



*Interregional Cooperation for a trans-European  
Electronic Health Cards Strategy*

# **INCO-HEALTH OPERATION: RESULTS AND LESSONS LEARNT**

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Venice, 26<sup>th</sup> February 2007



# INCO-HEALTH overview



- INCO-HEALTH is an operation co-funded within the INTERREG IIIC Community Initiative (ERDF, National Funds)
- 30 months duration
- 5 partners representing 3 EU MS
  - ✓ Italy (Veneto, Lombardia, Friuli Venezia-Giulia):
  - ✓ Slovenia
  - ✓ Hungary



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# Partners



# Background



- e-Health is a central aspect of health policy at regional, national and EU level.
- Most of Member States/Regions have developed e-health plans and strategies, coherent with the European framework (e-Health Action Plan, i2010)
- Amongst main concerns of the e-Health issue, Health and Insurance Cards (HIC) deployment represents one of the major challenges at EU level
- Experience and knowledge of regional administrations and public bodies which already designed and implemented plans for introducing HIC, form the foundation for creating a trans-European base of cooperation with public authorities now facing the challenge to develop a coherent frame on this theme



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# Challenges



- The health sector is an increasingly information intensive domain where ICT significantly contributes to improve service quality, efficiency and accessibility, mainly with respect to the relationship between citizens and public administrations and in particular to be enabling tools for reorganisation of citizens-centred health delivery systems
- Furthermore, ICT use can be instrumental in the reform of health systems in Europe, allowing improvements in social cohesion and regional development in line with the Lisbon Agenda
- The INCO-HEALTH operation has addressed the major e-Health issue dealing with the introduction of the HIC starting from the experience of regional authorities and public bodies actually establishing an **organisational**, **technical** and **legislative** framework for deploying IT services in this domain.



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# Operation overview



- **Objectives and overall result of the operation**
  - ✓ to define a common operational framework dealing with regional/national HIC strategies enabling to identify major items referred to this domain and to set-up an interregional cooperation through the establishment of a set of tools and services aimed at exchanging experiences and knowledge, sharing know-how and good practices, building up relationships.
  - ✓ the cooperation has resulted into the installation of a network of regional antennas playing an EU pivotal role in HIC domain.



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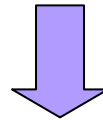
# Activities



COORDINATION

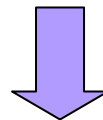
## STATE OF ART MEASURE AND SURVEY

To measure current HIC experiences within partners regional healthcare policy and activities in terms of plans, programmes, political views, strategies, project and innovative actions.



## METHODOLOGICAL COOPERATION FRAMEWORK

To design a methodological framework specifying major legal, technological and operational items to be considered for deploying HIC in a regional context; to identify an implementation path for introducing HIC; to design a set of services and tools to be operationalised supporting public authorities to launch EHIC initiatives.



## INCO-HEALTH ANTENNAS SERVICES SET-UP

To set up pilot in each participating region enabling to provide tailored services and tools to public bodies, regional authorities and healthcare entities willing to have information HIC initiatives or launching HIC strategies

