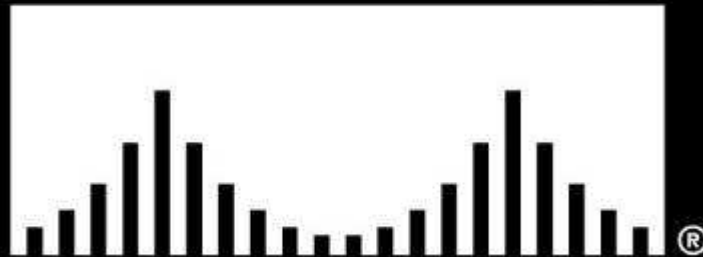


CISCO SYSTEMS





“Just make me better”

From eHealth to Connected Health

Kevin Dean

Cisco Systems Internet Business Solutions Group

eHealth - an obvious investment?

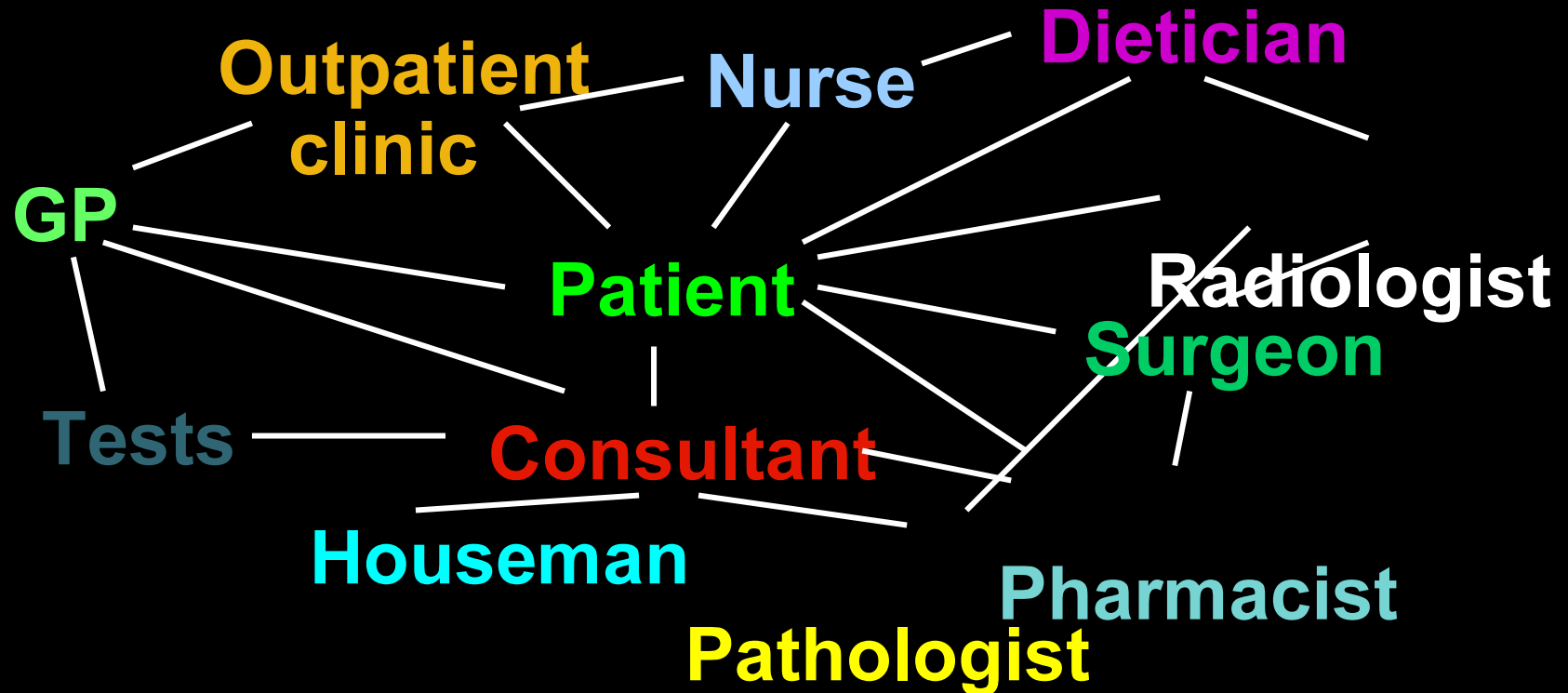
- Historically **low investment** in Healthcare IT <1% ?
- Historically **un-coordinated** investment in IT & **huge scale** of organisations
- “**Not Invented Here**”
- Oversold, **under-delivered** past health and public sector IT – cynical, wary clinicians
- Complex “global” issues to solve – **privacy, connectivity, standards**
- Melange of **legacy** systems & data.... & **paper**
- **Investment** now vs benefits in **10, 20, 30 years** time



eHealth

Health

Connected Health



Connected Health

- Citizens should be helped to **avoid being ill**
 - Citizens and patients should be able to **trust the “system”**
 - The patient makes a journey through care, often **a unique journey**
 - Simple
 - Complex**
 - Chronic**
- ...and should be **agnostic to the organisation structures** giving care
- Clinicians should be, virtually, as **good as each other**
 - Managers should operate the healthcare business on **lowest possible overhead and highest possible productivity**

The Connected Health Model

Health Policy & Funding Strategy

Connected Health Business Architecture



Connected Health Solutions



Medical Grade Architecture

The Connected Health Model – More Detail

Health Policy & Funding Strategy

Connected Health Business Architecture

Connected Health Solutions

Performance
Information

Portfolio 1 – Clinical tools,
Health Records,
Prescriptions Service,
Appointment Booking,
Patient Access,
Images, Telemedicine.....

