Transforming healthcare in disruptive times
The impact of eHealth

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Why embark on the eHealth Journey?

Efficient Use of Resources

Patient Centered Healthcare Delivery

Better Outcomes

World Class Health Service

Increased Patient Safety

Increased Access

High Quality Data

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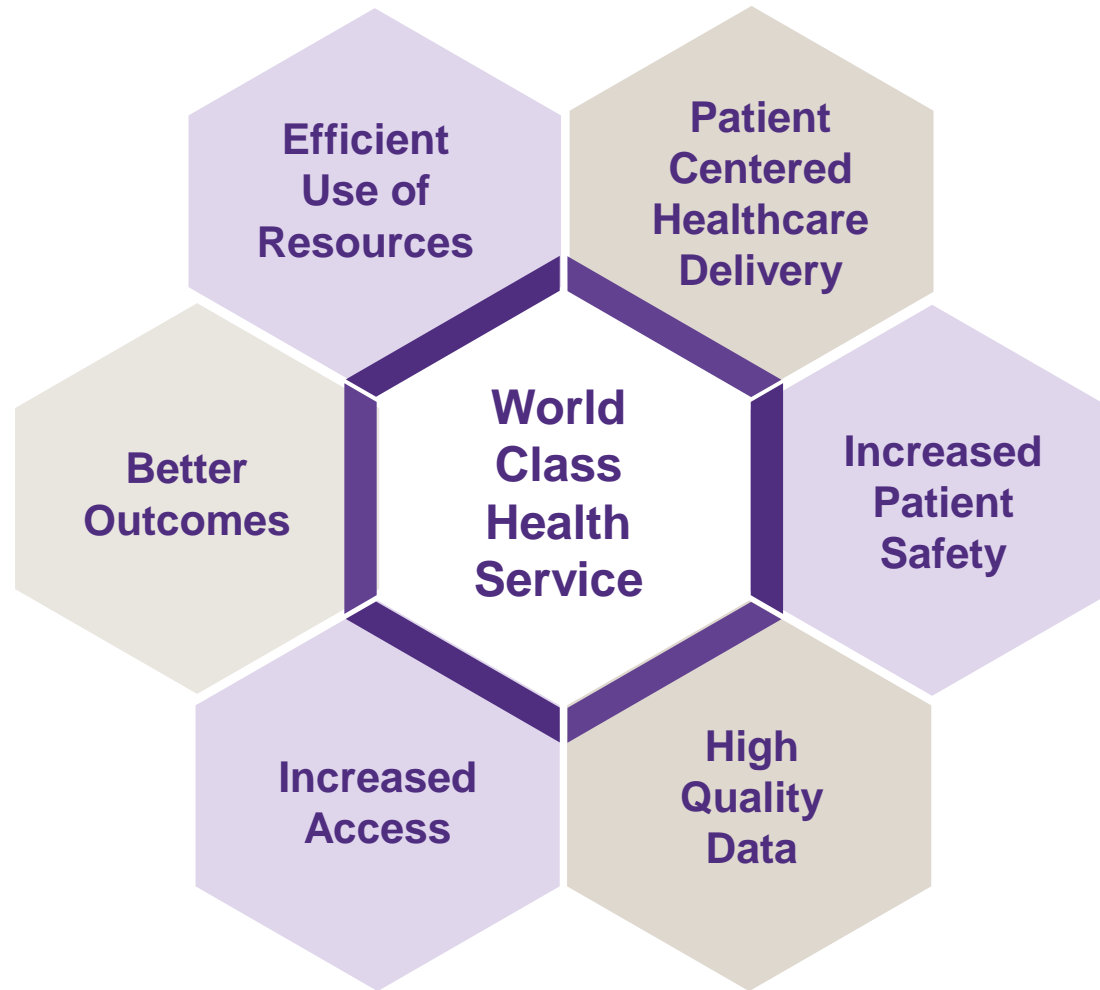
About Grant Thornton

Grant Thornton Ireland

Turnover of €122 million

1000+ people

Member firm of Grant Thornton International Ltd (GTIL)

Operating from 8 offices: Dublin (2), Belfast, Cork, Galway, Kildare, Limerick and Longford.

