Digital technologies in healthcare: what best practices and challenges?

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Context
The healthcare sector has also been deeply affected by this transformation, moving toward the use of health information technology (HIT). The benefits linked to this transformational process primarily concern improvement in the quality of service provided and cost reduction

Research question

The purpose of this research is to analyse potential best practices for managing digital transformation in healthcare sector, as well as barriers, through a review of the literature on the topic

Method

Systematic literature review method was used to analyse how healthcare organizations manage and implement digital technologies

Results

(a) Researchers have focused primarily on studying the cost-benefit relationship associated with the use of digital technologies in healthcare

(b) The greatest difficulties experienced by actors responsible of this process concern changes in the organizational structure, which then makes pre-existing organizational practices questionable

Limitations and future research lines (1)

Current studies focus directly on the adoption phase of innovation, without explaining the strategies adopted in the moment prior to its implementation.

Limitations and future research lines (2)

This does not allow to capture which organizational model is more efficient to ensure the efficient management of innovation

PRACTICAL IMPLICATIONS

This study provides several implications for healthcare executives and professionals, who should contribute to the formulation and dissemination of innovative strategies, including through discussion and information sharing with their employees, to ensure the organizational success of the health system as a whole.