

DIGITAL TRANSFORMATION THROUGH DIGITAL CARE GUIDES AT CENTRAL DENMARK REGION



SYLT: HEALTH
INFORMATION
EXCHANGE
LEADERSHIP
SUMMIT
DECEMBER 2021

WHAT IS CENTRAL DENMARK REGION

FUNCTION

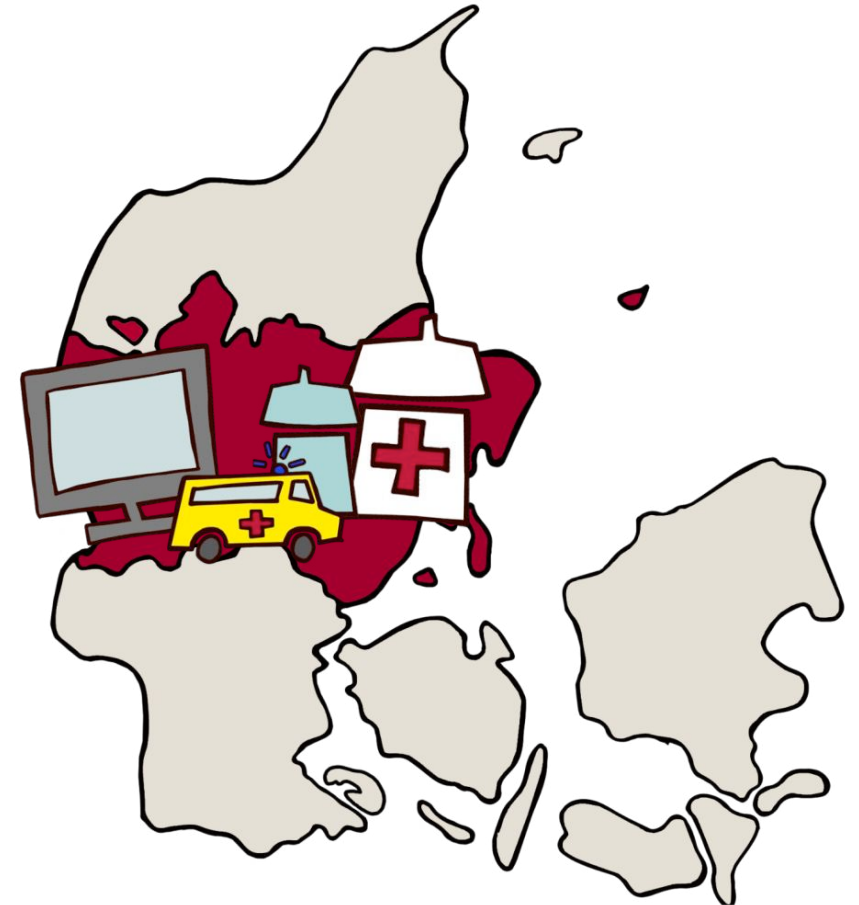
SECOND-LARGEST REGION IN DENMARK AND HEALTH PROVIDER FOR 1.3M CITIZENS IN THE REGION – APROX. 280.000 ACCUTE AND 578.000 ELECTIVE CONTACTS LAST YEAR (DEC 2020 – DEC 2021)

BUDGET

4B EUR IN 2021

STRATEGIC VISION

CENTRAL DENMARK REGION WANTS TO MAKE IT EASIER TO BE A CITIZEN, PATIENT AND STAFF IN THE REGION – FOUNDATION FOR ALL INITIATIVES AND PROJECTS



