2.2 Future strategy: Increasing the value for end users

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22nd eHN Meeting

MyHealth@EU services have been in operation since 2019.

In the two services currently in routine operations, the use of the ePrescription service is growing (currently over a thousand dispensations per month), while the number of transactions in the Patient Summary service remains rather low (less than 10 exchanges in a month).

Feedback from end users may be taken into account for development and improvement of the services. Closer involvement of patients and healthcare professionals in the service design would promote **commitment and ownership by end users** of the services.

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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 allow for reflection on existing **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's easily implementable. This reflection should steer investments over the coming decades years at EU and national level, also in respect to the expansion and evolution of MyHealth@EU services.

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1

User requirements **eHN**

Healthcare advisory council Semantic sg Technical sg

2

User needs **eHMSEG**

User requirements TF **3** Service domain SGs

Patient federation, Medical professional, groups, Nurses groups, Pharmacists groups, etc

Users of the services
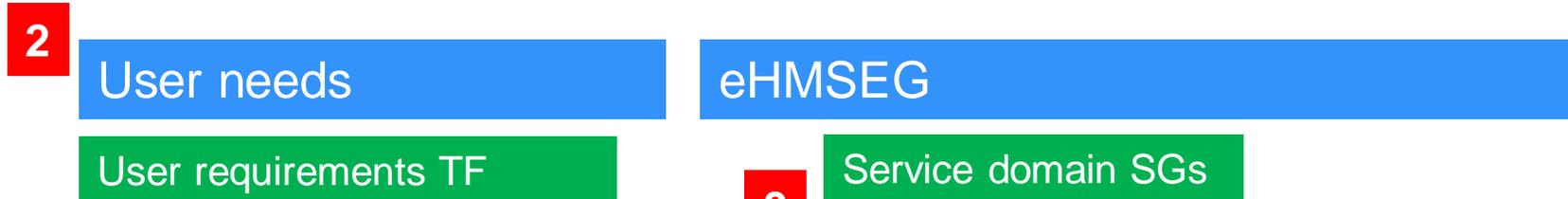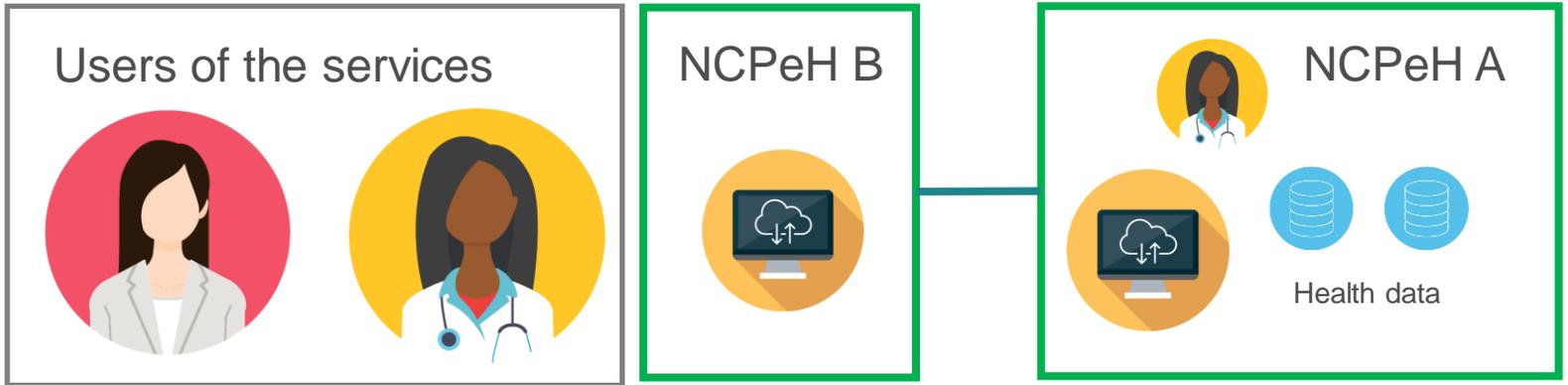
NCPeH B **NCPeH A**

Health data

Policy owner

Responsible for eHealth policy

Solution Provider

Provides the software, Change management, Testing

4

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. Bottom-up service design (brainstorm sessions with HCPs, patients)

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.

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

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Questions?

Further information

eHealth Network
https://ec.europa.eu/health/ehealth/policy/network_en

All events
https://ec.europa.eu/health/ehealth/events_en#anchor0

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