

# Good Practices in CARES

## Template

24/05/2023

Please read the **Good practices guidelines** [on the CARES OneDrive](#) before filling in this template.

This template is provided by Interreg Europe: <https://www.interregeurope.eu/submit-a-good-practice>  
Optional fields are shown in orange. All other fields are compulsory.

We have added in pink some additional guidance to help collecting information and filling in the template.

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### 1. Author contact information

*[Technical: Contact information comes from your community profile. You can edit it by visiting your user dashboard]  
The owner of the good practice should fill in the form. If you submit a good practice, your personal and organisational profile in the Interreg Europe community will be linked to it.*

<b>Name:</b>	<b>Małgorzata Kleemann</b>
<b>Email:</b>	<i>m.kleemann@kujawsko-pomorskie.pl</i>
<b>Telephone:</b>	
<b>Your organisation</b>	
<b>Country:</b>	<i>Poland</i>
<b>Region:</b>	<i>Kujawsko-pomorskie</i>
<b>City:</b>	<i>Torun</i>
<b>Organisation name:</b>	<i>Urząd Marszałkowski Województwa Kujawsko-Pomorskiego w Toruniu/ Marshal's Office of Kujawsko-Pomorskie Voivodeship</i>

### 2. Organisation in charge of the good practice

*[If your organisation is not the one in charge of the good practice, you can indicate the relevant organisation in this section of the form. But your contact details will still be linked to the submitted good practice.]*

<b>Is your organisation the main institution in charge of this good practice?</b>	<b>YES / NO</b>
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In case 'no' is selected, the two following sections appear:

<b>Location of the organisation in charge:</b>	<i>Country</i>	<i>Drop-down list</i>
	<i>Region</i>	<i>Drop-down list</i>
	<i>City</i>	<i>Drop-down list</i>
<b>Main institution in charge:</b>	<i>Drop-down list of organisations [Technical: it is possible to select 'other' to add a new one]</i>	

<b>Are you involved in an Interreg Europe project?</b>	YES / <b><u>NO</u></b>
<p><i>If you are involved in more than one project, please choose the project for which you are submitting this good practice.</i></p> <p><i>See our list of <a href="#">approved projects</a> or visit this <a href="#">FAQ section</a> for more information.</i></p>	

**In case 'yes' is selected, the following section appears:**

<b>Please select the project acronym:</b>	<i>Drop-down list of Interreg Europe approved projects</i>
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### 3. Good practice general information

<p><i>If you are submitting a good practice as part of an Interreg Europe project, the thematic objective and sub-topic are chosen for you.</i></p> <p><i>If you are not part of an Interreg Europe project, please remember to choose the most relevant thematic objective and sub-topic for your good practice.</i></p>	
<b>Thematic objective of the practice:</b>	<i>Increased availability of telecare and telemedicine services for the European population, making care fairer within the region</i>
<b>Thematic subtopics of the practice:</b>	
<b>Geographical scope of the practice:</b>	<i>Select National/Regional/Local</i>
<b>Location of the practice</b>	Country <i>Drop-down list</i>
	Region <i>Drop-down list</i>
	City <i>Drop-down list</i>

<b>Practice image:</b>	<i>Upload your own (in compliance with the copyright rules) or select one from the pool of pre-defined images. Recommended dimensions: 440 x 450 pixels, 1MB</i>
<b>Title of practice:</b>	<i>REGIONAL REPOISORY OF ELECTRONIC MEDICAL DATA (RREDM) Regionalne Repozytorium Elektronicznej Dokumentacji Medycznej (RREDM)</i>

### 4. Good practice detailed information

<b>Short summary of the practice:</b>	<i>As part of the project "Construction of the Kuyavian and Pomeranian System for Providing Access to Electronic Medical Records – Stage I", a system called the REGIONAL REPOISORY OF ELECTRONIC MEDICAL DATA (RREDM) was created. The task of the Regional Repository of Electronic Medical Records (RREDM), is to provide e-Services in the field of health care, by care units, partners of the project. Through participation in the project, the necessary infrastructure for both the central part and the care units was purchased to provide efficient and secure transport of digital data. It was a core component of the project as</i>
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	<p><i>the central component is designed not only to collect medical data, but also to secure and exchange them among units. As part of the project, the application software that enables the implementation of e-Services, the RREDM system, was developed and delivered. In the next stage, Project Partners will be integrated with the above system.</i></p>	
<p><b>What thematic area is the GP associated with (put a tick where appropriate)</b></p>	<p><b>Increased availability of telecare and telemedicine services for the European population, making care fairer within the region</b></p>	
	<p><b>Widespread use of innovative tools for medical care and diagnosis (easy-to-use tools that enable shorter time until diagnosis and possible treatment with the reduction of the number of hospital stays)</b></p>	<p><b>X</b></p>
	<p><b>Greater institutional capacity and educated staff (management platforms, coordination centers, staff trainings)</b></p>	
<p><b>Detailed information on the practice:</b></p>	<p><i>As part of the project, key functional e-services have been launched:</i></p> <ul style="list-style-type: none"> <li>• <i>Medical records - depositing, storing, searching and sharing electronic medical records.</i></li> <li>• <i>Imaging data - depositing, storing, searching, and sharing imaging records.</i></li> <li>• <i>E-Registration – search for available appointments, book an appointment, view and manage booked appointments.</i></li> <li>▪ <i>Emergency data – provides direct access to the data set of individual patients in critical life and health emergencies.</i></li> <li>▪ <i>Patient e-Diary – a service for the electronic acquisition of data on a patient's health status (past illnesses, treatments, etc.) and medications taken as part of an admission/hospitalization procedure or a visit to a treatment facility through dedicated questionnaires.</i></li> </ul> <p><i>The beneficiaries of the listed modules are the staff of the healthcare entities (project partners) and patients using the services provided by these entities. Access to e-services and data stored in the system will be provided via the Patient Portal, Physician Portal, patient mobile application and HIS systems operating in individual entities. The system will be launched for all participating entities centrally (currently there are 5 entities connected in production), in a private cloud model, in an external Data Processing Center, outside the infrastructure of the project partners. Such an approach will enable delegation of processes related to ensuring a high level of availability, reliability and security outside the healthcare entities. Access to the system's services will be provided via dedicated fiber-optic links and via the Internet. The functionality of the RREDM system is mainly based on the following components:</i></p> <p><b><i>Patient portal</i></b> – providing access to the e-services of the RREDM system patients and their caregivers:</p> <ul style="list-style-type: none"> <li>• <i>e-Informator allows you to read health-related articles and information on medical entities that are Partners of the project;</i></li> </ul>	