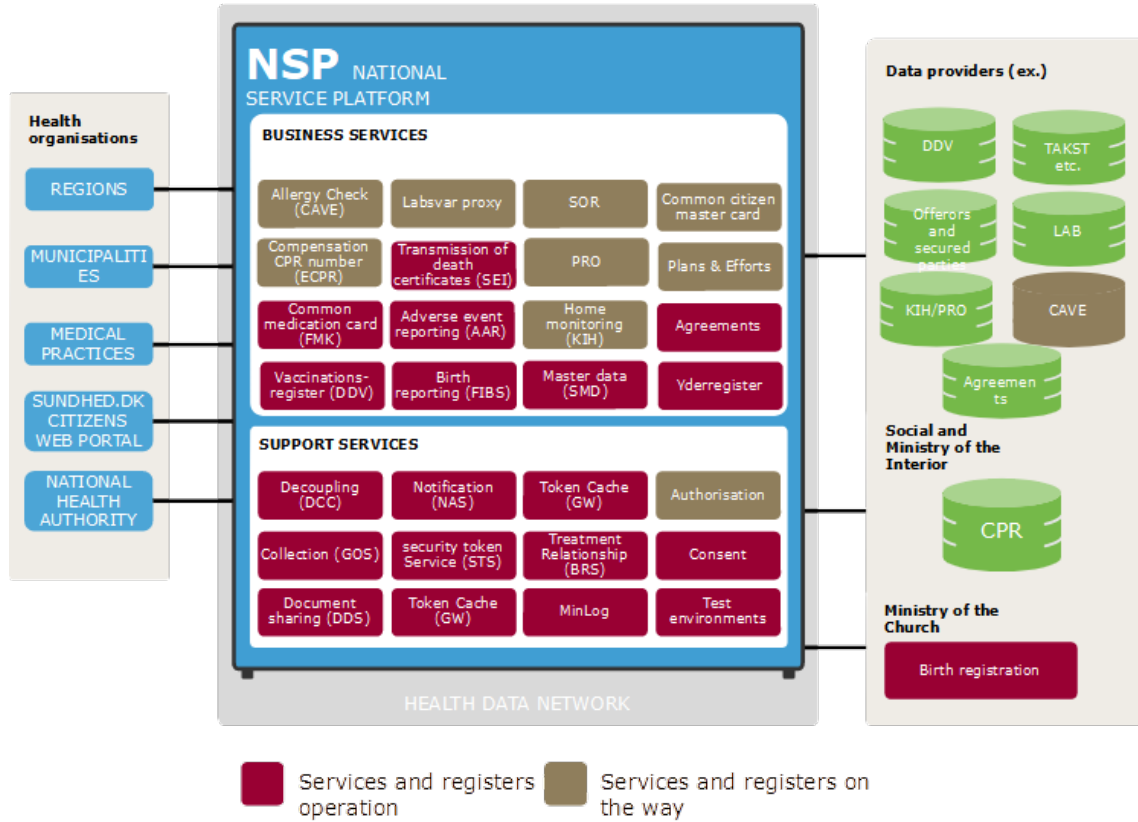


CHALLENGES IN HEALTH CARE

- DEMOGRAPHIC DEVELOPMENT CHALLENGES THE FOUNDATION OF THE HEALTH CARE SYSTEM
- RISING DIGITAL DEMANDS FROM CITIZENS AND STAFF
- INCREASING DEMANDS FOR DIGITAL COMPETENCIES IN CLINICS

