Evaluation Framework for Care Coordination & Telehealth Deployment


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Evaluation Framework

• Key Performance Indicators
• Drivers

Drivers that affect deployment success

Organisational & structural changes are needed

From scientific evidence to telehealth deployment

• 15% reduction A&E visit reduction
• 20% emergency admission reduction
• 14% elective admissions reduction
• 14% bed days reduction
• 8% tariff cost reduction
• 45% mortality reduction

Why is telehealth not fully implemented yet?

• From pilots to implementation
• Barriers in translating telehealth into routine care

Telehealth needs to be integrated into a local care delivery process

• Re-structuring towards care coordination
• Education of care providers
• Tailoring to disease state and acuity level
• Patient self-care and adherence

How to measure success of Care Coordination & Telehealth deployment?

• Key Performance Indicators to measure success of deployment
• Drivers that affect deployment success

Best practices “cook book”

“Identify 'best practice' organisational and structural processes supporting integration and implementation of telehealth in a care coordination context for routine management of chronic patients”

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