



On 11 June 2015, the CPME Executive Committee adopted the 'CPME response to the Deloitte Survey on the interim evaluation of the eHealth Action Plan' (CPME 2015/063 FINAL)

**CPME response to the Deloitte Survey on the interim evaluation of the eHealth Action Plan  
(CPME 2015/063 FINAL)**

*The Standing Committee of European Doctors (CPME)<sup>1</sup> represents national medical associations across Europe. We are committed to contributing the medical profession's point of view to EU and European policy-making through pro-active cooperation on a wide range of health and healthcare related issues.*

Responses to the survey are highlighted in yellow.

**1. Profile of the respondents**

0. Name of the respondent: Standing Committee of European Doctors (CPME)  
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1. Please identify the Member State you are based in:

Belgium

2. I am involved in eHealth at:

EU-wide level
National level
Regional/local level
Free text: Please specify

3. I am a stakeholder of the:

Public sector
Private sector
Research and academia
Civil society

If public, please specify

International organisations
Policy administration at EU level (e.g. DGs, Parliament, Agencies)
Policy administration at MS level
Policy administration at regional level

<sup>1</sup> CPME is registered in the Transparency Register with the ID number 9276943405-41.



Public healthcare organisations (e.g. hospitals)
Health regulatory bodies
eHealth agencies
If other, please specify.

If private, please specify

Healthcare organisations (e.g. hospitals)
Pharma and medical groups
ICT (SMEs, eHealth entrepreneurs, start-ups)
ICT (large providers of, electro-medical supplies, infrastructure, et.)
Standard Development Organisations (SDO)
Insurers
Investors
Trade Associations

If civil society, please specify

Patients' organisations
Healthcare professionals' organisations
EU-wide eHealth organisations
Health Policy Organisations
Global Agencies

## 2. Awareness on the eHAP

1. How would you describe your knowledge of the eHAP?

1. Excellent knowledge
2. Good knowledge
3. Fair knowledge
4. Poor knowledge
5. Very poor knowledge
0. I do not know

2. Awareness and knowledge of the eHealth Action Plan 2012 - 2020 is prevalent among eHealth stakeholders. (Scale 1 - 5; strongly agree - strongly disagree; 0 - I do not know)

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
0. I do not know

## 3. Achieving wider interoperability in eHealth services



**Action 1 - The European Commission, with the endorsement of the eHealth Network, will propose an eHealth Interoperability Framework based on the results of studies, pilots and research projects.**

Action 1 concerns the proposal for an eHealth Interoperability Framework for cross-border eHealth services, building upon eHealth roadmaps and the general European Interoperability Framework with its four levels of interoperability: legal, organizational, semantic and technical. The eHealth Interoperability Framework will also be based on the results of studies, pilots and research projects.

1. I am involved in activities related to studies, pilots and research projects on interoperability in eHealth services. (Yes/No; if no, skip to next question)

Yes
No

2. There is a clear need for eHIF.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. An eHealth Interoperability Framework will meet the interoperability challenges in eHealth.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

4. Support for the development of an eHealth Interoperability Framework is sufficient.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. Large-scale pilots, including epSOS and Expand, contribute(d) to the objective of achieving wider interoperability in eHealth services within MS.

1. Strongly agree
2. Agree



3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

6. The planned eHealth Interoperability Framework is aligned with interoperability actions at EU level.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

7. Action undertaken within the EC for the development of the eHIF is coherent.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**Action 2 - The European Commission will support the eHealth Network in producing guidelines on a dataset for patient summary records to be exchanged across borders, common measures for interoperable electronic identification and authentication in eHealth and will enhance security of health information and eHealth services and interoperability of databases for medicinal products.**

Interoperability of ICT-enabled solutions and of data exchange is the precondition for better coordination and integration across the entire chain of healthcare delivery and health data exchange, while unlocking the EU eHealth single market.

Under Action 2, the eHealth Network has the specific objective to draw up guidelines on a non-exhaustive list of data for patients' summaries for health professionals and common measures for interoperable electronic identification and authentication to enable continuity of care and patient safety across borders and enhance security of health information and eHealth services and interoperability of databases for medicinal products.

