

DELIVERABLE

D20 – Dissemination Plan



iWebCare: Integrated Web Services Platform for the facilitation of Fraud Detection in health care

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Abstract:

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This document outlines the manner in which the iWebCare partners plan to disseminate the objectives and results of the iWebCare project until the end of the project and includes the completed dissemination activities up to year one of the project duration.

***Type: PU-public, PP-Restricted to other programme participants (including Commission Services), RE-restricted to a group specified by the consortium (including Commission Services), CO-confidential, only for members of the consortium (including Commission Services)**

****Nature: R-report, P-prototype, D-Demonstrator, O-other**

ABLE OF CONTENTS

PART II - EXECUTIVE SUMMARY	V
PART III - FULL DESCRIPTION	VI
1 SCOPE - DISSEMINATION OBJECTIVES.....	7
1.1 Target Dissemination Groups	7
1.1.1 End-users.....	7
1.1.2 Researchers	8
1.1.3 Standardization Bodies.....	8
1.2 Approach to Dissemination	9
2 DISSEMINATION CHANNELS	10
2.1 Dissemination Messages.....	10
2.2 iWebCare website.....	10
2.3 Presentations.....	10
2.4 Information Days	13
2.5 Partner Networks – Contacts	14
2.5.1 Synergies with other projects	14
2.5.2 Standardization bodies	14
2.6 Publications.....	15
2.7 Other Dissemination Activities	15
3 PROMOTIONAL MATERIAL AND ITS USE	17
3.1 iWebCare Logo.....	17
3.2 Project Presentation.....	17
3.2.1 Presentation Template	17
3.3 Printed material	18
3.4 Public Website	19
3.5 Use of Dissemination Material	21
4 INDIVIDUAL PARTNER DISSEMINATION ACTIONS.....	22
4.1 ICCS: Activities Planned.....	22
4.1.1 Past /Ongoing Accomplishments	22
4.1.2 Coming Undertakings	22

4.2 INTRAIInt: Activities Planned.....22
4.2.1 Past /Ongoing Accomplishments22
4.2.2 Coming Undertakings23

4.3 AGILIS: Activities Planned.....23
4.3.1 Past /Ongoing Accomplishments23
4.3.2 Coming Undertakings24

4.4 UniNa-DMS: Activities Planned24
4.4.1 Past /Ongoing Accomplishments24
4.4.2 Coming Undertakings24

4.5 FMCU: Activities Planned26
4.5.1 Past /Ongoing Accomplishments26
4.5.2 Coming Undertakings26

4.6 RBH: Activities Planned.....27
4.6.1 Past /Ongoing Accomplishments27
4.6.2 Coming Undertakings28

4.7 TSAY: Activities Planned.....28
4.7.1 Past /Ongoing Accomplishments28
4.7.2 Coming Undertakings28

4.8 FhG: Activities Planned.....29
4.8.1 Past /Ongoing Accomplishments29
4.8.2 Coming Undertakings29

APPENDIX A 30

PART II - EXECUTIVE SUMMARY

This deliverable is the second version of the dissemination plan of the iWebCare project. It outlines the dissemination strategy and actions of the iWebCare partners to be carried out within the iWebCare project for the project development year 2 as well as the dissemination actions completed within year 1 of the project.

The main objective of the dissemination plan is to facilitate the successful dissemination and exploitation of the results of the work on a trans-national basis across the European Union.

The main purpose of this deliverable is to:

- Define the target audience to disseminate the project and the project results.
- Define the updated dissemination strategy; that is to decide on the key messages to deliver, to shape the key messages, and to define the right format(s) and dissemination.
- Define the target activities.
- List all completed activities up to this stage of the project.

More specifically we shall attempt to:

- Promote iWebCare technology and services to the potential recipients.
- Disseminate the work carried out up to this point of project development and results achieved to the widest possible audience.
- Support the exploitation of project results.
- Keep track of technical and market changes affecting the project.

PART III - FULL DESCRIPTION

See next pages.

1 SCOPE - DISSEMINATION OBJECTIVES

Dissemination aims to inform the scientific community and broader public of the project's results. Promoting the project's outcomes encourages the exchange of ideas and fosters combined research. Moreover, the same people are iWebCare's future customers. Awareness of the produced platform's functionalities and novel approach is fundamental in drawing attentions to the project's service. Dissemination activities will assist iWebCare partners during exploitation. Public interest will be harnessed in order to validate and further advance the business models and pricing policies.

The main objectives of the iWebCare dissemination activities are:

- To make the target users aware of the iWebCare platform, its functionalities and value-added features so as to prepare for the commercial exploitation of iWebCare.
- To raise public awareness of antifraud activities and the investments made by the EC to prevent fraud in government services.
- To identify target communities and environments which may provide future customers
- To track market trends and potential problems.
- To generate ideas for new projects.

The widest diffusion of the project conclusions will be attempted. The partners will employ conferences, personal networks and contacts, standardization bodies, publications in trade journals and websites to disseminate the project. Additionally, the consortium will host information days and other events, which will be supported through promotional material including posters and brochures.

A dissemination plan was prepared at the beginning of the project and this is the second version covering years 1 and 2 of the project. There is one more version to come on M24 of the project. The plan will summarize the activities that will have taken place up to that point in the project and then present the dissemination activities planned for the following year. More specifically, it will present the targets of dissemination, the information that will be disseminated to each of them, the channels and material used for the dissemination and a planned timetable of activities. Regular project progress reports will report on the actual execution of the plan.

1.1 Target Dissemination Groups

iWebCare dissemination activities will target organizations interested in restricting the effects of fraud on their operations. The following list gives an overview of the final users of iWebCare:

- End users: eGovernment, eHealth agencies, healthcare organizations, fraud detection communities and Health Insurance organizations public or private.
- Research communities.
- Standardization bodies.

These final users can be further categorized into the following target groups for iWebCare Dissemination activities:

1.1.1 End-users

The end-user group is made up of those individuals and groups that will employ the iWebCare platform in order to assess the likelihood of fraud occurring and identify potentially fraudulent behaviour. The typical user profiles are:

- Healthcare organizations (i.e. RBH/NHS).

- Health Insurance organizations (i.e. IKA, TSAY).
- Antifraud units within organizations (i.e. Counter Fraud teams within NHS Trusts ΥΠΕΔΗΦΚΑ).
- National antifraud organizations (i.e. Counter Fraud and Security Management Service (CFSMS) in UK).
- Policing organizations (i.e. WCO) such as:
 - Customs organisations.
 - Tax Auditors.
 - Immigration security bodies.
- Private or public insurance organizations (i.e. INTERAMERICAN).
- Government services such as:
 - Tax authorities.
 - Social security providers.
 - Disabilities, benefits and pensions agencies.
 - e-Procurement agencies.

