

Project Information

Funding Programme
EU Public Health Programme



Duration
24 Months
January '11-December '12

Size
EUR 583.291
(60% EU contribution)

Consortium:

European Patients' Forum
(EPF, Project Leader)



Standing Committee of European
Doctors (CPME)



European Federation of Nurses
Associations (EFN)



Pharmaceutical Group of the
European Union (PGEU)



Thalassaemia International
Federation (TIF)



Norwegian Centre for Tele-
medicine and Telecare (NST)



Latvian Umbrella Body of Disability
Organisations (SUSTENTO)



Chain of TRUST

Understanding patients' and health professionals' perspective
on **Telehealth** and building confidence and acceptance

Why the Chain of Trust Project?

Although there does not yet exist extensive studies on the effectiveness and cost efficiency of telehealth services, there is a growing body of evidence showing their great potential benefit for patients and health professionals, the end users of such services.

Despite wide acknowledgment of the potential benefit of telehealth services, the use of telehealth remains limited and with wide disparities across and within Member States. Different factors contribute to this: lack of solid data and of legal clarity; technical issues and market fragmentation; ethical issues and poor awareness of and confidence from health authorities, patients and health professionals.

In order to support the wide uptake of telehealth services across European countries there is therefore a growing need for a better understanding of the attitudes of all user groups towards telehealth, particularly with a view to identifying what barriers there still are for these groups to have confidence in and acceptance of this innovative type of services.

What are the objectives?

The paramount objective of this project is to advance the empowerment of patients, health professionals and national health authorities across the EU in their understanding and effective use of telehealth services in an effort to actively contribute to the vision of high quality, patient-centred, equitable healthcare. Through a series of focused and well defined actions the project will also strengthen significantly the levels of awareness and trust for all key stakeholders.

Two specific objectives have been set out for this project:

Knowledge gathering. To improve available knowledge of the specific views – needs, perceptions on the added value and concerns - among patients and health professionals with regard to telehealth services

Raising awareness and understanding. To increase awareness and understanding of users' perspective on telehealth amongst patients' and health professionals' organisations and health authorities at European and Member State level.

What are the expected outcomes?

Through an online survey, six national workshops and four European focus groups a unique and unprecedented assessment of the views, needs, benefits and barriers related to telehealth from the perspective of patients and health professionals will be produced.

Through six national roundtables, a documentary, the final conference and other activities intended to share the assessment findings and the recommendations that the project will develop, the project will increase the knowledge and understanding of the specific perspective of health professionals and patients amongst various stakeholders and inform policies and decision-making at European, national and local level.

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