Telemedicine and user involvement as a leverage for innovation:

*From research to implementation?*

Dr. Jane Clemensen

Director, ComMed:
www.commed.dk
jane@commed.dk

Medical advisor for Medcom:
www.medcom.dk
jcl@medcom.dk
Agenda

What is the burning platform?

How do we get from research to implementation?

How do we create userfriendly solutions/concepts?
How did it start?

One complication of the increasing diabetic population

Quality of life
- waiting time
- transportation
- amputations
- (pre-pension, social life)

Lack of
- prestige
- coordination
- expert knowledge

JP, September 2002
The Burning Platform

› **In Denmark** (5.5 mill.):  
  the number of patients suffering from diabetic foot ulcers is between 3,000 and 6,000.

› **In EU 27 countries** (499.9 mill.):  
  the numbers are between **290.000** and **580,000** patients.

› **In Austria** (8.1 mill.):  
  the numbers are between **4,800** and **9,600** patients.
What did we do?

• Basis for decision making
• Satisfaction / security
Clinical results: “The new triangle”

- Immediate inter-individual cooperation
- Involvement and dialogue
- Witnessing
- Melting together of competences
- Upgrading of competences / Spreading of knowledge
- Verbal and non-verbal communication
Status and clinical results

In the southern part of DK it has been clinical practice for 4 years, but in the asynchrone way:

**Health Technology Assessment (local):**
- Almost closed out-patient clinic
- No waiting time for patients
- Continuity in treatment
- Reduction in amputations around from 52 - 40 per year
- Better healing rates from 15 - 26% per week

**Businesscase (national):**
- Reduction of amputations: 125 per year
- Reduction in out patient visits: 9000 visits per year
- Reduction in cost regarding transport
- Reduction in hours used by visiting nurse

• Estimated effect if full implementation on national basis: 13.1 mill. euro – 2.1 mill. euro = **12 mill. euro per year**
Towards National Implementation

The Ministry of Finance's foundation: 4 mill. kr. and 1.2 mill. Dkr. to national implementation to the ulcer project: Starting with: 2 regions and 9 communities...
MedCom’s: National Programme for Telemedicine

National implementation starting in 2 regions and 9 communities funded by the programme for labour saving technology (ABT), The Ministry of Finance.
“Our analysis of available English-language literature and data indicate that three developed countries—Denmark, Finland, and Sweden—are definitively ahead of the United States and most other countries in moving forward with their health IT systems. These three Nordic countries have nearly universal usage of EHRs among primary care providers, high rates of adoption of EHRs in hospitals, widespread use of health IT applications, including the ability to order tests and prescribe medicine electronically, advanced telehealth programs, and portals that provide online access to health information.”