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European ePractice Newsletter N. 318 – 23 March 2010

>> European eGovernment Measurements Conference - Final Conference of the eGovernment Monitor Network (eGovMoNet)

ePractice encourages its members to attend the eGovMoNet Final Conference on European eGovernment Measurements which will take place in Brussels, Belgium, on **08-09 April 2010**. The event will showcase the Network results, including an overview of eGovernment user satisfaction measurements and examples of impact measurements. It will furthermore feature two sessions dedicated to 'Innovative eGovernment and measurement approaches' and 'Levels of eGovernment measurement (regional, national, European, and beyond)' respectively, as well as discussions on recommendations from the Network for good practices in eGovernment measurements and methodology design.

For more information and free-of-charge registration, please visit the conference's page at: <http://www.epractice.eu/en/workshops/egovmonet2010>.

Latest Cases

- [National policies for EHR implementation in the European area](#) | 5 March 2010 | Belgium | Denmark | France | Greece | Ireland | Slovenia | United Kingdom
- [Portugal Open Access Science Repository \(RCAAP\)](#) | 4 March 2010 | Portugal
- [Improving cost effectiveness with eTendering](#) | 4 March 2010 | Portugal

National policies for EHR implementation in the European area

Implementation of Electronic Health Records (EHR) at a national level constitutes a radical innovation for health care. Along with technical challenges, EHR implementations face several political, social and organizational issues which are often overlooked. Acknowledging that EHR success needs to engage all stakeholders, manage organizational changes and alleviate resistance, EHR-IMPLEMENT aims at examining political, social and organizational factors influencing large scale EHR implementations, and at identifying best practices.

Through a case study approach, the project will perform an in-depth comparison and assessment of six national EHR initiatives, and will conduct a survey focused on EHR implementation strategy and actions on European level. Overall, EHR-IMPLEMENT will engage high level scientific experts and national authorities into knowledge exchanges, and formulate recommendations facilitating the dissemination of EHR among the European Members and Associated States and assisting the European Union in achieving its eHealth objectives.

Portugal Open Access Science Repository (RCAAP)

The Portugal Open Access Science Repository (RCAAP - Repositório Científico de Acesso Aberto de Portugal) is an initiative that aims to increase the visibility, accessibility and dissemination of Portuguese research results, to facilitate the access to the information about the Portuguese scientific output, as well as to integrate Portugal in the wide range of international initiatives in this domain.

RCAAP is an initiative of [UMIC - Knowledge Society Agency](#), developed by [FCCN - National Foundation for Scientific Computation](#), offering an advanced service on the Portuguese Network of Science and Education ([Rede de Ciência e Educação](#)). The project's execution has the technical and scientific participation of the [Minho University](#). The project is financed by the [Programa Operacional Sociedade do Conhecimento](#) and UMIC.

RCAAP is the most relevant Portuguese project related with Open Access.

The main services it offers are:

- RCAAP Portal (<http://www.rcaap.pt>) which aims to collect, aggregate and index Open Access scientific contents from Portuguese institutional repositories, forming a single entry point for searching, discovery and recall of thousands of scientific and scholarly publications;
- SARI (Serviço de Alojamento de Repositórios Institucionais), an ASP service for institutional repositories, allowing institutions to completely "brand" their repositories as desired. This is the project support Website, and, except for this page, all the rest of the contents are in Portuguese.

Improving cost effectiveness with eTendering

The Portuguese Ministry of Justice is a government ministry in Portugal. Since 2008, all public sector employers in Portugal (local authorities and government administration) have had to tender for contracts exclusively by electronic means on e-tendering platforms. The Portuguese Ministry of Justice Procurement Directorate identified the need to increase transparency and cost effectiveness for all contracting processes.

Traditional tendering is characteristically time consuming and expensive. Most of the money is spent on tender advertisement and publication, printing, copying and postage costs related to tender documents and administrative handling overheads. E-tendering is an alternative process for preparing tender proposals for submission to contracting authorities.

The directorate had to meet ambitious savings targets through strategic procurement and improve efficiency through restructuring and process review. The solution was to adopt an e-tendering platform and anticipate legal requirements by starting the e-tendering process early.

Vortal was chosen to modernise the internal public tendering process whilst enhancing efficiency and controlling the cost of major services and goods. One of the main priorities for the directorate was to guarantee the security, confidentiality and non-repudiation of submitted proposals and documents.

Vortal was selected for its authentication, authorisation, encryption, identification with digital certificates, traceability and non-repudiation capacity. This enables the highest level of information confidentiality and security. To satisfy the tendering requirements, Vortal developed a robust electronic platform, vortalGOV, built on a service-oriented architecture for high productivity, performance and scalability. The company maintains a core system architecture using the latest technology to provide electronic services such as Microsoft SQL Server and BizTalk.

Using this platform, the directorate could input tender documents, clarifications, messages and notifications to market operators, making bids electronically using Web-based technologies alone. Market operators simply need an Internet browser to receive automatic notification of a tender for goods or services, according to business type. When accessing the tender, they can download the procedures, ask for clarification and send proposals.

Instead of mountains of paper to analyse, the directorate now has all the proposals in electronic format. The Vortal platform is supported by an automatic, powerful, proposal analysis engine with different evaluation criteria and deviation analysis features to facilitate the process. When first launched to procure cleaning services for a total of 15 buildings, the vortalGOV platform saved the directorate around €175,000 on awarded costs totalling €765,000.

From an economic perspective, vortalGOV has reduced directorate administrative and procurement costs significantly. The e-tendering process was therefore greatly simplified and fully dematerialised, giving a 53 per cent reduction in comparison to traditional process costs. The directorate has also seen an increase in the number of electronic proposals, encouraging competition between operators.

Industry: Justice and legislation

Country: Portugal

Solution: E-tendering

Partner: Vortal

Technology: Microsoft SQL Server, BizTalk

Benefits: Reduced costs, increase in number of proposal

Editor's Choice of the week: [ESMIRNA \(National Mining Referral Statistics in Spain\)](#)

Latest News

- [FR: Proxima Mobile portal operational](#) | 23 March 2010 | France
 - [GR: Public Consultation on the development of the national Electronic Prescribing System](#) | 22 March 2010 | Greece
 - [FR: Lorraine - First emergency teleradiology over regional teleradiology network](#) | 22 March 2010 | France
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 - [ES: Extremadura publishes agribusiness supply chain tool as open source](#) | 17 March 2010 | Spain
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FR: Proxima Mobile portal operational - 23 March 2010

On 18 February 2010, State Secretary for Forward Planning and the Development of the Digital Economy Nathalie Kosciusko-Morizet officially launched '[Proxima Mobile](#)', the first web portal dedicated to free services of general interest made accessible via mobile phones.

