


# Challenges in Planning Effective National *eHealth* Systems

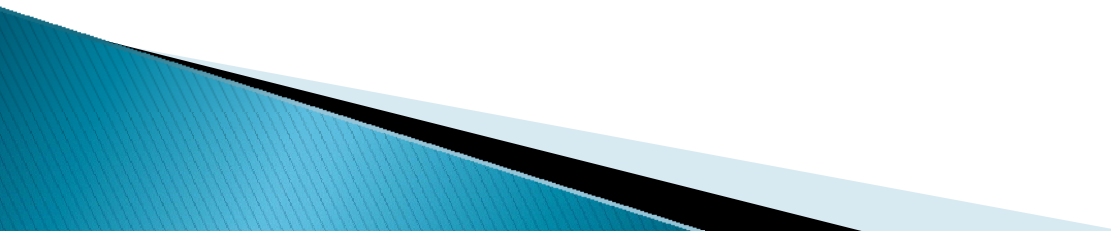
**Kazem Behbehani, PhD, FRCPath**



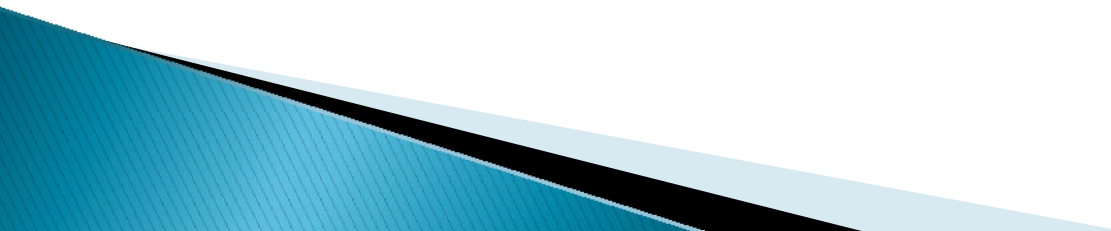
# Challenges

- Transparency and Governance
  - New Technologies
  - Citizen Centered Health Care Systems
  - Capacity Building
  - Management Skills
  - Managing Change
  - Learning Network
  - Research and Development
  - Information Sharing
  - knowledge Based Society
  - Key Essential Changes
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# Governance

- ▶ Clear decision at the highest Government level to embrace *eHealth* systems
  - ▶ Political commitment for timely planning and implementation at all levels
  - ▶ This process should be fully transparent
  - ▶ Role of policy makers is long term planning and strategic thinking
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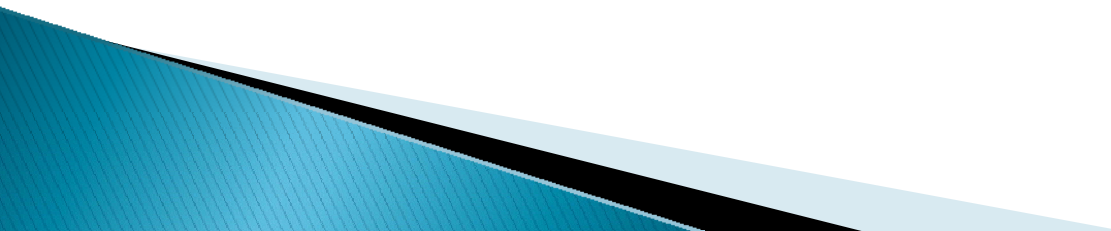
# Health Financing

- A major issue for all governments
  - Common theme is health insurance both public and private
  - Legislation and its enforcement essential for all health care providers
  - Exclusion of certain health conditions, a problem of private health insurance
  - Individual personal data privacy needs to be totally protected
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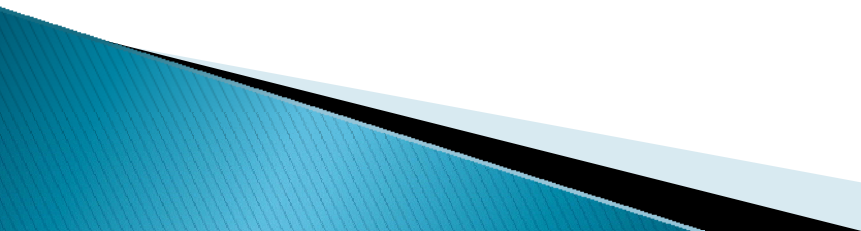
# New Technologies