1. I am involved in activities replying to EU-wide standards for interoperability in eHealth services. (Yes/No; if no, skip to next question)

Yes
No



2. There is a clear need for EU-wide standards in eHealth at technical and semantic levels.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. Funding of DSI in eHealth is sufficient to develop EU-wide standards in eHealth through the eHealth Network.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

4. Standards developed through the eHealth Network on eRecords and eID, for example, contribute to developing EU-wide standards in other dimensions of eHealth.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. Actions undertaken through the eHealth Network in this respect are aligned with other actions at EU level/MS level.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**Action 3 - The European Commission will seek endorsement of the eHealth Network to: 1) establish the semantic and technical cross-border interoperability specifications and assets necessary for the eHIF; 2) propose an EU interoperability testing, quality labelling and certification framework for eHealth systems.**

Several EU-funded projects are successfully testing and implementing standards, open and



secure architecture, clinical workflows and subsets of terminologies as well as making policy recommendations, to prepare the deployment of eHealth services on a large scale.

Under Action 3, the European Commission proposes to boost interoperability by further developing and validating specifications and components: with the advice of the eHealth Network, more detailed specifications, for example for public procurement, will be identified in the framework of the new EU standardization regulation, contributing to the technical and semantic levels of the eHealth Interoperability Framework.

1. I am involved in activities related to cross-border EU interoperability specification and/or testing, quality labelling and certification framework for eHealth systems. (Yes/No; if no, skip to next question)

Yes
No

2. Past and ongoing projects meet needs of interoperability testing, quality labelling and certification framework.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. Funding under CIP/FP7, ISA and H2020 is sufficient to establish semantic and technical cross-border interoperability specifications and assets for the eHealth Interoperability Framework.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

4. Funding under CIP/FP7, ISA and H2020 is sufficient to propose EU interoperability testing, quality labelling for eHealth systems.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know



5. Funding under CIP/FP7, ISA and H2020 is sufficient to propose an EU certification framework for eHealth systems.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

6. Funded projects, under CIP/FP7, ISA and H2020 contribute to the development of semantic and technical cross-border interoperability specifications.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

7. Funded projects, under CIP/FP7, ISA and H2020 contribute to the development of EU interoperability testing and quality labelling for eHealth systems.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

8. Funded projects, under CIP/FP7, ISA and H2020 contribute to the development of an EU certification framework for eHealth systems.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

9. Past and ongoing project aiming to develop of semantic and technical cross-border interoperability specifications are aligned with other actions undertaken for the establishment of the eHIF.

1. Strongly agree
2. Agree
3. Somewhat agree



4. Disagree
5. Strongly disagree
6. I do not know

**Action 4 – The European Commission will support concrete steps towards greater integration of processes for cross-border eHealth. It will make proposals on organisational issues with the aim of facilitating cooperation in the EU.**

Action 4 addresses the organizational layer of interoperability and concerns how organizations, such as public administrations in different Member States, cooperate to achieve their mutually agreed goals on eHealth. In practice, organizational interoperability implies integrating business processes and related data exchange and finding instruments to formalize mutual assistance, joint action and interconnected business processes in connection with cross-border service provision. Such cooperation and integration processes between Member States have been defined through the large scale pilots such as the epSOS project, with the objective of ensuring the deployment eHealth services across Europe. The eHealth Network and the CEF foresee to implement these results and thereby address the next phase of cross-border eHealth processes.

1. I am involved in eHealth activities requiring cross-border cooperation. (Yes/No; if no, skip to next question)

Yes
No

2. There is a need for cooperation on business processes and data exchange at EU level through formal governance structures.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. The governance and cooperation processes established through projects - such as epSOS - are efficient mechanisms to achieve cooperation between MS.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know





4. The governance and cooperation processes contribute to establishing replicable processes for cooperation at EU level.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. Governance processes at EU-level are aligned with other related initiatives (in MS) and increasingly involve MS.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**Action 5 - The European Commission will launch a study under the upcoming Health Programme 2014- 2020 aimed at examining Member States' laws on electronic health records in order to make recommendations to the eHealth Network on legal aspects of interoperability.**

Action 5 related to the study launched by the European Commission in 2013 under the Health Programme 2014-2020 aimed at examining Member States' laws on electronic health records in order to make recommendations to the eHealth Network on legal aspects of interoperability.