According to the official press release, "The initiative is the first of its kind in Europe."

"Proxima Mobile pursues three main goals: to promote the creation of new services easing the life of all citizens, to encourage the development of an ecosystem of mobile services and to bring together the communities of users in order to allow them to express their expectations." Ms. Kosciusko-Morizet said.

Upon the portal's activation, 24 applications were available in fields as varied as law, culture, education, employment, consuming, disabilities, health, the elderly, local life, tourism, sustainable development and home help services. All of the 68 applications of general interest shortlisted in the frame of the [Proxima Mobile call for projects](#) will be made available in the course of 2010.

Moreover, a certification campaign started on the same day in an aim to select the best of the free applications provided by the services of general interest. Such applications will be integrated on the portal and will be allowed to use the Proxima Mobile brand in their communication actions. Particular attention will be paid to high social impact

services, in particular those aimed at people in difficulty or with special needs (the elderly, persons with disabilities, the unemployed, etc.). The Proxima Mobile certificate will increase the visibility of the companies - SMEs in particular - whose services will have been certified.

At the core of the portal is a catalogue gathering the winning applications of the Proxima Mobile call for projects as well as the certified applications. The catalogue has already been accessible via the web portal www.proximamobile.fr and it will be made available shortly on the main mobile phone platforms: iPhone (in March 2010) then Android, Windows Mobile, Symbian, Blackberry, etc.

Four files, namely 'Innovation', 'Local Life', 'Sustainable Development and Mobile Technology', 'Accessibility and Disability', have been jointly developed with partner associations (Cap Digital, Villes Internet, BrailleNet and Acidd). They will provide citizens and the mobile Internet actors with an information channel on the latest trends in the field of useful mobile services in France and in Europe.

Proxima Mobile furthermore includes a forum allowing citizens and the public and/or private projects owners to exchange ideas on the stakes and the uses of mobile Internet. The development of mobile Internet brings new questions for citizens, businesses and public actors. Likewise, the forum will be a helpful tool to create new services that are useful to citizens.

European prospects

Another aim of the portal is to help French companies to build ties with their European counterparts in order to create new pan European services which will be of use in the fields of transport, culture, tourism and the environmental conservation. Hence the choice of the name 'Proxima Mobile' to bring together these new services of general interest; this name can be used in all EU languages.

The web portal Proxima Mobile is coordinated by the French Delegation for Internet Usage at the State Secretary for the Development of the Digital Economy.

Further information:

- [Official press release - Proxima Mobile \(in French\)](#)
- [FR: Proxima Mobile - Results of call for mobile eServices projects announced - Previous ePractice news article](#)

GR: Public Consultation on the development of the national Electronic Prescribing System - 22 March 2010

The General Secretariat of Commerce of the Greek Ministry of Economy, Competitiveness and Shipping launched on 17 February 2010 a public consultation on the development of the national Electronic Prescribing System, the purpose of which is to create a complete electronic record for the prescriptions of all the public insurance bodies.

More specifically, it is foreseen that:

- The Electronic Prescribing System should be able to provide to all insurants, doctors and pharmacies with unique codes; a unique number will also be given to every prescription.
- Scanners at pharmacies and doctors' offices will be able to record electronically all the prescriptions from the time of their issuing until they are dispensed from the pharmacy.

The main objectives of the electronic prescription system is to record the drug consumption data on a continuous basis and to conduct a traceability audit for each prescription drug in order to have the drug spending reduced while tackling at the same time the plethora of polypharmacy phenomena observed in recent years.

It should be noted at this point that the pharmaceutical expenditures in Greece have risen from €7 billion in 2007 to €8 billion in 2008 and €9 billion in 2009 showing the last two years alone an increase of 30 %. The average cost of each prescription was around €100.

The [first phase](#) of the consultation process was open to all interested parties who could submit their suggestions/proposals in a paper or in an electronic format by 8 March 2010 -following an extension announced on the respective [webpage](#) of 'opengov.gr'. The complete text of the invitation notice can be viewed online either on the latter site or via the website of the General Secretariat of Commerce at http://www.gge.gr/up/files/ele_sys_syntages.pdf.

The [second phase](#) of the consultation has started and will remain open until 24 March 2010 for anyone interested in reviewing and commenting on the proposals submitted during the first phase.

Further information:

- [Original news article - Citizen Service Centres](#) (in Greek)
- [Opengov.gr](#) (in Greek)
- [The General Secretariat of Commerce of the Greek Ministry of Economy, Competitiveness and Shipping](#) (in Greek)

FR: Lorraine - First emergency telediagnosis over regional teleradiology network - 22 March 2010

On 5 March 2010, 1:30 am, the first request for an emergency telediagnosis over a radiology network named 'T-Lor' was made in the region of Lorraine, in north eastern France.

The request was sent from the hospital complex of the Epinal commune by an emergency doctor and directed to a radiologist who was at home. The patient was admitted to the hospital during the night with a suspected stroke. A brain scanner was performed.

The emergency doctor then sent his telediagnosis request from a computer of the hospital's emergency department in line with a pre-defined procedure. Once connection was established, the radiologist, located 30 km away, was quickly able to view the images from a laptop specially designed for interpreting them; he could then type and send back his report. The emergency doctor received it without trouble.

Background information:

The [T-Lor network project](#) aims to enable tele-expertise and telediagnosis as well as the exchange of medical images between the healthcare professionals of the Lorraine region. The owner of the project is the 'Telehealth Lorraine' Health Cooperation Grouping (GCS, Groupement de Coopération Sanitaire, in French), which is made up of health and healthcare institutions.

The Epinal hospital complex was the first healthcare establishment of the region to be equipped with T-Lor, during the second half of 2009.

