bring together the members of the ISfTeH as well as other contacts from its wider global network. On March 19 and 20, the specific sessions within this conference involved at least 50 different speakers who presented and discussed matters on health and digital care.

The venues, Altice Arena – Tejo Room and PT Meeting Center, were transformed into a technological hub for health with six different stages. The impressive numbers of this years' edition convey the success of this initiative: 15,000 participants physically present, 25,000 watching the sessions by livestreaming, 90 exhibitors, 50 start-ups, 400 different thematic sessions, more than 200 national and international speakers, and several national and international workshops of different actions in the healthcare sector.

Several eHAction members attended this event, where one could also visit the eHAction stand in the exhibitors' area at Altice Arena. Hannalore Taal from WP4 (Empowering People) participated in international workshops and contributed in a roundtable session moderated by Ceri Thompson, Deputy Head of Unit at the European Commission. Members of WP2 (Dissemination) Diogo Gomes, Margarida Marques, Diogo Canudo and Mariana Salema, who were part of the organisation committee of the Portugal eHealth Summit, worked and contributed actively to its success.

In the 2019 edition, the principal themes debated were focused on issues such as Biotech and Life Sciences, Robotics and Domatics, Artificial Intelligence, Security, ePrivacy, Telehealth and Cross-border eHealth, eProcurement and eBilling, Digital Health and Thematic Workshops.

Portugal eHealth Summit is the largest initiative for innovation, technology and health carried out in Portugal. Our aim was to bring together powerful start-ups, healthcare providers, national and international experts, health and technology professionals, and other influential parties that can contribute to develop and implement innovative technologies in healthcare.



▲ Ceri Thompson & Ioana Gligor@ Portugal eHealth Summit | European Commission Heads of Unit



▲ Portugal eHealth Summit | March 19-22nd, 2019 | Lisbon

# Work Package 4

## Empowering People

Work Package 4 (WP4) is led by the Netherlands and Estonia and is supported by experts from 15 other countries. The **mission** of WP4 is “to empower people to take control over their own health through informed and sustainable uptake of digital tools in healthcare”. WP4 works towards this goal by building the capacity of patients to use, understand and control their own medical data, by providing them with the opportunity to truly participate and by motivating them to do so. Throughout its work, WP members are guided by the six core values of WP4, summed up by the acronym **PEOPLE**:

**P**ATIENT-CENTRICITY (IN ALL WE DO)

**E**NGAGEMENT (OF KEY STAKEHOLDERS)

**O**PENNESS (TOWARDS NEW IDEAS AND PERSPECTIVES)

**P**ERSISTENCE (TOWARDS THE TASKS WE HAVE BEEN SET)

**L**EARNING (FROM PREVIOUS WORK)

**E**QUALITY (IN ACCESS TO DIGITAL TOOLS)

As empowering people is a broad and ambitious goal, it is made more tangible by dividing the work into four focus areas or tasks:

The four focus areas of WP4 are:

- a) Patient access and use of data
- b) Mobile Health (mHealth)
- c) Telemedicine
- d) Digital health literacy.

The hypothesis of the work package is that advancement in these four areas will contribute positively to empowerment. Yet to achieve meaningful advancement, it is important to first understand what is possible and compare that to the actual situation within European countries.

With this in mind, the WP members set out to do desk research as the first step towards achieving its end goal. This desk research culminated with the first **workshop** in Amsterdam on the 18th of October 2018.

The aims of the workshop were to meet each contributor face to face, to develop a common understanding about patient empowerment by discussing the desk research and to plan for the upcoming months and years. Laurens Rijpstra from the Patient Federation of the Netherlands kicked off the workshop with a motivational presentation that provided the participants with an invaluable patient perspective.

Throughout the rest of the day, the attendees were divided into four parallel sessions based on the four focus areas. Throughout the workshop participants could share what they had learnt about each area and discuss its implications for patient empowerment using the **AMO model**. AMO stands for **Ability, Motivation and Opportunity**; the core theory behind it states that once all three of these factors are leveraged, meaningful advancement can take place. For this reason, the participants discussed examples of how to increase the ability, motivation and opportunity of people to use digital tools, and outlined some core barriers.

Based on the workshop, a survey was developed to gain insight about the current state of affairs within each country with regards to the four focus areas. In a similar vein as the workshop, the AMO model is used to anchor the work. A key part of the ongoing survey is in-country stakeholder consultations to ensure representative and rich data.

