Patient Empowerment through eHealth Portal in Bosnia and Herzegovina

Zoran Gajic, Sonja Sipka, Jacob Bergsland, Ozren Kordic, Milan Mandic, Danijel Pajic
eHealth Strategy for RS

26 eHealth core projects in 4 pillars:

- Programme Management and Implementation
- Foundation eHealth projects
- Implementation of Basic Systems
- Information Integration and Communication
4 Pillars

• **Programme Management and Implementation** – establishment of eHealth steering committee and executive body & education of end users;

• **Foundation eHealth projects** – network infrastructure, electronic registers of patients, professionals, institutions and services, terminology server;

• **Implementation of Basic Systems** – Electronic Health Record, Electronic Medical Record, Intelligent Cards, Hospital Information System, PACS, Telemedicine, eLearning in CME, eLaboratory, Health Management Information Tool, ..

• **Information Integration and Communication** – National eHealth Data Centre, semantic and technical interoperability standards, security and national eHealth portal on mother tongue.
Interconnectivity
3 Phases in implementation

• **Phase 1** will provide credible access to the priority health data, both for professionals at the points of care and for patients when needed, independently of geographic location. In practice, it means that foundation electronic registries will be established.

• **Phase 2** leads towards introduction of basic eHealth systems, providing access to clinical data and later to integration of those data. Finally,

• **Phase 3** means integration of health information, based on international eHealth standards. Here it is where access to variety of eHealth applications for citizens will be provided through eHealth portal.
Basic data on eHIGICo BiH project

- Funded by Ministry of Foreign Affairs Norway
- Partners:
  - Rikshospitalet HF, Oslo, Norway - Project coordinator, represented by Mr. Jacob Bergsland, Project Director.
  - Project implementing agency - EXIT IT Business Support Centre Banja Luka, BiH, represented by Zoran Gajic, General Director,
  - Ministry of Health of FBiH (MoH FBiH), and
  - Ministry of Health and Social Welfare Republic of Srpska (MoH RS)
- Project duration: two (2) years (until 01.01.2011).
- Estimated costs of first phase: EUR 600,000
Purpose 1: to establish a country-wide eHealth portal which will provide:

- Improved consumer and provider access to transparent health related information
- Improved consumer communication with healthcare providers
- Established consumer health education process
- Healthcare providers empowered with eHealth tools for everyday practice, including Health Management Tools for better accountability
- Introduced consumer and healthcare providers decision making aids
- Introduced consumer self-care support
- Introduced chronic care integrated services support
• **Purpose 2**: to improve Continuing Medical Education (CME) for healthcare providers through use of information technologies
Patients

•! Demographic trend to \textit{elderly population growth}. People with chronic conditions are most likely to need and use eHealth patient empowering applications.
•! Patient-provider secure messaging, online prescriptions refills, lab results, medication lists, and disease management plans are seen particularly \textit{useful for patients}
•! eHealth applications for patient empowering makes \textit{services more convenient}
•! \textit{Improved quality of life} because adherence to healthy lifestyles. Legal and social pressures for behavior change
Target Groups Benefits (2)

Physicians

- Time saving and better time management
- Support to deliver better care with collaborative health educated patients
- More personal mobility
- Professional opportunities. Gaining competitive advantage
Vertical structure

Ministry of Health in RS
Host Institution in RS
Editorial Agency RS

eHealth Portal
Republic of Srpska

Section 1
Section 2
Section 3
Section 4
Section 5
Section 6

Citi and Patients
Professionals

eLearning in CME
Log In

Ministry of Health in FBiH
Host Institution in FBiH
Editorial Agency FBiH

eHealth Portal
Federation of BiH

Section 1
Section 2
Section 3
Section 4
Section 5
Section 6

Citi and Patients
Professionals

eLearning in CME
Log In
Concept and portal design
Managed Learning Environment

MLE

Learner

Course Catalog
(courses directories, single course set of information, maintained by multiple organizations)

Virtual Learning Environment

Learning Management System

Offline Courses Module

Webinars

Wikis

Forum/Chat

Personal Development Planning
(transcript and planning module)

ePortfolio
(personal success records - archives, views, services)

eBusiness Module
(payment)

Accrediting Agency

Licensing Agency
Expected Project Results (1)

• Established eHealth Portal on mother tongue – Formed technological internationally interoperable communication framework for implementation of the project goals

• Project business models, products, services and interdependencies precisely defined (Business Plans and technical Specifications)

• Healthcare Consumers and Providers empowered through use of interactive eHealth services

• Healthcare Professionals Empowered with CME based on “learning on your own pace, at anytime, from anywhere”

• “eLearning in CME” Stakeholders (organizations and individuals) motivated to actively participate
Expected Project Results (2)

• “eLearning in CME” officially recognized and applicable in Bosnia and Herzegovina
• Development of comprehensive and systematic Project Methodology which can be replicated for other Western Balkan countries
• Provided Political Support to the Project
• Provided transparent content (information) supplying channels for eHealth Portal – Continuous Attractive Update
• Norwegian know-how and educational content transferred to Bosnia and Herzegovina
Expected Project Results (3)

- **eHealth Value Added Applications** developed and deployed:
  - Online Waiting List
  - Intelligent aids to interact with databases searching for tailored information
  - WEB Based Telemedicine Application
  - Basic Health Management Information Tool
  - Online Professionals Scheduling System
  - Drug Effects Monitoring System

- **Users’ satisfaction** kept on high level
- Organizational **widening of target groups**
- **Raised awareness** among target groups about benefits of eHealth System
Thank you for the attention!

Further information
EXIT IT Business Centre Banja Luka
Vojvode Momčila 16
78000 Banja Luka
Tel./Fax + 387 51 321 110
www.exitcentre.org