



University of Cyprus

**ΚΟΙΝΟΠΡΑΞΙΑ: ΠΑΝΕΠΙΣΤΗΜΙΟ ΚΥΠΡΟΥ, ΥΠΟΥΡΓΕΙΟ ΥΓΕΙΑΣ ΚΑΙ ΕΘΝΙΚΗ ΑΡΧΗ
ΗΛΕΚΤΡΟΝΙΚΗΣ ΥΓΕΙΑΣ**



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CEF eHealth DSI

PATIENT SUMMARY and ePRESCRIPTION

**Service Dissemination, Education
and Training Plan**

Cyprus

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1 Introduction

The Cyprus NCPeH will act as the national contact point, adhering to the Directive and ensuring a better and safer cross-border health care for all citizens. Overall, Cyprus is in line with the objectives of Directive 2011/24/EU and hope that the deployment of eHealth solutions in future shall increase safety and quality of care throughout the EU, notably by: providing immediate clinical information needed in an emergency situation abroad and ensuring continuity of care across EU borders.

In this document the dissemination and training objectives and activities needed to secure a successful implementation of cross-border Patient Summary and/or ePrescription between Cyprus and other EU member states are documented. Educational and training initiatives are highlighted to empower and support the target groups that participate in this initiative. The dissemination, training and education activities aim to raise awareness among citizen and health professionals regarding the provision of cross-border eHealth services and especially the exchange of Patient Summary documents and ePrescriptions.

1.1 Information Paths and Purposes

The Cyprus NCPeH will analyse the different use cases in cross-border Patient Summary from the perspective of the healthcare providers and the citizens, to identify the procedures, structure and content of the Patient Summary document that needs to be communicated locally and cross-border. This information will be communicated to the target groups within the scope of the cross-border services and dissemination activities.

The main communication channels that will be used will be:

- Meetings with the most important stakeholders
- The Cyprus NCPeHealth website <http://ncp.cs.ucy.ac.cy> that includes all relevant information, will regularly be updated and will allow to be linked from other relevant web pages
- Press releases
- Social media and e-mail
- Articles in Cyprus specific field journals for health professionals
- Online training tools, guidelines.

1.2 Target Groups

The following main target groups have been identified. They are listed in the order of prioritization with respect to execution of dissemination activities.

TARGET GROUP	DESCRIPTION
Cypriot Health Care professionals	Healthcare professionals in Cyprus that need to have access in Patient Summary and/or ePrescription documents. This group includes medical doctors, and other medical professionals like nurses, midwives, pharmacists, laboratory personnel and targeted administrative personnel related to cross-border services. This group will need to be informed regarding the functionalities and the usefulness of the eHealth services as well as to be trained on the procedures that need to be followed for the proper operation of the services depending on their specific role.
Cypriot citizens	Citizens in Cyprus will be the potential users of the provided services and are also the owners of the Patient Summary documents. The citizens will be informed about the functionality of the services and their usefulness for their benefit. Furthermore, the focus will be to inform the citizens regarding their legal rights and data protection security issues when using the eHealth cross-border services.
Citizens in other member states	Citizens from other EU/EFTA member states, specifically the

	countries participating as Country B in Wave 1 for cross-border Patient Summary.
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The following target groups were also identified. These are not directly involved in the process of cross border eHealth services:

- Cyprus Social Insurance Agency
- Cyprus Ministry of Energy, Commerce, Industry and Tourism
- Cyprus Ministry of Foreign Affairs
- The Cyprus Data Protection Authority

1.3 Articulation with other Deploying Countries

The Cyprus NCPEH is cooperating with the other member states establishing cross-border exchange of Patient Summary documents for Wave 1 on dissemination. This cooperation will include establishment of a platform and processes on how to share information between the participating member states.

During the preparation for Wave 3 deployment the NCPs of these countries will have regular teleconferences and frequent meetings.

1.4 Supporting Materials

MATERIAL	TYPE ¹	DESCRIPTION
http://ncp.cs.ucy.ac.cy/	Web page	The Cyprus NCPeHealth website for information regarding the provision of the cross border eHealth services. The UCY is responsible for updating the website. The Cyprus NCPeHealth website is linked to the MOH and the NEHA websites as an external link with a small summary.
Video clip describing cross border eHealth services	Video and Audio	Short video clip to be published in the Cyprus NCPeHealth website and in the Ministry of Health and NEHA websites describing the benefits of cross border eHealth services.
Poster describing cross border eHealth services	Poster	Poster advertising the Cyprus NCPeHealth portal to be displayed in all public hospitals and medical centres as well as in private hospitals and medical centres.
Electronic brochure describing cross border eHealth services	Electronic brochure	An electronic brochure to be sent to all medical professionals and medical centers.
Paper brochure describing cross border eHealth services	Paper brochure	Paper brochure to be made available in both public and private hospitals and medical centres.

¹ Material Type: e.g. web page, video, audio, paper brochure

2 Dissemination Plan

In the following tables the dissemination plan rationale and the educational and training plan are presented.