Patients, health care professionals (physicians, pharmacists, and nurses), hospital departments, social security and the e-citizen in general will benefit from the iWebCare platform. However, they will not be necessarily the direct end users of the system produced.

Healthcare antifraud, insurance and government organizations will be able to:

- Prevent or at least reduce fraud.
- Identify new patterns of fraudulent behaviour.

All the mentioned types of organizations attempt to reduce financial losses associated with fraud while ensuring the provision of services to the rightful recipients. At present, organizations use historical records and rules reflecting past experience to identify and prevent probable future fraudulent claims. These methods often miss opportunities to collect money and adjusters spent much time reviewing legitimate claims.

1.1.2 Researchers

iWebCare will provide structured treatment of fraud in e-Government services, as currently fraud is treated on a case-by-case basis. In particular, innovation can be divided into:

- Methodological: expression of fraud as ontology of rules on processed data items.
- Technical: generic, web-based solution to fraud in e-Government services.

Researchers will be interested to learn of the project's results in the areas of:

- e-Government.
- Data mining and Knowledge Discovery in Databases (KDD).
- Self learning algorithms (i.e. Genetic, Neural Networks).

Experts in these areas will be called on to evaluate the results of the project in the above areas of contribution and expertise.

1.1.3 Standardization Bodies

The project touches on a number of standards. The bodies maintaining these standards will be interested in the use iWebCare makes of their products. Some of the standardization bodies, which would be interested in this project, are:

- The Technical Committee on Health Informatics of the European Committee for Standardization (CEN/TC251),
- The OASIS International Health Continuum Technical Committee,
- The European Federation for Medical Informatics (EFMI),
- The ANSI Healthcare Informatics Standards Board,
- The IDABC e-Government Observatory,
- The Data Interchange Standards Association (DISA) and
- The Health Industry Business Communications Council (HIBCC).

The iWebCare project will be utilizing standards from these organizations while in parallel working in the e-government and more specifically e-health domains. The consortium will monitor the work done by organizations and will present the results to them.

1.2 Approach to Dissemination

The consortium will exploit existing dissemination channels as well as develop new ones in order to spread the iWebCare message to the broader community and more specifically to iWebCare end users.

Some indicative iWebCare dissemination instruments are to:

- Approach other healthcare organizations with each consortium member's national borders.
- Exploit communication channels within each consortium member's research areas.
- Search for new channels of communication, including national or European administrations (such as Social Security organizations, customs, police and anti-fraud authorities), the World Customs Organisation based in Brussels, etc.
- Put in place a programme of activities and supporting materials that will promote iWebCare to a wide-ranging pan-European audience.
- Inform the target audiences of the existence of the project, and its benefits, use and applicability in the different market segments.
- Identify potential customers and partnerships.

2 DISSEMINATION CHANNELS

2.1 Dissemination Messages

The following messages are to be conveyed via the various dissemination channels:

Target groups	Messages
Generic message	iWebCare will help eliminate fraud in government services
End-users	iWebCare will catch the fraud you knew about and the fraud you did not know about and will help reduce healthcare costs leaving more money for patient care.

2.2 iWebCare website

Great emphasis will be given to the design, development and upkeep of the iWebCare website. The website will be used to establish an on-line communication centre and will present the project and its results to a worldwide audience. At this level of functionality, the website provides an overview of the project's summary, objectives and innovative aspects. In addition, those accessing the site become informed about events taking place during the calendar year, or news regarding the activities carried out by the project Consortium.

A project description page outlines where to find information about the objectives, innovative aspects and results (corresponding to the public deliverables) and partners (their role in the project plus direct links to the websites of their organisations plus contact details) of the iWebCare project.

2.3 Presentations

Input Requested by all partners with regards to planned conferences

The iWebCare partners will present on a regular basis the project and its results at events and conferences in related fields. The following presentations have already been planned:

Date	Venue	Meeting	Participants	Purpose
June '06, Luxembourg	'CAiSE'06'		Approximately 100 persons attended the speech	iWebCare was disseminated in at Luxembourg in the Keynote speech delivered by the INTRASOFT ISD Principal
20 June 2006, Brussels.	FP6 – e Government Projects Fair	“Research and policy collaboration: Inclusive eGovernment and multi-channel delivery”		Presentation of iWebCare project by Mr. Heirwegh and Mr Konnis during the parallel session of the event.
19-23 June 2006		Euro-Southeast Asia forum organized by the	Approximately 100 persons	Two on-line presentations on iWebCare project

Date	Venue	Meeting	Participants	Purpose
		EU and the ASEAN in Singapore		in the get-in-touch sessions and discussions (presented in combination with our other EU project)
2-3 September 2006 Salerno, Italy,		8 th workshop of the ERCIM WG on Matrix Computations and Statistics	100 participants (Professors and researchers from several European and American Universities)	
September – December 2006			Scheduled an active participation with the results of our Pan-European survey on numerous workshops, conferences, etc.	Project presentations
September –October 2006		Contact systematically with a selected sample group of key players of the drugs prescription workflow in Greece		Project presentation
30 November 2006			Professors, researcher, clinicians and business representatives interested in collaborating on EU projects	Project poster presentation at Imperial College, London during an event presenting the forthcoming FP7
Nov – Dec 2006	Greece	Contact with all Public Insurance Bodies in Greece		Project presentation
12 February 2007	London, UK	<i>Symposium event at Imperial College London</i>	<i>Professors, researcher, clinicians and business representatives interested in collaborating on EU projects</i>	<i>To speak about the benefits and challenges of working on EU projects including iWebCare</i>
2007	TBC	<i>Meeting of Classification and Data Analysis</i>	<i>Professors and researchers working in</i>	<i>To illustrate the proposed methodologies to</i>