Further information:

- [Original news article - Health platform of the Lorraine region - Solstis.org](#)
- [Presentation of the T-Lor project \(in French\)](#)

SE: Online service for testing Chlamydia - 19 March 2010

Since 1 March 2010, people registered in the Stockholm County and aged over 18 years old have had the possibility to order online a free Chlamydia test kit to perform the test in the comfort of their own homes.

They will receive the test results on a personal online account after having sent back the sample by traditional mail.

Free postal Chlamydia test kits can be ordered via the [Stockholm Health Care Guide](#), who is also the responsible body for informing the person who has submitted the sample about the test results.

The Chlamydia Tests are popular in Skåne and Östergötland (counties in southern Sweden) especially among those people who are worried about having the disease but at the same time are not willing or able to visit a traditional healthcare centre to do the test.

A mandatory prerequisite in order for the user to send the sampling test is to have set up a user account with an eID or a personal identity number and a password in order to enter the electronic service '[My healthcare contacts](#).' The test - a urine sample for men and a vaginal or urine sample for women - can be taken at home and mailed back in a postage-paid envelope.

The users can receive their results online within a week from the time they send them, by logging into their account on the 'My healthcare contacts' webpage.

If the results prove positive on Chlamydia , then the affected person will receive in their online account referrals to medical doctors as well as their contact details.

Further information:

- [Original News Article - The Stockholm County Aids Prevention Programme \(Lafa\) \(in Swedish\)](#)
- [Stockholm Health Care Guide \(in Swedish\)](#)
- [Stockholm Health Care Guide - 'My health care contacts' service \(in English and in Swedish\)](#)

EU: A new version of the Eduspace website has been released - 19 March 2010

Eduspace, the [European Space Agency \(ESA\)](#) portal for schools has been recently redesigned and updated.

Eduspace was created in 1998 with the aim to introduce earth observation key concepts to schools; since its launch, the website has been providing catalogues of earth imagery and a sophisticated image processing software package called LEOWorks, which allows the manipulation and analysis of satellite imagery on school computers.

The new version is more user-friendly and flexible, thus allowing new content to be easily added and elaborated. The previous modules have been retained although their presentation has been changed: the various application areas are presented as different themes - Earth from Space and Environmental Issues – that can also be searched by geographical area. LEOWorks has also been improved and it is now able to perform complex processing operations, such as image classification, geometric correction and pan-sharpening.

In the near future, the existent material will be further extended in order to provide general information about all continents; in the same way, new linguistic versions (for example Greek) will be added to the already available ones: English, French, German, Danish, Dutch, Italian, Spanish and Portuguese.

Further information:

- [Original news item – European Space Agency \(ESA\) website](#)
- [Eduspace website](#)

NO: Online advice on removing unwanted personal information from the Internet - 18 March 2010

The Norwegian Data Inspectorate's service 'Slettmeg.no' ('deleteme.no' in English) provides online advice to people who find unwanted and offending material about themselves on the Internet.

This new service was launched in March 2010 by Mr. Georg Apenes, the Director of the [Data Inspectorate](#) along with the Minister of Government Administration, Reform and Church Affairs, Ms. Rigmor Aasrud. Commenting on this initiative, Ms. Aasrud said: "I would like to congratulate all of us. I think many citizens are going to need this service and a lot of people are going to benefit from it. The service will be an important tool for a great number of people."

Operated by the Data Inspectorate and financed by the Ministry of Government Administration, Reform and Church Affairs, 'Slettmeg.no' is a two-year trial project that offers advice and guidance via its website and its phone, email and chat services. Guidance on how one can remove personal information from the Internet as well as an overview of relevant laws and regulations concerning Internet publication can be found on the website. Additionally, the service contributes to clarifying whether one may assume that a piece of information (picture, text, sound file) published on the Internet falls within the legal boundaries.

'Slettmeg.no' is a low-threshold service for people who experience violation of online privacy rights on material that they have posted themselves and later want to remove, or on material posted by others. The service keeps a neutral attitude to the different enquiries, avoiding any moralising tone concerning the published material; it rather limits itself to offer advice and guidance as objectively as possible.

The 'Slettmeg.no' services are:

- Advice and guidance on how to act in order to have unwanted personal information on the Internet removed or changed.
- Information about relevant laws and regulations.
- Practical assistance in order to get in contact with web services and those responsible for offending material published on the Internet.
- Assistance in filling out complaint forms and similar appliances offered by the individual web services.
- Assistance in using the self-service removal services (e.g. from a search engine's webpage removal request tool).
- Assistance in removing false/unwanted profiles on various social networking websites.
- Advice and tips on other relevant actors/organisations who may offer other kind of assistance.

However, 'Slettmeg.no' cannot deal with and take decisions about caseworks; neither does it have as its mandate to remove or make others remove information posted on the Internet.

Further information:

- [Original Press Release - Ministry of Government Administration, Reform and Church Affairs](#)
- Slettmeg.no (in Norwegian)

DK: Single access to personal health records via Sundhed.dk - 18 March 2010

The '[My Health summary](#)' service, now available through the Danish eHealth portal 'Sundhed.dk' allows authenticated users to obtain a faster and better overview of their own patient data.

Once logged into the health portal with their digital signature, users can access this personal health information that has been gathered from various healthcare sources. The available data includes:

- Summary of hospital admissions (back to 1995);
- Recent notes from hospital charts;
- Summary of medication prescribed over the last two years;
- Overview of personal wishes in relation to organ donation and receiving life-prolonging treatment (living wills);

- Status of laboratory tests ordered by physicians;
- Contact information for the personal General Practitioner (GP).

"We want to help all citizens to take responsibility for their own health and for their treatments." said Bent Hansen, chairman of 'Danish Regions' and of the Board of Directors of Sundhed.dk. "This is why we are working to give citizens access to the same data as that available to their care providers. Some citizens may have a large amount of such data." he added.

The secured and controlled access to personal information on medication and treatment is not a brand new function of Sundhed.dk. It has already been possible to find this information through the portal by performing distinct searches respectively focused on medication, diagnoses, admissions, records in a given hospital, etc.

'My Health summary' goes further by providing access to all this information at once, with a single click of a mouse. There is furthermore an option to limit one's search to a specific time period.

"I hope that many new users will seize this opportunity and take advantage of the new display of their latest health data. It is the most user-friendly patient summary available to the public at the moment." said Hansen.

