A European Code of Practice for Telehealth Services
Outcomes of the TeleSCoPE Project

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www.telehealthcode.eu

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TeleSCoPE: Telehealth Services Code of Practice for Europe

Funded by EC, Health Programme 2008-2013
Involves 13 partners in 7 member States

The latest version of the Code of Practice has been published in October 2013 (available at www.telehealthcode.eu/project/documents.html)
Aims and goals

– Development of a comprehensive European Code of Practice for telehealth services

– Changing health management

– Building trust among European citizens to promote eHealth adoption

– Providing a quality benchmark and a framework for service evaluation/certification, based on the Code
TeleSCoPE definition of Telehealth

“Telehealth is the means by which technologies and related services that are concerned with health and wellbeing are accessed by people or provided for them at a distance”

User centred approach

- Choice and control to patients/service users
- Ensuring proper personal data management and user privacy
- Stress on services configuration and use
Methodology

Steps followed for Code development

1. Gathering of the evidence base
2. Development of Draft Code
3. Consultation on and validation of Draft Code
4. Updating/amending the Code based on 3
5. Final feedback gathering on updated version of the Code
6. Publishing the Code
• 54 clauses

• 6 appendices – 5 of which offer further guidance

Accreditation requires conformity with all applicable clauses:

minimum 47 (and 49 within 12 months) including declarations on services websites
Code Structure

A. General Considerations

B. Ethical Principles

C. Governance and Financial Issues

D. Personal Information Management

E. Staff and Staff Management

F. Contact with Users and Carers

G. Interpretation of and Responses to Information

H. Communications Networks

J. Hardware and Technological Considerations
Sections of the Code:
A. General Considerations
B. Ethical Principles
C. Governance and Financial Issues
D. Personal Information Management
E. Staff and Staff Management
F. Contact with Users and Carers
G. Interpretation of and Responses to Information
H. Communications Networks
J. Hardware and Technological Considerations
Code Contents

Sections of the Code:

A. General Considerations
   - A1 Compliance with the Code
   - A2 Availability of the Code
   - A3 Service Website

B. Ethical Principles
   - A4 Compliance with Statutory Requirements
   - A5 Adjustments to Changes in Statutory Requirements

C. Governance and Financial Issues
   - A6 Sustainability Policy

D. Personal Information Management
   - A7 Outcomes Focussed Appraisal

E. Staff and Staff Management
   - A8 Integrity of Service Locations

F. Contact with Users and Carers
   - A9 Insurances

G. Interpretation of and Responses to Information

H. Communications Networks

J. Hardware and Technological Considerations
Sections of the Code:

A. General Considerations

B. Ethical Principles
   - B1 Mission Statement
   - B2 Conflicts of Interest
   - B3 Promotion and Marketing
   - B4 Providing Information for Users and Carers
   - B5 Taking Account of User and Carer Views

C. Governance and Financial Issues

D. Personal Information Management

E. Staff and Staff Management

F. Contact with Users and Carers

G. Interpretation of and Responses to Information

H. Communications Networks

J. Hardware and Technological Considerations
Sections of the Code:

A. General Considerations
B. Ethical Principles

C. Governance and Financial Issues

D. Personal Information Management
E. Staff and Staff Management
F. Contact with Users

C1 Governance Structure
C2 Business Continuity
C3 Risk Management Plan
C4 Maintaining Records
C5 Back Up Arrangements
Sections of the Code:
A. General Considerations
B. Ethical Principles
C. Governance and Financial Issues
D. Personal Information Management
   D1 Protecting Personal Information
   D2 Staff Access to Personal Information
   D3 User and Carer Access to Personal Information
   D4 Dealing with Personal Information after Service Cessation to the Individual and/or Carer
   D5 Anonymisation and Further Usage of Personal Information
E. Staff and Staff Management
F. Contact with Users and Carers
G. Interpretation of and Responses to Information
H. Communications
J. Hardware Considerations
Sections of the Code:
A. General Considerations
B. Ethical Principles
C. Governance and Financial Issues
D. Personal Information Management
E. Staff and Staff Management
F. Contact with Users and Carers
G. Interpretation of and Responses to Information
H. Communications Networks
J. Hardware and Technological Considerations

E1 Sufficiency of Staff for Service Provision
E2 Staff Recruitment Policies
E3 Providing for the Support and Well-being of Staff
E4 Safeguarding Staff when Travelling and Visiting
E5 Staff Training
E6 Whistle Blowing
Sections of the Code:

