

# Monitoring and Benchmarking eHealth in Europe and the World

## Workshop

**Prague, 18 February 2009 – 13:00 – 16:00 h**

A study commissioned by the



**European  
Commission**

Carried out by



# eHealth Benchmarking in the EU

## Status-quo

**Ingo Meyer, empirica GmbH**

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# The eHealth Benchmarking study



- **Second in a series of three linked studies to develop eHealth benchmarking at EU level (first: INDeH GP survey 2007)**
- **Collate and analyse existing eHealth monitoring/benchmarking sources**
  - **Survey among experts of EEA Working Group on IS statistics**
  - **Desk research on supranational and European level**
  - **National correspondents on national level**
- **Identify examples of good practice**
- **Develop framework for EU-wide eHealth benchmarking**

# Some draft results (1)

<b>Total number of eHealth benchmarking sources identified in 31 countries under observation</b>		<b>86</b>
Of which	Single country sources (EU member states)	61
	Single country sources (non-EU member states)	11
	Multinational sources	14
Of which	Covering 5-10 countries	8
	Covering the EU15 Member States	4
	Covering the EU25 Member States	1
	Covering the EU27 Member States	2
Of which	Continuous data gathering activities	14
	Non-continuous / one-off activities	72
Of which	Main purpose: measuring eHealth/ICT availability and use	67
	Main purpose: evaluation of eHealth applications/services	10
	Main purpose: measuring attitudes towards eHealth/ICT	7
	Main purpose: analysis of eHealth market	2
<b>Total number of eHealth indicators included in all studies identified</b>		<b>~4300</b>
	Average number of indicators per source	48
	Minimum number of indicators in one source	1
	Maximum number of indicators in one source	404



Many single-country sources -> limited comparability

# Some draft results (2)

	Basic ICT availability	ICT use (generic)	Administration	Consultation	Cross border treatment	Diagnosis	Facility management	Health info provision	Health info search	Laboratory analysis	Long-term care	Patient data exchange	Patient data storage	Prescribing	Professional training	Referring	Telemedicine/-monitoring	Treatment	Attitudes towards ICT	Assessment of impacts	eHealth/IT investment	eHealth/IT skills	IT related processes	
General Practitioners																								
Hospitals																								
Citizens																								
Specialists																								
Health professionals																								
Pharmacies																								
Health Insurances																								
Public Health Orgs.																								
Nurses/practice staff																								



- Actors not covered: Informal carers, Therapists, Nursing homes, Paramedical personnel
- Variation in analytic depth
- Activities often covered in terms of attitudes only

# Some draft results (3)

	Basic ICT availability	ICT use (generic)	Administration	Consultation	Cross border treatment	Diagnosis	Facility management	Health info provision	Health info search	Laboratory analysis	Long-term care	Patient data exchange	Patient data storage	Prescribing	Professional training	Referring	Telemedicine/-monitoring	Treatment	Attitudes towards ICT	Assessment of impacts	eHealth/IT investment	eHealth/IT skills	IT related processes	
General Practitioners	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Hospitals	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Citizens	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Specialists	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Health professionals	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Pharmacies	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Health Insurances	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Public Health Orgs.	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Nurses/practice staff	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■



- Multinational coverage exception rather than rule

# Filling the gaps (1)

## eHealth Benchmarking indicator framework

	Basic ICT availability	ICT use (generic)	Administration	Consultation	Cross border treatment	Diagnosis	Facility management	Health info provision	Health info search	Laboratory analysis	Long-term care	Patient data exchange	Patient data storage	Prescribing	Professional training	Referring	Telemedicine/-monitoring	Treatment	Attitudes towards ICT	Assessment of impacts	eHealth/IT investment	eHealth/IT skills	IT related processes
General Practitioners																							
↳Module: Nurses / practice staff																							
Hospitals admin / IT staff																							
Hospitals medical staff																							
↳Module: Nurses																							
Citizens / Patients																							
↳Module: Informal carers																							
Specialists																							
↳Module: Nurses / practice staff																							
Therapists																							
Pharmacies																							
Care providers																							

## Filling the gaps (2)

Aim: collate coherent data covering all EU Member States, key eHealth actors and key eHealth activities to better understand eHealth availability and use, impacts, facilitators, barriers etc.

### Options for data collection

- o Inclusion in existing data gathering activities
  - o Eurostat -> HH survey, citizens / patients (incl. informal carers), Eurobarometer etc.
- o European observatory
  - o Series of dedicated surveys
  - o Repeated at regular intervals
  - o Satisfying data needs of different stakeholders (policy makers, IT industry, user organisations,...)

Establish links with other, complementary activities, e.g. of the OECD (reach beyond EU)



**Thank you very much for your attention!**

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**Available  
March 2009**

***The eHealth Benchmarking study online***

<http://www.ehealth-benchmarking.eu>

Full study report with all results – 31 Country Briefs – 12 Good Practice Cases

***Online Knowledge Base of eHealth monitoring and benchmarking sources***

<http://kb.ehealth-benchmarking.eu>