



OCDE ORGANISATION DE COOPÉRATION ET
DE DÉVELOPPEMENT ÉCONOMIQUES

ICT in health care: Challenges to innovation

**BIAC meeting on ICT in health
care**

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Challenges different across different areas

Application areas of major potential:

- Electronic health records
- Digital imaging and diagnostic technology
- Monitoring / distance health care
- Consumer/user platforms for self care/preventive healthcare

Challenges

Electronic health records: 80:20 rule

- 80% of work of implementation on issues of change management; 20% on technology-related issues
- Organisational and social issues: Restructuring workflows, healthcare workers resistance (more effort needed on supply side)
- Poor design and low implementation flexibility
- Fostering a collaborative environment between healthcare workers and IT projects
- Broadband coverage, interoperability/standards, old records, privacy, preservation, legal status

Challenges

Digital imaging and diagnostic technology

- Illustrate more general ICT application issues
- Infrastructure - exchange, quality and reliability
- Incentives for multiple and repeat use
- Standards to maximise reuse and quality – terminology and technical standards
- Reimbursement issues
- Offshoring processing /diagnosis for cost containment
- Archiving, preservation and access
- Privacy issues (similar to EHRs)

Challenges

Monitoring / distance health care for chronically ill and elderly

- Focusing on high impact health improvement
- Managing cross-fertilisation / different technologies for different health conditions
- Patient involvement and overcoming inertia
- Quality and cost issues
- Objective evidence-based evaluation of distance health care (and all ICT interventions)
- Problem of transferring industrial innovation models to health -- they may not be a good fit