

PATIENT EMPOWERMENT ROADMAP

For better collaboration with healthcare professionals and the health systems towards better uptake of digital health in Europe



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 826353



ABOUT THE DIGITAL HEALTH EUROPE (DHE) PROJECT

OBJECTIVE:

In order to contribute to digital transformation of health and care (DTHC)'s Priority 3, the DigitalHealthEurope (DHE) project has developed several actions, within multi-stakeholder communities on "Digital tools for citizen empowerment and for person-centred care".

The objective of the third priority is to empower people to look after their health, stimulate prevention, and enable feedback and interaction between users and healthcare providers through the use of digital tools.

To achieve this objective, it is important to stimulate industry and build capacity in local and regional authorities that are in charge of the organisation of social care, so as to:

- ✓ Promote common principles for validating and certifying health technologies.
- ✓ Support the exchange of good practice, capacity building and technical assistance (using funds from Horizon Europe).
- ✓ Raise awareness about innovation procurement and investment in health digitalisation.

EXPECTED OUTCOME:

- ✓ Contribute to health promotion, and primary prevention as a way to reduce the burden of chronic conditions.
- ✓ Foster patient empowerment, and tackle the functional decline and quality of life as the main consequences of chronic conditions.
- ✓ Contribute to the sustainability of health systems, particularly ones which are responsive to populations that are aging and live longer, and the increasing incidence and prevalence of chronic conditions.

THE ROLE OF EUROPEAN PATIENTS' FORUM (EPF)



Support a collaboration platform on key aspects of digital solutions for person-centred integrated care



Identify barriers and enablers to the procurement, adoption, trust and integration into care pathways of digital solutions that strengthen the interaction between citizens/patients and healthcare providers



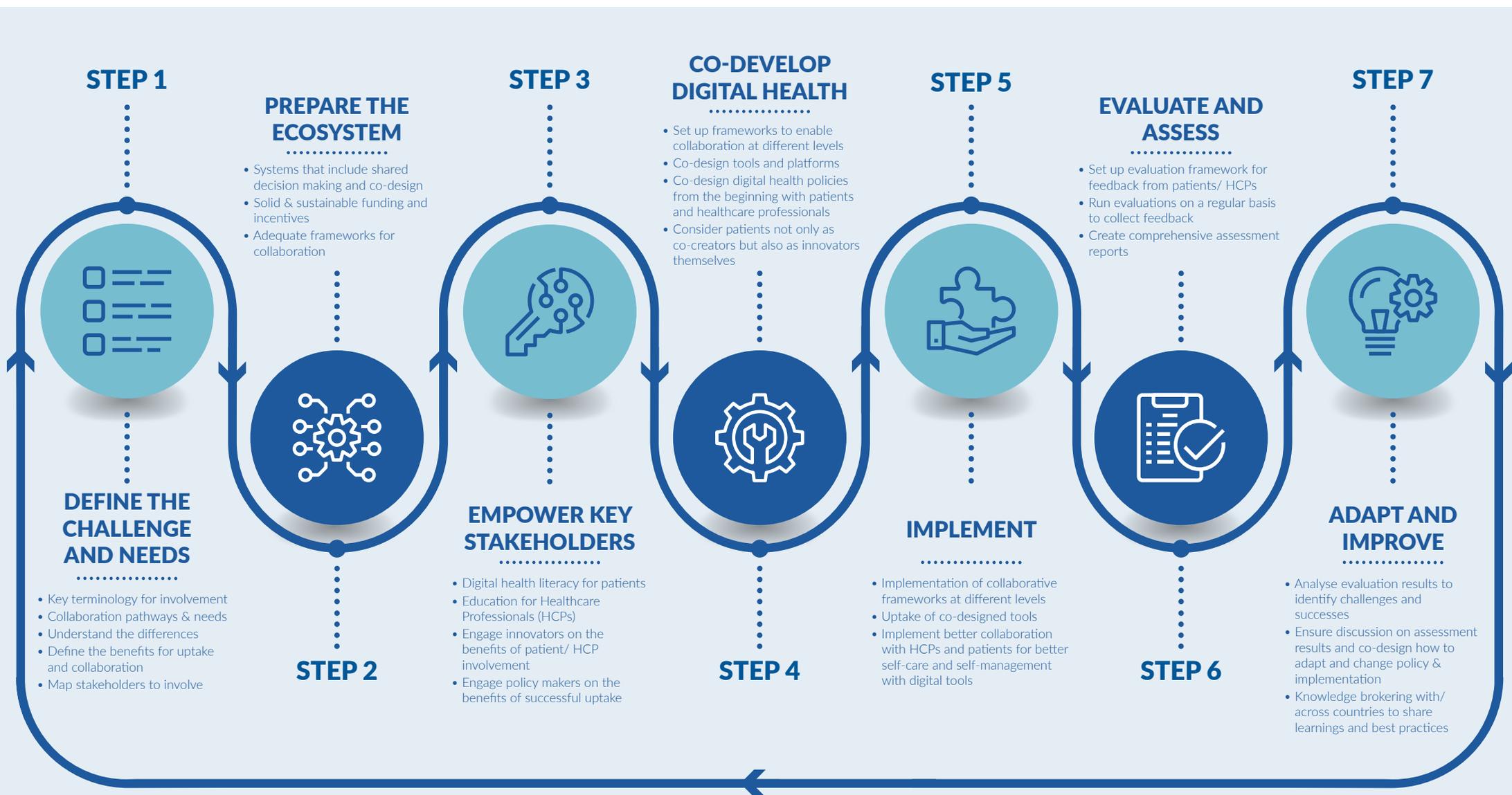
Explore the possibilities of exploiting real world data and patient reported data to improve quality of care and health management and build on patient empowerment



Provide a key contribution to the implementation of EU policy on the third DTHC priority

EPF is also delivering an empowerment roadmap and a white paper to define patient empowerment, review best practices, identify the changes implemented and the role of healthcare providers.

