



# Regional Conference on EHR Systems Quality Labelling and Certification

&

# Annual EuroRec Conference 2011

## Belgrade, Serbia

## 21 – 22 November 2011

# 1 Content

1	Content.....	2
2	Introduction.....	3
3	Conference's Web Page .....	4
4	Agenda .....	5
5	Invitations.....	7
5.1	Invitations to the key speakers .....	7
5.2	Invitations to the round table speakers .....	8
5.3	Invitations to other participants .....	10
5.4	Leaflet of the Conference .....	11
6	Presentations.....	12
6.1	Key speakers presentations .....	12
6.2	Round table presentations .....	12
6.3	Quality Labelling and Certification Principles .....	15
6.4	Belgrade Declaration .....	16
7	Attendees.....	17
8	Attachements .....	22

## 2 Introduction

The **'EHR Systems Quality Labelling and Certification Regional Conference'**, and the **'EuroRec 2011 Annual Conference'** were organised jointly by the Ministry of Health of Serbia and The EuroRec Institute, supported by the European Commission, ProRec-Serbia and ProRec-Slovenia. The Conference, free of charge, was held in Hotel Continental, Belgrade, Serbia, November 21-22, 2011.

The two-day conference provided an opportunity to:

- day-1: get an international first-hand insight into EHR systems use, quality labelling and certification developments,
- day-2: participate in the round table presentations and discussions with peer colleagues from the health authorities in the region.

Next to a number of distinguished invited speakers on day-1 and day-2, a round-table has been organised with participants comprising opinion makers and experts from Ministries of Health (or other formal authorities) from the South-East and Central European region (11 countries were effectively represented).



High-level representatives from the invited countries and interested actors took part in the conference.

In most of the participating countries EHR systems' Quality Labelling and Certification is not at high priority at this moment. However we believe that this conference provided a valuable input to all the participants: the authorities, software industry and users from the health care sector.

For more information see <http://ehr-certification-belgrade2011.com> and [www.eurorec.org](http://www.eurorec.org).

The logos of the organising and supporting organisations:



- Ministry of Health of the Republic of Serbia
- Serbia Health Project
- World Bank
- The EHR-Q<sup>TN</sup> Project, supported by the European Commission, 7<sup>th</sup> Framework Programme
- The EuroRec Institute for Electronic Health Records
- ProRec Serbia
- ProRec Slovenia

### 3 Conference's Web Page

**Regionalna konferencija**  
**Označavanje kvaliteta i sertifikacija EHR sistema & EuroRec 2011 godišnja konferencija**  
21-22 novembar 2011.  
Hotel Continental, Beograd

Početna  
Program Konferencije  
Besplatna registracija  
Lokacija  
Kontakt  
Preuzmite prezentacije



Organizacija Konferencije

- Ministarstvo zdravlja Srbije / Projekat "Plazvoj zdravstva Srbije - dodatno finansiranje" (koji finansira Svetska banka)
- EuroRec institut

Konferenciju podržavaju:

- ProRec-Srbija
- ProRec-Slovenija
- EHR-Q<sup>TN</sup> projekat (koji podržava Evropska komisija)



## Dobro došli

Pojednostosti o događaju	
<b>Naziv:</b>	Regionalna konferencija Označavanje kvaliteta i sertifikacija EHR sistema & Godišnja konferencija EuroRec 2011
<b>Datum:</b>	21-22 novembar 2011
<b>Mesto:</b>	Hotel Continental, Beograd, Srbija

**Cilj**

Da se razmene iskustava, i da se zvaničnici iz zdravstvenog sektora i zainteresovani profesionalci iz regiona stimulišu i informišu o pitanjima označavanja kvaliteta i sertifikacije EHR sistema.

**Pregled**

Glavni govornici na Konferenciji biće predstavnici Ministarstva zdravlja Srbije, Evropske komisije, EuroRec instituta, Svetske zdravstvene organizacije, projekta IHE, organizacija ProRec-Srbija i ProRec-Slovenija, srpskih bolnica i sertifikacionih tela, evropskih istraživačkih centara, kao i predstavnici industrije.

Kreatori javnog mnjenja i stručnjaci iz ministarstava zdravlja ili drugi zvaničnici iz regiona Jugoistočne i Srednje Evrope uzeće učešće u debati na okruglom stolu.

Na Konferenciji će učestvovati visoki predstavnici pozvanih zemalja i zainteresovani akteri.

