Remote Teleconsultation in Primary Health Care: local and global needs

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eHealth means to build a house!

Roles and Perspectives of Collaboration

Strategists = Planners

Exec Leaders = Owners

Architects = Designers

Engineers = Builders

Technicians = Subcontractor

Workers = Users

What?   How?   Where?   Who?   When?   Why?

We have different needs...

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…and different possibilities

Overall Goals of Healthcare

Cure
Acute medicine (=information mgmt)

Care
Chronic medicine (=relationship mgmt)

Health management
Individual behaviour & life style
Organization, coordination & logistics

Challengs in Western Countries

➤ **Complexity of problems**

➤ **Multiple stakeholders**

➤ **Redevelopment of service delivery processes**

➤ **Redesign of organisational structures**

➤ **Need for policies and regulation**

Western Countries' Paradigm Shifts

Healthcare is currently evolving:

- From "reactive" to preventive healthcare
- From "hospital-centric" to person-centred health systems

Mobility as a driving need

Centrifugal mobility

➤ "Follow me" services

➤ Needs: "Doc around the world"

➤ Young and highly mobile citizens

➤ Transferring the point of care worldwide

Centripetal mobility

➤ "Come to me" services

➤ Needs: "My home is my castle"

➤ Elder citizens and patients at home

➤ Bringing services into the living room

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ICT as a Convenience

By courtesy of Intel

Decentralized Point of Care

By courtesy of Cisco

Western Key Intervention Areas

Connecting people in health and social care will benefit from the application of ICT in support of

- **Continuity of care**
- **Collaboration between stakeholders,**
- **better Communication**
- **safeguarded Confidentiality.**

eHealth in Western Countries

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Needs in Developing Countries

Roads, Transportation, Access to HC

The road conditions and the many floodings in rural areas often makes patient transportation difficult or even impossible.

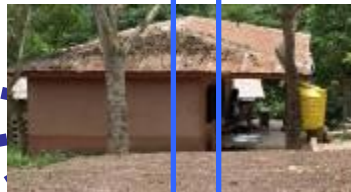# Need for Connectivity – and Energy!

- Currently the network coverage in many villages is very irregular

- As a first step network must be deployed

- Network coverage and connectivity will be drastically improved.

- Nevertheless: no energy means no supply chain.

Informal Counselling

Semi-Structured Consultation

CHEW's

Cluster Clinics

District Hospital

Teaching Hospital

Emergency number

Emergency medical transport vehicle

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Practical Goals first!

- Increase quality and access to primary health care for patients in rural and/or underserved areas

- Reduce transportation time & cost for patients and their families

- Increase medical knowledge and safety in primary healthcare facilities

- Self supporting business model in the long run

Homework is the same for all!

Output = *Products and Results*

SERVICES

Technical = *Broadband, EHR, ID-Management, ePrescription, etc.*

Normative = *Policies, Regulation, Standards, Nomenclatures, etc.*

Organisational = *Change Mgmnt, HCsystems reorganisation, etc.*

FOUNDATION

eHealth from a global perspective

hundertwasser vienna
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Let's work together – Thank you!