

Unlocking data insights for better health

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National health review

Countries need an accurate understanding of how health is distributed within their borders in order to monitor the indicators that either promote or hinder health equity, and to inform resource allocation. Recognizing the critical role of reliable data in shaping effective health policies and improving care, Andorra, a member of the Regional Office's Small Countries Initiative, embarked on an ambitious reform of its health information system (HIS).

The Regional Office conducted a comprehensive HIS assessment in Andorra using a standardized methodology that has been applied in 25 European countries. This assessment identified key areas for improvement, including the need for better coordination among health sector stakeholders and the development of a comprehensive set of health indicators.

The impact

The introduction of a centralized electronic health record system in 2019 has improved care coordination and data use. During the COVID-19 pandemic, electronic health records were very important as a way to share information among professionals and maintain efficiency. Andorra has established a multistakeholder coordination mechanism, bringing together the Ministry of Health, the Andorran Healthcare Service, and the social insurance system to bolster collaboration and the effective use of health data. The country has also developed a set of over 200 health indicators, which will play a crucial role in informing policy decisions and ensuring that health services are responsive to the population's needs.

Lessons learned

- The HIS assessment tool provided a clear and objective methodology to analyse current issues in information management.
- Gathering high-quality data requires regular, coordinated reporting efforts from the health-care sector.
- The success of an electronic health record system relies on its technical functionality and its acceptance by end users.

Donors and partners

Ministry of Health; Department of Statistics



European Region



Dr Hans Henri P. Kluge, WHO Regional Director for Europe, speaking with staff at the Nostra Senyora de Meritxell Hospital in Andorra, July 2024. © WHO

“The coordination and communication among health-care professionals is the foundation for a quality and efficient health-care system.”

Helena Mas Santuré, Minister of Health, Andorra

What's next?

Andorra plans to complement its electronic health record system with the electronic prescription system, which will improve patient safety address the misuse of medication.