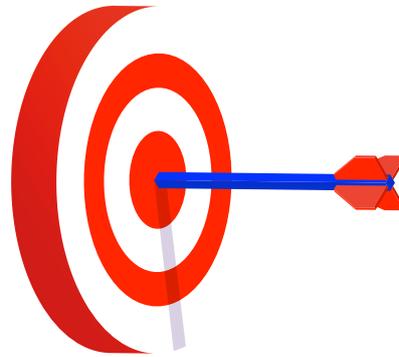
Once the survey has been analysed, the WP4 shall move onto the next phase of its work: to bridge the gap between what is possible in patient empowerment and what problems are currently faced. To do this, a framework of policy options will be drafted and further developed into a final policy proposal to be adopted at the eHealth Network. Much like the current phase, the next phase will rely significantly on stakeholder engagement.

From the work carried out so far, the WP members can conclude that the landscape of using digital tools for empowerment is highly complex and peppered with barriers. Yet there is also a strong belief that successfully navigating this landscape can lead to meaningful benefits for our citizens, which is more than sufficient motivation to tackle the difficult tasks at hand!



4 Main Focus Areas of WP4

# The Work Package consists of the following tasks:



All Member states and countries are working on eHealth and the majority describes Patient Empowerment in their national health policies.

The objective within and across MS/C is to increase the empowerment of citizens in general and patients in particular.

To achieve this objective, this WP is divided in four tasks, namely mHealth and health apps reliability, patient access and use of data, digital health literacy of patients and TeleHealth.

## TASK 4.1

### mHealth and health apps reliability

This task defines the sharing of best practices, existing guidelines and other information regarding mHealth and health apps reliability is needed in order to achieve a common understanding on eHN. Input from the mHealth subgroup is used with coordination and awareness-raising and capacity building activities.

This task is focused on performing desk research, including input from a consultation round with external stakeholders and input from JAsEHN, and other projects. In addition, one will investigate ways to motivate or create incentives for patients to participate in their health care process by adopting and using mHealth services.

The task analyses the findings and defining a common understanding on the subject, and develops a state of play/positioning report (common framework for the assessment/endorsement of health apps) about mHealth and health apps reliability in relation to Patient Empowerment. WP4 will also participate in workshops as task 4.1 member to deliver deliverable 1 and 2 of this WP.

## TASK 4.2

### Patient access and use of data

This task focus on the sharing of best practices, existing guidelines and other information regarding patient access and use of data. Examples are the project "MyHealthMyData", JAsEHN 7.5, SUSTAINS and PALANTE. This is needed in order to achieve a common understanding on this subject between Member states and countries on EU level.

In this task, WP4 will again perform desk research, including input from the consultation round with external stakeholders, JAsEHN (e.g. task 7.5) and other projects. In addition, the WP investigates ways to motivate or create incentives for patients to participate in their health care process by accessing and using their health data.

At the same time, this task aims to analyse the findings and define common understanding on the subject. As well as developing a state of play/positioning report regarding patient access and use of data in relation to Patient Empowerment. WP4 will participate in workshops as task 4.2 member with the objective to deliver deliverable 1 and 2 of this WP.



### TASK 4.3

#### Digital health literacy of patients

The task will assess the sharing of best practices, existing guidelines and other information regarding digital health literacy as they are needed to achieve a common understanding between Member states.

Starting with desk research including input from the consultation round with external stakeholders and input from JAsEHN (e.g. task 7.5) and other projects. In addition, in this task WP4 investigates ways to motivate or create incentives for patients to participate in their health care process by increasing their digital health literacy.

Simultaneously, the task consists in analysing the findings and define common understanding on the subject, as well as consulting existing coalitions, such as <https://ec.europa.eu/digital-single-market/en/national-local-coalitions>.

In this task, WP4 will develop a state of play/positioning report regarding digital health literacy in relation to patient empowerment and will participate in workshops as task 4.3 member with the objective to deliver deliverable 1 and 2 of this WP.

### TASK 4.4

#### TeleHealth

In this task, the sharing of best practices, existing guidelines, a catalogue of TeleHealth services and other information regarding TeleHealth are needed in order to achieve a common understanding between Member states. The work of this task will take into consideration results and recommendations from the study on telemedicine commissioned by DG SANTE (final report end of 2018).

WP4 will perform desk research including input from the consultation round with external stakeholders and input from JAsEHN and other projects. In addition, it will investigate ways to motivate or create incentives for patients to participate in their health care process by adopting and using TeleHealth services.

Alongside with the other tasks, this WP will analyse the findings and define a common understanding on the subject, and will develop a state of play positioning report regarding TeleHealth in relation to patient empowerment. Like the previous tasks, WP4 will attend and participate in workshops as task 4.4 member with the objective to deliver deliverable 1 and 2 of this WP.



## Kick-off meeting

On Thursday, October 18th 2018 , 29 experts from 18 different countries flew to Amsterdam to discuss and work on 'patient empowerment'.

