



Empowered Partners in Health through user-driven digitisation

EHTEL 2018 Symposium

3-5 December 2018 in Brussels, Belgium

The yearly EHTEL Symposium convenes members of the European eHealth community - health policy leaders, strategic EU projects and initiatives, non-governmental organisations, industrialists - and many more stakeholders. Its conversations will focus on the well-being of European societies e.g. through health promotion and prevention policies. Together, we will explore how user-driven digitisation best delivers its benefits.

Learn – Share – Find Partners and Concrete Solutions

3-4 Dec 9:00 – 17:30 **Symposium Plenaries & Debates**

- ▶ Welcome to the 2018 Symposium and Setting the Scene
- ▶ From Lightweight Wellness Apps to Managing Serious Conditions
- ▶ Patient Journey 4.0: Joint Navigation of Patients and Providers
- ▶ Transforming Data into Health and Care Management
- ▶ Making Digital Healthcare Meaningful:
Role of Health Work Force Spreading Digitisation
in and across European Health Systems
- ▶ Looking Ahead: Can Superintelligence Heal?
Leveraging Synergies of Machine Learning and Digitisation
Debate/Panel: The Future Face of Health and Social Care

5 Dec 9:00 – 17:00 **Symposium Matchmaking Event**

- ▶ Personas: Modelling Citizens & Patients Needs for Digital Services
- ▶ Field Experience in Deploying Digital Services – World Café
- ▶ Coaching and Twinning on Conditions for Successful Deployments

The event will be kindly hosted by EESC, the voice of organised civil society in the Union's decision-making process.

EHTEL: Collaborating for digital health and care in Europe

Registration open at: www.regonline.com/ehotel2018symposium – Event webpage: www.ehtel.eu/symposium

Symposium Plenaries & Debates

Over the first two days, participants will explore how user-driven digitisation – enabled by all those working to innovate in technologies and services – is delivering benefits to empower:

- **Consumers and Patients:** With smart tools enabling health promotion and prevention and linking to information – including health records – and resources in health and social care;
- **Health care managers and providers:** For next-generation care planning, integrating individual patient data and big data using a population health approach;
- **The health workforce:** So that jobs gain from carefully designed and adjusted digital tools, and personnel are trained to use their digital skills to create meaningful documentation and workflows.

By tackling these three areas of digitisation, the symposium will cover the three priority pillars set out by the European Commission in its 2018 Communication – patient access, personalised medicine, and digital interaction. Finally, in a forward-looking mode, the symposium will debate how artificial intelligence and machine learning systems could contribute to these policies.

Monday 3 December 2018

10:00 – 11:00 **Registration at EESC, VMA Building**, Rue Van Maerlant 2, 1040 Brussels

11:00 – 12:30 [S1] **Welcome and Setting the Scene**

Participants will be welcomed by the Organisers/Hosts (EHTEL and EESC). They will listen to “seeding statements” that set the scene by voicing user needs for “User driven digitalisation”. User needs are presented from the viewpoint of patients/citizens and of health care planners and authorities.

12:30 – 13:45 **Lunch Break**

13:45 – 15:15 [S2] **From Lightweight Wellness Apps to Managing Serious Conditions**

Participants will be updated on the state-of-the-art for mobile apps and services in several domains (domain candidates: fitness/ health promotion; serious games and medical-device type app in support of chronic condition prevention). Presentations will highlight user experiences and/or user driven design.

15:15 – 15:45 **Coffee Break**

15:45 – 17:15 [S3] **Transforming Data into Health and Care Management**

Participants will get an update on how health data analytics enhance care planning on a health policy level and how they change care management for individual patients (case management). Key words: Care innovations, Big Data, Population Health (identify vulnerable populations who need special care), Secondary Data Use, GDPR, patient consent, data donorship, data portability and interoperability. Digitisation is seen as a catalyser.

18:00 – 19:30



Members': Annual General Meeting (Part 1)
Venue: Hotel Leopold, 35, rue du Luxembourg



20:00 – 23:00

Annual EHTEL Symposium 2018 - Networking Dinner

Venue: Hotel Leopold, 35, rue du Luxembourg

Tuesday 4 December 2018

08:00 – 9:15



Members': Annual General Meeting (Part 2)
Venue: Stanhope Hotel, Rue du Commerce 9



08:30 – 09:30

Registration at **Stanhope Hotel**, Rue du Commerce 9, 1000 Brussels

09:30 – 09:50 [S4]

Welcome to Day 2 and Introduction for the Orchestration of Debates

Participants are welcomed at a second venue and receive a short introduction to the day: The first part is held in the plenary room, prepared for round table work; break-out sessions follow after lunch.

