



“DIGITAL SKILLS TO INCREASE QUALITY AND RESILIENCE OF THE HEALTH SYSTEM IN ITALY”

Digital Competences for healthcare
professionals Workshop

Bruxelles, 4 october 2023

The digital skills scenario in Italy

DESI 2022 ranked Italy **third-last** regarding basic and advanced digital skills

About **23%** of individuals with digital skills have an advanced level¹

Through **digitalisation**, the National Health System ('SSN') has started a process to address the topic

There are still several challenges ahead



4% of SSN operators have a sufficient level of digital skills²



53% of health professionals claim to make appointments online⁴



31% of clinical reports are digitised and available in the FSE⁵



Difference in the number of health professionals with access to the EHR and its actual use among regions³



Radical increase in the pilot regions of the FSE supply (Basilicata from 27% to 95%; Campania from 1.5% to 53%; Piedmont from 50% to 80%) and of the success rate in document transfer between them (from 14% to 93%)⁵



37,6% of public SSN operators have access to the EHR³



48% of GPs with access to the tool used the EHR in the last four months of 2022³

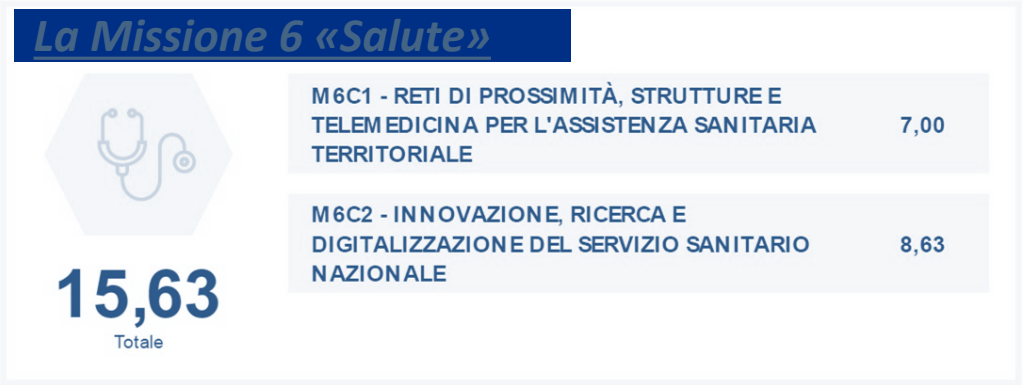


60% of citizens do not know about the EHR or do not have a clear idea about it⁶

Sources: 1- "Digital Economy and Society Index Report, Human Capital" - 2022; 2- "Digital Innovation Observatory on Healthcare" Polytechnic of Milan - 2021-2022; 3- "Monitoraggio e Cruscotto FSE" AgID - 2022; 4- "Digital Transformation: shaping the future of European Healthcare" Deloitte - 2020; 5- "FSE, al via implementazione in tutte le Regioni" MITD - 2022; 6- "Outlook Salute Italia" Deloitte - 2022.



All NRRP investments are aligned with the digital and innovation sectors and priorities



Therefore, throughout the Mission 6, a pervasive requirement for digitalisation has been included in order to ensure interoperability and exchange of data

The Italian scenario regarding the investments on digital and innovation: focus on EHR

The NRRP investment M6.C2. I.1.3.1 aims at reinforcing the EHR in order to ensure its dissemination, homogeneity throughout the national territory and the accessibility by healthcare beneficiaries and professionals

The objective of the intervention is to foster the development of a homogeneous EHR through a technological transformation of information systems at national and regional level to:

- ensuring a **single access point** to the healthcare services for the citizens and patients
- ensuring a **single source of information** for health professionals detailing the patient's medical history
- ensuring that the health authorities, regions, and the Ministry of Health have the **availability of the necessary tools** to carry out data analysis to improve care and prevention, respectively

Intervention 1: creation of the central repository

Objective

Technological architecture for nationwide **digital accessibility** (patients and health professionals)

Implementation

- Digitalizaation of health documents and their accessibility in the EHR
- Creation of **central repository** to enable data-driven EHR services

