**Open, Social, and Responsible Innovation**

E-Saude- Social Attitudes towards Innovation

Jorge Prado Casal - Galician Healthcare Service - Galicia, Spain

Thematic workshop

27 November 2019 | Brussels

# Galicia
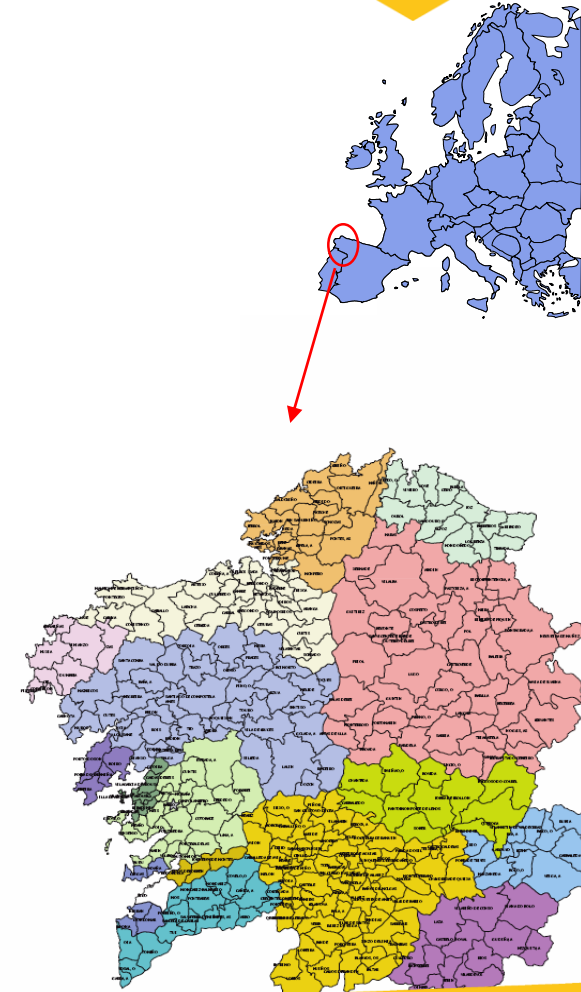
Galician area is 29 574,4 km²

Population is scattered all across a rugged relief.

- 2 710 216 people living in 30 000 population entities.

- Population density is low: 91,4 (habitants per km²)

Average age of the population is very high.

24,9% of population is >65 years

15,1% of population is <18 years

# Galician Public Health Service is "SERGAS"

Public Healthcare Provider from 1991

## Main SERGAS indicators:

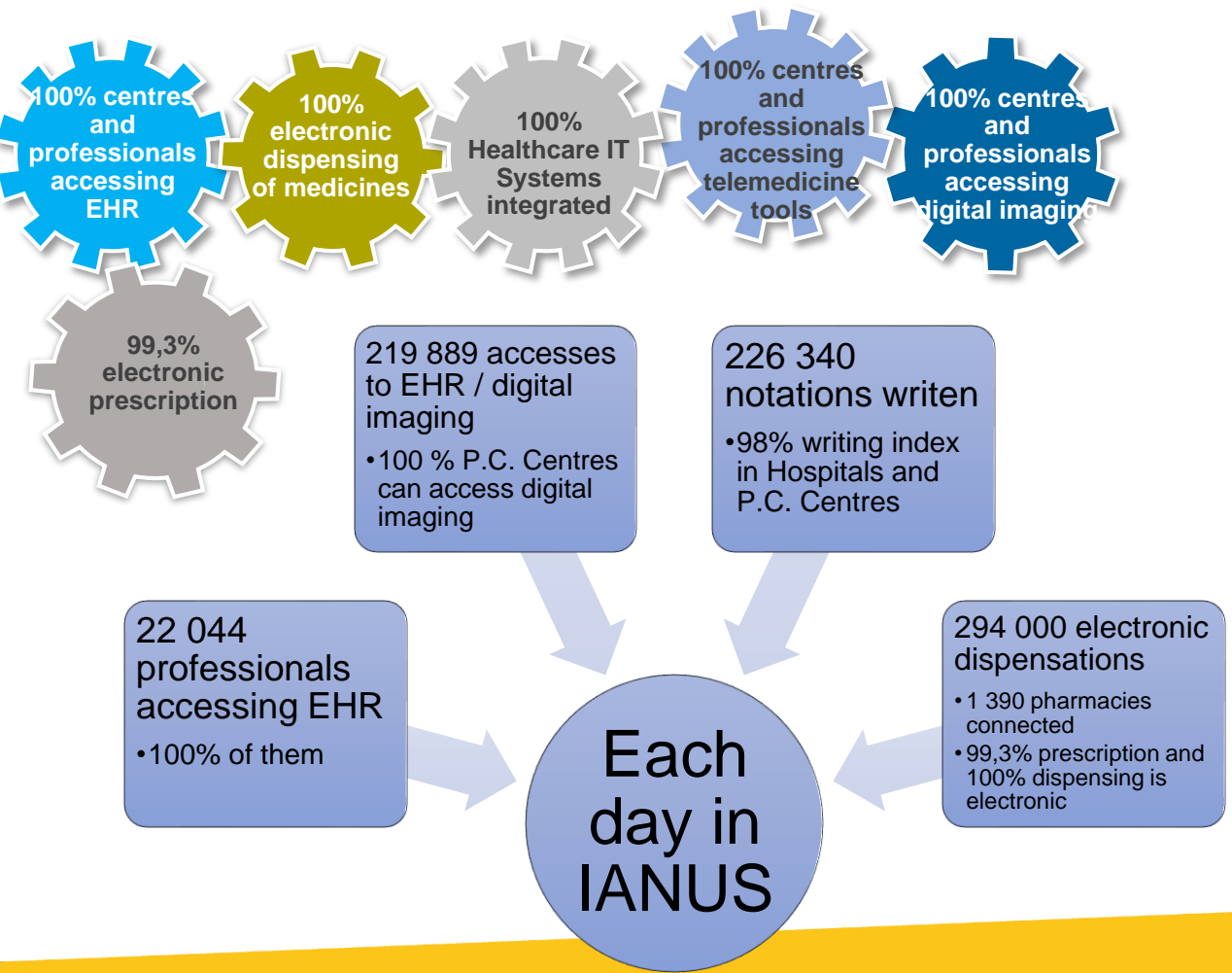| 7 Healthcare Areas which comprise: | SERGAS's budget | Other key Indicators | | | | | |
|---|---|---|---|---|---|---|---|
| 14 Hospitals, 458 Primary Care Centres and 90 Emergency Centres | 41.700 Healthcare professionals (9.560 Physicians) | 4.010,5 M€ (≈ 42% of Regional budget) | 26,6 M consultations in P.C.C. / year | 9 M consultations in Hospitals / year | 245.000 surgeries / year | 1 M Hospital emergencies / year (2.780 /day) | 65 M medical prescriptions / year |