**Dvodnevna Konferencija će pružiti priliku da se:**

- stekne direktan uvid u međunarodna kretanja na polju označavanja kvaliteta i sertifikacije EHR sistema (uključujući krajnje rezultate EHR-Q<sup>TN</sup> projekta, koji je podržala Evropska komisija)
- učestvuje u diskusijama na okruglom stolu
- doprinese izvođenju zaključaka i davanju preporuka za označavanje kvaliteta i sertifikaciju EHR sistema

**Program Konferencije**  **Liflet** 

**Region u fokusu**



**Učesnici:**

- Kreatori javnog mnjenja i stručnjaci iz ministarstava zdravlja (ili drugi zvaničnici)

**Reč ministra**

*Pružanje najbolje moguće i dostupne zdravstvene zaštite sopstvenom stanovništvu je jedan od glavnih ciljeva svih vlada u Evropi.*

*Pokazalo se da sistemi Elektronskih zdravstvenih kartona (EHR) povećavaju kvalitet i efikasnost zdravstvene zaštite jačom primenom regulativa, pozitivnim uticanjem na kontinuitet nege, smanjivanjem mogućnosti da se načine lekarska greška i efikasnijom upotrebom resursa. Analiza ovako dobijenih informacija obezbeđuje vođenje odgovorne zdravstvene politike i kompetentno donošenje odluka na svim nivoima zdravstvene zaštite.*

*Dodatna vrednost za zdravlje i ekonomska vrednost zdravstvenih IT aplikacija uopšte, i posebno EHR sistema, zavise od samog kvaliteta tih aplikacija, načina na koji one komuniciraju s drugim aplikacijama i njihove profesionalne upotrebe.*

*Označavanje kvaliteta i sertifikacija su za najviše zvaničnike u zdravstvu način da definišu onaj traženi kvalitet, i pri tom unapređuju sistem nabavki pouzdanih, poverenja vrednih i interoperabilnih EHR sistema.*

*Radujemo se susretu s Vama u našem lepom gradu Beogradu, uzivanju u nekoliko posebnih dana u društvu prijatelja i stručnjaka iz regiona.*




**Prof. dr Zoran Stanković**  
Ministar zdravlja Srbije

Organisers have prepared a Web home page with the following main topics:





- Home
- Agenda
- Free Registration
- Location
- Contact
- Download presentations

## 4 Agenda

### DAY- 1 (Monday, 21 November 2011)

12:00	Registration		
13:00	Welcome by the Organiser(s)	- Zoran Stanković (Minister of Health, Serbia) - Georges De Moor (EuroRec Institute, President) - Ana Holt (World Bank, Health Specialist) - Yolanda San Jose (Delegation of the European Union to the Republic of Serbia, Head Of Operations Section I) - Nada Teodosijević (ProRec-Serbia, President)	
13:20	European Commission actions on eHealth Standardization, Interoperability and Certification	Maja Vučković-Krčmar (Delegation of the European Union to the Republic of Serbia)	
13:40	EuroRec, EHR Systems Quality Labelling and Certification Activities in Europe and World-wide	Georges De Moor (EuroRec Institute)	
14:00	Software Systems Certification in the Serbian Healthcare	Nada Teodosijević (ProRec-Serbia, Serbia Health Project - Additional Financing)	
14:20	WHO perspective on Quality of EHR Systems	World Health Organisation (WHO) Delegate	
14:40	Interoperability Standards and Certification - The Critical Contribution of IHE to eHealth Interoperability World-wide	Stefan Sauermann (Integrating the Healthcare Enterprise® - IHE)	
15:00	<b>BREAK</b>		
15:30	Multilingual EuroRec Repository of EHR Functional Statements	Jos Devlies (EuroRec Institute)	
15:50	Supporting Software Vendors to Get a Certificate	Leo Ciglencečki (ProRec-Slovenia)	
16:10	Roadmap to a Sustainable Pan-European Certification of EHR Systems	François Wisniewski (CRP Henri Tudor – SANTEC, Luxembourg)	
16:30	<b>BREAK</b>		
17:00	Software Providers: Lessons Learned	Software vendors: - Tomaž Tušar (Audax d.o.o, Slovenia) - Branko Marović (Bit Projekt d.o.o, Serbia)	 
17:30	Healthcare Provider Perspective on EHR Quality Labelling and Certification	Ilija Tripković (Hospital Valjevo, Serbian Certification Body)	
17:50	<b>Close Day-1</b>		
18:30	Sightseeing Tour by Bus and Transfer to Skadarlija		
20:00	Dinner in <a href="#">Skadarlija</a>	Hosted by the Ministry of Health, Serbia	

### DAY- 2 (Tuesday, 22 November 2011)

09:30	Belgian Case	Jos Devlies (ProRec-Belgium)	
09:50	Danish Case	Morten Bruun-Rasmussen (ProRec-Denmark, Mediq)	
10:10	Round Table (part-1): National Overviews on EHR Systems, Addressing the Status and Quality Issues	- Austria - Bulgaria	 

<b>11:00</b>	<b>BREAK</b>		
11:15	Round Table (part-2): National Overviews on EHR Systems, Addressing the Status and Quality Issues	- Croatia - Czech Republic - Greece - Italy - Serbia - Montenegro	<a href="#">PDF</a> <a href="#">PDF</a> <a href="#">PDF</a> <a href="#">PDF</a> <a href="#">PDF</a> <a href="#">PDF</a>
<b>13:00</b>	<b>LUNCH</b>		
15:00	Round Table (part-3): Discussion	- Romania - Slovenia - Turkey	<a href="#">PDF</a> <a href="#">PDF</a> <a href="#">PDF</a>
16:00	Conclusions & Recommendations	Georges De Moor (EuroRec Institute)	<a href="#">PDF</a>
	<b>Belgrade Declaration</b>		<a href="#">PDF</a>
<b>16:30</b>	<b>Close Day-2</b>		

Agenda has also been available in the Serbian language.

