Telehealth and Care Coordination: What we did right and what we did wrong? Critical self-reflection

10th October 2017

Agenda

Chair: Professor Stan Newman, Dean School of Health Sciences, City, University of London, UK

9:00-9:15	**Welcome** Dr. Cristina Bescos – ACT@Scale coordinator, European Program Manager, Philips Telehealth
9:15-10:00	**Setting the stage – Combined 50 years of experience in telehealth and care coordination from Scotland and Basque Country.** Professor George Crooks, Medical Director, NHS 24, SCTT and Dr. Esteban de Manuel Keenoy, Director at Kronikgune
10:00-12.00 (Coffee break 10:30-10:45 – Exhibition area)	**ACT@Scale and transferability of good practices:** How do we share experiences among European regions and transfer lessons learned from one setting to another? ACT@Scale is targeting integrated care good practices in Basque Country, Catalonia, Groningen, Northern Ireland and South Denmark that are all in the process of implementing novel CC & TH processes at scale. The target groups are populations of individuals with chronic disease and elderly people with special needs that require support from social services. Based on the learnings in 14 current programs, examples of good practices and experiences will be shared and discussed with the aim to assist effective progress in CC & TH and avoid repeating mistakes that have occurred in other locations. To what extent is the proposed collaborative approach a suitable tool to improve scaling-up deployments?
12:00-13:00	Lunch
13:00-13:45	Cross-sector collaboration and citizen-centered innovation

	Jordi Piera, Chief Information and R&D Officer, Badalona Serveis Assistencials and Peter Julius, Founding Partner in Public Intelligence	
13:45–14:15	**Implementation and communication** Chris Wright, Service Development Manager (Mental Health), SCTT, NHS 24	
14:15–14:45	**Coffee break (Exhibition area)**	
14:45–15:15	**Insights from UK. Life after the Whole System Demonstrator** Professor Stan Newman	
15:15–15:45	**Closing keynote** Jakob Uffelmann, Chief of Innovation at Sundhed.dk (Danish national health platform)	
15:45–16:00	**Wrap up** Dr. Cristina Bescos	

About ACT@Scale

ACT@Scale is an innovative partnership of leading European health care regions, industry and academia that have the true potential to transform cure and care delivery services from pilots and experiments to scaled up, routine management of frail elderly and chronically ill. ACT@Scale aims at developing, testing and consolidating "best practice" Care Coordination and Telehealth (CC & TH) concepts that can be leveraged by the participating healthcare regions to expedite scaling-up their services, but also transferred to other regions through Europe and beyond. The scaling-up of "best practice" ACT@Scale CC & TH concepts is fully in line with the EIP on AHA and the EC scaling-up and Digital Health strategies, facilitates concrete decision-making at EU policy level, and shows payers, practitioners and providers how patient care can be improved in light of an ageing society and under restricted budgets. A holistic assessment of different programs is performed based on an agreed minimum dataset of indicators and with the support of a distributed Evaluation Engine to promote the analysis of progress in the scaling-up process. The ACT@Scale is promoting collaborative methods and tools to implement improvements, identify good practices and share lessons learned.

More information: http://www.act-at-scale.eu

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The event is organised in collaboration with the B3 Action Group of the EIP on AHA programme