

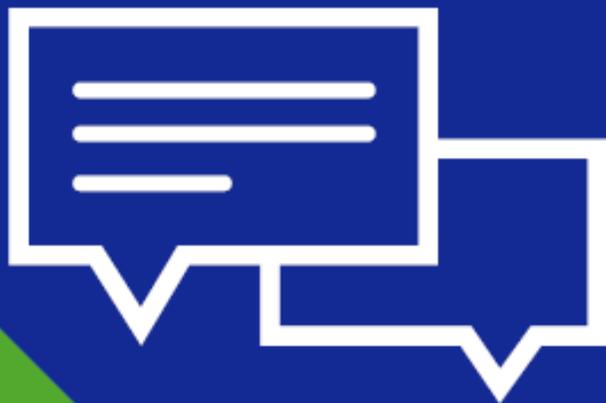


Pan American  
Health  
Organization



World Health  
Organization

REGIONAL OFFICE FOR THE Americas



# IS4H TOOLKIT

**DEVELOPING A NATIONAL  
EHEALTH STRATEGY**

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DEPARTMENT OF EVIDENCE AND INTELLIGENCE FOR  
ACTION IN HEALTH  
PAHO/WHO  
[www.paho.org/ish](http://www.paho.org/ish)



# Information Systems for Health Toolkit

## Developing a National eHealth Strategy (Workshop template)

### IS4H-DNEHS 1.0



### Acknowledgments

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Department of Evidence and Intelligence for Action in Health  
Pan American Health Organization - World Health Organization

# Workshop on Developing a National eHealth / Digital Health Strategy:

## Using the WHO/ITU National eHealth Strategy Toolkit

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Co-organized by the PAHO Office in \_\_\_\_\_ and the Unit of Information Systems and Platforms for Health, Department of Evidence and Intelligence for Action in Health (EIH/IS)

**Venue & dates:** \_\_\_\_\_ - \_\_\_/\_\_\_/\_\_\_

### **Workshop Goal:**

The overall goal of this workshop is to enable national stakeholders to plan the development, implementation and monitoring of an effective national eHealth strategy based on the use of WHO/ITU National eHealth Strategy Toolkit.

### **Workshop Objectives:**

1. Sensitize national stakeholders to the framework and processes of developing and implementing a national eHealth Strategy guided by the WHO/ITU National eHealth Strategy Toolkit;
2. Confirm Country's specific approach for developing and implementing a national eHealth Strategy, including key stakeholders, methods of engagement, roles and responsibilities, technical support requirements, and timelines.
3. Provide direction to PAHO/WHO consultants on the development a Roadmap and work plan for the development of Country's National eHealth Strategy.

### **Background:**

PAHO/WHO is implementing an initiative for strengthening regional, sub-regional and country capacity for Information Systems for Health (IS4H). The project goal is to implement better decision- and policy-making mechanisms in member countries through effective health systems that ensure universal, free, and timely access to quality and open data and strategic information using the most cost-effective ICT tools. One of the main objectives of this project is to introduce a renewed vision that helps to establish a general framework of operation and a common understanding of the specific components of Information Systems for Health.

The project seeks to define and implement strategies, policies, standards for interoperable and interconnected systems, and best practices in health data management for improving decision-making and well-being under the framing of four overarching strategic approaches: 1) universal access to health and universal health coverage, 2) health in all policies, 3) eGovernment, and 4) open and big data initiatives.

The project seeks to build on existing projects, systems and structures, and is based on the assumption of incremental strengthening.

As part of this project, PAHO/WHO is working directly with countries to conduct assessments of capabilities and opportunities for strengthening and facilitating technical cooperation support.

The workshop will help participants develop their understanding of how to use the WHO/ITU National eHealth Strategy Toolkit to help develop a well-formed ehealth strategy at a national level. The Toolkit provides a framework and method for the development of a national eHealth vision, action plan and monitoring framework. It is a resource that can be applied by all governments that are developing or revitalizing a national eHealth strategy, whatever their current level of eHealth. It is a practical, comprehensive, step-by-step guide, directed chiefly towards the most relevant government departments and agencies, particularly ministries of health and ministries of information technology and communications.

