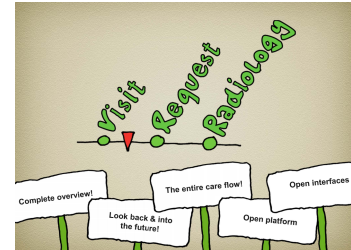


My Health Care Flow



Published On: 10 November 2014

Organisation: Stockholm County Council

Country:

Level of government: Regional/State government

Sector: Health

Type:

Launched in: 2014

Link to the innovation's website

Like this innovation

0 persons like this innovation

Description

Our project offers a holistic solution based on individual patient needs including innovative e-services, open data platforms and new business models.

The project will deploy patient journey e-services and related infrastructure in a number of health care units in Sweden. In the end, a national implementation of the concept and a packaging of solutions for the Nordic market will be achieved.

During the process, existing communication channels within the national e-health and profession-related fora will be used. Our aim is to reach the level of knowledge when broad implementation of the project is ensured.

The above described open innovation environment opens up health care as a new market for app developers.

In long term, we expect socially sustainable growth in terms of increased security, quality of life, patient safety, knowledge and information provided for patients and improved communication between the health care system and patients.

Why the innovation was developed

- We believe that creating an effective service and an innovative approach was definitely needed.
 - Improved, open and secure care to patients.
 - Create a stronger position for the Swedish IT and health care sectors and encourage other sectors to do so as well.
 - Innovative approach in health care that is worth spreading.
 - Patients in the health care system.
-

Existing similar practices

ICTs in health care

In other countries' public administrations

US Health Care using Cerner ICT

Cerner® solutions enable physicians, nurses and other authorised users to share data and streamline processes across an entire organisation. An online “digital chart” displays up-to-date patient information in real time, complete with decision-support tools for physicians and nurses. Simple prompts allow swift and accurate ordering, documentation, and billing.

http://www.cerner.com/solutions/Hospitals_and_Health_Systems/

Results

Effectiveness

- A holistic solution based on individual patient needs including open data platforms and new business models.
 - This system makes much easier for everyone involved to understand why the various actions have been planned.
-

Service quality

Accessibility:

- E-services My Care Flow helps patients to be more active in their own healthcare work, through simple functions for following request flow and appointments, as well as searching for information on a computer, smartphone or tablet.

Responsiveness:

- Improved communication between patients and health care.

Reliability:

- Information is collated according to the needs of patients and relatives. This provides a full picture of the entire healthcare flow - what has happened and what my investigations and treatments will look like in future.
 - Secure deliverable in time.
-

User satisfaction

- Increased patient participation.
 - Patients and relatives obtain an overview of how the various treatment programmes will progress.
-

Other improvements

- Stronger position for the Swedish IT and health care sector.
- The concept will be worth spreading in other countries as well.

Development

Design

Health informatics researchers at Karolinska Institute.

Testing

- Mock-ups and prototyping.
 - Piloting.
 - Testing at several levels.
-

Implementation

Tools used:

- Bottom-up approach.
- Health professionals and health care organisations are responsible for the implementation.

Resources used:

- Budget: SEK 88 million.
-

Diffusion

- Qualitative research including interviews and focus groups.
 - Action research.
 - Case studies.
-

Challenges and solutions

- Legislative challenges: almost solved.
 - Reimbursement issues: still on the table.(The best would be to apply the European reimbursement model.)
-

Partnerships

e-Hälsomyndigheten, Norrbotten, VGR, Skåne, Dalarna, Jönköping, Örebro, SLL

Other Public Sector

A huge cooperation project with four works packages, including all the different parties.

These departments and County Councils of Sweden stepped on the path of innovation and took their part in applying and spreading our project.

Callista, Inera, Mawell, Softronic, Cambio, Sectra, Compu Group

Private sector

Joint meetings every quarter, meetings between work packages every week, meetings within the work packages every day.

The health care systems and e-health companies provided the technical background for the innovation.

Lund University, University of Stockholm, Karolinska Institute, Linköping University, Jönköping Business School

Academics and Research Bodies

Partnership between the members is closed, structured and documented.

Lessons Learned

Lessons Learned

- We believe that the e-service and open integration platform we developed is worth sharing.
-

Conditions for success

- Innovation institutes that stand for quality and attract actors of the society to be part of it. (Without Vinnova in Sweden, the project would have been impossible to develop.)
-

Other information

We need to find more practical e-health cooperation within the EU. Why build different services across the EU countries when the need is the same everywhere? National cooperation is not sufficient.

Copyright OECD. All rights reserved.