

# Broader social and digital trends and telehealth

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# Introduction

- Overall characteristics of e-services
- General take up and use by organisations and end-users
- Changes by organisation and end-users
- Changing perceptions of health care and provision: independence and efficiency
- Threats and opportunities
- Conclusion – balancing remote and situated health care

# Overall characteristics of E-services

- Networked service provision – e-services are now common across a range of areas
- Remote access, remote monitoring, interactive
- Requires exchange of data between users and providers
- Two main drivers: more efficient services and greater flexibility for the end-user
- The specific details of the service shape how e-services can develop

# General use

- High uses of e-services by organisations, whether public or private sector
- Many government services are online – mainly for routine work, it cut costs, some services can be done by users, frees time for more complex services
- Commercial sector – e-services are more responsive, flexible, personalised
- Users now accept e-services in commercial and government sectors

# Change

- Organisational change – e-services require new workflows, new skills, new communication and new quality controls
- End-users have to be digitally literate, have access to the Internet, be able to manage remote communication and the exchange of data/information
- New systems and interfaces between organisations and users – complex change: technology; work practice; and culture

# Changing perceptions of health care

- Similar drivers for change as other sectors: finding efficiencies; flexibility; personalisation; and perceptions that e-services may improve services
- The rise in demand for long-term routine health management (ageing population, changing health practice, etc) – within limited resources, need to allocate resources
- End-users can manage routine monitoring, may feel independent, stay at home longer etc
- Uncertainty about changes by users and health practice in shaping new telehealth services

# Threats and opportunities

- People are getting used to e-services and more ready to accept them
- Offers more independence and control by users
- It enables community health staff to work more efficiently – some cost savings
- Concern about patient care – how to change the patient – nurse relations
- Implementing change across a range of healthcare domains is complex and is risky in the first instance
- Trust in the system and sustaining quality health care

# Conclusion

- MALT has identified the complexity of embedding telehealth into health care systems and practice
- Telehealth requires a coherent configuration of technology – systems and interfaces, new workflows and new work practices, economic models, and business models
- The above change the dynamics of patient and nurse – that both are interpreting
- Balance remote monitoring with other aspects of health care, including the situated.
- This has been the challenge for all e-services – but health services have their own specific characteristics