All the presentations are made available on the web site of the Conference as well as on the EuroRec web site.

## 5 Invitations

Invitations were sent to the contacts from the mailing lists of EuroRec, ProRec-Serbia, ProRec Slovenia, Slovenian Medical Informatics Society and IHE.

Some additional invitations have been sent to selected participants from Serbia.

### 5.1 Invitations to the key speakers

See Attachment: Key speaker invitation.docx



Dear Speaker,

We want to thank you for accepting to be a speaker at the "Regional Conference – EHR Systems Quality Labelling and Certification" in Belgrade, November 21 and 22, 2011, at the Hotel Continental.

The agenda and other logistics regarding the Conference are available on the Conference web site <http://ehr-certification-belgrade2011.com/en>.

We confirm your hotel reservation for the days you mentioned in your registration form.

For information about the Hotel, see the web site of the hotel:

<http://www.continentalhotelbeograd.com/naslovna.1.html>.

You are cordially invited to attend the dinner in Skadarlija, at the restaurant Tri šešira (see the link <http://www.stari-grad.rs/sgrad/index.php?id=3&main=opis&ln=en>).

We would appreciate to be able to upload locally your presentation at latest 24 hours before the start of the Conference. Translators should also have the possibility to prepare their contribution to the success of the Conference. If it isn't possible to provide the presentation in advance, please load your presentation on a memory stick.

We would also like to have a short CV of you, for introducing each of the speakers. This can be sent to Leo Ciglencecki: [leo.ciglencecki@siol.net](mailto:leo.ciglencecki@siol.net).

Information about Belgrade is largely available on Internet, in case you stay some days more in Belgrade. One of the many sites is <http://www.tob.rs/en>.

Any further question you may have can be addressed at the Miross Agency by mail to [office@miross.rs](mailto:office@miross.rs) or by phone at +381 11 33 44 510.

Best regards,

The Organising Committee

## 5.2 Invitations to the round table speakers

Regional conference <b>"EHR Systems Quality Labelling and Certification"</b> in conjunction with the <b>"EuroRec 2011 Annual Conference"</b>  21-22 November 2011, Belgrade, Serbia
Belgrade, Serbia, XXX 2011
<p>Dear Ms./Mr.,</p> <p>We would like to invite you to participate to the round-table at the upcoming <b>'EHR Systems Quality Labelling and Certification Regional Conference'</b>, organised in conjunction with the <b>'EuroRec 2011 Annual Conference'</b> (<a href="http://www.ehr-certification-belgrade2011.com">www.ehr-certification-belgrade2011.com</a>).</p> <p>The aim of the conference is to exchange experiences and to stimulate Electronic Health Record systems' use, quality labelling and certification.</p> <p>The round-table participants will comprise opinion makers and experts from Ministries of Health (or other formal authorities) from the South-East and Central European region (18 countries). High-level representatives from the invited countries and interested actors will take part in the conference.</p> <p>The two-day conference will provide an opportunity to:</p> <ul style="list-style-type: none"> <li>day-1: get a first-hand insight into international EHR systems quality labelling and certification developments (including outcomes from the EHR-Q<sup>TM</sup> project, supported by the European Commission),</li> <li>day-2: actively participate in the round table presentations and discussions with peer colleagues from the health authorities in the region.</li> </ul> <p><b>More explicitly, you would be kindly invited to:</b></p> <ul style="list-style-type: none"> <li>• <b>provide a brief overview</b> of the EHR systems, addressing the use and quality issues <b>in your country</b> (a presentation of less than 10 minutes, based upon a template provided by the organisers)</li> <li>• <b>participate in the debate</b>, expected to result in a set of valuable conclusions and recommendations.</li> </ul> <p>We are well aware that in most of the participating countries <i>EHR systems' Quality labelling and certification</i> is not at high priority at this moment. However we also believe that this conference will provide a valuable input to all the participants: the authorities, software industry and users from the health care sector.</p> <p>We would be very pleased and honoured if you could confirm your availability to Ms. <a href="mailto:snezana.prokic@zdravlje.gov.rs">snezana.prokic@zdravlje.gov.rs</a> (tel. +381 11 2062 712), <b>by the XXX 2011</b> at the latest.</p> <p>If, unfortunately, you are not in a position to participate, would you please suggest another speaker that could present for your country?</p> <p>Yours sincerely,</p> <p>For the Organising Committee</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Nada Teodosijević, ProRec-Serbia, President</p> </div> <div style="width: 45%;"> <p>Elizabet Paunović, Ministry of Health of Serbia, State Secretary</p> </div> </div>

Regional Conference  
**EHR Systems Quality  
Labelling and Certification  
&  
EuroRec 2011  
Annual Conference**  
21-22 November 2011  
Hotel Continental, Belgrade

Dear Speaker,

We want to thank you for accepting to be a round-table speaker at the "Regional Conference – EHR Systems Quality Labelling and Certification" in Belgrade, November 21 and 22, 2011, at the Hotel Continental.