Although the Toolkit is comprehensive, it does not need to be comprehensively employed. Individual governments and their departments can tailor it to their own national policies, resources and requirements, and to the expectations of their citizens. They can choose, refine and develop the parts that are best for them and create their own unique eHealth vision. However, all the components of a strategy will need to have been considered even if not all will require detailed work in each case.

### **Workshop Overview and Outcomes:**

The workshop will begin with an introductory session, covering the structure of the workshop, key Information Systems for Health and ehealth concepts, and an overview of the Toolkit and the national context for eHealth. The workshop will then cover the three major parts of developing an eHealth Strategy:

1. Developing a national eHealth vision
  - a. Managing the process: context, team building, and dealing with governance issues
  - b. Engaging with stakeholders and understanding the strategic context
  - c. Developing an initial vision, and then defining the required eHealth components
  - d. Identifying the gaps and refining the vision
2. Developing an implementation roadmap that reflects country priorities and the national IS4H/ehealth context
  - a. Developing action lines

- b. Integrated action planning: resources required, applying constraints, and implementation planning
3. Establishing a National eHealth monitoring and evaluation programme
  - a. eHealth monitoring and evaluation framework, indicators and governance.

Finally, based on the learning's on the WHO/ITU eHealth Strategy Toolkit, the participant will work collaboratively to determine the specific approach for developing Country's national ehealth strategy, including governance structures, key roles and responsibilities, identification of stakeholders and stakeholder engagement methods, key timelines and technical support requirements. These decisions will be documented by the PAHO/WHO Technical Consultant in the form of a Roadmap and Work Plan to guide the development of the National eHealth Strategic Plan.

By the end of the workshop, participants should leave with a clear sense of what good practice recommends, and what their priorities and next steps will be in establishing national level eHealth strategy.

----- AGENDA TEMPLATE -----

### **Provisional (suggested) Agenda<sup>1</sup>**

#### **Day 1 – Tuesday, August 28, 2018**

Time	Session	Topics/Activities
8:30 – 9:00	Registration	<ul style="list-style-type: none"> <li>Registration</li> </ul>
9:00 – 9:30	Official Session Opening	<ul style="list-style-type: none"> <li>Welcome and Opening Remarks</li> </ul>
9:30 – 9:45	Workshop Overview	<ul style="list-style-type: none"> <li>Overview of Workshop background, goals, objectives, agenda and outcomes</li> <li>Meeting logistics</li> </ul>
9:45 – 10:15	Overview of the PAHO/IS4H Framework National eHealth Strategy Toolkit	<ul style="list-style-type: none"> <li>PAHO/WHO Information Systems for Health (IS4H) Framework</li> <li>WHO/ITU Framework for National eHealth Strategy</li> <li>Using the Toolkit</li> </ul>
10:15 -11:00	Key Concepts	<ul style="list-style-type: none"> <li>Key IS4H and Digital Health Concepts</li> <li>Leveraging IS4H and ehealth for health systems strengthening and improved health services quality and health outcomes</li> </ul>

<sup>1</sup> Final agenda may be slightly modified for time and flow.

Time	Session	Topics/Activities
11:00 – 11:15	Break	<ul style="list-style-type: none"> <li>• Networking</li> </ul>
<b>Toolkit Part 1: Establishing a National eHealth Vision</b>		
11:15 – 11:30	Managing the process	<ul style="list-style-type: none"> <li>• Managing the process of developing the National ehealth Strategy</li> <li>• Governance</li> <li>• Stakeholder engagement</li> </ul>
11:30 – 12:30	Understanding the strategic context	<ul style="list-style-type: none"> <li>• Establish the strategic context</li> <li>• Learning from ehealth trends and experience</li> <li>• Gather information on the ehealth environment</li> <li>• Assess opportunities, gaps, risks and barriers</li> </ul>
12:30 – 1:30	Lunch	<ul style="list-style-type: none"> <li>• Networking</li> </ul>
1:30 – 2:30	Developing an initial vision, and then defining the required eHealth components	<ul style="list-style-type: none"> <li>• Draft initial vision</li> <li>• Identify the required eHealth components</li> <li>• Refine vision and develop strategic recommendations</li> </ul>

