



Venice, 26th February 2007



The INCO-HEALTH “antennas”: experiences and networking

REGIONE LOMBARDIA – D.G. SANITA’



Regione Lombardia
Sanità

Claudio Beretta



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ITALIAN CONTEXT

- All Italian citizens and foreign workers are insured
- Regions are in charge of the Health System management
- Italian government is in charge of the overall coordination of the Health System
- All health care treatments (excluding dental) are covered by the National Health system
- Compulsory contribution through taxes
- The Health System directly pays for all services admitted



Public Budget
96 Billion euro (6,2% of GDP)

Private HealthCare
expenditure 2.2% of GDP





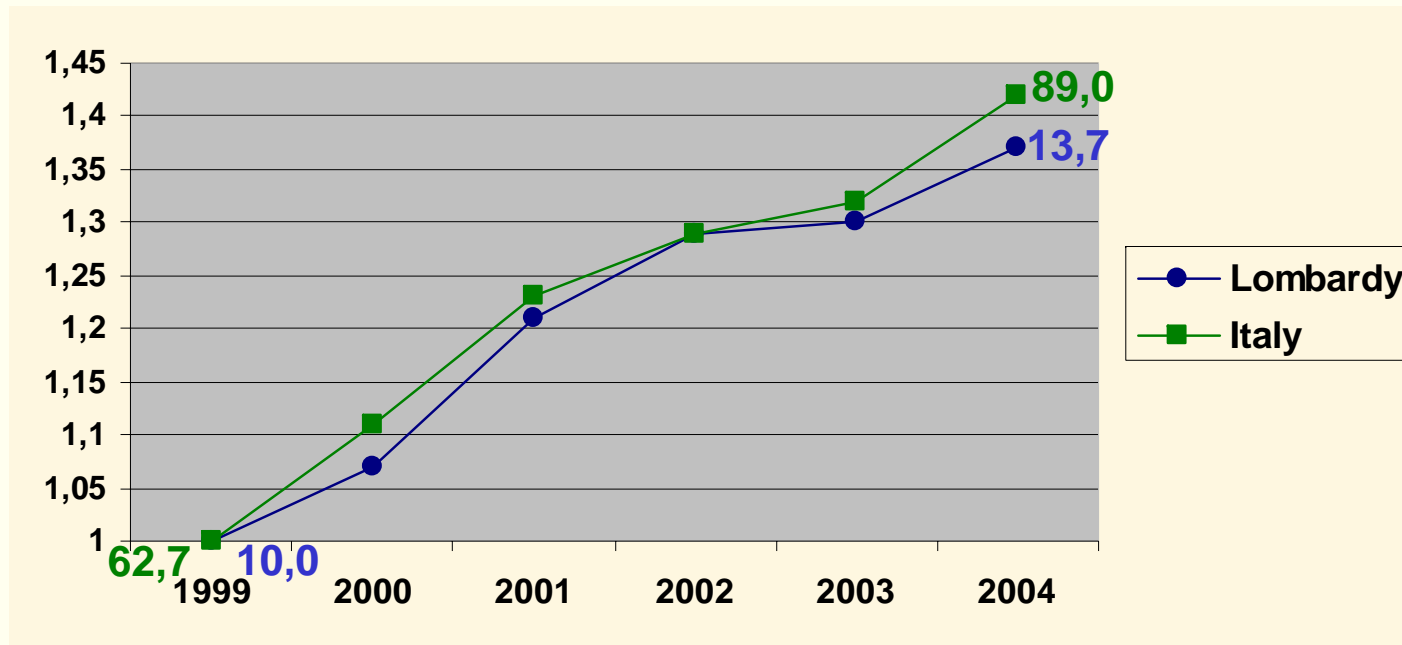
REGIONAL HEALTH SYSTEM

- 9.300.000 Citizens
- 160.000 Healthcare employees
- 7.900 GPs and Pediatricians
- 2.540 Pharmacies
- 15 Local Health Authorities
- 212 Public and Private Hospitals
- 983 Public and Private Medical Ambulatories
- 770 Ageing People Shelters
- 14,5 Billion euro budget for public healthcare (5,0% of GDP)
- 70% of Healthcare services provided by public providers





HEALTH EXPENDITURE



**Reducing the growing rate of Health expenditure is a critical target for Regione Lombardia.
The CRS-SISS project, including a e-Health Insurance Card meets this objective.**





CRS-SISS Project Overview



The CRS-SISS is one of the most important e-government project in the healthcare sector.