The study is available via the following link:  
[http://ec.europa.eu/health/ehealth/projects/nationallaws\\_electronichealthrecords\\_en.htm](http://ec.europa.eu/health/ehealth/projects/nationallaws_electronichealthrecords_en.htm),  
and is accompanied by country reports for EU Member States.

1. I am involved in activities related to electronic health records. (Yes/No; if no, skip to next question)

Yes
No

2. I am aware of the study on electronic health records.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know



3. There was a clear need for the study.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

4. The study is leveraged on questions of legal aspects of interoperability.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. The study helps to streamline eHealth legislation.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

6. The study contributes to the eHAP objective of interoperability?

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

7. The study contributes to coherence between MS laws on eRecords.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know



**Action 6 - In response to the recommendations of the eHealth Task Force, the European Commission will adopt a Green Paper on mHealth and health and wellbeing applications.**

An eHealth Task Force report and responses to the public consultation for the eHealth Action Plan both point to a strong interest in discussing:

- the concept of 'ownership' and control of data while providing more clarity on the conditions for accessing and re-using health data for research and public health purposes
- the flow of such data across health and care systems, if suitably protected.

In addition, eHealth and wellbeing ICT initiatives should integrate the principle of privacy by design and by default as well as make use of Privacy Enhancing Technologies (PET's) for the deployment of trustworthy tools, as foreseen in the proposed Data Protection Regulation.

For Action 6 and in response to the recommendations of the eHealth Task Force, the European Commission adopted in 2014 a Green Paper on mHealth and health and wellbeing applications. The Green Paper is available via the following link: <http://ec.europa.eu/digital-agenda/en/news/green-paper-mobile-health-mhealth>.

1. I am involved in activities related to mHealth. (Yes/No; if no, skip to next question)

Yes
No

2. I am aware of the Green Paper on mHealth.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. There was a clear need for the Green Paper.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

4. The study is widely used in the development of mHealth and health and wellbeing applications.

1. Strongly agree
2. Agree
3. Somewhat agree



4. Disagree
5. Strongly disagree
6. I do not know

5. The study contributes to the eHAP objective of interoperability.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

6. The Green Paper brings coherence to mHealth actions in the EU.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**Action 7 - Guidance on the application of the Data Protection directive to eHealth data.**

According to Action 7, the European Commission will make use of the mechanisms foreseen in the EU data protection Regulation, to provide guidance on the application of the EU data protection law in respect of health services.

1. I am involved in eHealth activities linked to issues of data protection. (Yes/No; if no, skip to next question)

Yes
No

2. There is a clear need for the directive Data Protection for eHealth data.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. The directive will contribute to data protection in eHealth.

1. Strongly agree
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2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

#### 4. Supporting R&D, innovation and competitiveness in eHealth

**Action 8 - During the period 2014-2020, research and innovation will be supported under "Health, demographic change and wellbeing" of Horizon 2020, in the areas of: 1) an ICT and computational science and engineering framework for digital, personalised, and predictive medicine, including advanced modelling and simulation; 2) innovative instruments, tools and methods for unlocking the value of data and for advanced analytics, diagnostics and decision making; 3) new digital media, web and mobile technologies and applications, as well as digital instruments that integrate healthcare and social care systems and support health promotion and prevention; 4) eHealth systems and services with strong user involvement, focusing on interoperability and the integration of emerging patient-centric technologies for cost-effective healthcare.**

Under Action 8, the European Commission will support research and innovation in eHealth under "Health, demographic change and wellbeing" of Horizon 2020, during the period 2014-2020:

- Short-term and mid-term research priorities include health and wellbeing solutions for citizens and health professionals, better quality of care, including of chronic diseases, while increasing citizens' autonomy, mobility and safety. Particular attention is paid to the design and user-centricity of mobile technologies and applications. There will be an additional focus on ways of analysing and mining large amounts of data for the benefit of individual citizens, researchers, practitioners, businesses and decision makers.
- Longer-term research objectives address topics that can promote synergies between related science and technologies, and accelerate discoveries in the area of health and wellbeing. They include *in silico* medicine for improving disease management as well as prediction, prevention, diagnosis, and treatment of diseases. The eHealth Task Force recommended earmarking EU funds for user-driven innovation, support for fast prototyping and low thresholds for access to funding. To maximize the impact of the EU level measures, the full spectrum of research and innovation activities will be supported.

