

A Connected Health Journey: Anja's Story

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Gothenburg, 29th May 2008

Liability

- Logistics
- Training
- Calibration
- Helpdesk
- Who
- Security & Confidentiality
- Reliability
- Monitoring
- Interoperability
- Accessibility & Usability

Logistics



- How quickly is (should) the original equipment delivered to Anja?
- What are the arrangements for replacement upon failure?

Training



- Is training of Anja required to ensure correct use?
- Are there calibration needs?

Help desk



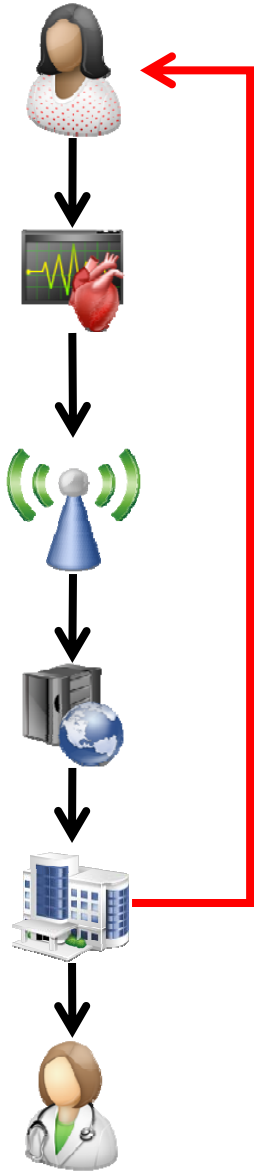
- Is there a need for a help desk?
 - Help desk; or
 - Health care providers
- Type of help desk?
 - Medical; and/or
 - Technical
- Level of support?
 - 24/7; or
 - Working hours

Who



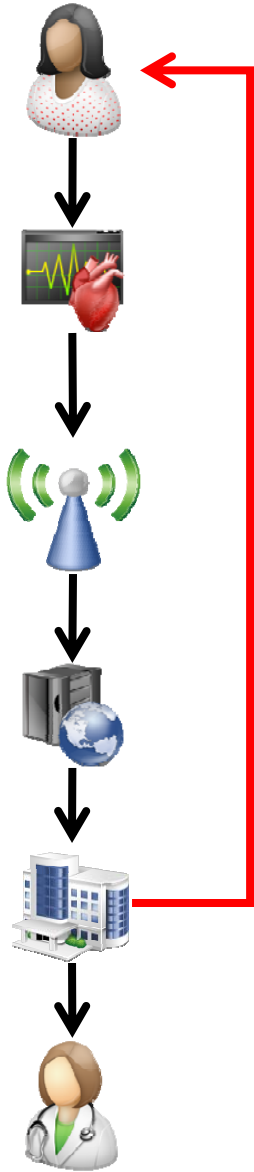
- Who am I gathering data from, is it Anja?
- How concerned am I about identity?

Reliability



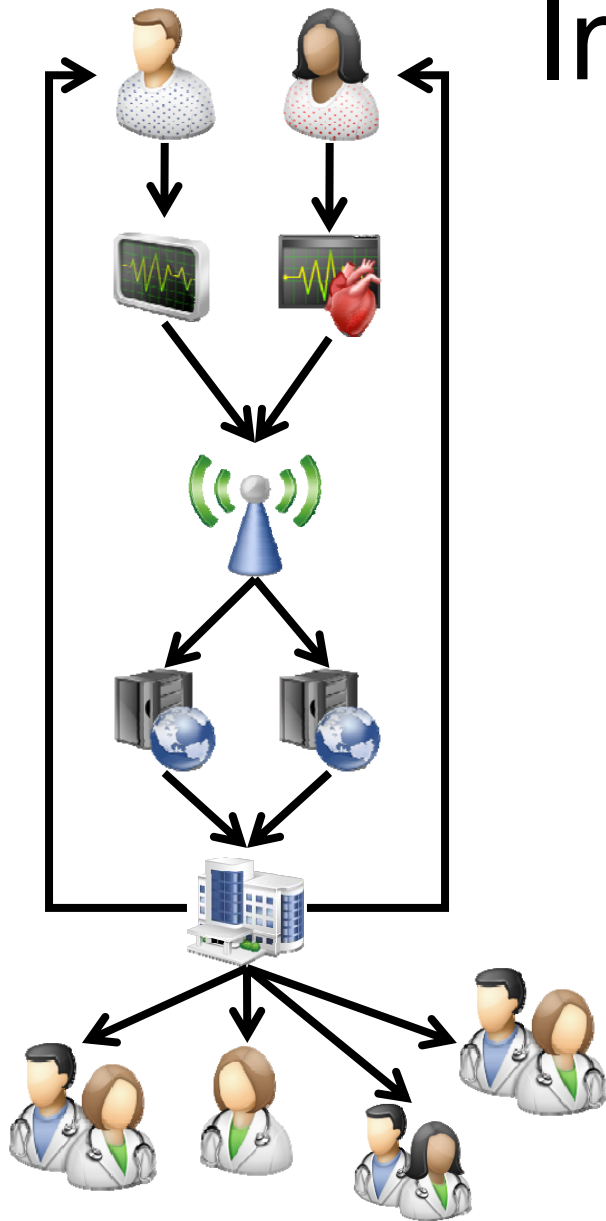
- Many components and links in the chain.
- They all need to be reliable.
 - Devices
 - Communication links
- Frustration if technology does not work.

Monitoring



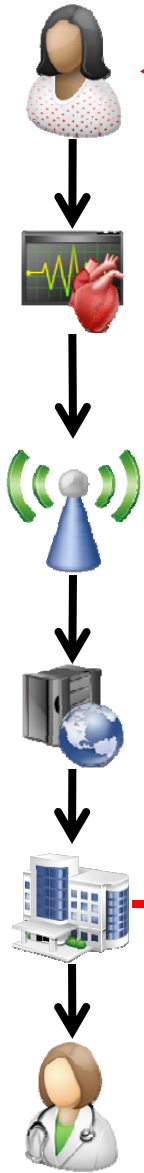
- Am I receiving data according to plan?
 - Technology failure?
 - Anja's (patient) compliance?
- Are the data being examined?
 - Physician
 - Anja (patient)

Interoperability



- How do we integrate multiple devices (not just a single device type) and allow for all data to be viewed (aggregated) within the EHR environment?
- Standards need to be the basis for any solution.

Accessibility & Usability



- Can Anja see her data when required?
- In a form that means something to her?
- Does Anja find it easy to use?
 - The device
 - Data review