# IT are key elements in SERGAS

- We store 2.657.600 patient's EHR

**100% centres and professionals accessing EHR**

**100% electronic dispensing of medicines**

**100% Healthcare IT Systems integrated**

**100% centres and professionals accessing telemedicine tools**

**100% centres and professionals accessing digital imaging**

**99,3% electronic prescription**

**219 889 accesses to EHR / digital imaging**
- 100 % P.C. Centres can access digital imaging

**226 340 notations writen**
- 98% writing index in Hospitals and P.C. Centres

**22 044 professionals accessing EHR**
- 100% of them

**294 000 electronic dispensations**
- 1 390 pharmacies connected
- 99,3% prescription and 100% dispensing is electronic

**Each day in IANUS**

22 534 PC'S

2 194 SERVERS

9 103 PRINTERS

1 616 SWITCHES

1 239 ROUTERS

1 289 COMM. LINES (427 Gbps)

2 901 TB STORED

# The challenge

- We need to empower our patients



"Experience"  "Empowerment"
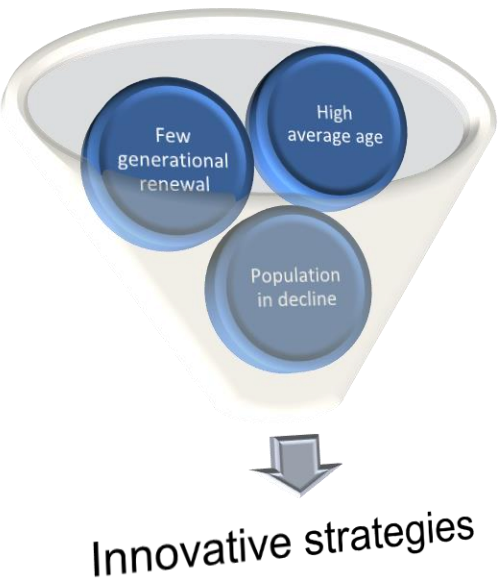"User"
"Customer"
"Enabler"  "Actor"

Few generational renewal

High average age

Population in decline

Innovative strategies

"Dependent"  "Loneliness"
"chronic-ill"
"Homeless"