Target IT

- Realization of the repository, platform and services R(06/2024)
- Finalization of the infrastucture development (06/2026)

200 Mln/€

Objective

EHR supply

Implementation

- EHR Supply
- Physical documents migration
- Software adaptation for digital document production and organisational support for regional adoption

Target UE

- EHR Documents Digitalization (12/2024)
- 85% General Medicine Practitioners using the HER (12/2025)
- EHR adoption (06/2026)

610,4 Mln/€

INTERVENTION AREA	IMPLEMENTING ENTITY
Central Repository	DITD
EHR ADOPTION	DiTD
System THR	MEF

810,4
€/Mln



The TSI supporting the digitalisation process and the complementarity with the NRRP

Directorate-General for Structural Reform Support
(DG REFORM)



Technical Support Instrument - TSI

Italy, together with the Ministry of Health, the Department of Digital Transition, AGENAS and ProMIS, requested technical support from the EC aiming at the enhancement of e-skills of professionals and supporting the adoption and implementation of EHR 2.0

The Project Digital Skills To Increase Quality And Resilience Of The Health System In Italy - REFORM/SC2022/047 aiming at bridging the digital skills gap of health and social care professionals and facilitating the HER adoption and implementation



(*) The IST-Digital Skills Working Group is composed by the Ministry of Health, the Department of Digital Transformation of the Presidency of the Council of Ministers, ProMIS the National Agency for Regional Health Services (AGENAS) and the Directorate-General for Structural Reform Support (DG REFORM)

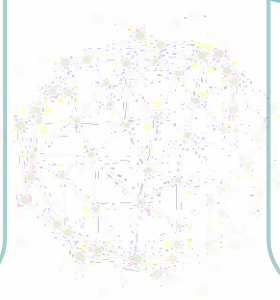
Initiative's presentation

Accelerating the Digital Transformation of the SSN requires bridging the digital skills gap for all health professionals and creating a widespread digital mindset

The «REFORM/SC2022/047 "DIGITAL SKILLS TO INCREASE QUALITY AND RESILIENCE OF THE HEALTH SYSTEM IN ITALY» Project, funded by DG Reform, is aiming at:



Improving the digital skills of health professionals through the definition of a shared national strategy that can foster the construction of a unified approach to the development of these skills



Facilitating the adoption of the Electronic Health Record throughout a unified strategy and specific Operational Guidelines on EHR 2.0 Communication and Training

Initiative's inception

Italy shared with the EU **two needs** that were articulated by the Directorate-General for Structural Reform Support (DG REFORM) within the call for tenders «*Digital skills to increase quality and resilience of the health system in Italy*»:

