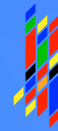




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eHAction
Joint Action supporting the eHealth Network

Empowering People

The strategic goal of the eHealth Network (eHN) with regard to empowering people is to work towards the implementation of patient-centred eHealth solutions in all Member States and to provide people with the adequate digital tools and skills for people empowerment. Therefore, we have created a Policy Proposal on People Empowerment with 22 recommendations. The purpose of this document is to present you some of the recommendations to get a baseline of the current level of empowerment in your country.

Empowering people permits them to gain control of their health and increases their capacity to act on issues they consider important.

A framework was created in order to change the behaviour of people: the AMO (ability, motivation and opportunity) framework on empowering people.

Ability

Have the requisite skills to use digital tools for their health, e.g. digital and health literacy

Motivation

Have the motivation to take action on and take care of their own health, e.g. access and use their health data

Opportunity

Have the requisite digital solutions to guide them, e.g. mHealth and telehealth

People are empowered when all of the above elements are fulfilled, as each of them influence and are dependent upon each other.

In November 2019 Member States of the EU eHealth Network unanimously adopted the Policy Framework on Empowering People, exposing the AMO framework as a critical success factor in applying digital health for empowerment. Therefore, when working on one of the recommendations made in that document or any other solution to achieve empowerment, the AMO framework should be used as the basis.

Some of the recommendations are at the European level. Checking the box doesn't necessarily mean it is implemented at European level but rather that you are involved in the fulfillment. Please note that the full version Policy Proposal contains 22 recommendations. More information can be found [here](#).



Apply the AMO framework when developing and implementing policy on empowering people.

Recommendation 1

Recommendations focusing on ability

The priority areas with the main focus on the ability element of the AMO framework will be described below. Ability refers to the extent to which people have the necessary competences (e.g. knowledge and skills) in order to engage in their own or other's health.

Users at the centre



Develop common digital health services guidance for design and development of user-centric digital health technologies and involve end-users in all phases of policy from policy shaping to implementation and evaluation.

Recommendations 2 and 3

Digital Health Literacy of People



Address digital health literacy within existing policies before operationalising by embedding digital health literacy goals into strategies that take a multi-layered and multi-faceted approach.

Recommendation 4

Recommendations focusing on motivation

The priority areas with the main focus on the motivation element of the AMO framework will be described below. In the context of this leaflet, motivation is defined as people's desire or readiness to engage in their own or other's health.

Trust as key



Follow or use the eHealth trust model as a reference model while developing and deploying tools to increase patients' and health professionals' trust in empowering digital technology.

Recommendation 6

Behavioural change through motivation



Address digital health literacy within existing policies before operationalising by embedding digital health literacy goals into strategies that take a multi-layered and multi-faceted approach.

Recommendation 10

Awareness/involvement of social environment and health professionals



Prioritise online support and digital learning opportunities for informal caregivers and promote the advancement of digital skills for health professionals.

Recommendations 11 and 12



Together with health professionals create a mandatory certification scheme when developing digital health solutions.


Recommendation 14




Recommendations focusing on opportunity

Opportunity reflects the extent to which a situation is conducive to achieving a desired outcome. In this context it refers to the availability and accessibility of empowering solutions, as well as the involvement of people in the process.

Legislation


 *Collaboration for the harmonisation of national laws and regulatory frameworks for the secure exchange of health data (following the GDPR), interoperability of electronic record systems and implementation of the electronic health record exchange format.*

Recommendation 15


 *Develop a policy proposal to define a uniform regulatory framework for telehealth as a recommendation to the European Commission for decision making.*

Recommendation 17

Integration & Interoperability


 *Use proven funding schemes for co-creation of empowering digital health solutions between vendors and procurers to promote integration and interoperability at the point of development and sustainability.*

Recommendation 18

 *Create a European framework for integration of individual health information in electronic health record services and functions, able to submit health information by patient and health care provider.*

Recommendation 19

Quality Standards & Assessment

 *Endorse and implement the Health App Assessment Framework CEN-ISO/DTS 82304-2 as the common framework for quality and reliability of health apps. Establish a dialogue for an open exchange for application libraries and establish follow up funding for implementation.*

Recommendations 20, 21 and 22

eHAction 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.

More information about the eHAction can be found here: ehaction.eu