

5th workshop UEHP - Relyens

Digital health: Navigating opportunities and new risks

7TH MARCH 2024

> HIGHLIGHTS



CONTEXT by Erwan Trividic, Head of Institutional Relationship, Relyens

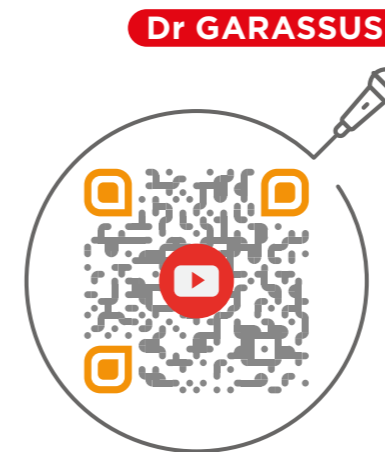
Digital Health is no longer a topic for tomorrow or the day after, it's **today's issue**.

Digital technology has become deeply integrated into our professional practices, quietly transforming healthcare.

AI is also gradually spreading to all areas of medicine. This major transformation brings **new opportunities for improving quality and safety of care**. But it is also a source of new risks, especially in terms of data security and ethical considerations.

As a European Risk Manager and a leader in the field of medical liability, Relyens is attentive to and involved in these issues. In close collaboration with the UEHP, we have built this workshop with a large panel of KOLs and experts from all over Europe, all players in the healthcare ecosystem.

Creating links and interactivity between players in the healthcare sector is also in the Relyens mindset as a mutual insurance company.

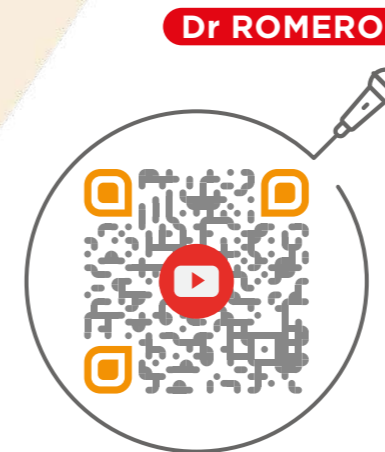


Dr GARASSUS

Navigating the challenge of digital transformation to improve Quality of Service

President of UEHP: “Digital transformation of healthcare is both an opportunity and a source of new risks. We must analyse and understand this challenge with the goal of improving Quality of Services. Our discussions will focus on the use of AI and the complexity of data-driven health care, examining clinically-driven best practices that provide greater efficiency for medical professionals and patients, in both the private and public sectors in Europe.”

Current challenges and future solutions



Dr ROMERO

Risk Manager, Relyens: “As a leading European mutual insurance and risk management group, our priority is to ensure **healthcare efficiency and patient safety**, through increased knowledge and the understanding of evolving practices. With AI and the use of sophisticated data sources, we constantly **analyse and improve our methodologies** to dig into root cause analysis. To ensure the continuity of our clients’ activities and the safety of patients, we work closely with all healthcare systems stakeholders, to share best practices across Europe.”

Paolo Silvano, in launching the debate, insisted on the fact that the panellists in the three sessions are all experts and asserted that exchange is the key to a successful meeting.

Moderated by **Paolo SILVANO**, Senior Advisor at Elsan, the introductions were presented by **Dr Paul GARASSUS**, President of UEHP and **Dr Georges ROMERO**, Risk Manager, Relyens.



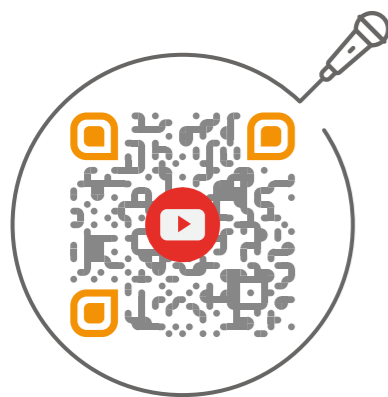
Redefining medical practices as opportunities and risks

Isabelle ZABLIT

Europe & International Director, French Ministry of Labour:

“Opportunities should be our focus. The French health landscape is complex, and digitalisation of health began in 2019. The initial roadmap established basic tools, services and governance principles.