Health Sector Offering

Experience in:

- Primary Care

- Acute Hospitals

- Primary Care

  Reimbursement Service

- Finance Divisions

- Health Insurers

Main service offerings:

- Programme and Project

  Management

- Strategic Support

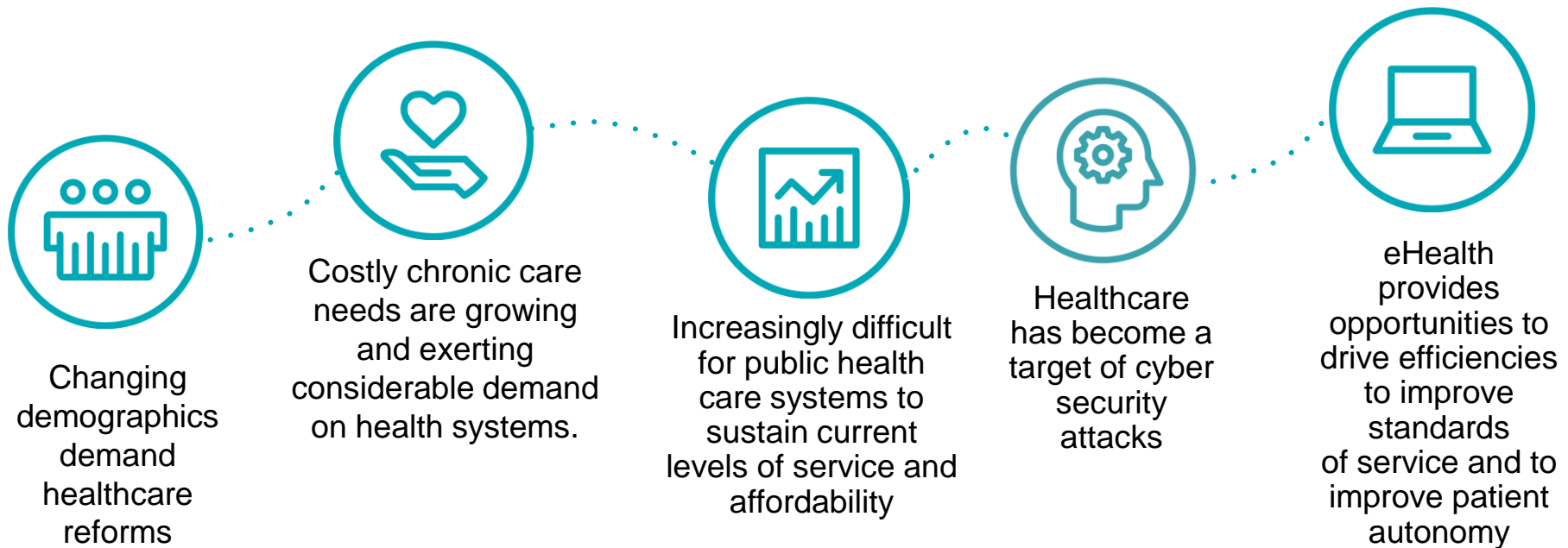- Business Transformation

- Operational Excellence

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Presentation Overview

- Current healthcare landscape

- eHealth overview

- The eHealth journey

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Current healthcare landscape

Current healthcare landscape

Across the world, public health systems are faced with a similar set of challenges:

Changing demographics demand healthcare reforms

Costly chronic care needs are growing and exerting considerable demand on health systems.

Increasingly difficult for public health care systems to sustain current levels of service and affordability

Healthcare has become a target of cyber security attacks

eHealth provides opportunities to drive efficiencies to improve standards of service and to improve patient autonomy

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eHealth overview

eHealth

- the World Health Organisation (WHO) defines e-health as 'the cost-effective and secure use of information and communication technologies in support of the health and health-related fields'.

