

HIMSS TELEHEALTH COMMUNITY



TELEHEALTH MASTERCLASS 2024

During the HIMSS24 European Conference & Exhibition, held in Rome on 10-12 June 2024, the HIMSS Telehealth Committee EMEA organized a Telehealth Masterclass with selected presentations, an experts' panel and an interactive discussion with the audience.

The opportunities technology is bringing to the world of telehealth and virtual care are growing at a stunning pace. To dive deeper into the current state of AI, XR, smart devices and data exchange technologies usage, various cases were presented and discussed from telehealth peers from Europe, the Middle East and USA. The second part of the session enabled participants to discuss findings from the [WHO report "The ongoing journey to commitment and transformation"](#), Digital Health in the European Region 2023, together with panel experts and the moderator.

— Written by Mario Ravic, member HIMSS Telehealth Committee EMEA

Discussion sparks:

- Data exchange remains the most underlying technology precondition for scaling telehealth and virtual care services. While solutions exist, either in one region of a country or are provided by a single provider, they need to be tied to the other systems in the patient pathway. Exchange of patient data and data on service is crucial for scaling.
- AI will not be a game-changer in the next 2-3 years in virtual care. Although AI technology usage is currently present in virtual services (chatbots, appointments scheduling, triage solutions and others) virtual care has not reached its full potential yet and AI is still to make incremental changes.



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- Any real-world scenario, like carbon footprint reduction motivation, is an enabler for care migration from physical to digital. This migration is not a mandatory direction, but rather a tool for greater service coverage.
- Streamlining an integration of technology into a successful virtual service requires a mature technology provider and an experienced health provider in all phases, from service design to implementation to execution. There is no game changer from the technology perspective, but the orchestration of different technologies with use-case is what matters.
- Funding of telehealth solutions remains the most important barrier for successful implementation of telehealth services or programmes. Both the funding of telehealth services implementation, including service and technology design, and the funding of service delivery (reimbursement) are critical for success. A few countries in the EU used the EU Recovery and Resilience funding to implement large telehealth/telemedicine solutions which need to prove sustainability.

ABOUT OUR COMMUNITY

The HIMSS Telehealth Community EMEA aims to unify telehealth across healthcare fields, share best practices, advocate for the vital role of telehealth in future healthcare, and promote recognition of telehealth solutions for enhanced care. We cover topics like in-home care, remote health monitoring, telepsychiatry, rehabilitation, online self-service tools, mobile apps, patient-reported outcomes, e-scheduling with reminders, image and file sharing, e-prescribing, data migration, and scalability.

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