

10-29-2022

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Kaushik Ghosh

Suffolk University, kghosh@suffolk.edu

Michael S. Dohan

Lakehead University, msdohan@lakeheadu.ca

Mohan Tanniru

University of Arizona, mtanniru@arizona.edu

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Recommended Citation

Ghosh, Kaushik; Dohan, Michael S.; and Tanniru, Mohan, "Managing Digital Resources for Care Delivery to Underserved" (2022). *NEAIS 2022 Proceedings*. 8.

<https://aisel.aisnet.org/neais2022/8>

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Managing Digital Resources for Care Delivery to Underserved

Research-in-Progress

Kaushik Ghosh
Sawyer School of Business
Suffolk University
kghosh@suffolk.edu

Michael S. Dohan
Faculty of Business Administration
Lakehead University
msdohan@lakeheadu.ca

Mohan Tanniru
College of Public Health
University of Arizona
mtanniru@arizona.edu

ABSTRACT

Difficulties in delivering healthcare to underserved populations compel the need for responsiveness in the way healthcare is delivered. Using framework based on Capabilities and Service Dominant Logic, this research seeks to understand partnership-level capabilities related to community engagement, digital leadership, and data and IT governance when healthcare providers and social organizations partner to deliver healthcare using digital services in a culturally relevant manner. A multisite case study is proposed that seeks to develop high quality care model to Indigenous population in the northwestern Ontario region in Canada.

Keywords

Community Engagement, Digital Leadership, IT Governance, Indigenous, Healthcare.

BACKGROUND

Complexities in delivering healthcare to venerable and underserved populations, including but not limited to Indigenous populations, drive need for responsiveness to healthcare delivery (Elrod et al., 2017). A strategy to achieve this responsiveness involves multiple organizations forming partnerships between clinical and service organizations to deliver healthcare to these populations (Elrod et al., 2017). This entails programs that focus on prevention, aftercare, chronic disease management or health system navigation in a culturally relevant manner to its stakeholders.

As digital transformation in healthcare focuses on improving healthcare delivery with technology, such an arrangement raises a few important issues (Ghosh et al., 2022). First, community engagement in the healthcare ecosystem is necessary for understanding the population served, promoting people-centered services, and creating innovative value propositions in the form of new care delivery models (Gilmore et al., 2020). Second, most healthcare systems strive to achieve coordinated care in which various stakeholders, including public and patients, are persuaded to share information and engage in tailored quality care that meets their needs (Toncinic et al., 2020). In this regard, coordination of care among participating organizations needs a digital platform that supports the governance of data and IT resources to manage issues such as data quality, privacy, and IT resource ownership. The third issue relates to the digital leadership (DL) required to formulate strategy that delivers care and transforms operations through digital services. DL's goal is to discover ever-evolving needs of the patients and engage them and their communities in co-creating new value propositions (Garcia & Calantone, 2002).

This research focuses on the context of delivering high quality care to Indigenous population in the northwestern Ontario region in Canada via partnerships involving clinical and service organizations. A multi-site case study of these partnerships will be used to address any gaps in the literature and further develop the propositions presented herein.

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