	<ul style="list-style-type: none"> <li>• <i>setting up and managing a patient's account and assigning permissions for doctors to the patient's electronic medical records;</i></li> <li>• <i>viewing electronic medical records of a patient or client;</i></li> <li>• <i>searching and booking appointments with the possibility of conducting a visit in the form of telemedicine consultation;</i></li> <li>• <i>possibility of keeping and viewing patient e-diaries, i.e. monitoring of patient's health parameters ordered by a specialist (such as glucose level or blood pressure);</i></li> <li>• <i>the possibility of filling out questionnaires, both cross-sectional (e.g. about health status) and associated with a specific booked service;</i></li> <li>• <i>receiving alerts, e.g. about an upcoming appointment date.</i></li> </ul> <p><b>Qualified Staff Portal</b> – <i>providing access to the e-services of the RREDM system doctors and qualified Staff:</i></p> <ul style="list-style-type: none"> <li>• <i>creating and publishing content for the e-Informator service;</i></li> <li>• <i>viewing patients' electronic medical records (according to the authorization policy);</i></li> <li>• <i>viewing and managing patient reservations and booking appointments on behalf of the patient with another entity;</i></li> <li>• <i>managing and previewing patient e-diaries, i.e. monitoring of patient's health parameters ordered by a specialist (such as glucose level or blood pressure);</i></li> <li>• <i>managing and previewing questionnaires filled out by patients;</i></li> <li>• <i>creating and managing contracts for the implementation of orders, as well as creating and managing orders for the delivery of services by another partner medical entity.</i></li> </ul> <p><i>The system provides services to integrate with the system, the project partners' HIS software. Integration interfaces will be built in the next edition of the project using standards accepted in health care, such as IHE profiles, HL7 FHIR, openEHR or DICOM. The use of recognized standards will facilitate the integration of the system with the software in place at the project partners, reduce integration costs and allow more entities to join the system in the future.</i></p>
<p><b>Resources needed:</b></p>	<p><i>Value: 23,659,428.00 PLN (5 257 650 euro), including ERDF funding 20,110,513.80 PLN (4 469 003 euro)</i></p>
<p><b>Timescale (start/end date):</b></p>	<p><i>From May 2022 until December 2023</i></p>
<p><b>Evidence of success (results achieved):</b></p>	<p><i>The result of the establishment of the RREDM system is to increase the use of ICT in everyday life, increase citizen participation in public life, and consequently improve the quality of life of the region's citizens and raise the quality of medical services provided in the region by improving the availability of information and public resources. E-services improve communication between the patient and the medical entity / medical entities. The implementation of the project has contributed to the enhancement of social potential and the growth of the public's IT skills through the implementation of innovative IT solutions and the creation of new opportunities for their functioning. E-services allow users to save time needed until now for personal registration or personal receipt of results, medical certificates.</i></p>

<b>Challenges encountered (optional):</b>	
<b>Potential for learning or transfer:</b>	<i>The project was aimed at the creation or modernization of domain systems, the creation of electronic public services made available online in the field of e-Health, and support in the process of informatization of hospitals and other health care units operating in the Kujawsko-Pomorskie Voivodeship through equipping Hospitals with the necessary equipment. The project has improved the quality of medical services provided to the public through the use of modern information technologies. The aforementioned goals were achieved through the creation of technical, IT infrastructure and environment, which allowed the introduction of specialized e-services in health care, which improved the efficiency of medical care, provided easier and faster access to medical services, while reducing the operating costs of medical institutions.</i>
<b>Further information:</b>	
<b>Keywords related to your practice</b>	<i>Select from existing keywords</i>
<b>Expert opinion</b>	<i>[1500 characters] [Filled in by the Policy Learning Platforms experts in case good practice is published in the Good Practices database]</i>