

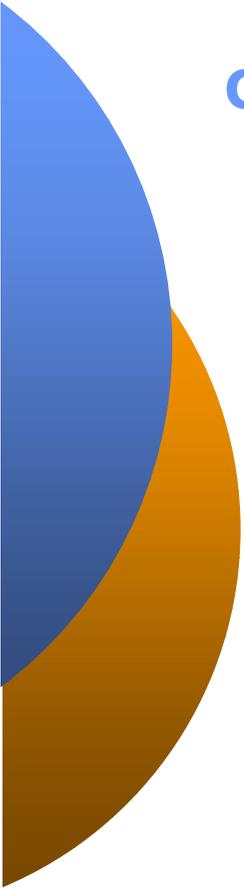
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eHealth Benchmarking Workshop

Prague, 18/02/2009

*Study on the use of ICT in the **Health and Social Security** Sector in Greece*

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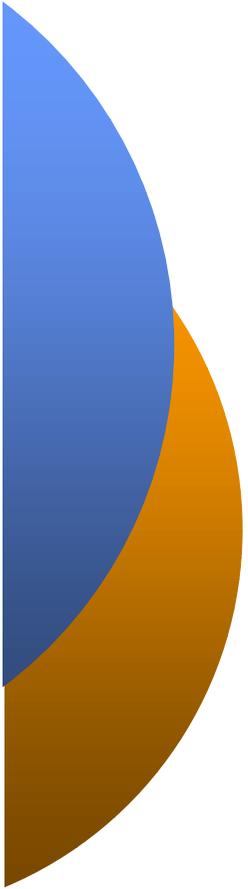
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Objectives of the Study

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## Objectives

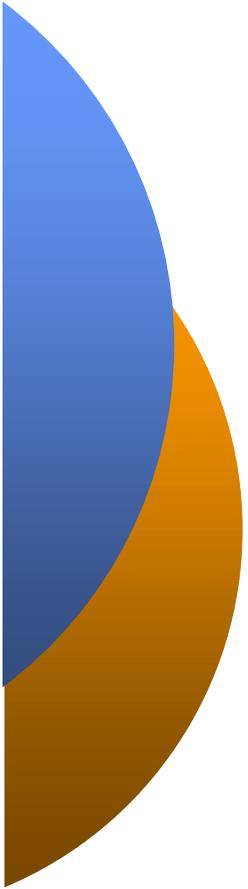
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Study commissioned by the Observatory for the Greek Information Society in 2006 and was concluded in 2008.

Objective: to identify the perceptions of employees working in health and social security organisations concerning the use of ICT in their work.

The results of the surveys + best practices on the use of eHealth in other countries + input about the future needs of the health and social security sector in terms of ICT obtained via workshops and personal interviews => assisted in investigating the perception of the employees about the usefulness of ICT in their workplace, the impact caused by their introduction (or not) and their concerns about the future of their sector collateral to ICT introduction.

*As stated by the Observatory for the Greek Information Society "training and raising the awareness of People are key to a smooth and operational transition to an eHealth and eSocial-Security era in Greece".*



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The Surveys

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## The Surveys

### Public Health survey: 01/07/2007 – 30/11/2007

Sample: 1.356 questionnaires from all over Greece:

Managerial personnel: 34

Medical personnel: 354

Administrative personnel: 106

Nursing personnel: 768

IT personnel: 37

Other: 57

### Social Security survey: 01/08/2007 – 30/11/2007

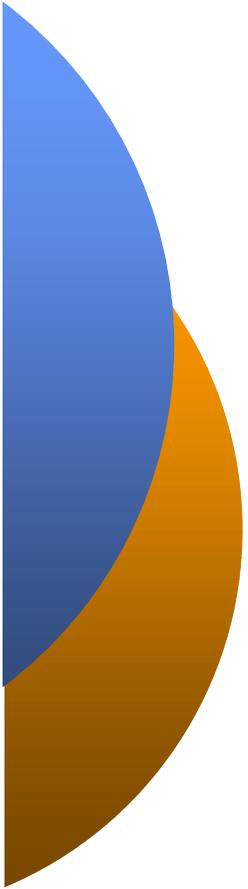
Sample: 1.007 questionnaires from all over Greece:

Managerial personnel : 29

Administrative personnel : 903

IT personnel : 47

Other: 28



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The Methodology

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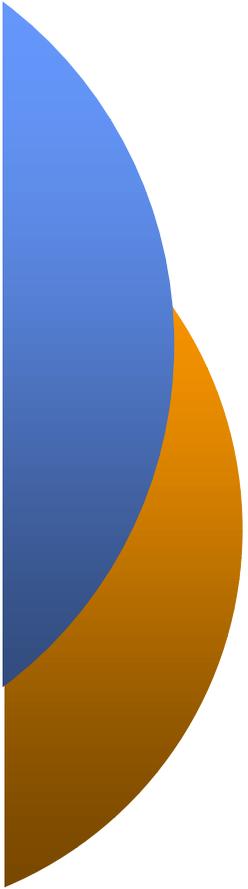
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## Levels of Analysis

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The analysis of results was conducted on three levels:

- ✓ First level: overall results extraction for all populations.
- ✓ Second level: calculation of indicators concerning the level and extend of utilisation of ICT in the health and social security sectors.
- ✓ Third level: extraction of factors that are perceived to affect the level and extend of utilisation of ICT by the public health and social security sectors as well as the impacts of the ICT systems on the organisations themselves but also the society.



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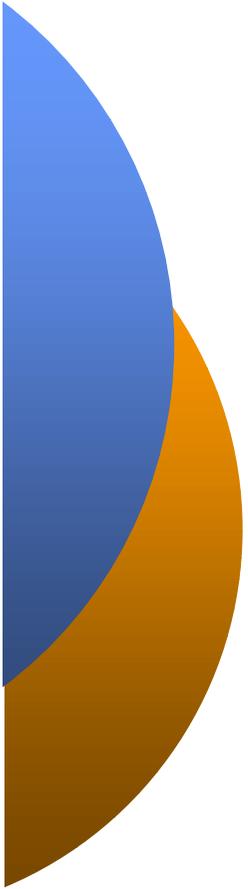
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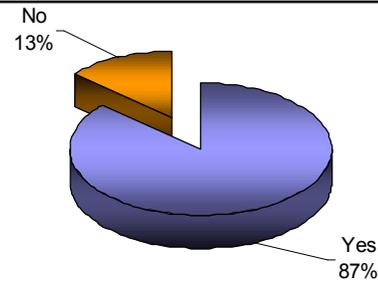
Main results

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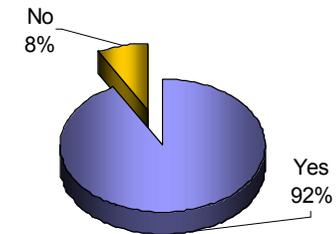


## Computer literacy and Usage

# IT knowledge and skills

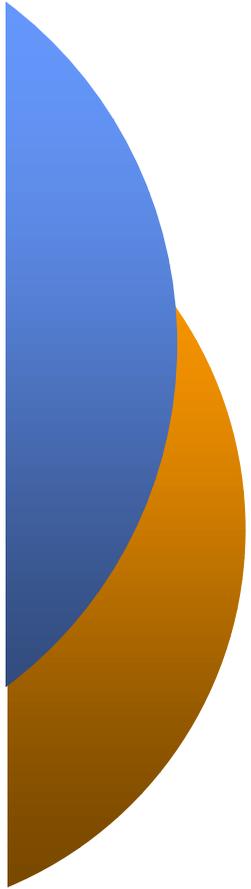


Public Health sector



Social security sector

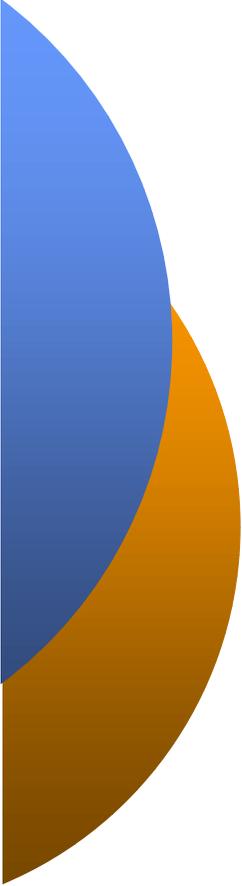
- o Almost **all social security** employees have access to a Computer at work and use it daily.
- o Around **60%** of all **healthcare** professionals have access to a Computer and around half use it daily.
- o Concerning specialised applications, very few **healthcare** and **social security** employees use them on a daily / weekly basis.
- o The IT skills level among the **health care** and the **social security** employees is high when it comes to executing "simple tasks", while when it comes to executing more "advance tasks" the level is not estimated equally high => lack more advanced IT skills.