Another innovation is the availability through 'My Health summary' of the laboratory test results. However, this does not exclude the need for an appointment at the physician's to know of the actual outcome of the test. On another note, many of the existing options are now better displayed in terms of user-friendliness.

'My Health summary' is the first version of the National Patient Index (NPI). It has become a collaboration between Sundhed.dk and [Digital Health](#) (Digital Sundhed, in Danish), a public organisation tasked with the national coordination of health IT in Denmark. Digital Health is currently working on new versions of the National Patient Index for both citizens and health professionals.

Further information:

- [Original news article - Sundhed.dk \(in Danish\)](#)
- [About 'My Health summary'](#)
- [Digital Sundhed \(in Danish\)](#)

SK: Setting the grounds for a national eHealth System - 17 March 2010

Following an amendment to the Health Care Act, the Ministry of Health of the Republic of Slovakia is preparing the grounds for a set of eHealth services to establish a national electronic health system.

The reform of the healthcare system includes services such as the electronic booking of General Practitioners (GPs), GPs' online consultation, health services that are to be provided remotely, electronic prescription forms or vouchers, as well as the issuing of electronic health cards, as from 2013.

The main purpose of the medical electronic cards is to give citizens access to their personal health records via the Internet at any time and place. The electronic health card will contain patient data including information about vaccinations.

This electronic health card will store life-saving medical information. "The electronic records will allow doctors around the world to provide healthcare to citizens, via the National Health portal. These medical data will be stored in an electronic health card through which doctors will be able to access them and therefore provide proper medical care even remotely." explains the representative of the relevant Department of the Ministry of Health.

Further information:

- [Original News Article - The Medical Chamber of the Republic of Slovakia \(in Slovak\)](#)

ES: Extremadura publishes agribusiness supply chain tool as open source - 17 March 2010

In February 2010, the Extremadura government published as open source JEXTraza, a supply chain tool meant to help agribusinesses verify and manage product information from source to destination. The tool is meant to be used in combination with OpenBravo, an open source enterprise resource system.

The JEXTraza project was introduced on Forja Linux, the Extremadura government's website for the development of open source software. That, coincidentally, made it the two thousandth project at OSOR.eu, which federates the software development projects of eleven collaborative development environments (forges).

Menci Nogales Galán, one of the public administrators involved in the development of JEXTraza, explains the reason why the project site is still empty. "It is in the final stages of development, and the developers are doing some final tests. Once those are concluded successfully, we will publish the source and its documentation on the forge".

Ms. Nogales Galán says the tool will manage all kinds of information associated with products, such as manufacturer, suppliers and expiry dates. Users can view such information in different ways, for example, in the form of a product tree that shows how several products are combined. "Using barcodes or its wireless version, RFID tags, you can even manage tracking requests across several companies" she concludes.

JEXTraza is published using the [GNU](#) General Public Licence (GPL). It constitutes a part of Jexpyme, an open source e-invoice system also developed for the Extremadura government.

Further Information:

- [Original news article - OSOR.EU](#)
- [JEXTraja project website](#)

New Factsheets

The 13th Edition of the eGovernment factsheet for Austria as well as the 8th Edition for Liechtenstein are now available online. We invite you to visit the [relevant section](#) for regular and/or ad hoc updates related to the factsheets.

Latest Publications

- [UK: Shared Services & the Public Sector Challenge](#) | 18 March 2010 | United Kingdom
- [HU: Open \(source\) aspects for realising an information society vision of Hungary](#) | 16 March 2010 | Hungary
- [EU/INT: Achieving Efficiency Improvements in the Health sector through ICTs - OECD Final Report](#) | 23 February 2010 | EU Institutions | International Organizations | Central and South America | North America | Oceania
- [EU: Final report of the exploratory process on the future of the medical devices sector](#) | 28 January 2010 | EU Institutions
- [DK: National Strategy for Digitalisation of the Danish Healthcare Service 2008-2012](#) | 31 December 2007 | Denmark

UK: Shared Services & the Public Sector Challenge - 18 March 2010

Description (short summary):

The announcement and publication of '[Putting the Frontline First: Smarter Government](#)' has created a stir on a number of fronts. Firstly, the British Prime Minister in his announcement in December 2009 clearly intended to leave

no one in any doubt of the role that public sector efficiency has in directly contributing to the UK's economic recovery. Following on from the publication of the results of the Operational Efficiency Review earlier in the year it makes it very clear that the economy drive is only just getting underway, speaking as it does of a further £12billion (approx. €13.5 billion) savings annually on top of the £35billion (approx. €39 billion) already committed to by 2011.

This article looks at the benefits of Shared Services and the progress being made on delivering back office efficiency through more deployment of shared services. 'Smarter Government' identifies the Department of Work and Pensions as a leader in shared services. There's also an interview with David Thorpe, Director of Shared Services for the (Department for Work and Pensions) DWP.

Number of pages: 4

HU: Open (source) aspects for realising an information society vision of Hungary - 16 March 2010

Description (short summary):

This document is Hungarian Non-Governmental Organisation Inforum's 2010 strategy for Information Society in Hungary. The aspects addressed in this document are new because it places focus on quality of life and economic profit.

This document seeks to show how the distance between Hungary and other EU Member States could be reduced and the social and economical interests could be harmonised in the Information Society.

Inforum expresses in this document its opinion that the key issue of the development of the information society in Hungary is the improvement of the quality of life, and the key issue of developing the information economy is the increasing of market and profit. Fortunately these two areas are closely interrelated with each other. A primary task is to dynamically develop governmental and public administration IT systems, domestic and foreign market growth, education, and the digital inclusion of the disadvantaged social groups.

Inforum sees two development directions that may be followed by domestic IT. These two directions are related to each other, although they are built on different logics. One of them is the direction of developing the profit focused information economy and the other direction is the development of the quality-of-life focused society.

The IT development policy directions of Hungary and of the European Union are identical. However, it can be seen that Hungary needs more resources for catching up with those in the front (or at least with those, who are in the middle of the pack). It is a mistake to wait in vain for the EU to reduce its speed because of Hungary. Therefore there is nothing else left, but for Hungary to increase its speed. The tasks listed in the full report contain the efforts needed to this end.

Number of pages:

Summary: 5
Full report: 22

EU/INT: Achieving Efficiency Improvements in the Health sector through ICTs - OECD Final Report - 23 February 2010

Description (short summary):

This report presents an analysis of the Organisation for Economic Co-operation and Development (OECD) countries' efforts to implement information and communication technologies (ICTs) in health care systems.

