



sundhed.dk

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# Explaining International Health IT Leadership Denmark

- 1) general comments on the report
- 2) Health IT in Denmark
- 3) How did we get there
- 4) What is the situation today and what can you learn
- 5) Q & A



# General Comments

**Thank you!**  
**Tak!**



# One portal for Citizens and Professionals

3. korrektur | 27.04.2004

The **Danish** eHealth experience:

One Portal  
for Citizens and Professionals



A combination of the public portal, [www.sundhed.dk](http://www.sundhed.dk), and a health-data network developed since 1990 gives Denmark an outstanding position on eHealth.





# Facts about Denmark

- 5,5 million citizens
- Centrally-managed health care system
- Health care is provided directly by the public sector
- *Unique Person Identifier*
- *One of the International Leaders in Health IT*



# Health IT in Denmark

Citizens in Denmark have access to:

- Telehealth
- Telecare
- Own patient information

Because of

- Electronic Patient Records
- Infrastructure
- And a whole lot more...



# Telehealth



Specialist over video conference or interpretation from a distance



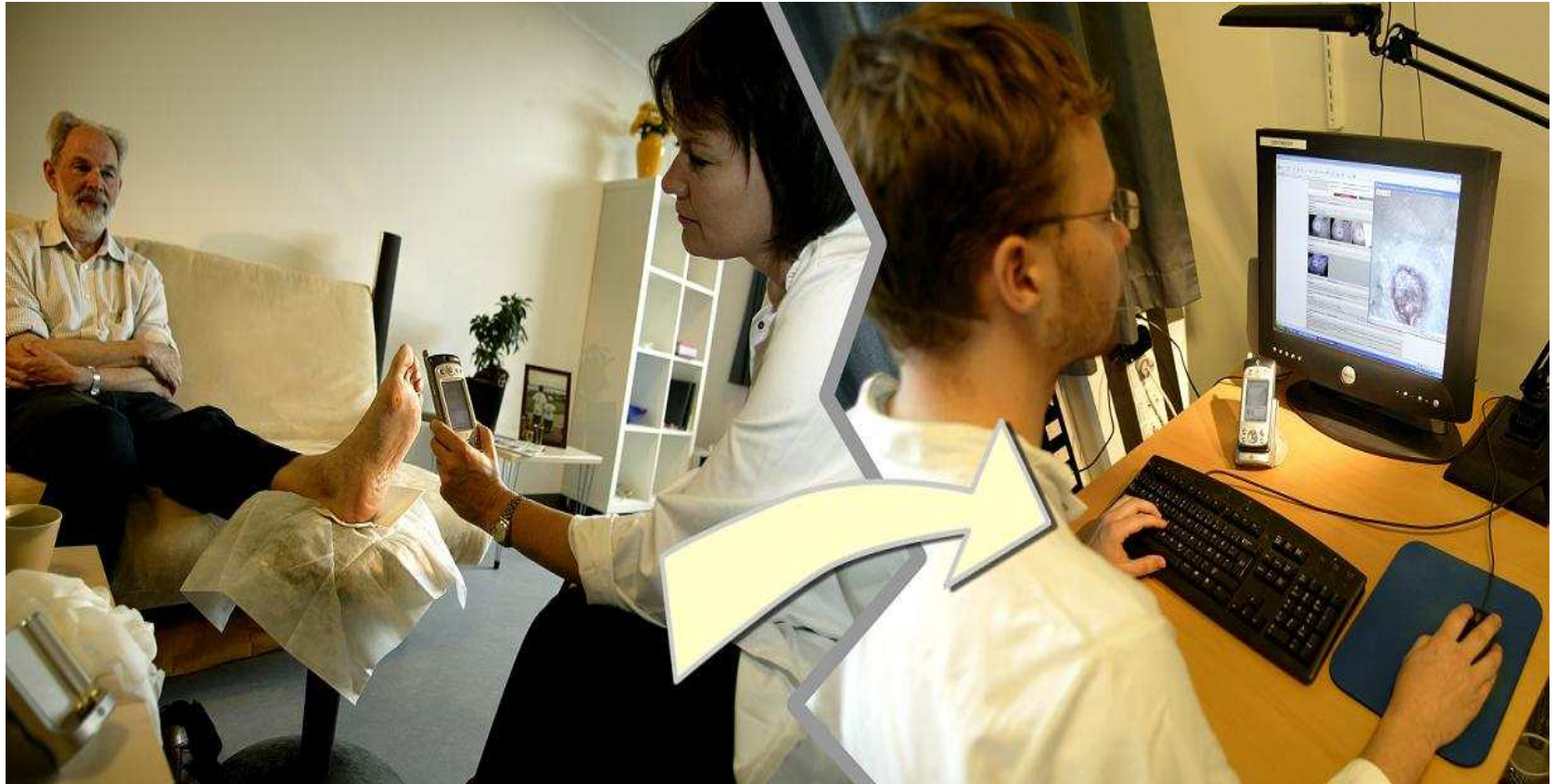
# Telecare



Hospitalizing patients in own home



# Telecare



Treating patients with diabetic ulcers in own home



# ePatient



Patients have access to own information online



How did we get there...



# In 1940...



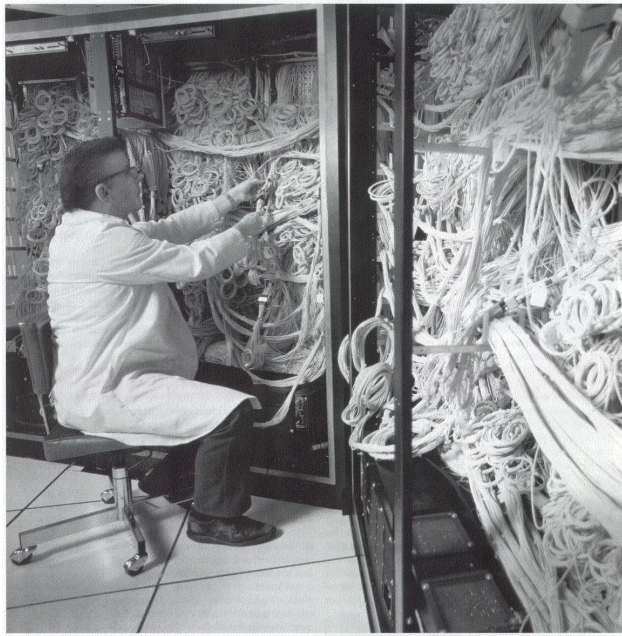
# In 1980...

- Laboratories and X-ray departments used digitalised analysis systems – and so did grocery stores
- This slowly spread...to the clinicians



# In 1992..

- The threads were pulled together and the MedCom organization



# MedCom

- Non-Profit Project Organization
- Established and paid for by the authorities in health care
- Established in 1992
- Runs in project periods to make sure that the organization can follow the changes in IT and health care
- The aim and focus of MedCom is large-scale national implementation
- *Contribute to the development, testing, dissemination and quality assurance of electronic communication.*