- eHealth has the ability to drastically improve communication and collaboration in the healthcare system today

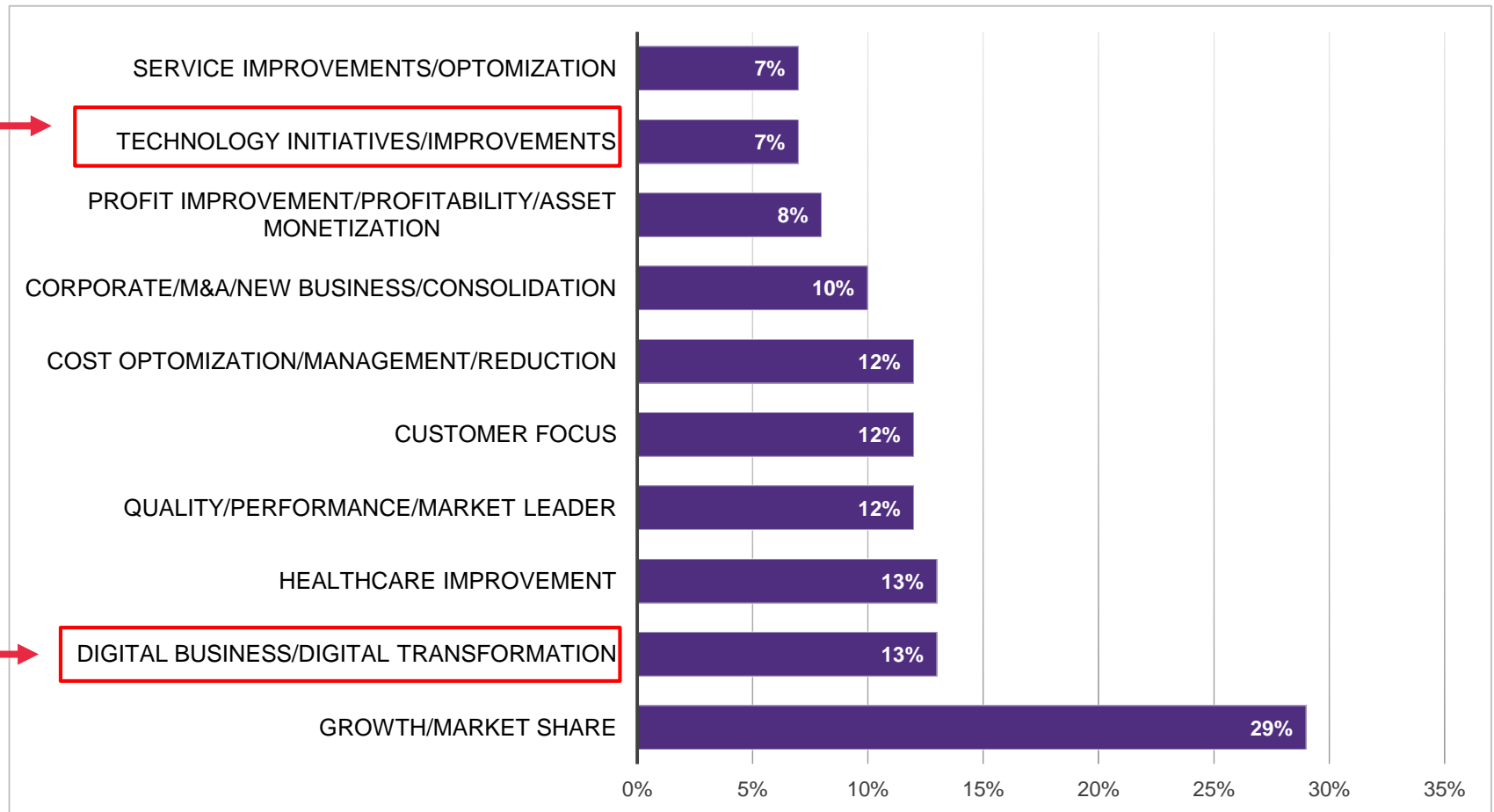- **eHealth is predicted to reach a value of $244 billion by 2021**

Telehealth is expected to be valued at over **$34 billion** by 2020.

