Governance and Management of National Telehealth Programs in Asia

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Asia eHealth Information Network
Outline

- About the Asia eHealth Information Network
- Rationale for the study
- Survey of national telehealth programs in Asia
- Insights
The Asia eHealth Information Network

- An informal network created by the World Health Organization in 2011
- Focused on the peer-to-peer learning approach to build capacity to support national eHealth strategies
- Comprised of members from ministries of health, ministries of information technology, academe, non-government organizations (including private)
The Asia eHealth Information Network

- From 7 people in 6 countries, now with more than 500 over 21 countries
- Meets annually (Bangkok 2012, Manila 2013 and 2014)
- Offers capacity-building opportunities (eHealth strategy, standards, enterprise architecture, IT governance, other application-specific training)
- Supports national health informatics conferences and network meetings
National eHealth Capacity Roadmap

**Strategies**
- National eHealth Action Plan
- eHealth Governance Framework
- National Standards and Interoperability Framework (NSIF)
- Health Information Exchange (HIE)
- Interoperability Profiles, Terminology Services
- Management Plans, Policies, and Procedures

**Standards**
- eHealth Service Agreements
- application for better Quality and use of information
- activate master registries for patients, providers, and facilities
- capture user input to plan, design, and deploy better eHealth solutions one step at a time
- enable good governance, policy, oversight, procedures, and controls to ensure eHealth success
- engage multiple sectors and develop eHealth strategy aligned with health sector priorities

**Program Management**
- continually optimize eHealth services
- manage eHealth projects, changes, and risks
- apply eHealth standards for better Quality and use of information

**Architecture**
- evaluation & strategic reuse
- sustainability
- interoperability
- universality
- scalability
- institutional readiness
- leadership

**Operations**
- Principles in Practice
- Standards
- Program Mgt
- Strategy

Best Practices, Guidance, Standards, Certification Programs
National Telehealth Programs in Asia

- Released a request for information in an international mailing list with members from ministries of health of 21 Asian countries
- Received responses from 7 countries
- 9 telehealth programs (India is federated)
Conceptual Framework

- Governance and management
- Presence of a website
- Type of interaction
  - provider-to-provider
  - provider-to-patient
  - patient self-service
- Mobile component
Bangladesh

- Governance: Ministry of Health
- Management: MIS, MOH
- Website: yes
- Interaction: provider-to-provider
- Delivery: mobile
India: Indian Space Research Organization (ISRO)

- Governance: ISRO
- Management: Development and Education Communication Unit
- Website: yes
- Interaction: state-defined
- Delivery: satellite (network layer)
India: Sankara Nethralaya

- Governance: Sankara Nehtralaya Foundation
- Management: Department of Teleophthalmology
- Website: yes
- Interaction: provider-to-provider
- Delivery: satellite
India: Maharashtra

- Governance: College of Medicine and General Hospital
- Management: Department of Telemedicine
- Website: yes
- Interaction: provider-to-provider
- Delivery: satellite
Indonesia: Telekesihatan

- Governance: Ministry of Health
- Management: Directorate of Ancillary Services, MOH
- Website: yes
- Interaction: provider-to-provider
- Delivery: web
Indonesia: National Telemedicine Program

- Governance: Ministry of Health
- Management: Directorate of Ancillary Services, MOH
- Website: yes
- Interaction: provider-to-provider (teleradiology)
- Delivery: web
Malaysia: Telekesihatan

- Governance: Ministry of Health
- Management: Telehealth Division, MOH
- Website: yes
- Interaction: provider-to-provider
- Delivery: web
Maldives: Telemedicine Kiosks Project

- Governance: National eHealth Steering Committee
- Management: Ministry of Health
- Website: none
- Interaction: self-service
- Delivery: web
Philippines: National Telehealth Service Program

- Governance: National eHealth Steering Committee
- Management: UP Manila National Telehealth Center
- Website: yes
- Interaction: provider-to-provider
- Delivery: mobile
Sri Lanka: Suwasariya

- Governance: Ministry of Health
- Management: Health Education Bureau, MOH
- Website: yes
- Interaction: provider-to-provider, provider-to-patient, self-service
- Delivery: web
Observations

- Suwasariya (Sri Lanka) has the most extensive national telehealth program with published protocols for responding to emails, sms, skype, voice calls. It also offers routine provider-to-patient services.

- Other national telehealth programs are in varying stages of maturity, sophistication, and geographic coverage.

- Not all countries have clear national eHealth strategies to sustain their telehealth programs.
Summary

- Presence of a strategy enables a sustainable national telehealth program.

- Alignment of good governance with effective management ensure implementation of the strategy.

- There is significant opportunity for eHealth capacity-building through peer learning from other national telehealth programs.

- Our network, AeHIN, aims to support our member countries align their eHealth strategy with governance, architecture, standards, management, and operations.