The above sketchnote was captured during the EPIS 2020 Pre-summit webinar that took place on the 22nd October 2020.
The sketchnote illustrates the discussions of patient community representatives on 'How digital engagement has transformed patients' world'.
Please visit https://www.episummit.net/ for further information and resources.
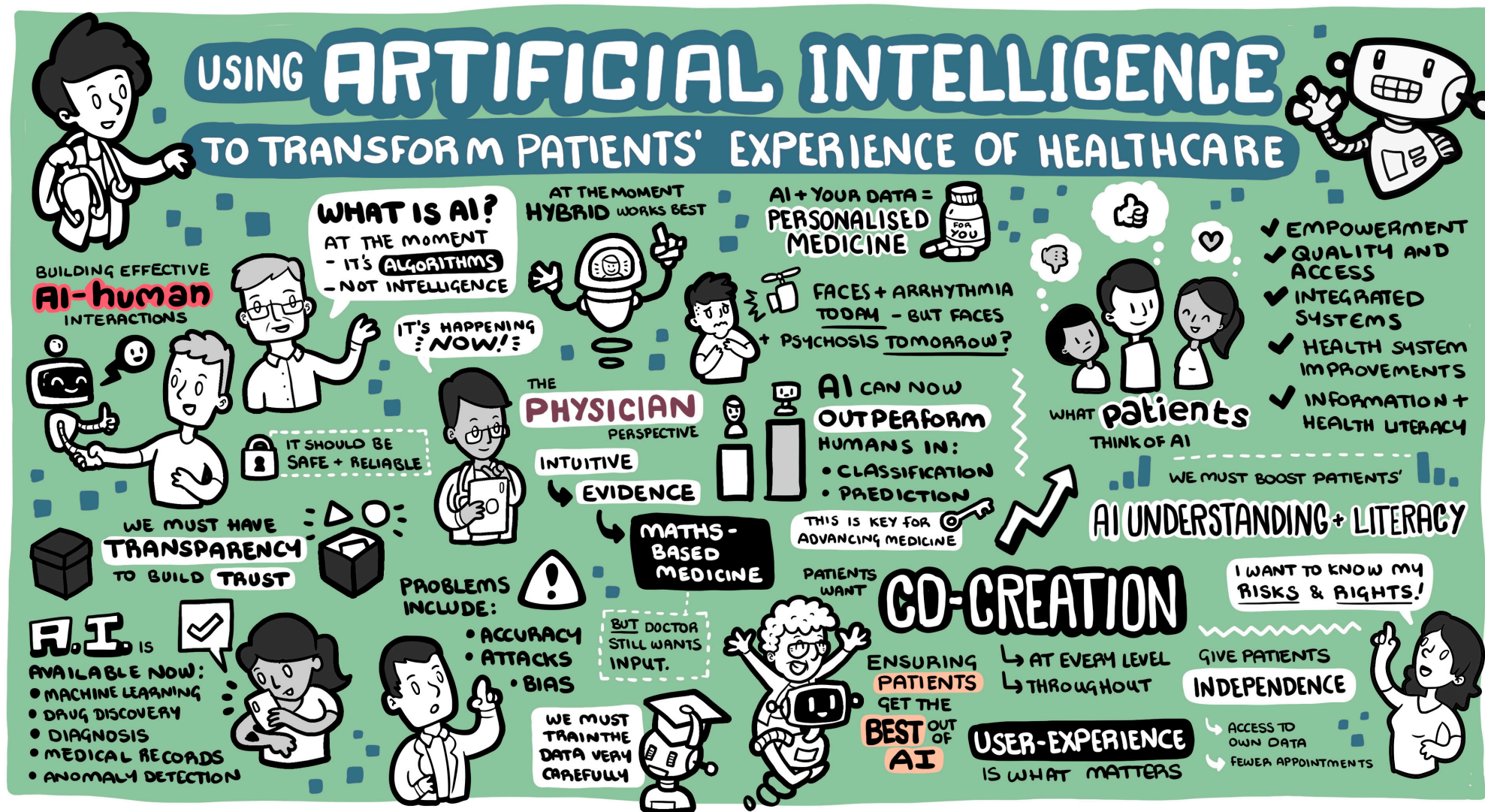