The core of the project is an 'Healthcare Extranet', which links professionals, social services, organizations and citizens, tracking all the events which occur in the patient treatment and providing value added services.

The project is based on smart card technologies, granting access to the Network to both citizens and operators by their personal smart cards.



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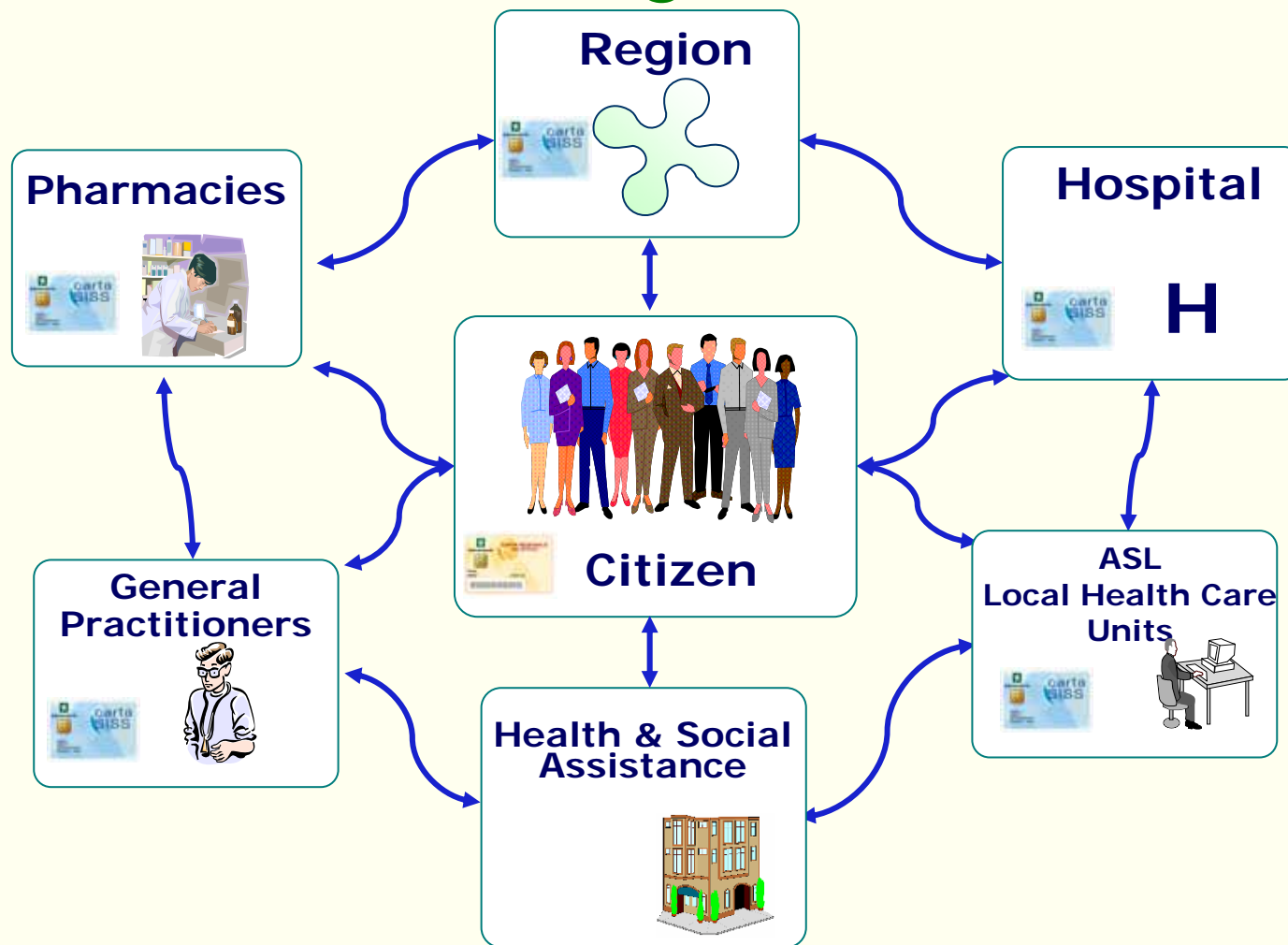
The innovation comes out from two concurring projects

