ECIS 2014 E-HEALTH PANEL: CRITICAL CONSIDERATIONS IN THE DESIGN, DEVELOPMENT AND IMPLEMENTATION OF E-HEALTH SOLUTIONS

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Abstract

Healthcare delivery, irrespective of the region in the world, is facing the key challenges of escalating costs, an aging population, an increase in a myriad of diagnostic technologies and the rise of chronic diseases which in turn is leading to a more and more preventative focus. In short, the current state of healthcare delivery is not sustainable (OECD, 2012a, 2012b; Porter and Guth, 2012; Porter and Teisberg, 2006; Pearce and Haikerwal, 2010; Wickramasinghe and Schaffer, 2010). Most countries are responding with various types of healthcare reform and turning to e-health solutions. But e-health is not a panacea for the maladies faced by healthcare delivery. Moreover, it is important to understand the key macro and micro issues as well as vital people, process and technology aspects if superior and sustainable healthcare delivery is to ensue.

1 Introduction

In this panel, consisting of leading academics, practitioners and clinicians, we shall identify the critical considerations necessary to enable successful e-health solutions to be designed, developed and implemented. Thus the theme of the panel is focussed on the critical considerations in the design, development and implementation of e-health solutions. Given that we all interact with the healthcare system as users and family members of patients, citizens of countries and some of us in more specific roles as well this panel is targeted at all IS/IT researchers but most especially those with a focus and specific interest on healthcare IS/IT research. We hope that you will leave the session knowing much more about e-health so that at an individual level you will be able to get the most out of your own healthcare experience as a patient as well as identify bleeding edge research areas for successful research activities.

2 Structure

The session will be structured around 3 equal 30 minute yet distinct parts as follows: 1) The chair will introduce each panel member and then each panel member will respectively provide a brief synopsis of their assessment of the critical issues and challenges currently for e-health. 2) An interactive discourse between the panel members and chair. The chair will provide key questions that
are topical and important for e-health such as the role of government in e-health or the success of an e-health care vs a national portal type system. 3) The audience will be given an opportunity to pose their questions concerning e-health directly to the panel.

2.1 Chair

Prof Nilmini Wickramasinghe, Hon DL, PhD, MBA of Epworth HealthCare and RMIT University, Australia will be the chair.

Professor Nilmini Wickramasinghe is the Epworth Chair in Health Information Management, a professor at RMIT University. She received her PhD from Case Western Reserve University, USA in 1999 and currently researches and teaches within the information systems domain with a special focus on IS/IT solutions to effect superior, patient centric healthcare delivery.

2.2 Panellists

The panellists will consist of 5 leading experts as follows:

- Prof Helmut Krcmar, PhD of the Technical University Munich, Germany.

  Prof. Krcmar’s (b. 1954) research covers information management, IT-enabled value networks, service management, computer-supported cooperative work and information systems for IT service providers in healthcare and e-government. He studied business management in Saarbrücken and obtained his doctorate in 1983. Today he holds the Chair for Information Systems at Technische Universität München with a joint appointment to TUm Business School. He served as Dean of the Faculty of Computer Science 2010-2013 and serves as president-elect of AIS.

- Dr Jonathan Schaffer, MD, MBA from The Cleveland Clinic, USA.

  Jonathan L. Schaffer is managing director in the Information Technology Division at Cleveland Clinic where he leads the eClevelandClinic effort to connect the participants in the care process. Cleveland Clinic’s MyConsult program, an online second medical opinion program, is used by consumers and corporations worldwide to provide access while removing the geographic barriers to care. Dr Schaffer is also a practising orthopaedic surgeon.

- Prof Juergen Seitz, PhD of DHBW Heidenheim, Germany.

  Juergen Seitz is professor for business information systems and head of the business information systems department at Baden-Wuerttemberg Cooperative State University Heidenheim, Germany. He is co-chair of the Wuhan International Conference on E-Business and co-chair of the special interest track on e-health in main conferences (ECIS, AMCIS and HICSS) and published on ISA level. He was (guest) editor of JSIS and associate editor of several health journals.

- Prof Ton Spil, PhD from TheUniversity of Twente, The Netherlands.

  Ton Spil (1964) is teaching in the area of Business Information Systems at the University of Twente, The Netherlands. He did his PhD thesis on the effectiveness of information strategies and after that he specialized in the application area healthcare and professional organizations. He is track chair e-health in main conferences (ECIS, AMCIS and HICSS) and published on ISI A level. He was (guest) editor of JSIS and associate editor of several health journals.

- Prof Doug Vogel, PhD from arbin Institute of Technology, China

  Doug Vogel is Professor of IS and an Association for Information Systems (AIS) Fellow as well as AIS Past President and Director of the eHealth Research Institute for the Harbin Institute of Technology School of Management in China. He is especially active in introducing group support technology into healthcare enterprises. Professor Vogel brings to the panel his wealth of expertise about the various e-health developments in China.
3. Conclusions

We expect all attendees to leave being much more knowledgeable about healthcare delivery and e-health solutions so that they can make informed decisions when interacting with the healthcare system and identify critical and novel research opportunities. Healthcare impacts us all and we should all actively work to ensure that successful e-health solutions ensue.

References