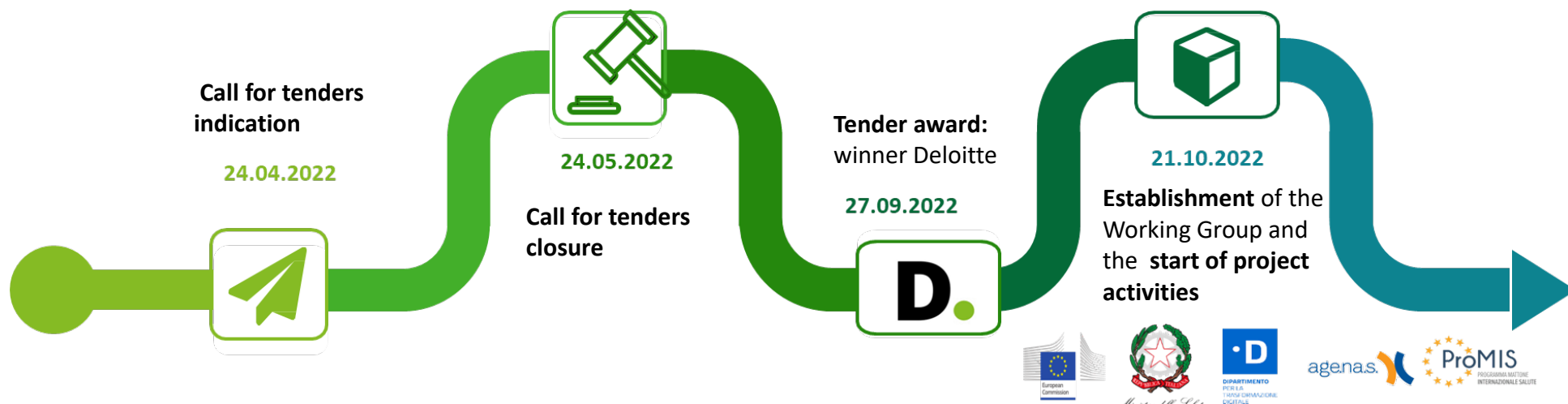


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Defining a Strategy to improve the digital skills of healthcare workers

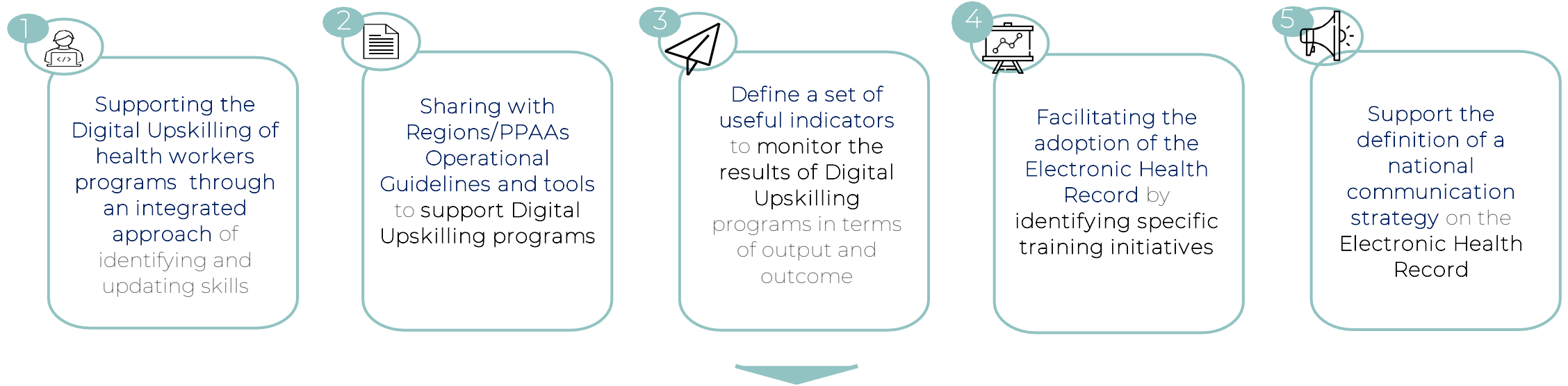
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Identifying Operational Guidelines in the framework of EHR 2.0 training and communication



The project objectives identified by the TSI

At the end of the understanding and framing phase carried out with the TSI (DG REFORM, Ministry of Health, Department for Digital Transformation, AGENAS and ProMIS), the **objectives** are identified as follows:



Through the following key deliverables

EHR 2.0 Operational Guidelines to support Regions and Autonomous Provinces in the implementation of Communication and Training Operational Plans

Unified digital skills for health professionals' strategy, definition of an action plan for its implementation

Developing project streams in relation to key deliverables

In relation to the key objectives and deliverables, 3 project streams were identified:
EHR 2.0 Training, Digital Skills Training, EHR 2.0 Communication.

EHR 2.0 TRAINING



Aimed at providing a unified strategy and Operational Guidelines for the implementation of Operational Training Plans, standardizing - through the definition of processes, methods and tools that support the Regions and Provinces - the implementation of Operational Plans for increasing the digital skills of health system professionals



