

The Citizen Health System (CHS) – Project Presentation

The CHS Consortium
Toulouse, June 2003



CHS at a glance

- Development of **pervasive telemedicine services** for home care ensuring **continuity of care**
- **Integration of of-the-shelf devices and systems** including artifact rejection modules, educational modules and decision support modules
- **Integration with the existing health care infrastructure** using primarily WWW technology
- Provide **better and more efficient communication** between health care providers and the citizen
- Provide **evidence through clinical trials** that such contact centers can improve health care quality and management
- Propose **business models** for use of contact centers in the routine health delivery



CHS at a glance (cont)

- **Increase of citizen awareness** on IT usage for health care and his/her involvement in the health care process
- **Penetration of health IT applications** through CHS to every house in Europe
- Creation of a **transatlantic network for home care** delivery aiming in harmonisation of services and certification procedures
- Increase **awareness of decision makers** on benefits of using IT in health care delivery and quality through evidence based medicine



Why Home Care Contact Centers?

- **Evidence** shows that Information Technology (IT) in health is pivotal in the success of preventive medicine
- **Medical errors** are preventable by using IT solutions at a rate of over 50% according to AHRQ
- Home care contact centers can increase the **quality** of health services, reducing error probability, and increase the efficiency of preventive medicine and quality of life