DIGITAL HEALTH CAPABILITIES

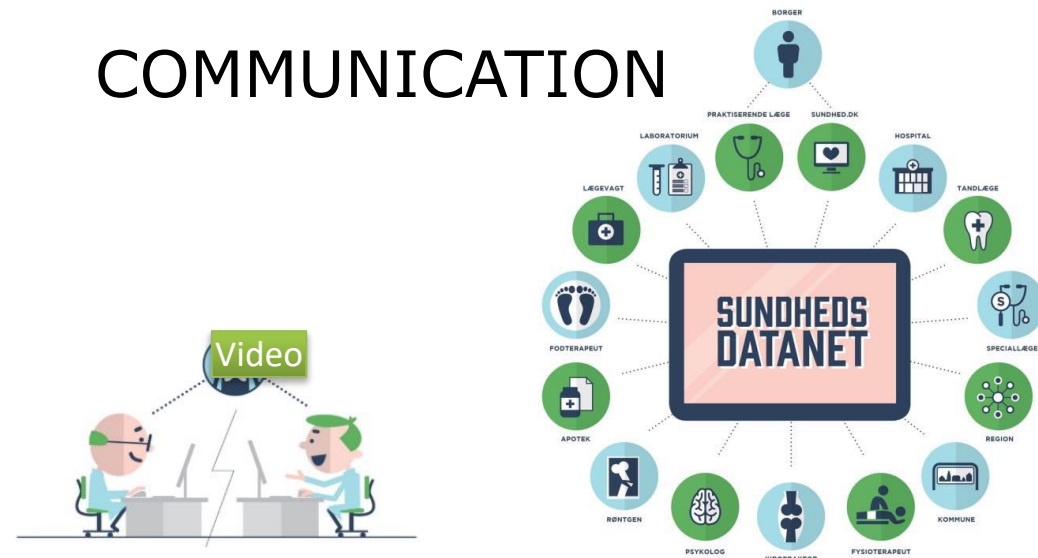
SERVICES



DATA

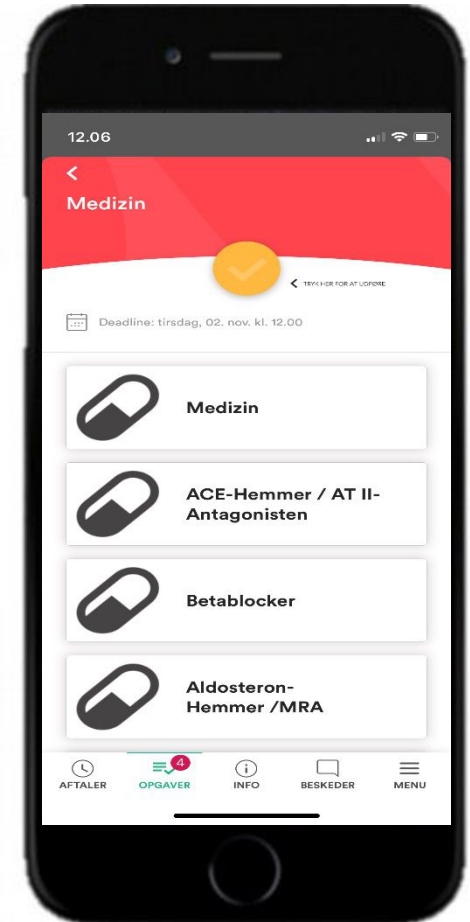
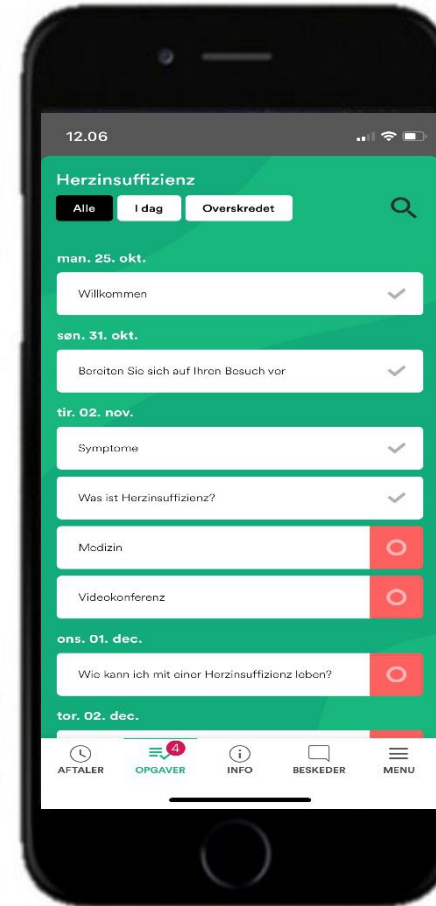


