

Challenges

Speed of developments

- for patients and professionals
 - o difficulties keeping up to date
 - o integration of innovations into the daily life, given the everyday business
- for legislation and decision makers
 - o duration of the legislation process
 - o duration of decisions, especially regarding the consideration of several stakeholders

Conflict between personal contact and the de-personalisation through new technologies

Technical challenges

- many intersections
- proprietary systems
- vs. cross-sectional integration

Accessibility can be improved as well as complicated by new technologies

Assessment of utility and costs

- methods, approaches
- institutionalisation (e.g. like NICE)

Conflict of interest

- Austrian stakeholders
- international companies
- European Commission

Extensive availability of data can lead to over-diagnosis and over-treatment

Big Data

- plausibility
- granularity

Legal challenges

- unanswered liability questions
- data protection
- secondary use of data

Financing and Reimbursement

Concerns about job security

Usability and Implementation

Development of a strategy regarding digital technologies

- technological matters
- assessment
- processes for decision-making (appraisal)
- legal framework
- political processes
- involvement of patients and professionals
- communication

Considering the perspective of patients as well as professionals

- involvement in the development process
- taking into account the diversity of the population

Management of acceptance and communication for patients and professionals

- consideration of emotions
- pointing out potential improvements for different stakeholders

Digital ethics

- What to implement and what not?
- How far should a regulation go?

Quality and Security

- certifications
- quality seals

Knowhow in Austria

- capacity building in the institutions
- acquisition
- mandatory elements for the education of professionals

Accessibility

- simplification by a single point of contact
- improving e-health literacy