

CEN and/or CLC Workshop 'Framework for Telehealth Adoption: Planning, Integration and Outcome Evaluation in Healthcare Systems'

Workshop description form

- PART A – Workshop Summary
- PART B – Project Plan



PART A – Workshop SUMMARY

1	WS details															
1.1.	Organization	<input checked="" type="checkbox"/> CEN <input type="checkbox"/> CENELEC <input type="checkbox"/> Joint with <input type="checkbox"/> CEN lead <input type="checkbox"/> CENELEC lead														
1.2.	Title	CEN WS on 'Framework for Telehealth Adoption: Planning, Integration and Outcome Evaluation in Healthcare Systems'														
1.3.	Scope	<p>This CEN Workshop Agreement specifies the requirements for the evaluation, planning, and integration of telehealth services into existing healthcare delivery pathways. It establishes a structured assessment framework based on the Telehealth Transfer Evaluation Model (TTEM), developed within the Horizon Project "Caring Nature". The requirements set out in this document apply to healthcare organizations, healthcare professionals, and other stakeholders involved in the adoption and operationalisation of telehealth services. The purpose of this CWA is to:</p> <ul style="list-style-type: none"> •provide a harmonised set of criteria for determining whether, and under which conditions, telehealth services can be safely and effectively implemented; •support healthcare organizations in assessing contextual readiness, risks, and opportunities associated with telehealth adoption; •promote high quality, patient centred, safe, and sustainable remote care. 														
1.4.	Does this WS stem from an EU Research project?	<input checked="" type="checkbox"/> YES Name of the project: ClimAte neutRAL INitatives for GrowiNg heAlTh and care Unmet Requirements (Caring Nature) Grant number: 101137340 End date 2026-12-31 Note: DIN is member of the research project Caring Nature. The planned CWA is to be financed by funds from the project.) <input type="checkbox"/> NO														
1.5.	Financial support	<input checked="" type="checkbox"/> EU Research project <input type="checkbox"/> EC/EFTA Grant reference: Type here <input type="checkbox"/> Other Specify, if needed: Type here														
1.6.	WS Proposer/Proposed Chair WS proposer	<table border="0"> <tr> <td>Name:</td> <td>Dr. David Korn</td> </tr> <tr> <td>Organization:</td> <td>Policlinico Universitario Agostino Gemelli</td> </tr> <tr> <td>Postal address:</td> <td>Largo Agostino Gemelli 8, 00168 Rome</td> </tr> <tr> <td>Email:</td> <td>david2korn@gmail.com</td> </tr> <tr> <td>Phone:</td> <td>+393394516854</td> </tr> <tr> <td>Webpage:</td> <td>https://www.policlinicogemelli.it/</td> </tr> <tr> <td>Contact person (name and email):</td> <td>See above</td> </tr> </table>	Name:	Dr. David Korn	Organization:	Policlinico Universitario Agostino Gemelli	Postal address:	Largo Agostino Gemelli 8, 00168 Rome	Email:	david2korn@gmail.com	Phone:	+393394516854	Webpage:	https://www.policlinicogemelli.it/	Contact person (name and email):	See above
Name:	Dr. David Korn															
Organization:	Policlinico Universitario Agostino Gemelli															
Postal address:	Largo Agostino Gemelli 8, 00168 Rome															
Email:	david2korn@gmail.com															
Phone:	+393394516854															
Webpage:	https://www.policlinicogemelli.it/															
Contact person (name and email):	See above															
1.7.	WS Secretariat	<table border="0"> <tr> <td>Organization:</td> <td>DIN German Institute for Standardization</td> </tr> <tr> <td>Postal address:</td> <td>Burggrafenstr. 6, 10787 Berlin, Germany</td> </tr> <tr> <td>Email:</td> <td>See below</td> </tr> <tr> <td>Phone:</td> <td>See below</td> </tr> <tr> <td>Webpage:</td> <td>https://www.din.de/en</td> </tr> <tr> <td>WS Secretary name:</td> <td>Merten Schmidt</td> </tr> </table>	Organization:	DIN German Institute for Standardization	Postal address:	Burggrafenstr. 6, 10787 Berlin, Germany	Email:	See below	Phone:	See below	Webpage:	https://www.din.de/en	WS Secretary name:	Merten Schmidt		
Organization:	DIN German Institute for Standardization															
Postal address:	Burggrafenstr. 6, 10787 Berlin, Germany															
Email:	See below															
Phone:	See below															
Webpage:	https://www.din.de/en															
WS Secretary name:	Merten Schmidt															