COMMUNICATION

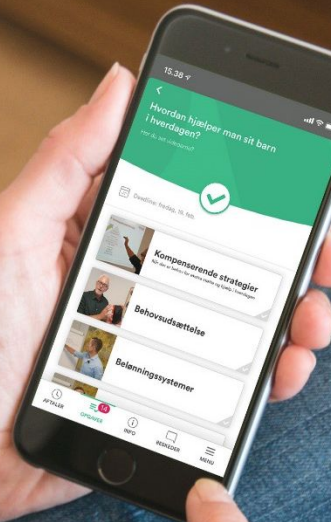


GOALS OF DIGITALIZATION AND DIGITAL TRANSFORMATION

1. TO CREATE A COHERENT HEALTH SYSTEM CLOSE TO THE CITIZENS THAT BEGINS IN THE HOME OF THE PATIENT
2. TO USE TECHNOLOGY TO SUPPORT, AUTOMATE AND EASE WORKFLOWS
3. TO ENSURE COLLABOTATION BETWEEN PATIENT AND CLINIC THROUGH SHARED DATA, TELEMEDICINE AND THE USE OF DIGITAL PLATFORMS FOR PATIENT INTERACTION



WHAT ARE DIGITAL CARE GUIDES



DIGITAL CARE GUIDES PROVIDE COMMUNICATION THROUGH BOTH PUSH AND CHAT

FROM SYNCHRONOUS TO ASYNCHRONOUS COMMUNICATIONS - HEALTH CARE 24/7

PERSONALIZED INFORMATION FOR EACH PATIENT – UNLIMITED NUMBER OF GUIDES, FLOWS AND MEDIA

CHECKLISTS, INFORMATION FLOWS AND TASKS BEFORE MEETINGS, OPERATIONS OR EVENTS

HEALTH-AGNOSTIC: USABLE THROUGHOUT THE ENTIRE HEALTH SYSTEM

EXAMPLE: HOW TO USE DIGITAL CARE GUIDES BEFORE AND AFTER AN OPERATION



BEFORE OPERATION:
VALIDATED INFORMATION INFORMS THE PATIENT – TEXT, VIDEO, AUDIO, PICTURES

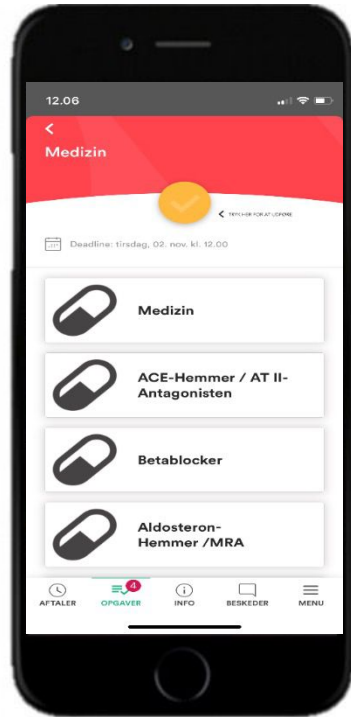
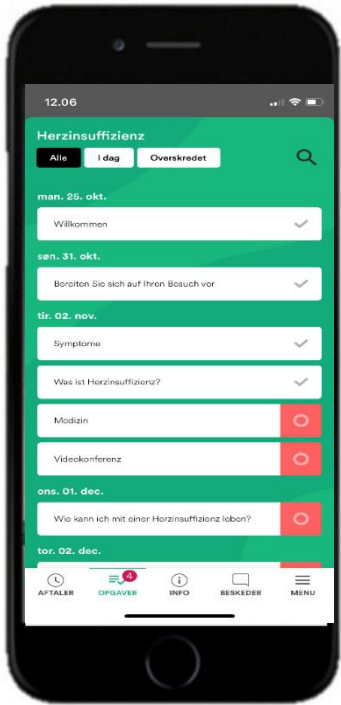
BEFORE OPERATION:
ABILITY TO CHAT WITH CLINICIANS AND ASK QUESTIONS

BEFORE OPERATION:
TASKS AND TO-DOS BEFORE MEETING – OPPORTUNITY TO ELIMINATE PRE-OP MEETINGS

ADMISSION:
THE PATIENT IS WELL-INFORMED BEFORE ADMISSION AND CAN ACCESS INFORMATION BEFORE OPERATION

OPERATION:
BOTH PATIENT AND CLINICIAN HAVE BEEN ACTIVE COLLABORATORS DURING THE PROCESS

AFTER OPERATION:
ACCESS TO FOLLOW-UP GUIDES AND OPPORTUNITY TO ELIMINATE POST-OP MEETING. THE PATIENT CAN ACCESS INFORMATION FOR 12 MONTHS



