



Schedule seminar

## Digitizing the Health Care System

LEARNING OUTCOME OF THE WEEK:

You will learn how to:

- evaluate and assess a digitalization project;
- how to structure the process;
- detect priorities and influencing factors in such projects and how to handle them.

A COOPERATION BETWEEN AOK INTERNATIONAL CONSULTING AND NORTAL



## Schedule seminar

# Digitizing the Health Care System

### Sunday, 3 May 2020

During the day	<b>Individual arrival in Tallinn</b> Hestia Hotel Kentmanni, Kentmanni 13, 10116 Tallinn
18:30 – 21:30	<b>Welcome dinner &amp; getting to know each other</b> Restaurant „Platz“, Roseni tn 7, 10111 Tallinn

### Monday, 4 May 2020

09:45 – 10:00	<b>Check-in and overview of the day</b>
10:00 – 11:00	<b>Overview of the week presentation of my topics</b> <ul style="list-style-type: none"><li>– What is my target and demand for digitizing?</li><li>– How do I evaluate digital options and how do I prioritise them?</li><li>– How do I determine and control the complexity and how do I prioritized steps in digital projects?</li><li>– How do I evaluate what to focus on in digital projects?</li><li>– When do I mobilise internal resources for it and what should be outsourced?</li></ul>
11:00 – 12:00	<b>Keynote: Nortal's CEO, Priit Alamäe</b>
12:00 – 13:00	Lunch
13:00 – 15:00	<b>Site visit e-Estonia Briefing Centre</b> <b>Inspirational introduction to what makes the digital society.</b> <b>Overview of Estonian e-solutions:</b> Electronic ID, data privacy, cyber security, autonomous transport and other relevant topics. You are introduced to what is needed to accelerate digitizing, from policy making to overcoming challenges, and a discourse introducing the Estonian IT industry. <b>Technical aspects:</b> electronic identity; x-road interoperability layer; once-only principle.
15:00 – 15:15	Break
15:30 – 17:00	<b>Site visit Tehik</b> Health and Welfare Information Systems Centre Learning how Estonian healthcare landscape is set up, how different parties communicate at the technical level, what is the workflow of data from A to B. <b>Technical aspects:</b> Managing National HL7 interoperability standards versions; planning and implementation of new features.
17:15 – 18:00	Discussion of expected results as starting point of the seminar week
18:00 – 18:30	Wrap up of the day
Evening	Free evening

The organizers reserve the right to adjust individual programme items due to availability or for quality assurance purposes

## Schedule seminar

# Digitizing the Health Care System

**Tuesday, 5 May 2020**

09:15 – 09:45	<b>Check-in and overview of the day</b>
09:45 – 10:30	<b>Core Elements of the Scrum Methodology</b> This session will give you an overview of the process, that our teams use, to get results fast, learn and constantly improve for an outstanding end result.
10:30 – 10:45	Break
10:45 – 12:00	<b>Core Elements of Design Thinking</b> This session is about the holistic, experimental, human-centered approach we use to design solutions.
12:00 – 13:00	Lunch
13:00 – 14:45	<b>Design Thinking workshop</b> based on specific customer journeys in your context. After the workshop you will have more clarity what the Design Thinking approach can do for you.
15:00 – 17:00	<b>Site visit to East Tallinn Central Hospital (ETCH)</b> Introspection about the digitization project of ETCH, the road-map from first steps to present day, how risks were mitigated, what technical infrastructure was needed, and much more. The following concepts will be explained and will be taken as base for the upcoming workshop. <ul style="list-style-type: none"><li>- Challenges of heterogeneous systems</li><li>- Different data quality and availability</li><li>- Central and decentralized data storage</li><li>- Backup concepts and clusters for redundant systems</li><li>- Server virtualization as a prerequisite for cloud computing in terms of scalability</li></ul>
17:15 – 17:45	Intro case study workshop: East Tallinn Central Hospital - Hand out readings
Evening	Free evening

The organizers reserve the right to adjust individual programme items due to availability or for quality assurance purposes

## Schedule seminar

# Digitizing the Health Care System

### Wednesday, 6 May 2020

09:00 – 12:00	<b>Case study workshop: East Tallinn Central Hospital</b> East Tallinn Central Hospital has 7 clinics, which are located in several units all over Tallinn. The fastest way to getting results is to copy a path to success. In this workshop you will learn the structure of the process that was used to transform the ETCH. You will be guided by mentors through creating your own context-specific process structure.
12:00 – 13:00	Lunch
13:00 – 13:30	<b>Presentations</b>
13:30 – 13:45	Break
13:45 – 17:30	<b>Seminar: E-Health specific tools and technologies</b> Case studies and discussions about the following topics: <ul style="list-style-type: none"><li>- Electronic patient file</li><li>- Electronic health record</li><li>- E prescription Mobile services</li><li>- D2D and D2P applications</li><li>- Patient empowerment and rising of health literacy for health control and self-treatment at home</li><li>- Cross-sector data transfer and services e.g. for individualized and efficient care and fast emergency care</li></ul>
Evening	Free evening

The organizers reserve the right to adjust individual programme items due to availability or for quality assurance purposes

## Schedule seminar

# Digitizing the Health Care System

**Thursday, 7 May 2020**

10:00 – 12:00	<p><b>Site visit EHIF</b></p> <p><b>Site visit: Estonian Health Insurance Fund</b></p> <p>The main goal of the Estonian health insurance is to cover the healthcare costs of insured persons for the prevention and treatment of illnesses, to finance the purchase of pharmaceuticals and medical devices, and to pay temporary incapacity and other monetary benefits.</p> <p>Estonian health insurance system is based on the principle of solidarity: the amount of benefits paid by the Estonian Health Insurance Fund in the event of illness does not depend on the amount of social tax paid on behalf of the insured person. Using the collected social tax, the Estonian Health Insurance Fund finances also the health services of persons who are currently unemployed.</p>
12:00 – 13:00	Lunch
13:00 – 17:00	<p><b>Workshop digitizing healthcare</b></p> <ul style="list-style-type: none"><li>– Discussions and presentations based on EHIF case study about:</li><li>– Organisational culture back then and now;</li><li>– What needed to happen for employees and clients to embrace the change through e-transformation;</li><li>– Biggest mistakes and how to anticipate them.</li><li>– You will leave this session with your own Key Point Check-list for how to prepare for and work with cultural change in your organisation.</li></ul>
Evening	Free evening

The organizers reserve the right to adjust individual programme items due to availability or for quality assurance purposes

## Schedule seminar

# Digitizing the Health Care System

### Friday, 8 May 2020

In the morning	<b>Check-out at the hotel</b> If necessary, hand in luggage for storage
09:00 – 09:15	<b>Check-in and overview of the day</b>
09:15 – 12:00	<b>Seminar</b> What technical infrastructure is needed to make a seamless e-transformation happen? Overviews of what you need to know about Cloud, Blockchain, AI, machine learning, platforms that have been used and created. The outcome of this seminar is, that you understand the technologies in concept and are able to articulate why one or the other is necessary for an e-transformation.
12:00 – 13:00	Lunch
13:00 – 14:30	<b>Discussion</b> Discussion of received results as ending point of the seminar week
14:30 – 15:00	Break
15:00 – 15:30	<b>Talk</b> Finishing talk about the future of digital healthcare by Nortal's E-Health Business Unit Manager, Marti Rillo
	Travel back

The organizers reserve the right to adjust individual programme items due to availability or for quality assurance purposes