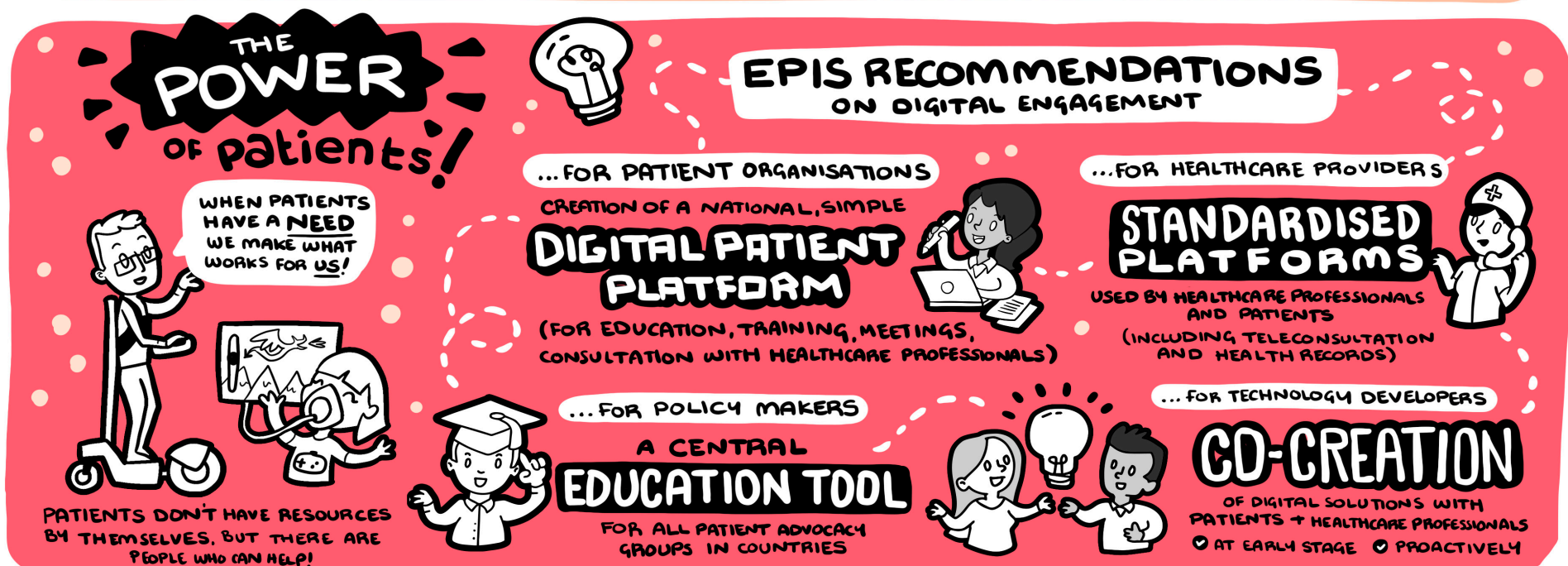The above sketchnote was captured during the EPIS 2020 Pre-summit webinar that took place on the 29th October 2020.
The sketchnote illustrates the discussions of patient community representatives on 'Using artificial intelligence (AI) to transform patients' experience of healthcare'.
Please visit https://www.episummit.net/ for further information and resources.