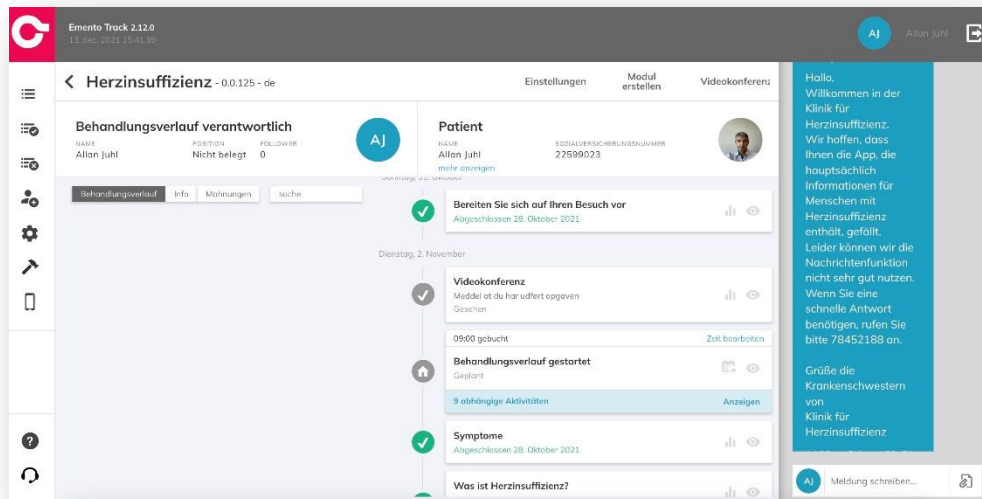
WHY ARE DIGITAL CARE GUIDES TRANSFORMATIVE?