Portfolio 2 –
Knowledge
Management &
eLearning

Portfolio 3 –
E-Enablement
eProcurement
E+HR,
E-Finance

Portfolio 4 –
Patient
Services

Public Health
Information

Medical Grade Architecture

The Connected Health Model

Health Policy & Funding Strategy

Connected Health Business Architecture

Connected Health Solutions

Performance Information

Public Health Information

Connected Hospital

Connected Patient

Connected Health Community

Medical Grade Architecture



All we have to do is solve....

Portfolio Planning
-Vision
-Priorities

Obtain & Manage Funding
-Level
-Distribution

Business Case & Measuring Results

Governance
-Standards
-Choice
-Delivery

National, Local Services
-Design
-Interaction

**Locally ?
Regionally ?
Nationally ?
EU Wide ?
Global ?**

Business Case & Measuring Results

Developing Capacity

Consent Authentication Authority

Implementation
-Footprints
-Priority

Changing Working Practices

Sourcing & Procurement Strategy

More about Connected Health...

Thought Leaders
Essays from health innovators
Edited by Kevin Dean

Connected Health

the world's
healthcare IT project

to use their old IT systems - including, in some cases, those in their

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Creating

Information is as vital a resource in healthcare today as the scalpel, writes Kevin Dean, adding that patients also expect to have access to the same level of high-quality, timely, customer-centric healthcare services as they have for banking, insurance, travel, and retail interactions. So why, he asks, do healthcare services still lag behind other organizations? The author also outlines how far some EU countries have progressed today

- Interpublic management to help them manage fluency, chronic diseases, and communicable diseases under treatment
- Public health and performance monitoring across regional or national health systems.

Such activities must be underpinned by a secure and increasingly interactive infrastructure that allows data to be shared safely and effectively for treatment and prevention. Making this connected environment possible is a Cisco Medical-Grade Network that acts as a digital nervous system, securely and reliably carrying data, voice and video to wherever needed.

Creating Connected Health in Europe - Fortunately, many regional and national governments in Europe have recently recognized the importance of connected information in healthcare. The key change is an increased effort to move from isolated e-health projects to a systematic approach that ensures access, quality, and lower cost of care across wide communities. However, each country's individual culture, funding, and administrative systems determine very different approaches to creating a Connected Health environment. Two countries with contrasting approaches are England and Denmark. In 2002, England's National Health Service (NHS) created a single national programme that provides standardized clinical information tools and record management. Resulting from ambitious goals and initiatives, England now has a strong national IT governance structure supported by a multi-billion Euro fund, nationally led procurement and specification of information and technology services, a critical infrastructure that links regional and local organizations securely, and a newly formed organization that creates national plans and provides resources.

1,000,000 e-cards delivered

Connected Health in Europe

Denmark, on the other hand, has been comparatively slow, largely due to the need for modernization functionally over the past 10 years. Led by Medicon, a temporary project organization chartered by the Danish Ministry, the country has set national standards for clinical messaging. With modest budgets and tight staffing, directions is determined by consensus over time. Clinical acceptance has been high, and Denmark is now sharing many lessons learned with other countries.

However, in fragmented national, regional, and local management, and in relation to social security for payment makes for more difficult decisions in terms of budget creation, governance model, and balance between centralized and localized solutions. In the meantime, leading hospitals such as the Centre Hospitalier d'Arnaes are demonstrating the importance of Connected Health systems. The hospital has transformed its operation from the ground up by re-building the campus, automating administrative processes and enabling a new work culture. A state-of-the-art Cisco Medical-Grade Network has provided mobile access to centralized data for hospital staff and regional health centers, helping to improve efficiency, reduce costs and enhance patient care.

Most interesting is the contrast between Western and Eastern Europe. Western European countries, with decades of legacy systems, may well proceed slowly compared to their Eastern neighbors. The new EU members Hungary, Estonia, Slovenia, as well as Bulgaria are developing remarkably sophisticated communication infrastructures, have little legacy and appreciate to overcome, and often have a more general desire to improve efficiency, reduce costs and enhance patient care.

For all European countries, the "cold war" for their development of Connected Health is to assess the components of their vision and limited plans for IT in healthcare. These include clinical treatment, knowledge and learning, operational management, patient engagement and public health supported by a secure, reliable, and interactive infrastructure. Those with a comprehensive vision for Connected Health will gain immense benefits from information-transforming healthcare.

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