DIGITAL SKILLS TRAINING

Aimed at providing an overall strategy for training health workers

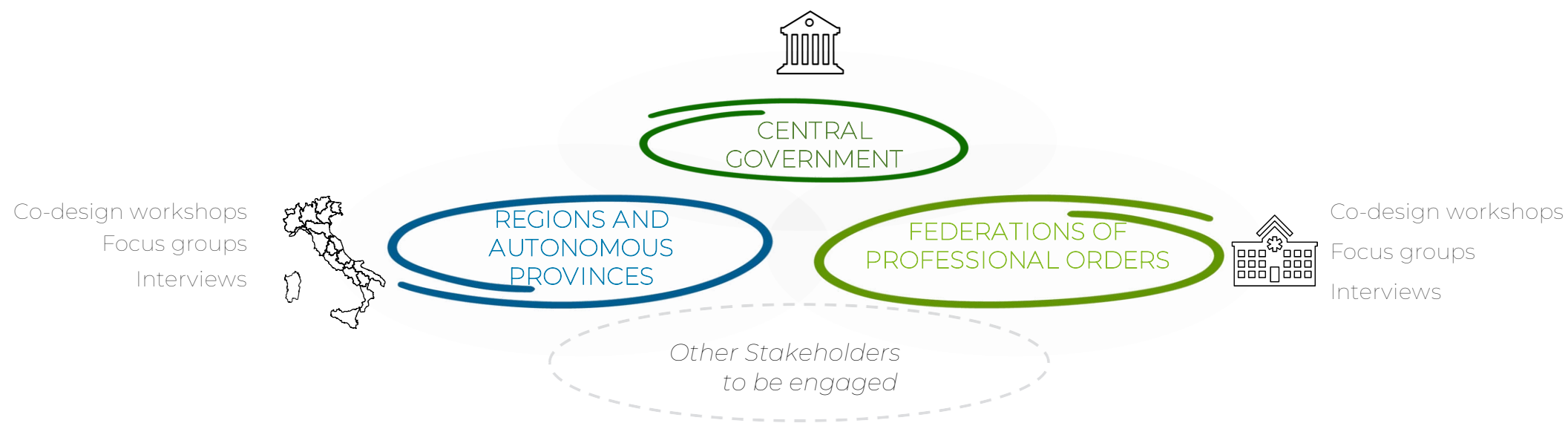


EHR 2.0 COMUNICATION

Aimed at supporting the unified communication strategy and related Operational Guidelines for the implementation of Operational Communication Plans, in the creation of **communication campaigns** aimed at the adoption of EHR 2.0 by healthcare professionals

A step-by-step process of strategy co-design and a shared Model

The construction of the overall strategy for growing the digital skills of health workers started from the interaction and co-planning between various stakeholders in order to consolidate a shared Model

