



NST | Norwegian Centre for Telemedicine

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WHO Collaborating Centre for Telemedicine

Organisational challenges in eHealth services

Line Linstad



The complexity

- Introducing and implementing telemedicine in healthcare services is challenged by the system's complexity.
- We focus on barriers on different levels to untangle and understand the complexity.



Different levels of challenges

- Regional level
- National level
- Organisational level
- Individual level



Regional level

- Health service is closely linked to the state (the nationbuilding process)



Regional level

- States are not used to international cooperation in the field of "health service delivery to their inhabitants"
- Our project challenges this tradition
 - Health as a "commodity"
 - Telemedicine as a tool



National level

- Law
- National reimbursement system



Organisational level

- Part of the hospitals vision and strategy
- Changes have to take place at two or more institutions simultaneously
- Technical support system
- The technology itself
- Distribution of economic benefits
- Agreement on "the replyservice"
- Workprocesses in the departements



Individual level

- Medical views
- Attitude towards technology
- Trust
- Language barrier



Sum up: the complexity

- Challenges on different levels which act together
- They have to be considered in all projects which main goal is to introduce eHealth into regional and national healthcare services.