- Shift in healthcare from hospital to home based citizen-led approach requires careful use of information technology
  - Crucial challenges confront decision-makers
  - *eHealth* is new technology for citizen centred healthcare systems which respect multicultural and multilingual diversities
  - WHO's *eHealth* strategy calls for a citizen centred health system, including a health care information exchange system
  - Health authorities need to share experiences
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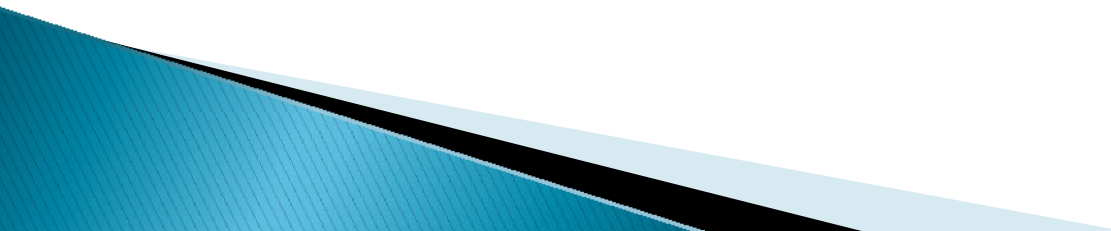
# Citizen Centered Health Systems

- In GCC countries new technologies for health are at different stages of implementation
  - Now timely to consider introduction of IT into their complex health systems
  - This means the total reengineering of the overall health services
  - In the next ten years full integration of information technologies into public services such as health will be essential- **START NOW**
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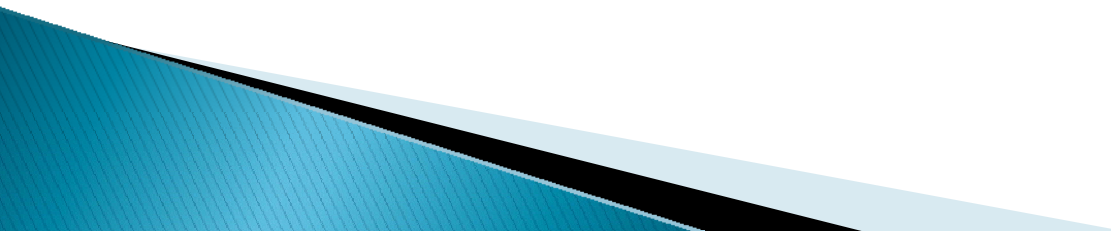
# Capacity Building

- Capacity building is a long term commitment
  - Issues are attitudes, investment, concept and vision, changing technology and culture
  - Capacities have to be developed to effectively implement *eHealth* strategies for which a well thought-out plan will be essential.
  - Innovation not only inventing new things but recognizing what exists and applying it carefully and appropriately.
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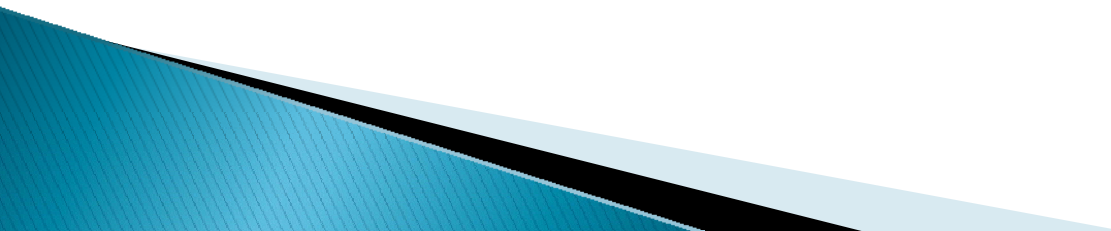
# *eLearning*

- ▶ Self education and acquiring skills are extremely important
  - ▶ Best accomplished through *eLearning*
  - ▶ Main approach to creating a knowledge based society
  - ▶ This allows people to learn at their own pace and to better understand complex issues
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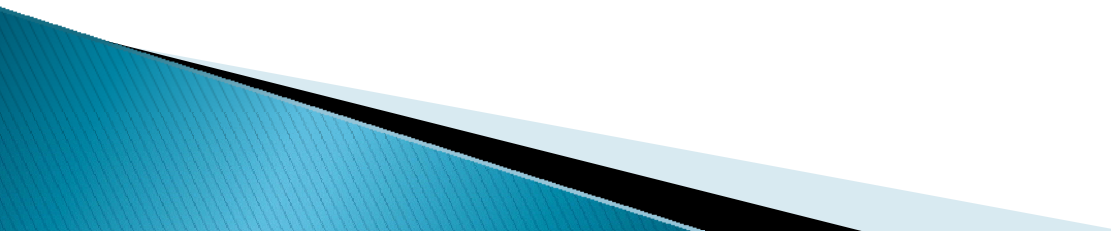
# Management Skills

