

## MANAGING SUSTAINABLE AND RESILIENT HEALTHCARE SYSTEMS

What do health systems need to be resilient and sustainable? The challenges that countries are facing in addressing the COVID-19 pandemic have sparked many discussions around this question.

On Monday, 19 April 2021, EHMA hosted a webinar on this topic, presenting lessons learnt from the European Regional and Local Health Authorities (EUREGHA) and one of its members, Scotland.

**Valentina Polylas**, Executive Director of EUREGHA, kicked off the discussion by stating the importance of involving and listening to local and regional health authorities in order to develop better EU health policy. These authorities represent a natural interface between citizens, national governments and European institutions, and they are key players when it comes to the exchange of knowledge and best practices. Many innovations are happening at territorial level and revolve around topics such as integrated care, value-based healthcare, digitalisation, primary care, and cross-border cooperation. Involving regional and local health authorities in the development of policies and recommendations to be considered at the EU level can reinforce governance and leadership, help understand and shape the future investment priorities of EU Member States, and develop more sustainable and resilient societies.

**Andrea Pavlickova**, International Engagement Manager of the Digital Healthcare Directorate of the Scottish Government, continued the discussion by presenting an example of how Scotland currently uses digital technology to manage the resilience of their health and social care system in the time of COVID-19. A pillar of their belief is that, if embedded properly in the services design, digital technology has the potential to change the face of health and social care delivery. The profound impact COVID-19 has had on health systems has reiterated the urgency to really integrate digital technology in service design.

Scotland developed new programmes as a response to COVID-19 and a cross-cutting element of all these programmes is digital inclusion and capacity. Examples of this are:

- [Near Me](#), a video consulting service that helps public sector providers offer video call access to their services as part of business as usual operations;
- [Connecting Scotland](#), a programme aimed at getting every citizen in the country online;
- [Remote Health Pathways \(RHP\)](#), a programme that uses remote digital monitoring technology to enable patients outside of hospitals to receive, record, and relay clinically relevant information about their current health and wellbeing;

From digital healthcare solutions to the implementation of social healthcare measures, from the delivery of healthcare services to innovation and research, many provide lessons learnt that can improve health systems and ensure a sustainable and resilient future.

The webinar was hosted by EHMA. You can watch the recording [here](#). All materials and resources mentioned in the webinar can be found [here](#).