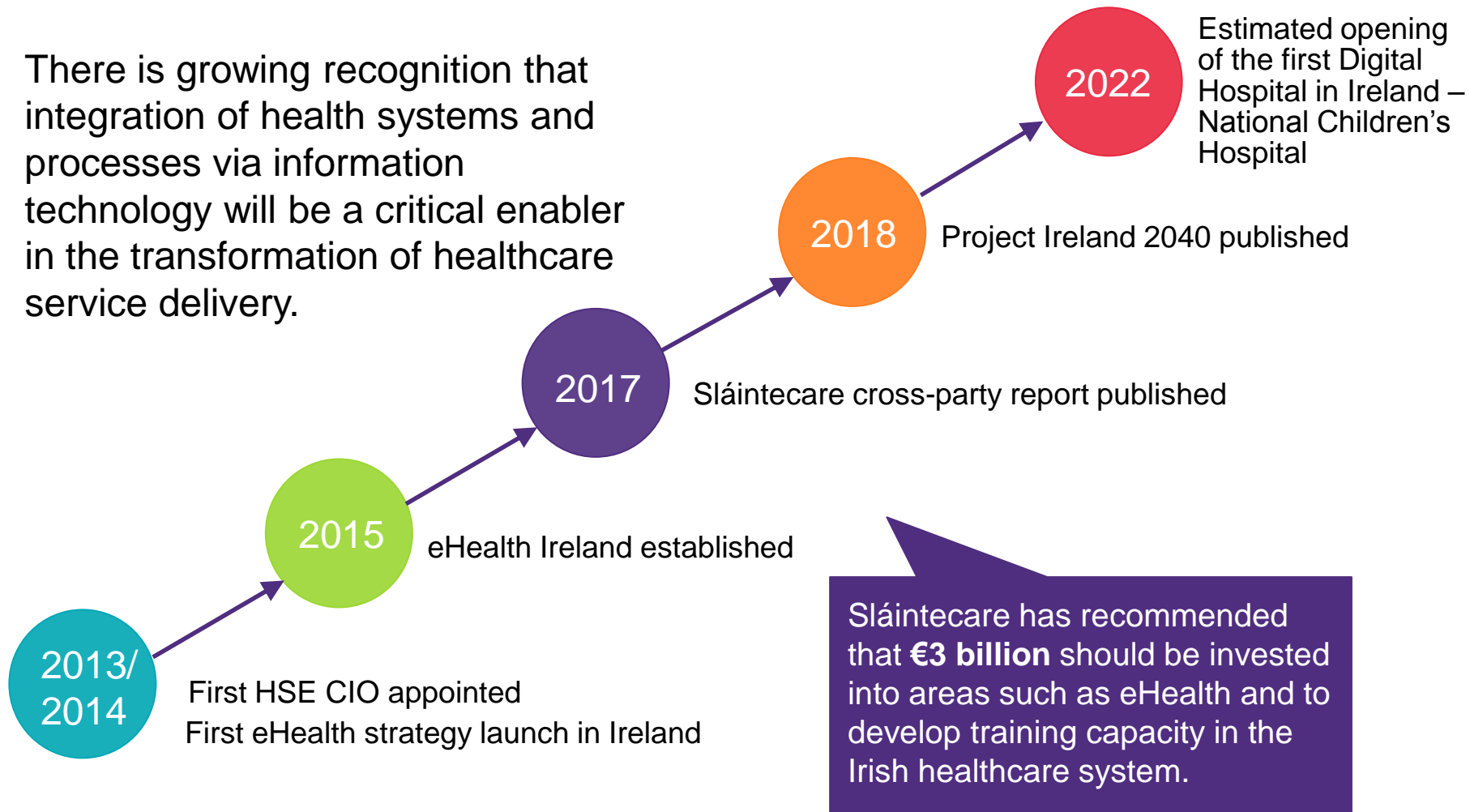By 2021 the global market for **mHealth** is likely to reach **$46.2 billion.**

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CIO global strategic business priorities 2017/2018

Priority	Percentage
SERVICE IMPROVEMENTS/OPTOMIZATION	7%
TECHNOLOGY INITIATIVES/IMPROVEMENTS	7%
PROFIT IMPROVEMENT/PROFITABILITY/ASSET MONETIZATION	8%
CORPORATE/M&A/NEW BUSINESS/CONSOLIDATION	10%
COST OPTOMIZATION/MANAGEMENT/REDUCTION	12%
CUSTOMER FOCUS	12%
QUALITY/PERFORMANCE/MARKET LEADER	12%
HEALTHCARE IMPROVEMENT	13%
DIGITAL BUSINESS/DIGITAL TRANSFORMATION	13%
GROWTH/MARKET SHARE	29%