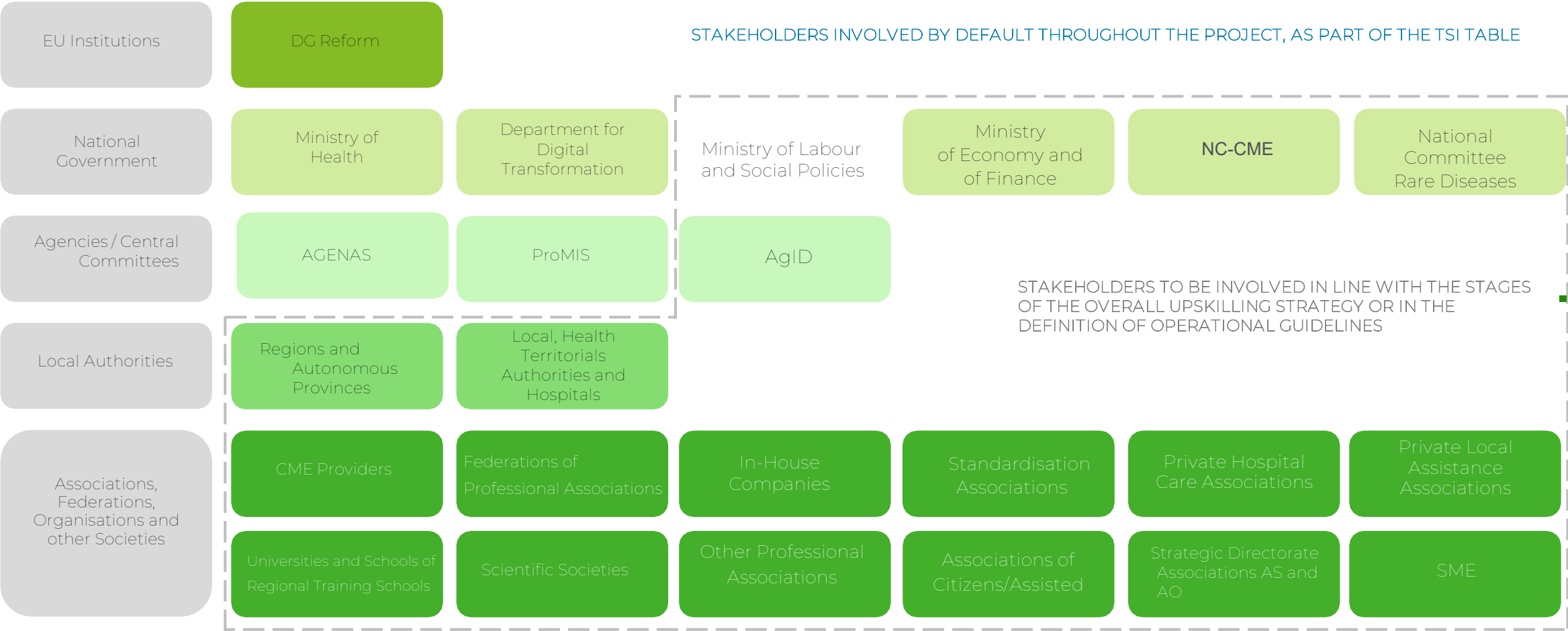


These interactions will give rise to the Life Cycle Model of Digital Upskilling, which will be implemented into the following phases:

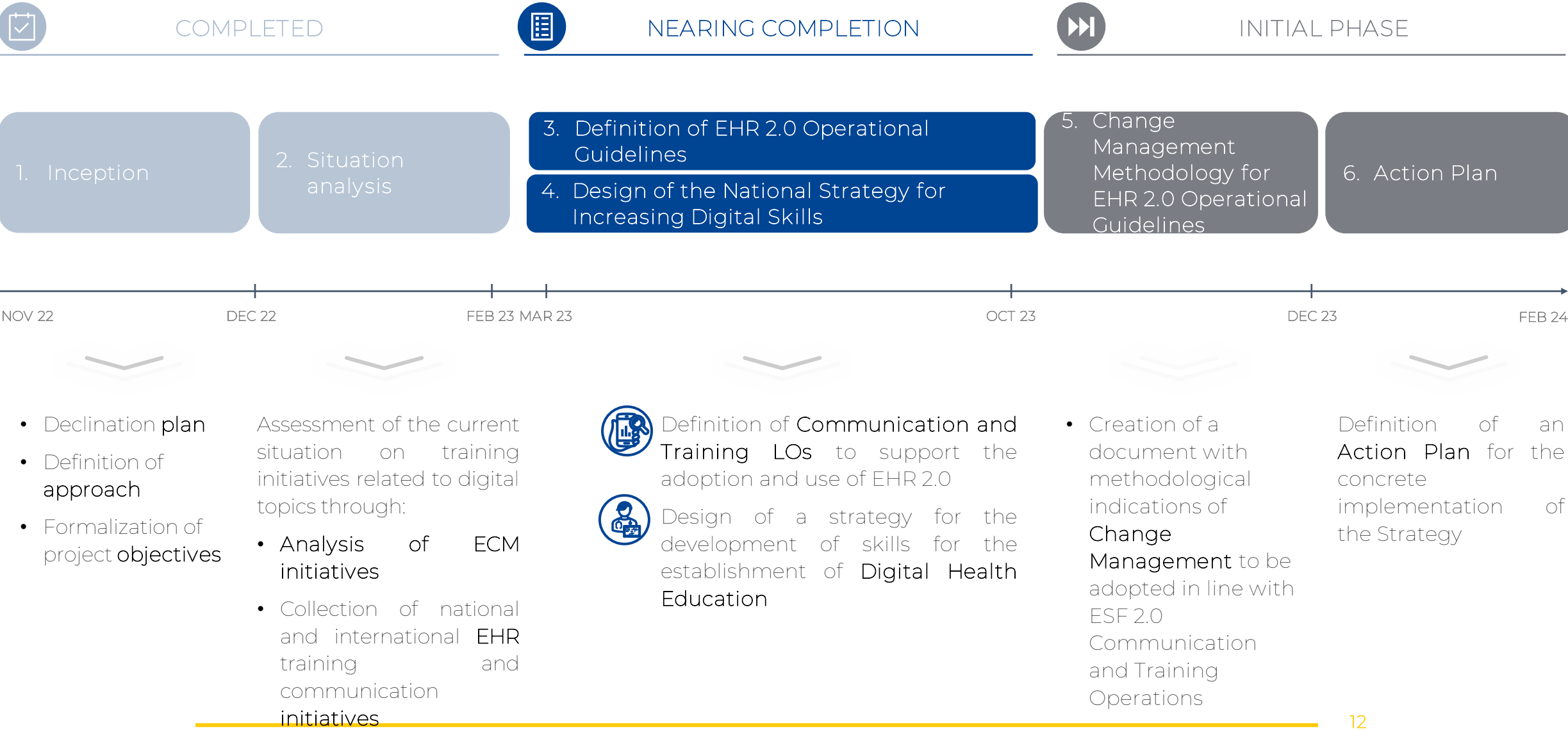


Focus on the stakeholders involved and the TSI table

The participation of appropriate stakeholders conveys the purpose of the project, shares orientation and co-creation results, identifying potential obstacles and solutions



Design phases and objectives





Digital Skills Enhancement Strategy



Consultation launched on the ParteciPa platform



Publication of the consolidated document



Operational guidelines for EHR 2.0 training



Consultation launched on the ParteciPa platform



Publication of the consolidated document



Change Management Methodology



Creation of a document with methodological indications of Change Management to be adopted in line with the Operational Guidelines for HER 2.0 Communication and Training



Action plan



Identification of the main activities and contents aimed at implementing the Digital Upskilling strategy

Timeline

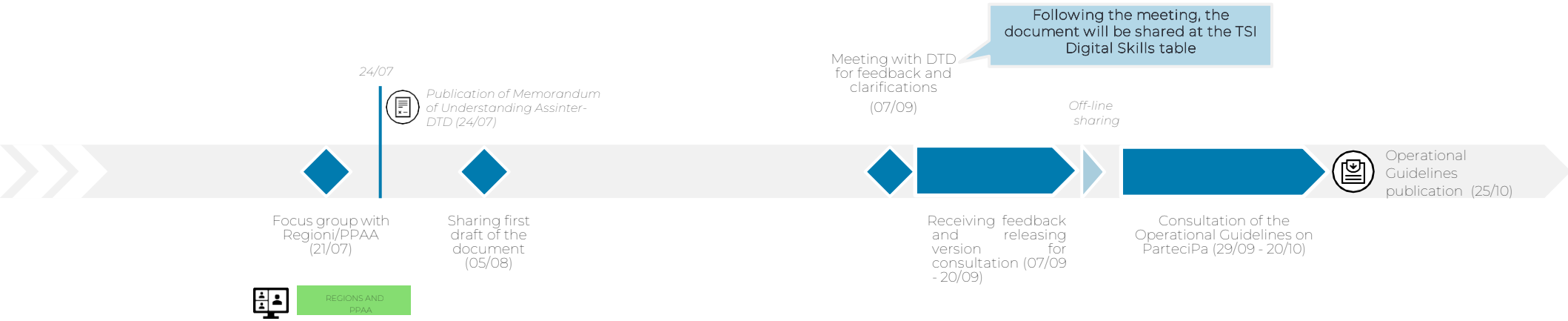


EHR 2.0 COMMUNICATION: After 15 days of consultation on ParteciPa, the [Electronic Health Record 2.0 Communication Operational Guidelines](#) were published in June 2023

