Good Practices	**TITLE of Good Practice/Experience** **Under "Good Practices", please report proven approaches to solving interoperability challenges for healthcare providers. You may wish to consult the two provided in the Ann** • **Responses required**	
Organization*	EVANGELISMOS HOSPITAL	
Name of expert& Position in the Organization	DR NESTORAS MICHAEL- CEO	
What was the interoperability challenge for health care providers that you have addressed? (What & Why, Scope of interoperability project)*	From 2001 when we build Evangelismos Hospital we have created OUR OWN HIS covering all the needs to control outpatient & Clinical management for the doctor - Inpatient - Diagnostic center and all others Unfortunately still today I did not manage to persuade the doctors to work with it Now we have our National Health plan program GESY with its own program so the challenge is how to interface the two programs	
Howwasthischallengeaddressed?*	CREATING OUR OEN HOSPITAL INFORMATION SYSTEM	
	duration of the project-36 months	Year completed-2004
Whatwerethe major enablers and pre-condiitions?		
Whattype of tender didyouuse ?*	Direct Award of Contracts	✓
	Prior Consultation	
	Public Call	
	Invitation by Grant Agreement	
	Other:	
Comment	In Slovenia public procurment is the only option in public sector	
Cross Border	Information exchange for cross border patient care	

Relevance (if any)*	Information exchange for public health and secondary use	✓
	Information exchange for the patient	
Which interoperability use cases have you addressed?*	Laboratory orders/results	✓
	Imaging orders/results	
	Medication Prescription/dispensation	✓
	Discharge letters	✓
	Patients summaries	✓
	Patient referrals	✓
	Teleconsultation (patient/doctor)	
	Telecollaboration (doctor/doctor)	
	Public health reporting(reportable diagnosis & key interventions)	
	Other:*e.g. Hospital Admissions/Bed Management at the regional level*	
	Other:*e.g. enter your UC name*	
	Other:*e.g. enter your UC name*	
What interoperability standards and profiles have you used for each of the above use cases?*	Laboratory orders/results	
	Imaging orders/results	
	Medication Prescription/dispensation	
	Discharge letters	
	Patients summaries	
	Patient referrals	
	Teleconsultation (patient/doctor)	
	Telecollaboration (doctor/doctor)	
	Public health reporting	
	Other: *e.g. Hospital Admissions/Bed Management at the regional level*	
	Other:*e.g. enter your UC name*	
	Other:*e.g. enter your UC name*	
How did your project define its interoperability specifications?*	They were created by the project based on our own selection of standards and profiles	✓
	We referenced/reused the national interoperability framework	
	We ask the main vendor to set these specifications	
	Other:	
	Comment:	
What interoperability testing strategy have you	Used a project mandated specific set of interoperability test tools before systems where interconnected?	✓
	Reused an existing set of interoperability test tools that were customized before systems were interconnected?	

employed?*	Tested the point of care systems by connecting them to a lab version of central systems	
	Other:	
What were the main implementation challenges you encountered	Spent a lot of time to connect each point of care systems	
	Comment:	
	When interoperability issues occurred, it was complex to decide which system is at fault	
	Comment:	
	We had long discussions on which standards to select	✓
	Comment:	
	Other:	
	Comment:	
	Other:	
Who were the perceived beneficiariesof your interoperability initiative?	Citizens/patients (e.g. improved care outcomes, improved citizen experience)	
	Health Professionals(e.g. improved workflow, access to information, re-use of data in research)	**Directly**
	Hospital administration (e.g. reduction of waste, cost savings, improved monitoring)	**Directly**
	Financial and social factors (e.g. market competitiveness, more jobs)	**Directly**
	Health System (improved efficiency, quality and effectiveness, supporting learning systems)	**Directly**
Did you use the Refined European Interoperability Framework (ReEIF) 5 layer model to analyse its interoperability	I am not aware of ReEIF: No	

Based on your experience, whatcanyourecommendtoothers?	Small healthcare organizations (doctors, pharmacies, etc.		
	Large healthcare organizations		
	Policy makers at EU level		
	Policy makers at Member State Level		