Gartner – 2018 CIO Agenda: Healthcare Provider Industry Insights (October 2017)
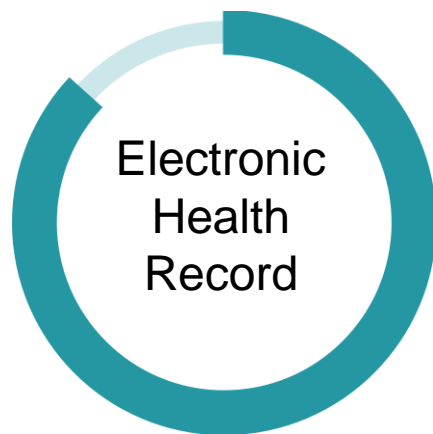
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eHealth in Ireland

There is growing recognition that integration of health systems and processes via information technology will be a critical enabler in the transformation of healthcare service delivery.

2022
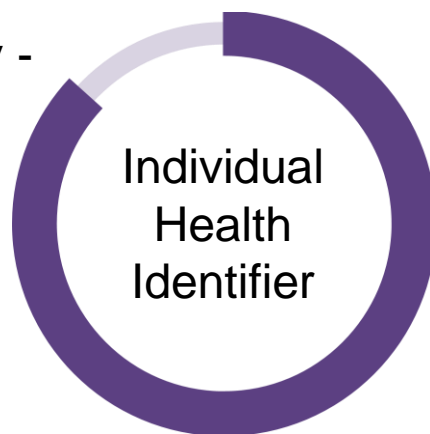Estimated opening of the first Digital Hospital in Ireland – National Children's Hospital

2018
Project Ireland 2040 published

2017
Sláintecare cross-party report published

2015
eHealth Ireland established

2013/2014
First HSE CIO appointed
First eHealth strategy launch in Ireland

Sláintecare has recommended that **€3 billion** should be invested into areas such as eHealth and to develop training capacity in the Irish healthcare system.

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eHealth in Ireland

Some examples of significant eHealth projects underway

Electronic Health Record

Whole Country - 4.76m

The High Tech Hub

Drugs - 600
Hospitals - all
Pharmacies - 1800

Individual Health Identifier

Whole Country - 4.76m

National Online Medical Card

Medical Card Holders - 1.63m

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The eHealth Journey

The focus has changed….

Patient ➡️ Consumer

Cure ➡️ Prevention

Manual ➡️ Automated

Face to face ➡️ Virtual

Stationary ➡️ Mobile

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eHealth – drivers and opportunities

1. Patient to healthcare consumer
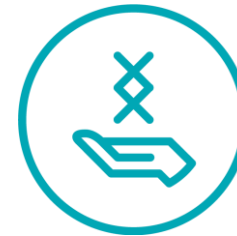
2. Advancing innovation

Telemedicine
Data Analytics
Robotics and AI

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Barriers to eHealth

The EU acknowledged that implementing an eHealth system "has almost everywhere proven to be much more complex and time-consuming than initially anticipated". (Watson, 2010)

Tools and technology	People and processes
• Interoperability • Infrastructure limitations	• Technological illiteracy • Resistance to change • Outdated operating models

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EHR implementation

- In early 2000, another jurisdiction set out to create a National Electronic Health Record (EHR).

- It was expected to overcome the issue of interoperability between various EHRs in the country.

- The goal was to deliver in four years.

Project was abandoned after nine years
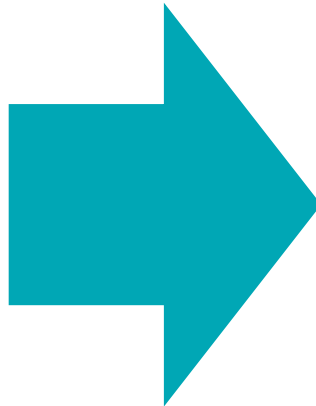
Poor project management (planning and design)

Poor stakeholder management/communications

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SNOMED CT in Ireland

SNOMED CT (Systemised Nomenclature of Medicine for Clinical Terms) is the most comprehensive clinical health terminology in the world.

