

# GDHP 2019

Digital Health **INFRA**STRUCTURE for Futuristic Health  
Systems and Sustainable Development

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Portugal





**“The use of digital tools  
empowers people to look after  
their health.  
It stimulates prevention and  
enables feedback and  
interaction between users and  
healthcare providers.”**

# What is this ?

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# InfraStructure → InfoStructure → KnowStruture



# Recommendations on Sustainable Development

## 1

### Global

- Strategic Vision and Guidelines
- Laying the Foundations for eSkills to Growth
- Alignment between Digital Health Authority
- Bottom-Up Approach

## 2

### GDHP Cooperation

- GDHP United Approach
- Patient Empowerment Development Goals
- Recommendation for Practical Behaviour

## 3

### National Level

#### Portugal Domestic Context – exemple

- National TeleHealth Strategy
- ENESIS 2020-2022 – National Strategy for the Healthcare information ecosystem
- From Big Data to Smart Health – Putting data to work for the public health

# Global Cooperation



Global driven initiative for pressing “National Govs” to take Action on Digital Health

Letter to Member States’ MoHealth and MoEducation



1. Funds for Research & Innovation
2. New Methods to Boost Sustainable Development



1. Stepwise approach & Procedural Supervisor
2. Set Targets & Monitoring Progress



Digital Health Literacy and “eSkills” for Citizens

Digital “Driving” Licence and Digital Health Literacy KPI’s

# GDHP Cooperation



## GDHP United Approach

- Guidelines & Sharing Best Practices

1.- Create New Ideas for Policy Implementation



## 1. "Patient Empowerment" Development Goals (PEDGs)



## Produce Recommendations for practical "Behaviour"

- HealthCare Providers (Patient information/empowerment)

## PEDGs Measurement Idea:

1. % of Seniors (+70y) that use internet for self-care purposes
2. % of citizens using wearables for self care



# Portugal Domestic Context - example

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1. Create the figure of **“Patient Empowerment Lead”** at national, regional and local level;
2. **Protocol SPMS-MoH** with Multi-Stakeholders, Multi-Sectorial & Engagement Strategy
3. **National Telemedicine Center**
  1. Increase ability/capacity for professionals and citizens;
  2. Increase opportunities
4. **Digital Contents** (eBooks, Videos or treatments guidelines / Vlog)
5. From Big Data to **Smart Health**

# Portugal – Digital & Citizens Empowerment



The Future of Healthcare is all about

**THE EMPOWERED PATIENT**

What if there is someone responsible  
to be

**EMPOWERED PATIENT LEAD**



# Portugal Computer Literacy & Digital Inclusion



## Taking Action

Computer Literacy &  
Digital Inclusion



### Vision

- Digital Literacy
- Practical Training
- Empowering  
Citizens

### Deployment

- Municipalities
- Health Facilities
- Social Entities
- Education

# Portugal Computer Literacy & Digital Inclusion

## Sphere of Activity:

- Educate **Municipality employees** that play an active social role;
- Realize **eSkills training sessions** in **strategic points** of the Municipality of Loulé which can provide effective guidance to residents;
  - Citizen Area (AC)
  - Electronic Health Record (CSR)
  - MySNS Portfolio App

## Multi-Stakeholder Protocol

- ABC
- SPMS
- Loulé Municipality

## Key Idea:

By recognizing the central role of **computer literacy and digital inclusion** today, the underlying idea of this pilot project is to furnish citizens with the required **eSkills** to be **preventive** about their **health**, avoiding nonessential travels to NHS facilities, thus **enhancing the medical response** to urgent cases.



SPMS  
Serviços Partilhados do Ministério da Saúde



ADENDA AO PROTOCOLO DE COLABORAÇÃO

CELEBRADO

ENTRE:

SERVIÇOS PARTILHADOS DO MINISTÉRIO DA SAÚDE, E.P.E., adiante abreviadamente designada por SPMS, E.P.E., pessoa coletiva n.º 509 540 716, com sede na Avenida da República, n.º 61, em Lisboa, representada pelo presidente do Conselho de Administração, Prof. Doutor Henrique Manuel Gil Martins, com poderes para o ato;

E

ASSOCIAÇÃO DE DESENVOLVIMENTO DO CENTRO ACADÉMICO DE INVESTIGAÇÃO E FORMAÇÃO BIOMÉDICA DO ALGARVE, adiante designada como AD-ABC, pessoa coletiva n.º 514997133, com sede no Campus de Gambelas da Universidade do Algarve, em Faro, aqui representado pelo Presidente da Direção, Doutor Nuno Marques, com poderes para o ato.