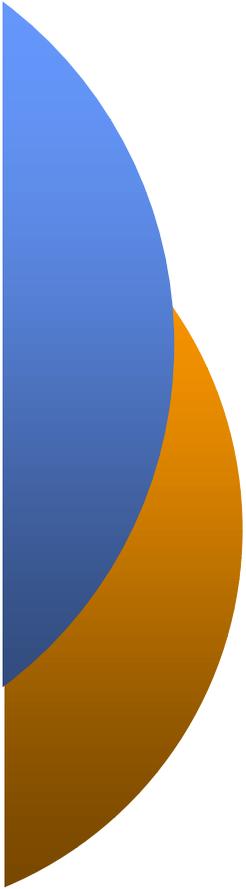


Training on ICT

## Level of training

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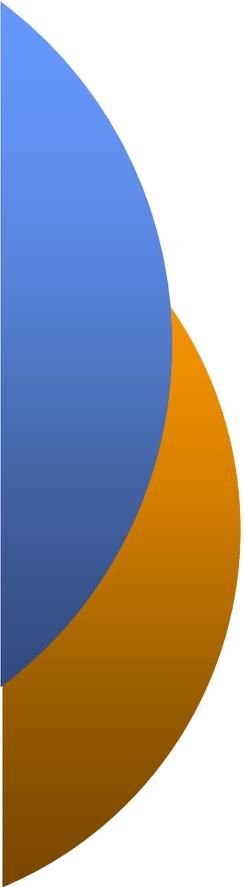
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- ✓ One third of all **public health respondents** have attended an IT related seminar within the past 3 years while 31% have never attended such a seminar.
  - ✓ 50% of **social security sector respondents** have attended an IT related seminar in the past 3 years while only 14% have never attended such a seminar.
  - ✓ 40% of **healthcare professionals** and 65% of **social security** respondents stated that their organisation has arranged a seminar about IT within the past 3 years.
  - Almost all employees, irrespective of sector, consider important their further training on ICT mainly for the enhancement of their career.
  - Most important reasons for refraining from training: lack of time, costs of seminars, organisations not organising seminars for their employees.



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## Specialised ICT applications in Greek hospitals & social security organisations

# ICT infrastructure

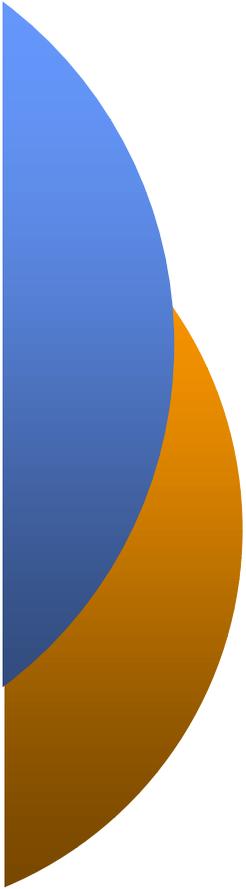
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- On average, **11%** of **public health** workers stated that their organisation has at least one specialised ICT healthcare application installed, mainly *Electronic medical records, HIS/CIS and Health Cards*.
  - On average, **41%** of all **social security** workers stated their organisation has at least one specialised ICT social security application installed, mainly the *Electronic Social Security Records*.
  - **82%** of all **health care** workers and **63%** of all **social security** workers consider the increase of use of specialised ICT applications in their fields as very important.

The applications reported by the majority of the respondents as the most critical to be installed in the **public hospitals**, are :

- ✓ Electronic Medical Records, Health Cards and HIS/CIS.

The applications that were reported as the most critical to be installed in the **public social security organisations**, by the majority of respondents, are :