Date	Venue	Meeting	Participants	Purpose
		<i>Group (CLADAG2007)</i>	<i>classification and data analysis fields</i>	<i>deal with fraud detection</i>
<i>August, 2008</i>	<i>TBC</i>	<i>17th Symposium of IASC (COMPSTAT2008)</i>	<i>Professors and researchers working in statistics and data analysis fields</i>	<i>To illustrate the proposed methodologies dealing with fraud detection in health care system</i>
<i>Summer 2008/2009</i>	<i>London, UK</i>	<i>Counter Fraud and Security Management Service (CFSMS) Annual Conference</i>	<i>Experts in fraud management in health service in UK</i>	<i>Management of Fraud and Fraud Detection</i>
<i>17-21 September</i>	<i>Warsaw, Poland</i>	<i>18th European Conference on Machine Learning / 11th European Conference on Principles and Practice of Knowledge Discovery in Databases</i>	<i>Researchers and Data Mining professionals</i>	<i>17-21 September</i>
<i>November 2008</i>	<i>Bristol, UK</i>	<i>Annual event held by Audit Commission, UK on public sector fraud</i>	<i>TBC</i>	<i>TBC</i>
<i>TBC</i>	<i>TBC, UK</i>	<i>CIPFA Better Governance Forum event</i>	<i>Fraud experts from public sector organizations, eg policy, local councils, governmental organizations, health organizations and housing associations</i>	<i>TBC</i>
<i>TBC</i>	<i>TBC, UK</i>	<i>Conference organized by the British Computer Society Health Informatics Forum (HC2007)</i>	<i>NHS organizations, decision makers, other public and private organizations</i>	<i>To demonstrate work in progress and to show its unique contribution and value to the healthcare domain.</i>
<i>TBC</i>	<i>TBC</i>	<i>The World Health Care Congress (Regulatory authorities, management and IT consultants,</i>	<i>Health care leaders, providers, suppliers, customers, policy makers and</i>	<i>TBC</i>

Date	Venue	Meeting	Participants	Purpose
		health care analysts)	officials.	
23-26 August 2007	Lion, France	29 th Annual International Conference of the IEEE Engineering in Medicine and Biology Society	TBD	The conference focuses on covering the broad spectrum of the medical physics, biological and biomedical sciences, and biomedical and clinical engineering. Specific themes include Molecular Imaging, Neural Engineering, Nano-Technologies for Biomedical Applications, Computational Biology and Bio-Informatics, Technical Innovations in Pharmaceutical Industry, and Bio-Counterterrorism and Bio-Defence Technologies. Details on the conference can be found at http://embc2006.njit.edu/ .
21-24 August 2008	Vancouver, Canada	30 th Annual International Conference of the IEEE Engineering in Medicine and Biology Society	TBD	As Above

2.4 Information Days

At the later stages of the project when results are mature, information days addressed to healthcare organizations and public and private healthcare insurance (and insurance in general) organizations will be organized. They will mainly serve a promotional purpose, related to the future commercial exploitation of the platform. Based on the geographical locality of the partners, events will be organized in the UK (addressed to UK and Ireland based organizations), Italy, Greece (covering also Cyprus) and the Slovak Republic (covering also the Czech Republic)

Date	Venue	Targeted Audience	Information Day Agenda	Related Dissemination Activities
2008	Naples, Italy	Researchers and operators interested in fraud detection in health care system	Several contributions proposed in project will be shown in order to provide some solutions to detect fraud in health care system	Several simulations and case studies will be shown in order to illustrate the proposed solutions
TBD	Greece	TBD	TBD	TBD
2008	London, UK	Key staff working at the six NHS Trusts which provided data for the iWebCare project together with counter fraud specialists from other organisations	TBD	TBD
TBD	Slovakia	TBD	TBD	TBD

2.5 Partner Networks – Contacts

The iWebCare partners will also disseminate the iWebCare project, its outcomes and proposed business model amongst networks and organisations working in the anti-fraud field.

2.5.1 Synergies with other projects

More specifically, iWebCare partners will seek contacts for projects active in areas related to this project for exchange of information and for potential clustering. Such projects for example are:

- AntiPhish (<http://www.antiphishresearch.org>) is a specific targeted research project funded under Framework Program 6 by the European Union. It started in January 2006 and will run until December 2008. AntiPhish is an acronym for **Anticipatory Learning for Reliable Phishing Prevention**. Similar to iWebCare, the project deals with adaptive data mining of possible illegal activities.

EHFCN Project to gather information about fraud detection activities across Europe.

2.5.2 Standardization bodies

Throughout iWebCare's lifecycle, the partners will constantly exchange information with standardization bodies in the fields of healthcare ontologies, health, informatics and electronic data interchange between administrations. This way, contacts with organizations will be established. Some of the target organizations are:

- The Technical Committee on Health Informatics of the European Committee for Standardization (CEN/TC251),
- The OASIS International Health Continuum Technical Committee,
- The European Federation for Medical Informatics (EFMI),
- The ANSI Healthcare Informatics Standards Board,
- The IDABC eGovernment Observatory,
- The Data Interchange Standards Association (DISA) and
- The Health Industry Business Communications Council (HIBCC).

RBH are having ongoing discussions with the UK's national body the Audit Commission about potential synergies with other projects. RBH also met with a representative of the UK's

Counter Fraud and Security Management Service (CFSMS) to discuss collaboration and networking. Both organizations have a role in standardization and this will be explored further at these meetings.

2.6 Publications

The results of the researcher activities will be published on the following issues: Conference Proceedings; Specialized journals of statistics and data analysis;

- *Researcher* – newsletter published by Royal Brompton & Harefield NHS Trust on research and development news.
- *Thames Audit Newsletter* (*Thames Audit provides internal audit and fraud detection services to RBH and nine other NHS organizations in London*).
- *Counter Fraud and Security Management Service (CFSMS) Newsletter* (*CFSMS is the national UK organization for all policy and operational matters relating to the prevention, detection and investigation of fraud and corruption and the management of security in the NHS*).
- *Smart Healthcare*: Information management for health and social care journal www.kablenet.com.
- CIPFA Better Governance Forum's risk management newsletter (cipfanetworks.net) (CIPFA is the UK's Chartered Institute of Public Finance and Accountancy).
- *Hospital*: the official Journal of the European Association of Hospital Managers.
- *Health Management*: the journal for healthcare managers in the NHS and independent sector. Published by the Institute of Healthcare Management in the UK.
- *UK Health Informatics Today*: The Newsletter of the UK Health Informatics Association.
- *Health Informatics Journal*: journal that publishes original research or original contributions to the existing literature on health informatics.

2.7 Other Dissemination Activities

RBH will register the scope and project's web site in online health related search engines, indexers and portals.

- The National Research Register (NRR) (<http://www.nrr.nhs.uk/default.htm>), Department of Health.

The NRR is a database of ongoing and recently completed research projects funded by, or of interest to, the United Kingdom's National Health Service (NHS).

It is estimated that about 350 organizations (NHS Trusts, national and regional funding programs, universities, charities) in England, Scotland and Wales contribute in the database. New records are added and existing records are updated every three months to a growing list of records. The Register provides a reasonable record of projects that were ongoing from early 2000 onwards.