Work Package leaders Estonia and the Netherlands invited their contributors to attend the kick-off workshop of Work Package 4 'empowering people' in the Sheraton Hotel at Schiphol Airport. The aims and objectives of the day were to meet each other face to face, to get a common understanding on the content of patient empowerment and to plan the activities for the upcoming years.

Laurens Rijpstra from the Patient Federation of the Netherlands started the workshop with a motivational presentation and Kahoot quiz with relevant eHealth questions.

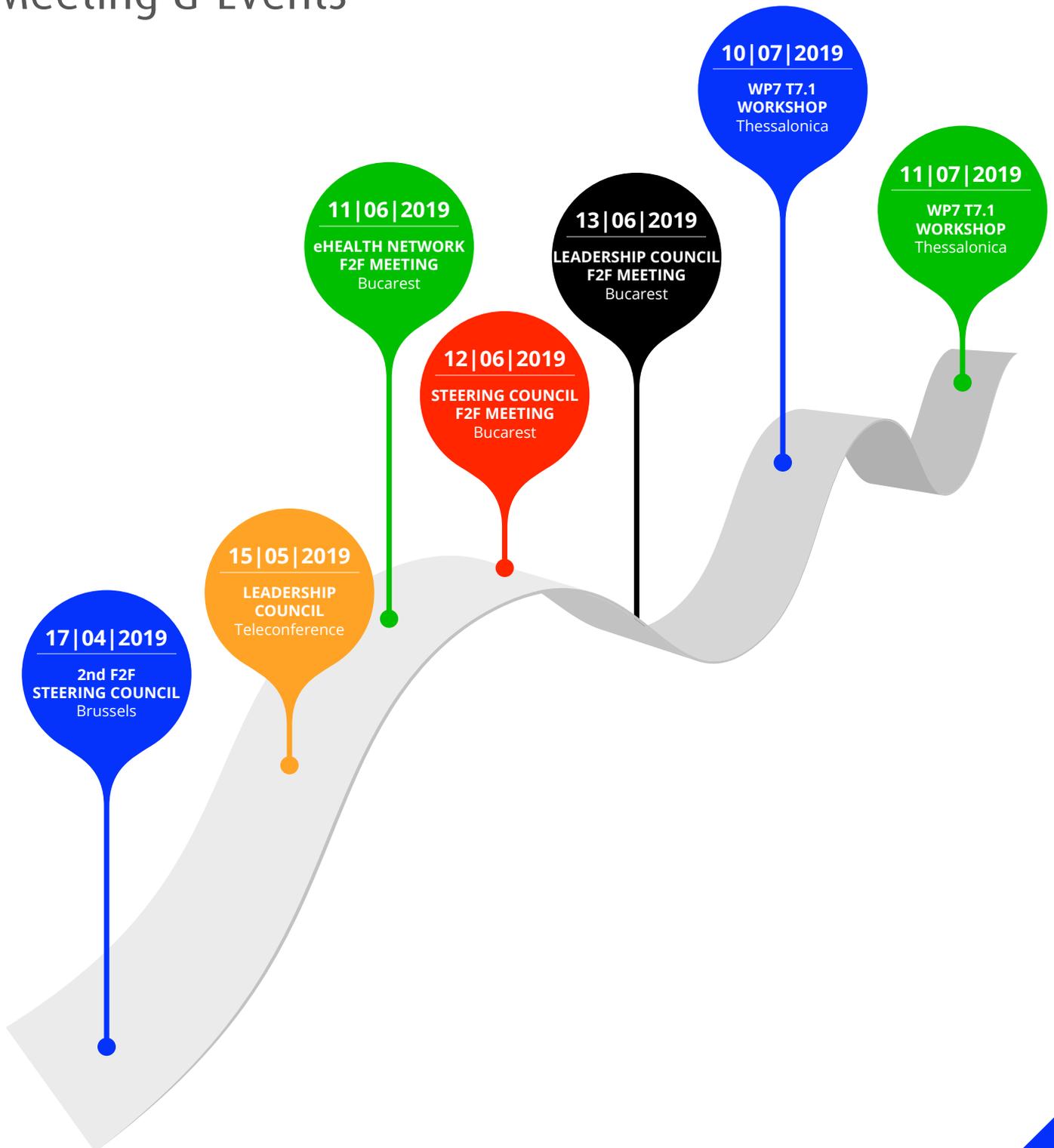
Throughout the rest of the day, the attendees were divided into four parallel workshops on patient access and use of data, telehealth, mobile health and digital health literacy. The scope of the mentioned subjects, the relevant stakeholders and the approach for the upcoming months were discussed during the workshops.

At the end of the day everybody went home motivated and committed to work on this important topic 'Empowering People'.



# Upcoming

## Meeting & Events





As we continue sharing our work with you,  
we look forward to new eHealth opportunities.

Wishing you a joyous and blissful Easter!

All the best,  
eHAction Consortium

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