- **CRS** (“Regional Services Card”): the personal smart card allowing every citizen to access all public administration services and enabling to access to private services.
- **SISS** (“Health Care Information System”): the regional network connecting all healthcare and social players in Lombardy and providing e-Health services for ensuring continuous care.



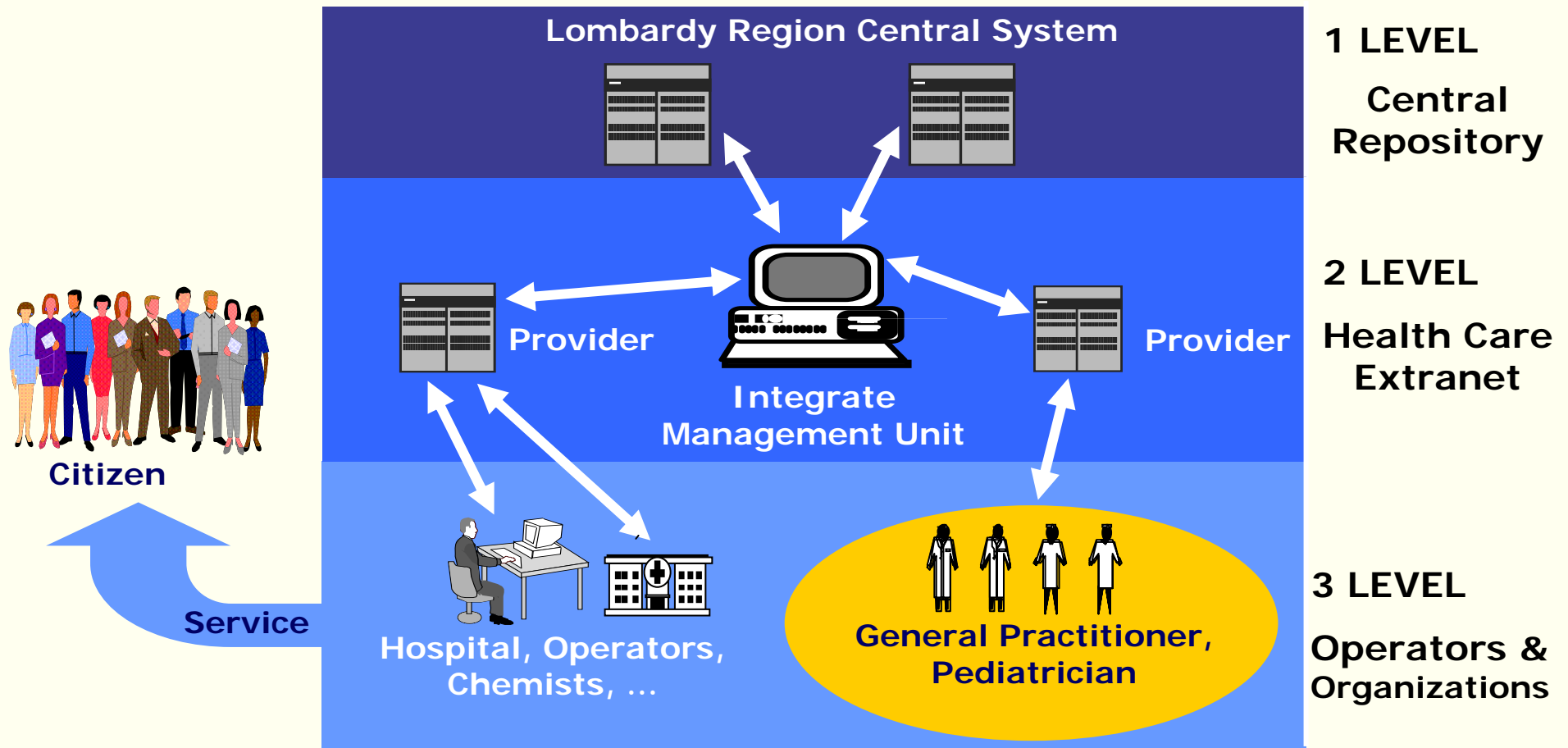


Continuity of Care





Network Architecture





SERVICES

- **Citizen Identification**
- **Prescription and Provision of Healthcare Services**
- **Support to GP's patient dossier**
- **Referral consultation**