The agenda and other logistics regarding the Conference are available on the Conference web site <http://ehr-certification-belgrade2011.com/en>.

We confirm your hotel reservation for the days you mentioned in your registration form.

For information about the Hotel, see the web site of the hotel:

<http://www.continentalhotelbeograd.com/naslovna.1.html>.

You are cordially invited to attend the dinner in Skadarlija, at the restaurant Tri šešira (see the link <http://www.stari-grad.rs/sgrad/index.php?id=3&main=opis&ln=en>).

**We would appreciate to be able to upload locally your presentation at latest 24 hours before the start of the Conference (please send it to**

**[sinisa.ljubojevic@zdravlje.gov.rs](mailto:sinisa.ljubojevic@zdravlje.gov.rs)). Translators should also have the possibility to prepare their contribution to the success of the Conference. **If it isn't possible to provide the presentation in advance, please load your presentation on a memory stick.****

**We would also like to have a short CV of you (a few sentences about your work), for introducing each of the speakers. This can be sent to [snezana.prokic@zdravlje.gov.rs](mailto:snezana.prokic@zdravlje.gov.rs) (Cc:[leo.ciglencecki@siol.net](mailto:leo.ciglencecki@siol.net)).**

Information about Belgrade is largely available on Internet, in case you stay some days more in Belgrade. One of the many sites is <http://www.tob.rs/en>.

Any further question you may have can be addressed at the Miross Agency by mail to [office@miross.rs](mailto:office@miross.rs) or by phone at +381 11 33 44 510.

Best regards,

The Organising Committee

### 5.3 Invitations to other participants

We are pleased to invite you to attend the

# Regional Conference on EHR Systems Quality Labelling and Certification and the EuroRec Conference 2011

organised jointly by the Ministry of Health of Serbia and The EuroRec Institute, supported by the European Commission, ProRec-Serbia and ProRec-Slovenia.

The Conference, [free of charge](#), will be held in

**Hotel Continental, Belgrade, Serbia  
November 21-22, 2011.**



The two-day conference will provide an opportunity to:

- day-1: get an international first-hand insight into EHR systems use, quality labelling and certification developments,
- day-2: participate in the round table presentations and discussions with peer colleagues from the health authorities in the region.

For more information see <http://ehr-certification-belgrade2011.com>

If you are personally not able to attend, please forward this invitation to any interested party you know.

The organising committee

<http://ehr-certification-belgrade2011.com>



## 5.4 Leaflet of the Conference

A Conference Leaflet has been prepared and distributed in English and Serbian language.

<http://ehr-certification-belgrade2011.com>

### EHR Systems Quality Labelling and Certification

**Overview**

Key-note speakers at the Conference include senior representatives of the Ministry of Health of Serbia, European Commission, EuroRec Institute, WHO, IHE, ProRec-Serbia, ProRec-Slovenia, Serbian hospitals and certification bodies, European research centres, as well as representatives of the industry.

Opinion makers and experts from Ministries of Health (or other formal authorities) from the South-East and Central European region will take part in a round table debate.

Attending the Conference will be senior representatives from the invited countries as well as interested actors.

**This two-day Conference will provide an opportunity to:**

- get a first-hand insight into international EHR system Quality Labelling and Certification developments/status (including outcomes of the EHR-Q<sup>TM</sup> project, supported by the European Commission)
- participate in round table discussions
- contribute to drawing conclusions and making recommendations for EHR systems Quality Labelling and Certification in the region.

**Conference Organization**

- Ministry of Health of the Republic Serbia/Serbia Health Project - Additional Financing (financed by the World Bank)
- EuroRec Institute

**Supported by:**

- ProRec-Serbia
- ProRec-Slovenia
- EHR-Q<sup>TM</sup> Project (supported by the European Commission)



**Location and Accommodation**

The Conference will take place at the Continental Hotel in Belgrade.

Rooms for the Conference participants have been booked at special rates.

