



European Society
for Quality in Healthcare



Quality & IT in Healthcare

*Using Information and
Communication Technologies to
Promote the Quality Agenda
in European Healthcare*

18-19 June 2004, Lahti, Finland

Sibelius Hall, Ankkurinkatu 7, FI-15140 Lahti

(<http://www.lahti.fi>).

Workshop jointly organised by ESQH & EHTEL
in co-operation with STAKES and the City of Lahti



Joint ESQH/EHTEL workshop, organised in co-operation with STAKES and the City of Lahti

From patients to policy makers, managers to clinicians, all stakeholders have distinct perspectives on the use of IT in healthcare.

- ⇒ Could IT improve quality of care?
- ⇒ Could IT make the provision of healthcare safer?
- ⇒ Or more cost-effective?
- ⇒ Could IT make the work of professionals easier?
- ⇒ Or ease that of managers?

Or can IT help do all of these things?

Each stakeholder group will be aware there are a large number of complex issues involved in answering all of the above questions.

Therefore, this unique combined workshop will contain streams dedicated to each group, devoting time, expert speakers and an equally expert audience to explore these issues and perhaps together, to answer some of these key questions.

In summary, the principal aims of the workshop will be:

- ⇒ to demonstrate and review current experiences from various countries around Europe,
- ⇒ to exchange ideas and viewpoints,
- ⇒ to identify areas where further insight is needed,
- ⇒ to explore future prospects.

Four intensive plenary sessions are guaranteed during the 2-day workshop.

In each of the four workshop streams, key presentations from expert contributors will highlight aspects of each session's main theme.

Ample time will be available for input from the audience and interactive discussion.

At the close of each day, a panel discussion will apply quality concepts and standards to topics related to the day's main theme.

Regularly updated information is available from www.ehtel.org and www.esqh.net

Programme

Friday, 18 June 2004

9:00 – 10:30 Plenary Session: Policy & Decision Makers
Chair: Jan Mainz, ESQH President

09:00 – 09:10 EHTEL Perspective:
Hannu Hämäläinen (Member, EHTEL Board of Directors)

09:10 – 09:20 ESQH Perspective: Jan Mainz (ESQH President)

09:20 – 09:35 IT in Finnish Healthcare:
Ralf Ekeboom, Health Ministry representative

09:35 – 09:50 eHealth strategy for Lithuanian Health Care Development
Romualdas Jonas Kislaitis, Lithuania

09:50 – 10:05 National Board of Health and Welfare
Sweden Representative (*invited*)

10:05 – 10:20 Irish Health Portal,
Aoife Hilton, Midwestern Health Board

10:20 – 10:30 Discussion and Summing Up

10:30 – 10:45 Coffee Break

10:45 – 12:00 Plenary Session: Healthcare Managers (Part 1)
Chair: Hannu Hämäläinen, EHTEL Board Member

10:45 – 11:00 Managing the patient processes electronically, an integrated
approach. Pentti Itkonen

11:00 – 11:15 Structural reforms in Patient Flow Management using Technology,
Kenneth Sandström, Med-In

11:15 – 11:30 How to monitor the quality of care using electronic data collection.
Paul Bartels

11:30 – 11:45 Electronic extranet based reporting system for all Finnish
emergency units. Aarno Kari, Intensium Ltd

12:00 – 12:15 Discussion and Summing Up

12:15 – 13:30 Lunch

13:00 – 14:30 Plenary Session: Healthcare Managers (Part 2)

- 13:00 – 13:15 Risk management in healthcare services: The role of ICT supporting the control and reduction of medical errors
Nicola Pangher, ItalTBS, Trieste, Italy
- 13:15 – 13:30 Tracking healthcare standards deviations using data-set collection and evaluation:
Aleš Bourek, Centre for Healthcare Quality, Czech Republic.
- 13:30 – 13:45 Use of IT methods and tools in classification systems in the context of optimising the processes of healthcare services provision in Poland. Krzysztof Nycza, Poland
- 13:45 – 14:00 Using registry data in the development of service models of care, Maijaliisa Junnila, Stakes Kuntapalvelut
- 14:00 – 14:15 Security policies of healthcare organisations: content, implementation and monitoring.
Ross Fraser, Canada
- 14:15 – 14:30 Discussion and Summing Up

