

## Interview summary

**Interviewee:** Marco Frassoni (Autonomous Province of Trento)

**mHealth Practice:** TreC\_FSE

**Interviewers:** Marzia Lucianer

**Date of interview:** 2020-12-10

### Topics

TreC\_FSE has a successfully approach on the following topics:

- Execution > Interoperability models
- Execution > Data security - legal framework
- Monitoring and evaluation > Monitoring and evaluation

### Summary of main interview ideas

- The official launch of TreC\_FSE took place in April 2018
- The app is fully integrated with all the healthcare services
- It allows to access to all data uploaded into the EHR starting from 2007
- It enables e-prescriptions
- It has been developed following a privacy and security by design approach
- The use of apps by elderly people is a false problem and reduces the digital divide
- The app is fully operational and available for the whole population of Trentino
- After Covid-19 pandemic outbreak, the following services were made available through the app: booking blood tests, booking medical examinations, booking tampons, availability of an embedded calendar with all the appointments, possibility to change family doctor, possibility to access another EHR through a delegation, booking appointments with the counter operators of the Provincial Healthcare Trust
- In March 2021 a completely renewed version will be released both web and app who will integrate additional services such as remote monitoring of patients with diabetes and heart disease

### Description of the mHealth Practice

TreC (from the Italian acronym three “C” which stands for “Cartella Clinica del Cittadino”, i.e. citizen’s medical record) is the digital health ecosystem implemented in the Autonomous Province of Trento (PAT) since 2010. TreC is accessible via web portal and represents for the citizens a single point of access to all the services provided by the provincial healthcare system. Furthermore, it enables citizens to access, supplement, manage and share their health and wellbeing information.

Thanks to a co-creation process which involved about 30.000 people in Trentino through focus groups, surveys and online interviews, it emerged the need for a mobile version of TreC, since almost every citizen has a smartphone, but not a PC, especially among the elderly who represent the main users of the health service.

This evidence laid the foundations to TreC\_FSE (where the Italian acronym “FSE” corresponds to the Anglo-Saxon EHR).

The decision to implement TreC\_FSE was taken in 2017. The development of the app was carried on thanks to a system approach coordinated by TrentinoSalute4.0, the competence centre for digital health formally established in 2016 which involves PAT in the role of decision maker, the Provincial Healthcare Trust (APSS) in the role of provider of services and the Bruno Kessler Foundation (FBK) as research institute. The official launch of TreC\_FSE took place in April 2018, during the 2nd edition of Trento Smart City Week, an annual informational event aimed to promote the knowledge of and the advantages brought by the digital services available in Trento.

After the demand analysis detected the need for a mobile version of TreC, namely TreC\_FSE, the team of TrentinoSalute4.0 started working to development of prototypes that were tested thanks to the active involvement of experimenter citizens following a co-creation process who made it possible to arrive at the final version of the app.

The main **strength** is that the initiative was endorsed by the institutional side and delivered by the public service. The app was implemented in the framework of TrentinoSalute4.0, which also provide for integration with the Provincial Healthcare System and release in the stores.

The initiative TreC\_FSE was formally approved through the Resolution of the Provincial Council of Trentino no. 596 of 9th April 2018, which, among other contents, identified the timeline from the testing phase to its definitive release.

The **strengths** are that the app is fully integrated with all the healthcare services; it allows to access to all data uploaded into the EHR starting from 2007; it enables e-prescriptions; it has been developed following a privacy and security by design approach.

Security is a strength, but the strong authentication required by law can even represent a weakness as far as it affects the readiness of use. In fact, after installing the app, it is necessary to go to a counter, where an operator will identify the citizen and provide him with a QR code that will allow him to activate the app and start using it.

The shared governance already put in place through TrentinoSalute4.0 allowed to quickly engage PAT as decision maker, APSS as provider of services and FBK as research institute.

TrentinoSalute4.0 and the information system service of the APSS were institutionally involved.

The University of Trento gave support to TrentinoSalute4.0 in preparing about 35.000 surveys to citizens in Trentino who were engaged in a co-creation process

The main **obstacle** was of a technical and organisational nature and it was related to the strong authentication required by the digital public administration code (CAD from its Italian acronym which stands for “Codice dell’Amministrazione Digitale”), that is the legal act in force in Italy from 2005. This act indicates that online public services can be accessed by citizens only through the Electronic Identity Card, the Health Card or the credentials to access to the Public System of Digital Identity. This obstacle has been overcome by means of a specific communication campaign towards the citizens, through the counter operators throughout the provincial territory who were trained to communicate to citizens how to access the service and through the creation of a devoted helpdesk to support citizens in case of need.

The use of apps by elderly people is a false problem and reduces the digital divide, making it simpler and more immediate than using a portal through a PC; services must be useful in responding to needs; the solution is part of the public service and for this reason the citizen is reassured about its use. The figure of the first two years of availability of the solution tells that 26.000 citizens are using it.

The app is fully operational and available for the whole population of Trentino. Since the app is natively integrated with the Provincial Healthcare System, it can be rapidly enriched with additional features. For example, after Covid-19 pandemic outbreak, in order to meet the needs of physical distancing and decreasing the overcrowding of clinics, the following services were made available through the app: booking blood tests, booking medical examinations, booking tampons, availability of an embedded calendar with all the appointments, possibility to change family doctor, possibility to access another EHR through a delegation, booking appointments with the counter operators of the Provincial Healthcare Trust.

The training paths of operators in support of citizens and the promotion of the app with initiatives better calibrated on the territory are two aspects that could be improved.

The goal is to reach all Trentino citizens through a single access point to the Provincial Healthcare Service, allowing them to access their PHRs, to access all the available services and to interact with health professionals for telemedicine services. In November 2020 the teleconsulting function was released which will allow specialists and family doctors to guarantee assistance even remotely. In March 2021 a completely renewed version will be released both web and app who will integrate additional services such as remote monitoring of patients with diabetes and heart disease. This new version, called TreC+ will be launch through an information campaign that will exploit all media and social channels.