

Digital Health Society (DHS)

Report from EU Task Force Four

Aim and Objectives

To produce a set of recommendations for implementing digital transformation & change management in health and social care organisations

The ultimate aim of the TF is to identify a set of methodologies and toolkits which can be used at a country/regional level or at a health and social care provider level to manage digital health change.

We have produced a report as a first step in that direction – it collates research, reports, recommendations and experiences related to digital health transformation provided by the TF4 members.

Task Force 4 Members

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Methodology

Three conference calls organised by the ECH Alliance – TF4 members were presented with the overall objectives of TF4 and asked to contribute their experiences, tools and methods for managing digital health related change.

The Applied Research for Connected Health (ARCH) centre in University College Dublin collated the information provided by the task force members into a report. Further to the group conference calls, the ARCH team contacted each TF4 member individually, and had one-to-one calls to gather their key learnings related to change management.

Within the European region TF4 members have been involved several key research programmes which have explored the specifics of change management as it relates to digital health specifically. These have provided valuable insight for the TF4 report, allied with other individual task force member contributions.

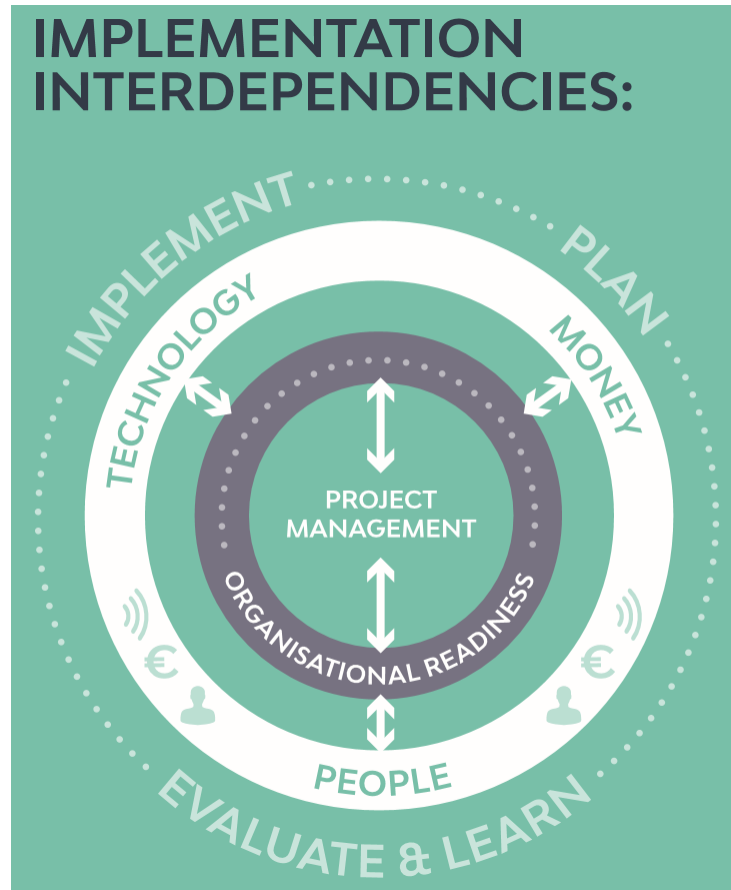
Key Findings

KEY FUNDAMENTALS CHECKLIST:

- ✓ **MONEY**
 - MACRO: Health Care financing approach supports digital health transformative objectives
 - MESO: Organisational-level budget in place to support IT & project/change management
 - INDIVIDUAL: Financial incentives to drive stakeholder engagement
- ✓ **TECHNOLOGY**
 - Build digital transformation with sustainability in mind - eg. on an Open ICT Platform to ensure issues of interoperability and future-proofing.
 - Good IT project management must be in place to ensure all IT procurement, infrastructure and systems-requirements are in place to support implementation
- ✓ **PEOPLE**
 - The people needed to carry out implementation are given the authority and resources to perform their functions in the project.
 - Inclusive stakeholder engagement - anyone who will be responsible for or affected by the change is included.

- The key fundamentals of money, technology and people need to be in place to support any digital health implementation.
- These three fundamentals have a range of components which need to be considered from a macro, organisational, and individual perspective.

Key Findings



- Digital health implementations are often large-scale transformation projects.
- Organisational readiness for change must be assessed at the outset so that necessary supports and resources can be identified where needed.
- Best-practice project management tools are needed at the organisational level to ensure that the project can be successfully scoped and delivered.
- Learning cycles (e.g. Plan, Do, Study, Act) can assist in refining and spreading the change.

Key Findings