1. SYNCHRONOUS TO ASYNCHRONOUS COMMUNICATIONS

2. CENTRALIZED INFORMATION TO PERSONALIZED INFORMATION

3. INFORMATION AT THE RIGHT TIME AND IN THE BEST FORMAT

4. THE PATIENT AS A COLLABORATIVE AND PARTICIPATING PARTNER



USE CASES

FROM PREGNANCY TO CANCER TREATMENT



CASE 1: PREGNANCY

WIDELY USED IN CENTRAL DENMARK REGION FOR PREGNANCY

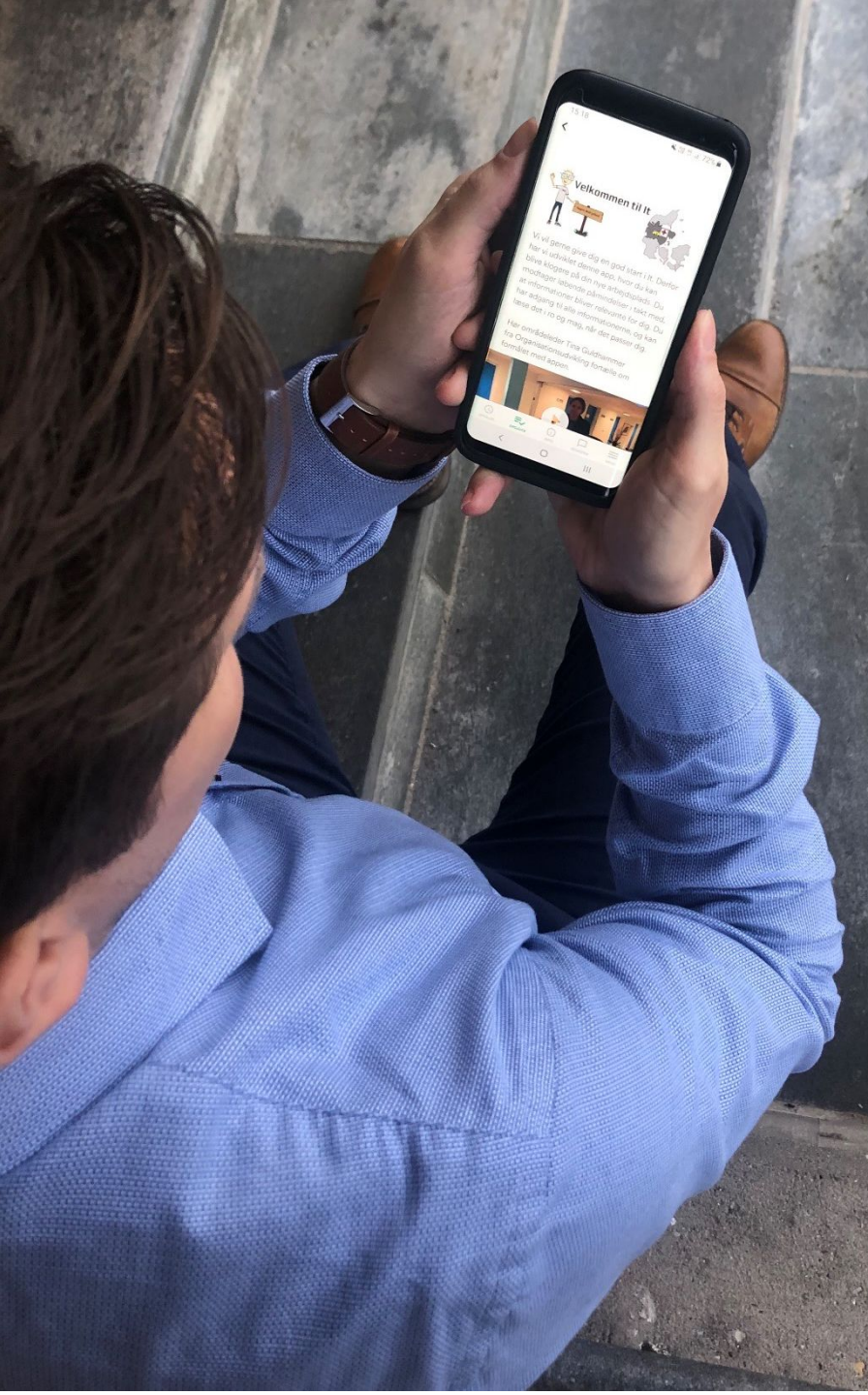
“A MIDWIFE IN THE POCKET”

GREATER CONFIDENCE BETWEEN MIDWIFE AND THE PREGNANT

NEW DIALOGUE THROUGH EASY ACCESS TO COMMUNICATION

VALIDATED INFORMATION MINIMIZES SELF-DIAGNOSTICS OR MISINFORMATION FROM GOOGLE

BETTER AND MORE EFFICIENT PHYSICAL MEETINGS BECAUSE OF MORE INFORMED CITIZENS



CASE 2: CANCER TREATMENT

CANCER PATIENTS RECEIVE PERSONALIZED INFORMATION, MESSAGES AND AN OVERVIEW

USED WITH LUNG CANCER PATIENTS WITH GREAT FEEDBACK

OLDER PATIENTS ABLE TO USE APP WITHOUT ISSUES

INFORMATION PERCEIVED AS MORE TAILORED AND CARINGLY

PERSONAL INFORMATION CREATES TRUST AND CONFIDENCE

BENEFITS OF DIGITAL CARE GUIDES IN THE HEALTH CARE SYSTEM

PATIENTS:

- 1. PATIENTS ARE BETTER PREPARED**
- 2. PATIENTS FEEL MORE SAFE**
- 3. PATIENTS ARE ACTIVE PARTICIPANTS AND ARE BECOMING CO-CREATORS**
- 4. PATIENTS ARE TAKING INCREASED RESPONSIBILITY FOR THEIR OWN HEALTH AND PROCESS**

THE CLINIC

- 1. DECREASE IN DIRECT COMMUNICATION WITH PATIENTS**
- 2. OPPORTUNITY TO OPTIMIZE CAPACITY UTILIZATION**
- 3. OPPORTUNITY TO PERFORM SERVICE FROM A DISTANCE**
- 4. INCREASED PATIENT SATISFACTION**



**THANK YOU FOR
YOUR TIME!**

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