		Email: Phone:	Merten.schmidt@din.de +49 30 2601-2365
1.8.	CEN and CENELEC Management Centre (CCMC) contact	Organization: Postal address: Webpage: CCMC Project Manager name: Email: Phone:	CEN and CENELEC Rue de la Science 23B - 1040 Brussels, Belgium https://www.cencenelec.eu/Pages/default.aspx Claire van Thielen cwa@cencenelec.eu Type here
1.9.	Tentative date and place of the Kick-off Meeting	Date: 20.05.2026	Place: virtual
1.10.	Does the proposed Workshop fall within the scope of existing CEN and/or CENELEC Technical Bodies?¹	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Specify: CEN/TC 251, CEN/TC 362
1.11.	Are there other Technical Bodies or Joint Advisory and Coordination Groups potentially interested in the Workshop? ²	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Specify: ISO/TC 304, ISO/TC 215
1.12.	Are the following aspects affected?	Safety matters Management system aspects Conformity assessment aspects Security matters	YES ³ <input type="checkbox"/> NO ⁷ <input checked="" type="checkbox"/> YES ⁴ <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES ⁵ <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES ⁶ <input type="checkbox"/> NO ⁸ <input checked="" type="checkbox"/>
		Add information/explanations if Management System aspects and Conformity Assessment aspects are affected: Type here	
2 WS Deliverables			
2.1.	CWA #1		
2.1.1	Title	<input checked="" type="checkbox"/> Same as WS title (1.2) <input type="checkbox"/> Other: Type here	
2.1.2	Scope	This CEN Workshop Agreement specifies the requirements for the evaluation, planning, and integration of telehealth services into existing healthcare delivery pathways. It establishes a structured assessment framework based on the Telehealth Transfer Evaluation Model (TTEM), developed within the Horizon Project "Caring Nature". The requirements set out in this document apply to healthcare organizations, healthcare professionals, and other stakeholders involved in the adoption and operationalisation of telehealth	

¹ Part A and Part B of this form shall be sent by the WS secretary to the secretary of the Technical Bodies identified in this section to inform them about the creation of the WS and register any possible objection within 30 days (45 during the holiday period).

² Part A and Part B of this form should be sent by the WS secretary to the Bodies identified in this section to inform them about the creation of the WS.

³ Work on the proposed CEN and/or CENELEC Workshop shall not be initiated.

⁴ The CEN and/or CENELEC Workshop proposal shall be submitted to the CEN/CENELEC BT(s) for decision.

⁵ CEN-CENELEC Internal Regulations - Part 3, Clause 33 applies.

⁶ For projects dealing with security matters the security risk analysis provided in Annex I shall be carried out.

⁷ See Note 2 in CEN-CENELEC Guide 29, Clause 3.

⁸ See Note 2 in CEN-CENELEC Guide 29, Clause 3.

			<p>services. The purpose of this CWA is to:</p> <ul style="list-style-type: none"> • provide a harmonised set of criteria for determining whether, and under which conditions, telehealth services can be safely and effectively implemented; • support healthcare organizations in assessing contextual readiness, risks, and opportunities associated with telehealth adoption; • promote high quality, patient centred, safe, and sustainable remote care.
2.1.3	<p>Does the proposed CWA conflict with a published EN</p>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<p>YES Specify: Type here</p> <p>NO In case the answer is 'yes', the development of the CWA shall be stopped</p>

PART B – Project Plan

1 Status of the project plan

Draft project plan for public commenting (Version 1.0)

This draft project plan is intended to inform the public of a new Workshop. Any interested party can take part in this Workshop and/or comment on this draft project plan by sending an email to the WS secretary.

All those who have applied for participation or have commented on the project plan by the deadline will be invited to the kick-off meeting of the Workshop on 20.05.2026 from 10:00 to 13:00.

2 Workshop proposer and potential Workshop participants

2.1 Workshop proposer

Dr. David Korn is a pediatric emergency physician at the Policlinico Universitario Agostino Gemelli IRCCS in Rome, one of Italy's leading university hospitals, with over 1,600 beds and more than 10 million inpatient and outpatient services delivered annually. His experience includes humanitarian emergency work in Bolivia, Tanzania, Togo, India, Nepal, and Venezuela, collaboration with leading Israeli digital health startups, and advisory roles in clinical and digital health innovation. He holds a master's degree in Healthcare Management and Health Technology Assessment.

