EPSO European Partnership for
Supervisory Organisations
in Health Services and Social Care

e-Health Working group – Survey-
Questionnaire on e-Health regarding supervisory organisations (regulators/monitoring organisations/inspectorates)

0. Introduction

This questionnaire is the instrument supporting a survey among EPSO members intended to provide an overview of what interests and responsibilities health care regulators and supervisory organisations have regarding e-Health[1]. More specifically, the questions below focus on the following issues:

- Organisational approaches to supervision of e-Health;

- Main supervisory aspects of e-Health;

- New developments in the field of e-Health.

The respondents are asked to fill in the questionnaire according to the questions above, but should feel free to add any comments whenever they think it's important to contextualize the answers.

If any doubt or difficulty occurs, please send an e-mail to mmurel@epsonet.eu

---

[1] In this context we are defining e-Health as follows: "*eHealth is the term for delivering healthcare supported by electronic products*" (Stefan Visscher, Dutch Health Care Inspectorate)

1. Questions

Section A – Respondent identification

Country (or region) to which the answers correspond:
Name: Ruth Studley
E-mail: ruth.studley@wales.gsi.gov.uk
Telephone (landline/mobile): 0300 062 8382
Organisation: Healthcare Inspectorate Wales

Section B – Organisational approaches to supervision of e-Health

1. **Is e-Health a topic that is addressed within your organization?**

If yes, what kind of issues are being discussed/ worked on?
   - **Medical devices**
   - **e-medicine**
   - **M(obile)Health[2] (for example medical apps)**
   - **Telemedicine[3] (consultations via internet etc)**
   - **Prevention/promotion via e-health**
   - **others**

Yes all of the above are considered as part of our inspections.

2. **What are the main areas in the field of e-Health where you conduct supervision (medical devices, mhealth[2], telemedicine[3], e-medicine etc.)? And if you do, where does that supervision take place (hospitals, nursing homes etc.)?**

We inspect against the health care standards within Wales, and the provision of e-health will be tested against these. We would consider quality and safety, patient experience and effective and timely care amongst others

3. **Do you have a special department or positions or working groups inside your organization that are responsible for supervision of e-Health? If yes, what type of qualification do they have (IT- related,**

---

[2] **mHealth** is defined as *"medical and public health practice supported by mobile devices, such as mobile phones, patient monitoring devices, personal digital assistants (PDAs), and other wireless devices"(*WHO "mHealth – New horizons for health through mobile technologies, Global Observatory for eHealth series – Volume 3", page 6*)*

[3] **Telemedicine** is defined as *"the provision of healthcare services, through the use of ICT, in situations where the health professional1 and the patient (or two health professionals) are not in the same location. It involves secure transmission of medical data and information, through text, sound, images or other forms needed for the prevention, diagnosis, treatment and follow-up of patients"* (European Commission Working Document on telemedicine services)

health management, medical doctors etc.) and how many people are working on this topic?

Not specifically within our organization, but there is within Wales.

Within HIW we have team that keeps up to date with new policies.

4. **Based on what (legal)standards, guidelines or laws does your organization practice supervision on e-Health (if applicable)?**

All regulatory and official health care standards. In addition, relevant standards include ICT security, data protection, information sharing protocols etc

5. **What are your plans to implement supervision on e-Health in the future?**

Continue to influence strategic policy and the impact on patient safety

Section C – Main Supervisory aspects of e-Health

1. **How does your organization organize supervision of e-Health in the health care sector? For example, by visiting health product manufacturers, monitoring the implementation of new medical systems, based on claims, or other methods**

Variety of methods including checking medical equipment, documentation of care against safe and correct standards

2. **What are the main risks and benefits for the health care sector when implementing e-Health?**

ICT security

Data protection

Access for all age groups

Continuity of care

Better planning and provision

3. **Does your organization have good examples of (supervising) e-Health?**

Supporting nursing documentation project amongst others

4. **Do you have examples of health care organizations that experienced problems/ issues when implementing e-Health? If yes, please elaborate.**

Software compatibility.

Community workers – poorer access to devices and internet accessibility

5. **What are the main challenges for your organization concerning supervising e-Health?**

Keeping current and checking against standards Checking standards are up to date   6

Section D – New developments in the field of e-Health

1. **Are you interested in certain topics in the field of e-Health (to learn more/ share knowledge)?**

Yes

2. **Do you organize (among staff, care facilities) e-Health related training?**

Yes, as things arise

3. **What do you consider important developments for supervisory organisations in Europa concerning e-Health?**

Collaboration

4. **Is there anything you would like to learn about/ share experience concerning e-Health?**

5. **Do you have any further comments and/or feedback (about all sections of this questionnaire)?**

3. Follow-up

Results of this survey will be used as a basis of the e-Health working group and will be presented and discussed at the Helsinki conference.

Are you or/and one of your colleagues available/interested to co-operate and/ join the EPSO e-Health working group?	No

Work group is co-ordinated by EPSO secretary, contact :Mari Murel

+316 316 84526, e-mail: mmurel@epsonet.eu