It provides advice on the range of policy options, conditions and practices that policy makers can adapt to their own national circumstances to accelerate adoption and effective use of these technologies. These ranged from foundational communication infrastructures to sophisticated Electronic Health Record (EHR) systems.

The analysis draws upon a considerable body of recent literature and in, particular, lessons learned from case studies in six OECD countries (Australia, Canada, the Netherlands, Spain, Sweden and the United States), all of which reported varying degrees of success deploying health ICT solutions.

Number of pages: 117

EU: Final report of the exploratory process on the future of the medical devices sector - 28 January 2010

Description (short summary):

The medical devices industry constitutes a key sector for healthcare. It is one of the most innovative sectors, improving and saving lives every day by providing innovative solutions for diagnosis, prevention and treatments. The medical devices industry is also a major employer in Europe. However these companies face challenges of national, European and international dimensions that may have an impact on their innovation capacity and their competitiveness. These difficulties might have consequences on the health of European citizens.

An exploratory process on the future of the medical devices sector has been put in place over the second semester 2009 to map the existing public health and industrial challenges in the sector and investigate possible topics of reflection at the European level. This process has provided for industry, users, and consumers of medical devices with an opportunity to share existing challenges.

The objective of the exploratory process on the future of the medical devices sector was to gather at the end of the process an overview of existing public health and industrial challenges, to identify current dynamics of the industry and highlight key topics of interest at the European level which has resulted in the present final report, i.e. a set of suggested themes of potential further reflection adopted by the members of the exploratory process.

Number of pages: 16

DK: National Strategy for Digitalisation of the Danish Healthcare Service 2008-2012 - 31 December 2007

Description (short summary):

The purpose of the National Strategy for Digitalisation of the Danish Healthcare Service 2008-2012 is to establish a common framework for the full digitalisation of the health care service.

The strategy comprises the entire healthcare service and all efforts to promote public health, as well as prevention and treatment - including tasks performed by the individual citizen/patient. It is based on the overall goals of the digitalisation strategy for the public sector 2007-2010 and thus supports development towards an increasingly connected and efficient public sector.

Number of pages: 54

ePractice Workshops

- [European eGovernment Measurements Conference](#) | 8 April 2010 | Belgium
- [Procurement of eHealth solutions](#) | 19 April 2010 | Belgium

Co-branding your event with ePractice.eu is possible. Please read our terms at epractice.eu/workshops

Upcoming Events

- [FR: The 'Internet Solidaire' Symposium](#) | 25 March 2010 | France
 - [FR: Porvoo 16 Conference on Interoperable European Electronic Identities](#) | 25 - 26 March 2010 | France
 - [BG: GMES operational capacity workshop 2010](#) | 25 - 26 March 2010 | Bulgaria
 - [FR: Health 2.0 Conference Paris 2010](#) | 06 - 07 April 2010 | France
 - [ES: Tecnimap 2010](#) | 06 - 09 April 2010 | Spain
 - [FR: European eAccessibility Forum](#) | 12 April 2010 | France
 - [IT: 3rd gvSIG Days of Trieste](#) | 13 - 14 April 2010 | Italy
 - [LU: Med-e-Tel 2010](#) | 14 - 16 April 2010 | Luxembourg
 - [CZ: 8th EEEGOV Days](#) | 21 - 23 April 2010 | Czech Republic
 - [IT: Health-e-Child Final Conference](#) | 23 - 24 April 2010 | Italy
 - [ES: Conference on Electronic Invoicing in Europe](#) | 27 - 28 April 2010 | Spain
 - [US: Conference on Telehealth and Remote Patient Monitoring for Hospitals and Health Systems](#) | 28 - 30 April 2010 | North America
 - [PT: Third Conference on Technology and Health](#) | 30 April 2010 | Portugal
 - [UK: Healthcare IT Exchange 2010](#) | 03 - 05 October 2010 | United Kingdom
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FR: The 'Internet Solidaire' Symposium - 25 March 2010

In spite of the well engaged completion of the access of all to digital infrastructures (telecom, TV, the Internet), the conditions of access to these tools and their spread are still uneven, depending on geographical areas, income and age. Beyond the infrastructure availability rates, there is a need to assess to which extent individuals possess the competences and skills allowing an optimised use of these new channels. For instance, the access of people with disabilities has improved.

Do digital channels constitute an integration factor? Are they a way to restore equal opportunities at school thanks to an easier and free access to knowledge, information and training; or on the contrary, do they increase inequalities within the educational system?

One may wonder if teleworking and teleconferences, by creating an almost permanent link with employers and colleagues, will reinforce cohesion at work or will make it weaker. Do discriminations and exclusions from the labour market step back with digital technology (can workmen and managers alike apply anonymously for a job over the Internet)? On the contrary, the headhunters using social networks or the information collected in the frame of eRecruitments do not necessarily change previous procedures drastically.

Does the development of social networks allow the creation of more social bonds, and are these more diversified and stronger? To which extent sociability and the marriage market are boosted, enabling the prevention of isolation phenomena whose consequences are sometimes dramatic (single people in rural areas, e.g. elderly people)?

New forms of actions arise in the associative, political and trade union organisations. But do these obvious evolutions trigger a broader participation of the citizens in collective action?

The event programme will address all these issues. It will be structured around three roundtables:

- **Roundtable 1: 'How does Information and Communication Technology (ICT) reshape society?'** - What are the stakes and prospects of emerging digital societies; What are their effects on social bonds?

- **Roundtable 2: 'Do the new ways of communication modify existing exclusions?'** - The emergence of the digital divide has been bringing to light that the development of the Internet can be a threat to social cohesion. Rapid mutations have generated inequalities between those who can access the web anywhere, anytime and those who are excluded from it. These new forms of exclusion appear at all levels, in particular towards those who have already been affected by inequalities and who find themselves marginalised at the periphery of the system;
- **Roundtable 3: 'Digital inclusion: a social reintegration and cohesion factor'** - Many initiatives allow fighting the digital divide. These 'inclusion techniques' aim to put in place an Information Society which is inclusive, generous and solidarity-based towards those publics who are the most subject to a digital divide which has become a social divide. The actors of digital solidarity are coming to life. What are their missions and commitments as to the development of 'citizen- and solidarity-based' ICTs? What are the digital inclusion tools at the disposal of the various levels of government? How do telecom and Internet services providers address the social and solidarity-based offer?