- **Booking Process**
- **Emergency data management**
- **Accounting information flow management**
- **Clinical information exchange among HC Professionals**
- **Electronic signature**





SMART CARDS FEATURES



Citizen

- Identification and authentication
- Storage of information needed for emergency care
- Access to Public Administration services
- Certification of the “presence” of the Citizen (through electronic signature of documents)



Professional

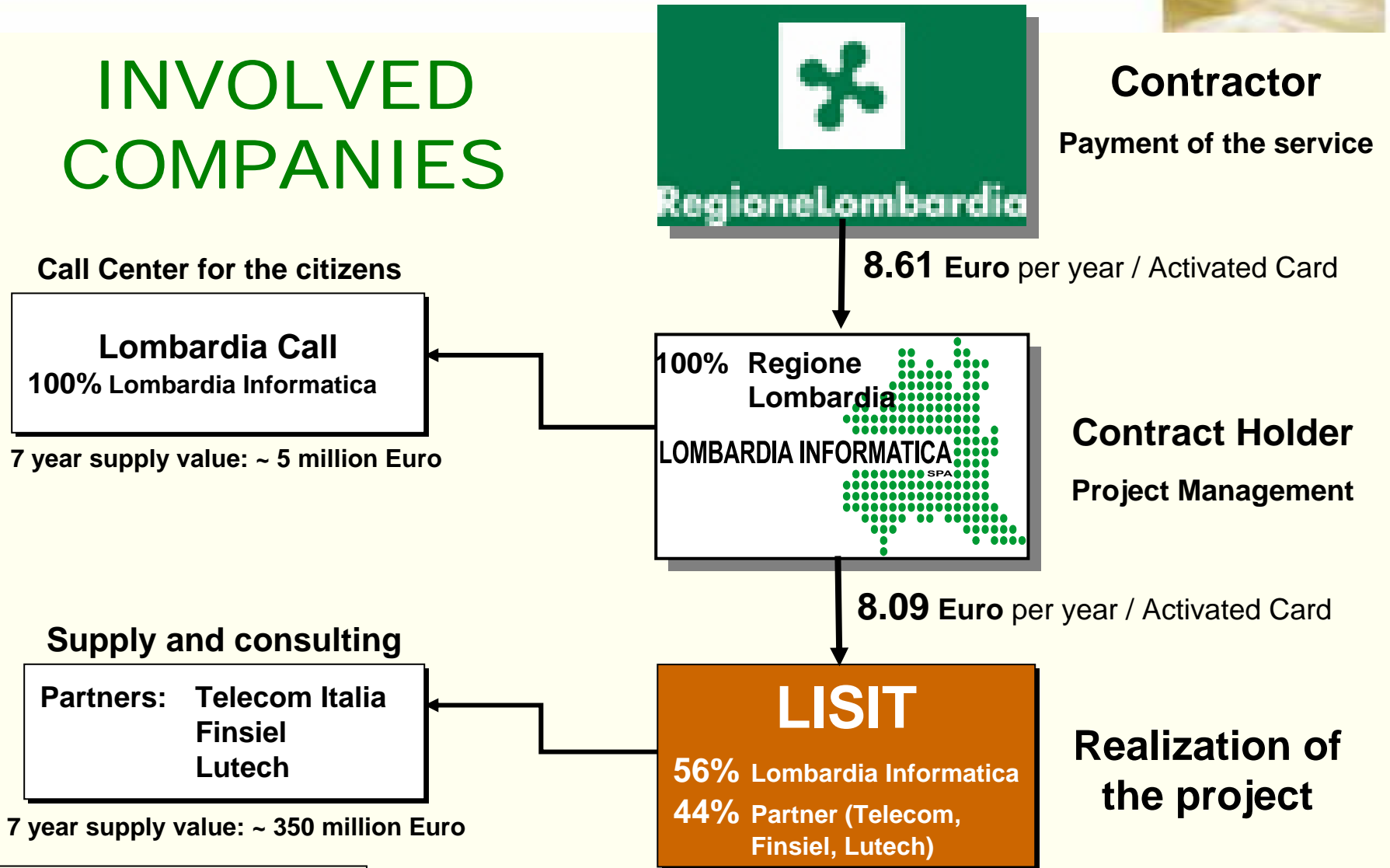
- Identification and authentication
- Authorization to access the System (according to operator’s profile)
- Electronic Signature



