

# eHealth Center



## Overview

The eHealth Center initiative leverages HP expertise and technology to provide quality, affordable primary healthcare services to people living in resource-poor locations around the world. eHealth Center facilities—which can be transported by air, land, or rail—are designed to fit and deploy within a standard shipping container, or are retrofitted to work with a pre-existing clinic, depending on a community's existing infrastructure. They serve communities that often lack doctors, functional clinics, Internet access, or even electricity.

Developed in partnership with the Council of Scientific & Industrial Research (India) and other reputable, leading healthcare providers and nongovernmental organizations (NGOs), eHealth Centers come fully equipped with key medical diagnostic equipment and HP workstations, in addition to open electronic medical records (EMR) systems and HP cloud-enabled technology. This groundbreaking framework allows on-site staff members to perform diagnostic tests and send results to doctors half a world away for a remote diagnosis, or consult off-site specialists in real time using the solution's integrated videoconferencing features.

The HP cloud solution also assists in collecting and analyzing data to further personalize the healthcare experience and facilitate community-wide health monitoring and management.

The eHealth Center initiative demonstrates how we can bring 21st-century healthcare to traditionally underserved populations and encourage a healthier, more vibrant global community.

It's one example of HP Living Progress, creating a better future for everyone through our actions and innovations.

## The challenge with rural healthcare systems

The first eHealth Centers were introduced in rural areas of India, where people often live far away from most doctors and hospitals. Roughly 75% of the country's healthcare infrastructure—hospitals, clinics, medical personnel, and other healthcare resources—is concentrated in urban areas, putting it out of easy reach for all but 27% of the population. Nearly 90% of rural Indian patients must travel more than 8 kilometers to access basic medical treatment.<sup>1</sup>

The primary healthcare centers (PHCs) and government-run systems that do exist in these communities commonly lack the capacity, staff, and referral systems to provide high-quality care. India's rural infrastructure for primary healthcare yields roughly one PHC for every 30,000 people, and only one subcenter for every 5,000 people. Many lack electricity or electronic communications systems to connect with better-equipped facilities in urban centers. The resources that PHCs do offer—such as prescription drugs and medical diagnostic equipment—are often sparse and unreliable.

The eHealth Center initiative can help transform these existing PHC systems, providing the technology, equipment, and expertise necessary to bring quality healthcare out of the cities and into the rural villages and communities where most people live.

## HP brings primary healthcare to underserved regions

HP is using its technology and expertise to improve access to primary healthcare in underserved areas around the world. eHealth Centers are cost-effective and easy-to-deploy alternatives to traditional healthcare solutions.

- Fully functional eHealth Centers can be set up at a fraction of the cost required to deploy traditional PHCs and subcenters.

- Easy-to-deploy infrastructures can be housed in either one or two standard shipping containers, or within pre-existing clinics or comparable facilities.
- Each eHealth Center is customized and fully equipped with diagnostic equipment, HP workstations, and cloud-enabled technology like the HP health cloud, dashboard, and videoconferencing features.
- The solution provides the tools necessary to perform routine tests and send results to physicians and specialists around the globe for remote diagnosis off-site—services that would not otherwise have been available or affordable.
- eHealth Centers are staffed by skilled nurses or paramedics who use the solution's videoconferencing capabilities to consult with physicians in a partnering hospital—bringing specialized expertise to regions with significant shortages of doctors and healthcare workers.
- If patients need treatment beyond the scope of an eHealth Center, nurses or medics can refer them to a partnering healthcare facility or hospital—ensuring high-quality, end-to-end care.

## The impact of eHealth Center

The eHealth Center initiative is poised to have both local and global impact. By providing underserved populations with access to quality, affordable healthcare, the initiative plays a critical role in contributing to healthy, vibrant communities and spurring economic growth. The solution also assists global government efforts to maintain and expand regional and worldwide healthcare initiatives.

The initiative provides the tools and technology that government entities and communities need to proactively mitigate the threat of an epidemic with real-time disease surveillance. It also helps policy makers understand the big picture from aggregated health data so they can better shape future healthcare policies.

<sup>1</sup> Indian Public Health Standards (IPHS) for Primary Health Centres, Directorate General of Health Services, Ministry of Health & Family Welfare, Government of India, March 2006.

## HP Living Progress

HP Living Progress is our vision of creating a better future for everyone through our actions and innovations. HP Living Progress is how we do business. It's the way our people and technology come together to help solve society's toughest challenges. By applying HP Living Progress to our every action, we create a stronger, more resilient company and a more sustainable world.

### On patients and communities

- The eHealth Center initiative gives patients access to quality, affordable healthcare locally:
  - Makes healthcare more convenient by reducing the time and expense of traveling to PHCs or hospitals in surrounding areas
  - Motivates patients to seek care for a condition before it worsens
  - Provides access to preventive care and community health and wellness resources to help ward off future health problems
  - Gives patients access to specialized care that otherwise might not be available
- Reduces productivity loss associated with patients traveling away from their communities to receive adequate care
- Increases long-term economic vibrancy and stability by supporting commerce and attracting potential businesses to the region
- Assists communities in identifying potential public health concerns and risk factors—such as the threat of an epidemic or environmental contamination—by aggregating patient data for analysis

### On healthcare providers and the public sector

- Increases the reach and patient base of PHCs, establishes and expands PHC referral systems, and extends market access for partnering hospitals
- Improves triage of care and reduces the need for emergency room and ambulatory services, by providing patients the opportunity to seek medical attention before their condition worsens
- Improves the training of physicians and healthcare workers in partnering hospitals, by diversifying and enhancing their day-to-day patient base and schedules
- Ensures that primary care providers in partnering hospitals are more productive and effective
- Increases the efficiency and effectiveness of healthcare resources by freeing up communities and healthcare providers from the time and expense it takes to traditionally recruit, educate, and deploy physicians and healthcare workers to remote, resource-poor areas

- Helps reduce urban migration and stabilize rural communities by providing local access to higher-quality healthcare services
- Encourages economic growth by improving social stability and community health

## eHealth Center pilot phase results

Since its inception in 2012, the eHealth Center initiative has already made great progress. In its pilot phase in Chausala, India, the initiative successfully integrated such technologies as automated health-data collection; cloud-based analytics; and remote consultation, monitoring, and accessible EMR systems. The Chausala location recorded more than 4,000 patient visits in the first 100 days of operation, and the six fully functional eHealth Centers now operating in India register on average 25 new patients per center, per day. Such promising preliminary results led HP to expand the eHealth Center initiative into a full-fledged program, with additional eHealth Center locations rolling out in India in 2014. Details regarding the global expansion of the eHealth Center initiative will be announced soon.

## HP's commitment to human and economic progress

HP uses collaborative problem solving and innovative technology solutions to improve access to primary healthcare in underserved areas. This demonstrates HP's long-standing commitment to approach societal challenges holistically and promote human progress to encourage healthier, more vibrant communities—locally and globally.



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