EPIS 2020 **digital engagement** = THE POWER OF DIGITAL + TECHNOLOGY TO IMPROVE PATIENTS' LIVES + HEALTHCARE SERVICES

1 **SHARE** LEARNINGS

2 **AGREE** on **Benefits & CHALLENGES**

3 MAKE **RECOMMENDATIONS**

PRECISION PUBLIC HEALTH
EVIDENCE-BASED CARE FOR ONE (PERSONALISED HEALTHCARE)

CREATING THE BEST POSSIBLE **Quality of Life** DURING WHOLE LIFESPAN

READY!
NOT SO READY...

WE DON'T LACK **TECH**, WE LACK **DECISIONS**.

FUTURES
THERE IS MORE THAN ONE FUTURE!

REAL WORLD
▶ DATA
▶ EVIDENCE

↑ COMPLEX HEALTH LANDSCAPES
↑ HEALTHCARE TECHNOLOGIES
↻ CHANGING HEALTH BEHAVIOURS

NEED TO FOCUS ON **EARLY** DETECTION + INTERVENTION
KEEP THE HEALTHY, HEALTHY!

TECH vs SOCIETAL **READINESS**

WE NEED TO MOVE FROM emotions TO **FACTS**

WORK AVOIDANCE
WE MUST HAVE THE **GUTS** TO MAKE BETTER DECISIONS

TECH IS A TOOL ONLY USE IT WHERE IT HAS **value**

TRANSPARENCY &

7.98/10
THIS WILL NOT TAKE US FORWARD...
PATIENT RATING OF POSITIVE DIGITAL EXPERIENCE DURING COVID19

EACH TO THEIR OWN
INSTEAD WE NEED

CO-OPERATIVE MODELS FOR SUCCESS

PATIENT ORGANISATIONS ARE VERY IMPORTANT

POLICY-MAKERS FOR HUMANITY

ALGORITHMS MUST BE **ethical**

EASY, INSTANT ACCESS TO YOUR OWN **data**

POLITICAL   ADMINISTRATIVE
RESPONSIBILITY
CORPORATE   CIVIL

DIGITAL IS NOT GREAT BECAUSE...
HEALTHCARE PROVIDERS ARE RESISTANT TO DIGITAL TOOLS
LESS FACE-TO-FACE WITH HEALTHCARE PROFESSIONALS

DIGITAL IS GREAT FOR...
ACCESS TO ADVICE AND SUPPORT FROM HEALTHCARE PROFESSIONALS
CONTINUITY OF CARE

SAFETY
CONNECTION
COLLABORATION
CONVENIENCE

ISOLATION
LONELINESS
LIMITED
COMFORT

DID YOU TAKE YOUR PILLS?

I WANT MORE AGENCY AND SELF-MANAGEMENT

IT'S ALL ABOUT **RELEVANCE** TO THE PATIENT
AND A LOT OF APPS ARE NOT RELEVANT.....

DON'T SACRIFICE QUALITY FOR CONVENIENCE

WE NEED MORE **empathetic** TECHNOLOGIES

IN-PERSON **QUALITY TIME** IS SO IMPORTANT
HOW CAN DIGITAL ENGAGEMENT MAKE IT **BETTER**?

INCREASE PATIENT + HCP **digital LITERACY**

CLINICIANS NEED TO MODERNISE TO GET RETURN ON ENGAGEMENT

TECH MUST:
▶ BE EASY TO USE
▶ SPEAK OUR LANGUAGE
▶ REMAIN NEUTRAL

AND IT **MUST** BE:
EASY & ACCURATE!

CULTURE-CHANGE:
IN ORDER FOR DIGITAL TOOLS TO WORK, WE NEED:
▶ OWNERSHIP   ▶ PROVEN VALUE
▶ TRANSPARENCY   ▶ ENGAGEMENT
▶ RESPONSIBILITY   ▶ CO-CREATION

THE **FUTURE** IS **HERE**
>>> IT'S JUST UNEVENLY DISTRIBUTED... <<<

WHAT IS REASONABLE DISCLOSURE OF DATA?

OUTCOMES ARE WHAT MATTER

THE **POWER** of patients!

WHEN PATIENTS HAVE A **NEED** WE MAKE WHAT WORKS FOR **US**!

PATIENTS DON'T HAVE RESOURCES BY THEMSELVES, BUT THERE ARE PEOPLE WHO CAN HELP!