2.1 Dissemination Plan Rationale

KEY ELEMENTS	RATIONAL FOR CYPRUS
Purpose	To promote the eHealth cross-border services and raise awareness, explaining the benefits to the Cyprus citizens and to all stakeholders in the healthcare sector. To communicate the importance and necessity to successfully adopt these services for the benefit of all citizens.
Audience	Health professionals and the general public.
Message	Patients can receive cross-border eHealth services in EU member states (limited to the CEF participating member states).
Methods	Conferences, seminars, public web page, printed materials, on-line tools and e-learning, articles in media, journals, guidelines, information letters
Timing	April 2017 – December 2021 ⁰

2.2 Dissemination activities

ACTIVITY	Why	To whom	What	How	Who	Time	Evaluation ²
Public web – information published in CEF-CY website	Raise awareness, inform, increase the knowledge, offer relevant documents for specific target groups, links to other participating nations websites and ehealth related content.	Cyprus wider public, healthcare professionals.	Offering information that will rely on the specific use cases, links to documents and relevant national authorities and specific contacts for more information.	Develop and maintain a functional web page that will be regularly updated with relevant content.	CEF-CY project team	1/2017 – 12/2021 0	Usage logs
Newsletters, information brochures, booklets	Raise awareness about the usefulness, and the great necessity from the outcomes of the project.	Health professionals, patient organizations, Cyprus wider public.	General information regarding the project and more specific details directed towards the target groups.	Newsletters will be sent to target groups, information brochures to be published online to specific and relevant websites and booklets.	CEF-CY project team	9/2017 – 12/2021 0	
Posters and information spots in health facilities	Raise general awareness about the outcomes of the project.	Patients, general public, healthcare professionals.	Presenting general information regarding the existence of eHealth cross-border eHealth infrastructure and patient summary services.	Posters will be designed and printed and delivered to the health facilities. Electronic information boards/information loops in medical facilities.	CEF-CY project team	1/2018 – 12/2021 0	-
You tube video clips	Raise general awareness about the outcomes of the project.	General public.	Presenting general information regarding the existence of eHealth cross-border services.	You tube video clips	CEF-CY project team	3/2018	-

² Evaluation: should only identify the type of evaluation. Exploit the evaluation topic under chapter 4.

Information in local press	Raise general awareness about the outcomes of the project.	Patients, general public, healthcare professionals.	Providing basic information and links to the CEF-Cy website for more information		CEF-CY project team	Beginning 09/2018, throughout the project	
Articles in press for general public	Raise general awareness about the outcomes of the project.	General public.	Articles in printed and internet media – local/regional and national.	Articles in press for general public.	CEF-CY project team	Beginning 09/2018, throughout the project	-
Articles in local medical journals for health professionals	Raise awareness and inform health professionals and professional public about the usage of cross-border eHealth services.	Health professionals, professional public.	Articles in specialized media for health professionals and specialists.	Articles in press of health professionals.	CEF-CY project team	Beginning 09/2018, throughout the project	Survey among health professionals.
International and National Conferences and Scientific Meetings	Raise awareness and promote the existence of CBeHS and its usage in a more specialized audience.	Health professionals, professional public, IT community	Presentations at meetings that will focus on informing the participants in several aspects of the project such as the system architecture, usage of the system, usefulness, security, data protection and legislation.	Presentations at meetings.	CEF-CY project team	7/2017 – 12/2021 0	

3 Education and Training Plan

3.1 Education and Training Plan Activities

KEY ELEMENTS	
Purpose	The purpose is to educate and train health professionals for the understanding of the procedures that will enable them to effectively and actively use the options and services offered by the cross-border eHealth infrastructure. Explain the use of the NCPeH Portal for retrieving a Patient Summary and/or ePrescription.
Audience	Health professionals, professional public, hospital IT workers, IT vendors
Message	To convey the usefulness and necessity to use cross-border eHealth services for the provision of better healthcare services for the benefit of all citizens.
Methods	On-line tools, e-learning modules, specialized hands - on workshops, educational guidelines and documents in media for professional public.
Timing	September 2017 – December 2020
See Annex OP 2 Operation and Organisational Structure, section 13 Annex III: Training and Implementation Program	

3.2 Dissemination activities

ACTIVITY	Why	To whom	What	How	Who	Time	Evaluation ³
Seminars, meetings and specialized workshops	To bring together health professionals, IT workers and IT vendors that will work with the eHealth cross border infrastructure services and provide the means to learn how to use the system explicitly.	Stakeholders – health professionals, IT workers	Provide hands on experience through workshops that will inform and educate the relevant stakeholders in the usage of the cross-border eHealth services.	Workshops with presentations on how to use the services and hands on activities explicitly directed and designed for target groups.	CEF-CY project team	From November 2017, March 2018, November 2018, dec.20 to be organized in all districts covering and time periods according to the need and demand	Number of attendees, questionnaire
Guidelines and brochures for health professionals	Spread important information regarding the use of cross-border services and eHNCP among health professionals, IT workers	Health professionals, IT workers	Offering health professionals printed materials with practical information on the usage of cross-border services, using the NCP portal.	Printed materials – guidelines, brochure	CEF-CY project team	1/2018 and then to be update throughout the life of the project	Survey among selected professionals on the practicality of provided materials.
e-Learning tools and online training material	Offering health professionals information about cross-border eHealth services, training for using the eHNCP portal.	Health professionals - doctors	e-Learning modules, which should be integrated in the educational courses for doctors	e-learning modules	CEF-CY project team	1/2018 – 12/2021 0	Questionnaire.
Short videos	To provide an easy to follow instructions on the use and basic functionalities of the	Health professionals – wider public	Short video clips describing basic functionalities with examples on the use of	Short videos to be published on social media channels and in relevant to the project	CEF-CY project team	1/2018 – 12/2021 0	Measure of views and hits on the videos

³ Evaluation: should only identify the type of evaluation. Exploit the evaluation topic under chapter 4.

	eHealth cross-border services		the services	websites.			
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4 Monitoring and Evaluation

The Cyprus NCPeH will monitor and evaluate the effectiveness of the educational and training activities for health professionals and the wider public with explicit measurable indices for each target group.

Logs from website and online educational tools, views and hits on multimedia material on social networks as well as questionnaires and surveys will be considered in general and explicitly when studied towards specific target groups. Results and information obtained from the evaluation will guide future activities that will be offered by the Cyprus NCPeH.