

# Ryan Dos Santos

Technical Officer - Digital Health, WHO-Europe

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Experienced in Information Systems management with over 20 years of experience in the Industry. Excellent reputation for resolving problems, improving user satisfaction, and driving overall operational improvements. I have consistently shown initiative and fostered teamwork over the years. I have served within the area of Public Health, working assiduously to strengthen Health Systems and Information Systems for Health in Guyana and in the WHO European Region.

In my current job as a Technical Officer for Digital Health at the World Health Organisation Regional Office for Europe, I have experience in supporting member states in developing digital health in areas of health information systems maturity assessments, Governance and Policy, Strategy development, telemedicine, and all other pillars of digital health development.

## Work History

**2021-09 - Current**

### **Technical Officer - Digital Health**

*World Health Organisation - Regional Office for Europe, Copenhagen*

Employed in the digital health flagship programme within the WHO Regional Office for Europe's Division for Country Health Policies and Systems, providing support on aspects of digital health and innovation to support health systems strengthening and reform in the Region's 53 Member States.

In working to ensure improved access to healthcare and empowerment through digital health, I support the implementation and delivery of the Digital Health Flagship (DHF) and the Regional Digital Health Action Plan of the WHO European Region 2023-2030, through policy analysis, assisting with development of technical guidance on digital health and supporting the development of products and activities in the area of digital health, fostering networking, knowledge sharing and review and scale up of digital health. I also work directly with member states in technical support of their digitisation efforts.

Work includes:

- Gathering and analysing relevant policy and technical information on digital health developments in priority countries and developing written summaries and policy recommendations for countries in responding to written requests for support.
- Involved with the research and development of technical products supporting digital health.
- Technical lead in inter-programmatic engagement on digitalisation in WHO-EURO, including engagement in Youth and older persons in digital health, One Health and the health workforce, among others.
- Technical focal point for the Western Balkan countries and works closely with their Ministries of Health in leading health information systems assessments, developing and implementing their digital health initiatives, including strategy and policy development, legislative review and supporting their implementation of EU developmental actions to support the digitalisation of healthcare.

Key Achievements include:

- Supported many aspects of the work of WHO-Europe in implementing its Regional Digital Health Action Plan for the WHO European Region 2023-2030 (RDHAP) from policy brief development to capacity building.
- Successfully led multiple Health Information Systems (HIS) assessments in the Western Balkan region, supporting member states in understanding the maturity of their HIS, and recommending solutions for the way forward. Additionally, I served on HIS assessment teams in other WHO-Euro Member states.
- Supported multiple research initiatives related to healthy ageing, AMR, and digital health literacy, some of which are currently ongoing.
- Led development of a series of webinars on multiple topics important to the governance, implementation and delivery of digital health.
- Supported the key work of the WHO regional Office for Europe's Strategic Partners' Initiative for Data and Digital Health (SPI-DDH).

**2016-06 - 2021-09**

### **IT Officer/EHealth Focal Point**

*PAHO/WHO Guyana Country Office, Guyana, South America*

Worked within Health Systems and Services (HSS), as part of a team led by the HSS Advisor and served as the principal PAHO/WHO Information Systems Focal point with the Ministry of Public Health (MoPH).

Duties have included:

- Work with consultants and MoPH on development and implementation of an electronic Health Information System. This has included initial assessments, a pilot of a homegrown HIS, costed work plans leading to a feasibility study and

systems analysis of all current information systems, and recommendations on a way forward.

- Working as the country office focal point on the MoPH's Strategic Information Technical Working Group (SITWG), providing guidance and support on all aspects of Information Systems for Health (IS4H) development, including recommendations on software platforms, systems analysis, evaluation and design, change management and communication, data collection and reporting methods among others.
- Lead for development of a national eHealth Strategy using the WHO's eHealth Strategy Toolkit, conducting key stakeholder meetings along with external consultants, and developing a roadmap for the way forward.
- Focal point for the Perinatal Information Systems (SIP Plus), conducting site assessments at key locations identified by the MoPH for implementation of this platform.
- Focal point for the implementation of an IS4H Grant from PAHO for the Expansion of Telemedicine to 4 Regions in Guyana.
- Facilitating workshops with the HSS team in relation to the assessment of Integrated Health Services Delivery Networks (IHSDNs) across the country.
- Supported Knowledge Management initiatives such as the Guyana Virtual Health Library and the Health Promotion focal point in the development of a Health Promotion and Communications Strategy for the Ministry of Public Health.
- Involved to some extent in other aspects of HSS such as areas of Leadership and Governance, Health Financing, Human Resources for Health within the ambit of IS4H and service delivery.
- Responsible for all aspects of Information Systems administration at PAHO/WHO Guyana and as a Liaison with PAHO/WHO Washington ITS on all related IT matters. Duties included user support, installations and upgrades and doing research and budgeting for IT systems maintenance and upgrade, as well as ensuring business continuity, and managing all IT related matters.