# Portugal – eBooks on Digital Health



Dados Pessoais



Resumo Saúde



Planos de Cuidados



Consultas, Receitas  
e Exames



Contacto com Unidades de  
Saúde

NOVO

Benefícios SNS

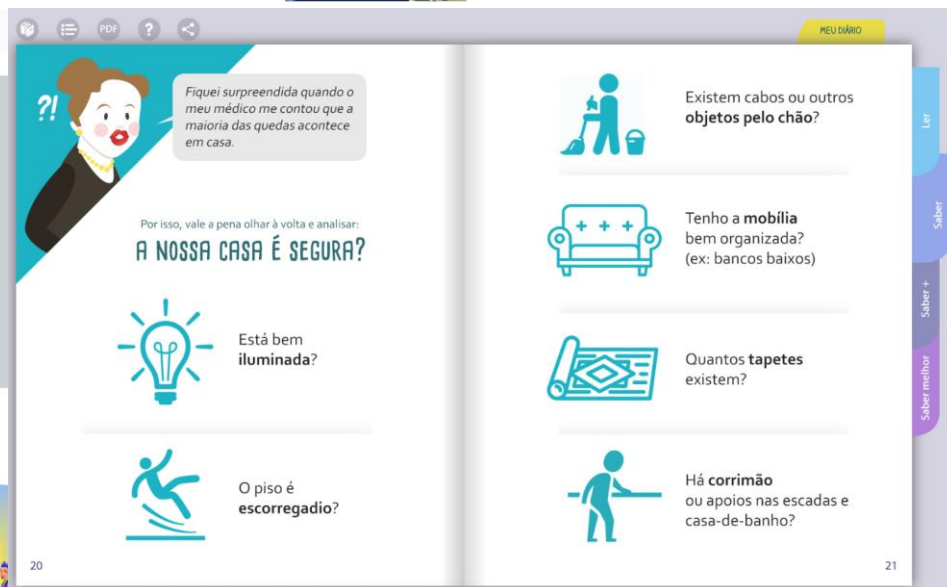


Convida os teus amigos  
e familiares a inscreverem-se  
na **Área do Cidadão**

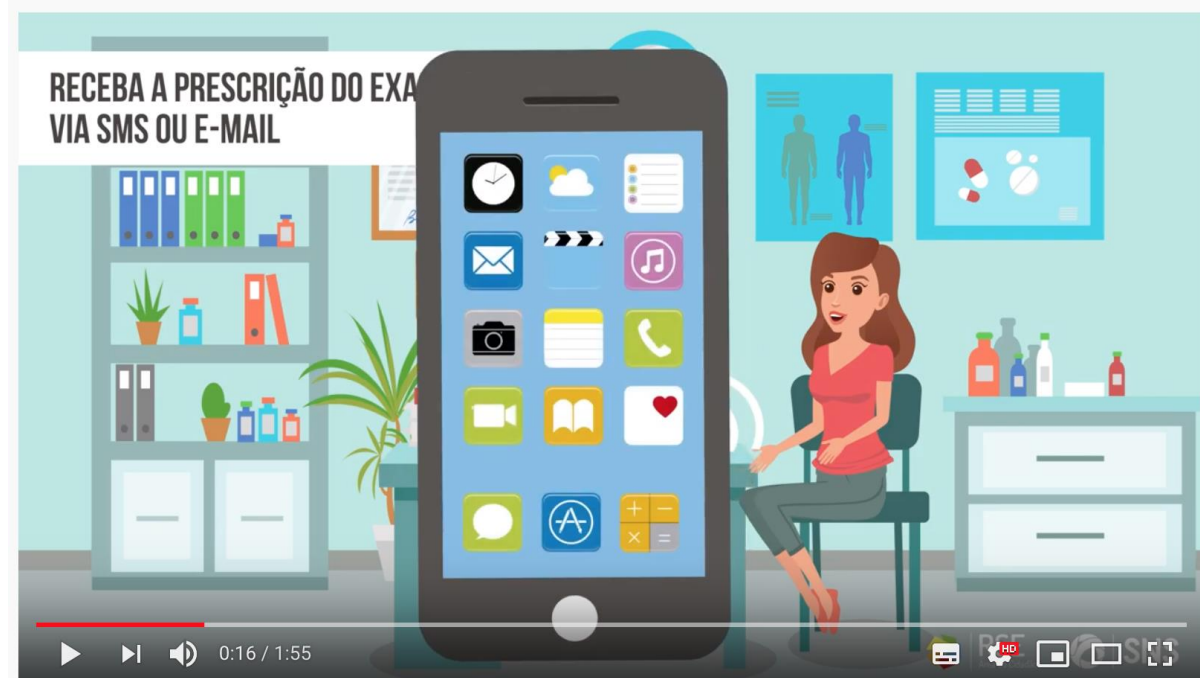
Convidar

## Biblioteca de Literacia em Saúde

Saiba mais sobre saúde



# Portugal – Digital Content/Vlog



# Portugal – Digital & Citizens Empowerment

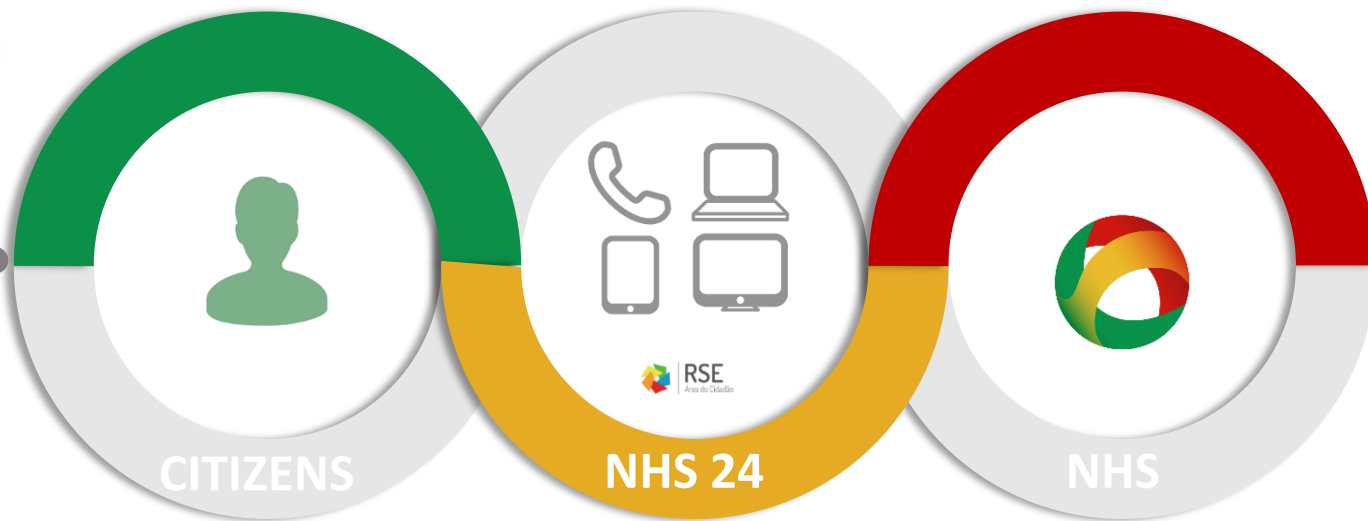


## CNTS

Centro Nacional de TeleSaúde

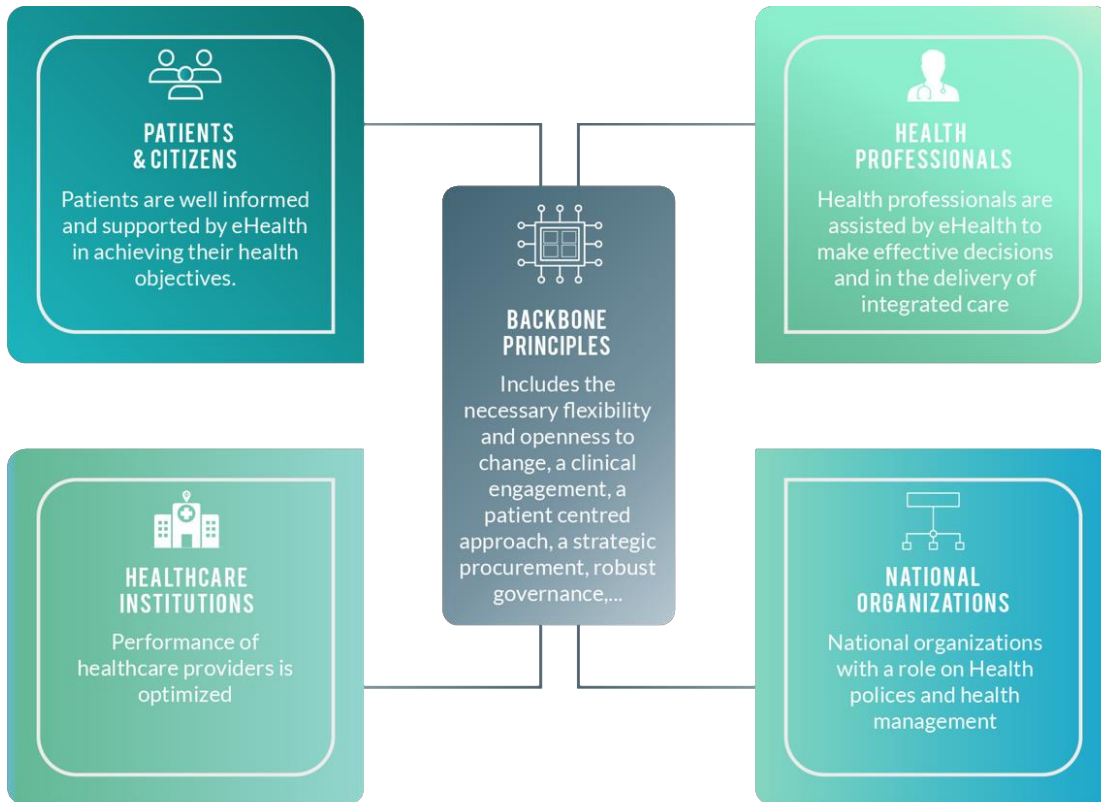
National Center for TeleHealth