<b>Toolkit Part 2: Developing a National eHealth action plan</b>		
2:30 – 3:15	Developing action lines	<ul style="list-style-type: none"> <li>• Framework for an action plan</li> <li>• Developing the national eHealth action plan</li> <li>• Develop ehealth action lines</li> </ul>
3:15 – 3:30	Break	<ul style="list-style-type: none"> <li>• Networking</li> </ul>
3:30 – 4:15	Integrated action planning	<ul style="list-style-type: none"> <li>• Develop and integrate action plan</li> <li>• Determine high-level resource requirements</li> <li>• Apply funding constraints to refine plan</li> <li>• Define implementation phases</li> </ul>
4:15 – 4:30	Summary and Wrap Up	<ul style="list-style-type: none"> <li>• Summary of key learnings from the day</li> <li>• Overview of Day 2</li> <li>• Considerations for Day 2</li> </ul>

## Day 2 – Wednesday, August 29, 2018

Time	Session	Topics/Activities
8:30 – 9:00	Coffee	<ul style="list-style-type: none"> <li>• Networking</li> </ul>
9:00 – 9:15	Welcome	<ul style="list-style-type: none"> <li>• Overview of Day 2</li> <li>• Questions and comments from Day 1 topics</li> </ul>

Time	Session	Topics/Activities
9:15 – 9:30	Workshop Overview	<ul style="list-style-type: none"> <li>Overview of Workshop background, goals, objectives, agenda and outcomes</li> </ul>
<b>Toolkit Part 3: Monitoring and evaluation</b>		
9:30 – 10:15	Monitoring and evaluation framework, indicators and ongoing governance	<ul style="list-style-type: none"> <li>Overview of ehealth strategy monitoring and evaluation framework</li> <li>Developing an ehealth monitoring and evaluation framework</li> <li>Defining indicators and baseline measures for ehealth</li> <li>Defining ongoing governance and monitoring and evaluation processes</li> </ul>
10:15 – 10:30	Break	<ul style="list-style-type: none"> <li>Networking</li> </ul>
10:30 – 11:00	Current context	<ul style="list-style-type: none"> <li>Overview of GHIS progress and plans (MOH)</li> <li>Overview of strategic planning work completed to-date (MOH)</li> <li>eGovernment and the vision and plans for the country (TBD)</li> </ul>
11:00 – 12:30	Initial eHealth Vision: Breakout Groups	<ul style="list-style-type: none"> <li>Breakout session: Identifying initial vision concepts</li> <li>Plenary session: Presenting initial vision concepts</li> </ul>
12:30 – 1:30	Lunch	<ul style="list-style-type: none"> <li>Networking</li> </ul>
1:30 – 3:00	Defining the approach: Breakout Groups	<ul style="list-style-type: none"> <li>Breakout group: Stakeholder and engagement</li> <li>Breakout group: Governance - eHealth strategy development and monitoring</li> <li>Breakout group: Timelines and alignment with other national initiatives (e.g. e-government)</li> </ul>
3:00 – 3:15	Break	<ul style="list-style-type: none"> <li>Networking</li> </ul>
3:15 – 4:15	Defining the approach: Breakout Groups	<ul style="list-style-type: none"> <li>Plenary – summary and discussion of proposed approach from breakout groups</li> </ul>
4:15 – 4:30	Wrap up	<ul style="list-style-type: none"> <li>Summary of Next Steps</li> </ul>