For questions regarding accommodation, please contact the Miross Agency at:

Miross Agency  
Svetogorska 4  
11000 Belgrade  
Serbia  
Telephone: +381 11 33 44 510, +381 11 33 44 529  
Email: [office@miross.rs](mailto:office@miross.rs)

**Registration**

All Conference events are free to attend following registration.  
<http://ehr-certification-belgrade2011.com/Registration.aspx>







**Ministry of Health of the Republic of Serbia**  
Serbia Health Project - Additional Financing

ICT Unit  
Dr Subotića 5  
11000 Belgrade  
Serbia  
Tel: +381112062712  
webpage: <http://ehr-certification-belgrade2011.com>  
email: [snezana.prokic@zdravlje.gov.rs](mailto:snezana.prokic@zdravlje.gov.rs)

**Regional Conference**  
**EHR Systems Quality Labelling and Certification**

&

**EuroRec 2011**  
**Annual Conference**



**Continental Hotel, Belgrade**  
21 - 22 November 2011












EHR Systems Quality Labelling and Certification

### EHR Systems Quality Labelling and Certification

**A Word from the Minister**

*One of the main objectives of all governments in Europe is to provide the best possible and affordable care to their population.*

*Electronic Health Record systems have a proven record of helping improve the quality and efficiency of care by increasing adherence to guidelines, enhancing the continuity of care, reducing the number of medical errors and improving the efficient use of resources. Analysis of thus obtained information ensures responsible implementation of health policy and competent decision making at all levels of health care.*

*The added value in terms of health and the economic value of health IT applications in general and of EHR systems in particular depend on the intrinsic quality of the applications, the way they interact with other applications and their professional use.*

*Quality Labelling and Certification is the way for health authorities to define the required quality, while improving the system of procurement of reliable, trustworthy and interoperable EHR systems.*

*We look forward to seeing you in our beautiful city of Belgrade, to enjoy a few special days with friends and experts from the region.*

**Prof. Dr. Zoran Stanković**  
Minister of Health of Serbia

**Goal of the Conference**

To exchange experiences, to stimulate and to inform health care authorities and interested professionals on EHR systems Quality Labelling and Certification issues.

<http://ehr-certification-belgrade2011.com>

<http://ehr-certification-belgrade2011.com>

### Agenda

DAY-1 (Monday, 21 November 2011)	
12:00	Registration
13:00	Welcome by the Organiser(s) - Zoran Stanković (Minister of Health, Serbia) - Georges De Moor (EuroRec Institute, President) - Ana Holt (World Bank, Health Specialist) - Yolanda San Jose (Delegation of the European Union to the Republic of Serbia, Head Of Operations Section I) - Nada Teodosijević (ProRec-Serbia, President)
13:20	European Commission actions on eHealth Standardization, Interoperability and Certification Maja Vučković-Krcmar (Delegation of the European Union to the Republic of Serbia)
13:40	EuroRec, EHR Systems Quality Labelling and Certification Activities in Europe and World-wide Georges De Moor (EuroRec Institute)
14:00	Software Systems Certification in the Serbian Healthcare Nada Teodosijević (ProRec-Serbia, Serbia Health Project - Additional Financing)
14:20	WHO Perspective on Quality of EHR Systems World Health Organization (WHO) Delegate
14:40	Interoperability Standards and Certification - The Critical Contribution of IHE to eHealth Interoperability World-wide Stefan Sauermann (Integrating the Healthcare Enterprise® - IHE)
15:00	BREAK
15:30	Multilingual EuroRec Repository of EHR Functional Statements Jos Devlies (EuroRec Institute)
15:50	Supporting Software Vendors to Get a Certificate Leo Ciglenečki (ProRec-Slovenia)
16:10	Roadmap to a Sustainable Pan-European Certification of EHR Systems François Wisniewski (CRP Henri Tudor - SANTEC, Luxembourg)
16:30	BREAK
17:00	Software Providers: Lessons Learned Software vendors: - Tomaž Tušar (Andax d.o.o. Slovenia) - Branko Marović (Bit Projekt d.o.o. Serbia)

17:30	Healthcare Provider Perspective on EHR Quality Labelling and Certification Ilija Tripković (Hospital Tjalovo, Serbian Certification Body)
17:50	Conference Closing Day-1
18:30	Sightseeing Tour by Bus and Transfer to Skadarlija
20:00	Dinner in Skadarlija Hosted by the Ministry of Health, Serbia
DAY-2 (Tuesday, 22 November 2011)	
09:30	Belgian Case Jos Devlies (ProRec-Belgium)
09:50	Danish Case Morten Bruun-Rasmussen (ProRec-Denmark, Medin)
10:10	Round Table (part-1): National Overviews on EHR Systems, Addressing the Status and Quality Issues Presentations by invited countries
11:00	BREAK
11:15	Round Table (part-2): National Overviews on EHR Systems, Addressing the Status and Quality Issues Presentations by invited countries
13:00	LUNCH
15:00	Round Table (part-3): Discussion Moderated by: Safa Rikanović (Ministry of Health, Serbia)
16:00	Conclusions & Recommendations Georges De Moor (EuroRec Institute)
16:30	Conference Closing Day-2

## 6 Presentations

### 6.1 Key speakers presentations

After the end of the conference, presentations from all key speakers have been made available for download at the conference's web-site:

- [European Commission actions on eHealth Standardization, Interoperability and Certification](#), Maja Vučković-Krčmar (Delegation of the European Union to the Republic of Serbia)
- Georges De Moor (EuroRec Institute)
- [Software Systems Certification in the Serbian Healthcare](#), Nada Teodosijević (ProRec-Serbia, Serbia Health Project - Additional Financing)
- [Interoperability Standards and Certification - The Critical Contribution of IHE to eHealth Interoperability World-wide](#), Stefan Sauermann (Integrating the Healthcare Enterprise® - IHE)
- [Multilingual EuroRec Repository of EHR Functional Statements](#), Jos Devlies (EuroRec Institute)
- [Supporting Software Vendors to Get a Certificate](#), Leo Ciglencečki (ProRec-Slovenia)
- [Roadmap to a Sustainable Pan-European Certification of EHR Systems](#), François Wisniewski (CRP Henri Tudor – SANTEC, Luxembourg)
- [Software Providers: Lessons Learned](#), Tomaž Tušar (Audax d.o.o, Slovenia)
- [Software Providers: Lessons Learned](#), Branko Marović (Bit Projekt d.o.o, Serbia)
- [Healthcare Provider Perspective on EHR Quality Labelling and Certification](#), Ilija Tripković (Hospital Valjevo, Serbian Certification Body)
- [Conclusions & Recommendations](#), Georges De Moor (EuroRec Institute)
- [Belgrade Declaration](#)

### 6.2 Round table presentations

Round table speakers have been asked to prepare their short presentations based upon 8-slides templates, prepared by the organiser:

**EHR Systems Use and Quality in ?country?**

Name and position of the presenter ...

EHR Systems Quality Labelling and Certification  
21 - 22 November 2011, Belgrade

EUROREC

**Country context**

- Basic facts about
  - the country
  - the health care system
  - General IT status/setup/developments within the health sector

EHR Systems Quality Labelling and Certification  
21 - 22 November 2011, Belgrade

EUROREC

**EHR systems: market**

- Market penetration (% of all primary care in secondary care (hospitals))
- Number of applications on the market for the different market segments (approx.)
- Market segmentation (total % of top 3 systems)
- Number of suppliers (approx.)
- Evolution of the market last five years

EHR Systems Quality Labelling and Certification  
21 - 22 November 2011, Belgrade

EUROREC

**EHR systems: legal/regulatory context**

- Any legislation/regulation
  - about the use of EHR systems
  - about functionalities of the systems
    - related to functional system requirements?
    - related to data exchange and interoperability

EHR Systems Quality Labelling and Certification  
21 - 22 November 2011, Belgrade

EUROREC

### EHR systems: quality assessment

- Any present and future initiatives
  - regarding quality assessing the EHR systems?
  - regarding requiring the use of quality assessed EHR systems?
- Any initiative for using quality assessed or certified EHR systems?



EHR Systems Quality Labelling and Certification  
21 - 22 November 2011, Belgrade



### EHR systems: initiatives, plans

- List of present and future public initiative projects, if any
  - To promote / enforce the use of EHR systems
  - To assure quality of the systems
  - To improve interoperability
  - To recognise quality labelling and certification



EHR Systems Quality Labelling and Certification  
21 - 22 November 2011, Belgrade



### Ideas, proposals

- Provide any other
  - ideas, proposals
  - message to the audience, authorities...



EHR Systems Quality Labelling and Certification  
21 - 22 November 2011, Belgrade



### Closing slide

- Contact data
- Web and e-mail addresses



EHR Systems Quality Labelling and Certification  
21 - 22 November 2011, Belgrade



After the end of the conference, presentation from all round-table speakers have been made available for download at the conference's web-site:

- [Belgian Case](#), Jos Devlies (ProRec-Belgium)
- [Danish Case](#), Morten Bruun-Rasmussen (ProRec-Denmark, Mediq)
- [Austria](#), Stefan Sauermann
- [Bulgaria](#), Latchezara Maneva, Tzvetan Georgiev
- [Croatia](#), Ranko Stevanovic
- [Czech Republic](#), Milan Ruzicka
- [Greece](#), Angelina Kouroubali
- [Italy](#), Angelo Rossi Mori
- [Serbia](#), Vukašin Radulović
- [Montenegro](#), Zoran Glomazić
- [Romania](#), George Mihalas
- [Slovenia](#), Smiljana Vončina Slavec, Vesna Lešnik Štefotič
- [Turkey](#), Ali Kemal ÇAYLAN

### **6.3 Quality Labelling and Certification Principles**

The attendees agree on a number of statements proposed by the organising committee.

#### Quality Labelling & Certification Principles

1. Patients are too important to just suppose that EHR systems are trustworthy.
2. Patient data should not be locked into one system or application.
3. A patient's essential data should be available anywhere anytime to health professionals authorised to access them.
4. Patient has the right to request confidentiality of some data to be handled while taking full responsibility of that option.
5. Patient's data accesses should be audit trailed.

## 6.4 Belgrade Declaration

At the end of the conference, a *Belgrade declaration* document has been adopted by the participants of the conference.