1. I am involved in research and innovation activities in eHealth. (Yes/No; if no, skip to next question)

Yes
No

2. There is a need for funding of eHealth projects through H2020.

1. Strongly agree
-------------------

2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. Support for eHealth projects under H2020 is adequate/sufficient to drive research and develop innovative eHealth solutions, in terms of:

	Strongly agree	Agree	Somewhat agree	Disagree	Strongly disagree	I do not know
Funding						x
Connecting stakeholders						x
Covering most recent trends and innovations						x
Prioritizing eHealth						x

4. Projects funded under H2020 contribute to the development of eHealth solutions.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. Funding through H2020 is aligned with other funding programmes.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**Action 9 - The European Commission encourages Member States involvement in the EIP AHA to help them develop and share their national (including regional) eHealth strategies, taking into account international recommendations, and deploying promising solutions for active and healthy ageing at a larger scale.**

Action 9 concerns the support provided by the European Commission to the National eHealth strategies. Indeed, from 2012, the European Commission encourages Member



States involvement in the EIP AHA to help them develop and share their national (including regional) eHealth strategies, taking into account international recommendations, and deploying promising solutions for active and healthy ageing at a larger scale.

1. I am involved in activities related to national eHealth strategies of EU Member States. (Yes/No; if no, skip to next question)

Yes
No

2. There is a need for the EC to provide support to national eHealth strategies.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. Support provided by the EC helps to focus on eHealth as part of national health strategies.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

4. The EC provides adequate support for the development national eHealth strategies.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. EC support to national eHealth strategies contributes to objectives of RDI and competitiveness of eHealth in EU.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

6. EC support contributes to the coherence of eHealth strategies across MS.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**Action 10 - Between 2013-2020, the Commission will support actions to improve the market conditions for entrepreneurs developing products and services in the fields of eHealth and ICT for wellbeing.**

Under Action 10, the European Commission fosters the development of a competitive eHealth market, through business support and improved market conditions by ensuring the right legal and market conditions for entrepreneurs to develop products and services in the fields of eHealth and wellbeing is important to support market growth in this area.

The European Commission therefore support, starting within FP7, mechanisms such as:

- SME networking, including of high technology incubators;
- an annual eHealth week;
- legal and other advice and training to eHealth start-ups (cf. iLinc <http://www.ilinc.com/>);
- business modelling studies to facilitate closer cooperation among stakeholders, research bodies, industry and those responsible for implementing ICT tools and services, to enable faster and wider take-up of research results in the market.

1. I am involved in the development of products and services in the fields of eHealth and ICT wellbeing. (Yes/No; if no, skip to next question)

Yes
No

2. There is a need for substantial guidance for EU start-ups in eHealth.

	Strongly agree	Agree	Somewhat agree	Disagree	Strongly disagree	I do not know
Legal advice				X		
Financial support				X		
Technical guidance				X		

3. There is a need for support to eHealth SMEs through law incubators.

1. Strongly agree
2. Agree





3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

4. The European Commission's support for SMEs in eHealth is adequate to achieve objectives of RDI and competitiveness.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. These support activities - legal support - contribute to objectives of RDI and competitiveness.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

6. EU action is aligned with other actions aiming to improve market conditions for eHealth SMEs (i.e existence of support actions by MS/private sector).

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

### ***5. Facilitating uptake and ensuring wider deployment of eHealth***

**Action 11 - the European Commission will prepare the governance for the large scale deployment of interoperable eHealth services under the CEF 2014 – 2020, taking into account the recommendations of the eHealth Network.**

Among other objectives, the Connecting Europe Facility (CEF) (cf. <http://ec.europa.eu/digital-agenda/en/connecting-europe-facility>) sets out to facilitate the deployment of cross-border interoperable ICT services of general interest such as eHealth by overcoming the barriers of the high initial investment costs and risks associated with this deployment.