At Gemelli, he has played a central role in advancing telemedicine services, including the establishment of the first structured pediatric telehealth clinic to support safer and earlier discharge of children, as well as the implementation of virtual reality-based interventions to reduce stress and pain in pediatric emergency care. These initiatives reflect the institution's commitment to patient-centered digital transformation.

2.2 Potential participants

This CWA will be developed in a Workshop (temporary body) that is open to any interested party. The participation of the following persons/organizations would be helpful and is desired. It is recommended that:

- Healthcare Facilities and Institutions
- Healthcare Professionals
- Academic and Research Institutions
- Telemedicine Service Providers
- Health IT Experts

take part in the development of this CWA.

3 Workshop objectives and scope

3.1 Workshop background

(i) Why is this Workshop initiated? + (ii) What is the need for this Workshop?

The workshop is initiated in response to the growing demand for structured integration of telemedicine into healthcare systems. Telemedicine presents considerable opportunities to enhance healthcare delivery, remote patient monitoring, and accessibility, particularly in underserved areas. There is a need to provide healthcare professionals with clear, standardized guidelines and principles to ensure telemedicine is adopted efficiently, sustainably, and ethically.

Addressing the complexity of integration processes—including eligibility assessment, readiness, sustainability, practical training requirements, and device implementation protocols—is essential for maximizing the potential benefits of telemedicine and facilitating a smooth transition into modern healthcare frameworks.

(iii) Which issue(s) should be solved by the Workshop? + (iv) What is the future benefit of the CWA?

The Workshop aims to address key issues related to the adoption of telemedicine in healthcare settings. These include the establishment of standardized eligibility criteria, the assessment of organizational readiness, the assurance of long-term social, economic and environmental sustainability, and the provision of structured training guidance for healthcare professionals. In addition, it seeks to define clear protocols for device deployment, service delivery, and outcome evaluation.

The future benefit of the CWA lies in enabling the structured and seamless integration of telemedicine into healthcare systems, thereby enhancing service delivery and patient engagement. Through the standardization of governance and practices, the CWA will contribute to improved health outcomes, increased accessibility, and a coherent framework supporting ongoing digital transformation in healthcare. This structured approach will assist healthcare organizations in effectively and consistently integrating and optimizing the use of telemedicine solutions.

(v) What is explicitly not part of the CWA?

The CWA does not address the development of telemedicine technologies, nor does it focus on specific software solutions. Its scope is limited to providing structured guidance for the implementation and integration of existing telemedicine solutions within healthcare practice. The CWA does not define technical specifications or product-level innovations; rather, it establishes principles, training guidance, and implementation protocols to support healthcare professionals and organizations in the safe and effective adoption of telemedicine.

4 Workshop programme

4.1 General

The kick-off meeting is planned to take place on 20.05.2026 from 10:00 to 13:00 as a virtual meeting. A draft for public commenting will be published for 30 days.

A total of 5 virtual Workshop meetings (1 virtual kick-off meeting and 4 virtual Workshop meetings) will be held, during which the content of the CWA(s) will be presented, discussed and approved.

The working language (language of meetings, minutes, etc.) of the WS will be English. The CWA will be written in English.

4.2 . Workshop schedule

Table 1: Workshop schedule (preliminary)

CEN/CENELEC Workshop	M01	M02	M03	M04	M05	M06	M07	M08	M09	M10	M11	M12	...
Initiation	█												
1. Workshop description form submission and TC response	█	█											
2. Open commenting period on draft project plan (mandatory)		█	█										
Operation			█										
3. Kick-off meeting			█										
4. CWA(s) development			█	█	█	█	█	█					
5. Open commenting period on draft CWA(s) (optional)								█	█	█			
6. CWA(s) finalized and approved by Workshop participants											█		
Publication											█		
7. CWA(s) publication											█	█	
Dissemination (see 6)		█		█					█	█	█		█
Milestones			K	V	V	M	V				M/A		P D



Legend

- K** Kick-off
- M** Workshop meeting
- V** Virtual Workshop meeting
- A** Adoption of CWA
- P** Publication of CWA
- D** Online distribution of CWA

4.3 Work already delivered by the Workshop

N/A

5 Resource planning

The Workshop will be financed within the framework of a research project. Consortium membership and participation in the project meetings is free of charge, as the costs incurred throughout the performance of this project will be financed by funding from the Horizon Europe research project " Caring Nature ".