A. General Considerations
B. Ethical Principles
C. Governance and Financial Issues
D. Personal Information Management
E. Staff and Staff Management
F. Contact with Users and Carers
   F1 Agreements with Users and Carers
   F2 In-Person Visits
   F3 Tele-consultation (via Video)
   F4 Guidance and Training for Users and Carers
   F5 Development of Personal Plans with Users and Carers
   F6 Prompts to Users and Carers with regard to Service Needs
G. Interpretation of and Responses to Information
H. Communications Networks
J. Hardware and Technological Considerations
Code Contents

Sections of the Code:

A. General Considerations
B. Ethical Principles
C. Governance and Financial Issues
D. Personal Information Management
E. Staff and Staff Management
F. Contact with Users and Carers
F7 Service Discontinuation to Individual Users and Carers by Provider
F8 Survey of User and Carer Views of and Satisfaction with Service
F9 Complaints, Compliments and Suggestions
F10 User and Carer Fault Reporting
F11 User and Carer Changes to Network Supplier
F12 Provider Changes to Network Supplier
F13 Abuse
G. Interpretation of and Responses to Information
H. Communications Networks
J. Hardware and Technological Considerations
## Code Contents

### Sections of the Code:

A. General Considerations
B. Ethical Principles
C. Governance and Financial Issues
D. Personal Information Management
E. Staff and Staff Management
F. Contact with Users and Carers

G. Interpretation of and Responses to Information

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>G1</td>
<td>Procedures and Protocols within Personal Plans</td>
</tr>
<tr>
<td>G2</td>
<td>Responding to Information Gathered through Remote Monitoring</td>
</tr>
</tbody>
</table>

H. Communications Networks
J. Hardware and Technological Considerations
Sections of the Code:
A. General Considerations
B. Ethical Principles
C. Governance and Financial Issues
D. Personal Information Management
E. Staff and Staff Management
F. Contact with Users and Carers
G. Interpretation of and Responses to Information
H. Communications Networks
J. Hardware and Technological Considerations

H1 Agreements Between Services and Telecommunications Providers
H2 Monitoring of the Communications Networks
Sections of the Code:

A. General Considerations

B. Ethical Principles

C. Governance and Financial Issues

D. Personal Information Management

E. Staff and Staff Management

F. Contact with Users and Carers

G. Interpretation of and Responses to Information

H. Communications Networks

J. Hardware and Technological Considerations

J1 Fitness of Technologies/Equipment and Related Software for the Purpose of the Service

J2 Database of Technologies/Equipment

J3 Equipment Recall, Removal and Disconnection Procedures

J4 Protection and Safe-keeping of Technologies/Equipment

J5 Installation, Programming and Demonstrating of Technologies/Equipment

J6 Maintenance, Servicing, Repair and Replacement of Technologies/Equipment

J7 Recovery, Recycling and Re-Use of Technologies/Equipment
In the consultation process the ACCEPTABILITY and SUITABILITY of the different clauses included in the Draft Code were evaluated by:

- Telehealth service providers (41% of respondents)
- User/Carers organizations (14%)
- Government/Regulatory bodies (14%)
- Others (Research, Academia) (31%)

The draft Code has been validated by 15 services in 4 EU countries:

- Belgium (4 services)
- Hungary (4 services)
- Italy (4 services)
- United Kindom (3 services)
Q1 - Is this type of Code needed for telehealth services?

- Yes entirely: 88%
- Yes partly: 8%
- Not at all: 0%
- Don't know: 4%
Results of Consultation

Is the Code likely to be acceptable to:

- Service users and informal carers
- Clinicians
- Other health care workers
- Social care workers
- Public telehealth providers
- Private telehealth providers
- Third sector telehealth providers
- Regulatory or certification bodies
- Governments/government agencies

- Yes entirely
- Yes partly
- Not at all
- Don’t know
Assessment Framework

Framework to assess telehealth services against Code requirements currently under development.

Expected release date: May 16th 2014.

The framework is the outcome of collaborative work between the Telescope Partnership and DNV Healthcare (dnvgl.com/healthcare).
Assessment and inspections cycle

1. Year Zero (now) and Year Four: Foundation Assessment
2. Year One: Interim Review
3. Year Two: On-Site Review
4. Year Three: Interim Review

Inspections undertaken by qualified inspectors and auditors

*Detailed procedures currently under development with Det Norske Veritas (DNV Healthcare)*
What Next?

• We have a queue of telehealth services who want to be accredited
• Arrangements are in place for the training of inspectors
• First accreditations in May/June

• Telehealth services are invited to be assessed / seek accreditation
• Government and regulatory bodies are being invited to endorse it
1. **Theoretical:**

   the European Code of Practice for Telehealth Services aims to promote a more holistic approach to telehealth provision.

2. **Pragmatic:**

   the framework to assess telehealth services against Code is to be presented in the next months...

   ... stay tuned!
Thank you for your attention!

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