EPIS RECOMMENDATIONS ON DIGITAL ENGAGEMENT

...FOR PATIENT ORGANISATIONS
CREATION OF A NATIONAL, SIMPLE
DIGITAL PATIENT PLATFORM
(FOR EDUCATION, TRAINING, MEETINGS, CONSULTATION WITH HEALTHCARE PROFESSIONALS)

...FOR HEALTHCARE PROVIDERS
STANDARDISED PLATFORMS
USED BY HEALTHCARE PROFESSIONALS AND PATIENTS
(INCLUDING TELECONSULTATION AND HEALTH RECORDS)

...FOR POLICY MAKERS
A CENTRAL **EDUCATION TOOL**
FOR ALL PATIENT ADVOCACY GROUPS IN COUNTRIES

...FOR TECHNOLOGY DEVELOPERS
CO-CREATION
OF DIGITAL SOLUTIONS WITH PATIENTS + HEALTHCARE PROFESSIONALS
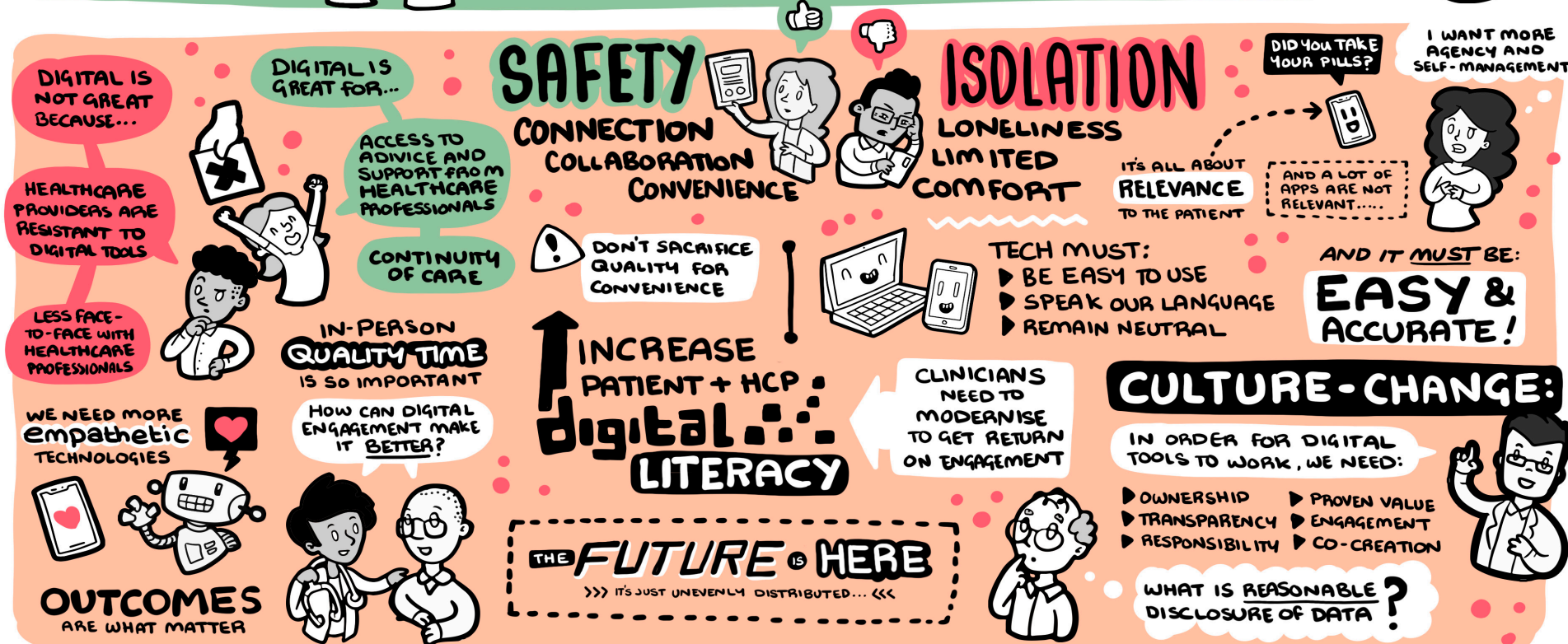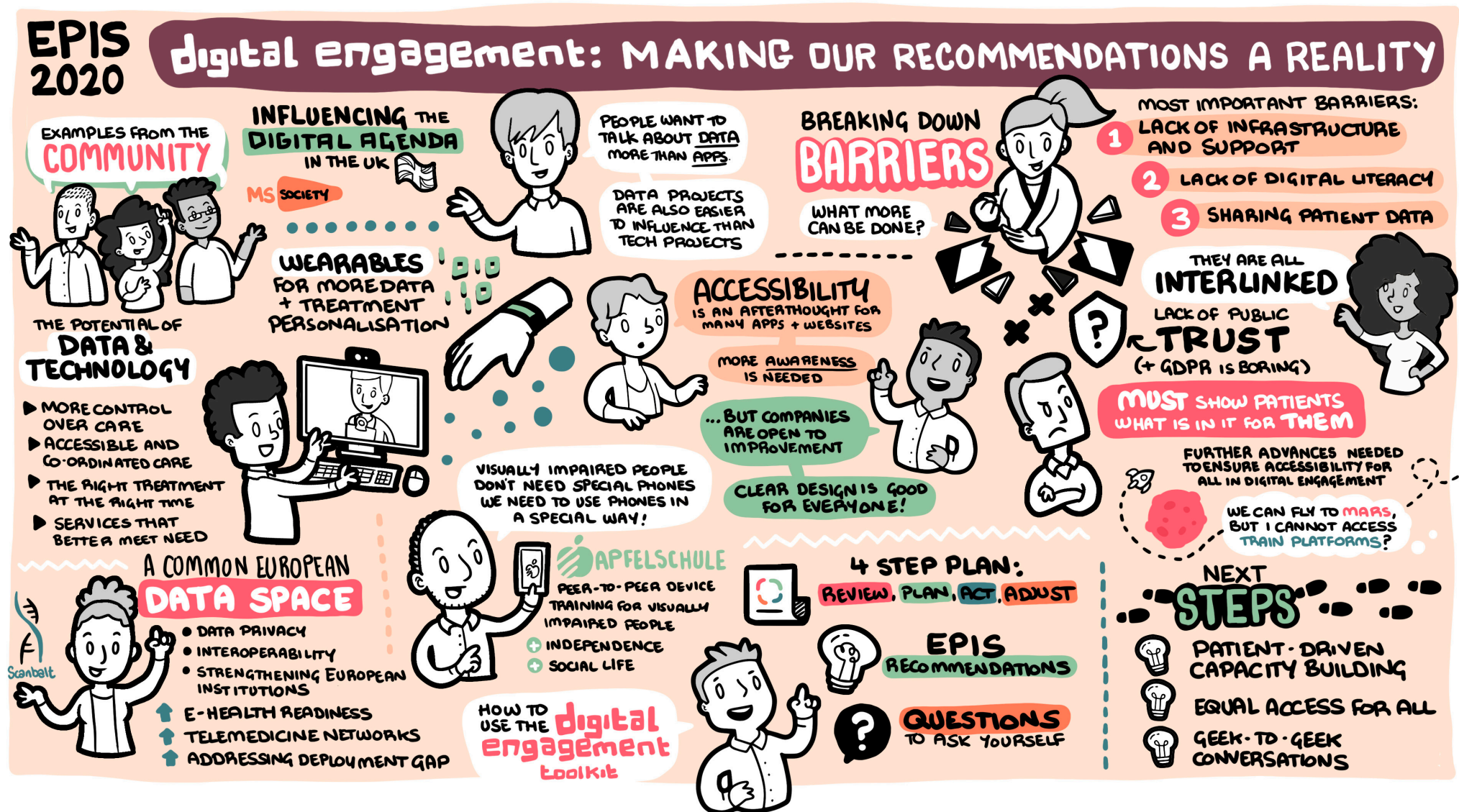♥ AT EARLY STAGE   ♥ PROACTIVELY

