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Poster abstract

Five cases focused on telehealth and telecare

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Abstract

Background: The Lectorate Public Sector Innovation (HAN University of Applied Science) is founded to transfer private sector innovation insights to the public sector. For the health care innovation project, it studied several excellent examples of which five cases focused on telehealth and telecare: AED Alert, Digital IVF polyclinic (UMC St Radboud), Caring Home (Proteion Domestic Care), 113 Online and Zorg TV (Proteion Domestic Care).

Findings: The cases demonstrate the Herculean efforts needed before innovations come to play. Many anecdotal experiences are described, such as how a medical doctor dealt with the threat of losing his medical practice license because he planned to train volunteers to use automatic external defibrillators. The research yielded facilitators and barriers for health innovation. Examples of facilitators are inspiring visions, using pilot studies and the presence of persons able to bridge technology/health language barriers. Examples of barriers are outdated legislation, underestimating the time needed to attune work with ICT processes and resistance among time-pressured and IT inexperienced staff.

Conclusion: In conclusion, innovators seem to be rowing against the current. The absence of innovation management methods common practice in private organizations unnecessarily complicates implementing new ideas in health care settings.

Keywords

telehealth, innovation, ICT, casestudy, Dutch