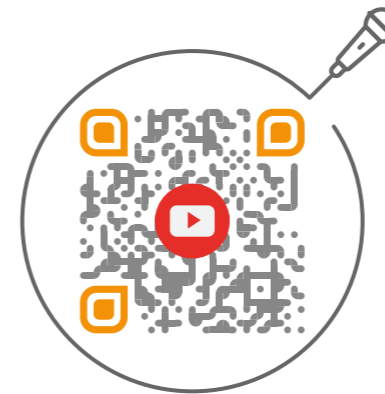
The current roadmap is based on the **State providing the framework and infrastructure, with the private sector focusing on implementation.** Patients have access to their health records, with professionals integrated through interoperable software and automated data feeds, secured messaging and a catalogue of services. Deployment is working, with high uptake by patients, substantial increase in documentation, territorial coverage, dissemination of research findings and training. Ethics have been transposed into French and European regulations. Recommendations have been drafted for AI and user feedback. **The next step** is to consolidate this data for the European Data Space enabling, for example, **cross-border e-prescriptions.**”



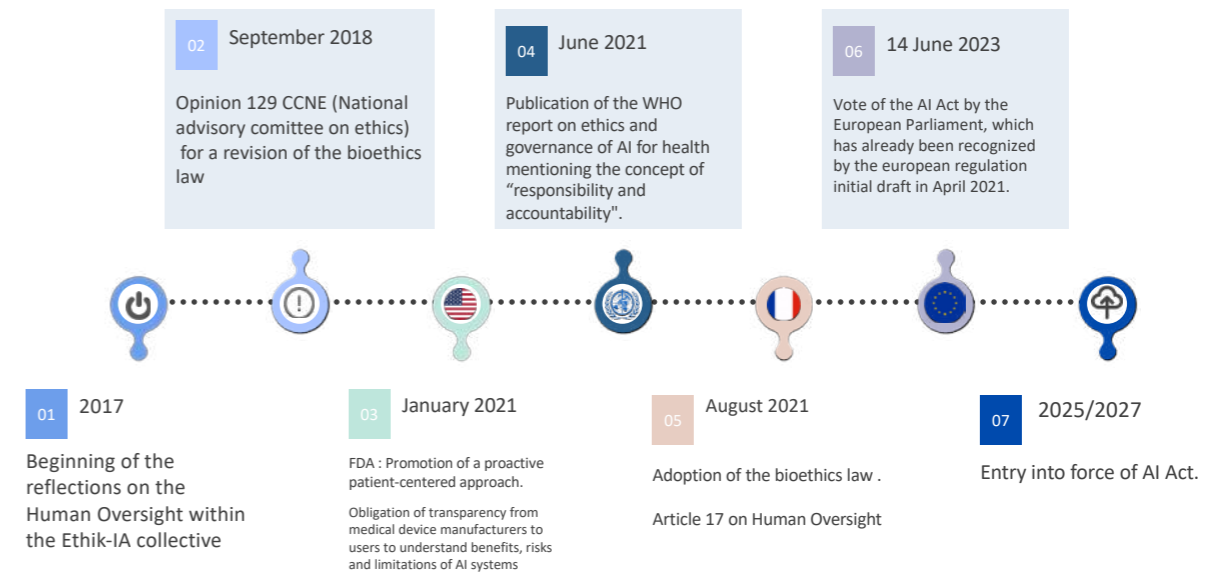
David GRUSON

Focusing on Positive Regulation of AI in Healthcare

Ethik-IA, Founder: “It’s critical to acknowledge ChatGPT as the fastest-growing IT tool ever and the need to develop a European tool to monitor AI in healthcare. The human oversight principle must be implemented for generative AI and other tools to manage risk issues from design to implementation. This should lead to ‘positive regulation’ to minimize risks to health, safety or fundamental rights that may emerge from AI”.

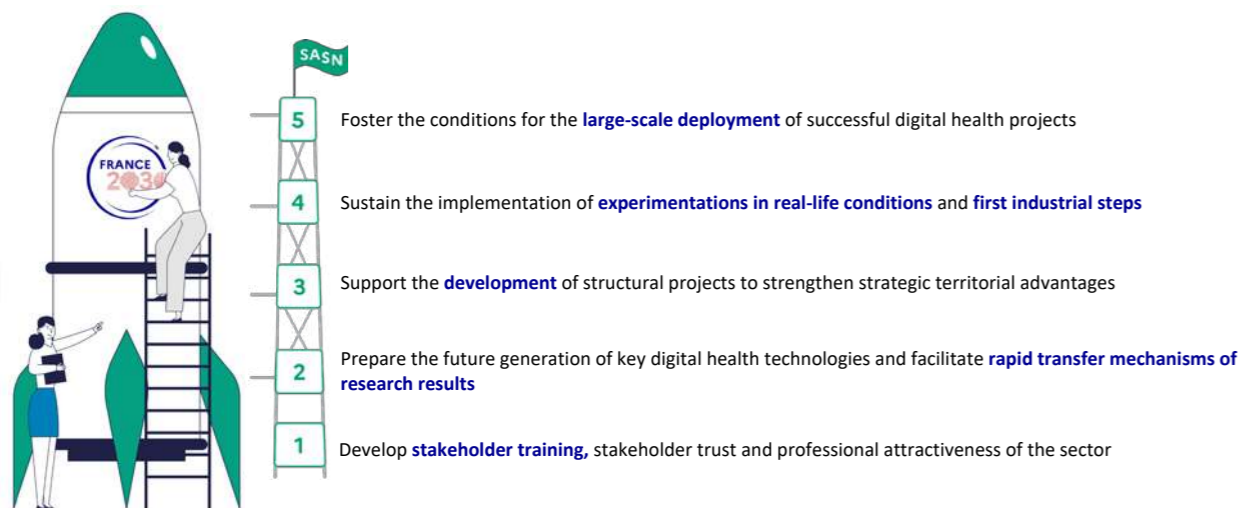


RECOGNITION OF THE HUMAN OVERSIGHT PRINCIPLE :



