

JOB PROFILE

# eHealth Referent

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# INTRODUCTION

Thanks to the activities carried out in the previous deliverable, we managed to write a complete job profile with the help of our partners and collaborators. This document will have to be adapted or clarified according to each reality in the field, according to its own environment and company culture.

This document has been validated by Forem, the Belgian employment service, in order to be added to their catalogue of offers.

This document is also accessible via the project website and has been disseminated widely as indicated in the following deliverable.

# JOB PROFILE

## eHealth Referent

The term **eHealth** includes all digital aspects related to health and include all innovations about the use of information and communication technologies (ICTs) to all the health-related activities.

eHealth encompasses a wide variety of sub-domains of digital health such as Electronic Health Records (EHR), Telehealth and telemedicine, Health IT systems, Virtual healthcare, Mobile Health (mHealth) or Big data systems used in digital health.

The **objectives** of e-health are to reduce costs, improve the health, well-being of teams, improve the patient experience, and equity. This concept provides a more accessible care offer for all while at the same time improving medical performance and the quality of healthcare services. E-health involves patient and increases their responsibility (patient empowerment).

Digital technology can also solve certain major problems such as health care accessibility. For example, technology can be particularly effective when it comes to moving hospitals out of their walls.

The **field of eHealth** is currently very present in health care and new tools are appearing very quickly, leading health care workers to change their positioning in relation to these new technologies. The latter can change current methods of care. Such innovative and technological solutions must be integrated as an effectively complement to conventional medical protocols.

However, integration of eHealth technology into health care systems is challenging and requires a multidisciplinary approach and cross-border cooperation. To select, test, validate and integrate appropriate health technologies, an experienced eHealth referent is essential.

The **eHealth referent** is responsible for leading, overseeing and coordinating the use of information and communication technologies (ICT) for health. The eHealth works with partners to promote and strengthen the use of ICT in health development. The aim is to improve the efficiency of the health care system in hospital and outside.

The eHealth referent will have to manage different areas such as :

- digital health services
- health data protection and privacy issues
- cybersecurity for health and care data
- digital tools
- other cross cutting aspects linked to the digital transformation of health and care

The eHealth referent will ensure that ICT are aligned with the strategic goals of the institution and that the department meets its expectations.

The referent will have to work in collaboration with the actors of the field and identify the relay persons of his environment (Nurse of coordination, patients' association, referent of the digital public space). The referent will be the link between these care environments.

## Collaboration

Competent authorities

Education

Digital space referent

Patient/family/users associations

Community support services

Health professionals

Industry

External financing support

Research

The eHealth referent must ensure that his mission is extended to education. A link to the University, higher education institution is fundamental to guarantee that he is aligned with the education.

He will have a training role for the actors in the field and will have to inform about innovations via existing consultation groups. This will imply that an objective evaluation grid of the new technologies will be validated.

The digital health referent will answer to a steering committee. This committee, which brings together several experts, will periodically evaluate the new tools introduced in order to analyse their suitability for the working environment.

This steering committee should also be involved in the evaluation of research and development requests for new technologies.

## **IMPLEMENTATION**

### **Model A :**

The eHealth referent will be an integral part of the staff of the centre where he works and will collaborate with internal resources. A team of referents can also be set up to reduce the workload and facilitate collaboration with different internal resources.

### **Model B :**

The referent will be part of a working group, such as an innovation agency.

Group of people who travel from institution to institution, who are the link between the different actors, industry, education, patients' homes, families.

This group could include people from the field who are detached for a limited period of time in order to boost their personal development, for example.

This "Agency" will work with relay in-house resources.

We believe that both models can co-exist to ensure optimal coverage.

Model A ( in House)	Model B (Agency)
Inhouse Resource	External resource
Knowledge of the field	Economy of scale
Knowledge of the culture of the institution Knowledge of key people	Implement same tools in different sites
Knowledge of barriers and drivers of the institution	Team work
Funding from institutions	Funding by government subsidies + fees from institution partners
Allocated to only one institution (or group of institution)	Transversal and holistic overview