Registration to this open event is to be performed [online](#); it requires the payment of a €50 fee, except for students, job seekers and the press, whose attendance is free of charge.

Event email: pilicer@pppagency.com

Event website: <http://www.internetsolidaire.fr/>

Country: France

City/Location: Paris

Organiser: PPP Agency for the French High Commissioner for Active Solidarity against Poverty and for Youth

FR: Porvoo 16 Conference on Interoperable European Electronic Identities - 25 - 26 March 2010

The [Porvoo Group](#) is an international cooperative network whose primary goal is to promote a trans-national, interoperable electronic identity based on PKI technology, smart cards and chip ID cards, in order to help ensure secure public and private sector e-transactions in Europe.

The majority of the Group's members represent their respective national authorities, but representatives of the business community as well as the European Commission and the UN have also contributed to its work. At the present phase, about 30 countries from Europe, the United States, Canada and Asia have representatives in the Group.

The conference will discuss themes such as national eID development projects in France, eHealth initiatives, [STORK](#), Driving Licences, Biometrics and Country Updates.

A [preliminary agenda](#) of this event is available.

Registration is free of charge and can be performed [online](#). Further information on accommodation is available [here](#).

Event email: virginie.simonnet@interieur.gouv.fr

Event website: [http://www.ants.interieur.gouv.fr/evenements/index.php?page=presentation-colloque&id_rub=100\(=en](http://www.ants.interieur.gouv.fr/evenements/index.php?page=presentation-colloque&id_rub=100(=en)

Country: France

City/Location: Charleville-Mézières

Organiser: French Secure Documents Agency (ANTS) and The Finnish Population Register Centre

BG: GMES operational capacity workshop 2010 - 25 - 26 March 2010

The [Global Monitoring for Environment and Security \(GMES\)](#) is a European programme for the implementation a European capacity for Earth observation that provides data useful in a range of issues including climate change and citizens' security and border surveillance through the observation of land, sea and atmosphere.

The Sofia 2010 GMES operational capacity workshop objectives will be the following:

- Raising awareness on GMES and the current role of EU-12;
- Giving opportunities for an increased involvement of the EU -12 in research activities and future operational exploitation of GMES.

The main topics discussed will be the evolution of GMES - research and operational aspects, the GMES program governance for infrastructure observation and services provision and the progresses in GMES services and involvement of EU-12; detailed information on the topics is available [here](#); a preliminary program can be consulted [here](#).

The deadline for the submission of [presentations](#) is the 10th of March 2010; the workshop is addressed to the representatives from all EU Member States and candidate countries.

Event email: info@gmes-bg.org

Event website: <http://www.gmes-bg.org/workshop/index.html>

Country: Bulgaria

City/Location: Sofia

Organiser: Bulgarian Information Office for GMES under the aegis of the Prime-minister of the Republic of Bulgaria – Mr. Boyko Borissov

FR: Health 2.0 Conference Paris 2010 - 06 - 07 April 2010

The Health 2.0 Conference is a showcase of online and mobile technologies in healthcare. It will take place for the first time in Europe, after 5 successful conferences in the United States.

The agenda will span the key elements of Health 2.0 and showcase how consumers and professionals:

- Search for more appropriate health content;
- Share personal information in Communities;
- Use Tools to self-manage and enhance the patient-physician relationship.

Participants will get an insight into the following questions:

1. How does specialised search relate to Health 2.0? Is there life beyond Google in Europe?
2. Are online patient communities different in Europe and across European countries?
3. Have European doctors gone 2.0?
4. Are personal health records being adopted by health care systems in Europe?
5. How do European hospitals, payors and governments relate to Health 2.0?
6. What opportunities exist for pharmaceutical companies to play a bigger role in Health 2.0?

The detailed agenda may be viewed [here](#).

Health 2.0 Europe seeks to integrate the best of European health technologies, and compare, contrast and contextualise them with leading examples of Health 2.0 from North America. In particular, it will explore:

- What works in the context of Europe's evolving health care systems;
- Whether there are commonalities across European systems that can lead to economies of scale (or not!);
- What the "boundary-less" online world means for consumers and physicians working in distinct health care systems.

There will also be a presentation of the latest thinking about Health 2.0 in the European context, special videos, an unconference session, the introduction of new companies at Health 2.0 Europe's Launch, and more.

Registration can be performed [online](#); it requires the payment of a fee.

Event email: info@health2con.com

Event website: <http://www.health2con.com/paris2010/>

Country: France

ES: Tecnimap 2010 - 06 - 09 April 2010

TECNIMAP aims to share practices and experiences related with the usage of ICT and eGovernment services among Public Administrations. It constitutes the largest Spanish event about eGovernment and the main meeting point between ICT, public and private sector. Due to the coincidence with the Spanish Presidency of the EU, the 2010 event will also encourage the participation of other Member States and European Union Public Administrations.

TECNIMAP is organised around three different kinds of gatherings: expert panels, workshops and communications. These gatherings are organised around various thematic tracks. Due to the recent approval of the Malmö Ministerial Declaration, 2010 TECNIMAP will have a track linked to each of the priorities established in the Declaration, namely:

- Citizen and Businesses Services
- The role of eGovernment in the economy
- Efficient and sustainable Public Administrations
- Technical and legal enablers

National and European academics, companies and officials have been invited to take part in the expert panels and workshops, while the [call for papers](#) for the [Communications](#) is open to all the National and European Public Administrations. An award for the best communication at each Spanish Government level will be given, as well as for the communication received from a European Public Administration.

Besides the expert panels, workshops and communications, an exhibition area called EXPOTECNIMAP will be deployed. In near 200 stands, best-of-the-breed examples of how eGovernment helps in Spain and Europe to overcome the economic, social and environmental challenges will be exhibited.

The website of the event will have an English version in the following days.

The event is open to all. Participation is free of charge for public sector attendees and for invited private sector representatives. Registration can be performed [online](#).