Digital Health Acceleration Strategy

A strategy with € 738 M to support all levels of a digital health project cycle



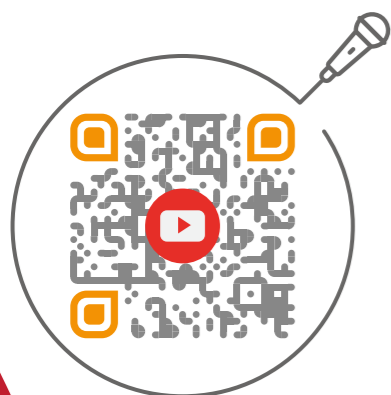
There will be a certification process and a platform for traceability and monitoring, currently being applied to dental care, with corrective action, including retraining when needed. Hospitals and universities are carrying out pilot applications. This is now being rolled out in oncological, biology and pharmaceutical departments and will be deployed to other disciplines with human oversight structures. A first label was released in 2023 in France, with the goal being to spread this process to Europe and beyond.”

Cybersecurity in health: threats, challenges and ENISA'S contribution

Maria PAPAPHILIPPOU

Cybersecurity Officer, ENISA - European Union Agency for Cybersecurity: "The NIS Directive was the first EU law for cybersecurity, including medical devices to ensure safety and effectiveness. AI software is now included in monitoring high-risk instruments. The EU Health Data Space (EHDS) will strengthen security and reliability, in particular Cyber threats. Health and pharmaceuticals have been the most affected sectors of cyber-attacks, with a wide variety of threats, provoked by cyber criminals mainly motivated by financial gains.

ENISA is focusing on **strengthening defence systems**. It monitors and provides information on a wide range of medical devices, including security solutions for connected medical devices. Seminars are regularly held in different European cities, gathering together a wide panel of healthcare stakeholders, covering a wide variety of threats, with ransomware and breach or theft of data in hospitals being the leading problems, provoked by cyber criminals mainly motivated by financial gains. An AR-IN-A-BOX awareness kit was designed for DIY cyber-awareness campaigns. Training, information sharing, funding and cross-border cooperation are the keys."

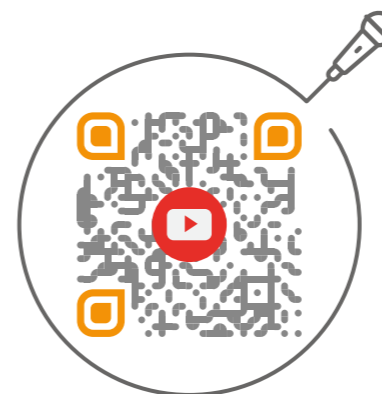


New reality of health care technology and data risk management

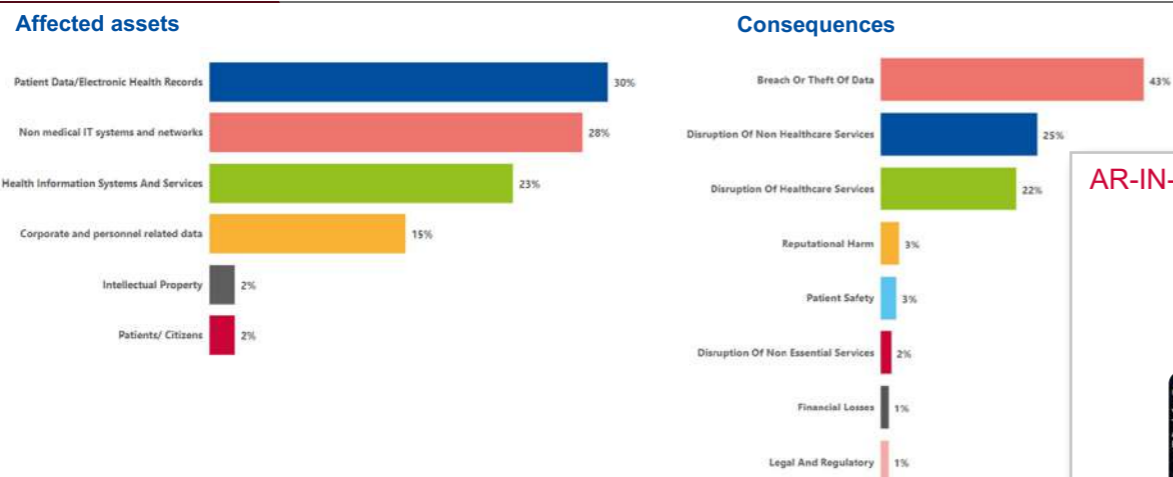
Annika EBERSTEIN

Program and Policy Senior Manager, Philips:

"Cyber-security is both a technical and human issue, applicable to all organisations. Learning and reporting processes are the keys to deal with evolving threats through a systemic approach. Communication between hardware and software manufacturers, users and public authorities is essential to implement good practices and improve regulations. All devices and systems are concerned, including non-medical and support systems."