**"Person"**  "Caregiver"  "Handicapped"

# Our answer to those challenges

- eSaude

## Devices supported
- PC, Tablets, Smartphone

## Who can access?
- Every citizen +18 years
- Healthcare professionals
- Patients' associations

## Delegated access
- Parents to children's EHR
- People without means or knowledge to access
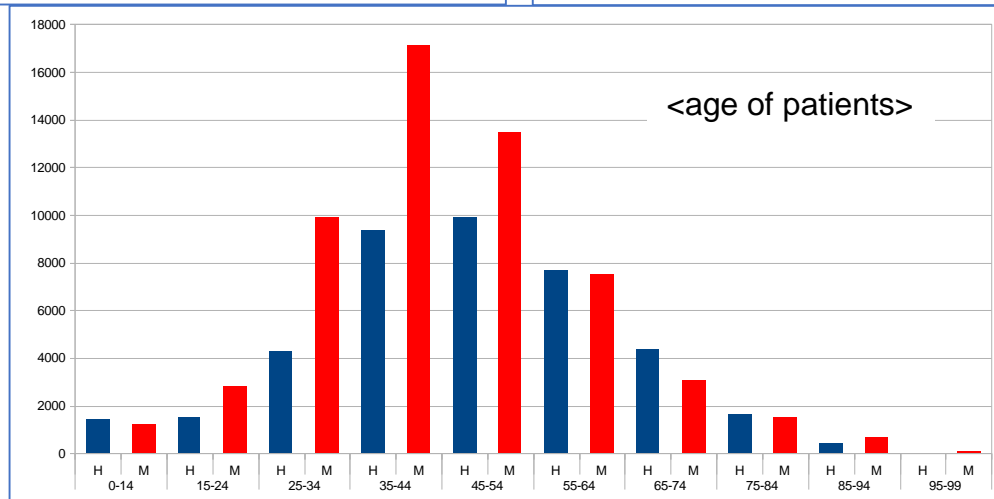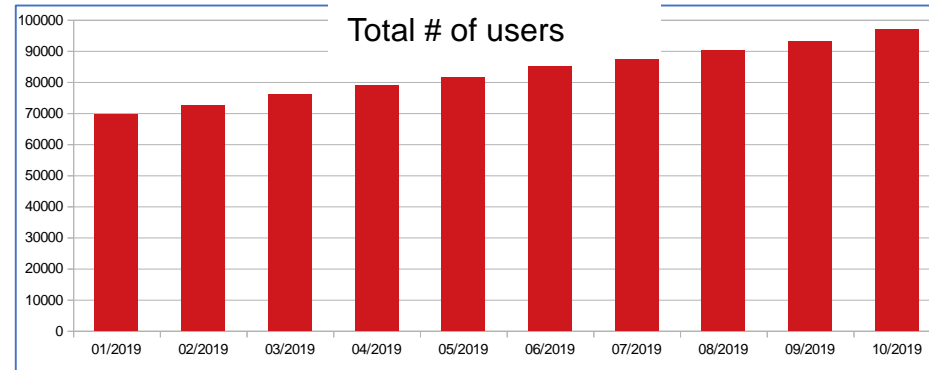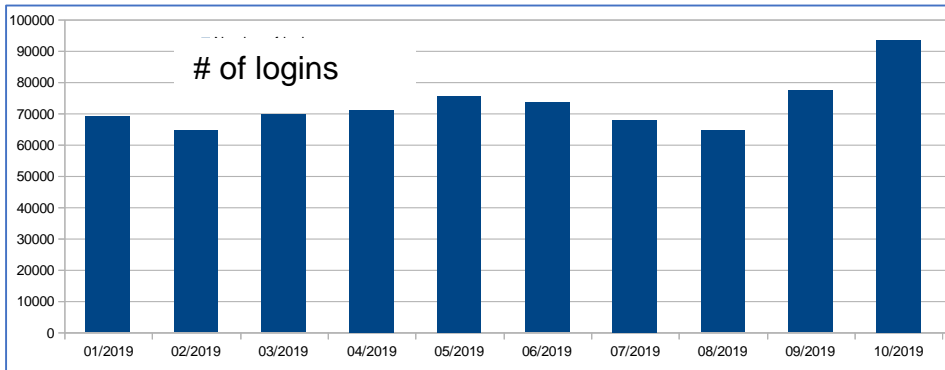- Any other who formally allows it

## Access security
- Electronic ID card (DNIe)
- Digital certificates
- Trusted 'user – password' schemes
- Each user can choose the security level

**Health Training**
- Manage your own health. Define and track your goals

**Clinics**
- Information about Chemist's, hospitals, PCC and ER

**Health Care**
- Manage your appointments and information about your doctors, nurses…

**Medication**
- Information about your past, current and future medication

**Training**
- Online training to deepen patients' knowledge on self care

**Communities**
- Both open and upon invitation

**Associations**
- Information about patients' associations and chat for their members

**Help and Procedures**

**Health from A to Z**
- Data sheets about many health issues

**Calendar**
- Check your appointments

**Health Records**
- Access your EHR and PHR

# Outcomes

- ## Patients' response is excellent



# of logins

Total # of users

# Recommendations

- You need strong foundations:
    - Digital and integrated EHR
    - Consistent management of Patient's Id
    - Electronic Id facilities for granting access
- Also, both healthcare professionals and patients should be engaged.

# Recommendations

- Almost every region would benefit from this policy change

- Specially those with elderly population and / or difficulties in accessing healthcare centres or facilities