# Today

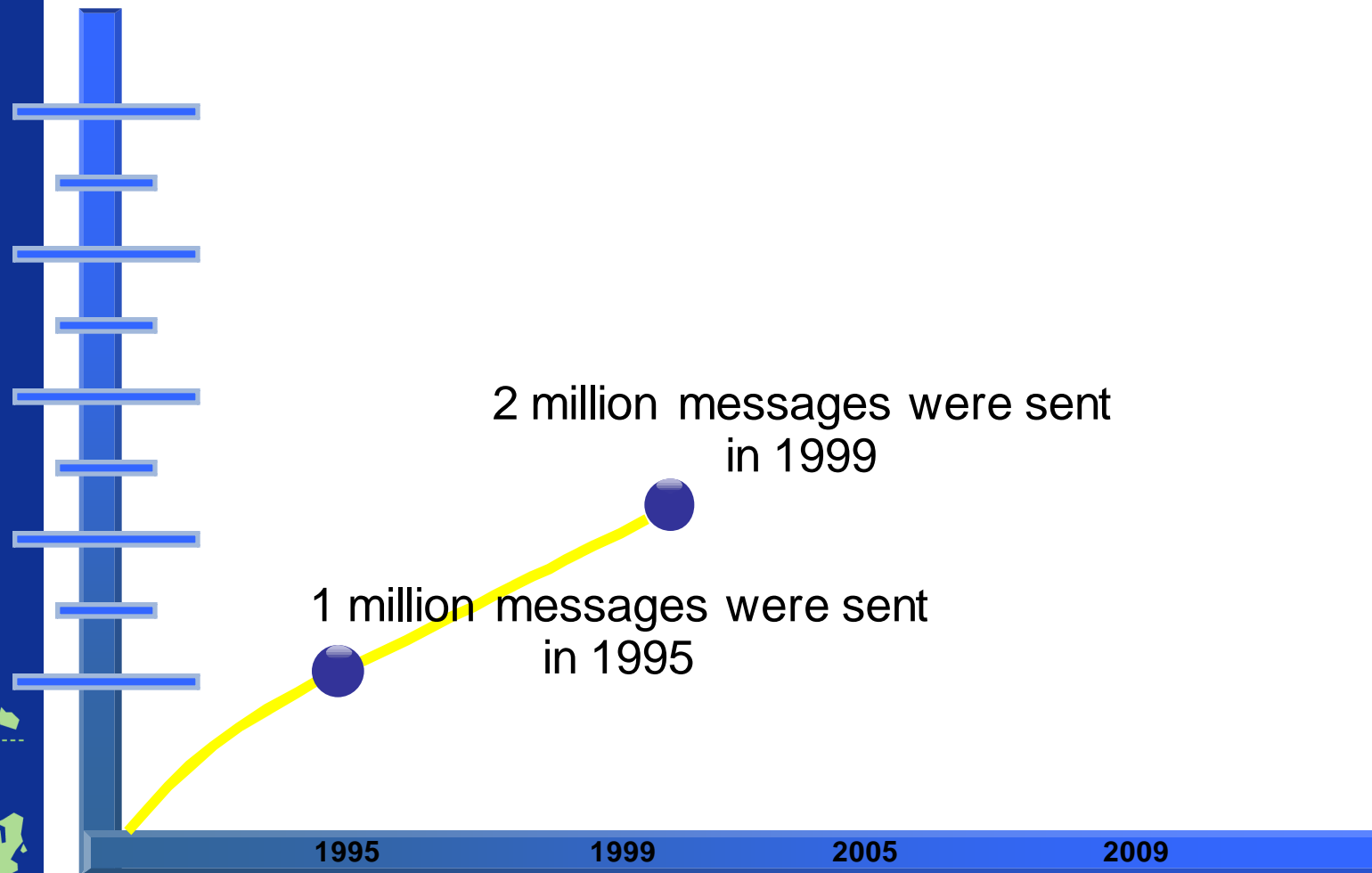


# Standards

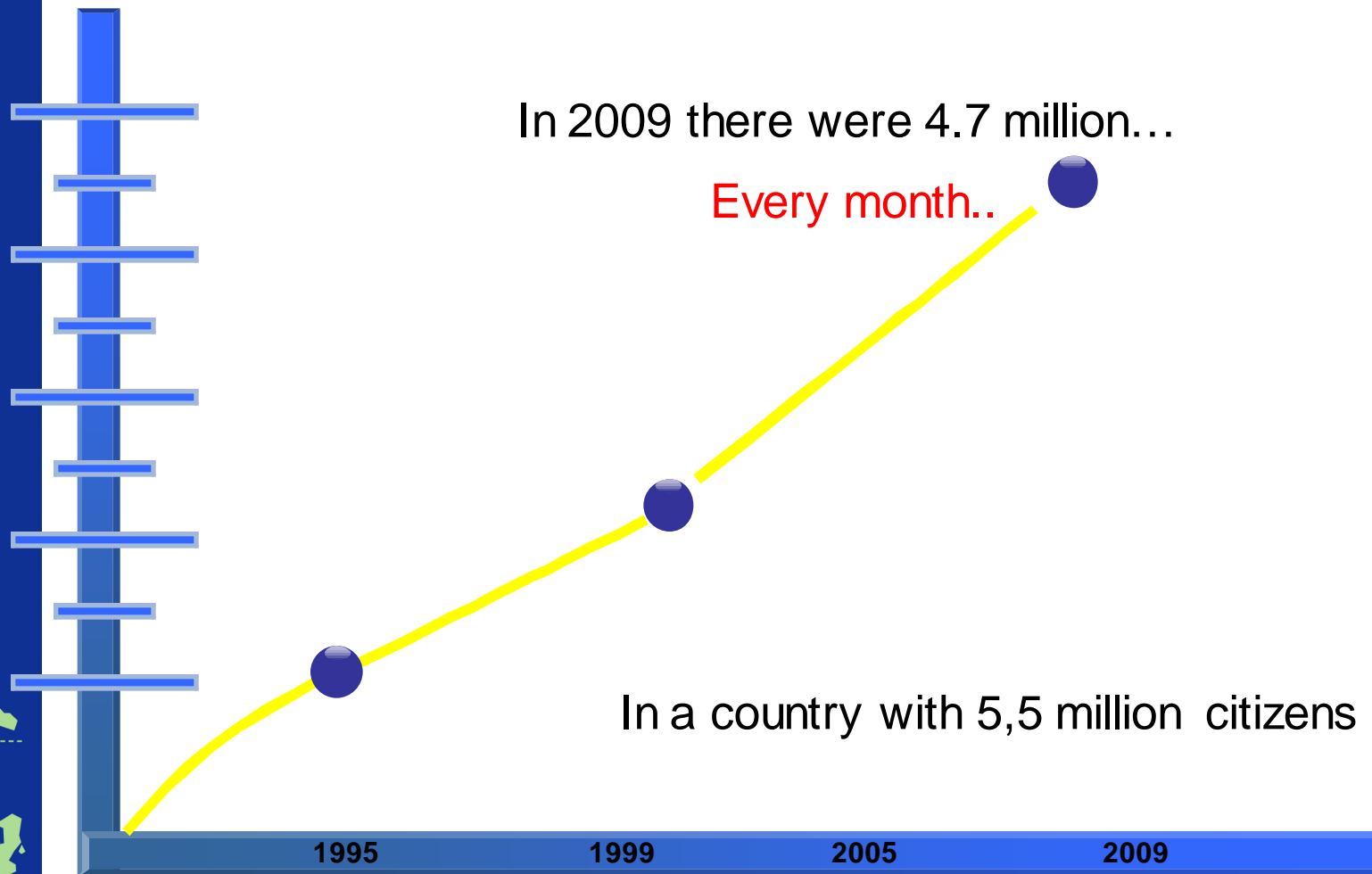
- MedCom has created standards for communicating between different IT systems
- Today there are 100 different IT systems in health care – and they all “talk” together



# Electronic Messages (I)



# Electronic Messages (II)



# The benefits

According to a survey:

*at 2004 levels of use of the eReferral  
saves \$ 1,7 million each year over  
paper based systems.*

*Today most (88 %) referrals are sent  
electronically which means a saving  
of \$ 5 million per year*



sundhed.dk

# The Danish eHealth Portal sundhed.dk

sundhed.dk





### Sundhed nationalt

- Sygdomme
- Sundhed og forebyggelse
- Behandling
- Lægemidler
- Hvad siger loven?
- Tal og fakta
- Sundhedsvæsenet
- Nyheder

### Min sundhed.dk

#### ▼ Min personlige forsider

- Mine oplysninger
- Min opsætning
- Om Min sundhed.dk

- Mine sundhedsdata
- Min læge
- Min aftalebog
- Min postkasse
- Min donorregistrering
- Mit livstestamente

