

Titel: Driving digital transformation in hospitals: Lessons learned and ways forward

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Resumé:

I will begin with discussing methodological considerations surrounding the evaluation of large-scale digitalisation initiatives. I will then give an overview of NHS England's efforts to digitalise the health service over the past 15 years. In doing so, I will draw on work evaluating the introduction of Electronic Health Records as part of two national digitalisation initiatives:

1. The National Programme for Information Technology was the world's largest civil IT programme ever attempted. It was characterised by concerted procurement of nationally chosen systems and was dismantled in 2011.
2. The national evaluation of the Global Digital Exemplar (GDE) Programme was an ambitious first-of-type national initiative seeking to advance digitally enabled (service) transformation in selected exemplar provider organisations already characterised by relatively high levels of digital maturity and bring them up to an international level and create a national learning ecosystem to spread the knowledge acquired. I was completed in 2020.

There are valuable lessons that can be learned from these initiatives, which I will discuss in my presentation.

Kort om oplægsholder:

Kathrin Cresswell is Senior Lecturer at the University of Edinburgh Medical School in Scotland. She is a social scientist with extensive experience of conducting formative evaluations of large digitally enabled change and improvement programmes in healthcare.

She has consulted for the World Health Organization and Harvard Medical School and is currently teaching technology strategy in the NHS Digital Academy, a national digital health leadership programme.