- ✓ An **EMPOWERMENT ROADMAP** outlining what elements are needed, in particular at the organisational level, to improve patients empowerment and therefore better collaboration with healthcare providers and health systems while increasing their trust in digital health.
- ✓ A **WHITE PAPER**, which elaborates on the points identified in the roadmap, and focuses on concrete steps to boost active cooperation between patients and healthcare providers, as well as the broader health systems dimension, with the ultimate goal of improving digital health uptake.



STEP 1



DEFINE THE CHALLENGE AND NEEDS

- Key terminology for involvement
- Collaboration pathways & needs
- Understand the differences
- Define the benefits for uptake and collaboration
- Map stakeholders to involve

PREPARE THE ECOSYSTEM

- Systems that include shared decision making and co-design
- Solid & sustainable funding and incentives
- Adequate frameworks for collaboration



STEP 2

STEP 3



EMPOWER KEY STAKEHOLDERS

- Digital health literacy for patients
- Education for Healthcare Professionals (HCPs)
- Engage innovators on the benefits of patient/ HCP involvement
- Engage policy makers on the benefits of successful uptake

CO-DEVELOP DIGITAL HEALTH

- Set up frameworks to enable collaboration at different levels
- Co-design tools and platforms
- Co-design digital health policies from the beginning with patients and healthcare professionals
- Consider patients not only as co-creators but also as innovators themselves



STEP 4

STEP 5



IMPLEMENT

- Implementation of collaborative frameworks at different levels
- Uptake of co-designed tools
- Implement better collaboration with HCPs and patients for better self-care and self-management with digital tools

EVALUATE AND ASSESS

- Set up evaluation framework for feedback from patients/ HCPs
- Run evaluations on a regular basis to collect feedback
- Create comprehensive assessment reports



STEP 6

STEP 7



ADAPT AND IMPROVE

- Analyse evaluation results to identify challenges and successes
- Ensure discussion on assessment results and co-design how to adapt and change policy & implementation
- Knowledge brokering with/ across countries to share learnings and best practices

DEFINE THE CHALLENGE AND NEEDS

Empowering must first begin by mapping the environment – understanding **key terminology** for successful engagement and digital health uptake, as well as identifying which **key stakeholders** to involve. Next, the **pathways for collaborations** and the **unmet needs**, as well as understanding where the **differences** lie helps to identify the areas of action. It is important to bring on board all parties concerned, which is why defining the **benefits for collaboration** and eventual **uptake** are key.

1

PREPARE THE ECOSYSTEM

Health ecosystems are not always optimised for collaboration. Therefore it is imperative to lay the path for systems that are fit to **accommodate shared decision making and co-design**. This can be done through a number of ways – such as ensuring that there are not only **reliable and sustainable funding** incentives, but also clear **frameworks to support and structure collaborations**.

2

EMPOWER KEY STAKEHOLDERS

Empowering key stakeholders across the ecosystem is vital for successful engagement and digital health uptake. This includes equipping patients with **digital health literacy skills** to engage in more technical discussions, as well as **educating healthcare professionals** on how to engage with these groups. Innovators as well as policy makers should also be informed of the **benefits of successful collaborations**, and eventual **uptake**.

3

CO-DEVELOP DIGITAL HEALTH

Co-developing entails a **perspective shift on the role of patients** not only as recipients of care, but also as partners and innovators. To make the most of collaborations, proper **frameworks for co-creation** need to be established. Co-designing solutions entails not only **creating tools and platforms**, but also **health policies** which are designed from the start in consultation with patients and healthcare professionals.

4

IMPLEMENT

The next step is of course to facilitate the **established frameworks for collaboration at different levels**, including with healthcare professionals and patients in the context of self-care and self-management using digital tools. A successful implementation would entail the **uptake of the co-designed tools**.

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EVALUATE AND ASSESS

The next step is to evaluate the collaboration framework by **receiving feedback** from patients, healthcare professionals, and all those involved. These evaluations should be **run on a regular basis** to collect the feedback, and resolve any issues which are identified, with the aim to continuously improve the framework. **Comprehensive assessment reports** should be produced to not only hold members accountable, but also to track progress over time and the successes of the framework.

6

ADAPT AND IMPROVE

The results of the evaluations should be regularly **analysed to identify challenges and successes** in collaboration frameworks. To better optimise this mechanism, as well as how to **adapt and change policy** and implementation recommendations to changing circumstances, **continuous discussion** on the assessment results should be encouraged. This can also be facilitated and scaled up via a process of sharing experiences across groups/countries to **share learnings and best practices**.

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