## DUTIES & RESPONSIBILITIES

### Project Management

- Formulates plan for ICT needs in collaboration with users
- Evaluate and promote innovations before implementation
- Contribute to the ICT innovation pipeline by performing feasibility studies for major investments, including stakeholder analysis, list of requirements, definition of alternative solutions, economic and schedule feasibility
- Oversees and supervises the day-to-day use of ICT
- Contribute to the definition and review of protocol of use
- Analyzes general processes of using ICT in collaboration with the Quality Manager, evaluate the use of ICT and elaborates alternative workflows of efficiency
- Ensures that ICT is on track to reach its objectives and goals
- In close collaboration with the IT department, ensures the continuing development of relevant tools
- In close collaboration with the research department and facilitate the activation of clinical trials
- Discusses strategic decisions with the higher management
- Implementation of Innovation strategy in line with its global strategy of the hospital and extramuros structures
- Gradually become a center of expertise at the hinge between R&D players and the entrepreneurial world
- Collaborate with accounting teams to oversee development and operations of both short- and long-range strategic and operating plans and budgets

- Liaise between department heads, medical staff, and governing boards to establish objectives and track progress on a department and facility-wide basis
- Contribute to the implementation of inter-institutional and inter-organisational projects
- Maintain compliance with regulations and the rules of accrediting bodies by monitoring operations and initiating changes where required
- Liaise between education, hospital and outside the hospital
- Contribute to the application for funds or refunds
- Liaise with and provide information to health insurance to help innovations get into and stay in the reimbursement catalogue

### **Communication**

- Reviews and discuss difficulties with the use of ICT
- Liaises with members of other internal departments (medical, nursing, administrative)
- Presents findings to stakeholders and higher management
- Identifies and list non-conformity in the use of ICT
- Create impactful innovation campaigns
- Contribute to capacity building and continuous learning activities in the field of eMental health in collaboration with the Training department

## **JOB REQUIREMENTS**

### **Education and qualification:**

- Paramedical or scientific degree (master level)
- Relevant professional experience of at least 5 years
- Previous experience working in an eHealth function is an asset
- French or Dutch speaker (for Belgium, need to be adapted for each country)
- Strong written and verbal communication skills in English



## **Specific skills**

- Good knowledge of eHealth
- Good culture of Walloon and European innovation is an asset (to be adapted for each country)
- Experience in working with research and innovation projects
- EU GDPR knowledge base
- knowledge of the reimbursement system for medical devices and is up to date on the reimbursement of applicable digital health devices
- Knowledge of grant systems and experience in applying for funds

## **Technical competences**

- Familiar with Microsoft Office
- Ability to assess the relevance and technical feasibility of an innovation project in the digital field (AI, IoT, SaaS, ...)
- Up-to-date knowledge and experience in innovative technologies (e.g. data science, AI,...) and understanding of their constraints and benefits

## **Behavioural competences**

- Autonomy
- Assertiveness
- Strong planning and organizational skills
- Good problem-solving skills
- Active listening and diplomacy
- Ability to build an effective network and how to convince stakeholders with the right arguments
- Ability to collaborate and get people to join a project
- Sense of collaborative work
- Critical-analytical and synthesizing spirit
- Intellectual honesty, confidentiality and neutrality
- Proactive curiosity and interest in themes related to innovation
- Committed to continuous learning and keeping abreast of developments within the field of expertise
- Ability to translate the technical specs to information that can be easily understood by therapists, patients and families.

## SIMILAR ROLES

- IT referent Nurse ( Responsible of Electronic Medical record – Lierneux Hospital- Belgium)
- Development and Innovation Manager ( Clinique de l'Europe- Brussels)
- Psychotherapist; Development Management (EVKB Bielefeld- Germany)
- Psychologist coordinator of virtual reality therapies (Le Domaine- Braine-l'Alleud- Belgium)
- Nurse coordinator for virtual reality in oncology (Saint Jean- Brussels)
- Psychologist coordinator of digital tools ( CNP Saint Martin – Namur- Belgium)

# CONCLUSION

This job profile will serve as a basis for the employment offices to update their catalogue.

This will allow jobseekers to be better guided in adapting their new skills to the demand.

This profile has the merit of being applicable to the different countries of the consortium and certainly beyond. It can be adapted and modified according to the environment where it will be found.

## PARTNERS / PARTENAIRES



## SUB-PARTNERS / SOUS PARTENAIRES



## ASSOCIATED PARTNER / PARTENAIRE ASSOCIÉ



## WITH THE PARTICIPATION OF / AVEC LA PARTICIPATION DE