ETL HEALTH SECTOR: IMPACT



AR-IN-A-BOX

A DIY guide for designing a custom cyber-awareness program



<https://www.enisa.europa.eu/topics/cybersecurity-education/awareness-raising-in-a-box>



Cyber Security at Asklepios: Hare or Tortoise?

Kirsten TURNER

Asklepios: Clinical Risk Manager – Quality Division, Germany:

“There is a rise in cyber-attacks in Germany on hospitals and university medical institutions. The title hare or tortoise refers to the fairy tale, where the hackers are always one step ahead of us. As a private group, Asklepios devotes significant resources for cyber-security, investment in emergency capacities and digitalisation, bolstered by the federal government. Every year, stress tests ensure crises can be met, working with staff and public authorities, to see if back-up systems work. In Hamburg, there is a KIS (HIS) print box system on each ward storing relevant current patient data, updated from a central server, to allow continuity of service. All of this enables stakeholders and healthcare facilities to monitor human failure issues and has revealed the current shortage of cyber-security staff.”



A virtuous circle for employee wellbeing and safe care

Francesco VENNARI

Health Director, Head of Simple Clinical Risk structure - Azienda Sanitaria Toscana Centro:

“The Florence Healthcare trust runs 13 hospitals, 221 nursing homes and 42 private clinics. Their digital review took place after a patient fatality, seeking to avoid new incidents and establish a value-based healthcare proposition. The advantages identified included immediate information flow, elected access to data, imaging and laboratory results, as well as interaction with other software, clinical pathway and medication cost control and risk management monitoring. There is a focus as well on human-IT interaction, through training and updating. There is good takeup of the digital platform among GPs, nursing homes, hospitals, universities and home treatment staff, with savings in medication costs and higher reporting of incidents. Digitalisation improves communication, but needs to be more ergonomical and user-friendly, with greater rollout to specialties such as paediatrics. The goal is value-based care, achieved through better handover between different healthcare actors: GPs, hospitals, nursing homes, patients, carers and citizens.”



GP – Hospitals – Nursing Homes – Patients - Citizens



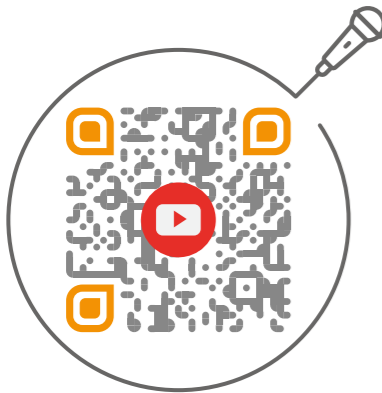
Improving interoperability for management and heightened security

Nuno COSTA

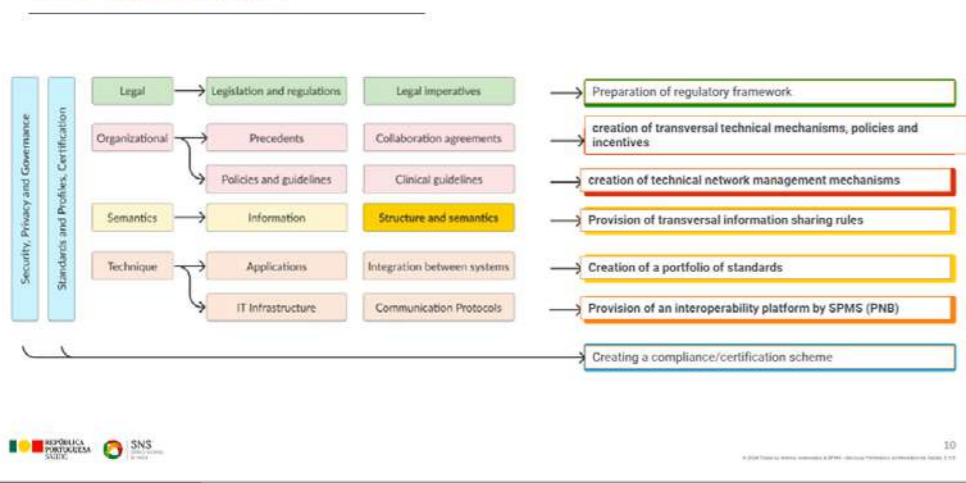
Executive Board Member of SPMS - Shared Services of the Ministry of Health, Portugal and Vice President - European Health Public Procurement Alliance:

“Portugal has been digitalising many processes for over a decade, such as e-prescriptions, and is working on AI to improve reliability and cyber-security. There are several ongoing AI projects to improve doctor-patient relations and procurement, for example. SPMS takeup is very high but there is a **need for greater cooperation between users and suppliers, and greater security**, especially for cloud data. The key is interoperability, with the globalisation of data posing a wide range of security issues. A framework is currently being built to harmonise practices, protocols

and regulations. The goal is to share as much information as possible, including apps for practitioners, whilst respecting patient confidentiality. Widespread digital use and AI will lead to higher insurance needs.”



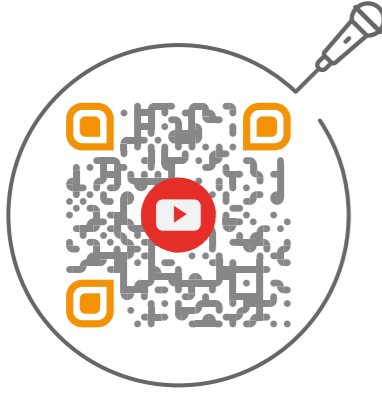
FRAMEWORK



Sara FERNANDES

Director of Development and Organisational Planning - SPMS:

“SPMS teams are working to improve cyber-security. The first measure was to analyse leaks, working with GPs who often use their professional systems for personal reasons. There is currently an assessment of systems but, above all, users are being incentivised to use the system responsibly. There is a recovery-resilience plan, with stress and monitoring tests, to change and improve the framework.”



CyberSecurity Framework



Bożena Walewska-Zielecka

Improving interoperability for management and heightened security

Head of the Scientific Council, Medcover Poland:

Medcover, headquartered and listed in Stockholm, is the biggest private healthcare and diagnostics provider in Central and Eastern Europe, with 45,000+ employees working in 18 markets, including Turkey, Georgia and India.



Medcover Who we are

- The largest markets for Medcover are Poland, Germany, Romania and India.
- Since 2017, we have been present in India for Fertility and Hospital Services.
- We also have diagnostic operations in Bosnia and Herzegovina, Bulgaria, Cyprus, Finland, Georgia, Greece, Moldova, Serbia, Turkey, Ukraine.

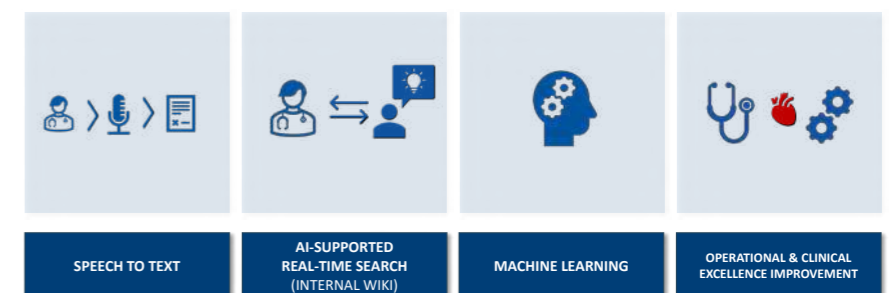
REVENUE	PEOPLE	CLINICS	HOSPITALS	LABS	BDPS	TEST NO
1,746.4 M€ (end of 2023)	45,000+	207	40	118	892	119.2M

- Medcover Headquarters are located in Stockholm with a global support office in Brussels.
- Since 2017 Medcover has been listed on Nasdaq Stockholm.



The company is involved in innovation in diverse areas to **improve operations and treatment**, using AI and machine learning. Takeup is facing challenges: improving practitioner-patient communication, virtual assistance, diagnostics through imagery, categorisation and data management. Consensus between businesses, practitioners and IT teams is essential. For patients, awareness and prevention are the keys to identify and curb chronic diseases.”

Innovation in Medcover – overview

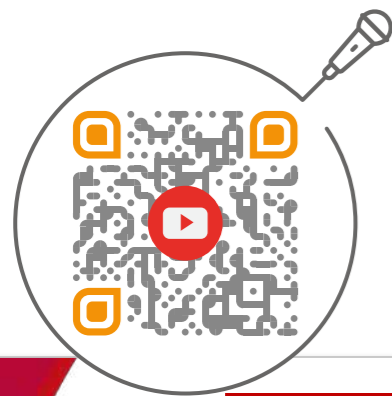


The Future of Digital Health: a surgeon's perspective

Vicente PLA MARTI

Surgeon, Coloproctology Unit Hospital Clínico Universitario of Valencia: "Digital surgery is the true innovation of the future, in the operating theatre and in diagnosis, medical treatment without surgery, preoperative preparation, intraoperative DS, postoperative DS, etc. Communication with the patient is based on improved data collection. There has also been progress on digital simulation and planning for personalised medical care, based on anatomical and physiological variations. This allows self-planning for surgeons by integrating data and navigation, including

AI and augmented reality, to **improve decision-making and standardise interventions**. The challenges **include cost**, data management and storage, acceptance of digital surgery, more support from institutions and experts, ethical guidelines and privacy policies."



