

Volume 11, 27 June 2011

Publisher: Igitur publishing

URL: <http://www.ijic.org>

URN:NBN:NL:UI:10-1-101482 / ijic2011-45

Copyright: 

Conference abstract

Factors influencing implementation success of telehomecare in The Netherlands

Tim R.F. Postema, MSc, Department of Operations, Organization and Human Resources, University of Twente, Drienerlolaan 5, 7500 AT Enschede, The Netherlands

Correspondence to: Tim R.F. Postema, MSc, Department of Operations, Organization and Human Resources, University of Twente, Drienerlolaan 5, 7500 AT Enschede, The Netherlands, E-mail: tim.postema@gmail.com

Abstract

Introduction: The introduction of telehomecare in Dutch healthcare institutions seems to lead to mixed results in practice, both in terms of usage as eventual cost-reductions or improved health outcomes. In this article, we focus on factors influencing implementation success of an application of telehomecare. By evaluating relevant literature, we argue that key components for implementation effectiveness encompass the organizational climate for telehomecare implementation, including the innovation-values fit, characteristics of the implementation strategy (including goals), characteristics of the technology and the influence of other external contextual factors.

Methodology: We use a basic evaluation framework in practice by conducting a qualitative multiple case study research. We aimed to assess factors that hinder or support telehomecare implementation success in order to come to a set of implementation suggestions that can be used in further telehomecare implementations.

Results: We found that several factors play a key role in relation to implementation success. Most factors relate to the stability of the technical and financial environment and alignment of organization, goals and implementation strategy. Above all, a champion-wise roll-out seems imperative for initial implementation. Suggestions were given to advance to the next stage in videocommunication implementation; offering and organizing services for substitution. Only then actual cost-reductions or efficiency benefits may be achieved.

Keywords

home telecare, implementation, success factors