Under Action 11, the European Commission prepares the governance for the large scale deployment of interoperable eHealth services under the CEF 2014 – 2020 and launch a governance plan for interoperability rules under CEF.

The results of the large scale pilot epSOS (which ended in 2013, cf. <http://www.epsos.eu>) and other projects and studies will be adapted and taken forward in the CEF.

1. I am involved in activities related to large scale eHealth projects and/or related to the CEF. (Yes/No; if no, skip to next question)

Yes
No

2. There is a clear need for CEF to support large scale deployment of interoperable eHealth services.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. Funding under CEF is sufficient to achieve objectives of interoperability for cross-border eHealth.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

4. Funding under CEF is sufficient to achieve deployment of cross-border eHealth solutions.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. Large-scale pilots, including epSOS and Expand, and projects funded under CEF contribute(d) to the deployment of cross-border eHealth solutions.

1. Strongly agree
2. Agree



3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

6. Actions undertaken within the CEF for the development of the interoperable eHealth solutions are aligned.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**Action 12 - The European Commission will leverage the CEF and the ERDF for the large scale deployment of innovative tools, the replicability of good practices and services for health, ageing and wellbeing, with a particular attention to improving equal access to services.**

The European Regional Development Fund (ERDF) provided in the previous programming period (2007-2013) approximately EUR 15 billion to ICT priorities (or 4.4% of total cohesion policy funds) to ensure access to basic broadband (EUR 2.3 billion) and supporting ICT applications and services for citizens and SMEs (EUR 12.7 billion), for the 27 Member States. The Cohesion Policy 2014-2020 will further support EU ICT goals by investing in both ICT infrastructure and tools.

Under Action 12, the Commission will leverage both the CEF and the ERDF, during the period 2013-2020, for the large scale deployment of innovative tools, the replicability of good practices and services for health, ageing and wellbeing, with a particular attention to improving equal access to services.

1. I am involved in eHealth activities related to eHealth projects under the CEF and/or ERDF. (Yes/No; if no, skip to next question)

Yes
No

2. There is a clear need for funding of large-scale projects on eHealth through CEF and ERDF.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree

5. Strongly disagree
6. I do not know

3. Support (incl. funding) through CEF and ERDF is adequate for the large-scale deployment of eHealth solutions and dissemination of good practice.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

4. Large-scale projects funded through CEF and ERDF contribute to development of replicable good practice and deployment of eHealth solutions.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. These large-scale projects are aligned with projects funded through other programmes/MS/private.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**Action 13 - Starting with the Competitiveness and Innovation Programme and continuing under Horizon 2020, the Commission will support activities aiming at increasing citizens' digital health literacy. For professionals (health and scientific communities) the focus will be on developing evidence-based clinical practice guidelines for telemedicine services with particular emphasis on nursing and social care workers.**

Lack of awareness of eHealth opportunities and challenges for users (citizens, patients, health and social care professionals), as demonstrated by the European Barometer on citizens digital health literacy (cf. [http://ec.europa.eu/public\\_opinion/flash/fl\\_404\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_404_en.pdf)), remains a significant barrier in the deployment of eHealth solutions.

Under Action 13, the European Commission will support activities aiming at increasing citizens' digital health literacy.



1. I am involved in activities related to digital health literacy. (Yes/No; if no, skip to next question)

Yes
No

2. There is a need to increase funding for citizens eHealth digital literacy.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. There is a need to develop guidelines for telemedicine services for health professionals.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

COMMENT: If guidelines are to be developed for telemedicine services for health professionals, they should be developed by them, ie. by their professional bodies, embedded in general treatment guidelines and not legally binding.

4. Support (incl. funding) for projects under CIP and H2020 is sufficient to achieve digital health literacy of EU citizens and patients.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. Support (incl. funding) for projects under CIP and H2020 is sufficient to develop guidelines for telemedicine services for health professionals.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree



6. I do not know
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6. Funded projects contribute to eHealth digital literacy.