- TEIS - UK Telemedicine and E-health Information Service (www.teis.nhs.uk or www.teis.port.ac.uk).

(University of Portsmouth and the NHS Information Authority).

The objectives of TEIS are to bring together those working in the field of telemedicine, telecare and ehealth; to encourage them to share information and experience; and to provide an information resource on telemedicine activity in the UK.

- A link will be created in the Brompton's web site. A specific section is allocated to European funded Research and Development projects.
(<http://royalbromptonlive.demo.eibs.co.uk/rd/european-projects-team/european-projects>).
- The scope of the project and its web site will be registered with FP6UK, the prime source of information for UK organizations on the EU's Sixth Framework Programme (FP6).
(<http://fp6uk.ost.gov.uk/Default.aspx>).

3 PROMOTIONAL MATERIAL AND ITS USE

3.1 iWebCare Logo

The iWebCare logo can be found in the title page of this document. Alternative logos were circulated for the consortium's comments before this log was chosen and modified in response to consortium members' comments. The logo is used as much as possible in the given format and colors in all dissemination material and deliverables. The procedure outlined below for the approval of dissemination material is being followed for any document (electronic or printed) to be circulated outside the iWebCare Consortium.

3.2 Project Presentation

The project presentation will also be made available on the private section of the project website for all partners to use and access. The presentation will be updated when results become available and with details of the up and coming dissemination events.

3.2.1 Presentation Template

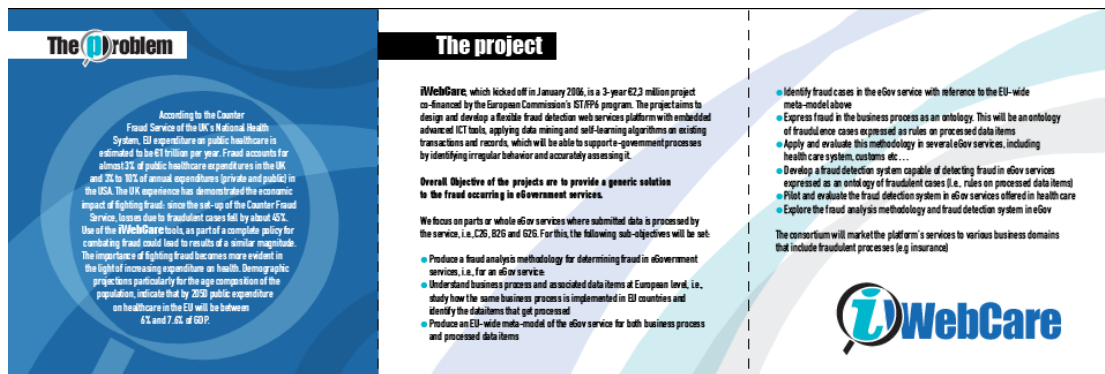
A PowerPoint template has been designed to be used in all dissemination events by the Consortium. The colors and template design is in alignment with the other project material with regards to design and color.



3.3 Printed material

Printed promotional material has been produced in line with the iWebCare demonstration workshops to promote the project and attract participants to workshops. Currently, the types of printed material, which have been prepared, are:

- Brochure. The iWebCare brochure is a triptych including promotional text. The brochure has been translated and printed in the following languages: English, Greek, German, Italian, and Slovakian.



- Poster: Large size promotional material on high quality paper advertising iWebCare's merits has been printed and is currently being used for dissemination events.

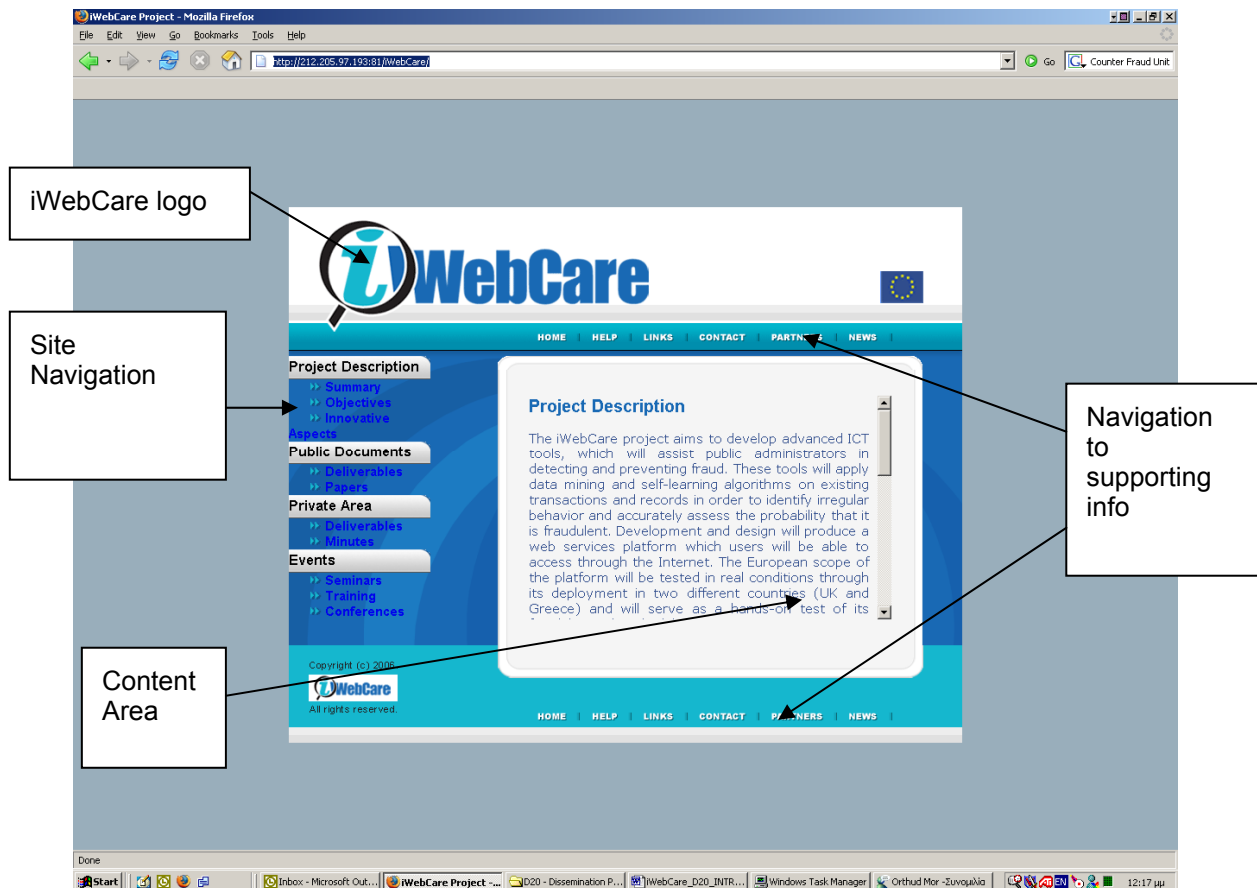


3.4 Public Website

The iWebCare public website will be the permanent window to the outside world for the project. The website will be referenced in all iWebCare dissemination material and actions. It will provide the public with information about iWebCare whilst having a restricted area reserved for Partners' collaborative work.