- Existing facilities and skills need to be updated and new facilities and skills developed
  - New *eHealth* systems and new digital hospitals have to be properly managed
  - Patient safety and patient care are paramount and must form part of the management thinking equation
  - Medical professionals to be given the opportunity to develop management skills
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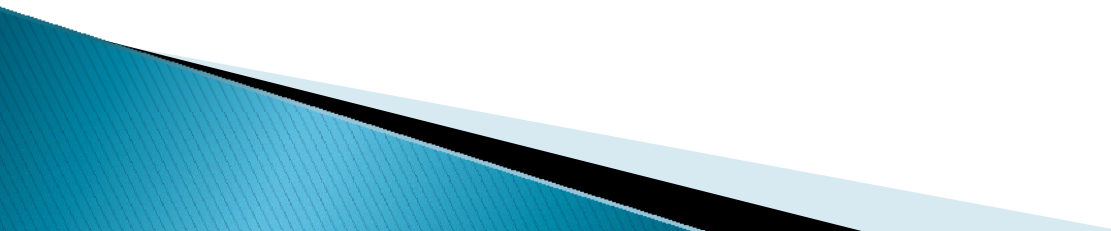
# Managing Change

- ▶ Important challenge is to improve care processes to enhance overall efficiency
  - ▶ Data to be analyzed to provide information for patient safety and adequate care
  - ▶ Communication between professionals and citizens must consider language, culture and organizational issues
  - ▶ Change processes must be carefully managed
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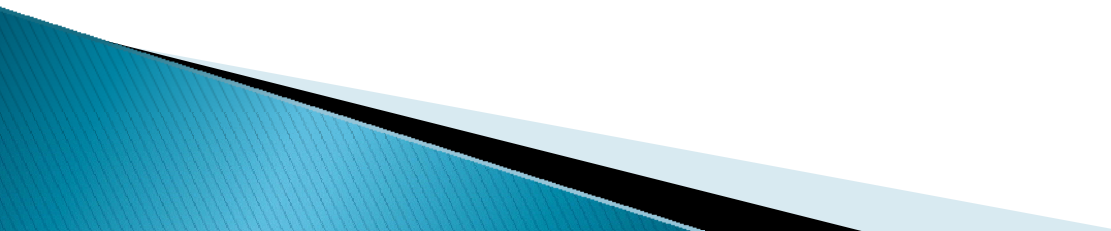
# Learning Network

- In the future the hospital will be thought of as an extended community network
  - Staff will dedicate themselves to preventing medical errors and improving patient safety
  - Management efforts should be guided in part by quantitative and qualitative data that best fits the needs of every institution
  - Wireless will be an enabler to merge and deliver information and avoid errors
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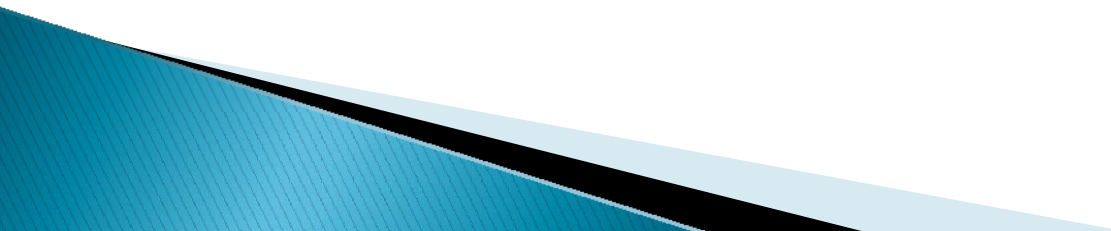
# Research and Development

- Researchable issues should contribute to improving health systems delivery.
  - Outcomes will help plan and manage present and future health priorities of the country
  - Collaboration between networks of GCC research institutions will form a critical mass for R&D in health systems
  - The research conclusions need to be widely disseminated and put into practice.
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# Information Sharing

- Information Technology management will become an integral part of the clinical management processes
  - Transportable *eRecords* will help to support higher quality care, while protecting patient privacy and cutting costs
  - Internet and intranet technologies are fulfilling a dual role as a means of communication and a source of information
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# Knowledge Based Society

- ▶ We are in the midst of a fundamental and significant shift in healthcare philosophy
  - ▶ Highly sophisticated computer databases and computational methodologies will allow huge amounts of patient data to be processed
  - ▶ A prime focus will be how to digest and incorporate the ever increasing amount of new knowledge into practice
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*Thank you*

# Key Essential Changes

- ▶ Consider clients as citizens and not patients
  - ▶ Emphasize home management as an alternative to hospital management
  - ▶ Consider the total health of the citizen and not just disease
  - ▶ Emphasize prevention and not just treatment
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