“Health without barriers of space and time”



Enhance Citizens & Health Professionals eSkills to Maximize existing Opportunities

# Stakeholders Collaboration – Target Groups





# From Big Data to Smart Health

Empower Citizens to become active participants in managing their healthcare and wellbeing by endowing them with digital expertise.

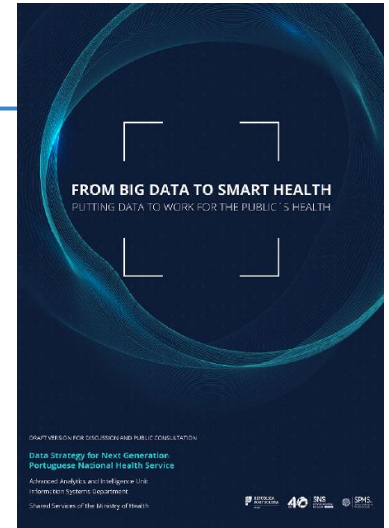
## Why should digital health be citizen-centred?

1. Encourage participation in all health decisions
2. Reinforce accountability on personal health information
3. Transparency in data sharing decisions
4. Personalized healthcare interactions

## Why should governments empower citizens' digital skills?

Citizens should:

1. Manage their personal health condition and wellbeing
2. Shift from reactive to preventive healthcare
3. Interact directly with NHS
4. Optimize medical response



Data Strategy for Next  
Generation Portuguese  
National Health Services

**[UNDER PUBLIC  
CONSULTATION]**

Links with digital  
education/Literacy and  
empowerment

# SPMS – Health Data Strategic Insights



## Citizens and Patients

Well-informed users with support of technology to improve wellbeing and prevent illness



## Health Professionals

Supported by data and technology to make effective decisions and promote integrated care