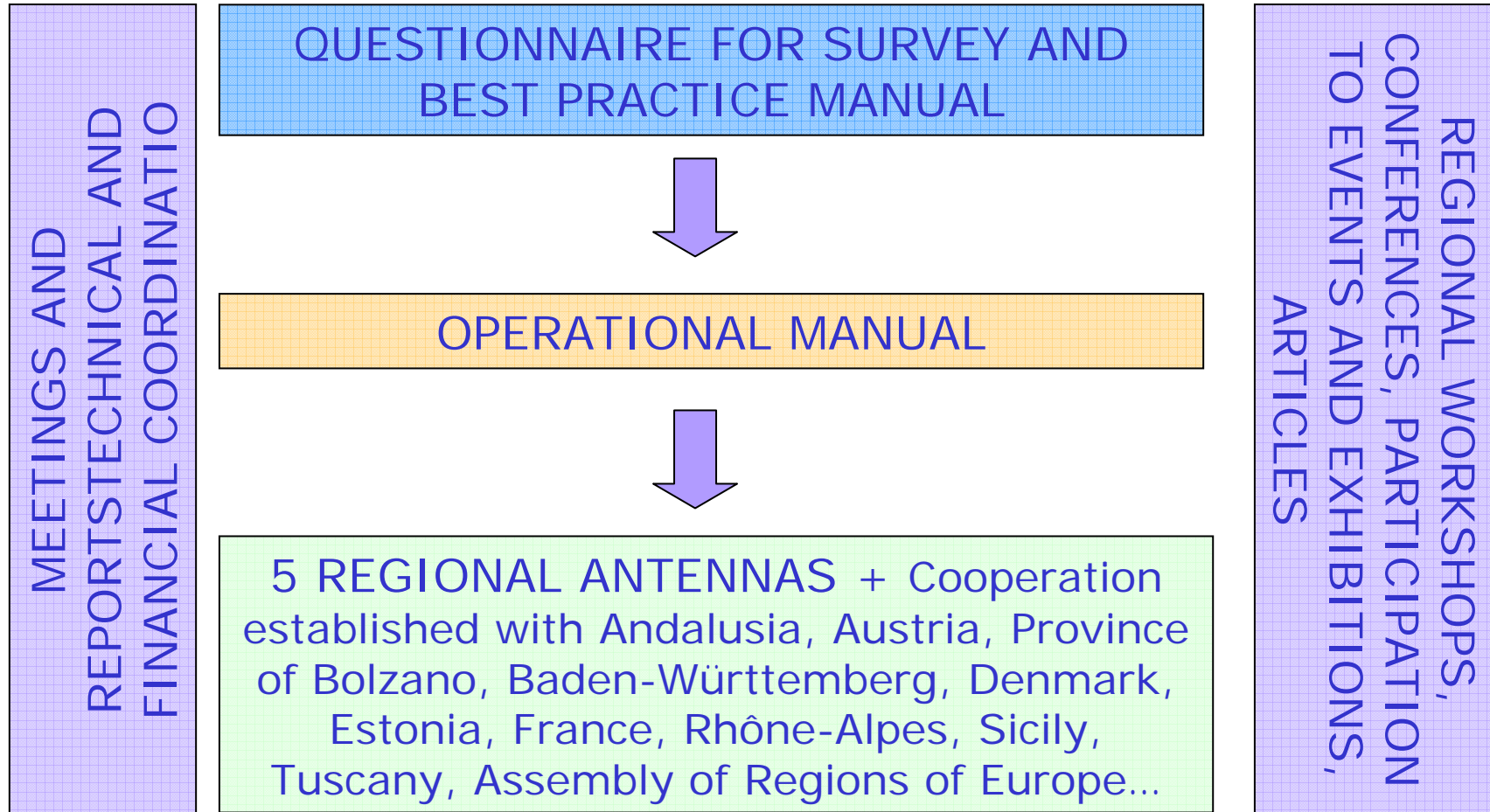
DISSEMINATION OF RESULTS



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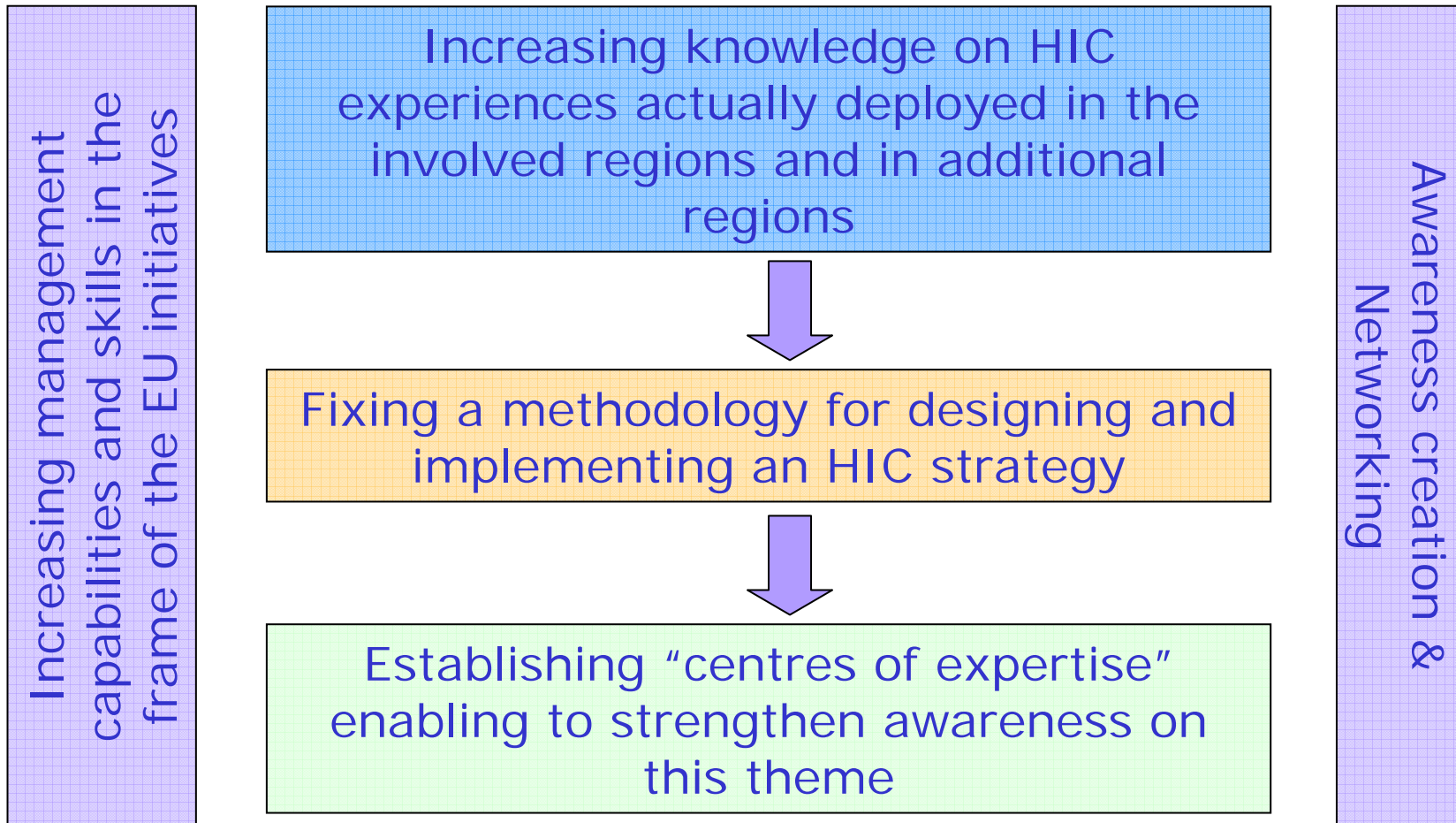
# Tangible Outputs