### ***Belgrade Declaration***

The delegates, present at the Regional Conference on Quality Labelling and Certification of Electronic Health Record (EHR) systems (Belgrade, Serbia, November 21-22, 2011) recognise the potential of e-Health and more specifically EHR systems to improve quality, accessibility and efficiency of care. This potential requires effective and meaningful use by the healthcare professionals of high standard interoperable applications, meeting well-specified functional, content-related, interoperability and other requirements.

The delegates confirm the importance of quality assessment and certification of EHR systems in order to ensure safe and cross-border provision of care to citizens across Europe.

The delegates advise the competent authorities in the European countries to define a minimum set of quality criteria applicable to advanced EHR systems and to ensure effective procedures for quality labelling and certification in Europe.

The delegates advise the competent authorities in the European countries to stimulate the effective use of such quality labelled or certified EHR systems by the health professionals (and by patients in case of personal health records).

The delegates advise the European Commission and the individual countries to invest in continuous quality assessment and to further support the harmonisation of EHR products across Europe, improving portability, interoperability and availability of patient related information.

*Delegates are from: Albania, Austria, Bulgaria, Czech Republic, Croatia, Greece, Italy, Montenegro, Romania, Serbia, Slovenia and Turkey.*

## 7 Attendees

The public was very international representing 17 different European countries, with focus on Central and South-Eastern Europe.

Hereby the list of registered attendees. Some more participants attended without being registered. All together there were approx 140 participants.

Attendance was free of charge.

The speaker marked in red were also participating at the round table presentations and discussion.

The e-mail addresses were removed for the privacy reasons.

First name	Last name	Country	Organization
Latchezara	Maneva	Bulgaria	NHIF
Cvetan	Georgiev	Bulgaria	NHIF
Jos	Devlies	Belgium	EuroRec
François	WISNIEWSKI	Luxembourg	Public research centre Henri Tudor
Anđa	Komšo	Slovenia	Alfacon d.o.o.
Michal	Cumpl	Czech Republic	IZIP, a.s.
Leo	Ciglencečki	Slovenia	Ustanova Prorec.SI
Dragos George	Sauciuc	Romania	Technical University of Cluj-Napoca
Milan	Ružička	Czech Republic	ProRec CZ
Ovidiu	Stan	Romania	Technical University of Cluj Napoca, PhD Student
Morten	Bruun-Rasmussen	Denmark	MEDIQ / ProRec Denmark
Miroslav	Nikolov	Bulgaria	Association Prorec Bulgaria
George	Mihalas	Romania	ProRec Romania
Mircea	Focsa	Romania	ProRec Romania
Nikola	Mitrović	Serbia	Lekarska komora Srbije

Dimitar	Tcharaktchiev	Bulgaria	ProRec Bulgaria
Rafal	Zdrajkowski	Poland	Marshal's Office of the Lodz Region
Miranda	Jahja	Albania	Health Insuranca Institute of Albania
Gentian	Jahja	Albania	Bank of Albania
Mario	Slaviček	Croatia	MCS Grupa d.o.o.
Ivan	Pavić	Croatia	MCS Grupa d.o.o.
Torbjorn	Nystadnes	Norway	KITH
Katarina	Sekelj-Kauzlarić	Croatia	Hrvatska liječnička komora
Nikolina	Budić	Croatia	Hrvatska liječnička komora
Cosmin Ovidiu	Catu	Romania	ProRec Romania
Ali Kemal	Çaylan	Turkey	Ministry of Health of Turkiye
Dubravka	Striber-Devaja	Serbia	Institut za onkologiju Vojvodine
Svetozar	Zdravković	Serbia	Institut za onkologiju Vojvodine
Smiljana	Vončina Slavec	Slovenia	Ministry of Health of the Republic of Slovenia
Stefan	Sauermann	Austria	IHE Austria, UAS Technikum Wien
Arjan	Qoku	Albania	HII (Health Insurance Institute Albania)
Margarit	Ekonomi	Albania	Health Insurance Institute
Alexander	Hörbst	Austria	UMIT
Nebojša	Todorović	Montenegro	Ministarstvo zdravlja Crne Gore
Marijan	Marijanović	Montenegro	Ministarstvo zdravlja Crne Gore
Milosav	Todorović	Montenegro	/
Srđan	Frketić	Croatia	Lambda

