



European Society
for Quality in Healthcare



Workshop Programme

Quality & IT in Healthcare

*Using Information and
Communication Technologies to
Promote the Quality Agenda
in European Healthcare*

18-19 June 2004, Lahti, Finland

Sibelius Hall, Ankkurinkatu 7, FI-15140 Lahti

(<http://www.lahti.fi>).

Workshop jointly organised by ESQH & EHTEL
in co-operation with STAKES, the City of Lahti, the Finnish Ministry of
Social Affairs and Health and the Laatu keskus



LAATUKESKUS
EXCELLENCE FINLAND



Joint ESQH/EHTEL workshop, 18-19 June 2004, Lahti, Finland

Friday, 18 June 2004

08:30 – 9:00 Registration

09:00 – 10:30 Plenary Session: Policy & Decision Makers
Chair: David Somekh, ESQH Executive Board Member

09:00 – 09:15 ESQH Perspective
Marius Buiting, ESQH Vice-President

09:15 – 09:30 EHTEL Perspective – Introducing the eHealth Quality, Productivity and Effectiveness Task Force
Hannu Hämäläinen, EHTEL Board of Directors Member

09:30 – 09:45 IT in Finnish Healthcare
Ralf Ekeboom, Project Manager, Finnish Ministry of Welfare and Health

09:45 – 10:00 The CPME initiatives for the development of telemedicine
Markku Äärimaa, Former President of CPME (Standing Committee of European Doctors)

10:00 – 10:15 HealthIreland.ie: The Irish Health Portal
Aoife Hilton, Midwestern Health Board

10:15 – 10:30 Discussion and Summing Up

10:30 – 10:45 Coffee Break

10:45 – 12:00 Plenary Session: Healthcare Managers (Part 1)
Chair: Hannu Hämäläinen, EHTEL Board Member

10:45 – 11:00 Managing the patient processes electronically, an integrated approach
Pentti Itkonen, Project Manager, Finnish Ministry of Welfare and Health

11:00 – 11:15 Structural reforms in patient flow management using technology
Kenneth Sandström, President and CEO, Med-In Ltd., Finland

11:15 – 11:30 How to monitor the quality of care using electronic data collection
Paul Bartels, Medical Director, The Danish National Indicator Project

11:30 – 11:45 Electronic extranet-based reporting system for all Finnish intensive care units
Aarno Kari, Medical Director, Intensium Ltd., Finland

12:00 – 12:15 Discussion and Summing Up

12:15 – 13:30 Lunch

Joint ESQH/EHTEL workshop, 18-19 June 2004, Lahti, Finland

13:30 – 14:30 Plenary Session: Healthcare Managers (Part 2)

- 13:30 – 13:45 Use of IT methods and tools in classification systems in the context of optimising the processes of healthcare services provision in Poland
Krzysztof Sokolowski, Ministry of Health, Poland
- 13:45 – 14:00 Using registry data in the development of service models of care
Maijaliisa Junnila, Stakes Municipal Services (Kuntapalvelut)
- 14:00 – 14:15 Security policies of healthcare organisations: implementation and monitoring using ISO 17799
Ross Fraser, Sextant Software, Canada
- 14:15 – 14:30 Discussion and Summing Up

14:30 – 14:45 Coffee Break

14:45 – 16:00 Discussion Panel: Quality of healthcare IT (Im)Possibilities of Systems & Applications
(with a focus on support of quality objectives, user friendliness, performance, interoperability etc.)

Introduction: Pekka Ruotsalainen, Head of Centre of Excellence in ICT (OSKE), Stakes

Panel Participants:

⇒ **IT providers:**

Seppo Ahokas, MediciData Oy, Finland

⇒ Nicola Pangher, ITALTBS S.p.A., Italy

⇒ **Healthcare professionals:**

Kari Harno, Chief Physician, Hospital District of Helsinki and Uusimaa, Finland

⇒ **Healthcare managers:**

William Reddy, Director of the Irish Society for Quality and Safety in Healthcare

Siobhan McCarthy, Irish Clearing House on Health Outcomes

18:00 – 19:30 Cocktail Reception at Lahti City Hall

20:30 Dinner at the Alex Park Hotel

Saturday, 19 June 2004

09:00 – 10:30 **Plenary Session: Healthcare Professionals** Chair: Jarmo Reponen, Finnish Society for Telemedicine

- 09:00 – 09:15 New ways of working
Jarmo Reponen, Finnish Society for Telemedicine
- 09:15 – 09:30 Doing therapy over 300 miles between the patient and the therapist (TEL-LAPPI)
Eva Salomaa, Chief Physician
- 09:30 – 09:45 Data Protection: Serving the Citizen/Patient
Christopher Rudland, MidWestern Health Board, Ireland
- 09:45 – 10:00 Computerised guidelines: a gap between cultures
Marius Buiting, Dutch Institute for Healthcare Improvement (CBO)
- 10:00 – 10:15 Disease management in chronic pain, EPR with decision support
Dirk Vermeij, France
- 10:15 – 10:30 The views and needs of the nursing profession
Kaija Saranto, Dep. of Health Policy and Management, Kuopio University, Finland

10:30 – 10:45 **Coffee Break**

10:45 – 12:30 **Plenary Session: Citizens & Patients** Chair: Marius Buiting, ESQH Vice-President

- 10:45 – 11:00 Patients'/Citizens' view: needs, demands, expectations from IT-enabled healthcare.
Marjatta Stenius-Kaukonen, Finnish Association of Diabetes Patients
- 11:00 – 11:15 Lahti, The centre for excellence in IT serving the citizens
Matti Liukko, Lahti City
- 11:15 – 11:30 A-Clinic online services: AddictionLink
Teuvo Peltoniemi, Head of Information Department, A-Clinic Foundation, Finland
- 11:30 – 11:45 Call Centers and Home Care
Nicola Pangher, Corporate R&D Director, ITALTBS S.p.A, Italy
- 12:00 – 12:15 Discussion and Summing Up

12:15 – 13:30 **Lunch**

Joint ESQH/EHTEL workshop, 18-19 June 2004, Lahti, Finland

**13:30 – 15:00 Discussion Panel: Quality and healthcare IT:
Services for Citizens**

Introduction: Marius Buiting, Dutch Institute for Healthcare Improvement

Panel Participants:

- ⇒ Quality of Internet health information: developments in Europe
Kristian Lampe, Medical Officer, ICT and Communications, FinOHTA, Stakes
- ⇒ Netti Neuvola: Maternity and Infant Clinic on the Net
Pirkko Kouri, Principal Lecturer, Savonia Polytechnic
- ⇒ Internet-based patient feedback and medical audit
Caroline van Weert, Haske van Veenendaal,
Dutch Institute for Healthcare Improvement

15:00 – 16:00 Wine buffet

15:15 – 16:15 ESQH Council Meeting

**18:00 – 21:00 Sailing Cruise on Vesijärvi Lake
(Kindly sponsored by Med-In Ltd.)
Buffet dinner served onboard**

To contact the Programme Committee send an Email to:
Persephone.Doupi@stakes.fi and/or Stephan.Schug@ehtel.org

To contact the Organisers send an Email to:
Paivi.Visakorpi@lahti.fi and/or Celine.VanDoosselaere@ehtel.org