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# Intangible Outputs



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# Lessons learnt



## ■ HIC practices in Europe

- ✓ Different responsibilities at National and/or Regional level lead to different levels of complexity in planning and implementing HIC strategies.
- ✓ Legal, organisational and IT issues have a central role in designing and deploying HIC plans.
- ✓ HIC strategies should be planned within a wider e-Health strategy.
- ✓ HIC initiatives, as a tool for better managing healthcare system, can effectively leverage innovation in the PA and improving human capital resources.
- ✓ Different HIC models in the EU, including e-HIC, must not be an obstacle for ensuring trans-regional mobility
- ✓ HIC programmes must include/integrate EHIC



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# Lessons learnt



- **Organisational, legal and technological issues**
  - ✓ e-Health, including HIC, need for change management, re-organisation of the healthcare systems, coordination of between programming and implementation structures
  - ✓ HIC strategies need to be set-up through a strong political commitment and a fair legal framework governing processes, roles, responsibilities. Budgetary constraints should be clear, investments based on realistic business plan, revenues well identified
  - ✓ ICT issues should be faced with respect to different topics: security, interoperability, system integration, scalability... Infrastructures and training of human resources are of fundamental importance for ensuring the use of ICT



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# Lessons learnt



## ■ Networking

- ✓ Knowledge sharing and transfer is a key element for improving PAs capability to effectively plan and deploy HIC programmes
- ✓ Cooperation amongst Regions and States can avoid oversights, increase expertise, improve bilateral collaboration, support solutions enabling to reduce the gap between different strategic approaches
- ✓ Networking reinforces awareness also contributing to better address priorities and take advantage form mutual learning
- ✓ The European context is fragmented: the ultimate need of cooperation in the HIC sector is a corner stone for improving healthcare services delivery to citizens
- ✓ Cooperation should drive to reduce the gap between different level of development



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# Sustainability



## ■ Future activities

- ✓ INCO-HEALTH has been set-up upon a self-sustainable approach
- ✓ “Regional Antennas” will continue to operate as centre of expertise beyond the operation end
- ✓ Competences and skills gained through the operation will form the basis for continuous service delivery
- ✓ The cooperation established within INCO-HEALTH will form the basis for further collaboration
- ✓ Whenever possible, formal agreements will be set up between regions/public authorities



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# Web-Info

[www.inco-health.org](http://www.inco-health.org)

The image shows two overlapping web browser windows. The background window is Microsoft Internet Explorer displaying the INTERREG IIIIC website. The browser title is "INTERREG IIIIC - Microsoft Internet Explorer fornito da Regione Lombardia". The address bar shows "http://www.interreg3c.net/web/home\_en". The website content includes a navigation menu with "Home", "FAQs", "Contacts & links", "Glossary", and "Newsletter". A sidebar on the left lists "General", "News on INTERREG IIIIC and regional development", "About INTERREG IIIIC", "Information on running operations", "How to implement", "Country specific information", and "Downloads". The main content area features a welcome message and a "Latest News & Events" section with several entries dated from December 2006 to February 2007. The foreground window is a screenshot of the INCO-HEALTH website. It has a blue header with the "Inco Health" logo and navigation links for "home", "news and events", "links", and "contact". A central text block reads: "Interregional Cooperation for a trans-European Electronic Health Cards Strategy. Welcome to the website of the INCO-HEALTH project, a trans-regional operation financed by the European Regional Development Fund (ERDF) under the INTERREGIIIIC Community Initiative." To the right is a "NEWS AND EVENTS" section with a list of dates and locations from 2004 to 2006. At the bottom, it states "PROJECT PART-FINANCED BY THE EUROPEAN UNION" and includes the INTERREG IIIIC logo. A map of Europe is visible at the bottom of the browser window.

[www. http://www.interreg3c.net/web/home\\_en](http://www.interreg3c.net/web/home_en)



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# Contacts



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