

# **Qualitative evaluation report of the telehealth project; Horsens up Front**

Project name in Danish: "Horsens På Forkant Med Sundhed" translates into: Horsens up Front.

## **Executive summary**

This executive summary maps out the essential findings of what has worked and what has not worked effectively in relation to the following headlines: 1) citizens (the core task), 2) technology (IT, hotspot, measuring equipment), 3) organization (organization and cross sector development, leadership/management, research, public-private-innovation cooperation, communication, resources and business case, and 4) acteurs and competencies.

## **Horsens up Front is about**

- Telehealth as a provider of IT supported health care services at a distance via video, telehealth-hotspot and home measuring equipment across hospitals, municipalities and GP sectors
- A cross sector development and research project focusing on treatment of and communication with citizens of the municipality of Horsens with chronic illnesses. The intention of the project is to develop next generation telehealth solutions supported by the telehealth-hotspot, which have been developed from user-driven needs. The cross sector telehealth tool is going to improve citizens' opportunities to master own conditions, as well as improving the cooperation between acteurs in the health sectors.

Project period: August 2012 – August 2015

## **Findings**

Horsens up Front (HPF) is a 3 year telehealth project using video, telehealth-hotspot and home measuring equipment in treatment of citizens with chronic illnesses.

The participating citizens report increased understanding of their chronic illnesses, increased self-mastery, more frequent home measuring, and the perception of being less ill. There is much satisfaction with the contact to the health professionals via video, and less time spent on transportation when treated in own home. Citizen-driven innovation processes have contributed to new important insights, which have been incorporated into the telehealth solutions in HPF, where the citizen is at the center of focus.

HPF has established ground breaking IT-infrastructure that lives up to, and is at the forefront of other telehealth IT solutions in Denmark. The project has a well functioning and thoroughly tested user-driven telehealth solution with video, telehealth-hotspot, measuring equipment and swift and efficient logistics and support functions.

HPF has engaged in a public-private-innovation agreement with private IT and logistics suppliers. There has been cross sector cooperation, and the project has developed new ways of working together across sectors to the benefits of both public and private actors.

Telehealth represents new work methods and health treatment in continuous development for both citizens and healthcare professionals. Within HPF, professional knowledge of telehealth communication methods, a strong IT maturity and telehealth competencies have been developed to meet the health care systems of the future.

More information: Project manager Wenche Svenning  
([wenche.svenning@rm.dk](mailto:wenche.svenning@rm.dk) / mobile +45 23282816)