

Interview summary

Interviewees: Matteo Ministrini, Pasquale Matrone, Blerona Nanushi, Francesca Papa, Graziano Lepri (Umbria Region)

mHealth Practice: Reports online

Interviewers: ProMIS Staff

Date of interview: 2020-11-30

Topics

Reports online, from Umbria Region, has a successfully approach on the following topics:

- Planning
 - **User centered design considerations**
- Execution
 - **Interoperability models**
 - **Data security – legal framework**

Summary

- 3 months to implement the system (from July 2015 to October 2015).
- All the professionals have been involved (hospital medical doctors, general practitioners, radiology technologists, front-office staff).
- No one technological, organizational or political issue.
- The only barrier was the analogical culture in patients and healthcare professionals.
- Continuous training for professionals.
- To extend the scope of good practice.

The main **outcomes** of implementing the mHealth solution are:

- To meet the needs of the final users and to improve NHS budget.
- To allow the patients to access their imaging and reports wherever and whenever.
- Improvement of the quality of life.
- To make better the quality of the relationship between patients and healthcare providers.
- During the Sars-Cov-19 pandemic even the patients who underwent a molecular swab can withdraw the report online.

Scope of the mHealth practice

ASL Umbria, the Umbrian local healthcare, started to use RIS-PACS systems in 2000, together with reports digital signature systems and substitutive legal storage systems. So, when in 2013 the DPCM 8/8/2013 was passed, ASL Umbria was ready to meet all the requirements. It took about 3 months to implement the system, from July 2015 to October 2015. First, a feasibility study was done, the step was evaluating the number of reports which were produced yearly, to understand if the system architecture was powerful enough to handle the workload. After the first 2 months a server which generates the codes for the online consultation was installed, and, after a day of testing which proved the system stable, the server was already up and running in October.

All the professionals, who would have used the new system to access patients imaging and reports, have been involved: hospital medical doctors, general practitioners, radiology technologists, front-office personnel.

ASL Umbria 1 was already ready, so we didn't encounter any technological, organisational, or political issue. The barrier we had to overcome was only the analogical culture, which was well rooted both in patients and healthcare professionals.

The **obstacle** was overcome, concerning the professionals, with a continuous process of education and their involvement in all the procedures, and, concerning the final users, thanks to double modality. At the beginning we gave the patients the possibility to get their imaging and reports either through an analogical support, a Compact Disk, or Online. In order to boost the engagement to the online system we used a call center, in which mostly Technologists worked, to help the users overcome any difficulty and teach them how to be independent in using the new system.

The use of information systems in healthcare, when well organized and with the right resources, is both beneficial to the final users and the state budget, allowing to save considerable amount of money which might be reinvested in the NHS.

In conclusions online reports and imaging withdrawal, although it might seem a mild innovation, it's helping in connecting the citizen with the system, improving the quality of life and the system economical sustainability.

The main **outcomes** of implementing the mHealth solution are:

- Online reports withdrawal is connecting the citizens with the healthcare services, meeting the needs of the final users and improving NHS budget.
- It allows the patients to access their imaging and reports wherever and whenever they need it.
- Improvement of the quality of life, something that allows us to be present even where we are not.

It is sure that technological evolution will offer us a future full of innovations, which will make better the quality of the relationship between patients and healthcare providers, creating a simpler and better future for all.

During the Sars-Cov-19 pandemic even the patients who underwent a molecular swab can withdraw the report online. That improves their safety and comfort.

ASL Umbria would not do anything different, because the system is technologically reliable, the service was never interrupted. What could be improved is the digital culture of professionals and citizens. We have reasons to believe that using Information Communication Technology, mhealth, networks and interconnection between citizens simplify and make economically sustainable many aspects of the care and diagnosis pathway. But a digital culture must be established, to allow everybody to achieve a significant independence in using the new technologies quickly and simply.

ASL Umbria would like, in the near future, to extend the possibilities given by RIS system to departments which use modalities that are not purely radiological, such as: gynaecology (US), cardiology (US and EKG), dermatology and ophtalmology.

References <https://www.youtube.com/watch?v=AHxrvFfH6zY>