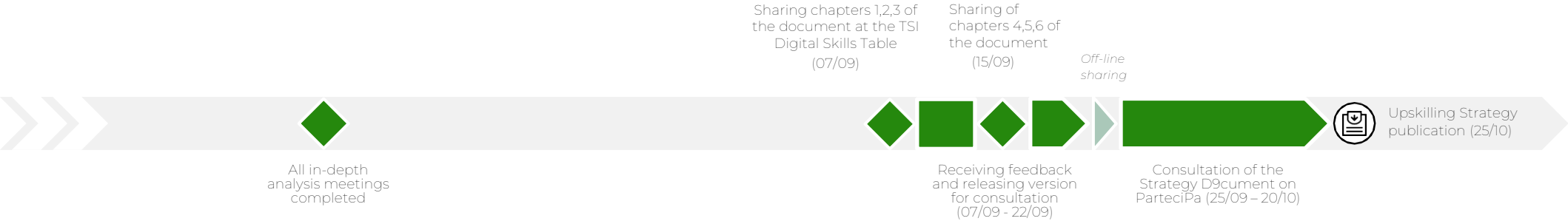
TIMELINE

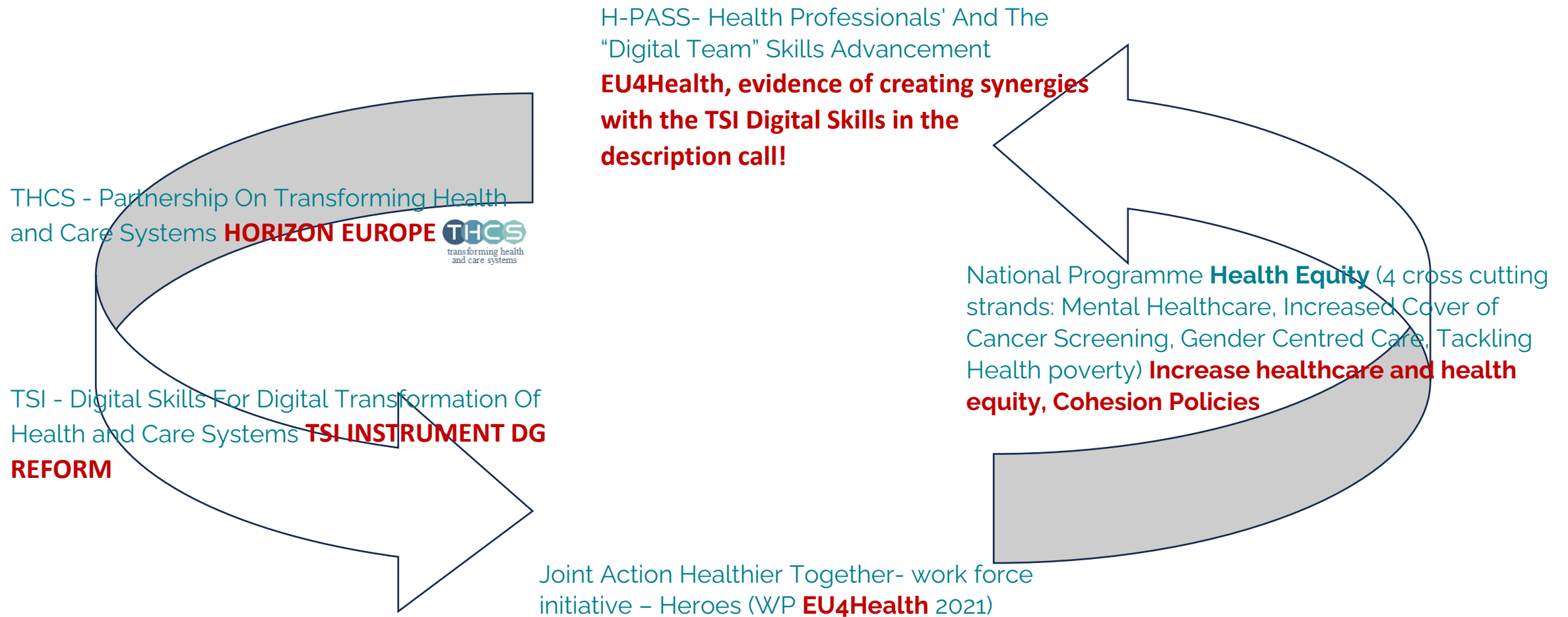


FSE 2.0 OPERATIONAL GUIDELINES



UPSKILLING STRATEGY





Thank you!

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