Currently, the first version of the iWebCare dissemination website is available for comment at webcare.iisa-innov.com

The figure below shows the home page as it looks presently.



The website is divided in four areas:

1. The first area resides at the top of the window and utilizes the iWebCare logo as a prominent fixture, using the colour scheme selected for the project.
2. Right under the logo and at the bottom of the website is the navigation bar linking to supporting information. This information is divided into six (6) categories:
 - a. Home a link to the entry point of the site.
 - b. Help information for the use of the site.
 - c. Links related websites.
 - d. Contacts how and who to reach for further information regarding the project.
 - e. Participants a list of project collaborators.
 - f. News recent information and events related to the iWebCare.
3. The center of the webpage displays the website content.
4. On the left is the navigation menu for the site.
 - a. Project Description
 - i. Summary provides a short description of the project.
 - ii. Objectives states the main objects of the web page.
 - iii. Innovative discusses iWebCare's innovative aspects.
 - b. Public Documents
 - i. Deliverables lists reports containing project results available for the public.
 - ii. Papers collects papers presenting project results.
 - c. Private Area
 - i. Deliverables restricts access to draft project reports to the partners only.
 - ii. Minutes lists minutes from consortium meetings.
 - d. Events
 - i. Seminars directory of available seminars relating to project work
 - ii. Training index of trainings.
 - iii. Conferences listing of conferences at which iWebCare will be presented.

3.5 Use of Dissemination Material

Dissemination material used by the iWebCare partners will be produced in conformance with the project layout.

All information material will contain the following information:

- Project logo.
- Project acronym.
- Mention of the European Commission and the IST Program sponsorship.
- Main contact details for the project - either the partner in question (or ICCS as the Project Coordinator), depending on the type and purpose of the dissemination material.
- List of all the project partners.
- Information regarding the project

4 INDIVIDUAL PARTNER DISSEMINATION ACTIONS

4.1 ICCS: Activities Planned

4.1.1 Past /Ongoing Accomplishments

28 November 2006 in Brussels (Belgium). ICCS participated in the 4th IST Coordinators Day on Project Management (http://cordis.europa.eu/ist/projects/agenda_281106.htm)

2-6 December 2007 in Barcelona (Spain). Participated in ICE-B 2007 - International Conference on e-Business (<http://iceb.nccu.edu.tw/iceb2007/>). ICCS presented the paper "iWebcare: Towards a generic fraud ontology in e-Government" by Aleksopoulos P., Kafentzis K., Georgolios P., Benetou X., Tagaris T. (http://www.ice-b.org/Best_Papers_2007.html).

21-23 September 2007 in Varna (Bulgaria). During the proceedings of the International Conference on Information Technologies - InfoTech – 2007 (<http://www.tu-sofia.bg/saer/>), ICCS presented the paper "iWebCare: An ontological approach for Fraud Detection in the Health Care Domain", by Alexopoulos P., Benetou X., Tagaris T., Georgolios P., Kafentzis K., (http://www.tu-sofia.bg/saer/proceedings/2007/Volume1/A0_Content-IT-2007_vol-1.pdf)

4.1.2 Coming Undertakings

ICCS is planning to participate at the following events:

- Info Days in UK, Italy and the Slovak Republic in September 2008. With regards to these future events, ICCS will not only participate but will also be involved in their organization.
- ICCS will also focus on the dissemination of the project's technical results by submitting papers in scientific journals together with the other partners of the project..

4.2 INTRAInt: Activities Planned

4.2.1 Past /Ongoing Accomplishments

Designed and prepared the basic promotional text for the iWebCare brochure and poster.

7-9 June 2006 in Luxembourg. INTRAInt delivered a speech on the iWebCare project in the 18th Conference on Advanced Information System Engineering - CAiSE '06 (<http://www.tudor.lu/caise06>).

Meetings over **October and November 2006**, with Vice GEDD, Miltiadis Vassilopoulos. He is Assistant to the Inspector General of Public Administration in Greece. He provided information regarding the operations and the needs of GEDD in respect to fraud to detection. Those needs were recorded and analyzed in deliverable D04.

Communication with Renata Pauliukaityte expert from Lithuanian Customs. Mrs Pauliukaityte provided us with information regarding the current operations for the transit customs process and the needs regarding fraud in an area where risk management is currently mandated by the EU and member states existing processes.

12 December 2006 in Athens (Greece). Meeting with the General Manager of Health Inspector of the Ministry of Health in Greece. The General Manger was updated about iWebCare and agreed to arrange meetings between INTRASOFT health department heads in 2007.

23 November 2007 in Brussels (Belgium). The iWebCare project was presented in the workshop “e-Government research: the making of a success story” (<http://www.epractice.eu/document/4056>).

4.2.2 Coming Undertakings

In order to promote the iWebCare project, INTRASOFT International will coordinate dissemination activities with the cooperation of the Consortium partners. It will put together a yearly dissemination plan tracking performed and future activities. Additionally, it will organize the Info Days in Italy and in the Slovak Republic in September 2008.

INTRASOFT International will create, maintain and guarantee on behalf of the project, the quality of the project website. INTR INT will continue to promote the iWebCare service within the companies of the INTRACOM Group by dedicating information and explanation regarding the recently-released platform in the company newsletter, on its website and in the annual report of the company.

In addition to that, as workpackage leader will be proactive in the organization of the forthcoming Info Days in UK, Italy and the Slovak Republic.

4.3 AGILIS: Activities Planned

4.3.1 Past /Ongoing Accomplishments

One of Agilis main strategic axis is the implementation of statistical methodology and software tools and systems for validation and correction of statistical data including outlier detection, data cleansing and advanced information models for formal validation rules. In this context, considerable experience has been acquired in the past through the company's involvement in several R&D and commercial projects. Moreover scientific papers and presentations in international conferences related to the architecture of data validation systems and methodologies for the implementation of data validation rules have been implemented.