HIQA recommended **SNOMED CT as Ireland's national clinical terminology**
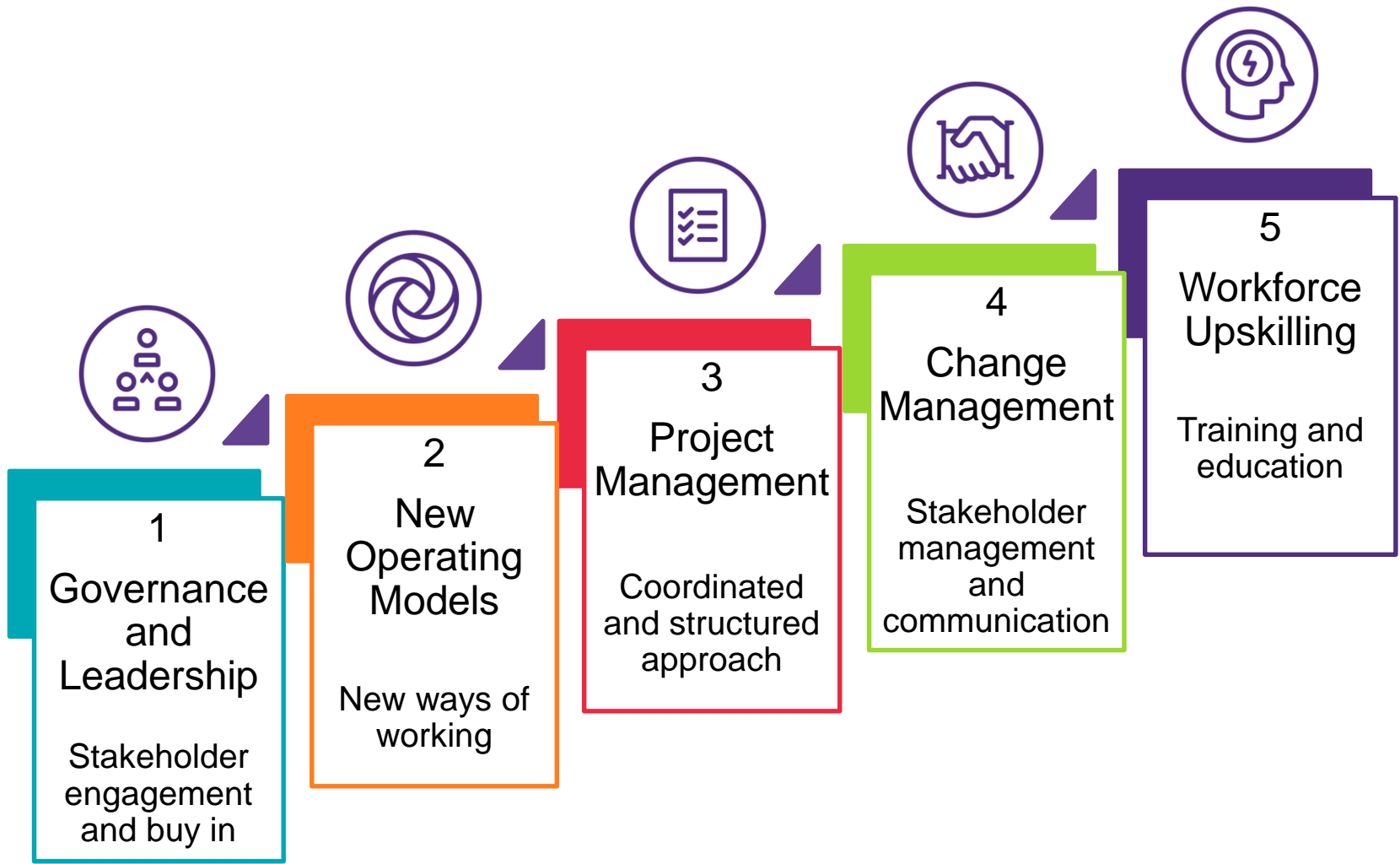
SNOMED CT Implementation in Ireland
Local implementation by SNOMED CT Ireland's National Release Centre (NRC) guided and supported by SNOMED CT International.
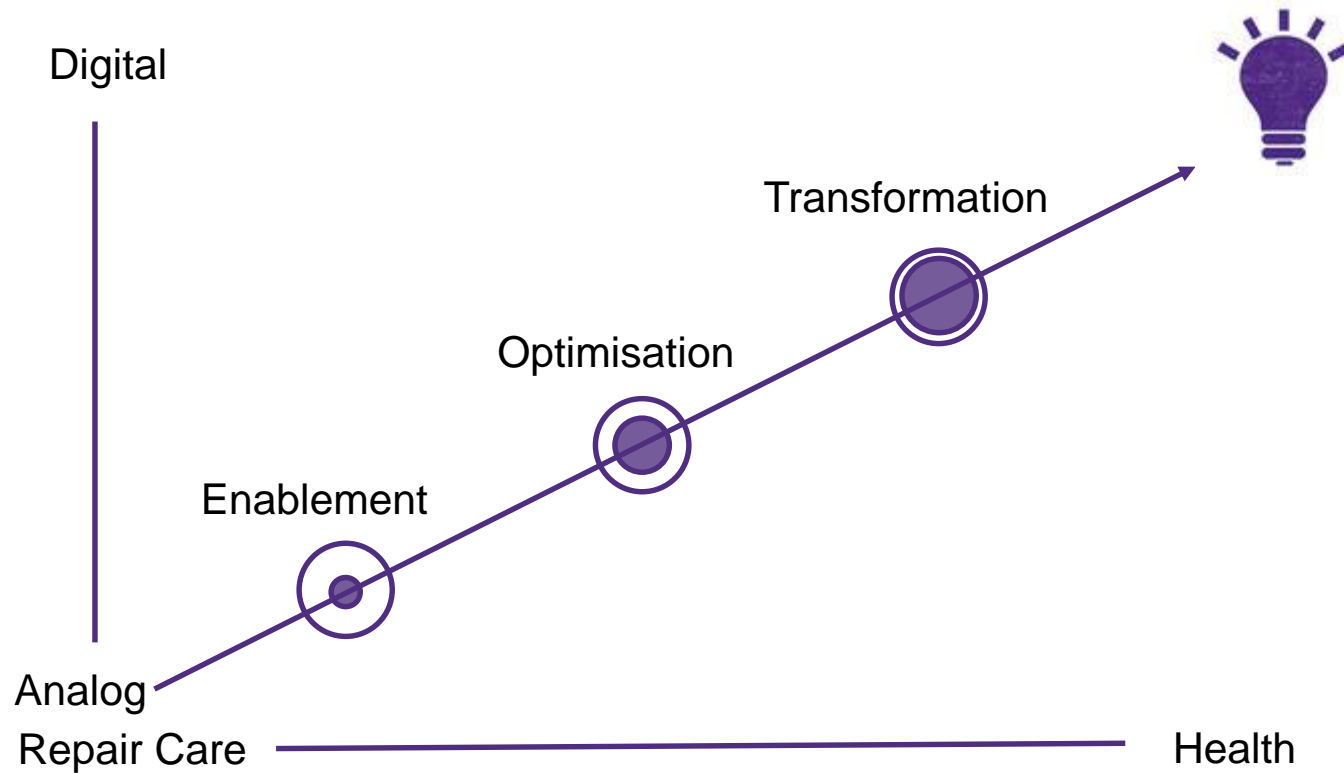
To date, implementation of SNOMED CT has required governance, leadership and extensive planning. NRC top priorities have included:

- **Governance**
- **Building Capacity**
- **Project Management**
- **Stakeholder Engagement**
- **Education and Training**

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Paving the way for eHealth

1
Governance and Leadership

Stakeholder engagement and buy in

2
New Operating Models

New ways of working

3
Project Management

Coordinated and structured approach

4
Change Management

Stakeholder management and communication

5
Workforce Upskilling

Training and education

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Where is your healthcare organisation on the eHealth Journey?

Digital

Transformation

Optimisation

Enablement

Analog
Repair Care

Health

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Thank you