Event email: secretaria.tecnimap@zaragoza.es

Event website: <http://www.tecnimap.es/en>

Country: Spain

City/Location: Zaragoza

Organiser: Spanish Ministry of the Presidency, Regional Government of Aragon and Zaragoza Town Council

FR: European eAccessibility Forum - 12 April 2010

After [three previous conferences](#), the European eAccessibility Forum is organised for the first time in Paris.

The 4th European eAccessibility Forum will provide participants the chance to discuss the complementary aspects involved in making this objective a reality in Europe. It will provide an opportunity to hear at first-hand about experiences from users with disabilities, public organisations and industry. The speakers are specialists involved in organisations representing users and consumers with disabilities, research organisations and companies operating at a European level or worldwide. Keynote speakers include -among others- Mr. Paul Timmers, the Head of Unit for eInclusion, European Commission. The conference will also consider the harmonisation of good practices over Europe.

Some topics to be discussed are the following:

- Needs of citizens with disabilities and aging citizens.
- Examples of accessible services.
- Public policies.

- Tools supporting accessibility.
- Economical aspects.
- Mobile technologies.

Registration to the event can be performed with the payment of a fee. Further information can be found [here](#). Expected participants will be around 200-250.

Event email: brailletnet@snv.jussieu.fr

Event website: <http://inova.snv.jussieu.fr/evenements/colloques/colloques/index.php?c=62&l=en>

Country: France

City/Location: Paris

Organiser: Brailletnet

IT: 3rd gvSIG Days of Trieste - 13 - 14 April 2010

The '3rd gvSIG Days of Trieste' event is dedicated to gvSIG users. gvSIG is a multilingual, open source geographic information system (GIS) that can handle both vector and raster data. It features basic editing tools for the creation and maintenance of vector or raster spatial data on a variety of file formats, including remote data sources.

The event will discuss the implementations introduced by the gvSIG new versions 1.9 for desktop and 0.2 and 0.3 for palmtop PC, as well as main achievements of local interest, the regional community IRDAT (INSPIRE), applications concerning [Rete Natura2000](#) for fire fighting and urban planning. A section will be also dedicated to [Openstreetmap](#) and its applications on palmtop devices.

The deadline for submitting [presentations](#) is 9 March 2010 while registration for this open event is free of charge and can be performed [online](#).

Event email: alessandro.sgambati@regione.fvg.it

Event website: <http://www.gvsig.org/web/community/events/trieste/2010/inicio>

Country: Italy

City/Location: Trieste

Organiser: Forest Inspectorate of Trieste and Gorizia, Department of Life Sciences of the University of Trieste, Municipality of San Dorligo della Valle - Občina Dolina, Slovenian Forestry Agency

LU: Med-e-Tel 2010 - 14 - 16 April 2010

The Med-e-Tel 2010 conference [programme](#) will feature presentations of successful business cases, research activities, pilot projects, practical experiences from health and social care providers, and panel discussions, offering both local and international perspectives on ehealth and telemedicine opportunities and experiences.

Med-e-Tel focuses on ehealth and telemedicine applications and a wide range of other medical ICT applications and on the convergence of information and communication technology with medical applications, which lead to higher quality of care, cost reductions, workflow efficiency, and widespread availability of healthcare services.

An extensive international programme with participants from 50 countries in Europe and around the world will put companies and solutions in front of an audience that is looking to see and hear the latest developments in telemedicine and ehealth. Supported by the International Society for Telemedicine & eHealth, European Commission, World Health Organization, International Telecommunication Union, European Health Telematics Association and a range of other associations, the Med-e-Tel event gathers European and global healthcare leaders and providers. More precisely the conference is expected to host around 500-600 participants.

Registration conditions are provided [online](#).

Event email: info@medetel.eu

Event website: <http://www.medetel.eu>

Country: Luxembourg

CZ: 8th EEGOV Days - 21 - 23 April 2010

The title of this annual event in 2010 is stressing the challenge of servicing citizens and understanding eGovernment as a Service. The discussions will include a wide range of topics, including Policy modeling, technologies and role of marketing in re-thinking eGovernment

The ideas and visions of the EU eGovernment Action Plan for 2015 will be presented. The reflections on the 5th Ministerial eGovernment conference and reactions on the last eGovernment Declaration are also expected in a range of sessions.

The annual Eastern European eGov Days has become an acknowledged platform for dialogue and knowledge transfer between Western and Eastern European countries. This event brings together over 200 professionals from the private and public sector in an exchange of experience and ideas and real life examples.

A select number of academic papers will be presented at the conference. Accepted papers will be published by OCG in the printed, ISSN/ISBN identified, Conference Proceedings and in an electronic format. The event organisers are looking for innovative papers on New aspects of Government Transformation and eService provision (Organisational, legal, technological, human, political, etc). A detailed list of the topics can be found [here](#) accompanied by more details on the important dates. The deadline for the closing of the call for papers has been extended to **20 January 2010**.

The temporary programme of the event can be found [online](#) on the event website.

The event is open to all and registration can be performed [here](#) following the payment of a fee.

Event email: zalisova@epma.cz

Event website: <http://www.epma.cz/eeegov-days.html>

Country: Czech Republic

City/Location: Prague

Organiser: Forum e|Government / OCG-Austrian Computer Society, Vienna (AT) and EPMA/Vysocina Region (CZ) with partners, under the auspices of the Czech Prime Minister Jan FISCHER and in a partnership of the Municipality of Prague

IT: Health-e-Child Final Conference - 23 - 24 April 2010

[Health-e-Child](#), a Sixth Framework Programme (FP6) ICT for Health integrated project, started work in 2006 with €12 million in funding and the goal of developing a Grid-powered platform for clinical diagnosis support and research in paediatrics, based on the vertical and horizontal integration of biomedical data and knowledge.

The consortium has succeeded in developing:

- a Grid-based platform which clinicians and researchers are using to securely share anonymised clinical data across four European paediatric centres of excellence;
- tools to automatically curate the database, browse patient data by utilising graphical knowledge representation, perform similarity searches and implement knowledge discovery investigations;
- a new MRI-based scoring system for juvenile idiopathic arthritis;
- personalised heart models for advanced diagnosis and intervention planning in cardiology;
- a brain tumour growth model to interpolate growth between two time instances.

Following four years of development, a series of awards from major international conferences culminating in the first prize at [ICT08](#) and European-wide press recognition, in April 2010 the Health-e-Child consortium would like to discuss, compare and assess its results with stakeholders from the relevant worldwide research communities, trying also to envisage the social impact of innovation on paediatric healthcare.