CRS-SISS Project



INVOLVED COMPANIES



Note: Values not including VAT



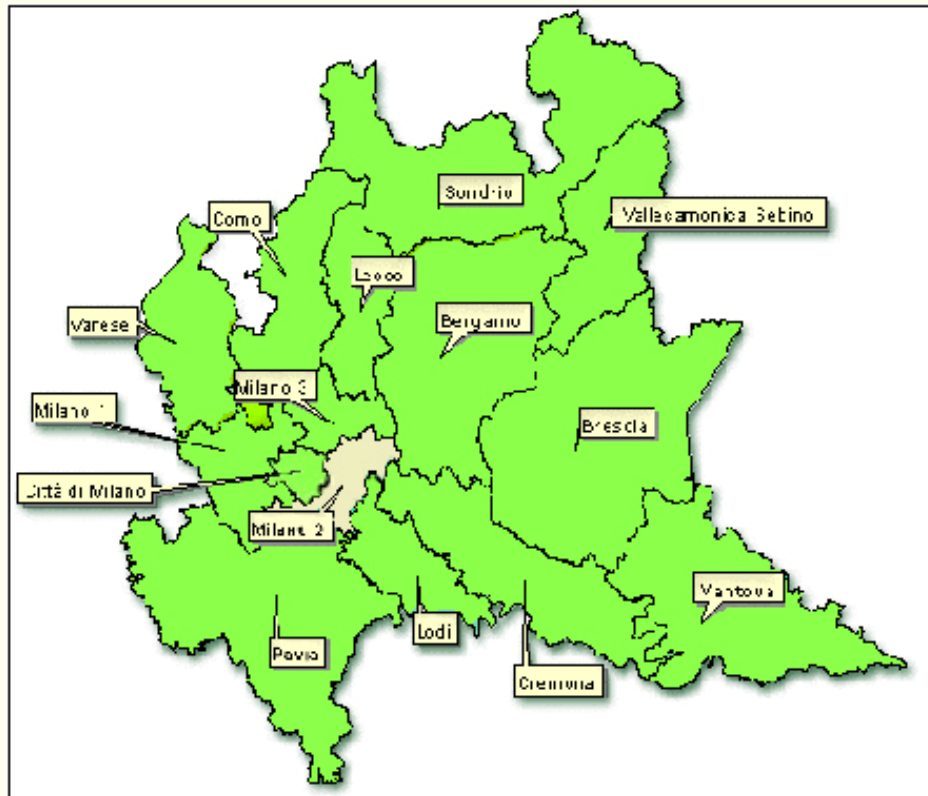
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CRS-SISS services implementation (December 2006)



Started **Starting**
1 Hospital remaining
in Milano 2

- 9.000.000** Citizens
- 50.000** Healthcare Professionals
- 5.400** GPs and Pediatricians (69%)
- 2.380** Pharmacies (95%)
- 15** Local Healthcare Authorities
- 175** Public Healthcare Structures
- 4** private Healthcare Structures
(private will start in 2007)

**Extension completed for
public HC structures**





INTERREGIONAL COOPERATION: WHY?