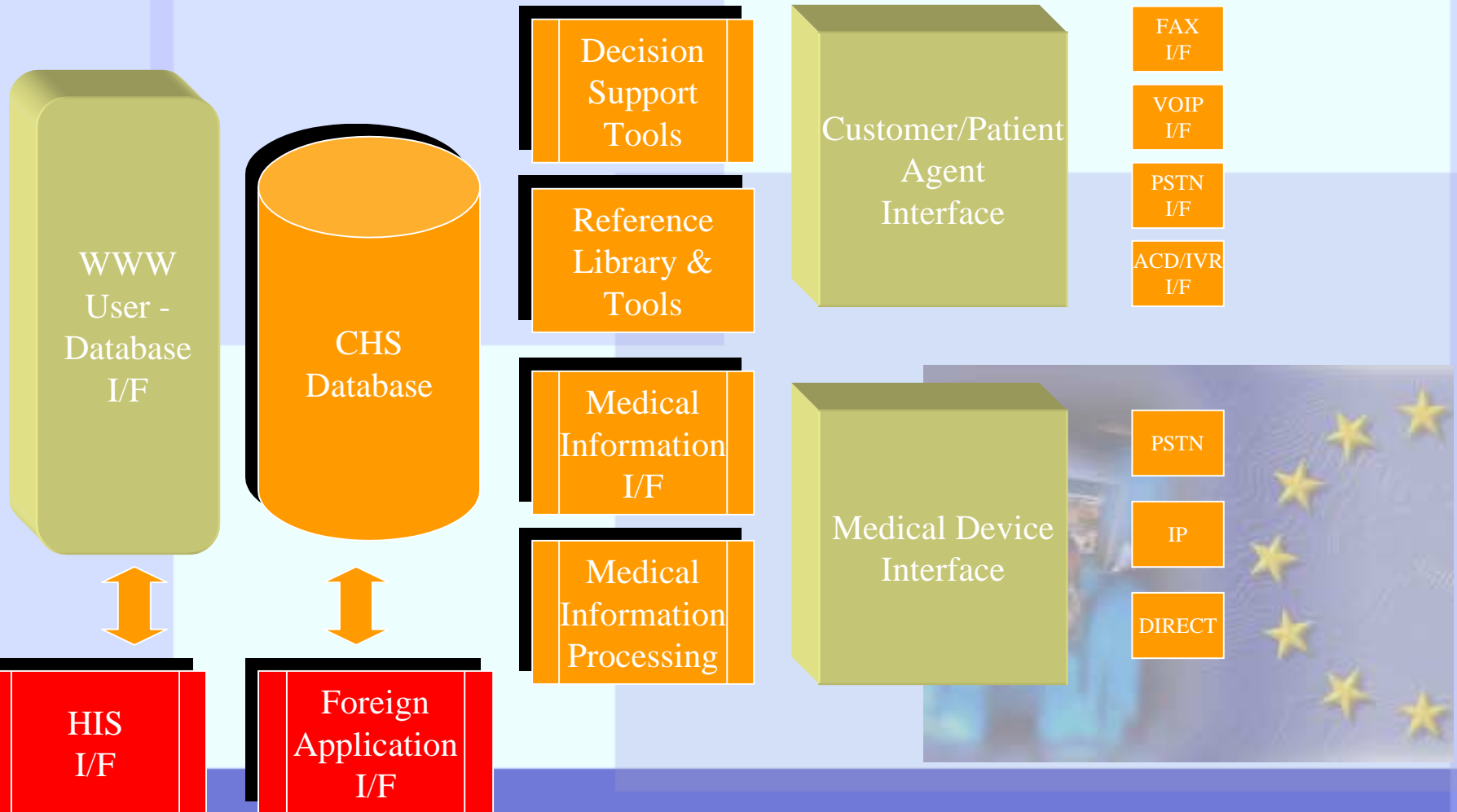


CHS Target groups

- Diabetes patients (long-term chronic disease)
- Congestive Heart Failure (CHF) patients (chronic disease)
- Post trauma patients (short-term treatment disease)
- Well-being health delivery for healthy citizens



The CHS Modular Contact Center



CHS Implementation Technology Vehicles

- Computer telephony focused on voice messaging
- INTERNET based technology
- Technology aiding access to the INTERNET (e.g. WAP, UMTS, GPRS)
- Mobile telecommunications
- Multimedia monitoring portable devices
- Information processing and management modules
- Artifact rejection modules
- Pervasive computing implementations and systems



CHS List of Partners

Name	Role	Responsible Persons
PHILIPS (I)	CF	E. Della Torre
AUTH (GR)	CS	N. Maglaveras
UNIVERSITY OF REGENSBURG (D)	CR	M. Nerlich
CATAI (ES)	CR	O. Ferrer-Rocca, J. Collings
DIST (I)	AC	F. Beltrame, G. De Leo
CARD-GUARD (IL)	CR	B. Zeevi
POULIADIS (GR)	CR	S. Maglavera
BAUMER-CURAVITA (D)	CR	J. Baumer



CHS Partners and Roles

- Industrial partners interested in marketing finally the CHS product (PHILIPS, POULIADIS, CARD GUARD)
- Industrial partners interested in microdevice manufacturing and marketing (CARD GUARD)
- Industrial partners interested in health care services (PHILIPS, CARD GUARD, BAUMER-CURAVITA)



CHS Partners and Roles

- Academic Institutions interested in R&D in health informatics and telematics (AUTH, Regensburg, DIST)
- Partners interested in clinical applications, and evidence based medicine (AUTH, Regensburg, CATAI)
- Partners interested in certification processes in the contact center area (PHILIPS, POULIADIS, DIST, AUTH)



CHS Contact Information

Website

www.lomiweb.med.auth.gr/chs

- Launched 2nd project month (Feb. 2000)
- Public & private access sections
- **Public section**: *Project Information, Consortium members, Dissemination Activities, Project Schedule, News*
- **Private section**: *Reporting documents, Deliverables, Action List*

Brochure

- Language: English
- Distributed to partners for Dissemination activities
- Updated version with project's results at the end of the project



CHS Achievements

- The CHS contact center IT infrastructure is ready and working for the past 15 months (WP2, WP3)
- Clinical trials are running for the last 18 months (WP4, WP5, WP6) involving more than 150 patients
- Existence of evidence for the positive influence of the CHS solution to chronic disease management and health provision quality (WP4-WP6)
- The CHS system operates successfully in four countries (Greece, Germany, Spain, USA) through multilingual versions (WP7, WP8, WP9, WP10)
- Dissemination activities both at the European and USA for increased awareness of the CHS solution at the IT, user and political decision makers level (WP8, WP9)

