

Managing eHealth

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MANAGING EHEALTH
From Vision to Reality

Managing eHealth

From Vision to Reality

A Tribute to Jean-Claude Healy

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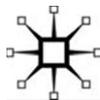
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Preface © Claire-Marie Healy and Petra Wilson 2014
Softcover reprint of the hardcover 1st edition 2014 978-1-137-37942-9

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First published 2014 by
PALGRAVE MACMILLAN

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Palgrave Macmillan in the US is a division of St Martin's Press LLC, 175 Fifth Avenue, New York, NY 10010.

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ISBN 978-1-349-47876-7 ISBN 978-1-137-37944-3 (eBook)
DOI 10.1057/9781137379443

This book is printed on paper suitable for recycling and made from fully managed and sustained forest sources. Logging, pulping and manufacturing processes are expected to conform to the environmental regulations of the country of origin.

A catalogue record for this book is available from the British Library.

A catalog record for this book is available from the Library of Congress.

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Foreword

It is my great pleasure to introduce this inspiring “tour de table” on eHealth, written by leading experts in the field. Their multi-faceted views show the increasing relevance of eHealth and the changes it is already making to health promotion and the healthcare landscape. More important, the insights brought together here can help citizens, health professionals, information technology (IT) people and policy-makers to plot a future course for the full exploitation of eHealth in Europe.

This book comes at a very timely moment. European eHealth strategy is accelerating its speed: it is building on a good knowledge base and the considerable existing capacity for innovation in eHealth. Numerous initiatives now deal with how to translate remarkable technology advances into reality. They are really adding value to patients, professionals and healthcare systems by improving health and organisational outcomes, user satisfaction and, last but not least, the efficient use of resources.

In order to achieve this level of progress, an appropriate degree of policy support and the engagement of all actors, not least individual citizens, are essential.

With Horizon 2020, and its ambitious changes to European Union (EU) research and innovation, these two developments are now materialising. For example, the European Innovation Partnership on Active and Healthy Ageing has been successful in bringing regional, and other, eHealth champions together to foster networking and an exchange of practical experience. The EU eHealth Action Plan, which is also looking ahead to 2020, focuses on making eHealth actually happen. It addresses some remaining challenges for eHealth, such as interoperability, deployment, digital skills and literacy, international co-operation and research and development.

Beyond that, the ongoing and future challenges must include big data, brain-related research, genetic developments, mobile health, nanotechnology, photonics and sensorial techniques, just to name a few. My own hope is that Horizon 2020 will focus on creating innovation in IT health tools, encouraging user-centred treatments and increasing the evidence available about eHealth’s positive impacts.

This book opens with a wonderful account of the beginnings of eHealth in Europe, and the way in which early leadership on European eHealth actions was undertaken by Jean-Claude Healy of the European Commission and World Health Organization. Professor Healy worked tirelessly on the realisation of the eHealth dream, which – with his prescience and energy – enabled us to get as far as we have today.

True to this spirit, the European Commission continues to play its role in advancing healthy and active ageing in Europe, supported by information and communication technologies. If all citizens join forces, we will realise the huge potential promised by eHealth, revolutionising health and care for Europeans in a wide range of different fields.

Robert Madelin
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European Commission
October 2013

Preface

A Tribute to Jean-Claude Healy, a visionary and founder of eHealth in Europe

Writing a tribute jointly from the perspectives of a daughter and a colleague is not easy. The role of a father in shaping the mind and spirit of a child is of course far more significant than his influence in professional life, and a collection of essays is not the place to reflect on the memories of a daughter. Yet the lasting impression of Jean-Claude Healy's work in eHealth can perhaps be compared to the nurturing gifts of a father to a child. A father supports the early steps of an infant, teaches core vocabularies and provides guidance on fundamental values, which go on to shape the adult who will then live an independent life.

"When I was five years old", reflects Claire-Marie Healy, "my father would bring me to the Museum of Modern Art in Saint-Etienne, France, where we used to live. We would look at the paintings together and play at guessing their titles. I was always coming out with suggestions closer to the artists' choices. To his greatest surprise, the connection between the vision of the world of artists and the innocent eye of a five-year-old seemed more natural and evident than that of an adult. Jean-Claude never stopped experiencing this state of child-like wonder and curiosity – reflected well in the twinkle of his eye. Putting judgements and rules aside, this enabled him to come up with (sometimes) crazy but innovative ideas. Whatever the situation, you were always creating together more than one solution to your problem."

With this collection of writings from friends and colleagues of Jean-Claude, the editors have sought to provide a small glimpse of the impact of that same sort of support, teaching and guidance that he gave to the discipline of eHealth.

It has been a huge honour to work on this book and to draw together these chapters. In the first part of the book, they seek to explore the development of eHealth policy; in the second part, to explore the impact of eHealth on the key players in healthcare; and, in the final section, to look at the way in which eHealth is now changing the provision of healthcare.