- Experiences gained by Regione Lombardia through the CRS-SISS project implementation could be of critical importance for the European scenario under the e-Health theme
- Regione Lombardia was amongst the firsts Region in Europe to launch an integrated strategy towards the e-Health and Insurance cards, including further digitalization
- The CRS is compliant with Decisions n°189, 190, 191 of the CASSTM (EC), this is in line with the European guidelines on HIC
- Regione Lombardia faced technical, legislative and organisational issues: this experience can be transferred to other Public Administrations





INTERREGIONAL COOPERATION: WHY?

- Regione Lombardia has established strong relationships with Regione del Veneto and Regione Friuli Venezia Giulia in the e-Health sector, also they cooperate in specific working group coordinated by Central Ministries (Health, Economy, Innovation for P.A.)
- Also, cooperation was established with Slovenia and Hungary
- The interregional cooperation is a driver for enlarging the spectrum of collaboration to additional Regions/Member States and transferring Regional knowledge, strategic approaches and priorities at large.
- The Regional Antenna is devoted to this objective and the INCO-HEALTH operation has been a common framework for starting this cooperation being based on tangible tools





ACTIVITIES and RESULTS

The antenna is based at the Directorate General of Health / EU and RTD&I projects Unit

It is in charge for delivering services and tools dealing with HIC and EHIC, including:

- **consulting (legal, management and coordination, EU policies, national and regional frameworks)**
- **ICT (security, integration)**
- **training and promotional activities**
- **networking**

The antenna is made up of 8 persons providing support according to its mission.





What has been achieved since now...

- Protocol of Understanding signed with other Italian regions (Sicily and Province of Bolzano)
- Strengthening cooperation with other Italian regions (Tuscany, Emilia Romagna, Italian Government)
- Reinforced cooperation with European Regions/States (Austria, Rhône-Alpes, Baden Württemberg, Andalusia, Catalonia, Pais Vasco, Funen)...
- Contacts for agreement with other Regions
- Improved capacity to address HIC themes in National working groups (Ministry of Health, Ministry of Economy...)
- Increased visibility of the Region: European Commission, e-Health High Level Groups, WHO, CASSTM
- Enhanced competence in playing an active role in co-funded initiative at European level (7FP, CIP)





INCO-HEALTH experience transferred in the Italian context

- Participation into the working groups for the promotion of **“Service Cards”** in Italy.
- Involvement in the definition of the project: **“Digital Signature for Healthcare Professionals”**. The project has started in 11 Italian Regions.
- Support in the definition of **“SAX”** project: distribution of National Services cards in **Objective 1 Regions**
- Involvement in the definition of the **“Digital Signature in P. A.”** project (coordinated by CNIPA): **3 millions of cards distribution** (planned) for accessing services of Public Administration by enterprises.
- Contribution for the identification of **cards’ specifications**.
- Contribution for the identification of the **CNS** (National Services Card) technical specifications.