1. Strongly agree
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2. Agree
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3. Somewhat agree
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4. Disagree
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5. Strongly disagree
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6. I do not know
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7. This action is aligned with actions at MS level/private sector.

1. Strongly agree
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2. Agree
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3. Somewhat agree
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4. Disagree
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5. Strongly disagree
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6. I do not know
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**Action 14 - Sets of common indicators will be made available to measure the added value and benefit of eHealth solutions, based on work funded by the Commission in partnership with stakeholders.**

It is essential to measure and assess the added value of innovative eHealth products and services to achieve wider evidence-based eHealth deployment and create a competitive environment for eHealth solutions. The close cooperation between Member States and stakeholders in Health Technology Assessment (HTA) under the Directive on Patients' Rights in Cross Border Healthcare and the EIP AHA will contribute to improving assessment methodologies and sharing clinical evidence on eHealth technologies and services.

For this reason, the European Commission will make available under Action 14, from 2014, sets of common indicators to measure the added value and benefit of eHealth solutions, based on work funded by the European Commission in partnership with stakeholders.

1. I am involved in the deployment of eHealth solutions for which the added value is/will be measured. (Yes/No; if no, skip to next question)

Yes
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No
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2. There is a clear need for measurement of added value and benefits of eHealth solutions through a common set of indicators.

1. Strongly agree
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2. Agree
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3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**Action 15 - During the period 2013-2016, the Commission will assess cost benefits, productivity gains and business models, notably through Health Technology Assessment (HTA).**

In addition, under Action 15, the European Commission will assess cost benefits, productivity gains and business models, notably through Health Technology Assessment (HTA), during the period 2013-2016.

1. I am involved in the deployment of eHealth solutions for which cost benefits, productivity gains and business models are/will be assessed. (Yes/No; if no, skip to next question)

Yes
No

2. There is a clear need for assessment of costs, benefits, productivity gains and business models of eHealth solutions.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**6. Promoting policy dialogue and international cooperation on eHealth at global level**

**Action 16 - The European Commission shall enhance its work on data collection and benchmarking activities in health care with relevant national and international bodies to include more specific eHealth indicators and assess the impact and economic value of eHealth implementation.**

Under Action 16, the European Commission shall enhance, from 2013, its work on data collection and benchmarking activities in health care with relevant national and international bodies to include more specific eHealth indicators and assess the impact and economic value of eHealth implementation.



1. I am involved in the eHealth activities relying on data collection and benchmarking for the assessment of impacts and economic value of eHealth implementation. (Yes/No; if no, skip to next question)

Yes
No

2. There is a clear need for the EU to contribute to data collection and benchmarking.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. Resources of the EC are adequate to contribute to international benchmarking work/development of indicators on eHealth.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

4. EU actions contributed to data collection and benchmarking at EU level.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. Work undertaken at EU level is aligned with work of international bodies (OECD, WHO).

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

6. EU action is aligned with MS contribution to work in international bodies.





1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**Action 17 - The European Commission shall promote policy discussion on eHealth at global level to foster interoperability, the use of international standards, develop ICT skills, compare evidence of the effectiveness of eHealth, and promote ecosystems of innovation in eHealth**

Under Action 17, the European Commission shall promote policy discussions on eHealth at global level, from 2013, in order to foster interoperability, the use of international standards, develop ICT skills, compare evidence of the effectiveness of eHealth, and promote ecosystems of innovation in eHealth.

1. I am involved in the eHealth activities relying on interoperability, the use of international standards, the development of ICT skills and innovation in eHealth at global level. (Yes/No; if no, skip to next question)

Yes
No

2. There is a clear need for the EU to contribute to international policy dialogue on eHealth.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

3. Resources of the EC are adequate to contribute to policy dialogue.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know



4. EU actions contributed to promote policy dialogue on eHealth at the global level.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

5. EU actions contributed to enhance international cooperation on eHealth.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

6. Work undertaken at EU level is aligned with work of international bodies (OECD, WHO).

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

7. EU action is aligned with MS contribution to policy dialogue.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

**7. Impacts and added-value of the eHAP**

1. What are expected impacts of the eHAP? Please rank the following (1-most relevant / 4-less relevant):

	1	2	3	4
Raising awareness	x			
Better coordination and cooperation on eHealth at EU level		x		



Increased transparency		<input checked="" type="checkbox"/>		
Other (please specify)				

2. The eHAP contributes to the achievement of eHealth objectives at EU level.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

Please elaborate on the above.

