

Enabling Patient Centricity and Health Literacy

1. Building Capacity and Health Literacy

2. Examples of Patient Centricity

Patient Relationship Management

- Effective Pediatric Diabetes Management at University College London using CRM

Virtual Rehabilitation

- Effective Rehabilitation at home using Lync/Skype and Xbox Kinect

Condition Management

- Mental Health at the SLAM NHS Trust using Microsoft HealthVault

Shared challenges and opportunities



A Changing World



You

Higher Quality

Better Access

Lower Cost

Big Data and Analytics

Cloud Computing

Consumerization of IT

Technology Trends



Changing Landscape

IT confidence and Health Literacy

Patient empowerment, And engagement

Mobility and Security

Building Confidence in eHealth solutions

Relevance

Solutions that are meaningful and accessible at the point of need, at the time of need

Capacity

Investing to identify the IT skills needs of eHealth solutions' users, build capacity and learn from users' needs

Engagement

Adoption of innovative eHealth solutions depends on stakeholders' engagement in the development process



e-Skills Capacity for eHealth adoption

- Bringing together stakeholders and Identifying users' needs
- Solutions' Knowledge sharing with Partners' ecosystem
 - Demo and Seeing is Believing
- eHealth Skills Training sessions and Training Hubs
- Overall IT skills literacy and investments besides eHealth
- Aligned with priorities identified by eHealth EU Action Plan



Real Impact for Better Health: Innovation in self monitoring and managing chronic conditions



[Video](#)

Real Impact
for Better
Health:

Innovation in
self
monitoring
and managing
chronic
conditions
Video:

Welfare Denmark: Virtual Rehabilitation



Solution

Receiving patient data
(prescription, test, orders)
directly from Emergency
Box

Innovation

No interference with
medical devices
Enhanced security
Fast and User Friendly



Value

Real time consultancy
with professionals
right from UCU
Patient Safety

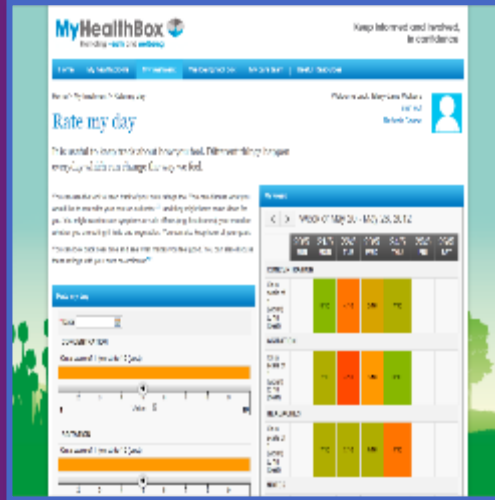


Problem

Poor communication &
Mobility



Manage conditions effectively: NHS SLaM mental health program



Two-way sharing between the clinical chart and personal record

Specialized tools for all stakeholders

Care plans & medications
Clinical observations
Home / personal observations

[Video](#)



Manage
chronic
conditions:
NHS SLaM
mental health
program
Video:



Patient Engagement



Giving
patient
more control over
health and
wellbeing

Collaborative care
between
patient
& clinician



“

The rich insights provided by users should, with proper consent and controls, prove invaluable to clinicians treating them, commissioners planning services and researchers developing new drugs and treatments .. you only have to look at ventures like this to see what can be achieved with imagination and collaboration.

”

Earl Howe

Parliamentary Under Secretary of State, Department of Health,
MyHealthBox launch, 15 May 2012

Health Choices



We want to make it easier for patients to find the best NHS services. This is why we are making more NHS data available to consumer groups and IT specialists outside the NHS so they can develop tailored websites and apps for patients. I want to see new products and services being offered to patients like the 'Health Choices' app, which Microsoft is launching today.

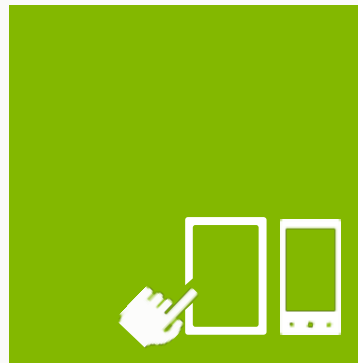
Andrew Lansley
Secretary of State for Health



Apps
available now on
WindowsPhone, iPhone
and Google/Android

HealthVault
Provides personalisation

Microsoft
HealthVault



Shared Challenges



Engagement
And
Relevance

Health
Literacy / IT
Confidence

Collaboration

Scale

Innovation



And ... Shared Opportunities

Innovation



Partnering

for



Better

Health



Towards a common view of the future: Healthier Citizens in Healthier Cities

Solutions for Healthier Cities

In-market, proven solutions for real impact and healthier cities

Coalition of Partners for Healthier Cities supported by:





Microsoft