14:30 – 14:45 Coffee Break

14:45 – 16:00 Discussion Panel: Quality of Healthcare IT (Im)Possibilities of Systems & Applications
(with a focus on support of quality objectives, user friendliness, performance, interoperability etc.)

Introduction: Pekka Ruotsalainen, Head of OSKE, Stakes

Panel Participants:

- ⇒ IT providers:
NN, TietoEnator representative
- ⇒ Healthcare professionals:
Aleš Bourek, Czech Republic
Kari Harno, HUS
- ⇒ Healthcare managers:
William Reddy/Siobhan McCarthy, Ireland
- ⇒ Policy makers: NN, NICTIZ representative

Saturday, 19 June 2004

09:00 – 10:30 Plenary Session: Healthcare Professionals
Chair: Jarmo Reponen, Finnish Society for Telemedicine

- 09:00 – 09:15 New ways of working:
Jarmo Reponen, Finnish Society for Telemedicine
- 09:15 – 09:30 Doing therapy over 300 miles between the patient and the therapist (TEL-LAPPI):
Eva Salomaa, Chief Physician.
- 09:30 – 09:45 Computerised guidelines: The CBO Approach
Kitty Rosenbrand, GIN/CBO, The Netherlands
- 09:45 – 10:00 The CPME view on guidelines,
Markku Äärimaa (Former President of CPME)
- 10:00 – 10:15 Disease management in chronic pain, EPR with decision support
Dick Vermeij, France
- 10:15 – 10:30 The views & needs of the nursing profession
Kaija Saranto, Kuopio University

10:30 – 10:45 Coffee Break

10:45 – 12:30 Plenary Session: Citizens & Patients
Chair: Jan Mainz, ESQH President

- 10:45 – 11:00 Patients/Citizens' view: needs, demands, expectations from IT-enabled healthcare. Angelica Frithiof, EHTEL Association (*invited*)
- 11:00 – 11:15 Lahti, The center for excellence in IT serving the citizens.
Matti Liukko
- 11:15 – 11:30 Internet based automatic audit system.
Haske van Veenendaal, CBO (*invited*)
- 11:30 – 11:45 A-Clinic online services: Addiction Link. Teuvo Peltoniemi (*invited*)
- 11:45 – 12:00 Call Centers and Home Care, Nicola Pangher, ItaTBS, Italy
- 12:00 – 12:15 Home care: Tuija Kanto-Hannula, Tampere Vaskikodit.
- 12:15 – 12:30 Data protection: Chris Rudland, MidWestern Health Board Ireland

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12:30 – 13:30 Lunch

**13:30 – 15:00 Discussion Panel: Quality and healthcare IT:
Services for Citizens**

Statements on: systems for disease prevention, disease management;
Quality of Internet health information; Wellness etc.

Introduction: Angelica Frithiof, EHTEL (*invited*)

Panel Participants:

- ⇒ Quality of Internet health information: current developments in Europe:
Kristian Lampe, FinOHTA
- ⇒ Netti Neuovola: Maternity and Infant Clinic on the Net
Pirkko Kouri
- ⇒ Marius Buiting, CBO representative
- ⇒ Markku Riipinen, ProWellness
- ⇒ Experience from the SVOD – “system for visualization of oncology data”
Aleš Bourek, Czech Republic

15:15 – 16:15 ESQH Council Meeting

Meeting will be closing in the evening with Sailing on the Lake of Lahti

Regularly updated information available from
<http://www.ehtel.org> and <http://www.esqh.net/>

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