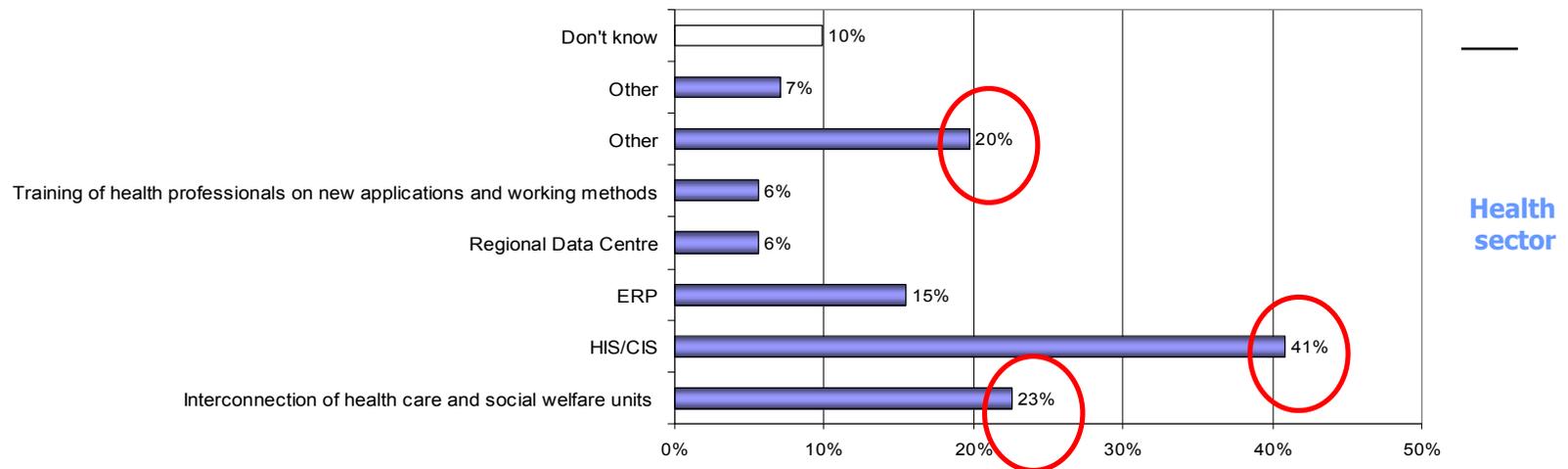
- ✓ Electronic Social Security Records, Electronic Insurance Cards and Tele-training.



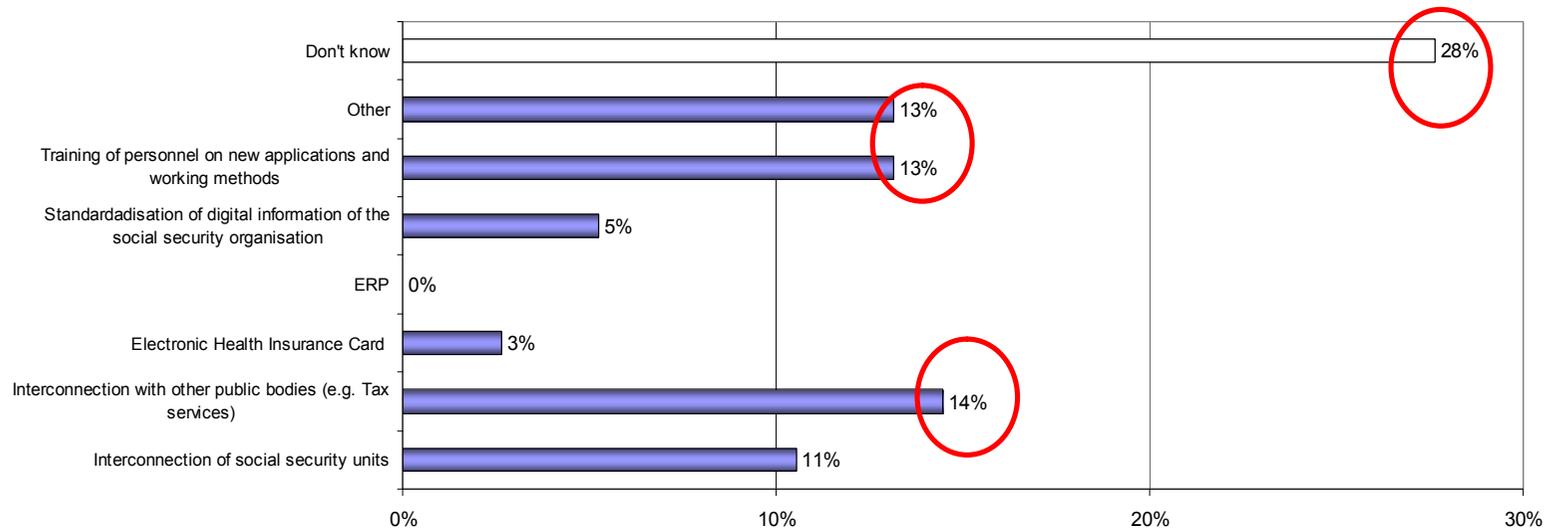
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## ICT projects in the Health and Social Security sectors

