



INNOVATION AND TECHNOLOGY

ENhancing Customer Orlented Health SerVicEs



Phase 1

Policy learning



E-HEALTH STATE OF ART

Situation of e-health in the project partner countries.

Good Practices (GP's) from the different regions have been compiled and their operational environment has been developed.



GETTING IN TOUCH WITH THE BIKVA MODEL

INTENCIVE project have chosen Bikva model as a tool to evaluate good practices in a systematized way.

Originally developed by Danish Hanne Kathrine Krogstrup (1996/1997).



BIKVA INTERVIEWS

Interviews with health care providers to analyze and validate the status of the GP's chosen by each region.

Goal: Report on the status of the selected applications in each country.

STEPS TOWARDS **IMPLEMENTATION**

Selection and identification by partners of GP's that could be transferred and implemented in full or in partial in their regions.

Promoting the involvement of stakeholders in this process.



SECOND BIKVA ROUND OF INTERVIEWS

We are already here!

Working on the next steps of the model...





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