10:00 – 11:00 [S5a]

World Café: Patient Journey 4.0: Joint Navigation of Patients and Providers (P1)

Participants are invited to learn on new methods of “interaction” for patients and their providers. Huge evidence and lessons learned in practice by health policy makers and providers demonstrate the high impact that digital tools, in particular a shared electronic health record, can have for both improvement of the access to healthcare as well as the access to health information.

11:00 – 11:30

Coffee Break

11:30 – 12:30 [S5b]

World Café: Patient Journey 4.0: Joint Navigation of Patients and Providers (P2)

*Participants continue with their table group and prepare for the reporting session that follows.
Alternative: Participants are invited to join another table by a predefined rotation rule.*

12:30 – 13:00 [S6]

Flash Light Reporting by Table Rapporteurs

Feedback from Tables / Rapporteurs

All tables will have prepared three key messages and will report them to the plenary.

13:00 – 14:00 Lunch Break

14:00 – 15:30 Interactive Break Out Sessions

Room 1

[S7A] **Making Digital Healthcare Meaningful:
Role of the Health Work Force**

Participants will jointly reflect and define actions to leverage the important resource of digital natives to enhance the health work force. The session will build on lessons learned at interactive debates where important guidance was given how to organise the education/training and better support educational faculties and their teachers.

Room 2

[S7B] **Spreading Digitalisation in and
across European Health Systems**

*Participants will learn about the state-of-art of eHealth implementations and service-oriented Health-IT-Infrastructures. Contributions from the eHealth Network/ eHAction and eHMSEG will be invited.
(Contributions of Reference Sites to be checked).*

15:30 – 16:00 Coffee Break

16:00 – 17:00 [S8] **Looking Ahead: Can Superintelligence Heal?
Leveraging Synergies of Machine Learning and Digitisation**

Participants will learn from the big promises made on providers of Artificial Intelligence (AI) and machine learning and how pervasive digitalisation is emerging to provide the foundation for meaningful new services. Is it a contradiction that some disappointing clinical results are being reported and some large providers have stopped their AI projects. Will – as an example – the current Google Cloud API and machine learning services initiative turn data into gold? Let's shed light on the controversy.

17:00 – 17:45 [S9] **Closing Panel: The Future Face of Health and Social Care**



Symposium Matchmaking Event

As an extension of the symposium, over the third day, health and care managers and all those working in close relationship with them, will be encouraged to join an interactive “matchmaking” workshop on 5 December:

- In a first phase of the workshop, participants will be invited to review the needs for digital health and care services of the population and will learn about the experiences of managers who have successfully deployed some of these services in the field.
- In a second phase, these managers will be invited to moderate an interactive round table and participants will have the possibility to discuss in detail the contextual policy elements which have significantly enabled the successful deployment of these services.

The event will cover the three priority pillars set out by the European Commission in its 2018 Communication – patient access, personalised medicine, and digital interaction.

The matchmaking event is organised in close collaboration between EHTEL, the Reference Sites Coordination Network as well as the WE4AHA and SCIROCCO projects. Methodologies developed by these two projects will be leveraged.

Wednesday 5 December 2018

08:30 – 09:00 **Registration at the EU Office of the Campania Region**, Avenue de Kortenbergh 60, 1000 Brussels

09:00 – 10:30 [M1] **Personas: Modelling Citizens and Patients Needs for Digital Services**
Scoping Text and session orchestration. Blueprint Print team personas used for use cases
Plenary Type Session

10:30 – 11:00 **Coffee Break**

11:00 – 13:00 [M2] **World Café: Field Experience in Deploying Digital Services**

Scoping Text and session orchestration.

World Café Session (e.g. 90 mins tables, 30 min reporting)

13:00 – 14:00 Lunch Break

14:00 – 15:30 [M3] **World Café: Coaching and Twinning on Conditions for Successful Deployments**

Scoping Text and session orchestration. Modified World Café Session setup

15:30 – 16:00 Coffee Break (alternative Farewell Coffee to close with informal networking)

16:00 – 16:45 [M4] **Reporting, Feedback and Farewell Messages**

Scoping Text and session orchestration.