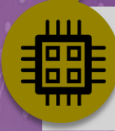
## Health Entities

Optimized resources and services management of health care providers



## National Entities

Promotion by public health sector entities of health policies based on data support



## Root Principles

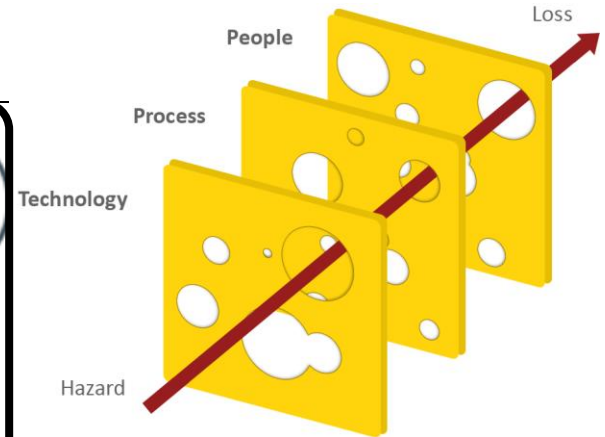
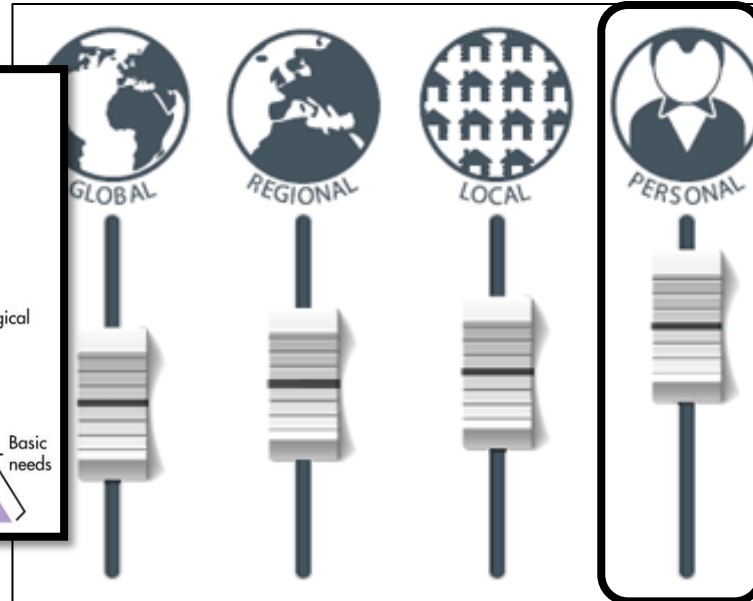
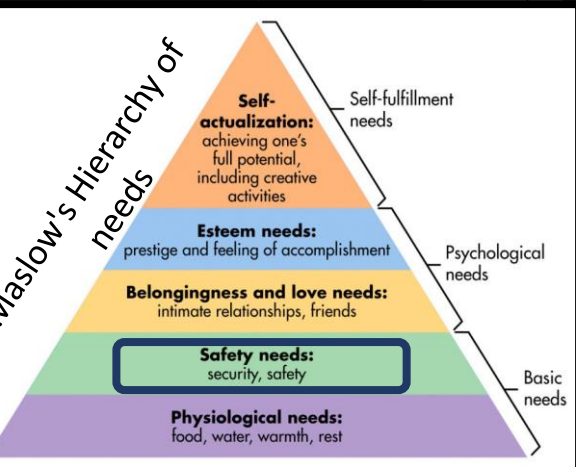
Openness to change, involvement and collaboration of health professionals, patient-centered approach

**In an increasingly connected world, security concerns for systems, infrastructures and devices must be guaranteed**

- [illegible]

# Cybersecurity Approach

Is necessary to work protection and security measures globally, regionally, locally/organization and individually/personal





# We want Pro-Cybersecurity persons

*He or she should be anybody that, through its day-to-day activities **is completely aware of the processes and needs for a secure cyberspace and informatics usage.** It is someone **that adopts all the necessary security measures** stipulated in the organization's policies and **someone who works and contributes to them.***



**CURSO E-LEARNING  
CIDADÃO CIBERSEGURO**

E fundamental estarmos conscientes dos riscos de cibersegurança. Complete o curso e encontre resposta a todas as suas dúvidas.