INCO-HEALTH experience transferred in the Italian context

“Digital Signature for Healthcare Professionals” project Results in 11 Italian Regions

DIGITAL SIGNATURE PROJECT: DISTRIBUTION OF CARDS		
Region	Professional of the National Healthcare System	Digital signature cards
Liguria	23.920	7.008
Lombardia	109.422	37.245
Prov. Aut. Trento	7.349	2.822
Veneto	63.799	19.030
Friuli Venezia Giulia	18.083	9.873
Emilia Romagna	59.713	17.300
Umbria	12.013	5.586
Marche	19.773	8.127
Lazio	57.111	23.290
Abruzzo	17.953	4.480
Sicilia	55.089	18.179
Total	444.225	152.940





Italian Projects



INCO-HEALTH experience transferred in the Italian context

“SAX” project - Results in Objective 1 Regions

Region	National Services Card without digital signature	National Services Card with digital signature	Total
Abruzzo		20.770	20.770
Basilicata		66.466	66.466
Calabria	60.619	10.000	70.619
Campania		47.000	47.000
Molise		6.560	6.560
Puglia	83.444	4.000	87.444
Sardegna	12.000	19.891	31.891
Sicilia		53.300	53.300
Total	156.063	227.987	384.050



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Dissemination



International Level

- **International Workshop: "Impact Analysis and Perspectives of the European Health Insurance Card"**, Brussels 28/29 June 2005
- **6° National Congress SESAM-VITALE**, Le Mans, 5 October 2005
- **e-Challenge 2005** Ljubljana, 19-21 October 2005
- **International Fair-Smart Card CARTES 2005**, Paris 15-17 November 2005
- **E-Health Conference 2006**, Malaga, 10-12 May 2006



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International Level

- **Assembly of European Regions:** “E-health: around the clock care for everyone, everywhere”, Piteå, Norrbotten (SWE) 9-10
- Presentation at **CASSTM** (Administrative Commission of the Social Security and Migrant Workers – DG Employment EC) Bruxelles, 13 June 2006
- International Conference “The World of Health IT Conference & Exhibition”, **WHO** Geneva, 10-13 October 2006;
- **e- Challenges 2006** – eHealth, Regional and National Case Studies”, Barcelona, 25-27 October 2006

The **World of Health IT**
Conference & Exhibition

Other major speakers:

A wide array of topics were covered over the course of the event, ranging from Odo's "Clinical Portal" – presented by **Glass Kenneth Brown**, Director of Information Technology, Rikshospitalet in Oslo – to Spain's "Speech Recognition Systems" – talked through by **Dr. Jaime Niño Cervera**, Deputy Director of IT Systems at the University Hospital Virgen del Rocío in Seville, Spain.

Jean-Claude Healy, Director of the World Health Organization, delivered a presentation on UN agencies' plans to boost implementation of e-health services while **María Jesús Montero**, Head of the Andalusian Government's Health Department (Spain), and **Claudia Benito**, General Director of Health in the Lombardy Region (Italy), shared their thoughts on ehealth implementation.

Other key topics covered included identification management in e-health, practical solutions for interoperability, the legal and regulatory challenges faced when implementing connected health and the improvement of patient safety.

And

But there was so much more: for four days – including the symposia prior to the conference – speakers provided subject-specific food for thought to each other as well as to the attendees.

Often, there were valuable questions and answers shared by the audience, and speakers were happy to exchange further knowledge with fellow health IT professionals.

Never before in the EMEA region had so much knowledge and expertise been gathered under one roof. And now the event is preparing to succeed in Vienna from 22-25 October 2007. Again, it is sure to be a first class encounter.





Contacts



Regione Lombardia

Sanità

www.sanita.regione.lombardia.it

The screenshot shows the website interface for Regione Lombardia Sanità. The top navigation bar includes 'NEWS E PRIMO PIANO', 'MAPPA', 'FORUM', 'SERVIZI', 'SEGNALA IL SITO', and 'TELEVIDEO'. The left sidebar lists various services such as 'Ospedali ed enti sanitari', 'Prestazioni ambulatoriali', and 'Ticket'. The main content area features a 'PRIMO PIANO' section with an article about a conference in Venice, and a 'NEWS' section with several news items. The right sidebar lists 'AREA OPERATORI' including 'Direzione Generale Sanità', 'Piano Socio-Sanitario', and 'Qualità del Servizio Sanitario'. At the bottom of the page, there are logos for the European Union, the Italian Republic, and the INTERREG IIC program.

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