All costs related to the participation of interested parties in the Workshop's activities have to be borne by themselves. The copyright of the final CEN Workshop Agreement will be at CEN. The final document will include the following paragraph: "Results incorporated in this CEN Workshop Agreement received funding from the European Union's HORIZON Europe research and innovation programme under grant agreement number 101137340 (Caring Nature).

6 Workshop structure and rules of cooperation

6.1 Participation in the Workshop

The Workshop will be constituted during the kick-off meeting. By approving this project plan, the interested parties declare their willingness to participate in the Workshop and will be formally named as Workshop participants, with the associated rights and duties. Participants at the kick-off meeting who do not approve the project plan are not given the status of a Workshop participant and are thus excluded from further decisions made during the kick-off meeting and from any other decisions regarding the Workshop.

As a rule, the request to participate in the Workshop is closed once it is constituted. The current Workshop participants shall decide whether any additional members will be accepted or not.

Any new participant in the Workshop at a later date is decided on by the participants making up the Workshop at that time. It is particularly important to consider these aspects:

- a. expansion would be conducive to shortening the duration of the Workshop or to avoiding or averting an impending delay in the planned duration of the Workshop;
- b. the expansion would not result in the Workshop taking longer to complete;
- c. the new Workshop participant would not address any new or complementary issues beyond the scope defined and approved in the project plan;
- d. the new Workshop participant would bring complementary expertise into the Workshop in order to incorporate the latest scientific findings and state-of-the-art knowledge;
- e. the new Workshop participant would actively participate in the drafting of the manuscript by submitting concrete, not abstract, proposals and contributions;
- f. the new Workshop participant would ensure wider application of the CWA.

All Workshop participants who approved the publication of the CWA or its draft will be named as authors in the European Foreword, including the organizations which they represent. All Workshop participants who did not approve the publication of the CWA will not be named in the European Foreword.

6.2 Workshop responsibilities

The Workshop Chair is responsible for content management and consensus building. The Workshop Chair is supported by the Workshop Vice-Chair (if any) and the responsible Workshop secretariat, whereby the Workshop secretariat will always remain neutral regarding the content of the CWA(s). Furthermore, the Workshop secretariat shall ensure that CEN-CENELEC's rules of procedure, rules of presentation, and the principles governing the publication of CWA(s) have been observed. Should a Workshop Chair no longer be able to carry out her/his duties, the Workshop secretariat shall initiate the election of a new Workshop Chair. The list below covers the main tasks of the Workshop Chair. It is not intended to be exhaustive.

- Content related contact point for the Workshop
- Presides at Workshop meetings
- Ensures that the development of the CWA respects the principles and content of the adopted project plan
- Manages the consensus building process, assesses when the Workshop participants have reached agreement on the final CWA, on the basis of the comments received
- Ensures due information exchange with the Workshop secretariat
- Represents the Workshop and its results to exterior

The Workshop secretariat, provided by a CEN and/or CENELEC Member, is responsible for organizing and leading the kick-off meeting, in consultation with the Workshop proposer. Further Workshop meetings and/or web conferences shall be organized by the Workshop secretariat in consultation with the Workshop Chair. The list below covers the main tasks of the Workshop secretariat. It is not intended to be exhaustive.