Tomaž	Tušar	Slovenia	AUDAX d.o.o.
Nenad	Indić	Serbia	M&I Group
Angelina	Kouroubali	Greece	FORTH-ICS
Mladen	Đorđević	Croatia	Swing d.o.o. Opatija
Bernarda	Pečanac	Slovenia	List d.o.o., Ljubljana
Vladimir	Ergović	Croatia	IBM CEE
Georges	De Moor	Belgium	EuroRec
Aleksandra	Bukva	Serbia	Opšta bolnica Kikinda
Milorad	Bukva	Serbia	Dom zdravlja Kikinda
Ranko	Stevanović	Croatia	Hrvatski zavod za javno zdrastvo - HIF
Zoran	Potić	Serbia	Institut za plućne bolesti Vojvodine
Zoran	Glomazić	Montenegro	Fond za zdravstveno osiguranje Crne Gore- HIF
Vasa	Petrović	Serbia	Lekarska komora Srbije - Regionalna lekarska komora Vojvodine
Danijela	Stanković Baričak	Serbia	Lekarska komora Srbije - Regionalna lekarska komora Vojvodine
Angelo	Rossi Mori	Italy	PROREC Italy
Vladan	Atanasijević	Serbia	Asseco SEE
Aleksandar	Aksentijević	Serbia	Asseco SEE
Metka	Koprivc	Slovenia	AUDAX d.o.o.
Slobodan	Pavlović	Serbia	Bit Projekt
Snežana	Stojanović- Anđelković	Serbia	ComTrade IT Solutions and Services
Vladimir	Ljubičić	Serbia	SAP
Željko	Anđić	Serbia	SAP

Vukašin	Radulović	Serbia	RZZO - HIF
Zoran	Jovanović	Serbia	ProRec-Srbija
Vesna	Lešnik Štefotič	Slovenia	PROREC.SI, ISP
Zoran	Ivošević	Serbia	ZipSoft doo Novi Sad
Marta	Sjeničić	Serbia	Institut društvenih nauka u Beogradu
Danijela	Marković	Serbia	OB Šabac
Nada	Teodosijević	Serbia	Projekat
Zvonimir	Stanković	Serbia	Projekat
Siniša	Ljubojević	Serbia	Projekat
Snežana	Prokić	Serbia	Projekat
Jovan	Ivković	Serbia	Projekat
Saša	Rikanović	Serbia	Projekat
Nada	Sremčević	Serbia	Projekat
Andrea	Andrijašević	Serbia	Projekat
Tanja	Đorđević	Serbia	Projekat
Ivana	Lukić	Serbia	Projekat
Predrag	Đukić	Serbia	Projekat
Irena	Trbojević	Serbia	Projekat - prevodilac
Jelena	Popović	Serbia	Prevodilac
Dragan	Malobabić	Serbia	Opšta bolnica Sremska Mitrovica
Đuro	Kostić	Serbia	MG Soft
Dragan	Janković	Serbia	Elektronski fakultet Niš

Goran	Žagar	Croatia	MINISTARSTVO ZDRAVSTVA I SOCIJALNE SKRBI
Tanja	Knežević	Serbia	Institut za javno zdravlje Srbije "Dr Milan Jovanović Batut"
Dragana	Lozanović	Serbia	Institut za majku i dete
Igor	Frljuzec	Serbia	HP
Milutin	Krstić	Serbia	Opšta bolnica Jagodina
Gordana	Kozlovački	Serbia	Opšta bolnica Zrenjanin
Petar	Tunguz	Serbia	Opšta bolnica Vrbas
Zoran	Roško	Serbia	Opšta bolnica Zaječar
Stanislav	Tadić	Serbia	Opšta bolnica Zaječar
Bratislav	Đorđević	Serbia	Opšta bolnica Smederevska Palanka
	Lakić	Serbia	Opšta bolnica Aleksinac
	Živadinović	Serbia	Opšta bolnica Surdulica
Milena	Obradović	Serbia	?
Marko	Mirković	Serbia	"012" - Privatni dom zdravlja
Aleksandar	Šešlija	Serbia	Opšta bolnica Subotica
Andrej	Lenđer	Serbia	Opšta bolnica Vrbas
Branko	Marović	Serbia	Univerzitet Beograd
Zlatan	Aleksić	Serbia	Opšta bolnica Smederevska Palanka
Zoran	Kaljević	Serbia	ProRec-Srbija
Nina	Kuburović	Serbia	IMD
Roeland	Kortas	?	UNOPS
Branko	Matejić	Serbia	Micros Group

Ilija	Tripković	Serbia	Bolnica Valjevo
Jugoslav	Kantić	Serbia	?
Damjan	Cvetković	Serbia	?
Miodrag	Stojanović	Serbia	SMS MOST
Ana	Holt		World Bank
Maja	Vučković-Krčmar		EU Delagation
Yolanda	San Jose		EU Delagation
Zoran	Stanković	Serbia	Ministry - Minister of Health
Dušan	Velisavljev	Serbia	Opšta bolnica Zrenjanin
Elizabet	Paunović	Serbia	MoH - državni sekretar
Marija	Jevtić	Serbia	MoH – pomoćnik ministra

## 8 Attachements

The presentations are not attached to this Deliverable. They are made available on the web site

- Of the Conference <http://ehr-certification-belgrade2011.com/en>
- Of The EuroRec Institute  
[http://www.eurorec.org/news\\_events/index.cfm?newsID=256](http://www.eurorec.org/news_events/index.cfm?newsID=256)