Over October and November 2006 in Athens (Greece), Dr. Kyriakos Kassis attended meetings with Vice GEDD, Miltiadis Vassilopoulos. He is Assistant to the Inspector General of Public Administration in Greece. He provided information regarding the operations and the needs of GEDD in respect to fraud to detection.

12 December 2006 in Athens (Greece). Meeting with the General Manager of Health Inspector, Ministry of Health in Greece. The General Manger was updated about iWebCare progress.

In all these meetings promotional material of the iWebCare project (mainly leaflets) in Greek and English has been distributed.

References of the iWebCare project in Greek and English have been placed in the company's web site (www.agilis-sa.gr) and the printed version of the company's profile (distributed to the company's clientele).

9-12 October 2007 in Paris (France). Agilis has prepared and submitted the abstract and the full paper for the eGovINTEROP'07 - eGovernment Interoperability Conference 2007 (www.egovinterop.eu). The paper is entitled “iWebCare: an Integrated Web Services Platform for the facilitation of Fraud Detection in health care e-government services” (<http://www.egovinterop.net/SHWebClass.asp?WCI=ShowDoc&DocID=255>) and has been compiled in cooperation with ICCS/NTUA. The paper was presented by Dr. Kyriakos Kassis and is published in the conference proceedings available at the official website of the event that can be accessed via the link <http://www.egovinterop.net/SHWebClass.asp?WCI=ShowDoc&DocID=255>.

4.3.2 Coming Undertakings

In 2008 Agilis plans to participate in the forthcoming Info Days that will take place in September 2008, and will also focus on the dissemination of the project's technical results by preparing and submitting papers in scientific journals. All these activities will be performed in cooperation with the consortium's partners.

4.4 UniNa-DMS: Activities Planned

4.4.1 Past /Ongoing Accomplishments

In the last decade, the DMS research group has developed several methodologies concerning segmentation, classification and rules identification fields. These results have been shown in several international meetings and published on reviews of international importance. Furthermore the DMS has taken part to:

2-3 September 2006 in Salerno the island of Capri (Italy). 8th Workshop of the ERCIM Working Group on Matrix Computations and Statistics (<http://www.dimat.unina2.it/ercim/8thworkshop2.html>)

4-6 September 2006 in the island of Capri (Italy). Knowledge Extraction and Modelling 2006 - KNEMO '06 (<http://www.knemo.unina.it/>).

In these conferences DMS presented the results of their research in the framework of Segmentation trees for complex data matrices and Missing Data Imputation/Data Editing. The papers relative to these talks are published in books in 2006 and 2007.

In 2006 DMS published the following paper:

Siciliano, R., Aria, M., D'Ambrosio, A. (2006). Boosted Incremental Tree-based Imputation of Missing Data, In Studies in Classification, Data Analysis and Knowledge Organization, edited by S.Zani, A.Cerioni, M.Riani e M.Vichi, ed. Springer-Verlag, and pp.271-278 (<http://www.springerlink.com/content/y8p375341r41j480/>).

6-8 September in Ljubljana. UniNa-DMS presented the paper "Robust Tree-based Incremental Imputation Method for Data Fusion" by D'Ambrosio, A., Aria, M., Siciliano, R. (2007) in the 7th International Symposium on Intelligent Data Analysis - IDA 2007 (http://velblod.videolectures.net/2007/ijs/ida07_ljubljana/tutore_valerio_aniello/ida07_ljubljana_tutore_valerio_aniello.pdf). The paper was also published in the Lecture Notes in Computer Science Series of Springer (, as well as in the Proceedings of the 7th International Symposium on Intelligent Data Analysis (IDA 2007) Berthold, Michael R.; Shawe-Taylor, John; Lavrac, Nada (Eds.) 2007, XIV, 380 p., Softcover ISBN: 978-3-540-74824-3, Springer (<http://www.springerlink.com/content/y8p375341r41j480/>).

12-14 September 2007 in Macerata (Italy). Participation in the Conference of Classification and Data Analysis Group (CLADAG 2007), During this conference UniNa-DMS presented the paper "Robust Incremental Trees for Missing Data Imputation and Data Fusion" Aria, M., D'Ambrosio, A., Siciliano, R. (2007). This paper is published in the Proceedings of Classification and Data Analysis Group (CLADAG 2007), Edizioni Università di Macerata.

4.4.2 Coming Undertakings

Below a list of meetings is depicted in which the DMS research group will participate in the next future:

- **COMPSTAT 2008** - International Conference on Computational that will be held on 24-29 August, in Statistics, Porto – Portugal.

- Organization and hosting of the **Info Day in Italy**, planned to be held in September 2008, in close collaboration with the Work Package leader and the consortium members.

4.5 FMCU: Activities Planned

In cooperation with our national partners from the Ministry of Interior and the Ministry of Health but also some other local partners we have been planning for years 2007 and 2008 several information days, workshops, etc. The actual dates depend upon the work plans of particular ministries and the best timing of these events regarding their internal needs and activities.

4.5.1 Past /Ongoing Accomplishments

Responsible for the Slovak translation of the i-WebCare brochure produced and printed within the first year of project development

The Slovak and English brochure has been placed on the university's web site.

FM has distributed and continues to distribute the Slovak brochure to some selected partners and users by mail or directly by handing over that the promotional brochure to them. The English version of the brochure has been also distributed at various events attended abroad together with the CD with deliverable D2 – Pan-European Survey.

19-23 June 2006 in Singapore. Mr. Soltes attended the Euro-Southeast Asia ICT Forum 2006 (EUSEA 2006 - www.eusea2006.org) as an invited expert (demonstrating that also partners from the EU NMS can successfully participate in the EU sponsored projects).

14-15 December 2006 in New Delhi. FMCU presented the iWebCare project in the eInfrastructures Conference "Bringing Europe's Electronic Infrastructures to Expanding Frontiers" (BELIEF 2006 - www.beliefproject.org). Presentations of the project have been distributed in paper as well as the English brochure and CD with the deliverable D2.

Additionally FMCU communicated to other participants the iWebCare website. The main purpose of conferences was an intention of the EC to open the future FP7 also for non-EU participants from such as India like India or Asia member states that have a lot of research potential in ICT/IST.

A PhD. thesis devoted to e-Health in the SR that contains references from i-WebCare project and specifically deliverable D2 was published at the **beginning of 2007**.

Experiences from the project especially D2 and FMCU's participation in task 2.2. Regarding preparation of the specialized ontology for the e-health care domain, are an integral part of Mr. Soltes lectures in MIS for Slovak and foreign students under the ERASMUS program as well as other exchange and student mobility programmes.