TAKE-HOME MESSAGES

DIGITAL SURGERY BENEFITS:

- | PATIENTS | SURGEONS | INSTITUTIONS |
|---|--|---|
| <ul style="list-style-type: none"> Improving outcomes Diagnosis Early detection of complications | <ul style="list-style-type: none"> Preoperative planning Decision support Standardization Training | <ul style="list-style-type: none"> Surgical and cost efficiency Outcomes measures |

CHALLENGES

- Data is fundamental to both the development and use of digital surgical technologies.
 - Lack of infrastructure for data acquisition.
 - Lack the technical ability and structure for appropriate data storage.
- Hospitals and healthcare systems are not ready for Digital Surgery.
- Ethics, privacy, policy.

Innovation through an intelligent health platform

Francisca LEITE

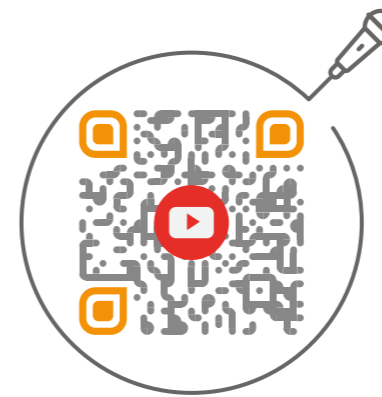
Director of Hospital da Luz Learning Health. PIH: Intelligent Healthcare platform, Portugal: "Innovation is complex, particularly in implementation, requiring cooperation between stakeholders. To overcome this, there must be a true value proposition based on an **intelligent health platform**. This structured programme works inhouse and with outside partners. The platform has three components: a Silico lab to develop digital twins of patients managed with start-up partners, a simulation lab that replicates different scenarios to test solutions in day-to-day practices and, finally, a living lab to build evidence for medical applications. The programme is coordinated between practitioners, innovators, managers and potential investors."



