

Norwegian Round table

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Situation of telehealth/eHealth deployment in Norway

- EHR implemented in all Norwegian hospitals
- Norwegian Healthnet
- National and regional programmes for implementing electronic messaging and/or telehealth services within and between health care levels (integrated care)
- National action plans since 1997

The participants

- Represented the project's four user groups (patients, nurses, pharmacists and doctors)
 - The Norwegian Directorate of Health
 - Industry
 - Health managers
 - Journalists
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- Well-informed in the field of telehealth
 - Character of the Norwegian Round table: professional knowledge exchange more than an official event

Main outcomes of discussions on Chain of Trust findings

Generally speaking:

- the round table is considered as an interesting and useful meeting place
- Both the project findings and recommendations are considered as a valuable basis for being informed about users' perceptions on telehealth on an European level

Subjects of interest

- Telehealth – a supplement or a replacement of traditional face-to-face health care service?
- Affordability of telehealth services
- Main potential barriers
- Potentials and opportunities in the field of telehealth

Telehealth – a supplement or a replacement of traditional face-to-face health care service?

“Telehealth is indeed replacing traditional face-to-face health care services”

- Telehealth is not a service provided additionally to the conventional service but is instead doing the contrary
- Example: Special educated nurses can and are replacing doctors, when they provide health care services by means of VC

Affordability of telehealth services

In general: affordability is a minor problem in Norway than in other countries, since most of the health services for the citizens are paid for by the Norwegian government.

Project finding

Affordability - a potential barrier creating health inequalities which may increase with the introduction of telehealth

Group feedback

There exists affordable telehealth services, such as mobile phones and solutions on PC, as opposed to VC and other high tech equipment - more inexpensive and easy accessible

Will be given preference to in the future!

Main potential barriers

- There was consent in the group about the fact that this listed barriers are reflecting barriers which are created in the imagination of non-users and that they do not at all reflect reality. Most of the participants in the Round Table, who used telehealth, could not at all recognize such experiences as realistic.

Potentials and opportunities in the field of telehealth

- exploiting the “easy to use services”
- A potential regarding the “managerial” dimension

=> The potentials of telehealth have not been addressed extensively in the Chain of Trust Project

Main outcomes of discussions on Chain of Trust recommendations

General feedback of the participants on recommendations:

- The recommendations are formulated in quite general terms
- To add a recommendation concerning the necessity to monitor quality and results in order to promote best practice
- The group misses the four user groups' presence in the recommendations

Recommendation nr 1: **Awareness campaigns** on telehealth benefits should be organised at MS and EU-level targeting both patients and health professionals.

The group's comments:

- To start the recommendations with focus on the governmental and industry level – political awareness/clearly defining the role of the government

Recommendation nr 6: eHealth and telehealth related knowledge and skills should be included as an optional subject in the health professionals curricula and be part of Continuing Professional Development according to the different professional needs

The group's comments:

Not “optional” but “MANDATORY subject”

Conclusion of the national
roundtable on the
participants work and
perspective on their
country's policies and plans
for telehealth and eHealth

Participants' statements:

One participant considers the Chain of Trust as a valuable project. Although she could not give a statement whether the results of the project actually could contribute to changes (or progress in) the development of telehealth in Norway. She also participated at the Norwegian workshop and was of the opinion that the discussions at the workshop were highly valuable for her professional life.

Participants' statements:

Another participant considers the round table as quite supportable for her efforts in implementing telehealth in her professional environment. She aims to utilize the results and recommendations of the project already in the coming week, in a meeting with politicians and decision makers in the region of North Norway

Participants' statements:

One pharmacist in the group was commenting the importance of the round table's function of raising awareness and of giving support to her efforts and focus on telehealth.

The Chain of Trust project helps to clarify and concentrate on the focus, for how to progress with telehealth.

It is important to direct demands on national basis.

**Thank you for your
attention!**