### Sundhed regionalt



Birgitte Lolan Ravn logget på 02.05.2007 kl. 14:06

Log af sundhed.dk

[Forside/](#) [Min personlige forsider](#)/ Velkommen til Min sundhed.dk



Velkommen til din  
personlige forsider

### Velkommen til Min sundhed.dk

Som borger kan du designe din egen forsider på sundhed.dk. Nogle borgere vil allerede nu kunne benytte tjenester, der indeholder sundhedsdata - elektroniske oplysninger om din kontakt med sundhedsvæsenet. Læs mere [Om min sundhed.dk](#) og dine muligheder her.

### Genveje

- [Test dig selv](#)
- [Sygdomstips](#)
- [Patientvejledning](#)
- [Frit sygehusvalg](#)
- [Find lægemidler](#)
- [Ventetider](#)

### Nye beskeder og aftaler

**Du har modtaget  
2 nye beskeder**

### Kommende aftaler

Udskriv

◀ 2. maj 2007 ▶						
M	T	O	T	F	L	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**Min aftalebog**

### Vejviser

Sundhedsområde:

Alle områder

## Features: *Citizens/Patients*

- E-services such as booking, prescription renewal, e-mail consultation (at the GP)
- E-commerce (pharmacies)
- Patient to patient dialogue – connecting patients coping with similar issues
- Cross-sectorial personal electronic medicine profile
- Patients' medical history (since 1977)
- Electronic Patient Record (hospital records)
- Online Donor Registration and access to own data

## Further features: *Citizens/Patients*

- Contact information
- Comparison of prices, quality and accessibility
- Medical information (eg. information about treatments)
- Waiting list information from hospitals
- Patient satisfaction measures on every hospital dep.
- Smileys for every hospital
- Preventive medicine
- Health laws and regulations

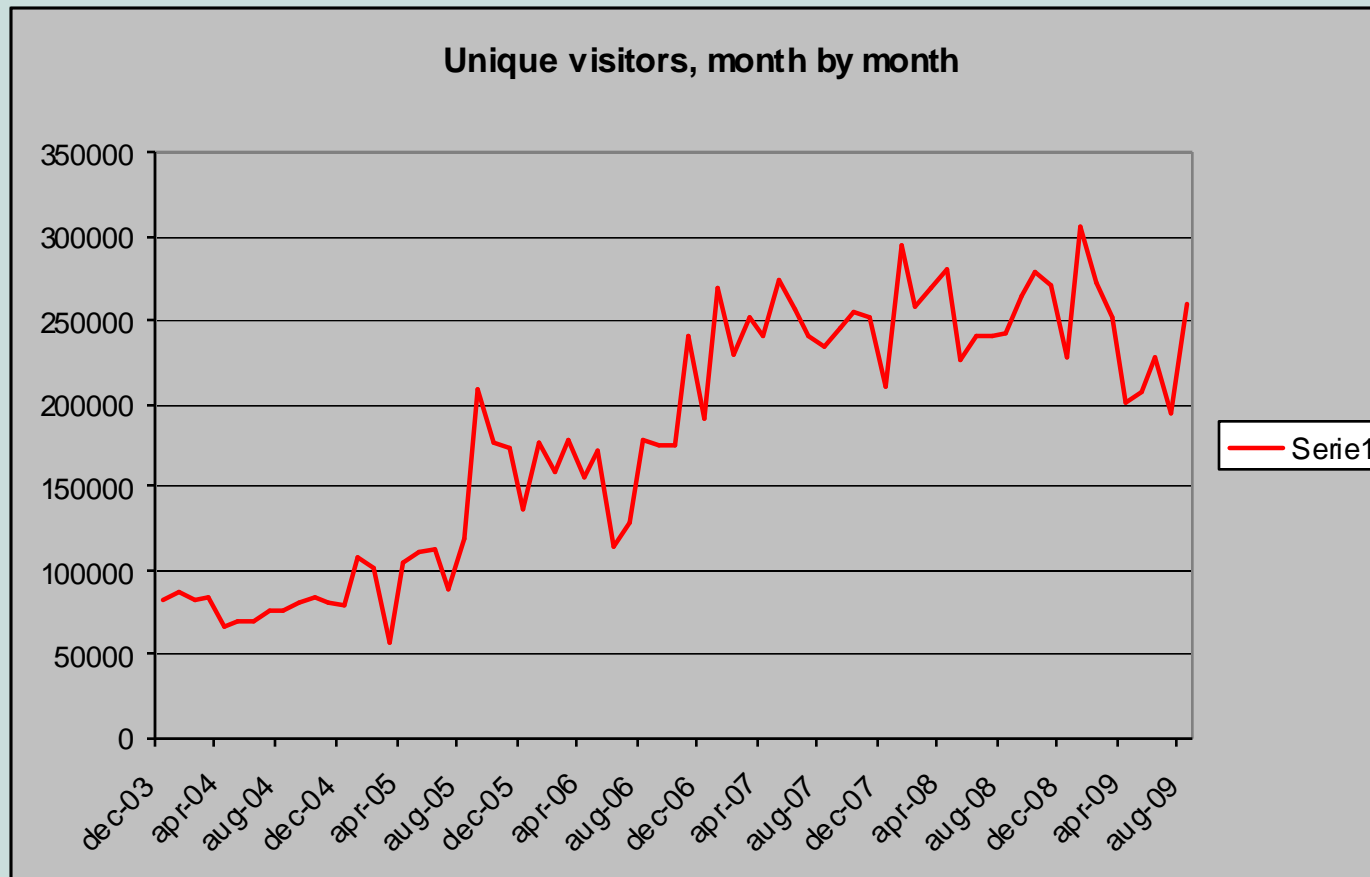
## The purpose of the portal:

- Bring together relevant information from all parts of the health service
- Offer a shared platform of communication
- Empower patients by offering maximum insight and transparency in the health care sector
- Offer health care providers easy access to clinical information about their patients' medical history.

## Two important points:

- By servicing both the citizens and the health professionals, the portal enables the two to achieve a cooperation based on the same data. This empowers the citizen and gives the health professionals better tools to improve quality in care.
- By finding services and information from different sectors and different authorities the users experience synergy - The collection of content is more valuable than the sum of the individual parts.

## Total unique visitors 2003 - 2009



# Lessons learned

- National Leadership
- Financial Incentives
- Common Infrastructure
- Societal & Cultural Factors
- And many more...



# National Leadership

- Clear goals
  - National IT/eHealth plans since 1994
- Formal institutions
  - *MedCom* since 1992
  - *eHealth Portal* since 2003
  - *Connected Digital Health in Denmark* since 2006



# Financial Incentives & Government Mandate

- Financial incentives have shown to be an effective tool to spur health IT adoption
- Example of “Government Mandate”:  
When private doctors did not want IT systems, we told them “No electronic billing = No payment”
  - Within short timeframe all doctors had IT systems



# Common Infrastructure

- Common infrastructure important tool in facilitation of IT in health care
- In Denmark, the Danish Health Data Network facilitates electronic communication and the eHealth Portal [sundhed.dk](http://sundhed.dk)
- Helps to lower costs and increase interoperability



# Cultural & Societal Factors

- A high level of technological sophistication both reduces resistance by doctors to change and helps stimulate demand from patients.
- Short distance from top to bottom



# Take this with you

- Remember the strategic aspect;
  - Strategies must be created in collaboration with all partners
  - Strategies should be implemented by national organizations
- "All good things comes to those who wait – or Take action"...
- Which MedCom has always respected.
- All IT projects implemented have always been in a collaboration between payers and providers



# Thank You – Any Questions?

Denmark: [www.Denmark.dk](http://www.Denmark.dk)

MedCom: [www.MedCom.dk](http://www.MedCom.dk)

eHealth Portal: [www.sundhed.dk](http://www.sundhed.dk)

Digital Health: [www.SDSD.dk](http://www.SDSD.dk)

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