The eHAP enables:

- to gather knowledge about eHealth,
- to foster collaboration between relevant stakeholders and institutions involved in eHealth development
- to set common objectives between Member States to facilitate the development of eHealth in a cross border context

3. What do you consider open issues/challenges in eHealth?

- Legal clarity (eg. professional liability, reimbursement schemes for the use of eHealth solutions/services)
- eHealth projects often lack of scientific basis.
- Education and training of end-users
- Interoperability (semantic and technical). Benefits of standardisation at European level in the field of ICT are acknowledged. CPME very much supports efforts to promote the interoperability of eHealth applications across Europe, the aim however being not only technical interoperability, but also the maintenance of the highest possible standards of usability and, most crucially, data protection and confidentiality. CPME however strongly opposes the increasing number of initiatives aiming to create technical standards for healthcare services, both at national and European level. Standardisation bodies put forward proposals to create standards affecting professional practice. These operate outside the framework of expertise which professional bodies offer with regard to technical qualifications, ethical requirements, professional regulations, treatment procedures and quality assurance. At worst such so-called standards conflict with existing guidelines and recommendations for practice. eHealth should always be considered by policy makers as a tool and not as an aim, ie. the eHealth solutions/services should always be developed with the understanding that they should come as a complement of traditional healthcare. For instance, teleconsultations should not be used exclusively, but as a complement to traditional face-to-face consultations.
- It is crucial that medical doctors are involved in all projects related to eHealth. As such, « use cases » tested for implementation should be developed in order to address the actual needs of doctors that arise in a treatment process – and not according to needs imagined by technicians.



- *Similarly, at the EU level, the participation of stakeholders in shaping eHealth policies should be fully enabled. The swift deployment of eHealth within the EU crucially depends on its acceptance by healthcare professionals and patients. The new eHealth Joint Action does not envisage any inclusive participation of these stakeholders, neither does it foresee any mechanisms to resource their eventual contribution to the tasks and activities set out.*

4. Do you feel there are some missing elements/issues not currently being addressed by the eHAP? What other topics do you want the eHAP to include?

- *More needs to be done on legal implications of eHealth, especially in a cross border context.*

5. What is the added value of the eHAP? Please rank the following (1-most relevant / 6-less relevant):

	1	2	3	4	5	6
Raising awareness on eHealth, including among new stakeholders		x				
Better coordination and cooperation through a structured approach and cohesiveness in action at EU level			x			
All actions on eHealth are brought together through the eHAP, not only actions for the EC, but also for MS and regional authorities			x			
Better coordination and cooperation with external stakeholders, especially with MS through a framework for their activities		x				
The eHAP provides solid grounds to justify public investment in eHealth activities			x			
Other (Please specify)						

6. The eHAP contributes to an EU unified vision and development plan on eHealth.

1. Strongly agree



2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

Please elaborate on the above.

*The eHAP provides a common vision and development plan for eHealth, but the variety of national situations creates an uneven landscape for eHealth at EU level.*

7. All objectives of the eHAP are still relevant.

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

Please elaborate on the above.

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8. The eHAP contributes to a paradigm shift in the health sector (Cross-border dimension; empowerment of citizens and patients, etc.).

1. Strongly agree
2. Agree
3. Somewhat agree
4. Disagree
5. Strongly disagree
6. I do not know

Please elaborate on the above.

*The use of new technologies always are the source of change, whatever the sector. In the healthcare sector this is also true for eHealth. Telehealth for instance inevitably introduces a distance factor in the patient-doctor relationship. But the use of new technological tools, should not bypass the applicable ethical standards, neither should it compromise patients' rights (eg. secrecy of their data) and patient safety. The paradigm shift should in no way be done at the detriment of patients and of the quality of care provided.*