



## **22<sup>ND</sup> eHEALTH NETWORK MEETING 7 NOVEMBER 2022, BRUSSELS, BELGIUM**

### **COVER NOTE**

## **2.2 MyHealth@EU Future strategy: Increasing the value for end users**

### **1. Issue at stake**

MyHealth@EU services have been in operation since 2019. In the two services currently in routine operation, the use of the ePrescription service is growing (currently over a thousand dispensations per month), while the number of transactions in the Patient Summary (PS) service remains rather low (less than 10 exchanges in a month). The limited uptake of the Patient Summary A service and the consequent limited availability of data may explain the currently low numbers of PS transactions. However, also the ePrescription service surveys shows a need for improvement in the level of end user satisfaction.

While feedback from end users should be taken into account for the further development and improvement of existing services, it may be useful to consider a closer involvement of future users of the upcoming services. A closer involvement of patient and health professional associations and other end users in the “service design” for the new use cases, could bring a stronger commitment of end users, thus improving the possibilities for marketing those services.

Feedback from end users should also be used for the selection of the future use cases. Business value of the proposed new use cases should be analysed before launching the development of corresponding technical specifications.

The involvement of end users may also activate the reconsideration of some current foundational design principles of MyHealth@EU (document-based approach, focus on fully structured data in all situations, translation of coded information only). This reflection should be driven by a value-based approach and avoid the trap of choosing what is easily implementable. This reflection should steer investments over the coming years at EU and national level, also in respect to the expansion and evolution of MyHealth@EU services.

To strengthen business involvement and representation of the voice of end users, possibly some governance changes could be considered, such as

1. Stronger involvement of end users at the strategic level;
2. Stronger involvement of end users at the operational/tactical level;
3. Different organization of eHN and eHMSEG subgroups;
4. Service design approach and business value driven prioritisation.

## **2. Summary**

The eHealth Network could consider as a future strategy the involvement of key stakeholders representing **end users** of the MyHealth@EU services in the design process for new use cases. Suitable governance structures should be established for such involvement. Feedback from end users could be requested during the preparation of the eHealth Network guidelines and technical specifications, through wider distribution of draft documents for their comments, or through the direct involvement of end user representatives in the work of the subgroups and task forces.

The eHealth Network subgroups and the eHMSEG could be asked to work on a proposal regarding potential ways of end user involvement in their work, to be presented in the next eHealth Network meeting in June 2023.

## **3. Format of procedure in the meeting**

*For discussion*