4.5.2 Coming Undertakings

As mentioned above we have been planning several information days, workshops with our national partners. In addition we plan to continue in presentation of our research results including iWebCare projects as a part of our active participation in various mostly international conferences, seminars, workshops as unfortunately there are not organized many such events in the Slovak republic. We will continue in distribution of our results from D2 in the form of the CD as an official publication of our university. As another distribution channel, our specialized web at www.fm.uniba.sk/erdc will be regularly used.

Below a list of meetings is depicted in which the DMS research group will participate in the next future:

- **COMPSTAT 2008** - International Conference on Computational that will be held on 24-29 August, in Statistics, Porto – Portugal.
- Organization and hosting of the **Info Day in the Slovak Republic**, planned to be held in September 2008, in close collaboration with the Work Package leader and the consortium members.

4.6 RBH: Activities Planned

4.6.1 Past /Ongoing Accomplishments

2 March & 28 April 2006 in London (UK). RBH met with representatives from the UK's Audit Commission to discuss possible collaboration with the iWebCare project team. The Audit Commission is an independent body responsible for ensuring that public money is spent economically, efficiently and effectively. The Commission's work covers local government, housing, health, criminal justice and fire and rescue services and it carries out a National Fraud Initiative every two years, using data matching techniques to detect frauds against the public sector.

26 July 2006 in London (UK). The RBH iWebCare Project Manager met with the Head of Information Systems at the UK's Counter Fraud and Security Management Service (CFSMS) to disseminate information about the project and gather further information on the CFSMS annual conference in 2008 and 2009. The CFSMS is responsible for all policy and operational matters relating to the prevention, detection and investigation of fraud and corruption and the management of security in the National Health Service.

12 & 21 September in London (UK). Meetings with other NHS organizations such as:

- RBH had the following meetings with other NHS organizations to disseminate information on the project and to negotiate their involvement in the project: Representatives from Moorfields Eye Hospital NHS Foundation Trust on 30 August and 1 November 2006. Representatives from the Royal Marsden NHS Foundation Trust on 12 September 2006.
- Representatives from Epsom & St Helier University Hospitals NHS Trust on 21 September 2006.

8 May 2006 in London (UK). RBH met with the Head of Research and Head of Policy at the European Healthcare Fraud and Corruption Network (EHFCN) to discuss collaboration with the EHFCN on the pan-European survey due to be carried out by the iWebCare consortium (D2) and to disseminate information about the iWebCare project. As a result of the meeting it was agreed that RBH should prepare a short summary about the project for the consideration of the EHFCN Board at its meeting in June.

10-11 October 2006 in Madrid (Spain). RBH attended at the EHFCN Conference and met with counter fraud representatives from the Netherlands, Belgium, Sweden, Hungary and Austria to gather information about how health care fraud detection is managed in each country and to disseminate information about the iWebCare project (report attached in Appendix A)

30 November 2006 in London (UK). RBH participated at a national conference to launch the FP7 programme. A promotional stand with information on the iWebCare project was available at the conference. The conference took place at Imperial College London and approximately 310 persons attended. All delegates received a copy of a poster presenting the project. Information on the conference can be found at <http://www3.imperial.ac.uk/healthmanagement/conferences/hfp72006>

Other conferences:

28-30 November 2006 in London (UK): Online Information 2006 - Information Management Solutions - IMS 2006 (<http://www.ims-show.co.uk/oi06/>).

12 February 2007 in London (UK): Industry-Academia collaboration in e-Health. The symposium brings together researchers in the education and health fields and looks at potential collaborative opportunities to participate in EU projects between industry, health and education. A presentation and promotional stand were delivered with handouts on the iWebCare project and also

(<http://www3.imperial.ac.uk/healthmanagement/conferences/fp7ehealth>).

2-4 April 2007 in London (UK): Modelling in the Management of Healthcare, 5th International Conference (<http://www2.wmin.ac.uk/hscmg/qmmhealth2007/>).

12-13 June 2007 in London (UK): Smart Healthcare 2007 expo.
(<http://www.gcexpo.com/page.cfm/link=14>)

22 February 2008 in London (UK). RBH hosted the Project Dissemination & Pilot Planning Event that was organized in close collaboration with the other project partners. This meeting was dedicated to the future plans of the consortium members on the promotion of the iWebCare platform that was released in the following months.

4.6.2 Coming Undertakings

- Organization and hosting of the **Info Day in UK**, planned to be held in September 2008, in close collaboration with the Work Package leader and the consortium members.

4.7 TSAY: Activities Planned

4.7.1 Past /Ongoing Accomplishments

Developing early awareness for the expected results of iWebCare Project, targeting a selected pilot group of health professionals in Greece (all of them are members of TSAY).

FULFILLED (*Through the **Panellenic Professional Association of Medical Doctors***)

Proactive briefing of all the PUBLIC INSURANCE BODIES (P.I.B.) in Greece that provide medical-pharmaceutical services to their members.

Related activities (ongoing): Letter to all the above mentioned (P.I.B.s) to describe briefly the scope and the expected benefits of the project and its deliverables.

Creation and advertising of a special section in TSAY's website (www.tsay.gr) with the purpose to interact with the interested parties in order to systematically measure the penetration of the project's messages to the target group.

14 May 2008 in Athens (Greece). In collaboration with the other consortium members TSAY organized and hosted the Info Day in Greece where approximately 25 persons attended. After being presented the project idea, objectives and future implementation plans, and demonstrated the Platform Prototype, the participants discussed the Pilot Phase and Impressions from the Demonstration.

4.7.2 Coming Undertakings

Organisation of a two-day event for the presentation of the project's results (end of 2008) in which will be invited:

- The leaderships of the Ministries (a) Employment & Social Protection and (b) Health.
- The Administrations of all PUBLIC INSURANCE BODIES in Greece.
- All the professional institutions that represent all the participant members in the prescription workflow (Medical Associations, Pharmaceutical Associations, etc.).

4.8 FhG: Activities Planned

FhG will concentrate its dissemination activities on the scientific community in the area of data mining and machine learning.

4.8.1 Past /Ongoing Accomplishments

More specifically, FhG has participated in the following conferences:

17 - 21 September 2007 in Warsaw (Poland): 18th European Conference on Machine Learning -ECML & 11th European Conference on Principles and Practice of Knowledge Discovery in Databases - PKDD (<http://www.ecmlpkdd2007.org/>)

19-21 June 2007 in Leipzig (Germany): Data-Mining-Cup and DMC User Event Days (<http://www.data-mining-cup.com/2007/Fachkonferenz/Konferenz/1196842042/>)

4 - 9 March 2007 in Hannover (Germany): CeBIT (http://www.cebit.de/homepage_e) where FhG informed interested participants about the iWebCare project.

