Chain of TRUST

Understanding patients' and health professionals' perspective on **Telehealth** and building confidence and acceptance

Closing Conference 24 01 2013

Venue: Hotel Bloom, rue Royale 250, 1210 – Room FORUM A

Background

The Chain of Trust project (2011-2012) aimed at seeing whether and how views have evolved since the initial deployment of telehealth, and what barriers still exist to building confidence in and acceptance of this innovative type of service delivery among end-users.

The paramount goal of the project was to advance understanding of end-users perspective on telehealth services and enable patients and health professionals across the EU to benefit from the opportunities offered by telehealth. The project would ultimately contribute to the vision of high quality, patient-centred, equitable healthcare for all EU patients.

In order to achieve this goal two specific objectives have been defined:

* To improve available knowledge of the specific views, needs and perceptions of the added value and concerns among patients and health professionals with regard to telehealth services

* To increase awareness and understanding of users' perspective on telehealth among patients' and health professionals' organisations as well as health authorities at European and Member State level.

Purpose and specific objectives of the conference

The purpose of the Chain of TRUST closing Conference is to increase awareness and understanding of users' perspective on telehealth amongst EU- and national-level stakeholders. Six specific objectives have been identified for this Conference:

* Share the main project findings and recommendations with the wide range of stakeholders
* Explore how project findings and recommendations can be used to foster telehealth policies and services
* Increase awareness of the role trust and acceptance play in fostering large scale uptake of telehealth services among their intended users
* Explore areas relating to user perspective on telehealth requiring further investigation
* Contribute to the sustainability of project results by defining strategies for taking forward project's findings and recommendations
* Foster better cooperation among different telehealth stakeholders to promote more user-centred telehealth policies and services.

Draft programme

08:00 – 09:00	**Registrations**
09.00 – 09.20	**Setting the scene** • *Nicola Bedlington* – Director, European Patients' Forum • *Tapani Piha* - Head of Unit for eHealth, Health Technology & Risk Assessment and Science, DG SANCO
09.20 – 10.45	**The contribution of Chain of TRUST to advancing state of the art in understanding users' perspective on telehealth** • *Liuska Sanna* – Programme Manager, European Patients' Forum • *Birgit Beger* - Secretary General, Standing Committee of European Doctors • *John Chave* - Secretary General, Pharmaceutical Group of the European Union *Q&A*
10:45 – 11.15	**Coffee break**
11:15 – 12:30	**Experiences from the National Roundtables: using the project findings to promote more user-centred telehealth and eHealth policies** • *Gunta Anca* - Latvian Umbrella Body for Organisations of People with Disabilities and Chronic Illness • *Dr Sjaak Nowt* - the Royal Dutch Medical Association • *Undine Knarvik* - The Norwegian Centre for Integrated Care and Telemedicine *Q&A*
12:30 – 13:30	**Lunch**
13:30 – 15:30	**Parallel sessions - Exploring and taking forward Chain of Trust findings and recommendations:**
15:30 – 16:00	**Coffee break**
16:00-17:15	**Reporting back from plenary sessions** **Policy makers panel** • *Dr Antonia Parvanova* - MEP • *Peter Zilgalvis* - Head of the Health and Well Being Unit, DG CONNECT

	• *Luc Nicolas* - Representative eHealth Governance Initiative, Federal Public Service Public Health, Belgium *Q&A*
17:15-17:30	**Closing remarks:** *Nicola Bedlington* – Director, European Patients' Forum