Key Achievements include:

- Played a leading role in the piloting of a homegrown electronic Health Information System in Guyana (Guyana Health information System - GHIS). This included working with consultants and the Ministry of Public Health to do a high-level assessment of the GHIS, development of a project charter and workplan for the pilot, and subsequent development of an HR Plan, Change Management and Communication Strategy, Help Desk support planning, and hiring of a developer to support this initiative. A key aspect was also the resuscitation of the MoPH's Strategic Information Technical Working Group (SITWG). The pilot was completed and assessed and recommendations made on a way forward.

Based on the findings of the GHIS Pilot, there was development of a costed workplan for a Feasibility Study and Systems Analysis of the current state of Information Systems in Guyana. As the PAHO/WHO lead, worked closely with recruited consultant, resulting in recommendations of a way forward for the use of open source as a means of accelerating IS4H development in Guyana, GNU Health being the recommendation of 3 reviewed open source solutions. Part of this work also included fostering networking with the Ministry of Health and Wellness-Jamaica, who are currently implementing GNU Health, and GNU Solidario, the non-profit organization behind GNU Health.

- Lead on fostering development of a national eHealth Strategy for Guyana, (which was scheduled for completion by early 2020 but did not come to fruition due to governmental changes.)
- Led the development of an IS4H Grant Proposal for Expansion of Telemedicine in 4 Regions of Guyana, for which the country was one of 36 out of 170 submissions to win same.
- While in Guyana, led the development of a Bhamini (Open source EHR) pilot in the Georgetown Public Hospital Corporation in the Chronic Diseases department.
- Key role as part of the team conducting assessments of IHSDN across the 10 Administrative Regions of Guyana, with Guyana being the first Caribbean country to complete this, as part of working towards Universal Health. This has resulted in costed work plans (Including aspects of conducting Epidemiological Profiles, ensuring Health Promotion and community engagement, addressing HRH, communication and IS4H among many other things).

**2008-02 - 2016-05**

## **IT Systems Administrator**

*PAHO/WHO Guyana Country Office, Guyana, South America*

Responsible for Information Systems administration at PAHO/WHO Guyana and as a Liaison with PAHO/WHO Washington ITS on all related IT matters.

Duties have included:

- Hardware/ Software and website maintenance, upgrades, proposal for purchasing and research and Staff training. I also oversaw the organizing and setting up of all Seminars and Conferences; including the web conferences, Domain Administration and all other IT or IS related tasks and concerns and Social Media for the Country Office. Skills gained include Implementation of Windows 2008 Server systems, Virtualization, Exchange 2010/Sharepoint 2010 implementation and management.
- Functioned as Change Management Agent at the Guyana CO for the PAHO wide implementation of the PAHO/WHO Management Information System

(PMIS), overseeing technical implementation and support at the country office level, as well as training.

- I was also the principal PAHO/WHO information systems Focal point with the Guyana Ministry of Public Health, assisting with Information Systems projects, including support for Perinatal Information Systems (SIP) and the Virtual Health Library (VHL) implementations, and support to other IT initiatives.

Key Achievements:

- Ensured maximum uptime of IT Systems in the Country Office, supporting staff in all aspects of IT, as well as the PAHO/WHO Management Information Systems (PMIS).
- Supported the country in its Virtual Health Library (VHL) initiatives, including training and implementation with the VHL committee.
- Supported the Ministry of Public Health with technical support in Information Technology areas, including making recommendations on systems and software, and supporting platforms such as the PAHO/WHO Integrated Surveillance Information Systems for Vaccine-Preventable Diseases

**2002-02 - 2008-01**

### **MIS Technical Manager**

*Demerara Distillers Limited, Plantation Diamond, Guyana, South America*

Head of the MIS Department of DDL Group of Companies.