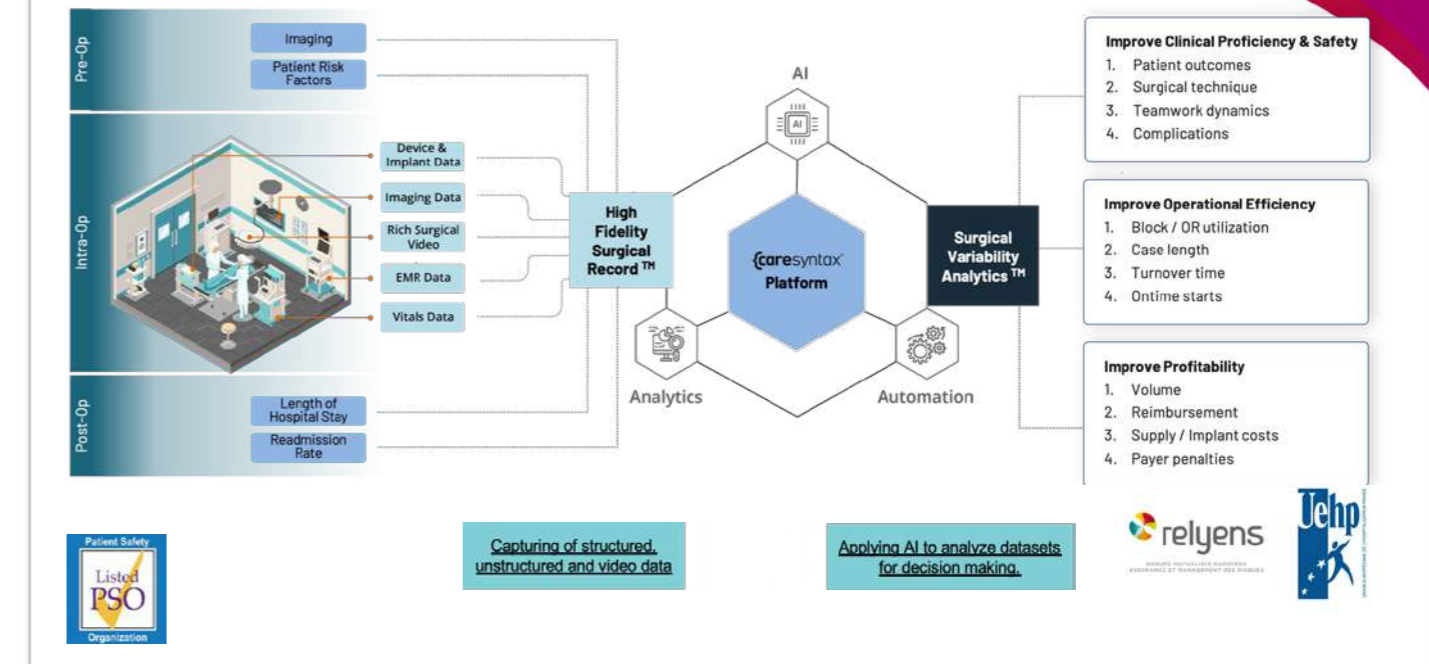
Improving Risk Management in Surgery

Bjoern VON SIEMENS

Founder of Caresyntax: "Surgery is essential in saving lives, with operating rooms being the second-most dangerous areas in the world after battlefields. Avoidable deaths, complications and near-misses must be reduced through greater support of surgeons, including funding for innovation. Surgery is complex, with many inefficiencies and a non-ecosystem approach that need to be addressed. **Data-driven surgery** can be used to progress through mapping, IOT, recording of practices, workflow improvements and post-surgical records to achieve value-driven healthcare. This development must include all stakeholders: medical staff, private and public institutions, insurance companies, etc. It is important that the data used should respect **confidentiality regulations and ethical considerations**. Efficiency improvements include dynamic analysis of staff performance and KPIs of hospital procedures to benchmark better practices for **safer and smarter surgery**".



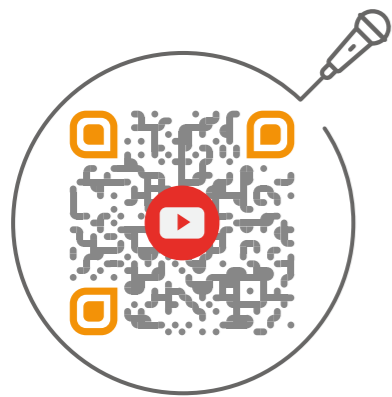
Data Driven Surgery



Encouraging innovation projects through simplicity for users and ROI

Anna GIARDINI

Chief Information Officer - Information Technology ICS Maugeri, Italy: “ICS Maugeri serves healthcare facilities in harmonising innovation projects. Work has focused on using AI to improve organisation of physiotherapists and their venues, to generate greater flexibility. There has been some resistance because of the exposure of unused or badly-used time. AI was successful in **reducing bureaucratic downtime and planning**, which stimulated uptake. A new project is being developed for reporting of business intelligence, using AI and machine learning to generate return on investment (ROI). Cost, accessibility and takeup must consider physician and patient benefits. Interdisciplinary cooperation is essential to find a common language and simplify deployment.



The Future of Digital Health: an approach via procurement

Danny HAVENITH

CEO MercurHosp & Chairman EHPPA, Belgium: “The future of healthcare is based on a hospital without walls, buffeted by cross-border procurement. Selling prices are today based on negotiations between hospitals, insurance companies, public authorities and pharma and device suppliers. Value-based healthcare is the key to deliver better services for patients in and out of hospitals. Benchmarking must be carried out to work together to create an **efficient procurement ecosystem on a European level** to deal with global suppliers and avoid local price differences. **Transparency must be strengthened** in the supply chain through a legal tender framework. Training must be implemented to professionalise procurement, with the appointment of hospital Chief Procurement Officers and the sharing of good practices throughout Europe. The solution is Meta-Innovation, based on coordination to pool tenders, reduce costs and increase efficiency in a wide range of health services.”