LINGUAGEM SIMPLES E ÚTIL, NÃO PRECISO DE SER UM TÉCNICO ESPECIALIZADO PARA COMPLETÁ-LO.

O CURSO NÃO DEMORA MAIS DO QUE 2 HORAS. NÃO TENHA DESCULPAS AÍSS!

3 MIL COLABORADORES JÁ TERMINARAM O CURSO. ENTÃO, É TU?

Para mais detalhes:

- Informe-se junto da Área de Formação, do Departamento da Informática ou do Responsável de Segurança da sua Instituição;
- Envie as suas dúvidas para [curso.cidadao.ciberseguro@spms.min-saude.pt](mailto:curso.cidadao.ciberseguro@spms.min-saude.pt);
- Consulte mais informações em:

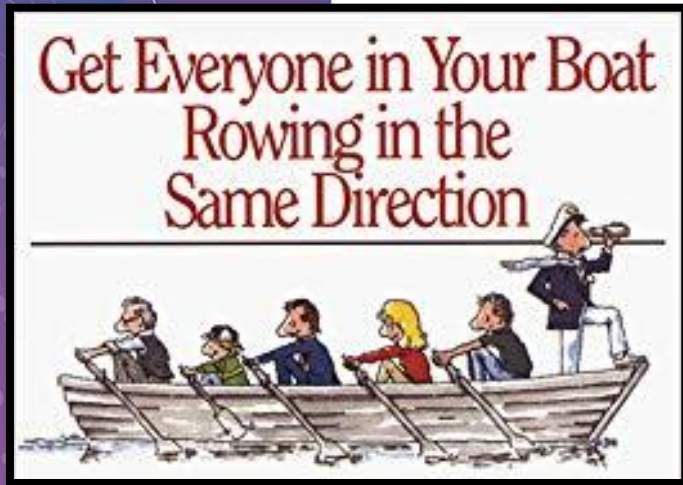
**WWW.SPMS.MIN-SAUDE.PT**

Data limite para a conclusão do curso: 09 de setembro de 2019

SPMS - SAÚDE PÚBLICA E MEDICINA PREVENTIVA

# The challenges are the same

- GDHP
- European Cybersecurity Health Group
- GACS – National Health Cybersecurity Group (Portugal)



Human Resources  
(scarcity, budget,  
recruitment,  
retaining,...)

Legacy ICT  
ecosystem  
(applicational and  
infraestrutures)

Staff Awareness  
and Organizational  
Culture

Governance across  
distributed health  
sector

## Governance

- ✓ Actions and highest level decisions that impact the Nation's Digital Security
- ✓ Steering Cyberspace Security in a whole-of-society perspective



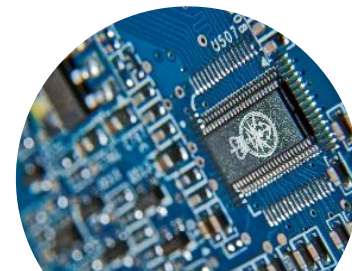
Solid Cooperation baseline

## Prevention

- ✓ Constantly observe relevant cyberspace
- ✓ Train your society and community
- ✓ Educate current and future generations

## Protection

- ✓ Protect the information "crown jewels"
- ✓ Demonstrate that you are resilient
- ✓ Be aware of your Ecosystem (partnerships)



Focus on the Future  
R&D&I

## Response

- ✓ Call upon your Partnerships
- ✓ Demonstrate & act with your capabilities



# Cybersecurity Goals

- ↑ confidence of the patient in the treatment and storage of their health information;
- establishing mechanisms for detecting potential illicit and malicious activities that affect the business continuity of health organizations;
- ↑ of the secure and responsible use of digital services and treatment of users' health information;
- care-relevant information is available and accessible to healthcare professionals when needed (availability), and that data are correct for appropriate treatment to clients (integrity).

**3 GOOD HEALTH  
AND WELL-BEING**





# “eHealth for the best healthcare to **everyone** from anywhere in **Europe**”\* and in the rest of the World

\*- (eHealth Network MWP 2018-2021) moto

