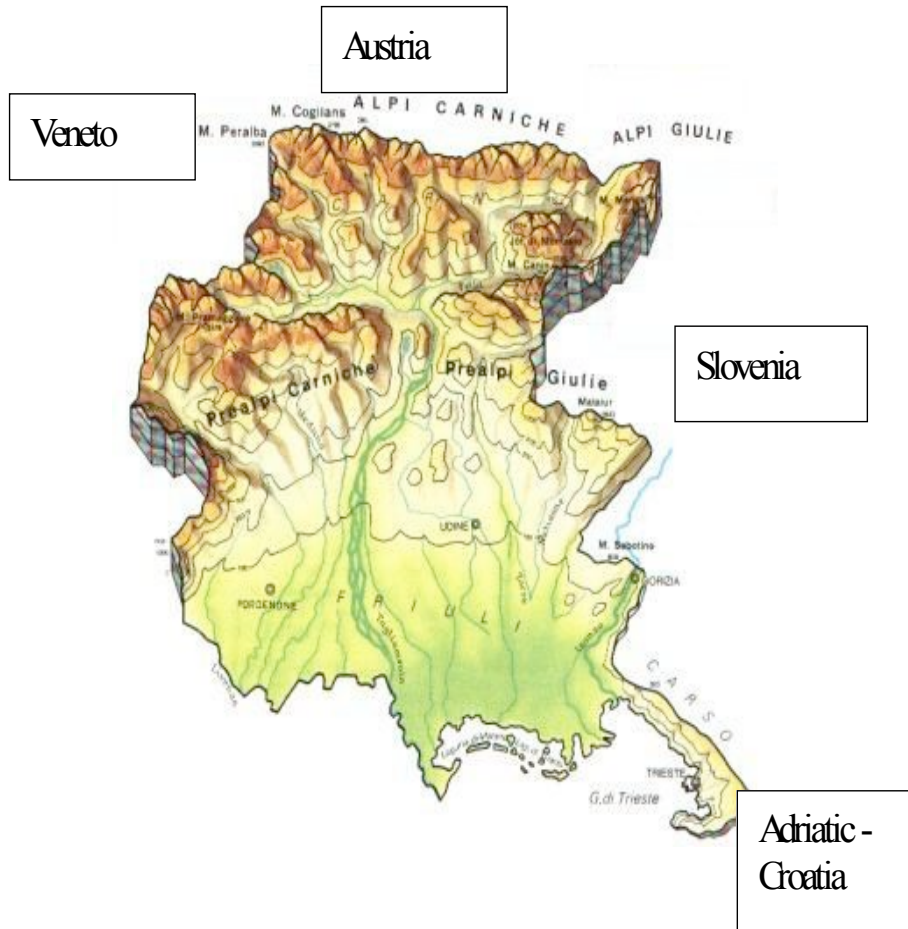




# **Vision and experiences on Interoperability in the Autonomous Region “Friuli Venezia Giulia”**

10th June 2009, Trieste



**7846 square kilometers**

**1.207.870 inhabitants**

**In 1972 the FVG Region promulgated laws indicating the necessity to develop and manage a sole Regional Information System.**

**The Regional Information System was developed by an ICT in house company: Insiel.**



## *Status quo*

- Infrastructure interoperability
- Applicative interoperability
- Inter-national interoperability

**.....some regional projects on interoperability**

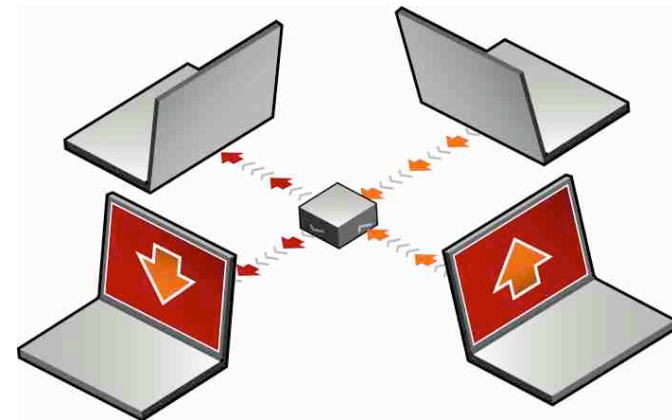


## **IAM project - Identity & Access Management**

A **federated authentication** system that guarantees:

- user identification
- user qualification
- authorization for access to all resources

A unique access point (*single sign on*) to move from one system to another and certifying authorities involved for the subjects qualification.





## **PROTOINT – Integration of the different registration procedures/systems of the public administration offices of FVG**

Implementation of a **network for the *secure exchange of certified documents*** issued by heterogeneous information systems and applications, thanks to the use of **Certified E-mail** for the communication between institutions.