# ICT projects in the areas of public health and social security

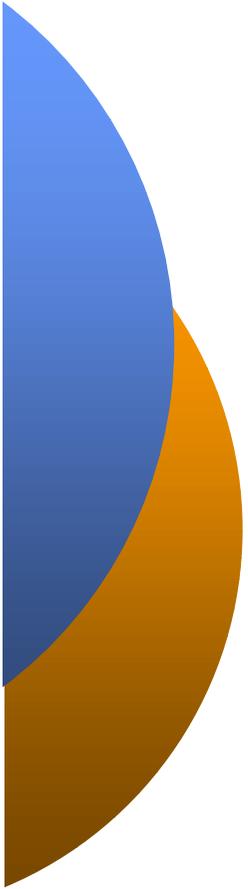


*Other: health networks, data-processing systems, etc.*



**Social security sector**

**Sample: managerial staff and IT personnel**



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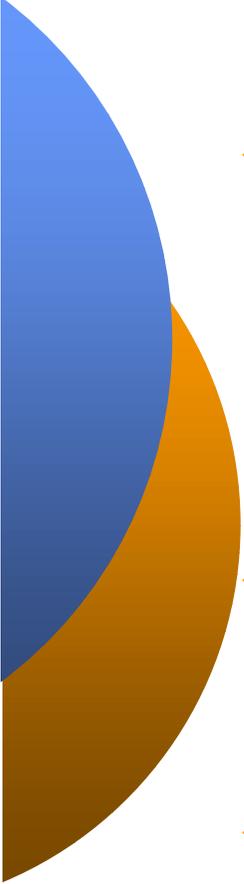
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Conclusions & Recommendations

## Conclusions of Study

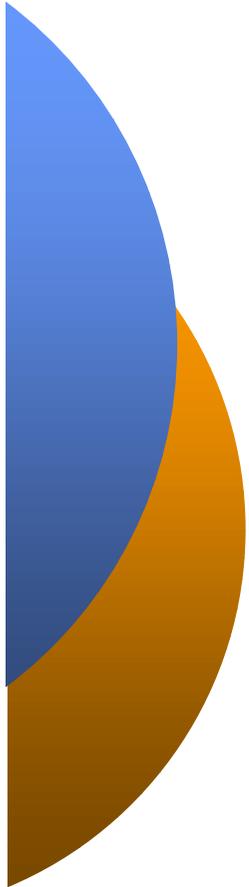
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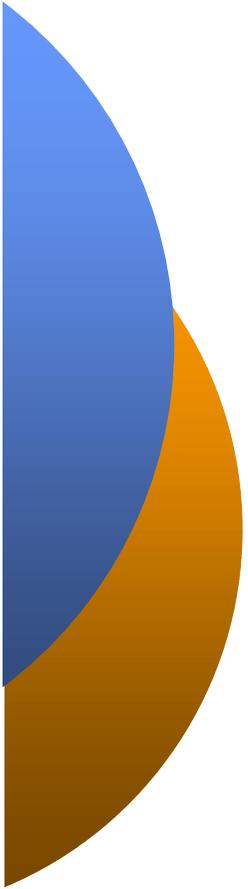
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- ✓ Important because it identified the perceptions of employees concerning the use, uptake and importance of ICT within their institutions as well as obstacles concerning their implementation, as only studies that look only at the appropriateness of ICT applications, according to needs and standards, are not sufficient on their own => valuable input to policy eHealth or ICT applications studies.
  - ✓ Provided a ground for discussion among healthcare professionals on possible trainings and applications that could improve the performance of their institutions.
  - ✓ Results to be compared with other studies, i.e. study on the ICT skills of all people working on sub-national public bodies.
  - ✓ Assisted in the identification of skills shortages and training areas on an overall level => provision of input to Ministry of Education and Ministry of Health.

## Recommendations for further studies

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- Such studies need to be undertaken on national / European level on a regular basis so as to monitor progress of skills and ICT penetration.
- Can also be conducted at sub-national level for the extraction of more specific information related to local / regional needs.
- Can also be conducted on inter-regional level to see how eHealth, eSocial Security applications can / should / have benefited interconnected areas.
- Need for the establishment of a European e-Health-and-Welfare Observatory that will monitor respective activities undertaken on European wide level, identify means for transferring good practices to other countries and provide room for discussion among interested stakeholders.





THANK YOU!