The purpose of this preface, however, is not to enter into the detail of this collection of papers, but rather to highlight some of the sentiments and emotions, which came to the fore as the authors and editors worked together.

If one were to draw out one word which was evoked by almost everyone who worked on this collection in recalling their memories of Jean-Claude, it is passion. Jean-Claude knew that passion was his driver, and firmly believed

that everyone should possess it. He even referred to passion as his stabiliser: he advised that everyone needed at least three commitments to be happy – their work, their family and friends and their inner passion. Jean-Claude's enthusiasm for eHealth was infectious; it fuelled many ideas and launched many careers.

One colleague, Diane Whitehouse, reminisced when working on this collection about how Jean-Claude's vigour translated into his daily work, remembering how he could not abide a bureaucratic mentality or laziness or lethargy about the status quo. She recalled how he sought constantly to bring the future into the present and was always able to capture huge ideas simply and graphically. As many of his colleagues from the European Commission will remember, those graphics were then often the guide for a new tranche of work as they re-grouped around an idea which resulted from a weekend spent by Jean-Claude at home with his family. Jean-Claude would emerge refreshed on a Monday morning, ready to take his team forward with the next eHealth conceptual model or set of actions.

That human passion and engagement is also fondly remembered by Joan Dzenowagis of the World Health Organization (WHO). She recalls: "working with JCH, as he used to sign his messages, brought home to me the power of the human network. Above all, he treasured people as the ultimate source of knowledge: the experiences, relationships, insights, spirit and expertise that are passed on and shared, person to person. This for him...was the magic of the connected world."

That magical element is noted also by Denise Silber, who worked with Jean-Claude as a consultant on numerous occasions, in recalling that his vision and hard work, which did so much to give legitimacy and prominence to eHealth worldwide, was always delivered with a twinkle of the eye.

Similarly, Magda Rosenmöller evoked Jean-Claude's mix of vision, enthusiasm, hard work and sense of achievement that was so fundamental, not only for the eHealth world but also for all those who had the honour to enter his sphere of influence. Jean-Claude made plans for people's future, putting forward curious – and apparently impossible – objectives. The fact that he believed in people reaching whatever future they put their mind to had the potential to pull them much further forward than they had originally thought possible.

The collection of essays and memories presented in this volume is therefore not only a chronicle of the key achievements accomplished that have paved the eHealth journey, but is also a testament to the abiding impact of Jean-Claude's vision. This was perhaps crowned in 2005, at the Ministerial eHealth Conference, when Jean-Claude jumped to the podium with a big smile on his face exclaiming: "Habemus resolution". What we had was his masterpiece: Resolution 58.28 of the World Health Assembly, 2005, adopted unanimously. It urged the WHO Member States to take initiatives to promote eHealth, and

requested the WHO to promote international collaboration and provide more electronic information and technical support to its members.

As his colleague Ilias Iakovidis noted in 2008, the eHealth community lost a free thinker, a true optimist and a humanitarian who worked tirelessly towards a new era of eHealth in Europe and beyond. With this collection, however, we do not seek to dwell on our loss. Instead, we celebrate the growth of eHealth, as both an academic discipline and a practical reality, which has done so much to change the face of healthcare over the past 20 years.

To recall one of Jean-Claude's own favourite quotations, we hope that this book will keep alive his passion and the twinkle in his eye, as he urged us all to be unreasonable in our demands of ourselves, whether he was speaking to us as a friend, colleague or father:

The reasonable man adapts himself to the world; the unreasonable one persists in trying to adapt the world to himself. Therefore, all progress depends on the unreasonable man.

George Bernard Shaw

*Claire-Marie Healy and Petra Wilson,
29 November 2013*

Acknowledgements

The idea for *Managing eHealth: From Vision to Reality* was born during a great eHealth gathering, the HIMSS World of Health IT, organised together with the EU Ministerial Conference in Barcelona 2010, where we discussed the idea with the editorial team and some of the contributing authors. Since then, numerous people have supported the initiative and helped to make this publication happen.

We are extremely grateful to all the authors for their personal engagement and the enthusiasm they bring to the eHealth arena and to this project. Together with their teams, they are involved in researching eHealth and healthcare, designing health policies, managing and providing healthcare, and/ or representing some of the many eHealth related stakeholders. They took the time to provide their joint experience, insights and evidence and help to make this volume so valuable for the reader.

We would also like to recognize the invaluable contribution of a series of different people who have provided editorial support during the period the book project has been ongoing: Christiane Haberl in the initial stage, Wendy Wisbaum bringing the project close to the finishing line and Marta Ribeiro and Lucile Danglas from CRHIM (Centre for Research in Health Innovation Management at IESE Business School) for their tireless support and enthusiasm for finally getting this publication out.

We would also like to thank Kiran Bolla and the team at Palgrave Macmillan for their advice and support, availability and above all, patience.

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