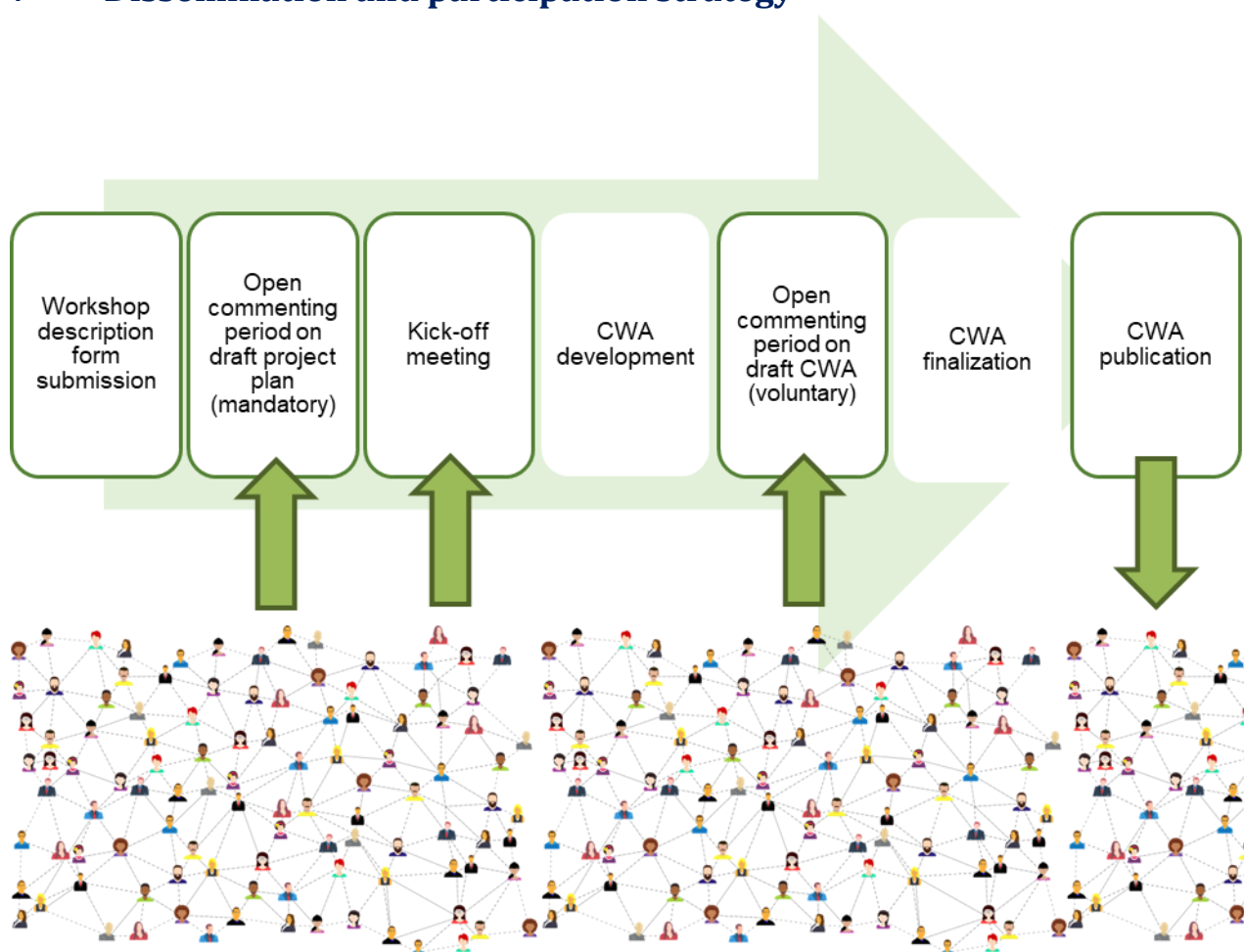
- Administrative and organizational contact point for the Workshop
- Ensures that the development of the CWA respects the principles and content of the adopted project plan and of the requirements of the CEN-CENELEC Guide 29
- Formally registers Workshop participants and maintains record of participating organizations and individuals
- Offers infrastructure and manages documents and their distribution through an electronic platform
- Prepares agenda and distributes information on meetings and meeting minutes as well as follow-up actions of the Workshop
- Initiates and manages CWA approval process upon decision by the Workshop Chair
- Interfaces with CEN-CENELEC Management Centre (CCMC) and Workshop Chair regarding strategic directions, problems arising, and external relationships
- Advises on CEN-CENELEC rules and brings any major problems encountered (if any) in the development of the CWA to the attention of CEN-CENELEC Management Centre (CCMC)
- Administrates the connection with relevant CEN or CENELEC/TCS

6.3 Decision making process

The CEN Workshop Chair is responsible for ensuring that the development of the CWA follows the principles and content of the project plan described in this document and the requirements of CEN-CENELEC Guide 29. The CEN and/or CENELEC Workshop Chair may take decisions on the conduct of the CEN and/or CENELEC Workshop on the basis of the comments expressed by the participants and of CEN-CENELEC Guide 29.

Each Workshop participant is entitled to vote and has one vote. If an organisation sends several experts to the Workshop, that organisation has only one vote, regardless of how many Workshop participants it sends. Transferring voting rights to other Workshop participants is not permitted. During voting procedures, decisions are passed by simple majority; abstentions do not count. If Workshop participants cannot be present in the meetings when the CWA or its draft is adopted, an alternative means of including them in the voting procedure shall be used.

7 Dissemination and participation strategy



Potential participants identified in section 2.2 and potential interested stakeholders identified in Part A should be informed of the open commenting phase, if any, and of the publication of the CWA.

In addition to the CCMC website, the final CWA might be advertised on:

- sector specific newsletter
- social media, such as

- Facebook
- Instagram
- LinkedIn
- X
- Research Gate
- EC Newsroom
- Other