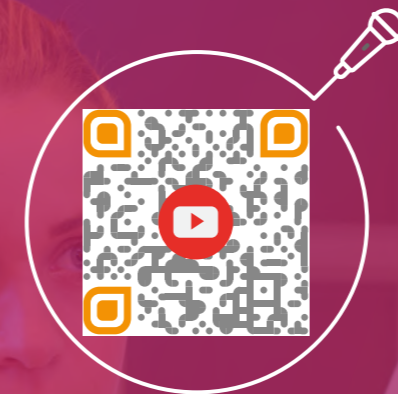


Conclusion

Valérie VOCANSON

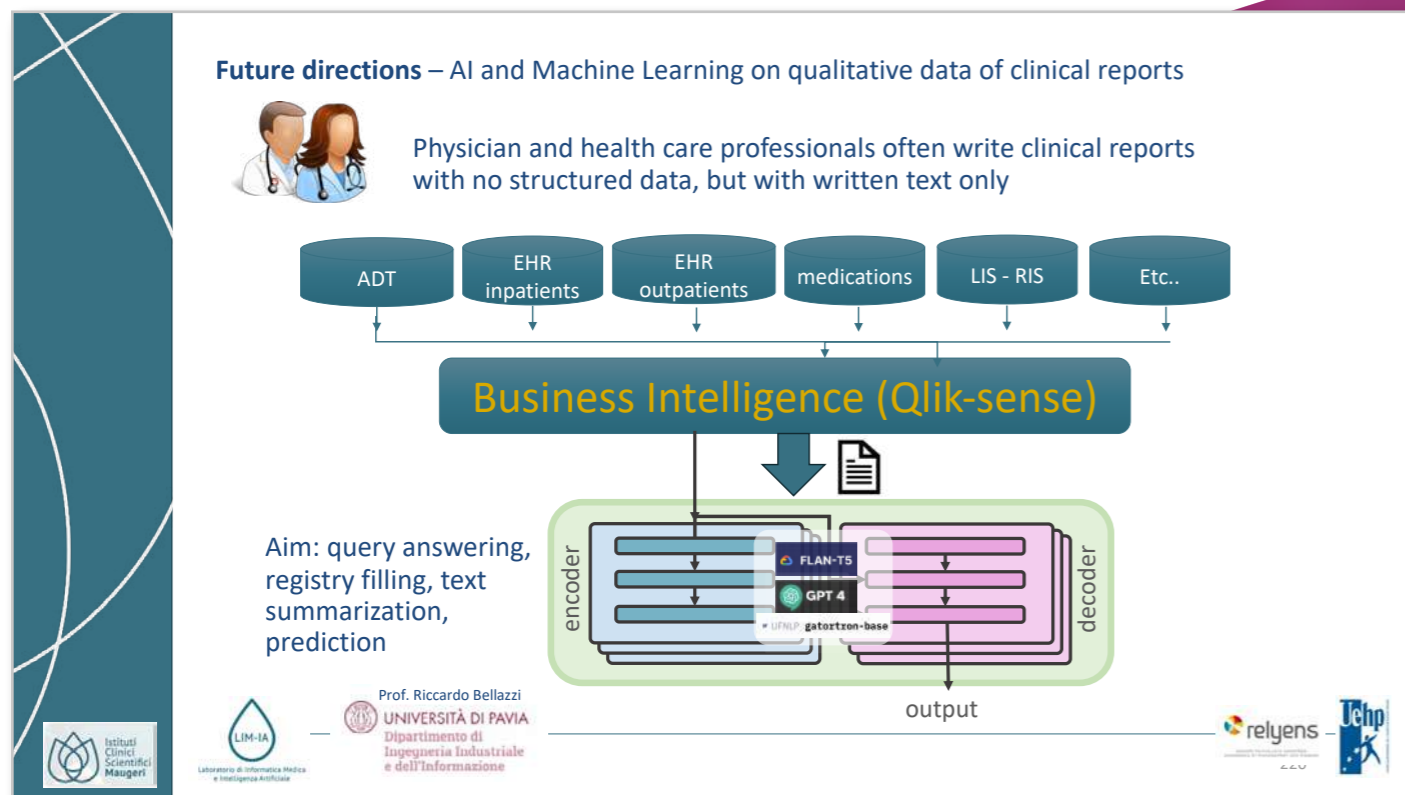
Deputy General Manager - Europe

Development of Relyens: “Digital innovation is a major opportunity and must be at the core of healthcare delivery. The need to deal with the gap in supply and demand is urgent. Challenges include **ethics, cyber-security and better practitioner-patient relations**. There are three paradigm changes we must all deal with. First, there is a need for **greater resources** to increase infrastructure and improve cyber-security. Second, the fragmentation of healthcare requires more synchronisation, ranging from the micro level (local practitioners) to the macro level (regions, countries, Europe, the WHO, etc.). Third, there is a need for technology to take into account the human factor to ensure takeup and usage to improve outcomes for patients throughout the value chain. The need to scaleup and for cooperation is essential. The overall challenge is to close the gap between IT operators and healthcare stakeholders, including insurers, to create a new value chain and to scale up data-based solutions, with the goal being improved patient care through partnerships and secure systems”.



Dr Paul GARASSUS

President of UEHP: “UEHP must continue to encourage gender equality, clearly manifested at this conference. Progress on the digital roadmap is well underway and must continue. There is also a need for a change in mindset to adapt flexibly to the changes brought on by generative AI. It’s essential to coordinate cyber-defences between healthcare institutions to ensure patient safety, through a systemic approach, while providing solutions that are user-friendly and acceptable. Data and simulation are the keys to future practices, with a need to control budgets to achieve sustainable progress. Finally, we have to develop new skills to coordinate the work between data professionals and healthcare operators”.



Anticipating today to protect tomorrow[®]

At Relyens, we are much more than an insurer – we are a risk manager. Steering, preventing and insuring risks is our commitment to providing more effective protection for healthcare professionals and local authorities across Europe. Alongside them, we act and innovate in favor of a service of general interest, always safer, for all.

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ASSURANCE ET MANAGEMENT DES RISQUES