Moreover, the following publications were prepared, presented and delivered by FhG:

1. The master's thesis "Aktive Lernen mit Vorwissen" (Active learning with prior knowledge) by Christoph Ruckert deals focus on the learning strategies that automatically identify examples that can be improved by incorporating prior knowledge about the concept to learn.
2. **17-21 September 2007 in Warsaw (Poland).** The paper "The Cost of Learning Directed Cuts" by Thomas Gärtner, Gemma C. Garriga was presented in the 16th European Conference on Machine Learning (ECML) 2007. This paper is published in the conference proceedings, pp 152-163. This theoretical paper on learning with graphs that are applied in an ongoing work in the context of iWebCare as a post-processing step for exploiting the structure of fraud detection rules.
3. **15 January 2007:** Article in the German Newspaper "Bonner Generalanzeiger" in a special supplement about EU research activities at Fraunhofer IAIS.
4. **January 2008:** Article "Unbestechlicher Daten-Detektiv" (in German) about iWebCare published in the magazine "Innovisions", edition 01/08, pp. 14-15.

4.8.2 Coming Undertakings

FhG will continue to disseminate the results of the project on various scientific conferences.

It will also continue to promote the iWebcare project during its activities in the KD-Ubiq Network of Excellence.

4.9 ALL PARTNERS: Future activities

Following the release of the iWebCare platform, all partners will focus on disseminating as more actively as possible the iWebCare results and achievements. For this reason they will closely collaborate for the organization and performance of three forthcoming Info Days respectively in UK, Italy and the Slovak Republic. These events will take place in September 2008 following the release of the iWebCare platform and the finalization of the Pilot Phase.

 APPENDIX A

iWebCare Project

 Report on the European Healthcare Fraud and Corruption Network
 (EHFCN) Conference

10/11 October 2006 – Madrid

Country	Contact	Details
Netherlands	<p>Nel Schonenberg-Kelder, Fraudecoördinator</p> <p>Health insurer - Zorg en Zekerheid</p> <p>Nel.schonenberg@zorgenzekerheid.nl</p> <p>Nel is co-chairing an operational subcommittee of EHFCN which is looking at data protection issues and reporting back to conference in November 2007</p> <p>Paul Engelsman, AntiFraud Officer</p> <p>Health insurer - VGZ-IZA</p> <p>Paul.engelsman@vgziza.nl</p> <p>Marieke Koken-Vossestein, Director Claim Control, Zorgverzekeraars Nederland (Association of Dutch Health Insurers)</p> <p>m.koken@zn.nl, and Vice-President of EHFCN (did not have time for meeting with me)</p>	<p>In the Netherlands, healthcare insurers direct and resource healthcare. Zorgverzekeraars Nederland (ZN) represents the majority of healthcare insurers in the Netherlands and has a coordinating and supporting role in many areas, among which includes the development of counter fraud policy and operational work. At ZN, a Counter Fraud Platform has been formed by all of the anti-fraud officers, whereby experiences can be exchanged. ZN is also responsible for the development of policy to prevent and detect healthcare fraud. For example, a model policy plan has been developed, as well as a step by step guide for healthcare fraud investigation and a two day course for counter fraud specialists.</p> <p>In the Netherlands all 25 health insurance companies are members of EHFCN. Representatives from the different health insurance companies work together on fraud strategy but deal with fraud initiatives by themselves and have their own IT systems for data mining and identifying patient/supplier and staff fraud.</p>
Belgium	<p>Bert Winnen, Médecin-inspecteur, Service D'évaluation et de contrôle Medicaux</p> <p>INAMI</p> <p>Bert.winnen@inami.fgov.be</p>	<p>The National Institute for Health and Disability Insurance (INAMI) organizes and financially manages healthcare insurance in Belgium. From within INAMI the Service for Medical Evaluation and Control (SECM) is developing highly efficient systems and tools for evaluation, prevention, detection and investigation of improper use of the federal healthcare resources (€18 billion) by healthcare providers and suppliers. This results in active surveillance of good medical practice and the imposition of appropriate</p>

Country	Contact	Details
	Paul Vincke And Deputy Director-General and Treasurer of EHFCN Paul.Vincke@riziv.fgov.be (did not have time for meeting)	sanctions. Since prices are fixed, INAMI does not have an interest in any systems to detect procurement fraud. It does, however, have IT systems and is at the early stages of using data mining techniques for countering fraud. Of particular interest are systems which look at how patterns of expenditure change over time and whether conditions for service provision have been met.
Sweden	Frederic Klinghoffer, Insurance Expert, Swedish Social Insurance Agency Frederic.klinghoffer@forsakringskassan.se Joakim Jarnryd, Senior Insurance Manager joakim.jarnryd@socialagency.se	The Swedish Social Insurance Agency is the authority which administers the various types of insurance and benefits which make up social insurance in Sweden. It has a unit in its head office which looks at potential fraud, although cases are usually investigated by local teams in the different sub-agencies (21 in total). The Agency has IT systems to double check payments and exchanges information for limited purposes with other agencies, e.g. unemployment, study loan, crime authorities, using very basic data matching techniques. There are very strict data protection requirements in Sweden and Agency is very restricted in use of data to identify fraud although the government is currently looking at how data might be exchanged for fraud detection. Almost all records are electronic. The Agency has been looking at systems such as SAS for more sophisticated data matching.
Hungary	Dr Szomolányi Gábor, Clinic Chief, Central Hospital of Ministry of Interior Szomolanyi.gabor@bm.gov.hu	Dr Gabor is Chief of the central hospital and does not have a national role in fraud detection although his links with the Ministry of the Interior mean that he does have good contacts and may be involved in national fraud detection in the future.
Austria	Mr Andreas Stoppacher, Main Association of Social Security Institutions andreas.stoppacher@hvb.sozvers.at	The Bureau for Internal Affairs (BIA) is an autonomous agency of the Austrian Federal Ministry of the Interior that operates outside the classical law enforcement structures. In its capacity as an independent organizational unit, it conducts security and criminal police investigations in cases of corruption or suspected malpractice by public officers. The BIA conducts investigations nationwide and, given its sphere of responsibilities, represents a centre of competence for all other security services. Other important tasks performed by the BIA are training programmes and the prevention of corruption. Andreas was not from BIA but was from the main association of social security institutions which works with the BIA.