**I will send you a copy of...**





## **INTERPRANA – Personal records interoperability**

- **Integration** with each municipality's registry office software
- **Communication** of the events entailing changes in personal data (birth, change of residence, etc) through tools enabling cooperation between registry office applications (domain gateways)
- **Citizen Portal** that each citizen can access using the Regional Services Card, by forwarding a request of personal or family data, including historical data

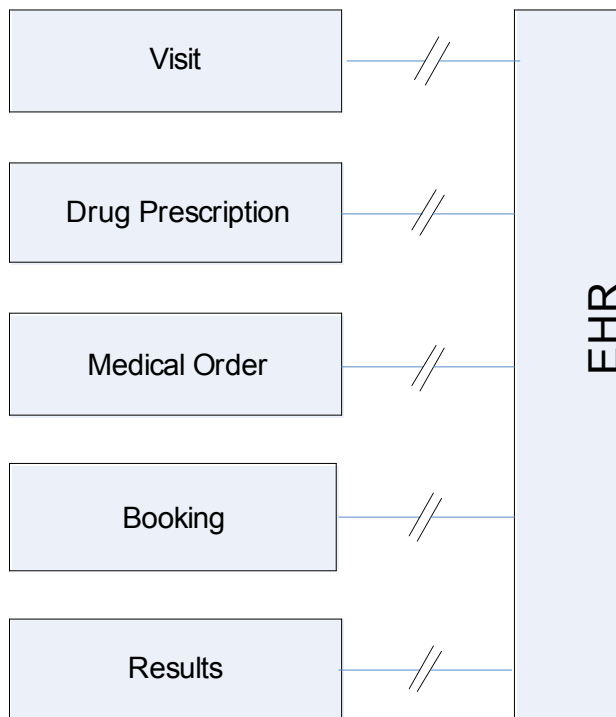


**“Continuity of Health Care” project, some components:**

- Unique Health Care Registry
- Electronic Health Care card
- Citizen Portal
- A system for drug prescription and specialized exams booking for general practitioners (integrated with laboratory and hospital)
- the Unique Booking Center
- the Regional Call Center



IOP between different services referring to the same customer and resorting to Electronic Health Record (EHR).



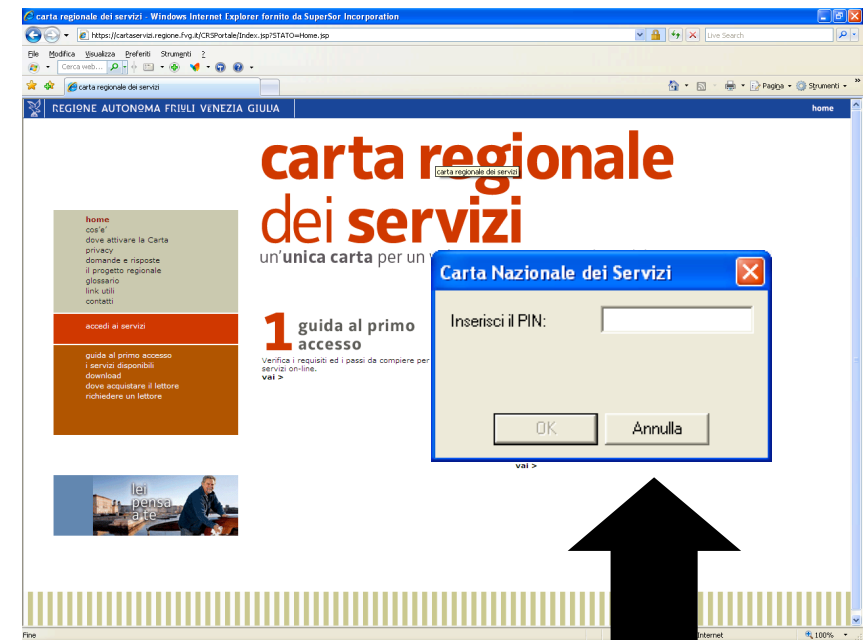
IOP between different services referring to the same customer and resorting to Electronic Health Record (EHR) Patient-centric schema.

IOP between different services produced as result of IOP between different steps of the supply chain, are the main points on which the “Continuity of care” project is based to achieve the continuity in medical treatment.



## Interoperability outcomes: On line health services for citizens:

- ✓ Log in to Internet CRS Portal (pin code)
- ✓ Access to:
  - ✓ Personal health data
  - ✓ Own exemptions
  - ✓ GP's data
  - ✓ Vaccination list
  - ✓ Archived bookings list
  - ✓ Current bookings list
- ✓ Change of GP
- ✓ Print of paper copy of own Health Card
- ✓ on line medical reports
- ✓ Booking
- ✓ Payments
- ✓ Sending selfmonitoring data to GPs





## **Relevance and transferability**

Both the organizational model and ICT solutions can be a reference for all public structures and ICT developers involved in defining strategies and procedures to support interoperability between information systems and improving services accessibility.

The designing and planning phase are crucial in order to assure the project transferability.



## EPSOS/IPSE

Experimentation of a national and European interoperability system for Electronic Health Record solutions

Components: *Patient Summary* and *ePrescription*



**EPSOS**



**IPSE**



## **Friuli Venezia Giulia Region's challenges**

- **To promote interoperability between European countries**
- **To share experiences and to find common models**
- **To use existing technologies to create a unique tool to plan and monitor health activities**
- **To integrate own information system to guarantee data exchange between Regions**
- **To use the Regional Health Card as unique tool to identify citizen**



## Why focus on interoperability?

- To make public administration procedures faster
- To guarantee uniformity and correctness of data
- To avoid data duplication and the doubling of office work
- To beneficiate from the potentialities of ICT

## Risks

- The use of current information systems
- The prudential management of changes in organization
- The definition of communication standards (both at a national and international level)



## **Environments, Perspectives and Potentials of Interoperability at international level**

### **Continuity in working processes**

- Citizen mobility
- Continuity in Health care

### **Benchmarking**

- Comparison of models and systems, exchange of best practices
- Transfer of experiences, models, information systems
- Identifying levers to take advantage of economies of scale at an international level
- Optimization of the resources assigned to eGovernment



# Presidency of the FVG Region

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