Duties:

- Functioned as a key part of the Change Management Team for the implementation of the company-wide change to the SAP ERP, with implementation successfully completed in 6 Months to all sites country-wide.
- Other responsibilities included Delegation of duties to the staff of the MIS, maintenance of the server systems and the WAN, Master administrator of SAP and Windows Systems, SQL Server maintenance and Systems Development, and Router and Firewall deployment across the company, countrywide.
- Also responsible for recommendations, Research and Development; purchases, budgeting and other MIS related tasks directed to my department and the company as a whole. Determination of MIS user policies and maintain user policies for SAP based on Standard Structural requirements. Assisted and showed responsibility for the Design and development of the IT systems at the DDL Group.

Key Achievements Include:

- Successfully Managed all IT Operations with maximum uptime.
- Supported the successful implementation of a new ERP System (SAP) as part of the Change Management Team.

- Oversaw the implementation of remote IT management capabilities and robust anti-virus/security measures, ensuring remote monitoring and support from anywhere in the world.

2000-12 - 2002-01

## Data Processing Manager

*New GPC Inc., Farm, East Bank Demerara, Guyana, South America*

Employed in the capacity of Data Processing Manager.

Duties:

Responsible for managing all computer related aspects of the business: systems maintenance, network administration, software upgrades and maintenance, systems security, application development, systems analysis and implementations and staff training in computer and application use.

Key Achievements:

Created reports and revamped work methods enabling more efficient use of computer technology and resources, and facilitated upgrades for more efficient IT operations.

## Education

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2022 – 2025-09

(Pending)

### Masters in Public Health (pending 2026)

*University of Suffolk – United Kingdom*

2021-02 - 2022-03

### Professional Master in EHealth Management: EHealth

*Rome Business School - Rome, Italy*

2017 - 2019

### Post Graduate Certificate in Public Health: Public Health

*Roehampton University - United Kingdom*

1995 - 1999

### Bachelor of Science: Computer Science

*University Of Guyana - Guyana*

## Professional Certifications

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2019	CITI Social and Behavioral Research
2018	GB Accelerating Progress Towards Health Related SDGs
2018	Leaders in International Health
2017	Effective Project Planning and Evaluation in Biomedical Research
2017	Healthcare Technology Planning and Management

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## Languages

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English (native)

## Selected Publications

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- **Use of Digital Health Technologies for Dementia Care: Bibliometric Analysis and Report.** Hebatullah Abdulazeem 1 2, Israel Júnior Borges do Nascimento, Ryan Dos Santos et. al. 2025. JMIR mental health, 12, e64445. <https://doi.org/10.2196/64445>
- **Impact of the COVID-19 pandemic on mHealth adoption: Identification of the main barriers through an international comparative analysis.** Ana Jiménez-Zarco, Sergio Cámara Mateos, Marina Bosque-Prous, Albert Espelt, Joan Torrent-Sellens, Keyrellous Adib, Karapet Davtyan, Ryan Dos Santos, Francesc Saigí-Rubió. International journal of medical informatics, 195, 105779. <https://doi.org/10.1016/j.ijmedinf.2024.105779>
- **Proposal for a project management approach to implementing electronic medical records in the public health system .** R. Dos Santos. CARPHA Health Research Conference 2018, in the West Indian Medical Journal. [https://www.mona.uwi.edu/fms/wimj/system/files/article\\_pdfs/carpha\\_2018\\_poster\\_abstracts.pdf](https://www.mona.uwi.edu/fms/wimj/system/files/article_pdfs/carpha_2018_poster_abstracts.pdf)
- **Workload indicators for staffing needs pilot study; The Guyana experience 2017 .** M Hutson, B Lachmansingh, R Dos Santos, S Bender, P Edwards, W Adu-Krow. CARPHA Health Research Conference 2018, in the West Indian Medical Journal. [https://www.mona.uwi.edu/fms/wimj/system/files/article\\_pdfs/carpha\\_2018\\_poster\\_abstracts.pdf](https://www.mona.uwi.edu/fms/wimj/system/files/article_pdfs/carpha_2018_poster_abstracts.pdf)
- **Proposal for the use of information and communication technology to improve surveillance systems response in Guyana .** CARPHA Health Research Conference 2017, in the West Indian Medical Journal. [https://www.mona.uwi.edu/fms/wimj/system/files/article\\_pdfs/carpha\\_2017\\_poster\\_abstracts\\_presentations\\_38-58.qxd\\_.pdf](https://www.mona.uwi.edu/fms/wimj/system/files/article_pdfs/carpha_2017_poster_abstracts_presentations_38-58.qxd_.pdf)

## Additional Information

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I am married, with 2 children, and when I am not at work, I am an avid photographer, who also likes cooking and video games.

## References

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### **Dr. David Novillo-Ortiz**

Head of Data and Digital Health at World Health Organization

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