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Nota di contenuto	Cover; Acknowledgments; Table of Contents; Executive summary; 1. Introduction; A note on terminology; 2. Patient information systems in the literature; 2.1 Maturity and adoption models; Capability Maturity Model; Enterprise Architecture; Australian National eHealth Interoperability Maturity Model; Interoperability Maturity Model levels; The HIMSS EMR Adoption Model; 2.2 ICT in developing countries; 2.3 Benefits of electronic health records; 2.4 mHealth; 2.5 Interoperability of patient data; 2.6 Conclusions drawn from the literature; 3. Analysis of survey results; 3.1 Survey methodology 3.2 Collection and use of patient informationLevels of implementation; Format use; 3.3 Local health care facilities; Individual patient data; Aggregate patient data; 3.4 Regional/District offices; Individual patient data; Aggregate patient data; 3.5 National level; Individual patient information; Aggregate patient data; 3.6 mHealth and patient information; 3.7 International standards for eHealth; International guidelines documents; Metadata standards; Messaging standards; Medical record standards; Vocabulary standards; 3.8 National adoption of standards; Guidelines documents Standards for indicators used to monitor health and health systemsStandards to identify patients; Individual patient data standards; Vocabulary standards; Messaging standards; Survey

metadata standards; 3.9 Legal framework and adoption; 3.10 Summary of key findings; 4. Conclusions; 4.1 Policy and strategy; 4.2 Framework for action; 5. References; 6. Glossary; 7. Appendix 1. Methodology of the second global survey on eHealth; Purpose; Survey implementation; Survey instrument; Survey development; Data Collector; Preparation to launch the survey; Survey; Limitations; Data processing Response rateResponse rate by WHO region; Response rate by World Bank income group; References

Sommario/riassunto

Enhancing the competencies of health professionals is only one of the ways health care services can be improved. The management of information in particular has been shown to impact the quality of health care service delivery. A powerful approach is to improve the tools with which health and health-related data and information are collected stored accessed disseminated and used. This publication covers areas related to the management of patient information at three levels (local health care facility regional/district and national). It analyses the trends in the progression from paper-based inf
