Although there is a strong international interest and effort for a safe, effective and efficient use of health information technologies, there is still little consensus on how the concept of such excellent digital health care can be adequately defined and measured.

Determining the current state of hospital information systems’ development is the basis for strategically aligned digitized processes - both at the institutional level and at the national level. By continuously triangulating the status quo of HIT (Health Information Technology) maturity with individual goals on the one hand and goals set by benchmark institutes on the other, best practices and clear priorities for further development towards digital excellence can be defined. While setting priorities is particularly important in light of the chronically scarce resources in the health care system, best practices refer primarily to the correct handling of organizational and socio-cultural aspects within digitalisation projects.

The need for HIT maturity models led to a variety of different approaches. Their main limitations lie in the almost exclusive focus on technological functionality. HIT maturity is also usually measured by the performance of the data exchange within an institution, without taking into account the increasingly relevant data networking across institutions. Last but not least, the idea of a linear path that leads step by step (or level by level) to a high degree of IT maturity seems rather unrealistic with regard to the obligatory prioritization, the necessity of context-sensitive adoption procedures and rapidly developing HIT innovations.

This session will discuss how more recent maturity models can support the complex paths to digital excellence. For this purpose, international experience is presented and requirements regarding the content, methodological and technological implementation of maturity models are discussed.

Marta Krasuska (UK) will open the session by reporting on current findings on the content and methodological requirements for measuring digital maturity. Afterwards Christian Nøhr (Denmark), Hendrik Möller (UK) and Jordan Everson (USA) will report on experiences with maturity measurement in the international field.

Finally, Jan-David Liebe will present how a maturity model for the German hospital and health care system needs to look like against the background of the described requirements.
Schedule

9:00 – 9:10  Introduction

9:10 – 9:35  Current findings on requirements and experiences with measuring digital maturity: Results of a Delphi study
Marta Krasuska (Usher Institute, University of Edinburgh, UK)

9:35 – 10:00  Experience from the Nordic eHealth Research Network in Developing Benchmarks for Availability, Use and Impact of eHealth Technologies
Christian Nøhr (SDU Health Informatics, University of Southern Denmark, Denmark)

10:00 – 10:25  Experiences from the UK: The NHS Digital Maturity Assessment (DMA)
Henrik Möller (m.works, NHS, UK)

10:25 – 10:40  Break

10:40 – 11:05  Experiences from the US: The Meaningful Use Program
Jordan Everson (Department of Health Policy, Vanderbilt University, USA)

11:05 – 11:30  Requirements and approaches for a maturity model for the German hospital system: a conceptual overview
Jan-David Liebe (University of AS Osnabrück, Germany, UMIT Hall i. Tirol, Austria)

11:30 – 12:00  Discussion and Final Remarks
Jan-David Liebe (University of AS Osnabrück, UMIT Hall i. Tirol, Germany), Franziska Jahn (University of Leipzig, Germany)

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