This conference will represent a unique opportunity to discuss modern aspects of personalised healthcare from innovative health IT to clinical advancements in Paediatrics, while contributing to the progress made throughout the Virtual physiological human (VPH) community. The event will discuss the Health-e-Child project's work, as well as the state of the art and the road ahead for personalised healthcare in paediatrics.

The event agenda may be found in the 'Program' section of the event website. Registration is to be performed online through the dedicated section of the conference's website.

Event email: joerg.freund@siemens.com

Event website: <http://conference.health-e-child.org/>

Country: Italy

City/Location: Sestri Levante (Liguria)

Organiser: Health-e-Child consortium

ES: Conference on Electronic Invoicing in Europe - 27 - 28 April 2010

Within 5-8 years, structured eInvoicing will become the predominant invoicing method throughout Europe according to the [final report of the Expert Group on eInvoicing](#).

Building on the report's recommendations, currently under public consultation (*), the 'Electronic Invoicing in Europe' conference hopes to create the discussion and debates that will contribute to the Commission's assessment of the different options available to facilitate the emergence of an interoperable pan-European eInvoicing environment.

Four sessions addressing the current obstacles to a full deployment of eInvoicing solutions are planned:

- SMEs and eInvoicing;
- Interoperability;
- Standards;
- Legal framework for electronic invoices.

Registration for this open to all and free of charge event is to be performed [online](#) via the event website. Early registration is recommended as the number of seats is limited and participation will be on a first come, first serve basis.

The conference agenda can be viewed [here](#). Further information may be found at the event website.

(*) The report was open for consultation **until 26 February 2010**. The report together with information on the consultation is available at: http://ec.europa.eu/internal_market/payments/einvoicing/index_en.htm and <http://ec.europa.eu/enterprise/sectors/ict/e-invoicing>.

Event email: entr-e-invoicing@ec.europa.eu

Event website: http://ec.europa.eu/enterprise/newsroom/cf/itemshortdetail.cfm?item_id=4005<=en

Country: Spain

City/Location: Madrid

Organiser: European Commission in collaboration with the Spanish Presidency of the Council of the European Union

US: Conference on Telehealth and Remote Patient Monitoring for Hospitals and Health Systems - 28 - 30 April 2010

This three-day industry forum aims to highlight the latest trends, best cases studies, hands-on experiences and innovative strategies from America's top hospitals and other organisations.

The event has been designed for all clinical practitioners, technical support staff, leadership, financial and strategic planners involved in implementing and sustaining home telehealth/remote monitoring operations.

Attendees will learn about:

- Understanding the current legal, regulatory and reimbursement issues in telehealth;
- Building a telehealth programme to deliver more convenient, accessible and efficient patient care at a lower cost;
- Identifying key clinical, administrative and technical design and support elements for implementing a successful telehealth programme;
- Identifying critical areas such as change management, organisational behavior, and buy-in from stakeholders, marketing, and recruitment that greatly impact the success or failure of telehealth programmes;
- Implementing a telehealth programme to assist in the management of chronic health problems, improve outcomes and reduce long term patient care costs;
- Developing a remote patient monitoring programme to ensure proper coverage of Intensive Care Units (ICU), Emergency Rooms (ER) and other departments, meet staffing shortages and improve overall patient care;
- Overcoming challenges to telehealth programme design, usability, interoperability and evaluation;
- Strategies for overcoming reimbursement barriers;
- Emerging telehealth technologies and their impact on clinical outcomes.

Registration can be performed [online](#).

Event email: sprox@acius.net

Event website: <http://www.acius.net/wiki.aspx/Conferences/Upcoming?view=overview&id=149>

Country: North America

City/Location: Silver Spring, Maryland, United States

Organiser: Active Communications International, Inc. (ACI)

PT: Third Conference on Technology and Health - 30 April 2010

The event intends to bring forward the latest projects in the area of healthcare technology and to deepen the dialogue between researchers and health professionals (doctors, nurses, technicians, health and technology professionals and students).

Moreover, with this initiative the organisers seek to increase the interaction between higher education and companies that target these areas. As in the previous edition of the conference, a space for exhibitors has been allocated.

The major areas to be discussed are computing solutions for health, the role of medical mechanisms/equipment, the contribution of medical telemedicine, technologies at people's access/service and Future Medicine. The full programme may be viewed at the following link (in Portuguese): <http://www.ipg.pt/tecnologia-saude2010/programa.asp>.

The registration form may be found [here](#), either online or in PDF format.

Event email: gic@ipg.pt

Event website: <http://www.ipg.pt/tecnologia-saude2010/index.asp>

Country: Portugal

City/Location: Guarda

Organiser: Polytechnic Institute of Guarda (IPG), Superior School of Health and Superior School of Technology and Management

UK: Healthcare IT Exchange 2010 - 03 - 05 October 2010

The Healthcare IT Exchange has been designed to showcase the leading initiatives in Healthcare Services today, combining practical discussions on cutting edge technologies. The Healthcare IT Exchange has compiled speakers with brand new case studies from some of the largest trusts and experts across the UK and Europe.

Through the conference sessions, discussions will be facilitated on a wide array of strategically driven Healthcare IT issues such as:

Strategy:

- An update on the Department of Health's plans for the National Programme for IT
- Forward Planning: Making efficiencies and maximising cost savings
- Innovation - selling your ideas to the board
- Engineering an innovative culture within your IT department
- Health IT: Learning from Europe

Technology:

- Connecting health professionals for a collaborative NHS
- Securing patient information
- Capitalising on legacy systems
- Implementing and realising the benefits of shared services
- Mobile technologies for a mobile work force
- Digitising patient records
- Looking to the future: Does cloud computing have a silver lining?

Senior executives responsible for providing strategic IT guidance to overall business strategy for their trusts will be invited.

The conference programme for the event is currently being developed.

Participation to the event has no cost, however, registration is mandatory and can be performed through [event's website](#). The expected number of the participants is around 150.

Event email: exchangeinfo@iqpc.com

Event website: <http://www.healthcareitexchange.co.uk>

Country: United Kingdom

City/Location: London

Organiser: International Quality and Productivity Centre (IQPC) Exchange

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