SKETCHNOTES @ NATALT DESIGN

The above sketchnote was captured during the EPIS 2020 Summit that took place on the 5th November 2020.
The sketchnote illustrates the discussions of patient community representatives on 'Making the most out of new opportunities for engagement arising from COVID-19'.
Please visit https://www.episummit.net/ for further information and resources.

EPIS 2020

digital engagement: MAKING OUR RECOMMENDATIONS A REALITY

EXAMPLES FROM THE **COMMUNITY**

INFLUENCING THE **DIGITAL AGENDA** IN THE UK

MS SOCIETY

PEOPLE WANT TO TALK ABOUT DATA MORE THAN APPS.

DATA PROJECTS ARE ALSO EASIER TO INFLUENCE THAN TECH PROJECTS

BREAKING DOWN **BARRIERS**

WHAT MORE CAN BE DONE?

MOST IMPORTANT BARRIERS:
1 LACK OF INFRASTRUCTURE AND SUPPORT
2 LACK OF DIGITAL LITERACY
3 SHARING PATIENT DATA

THEY ARE ALL **INTERLINKED**

WEARABLES FOR MORE DATA + TREATMENT PERSONALISATION

THE POTENTIAL OF **DATA & TECHNOLOGY**

▶ MORE CONTROL OVER CARE
▶ ACCESSIBLE AND CO-ORDINATED CARE
▶ THE RIGHT TREATMENT AT THE RIGHT TIME
▶ SERVICES THAT BETTER MEET NEED

ACCESSIBILITY IS AN AFTERTHOUGHT FOR MANY APPS + WEBSITES

MORE AWARENESS IS NEEDED

...BUT COMPANIES ARE OPEN TO IMPROVEMENT

CLEAR DESIGN IS GOOD FOR EVERYONE!

VISUALLY IMPAIRED PEOPLE DON'T NEED SPECIAL PHONES WE NEED TO USE PHONES IN A SPECIAL WAY!

LACK OF PUBLIC **TRUST** (+ GDPR IS BORING)

MUST SHOW PATIENTS WHAT IS IN IT FOR **THEM**

FURTHER ADVANCES NEEDED TO ENSURE ACCESSIBILITY FOR ALL IN DIGITAL ENGAGEMENT

WE CAN FLY TO MARS, BUT I CANNOT ACCESS TRAIN PLATFORMS?

A COMMON EUROPEAN **DATA SPACE**

Scanbelt

- DATA PRIVACY
- INTEROPERABILITY
- STRENGTHENING EUROPEAN INSTITUTIONS
- ⬆ E-HEALTH READINESS
- ⬆ TELEMEDICINE NETWORKS
- ⬆ ADDRESSING DEPLOYMENT GAP

APFELSCHULE

PEER-TO-PEER DEVICE TRAINING FOR VISUALLY IMPAIRED PEOPLE
+ INDEPENDENCE
+ SOCIAL LIFE

HOW TO USE THE **digital engagement** toolkit

4 STEP PLAN: REVIEW, PLAN, ACT, ADJUST

EPIS RECOMMENDATIONS

QUESTIONS TO ASK YOURSELF

NEXT **STEPS**

PATIENT-DRIVEN CAPACITY BUILDING

EQUAL ACCESS FOR ALL

GEEK-TO-GEEK CONVERSATIONS

The above sketchnote was captured during the EPIS 2020 Post-summit webinar that took place on the 25th February 2021. The sketchnote illustrates the discussions of patient community representatives on how to make the recommendations discussed during the EPIS 2020 Summit a reality. Please visit https://www.episummit.net/ for further information and resources.