

INFORMATION AND COMMUNICATION TECHNOLOGIES FOR THE QUALITY AND EFFICIENCY IMPROVEMENT WITHIN HEALTHCARE

Faber M., MSc in Care & Technology (Nictiz, the Netherlands), **Galaieva L.**, PhD in Economics (NULESU, Kyiv)

Nictiz is the centre of expertise for eHealth¹ that supports the Dutch healthcare sector in the use of information and communication technologies (ICTs) to improve the quality and efficiency within healthcare. The office is located in the Hague, the Netherlands. The Slogan of Nictiz is, 'Nictiz works towards better health through better information'.

Nictiz performs various forms of qualitative and quantitative research. The yearly eHealth-monitor, that describes the current eHealth trends in the Netherlands, uses large sets of data from questionnaires held among various groups of professionals and patients.

Based on the results of the eHealth-monitor 2018, conducted by Nictiz, it can be concluded that the transformation process has different speeds. It seems that eHealth comes at different speeds.

Most progress can be found in applications that are used for and by healthcare providers. Examples are the exchange of medical data between healthcare providers and the use of electronic patient records. Another result from the monitor indicates that there is progress in the use of eHealth by healthcare users when there is no direct relationship with the care provider.

On the other hand less progress was observed when it comes to the use of applications where the healthcare user and professional both have a role or task to fulfill or when the added value of that application is unclear, the existing process becomes more complex or in case there is no sense of urgency. For example when the applications requires an adaptation of the care process.

To conclude, there is an increase and need for applications that are easy to fit into daily life activities and can be used with no involvement from a healthcare provider. In the case that healthcare providers and healthcare users are required to work together change happens at a slower rate.

REFERENCES

1. Building foundations for eHealth, Report of the WHO (World Health Organization) Global Observatory for eHealth. – Geneva: WHO Press, 2006. – 339 p.
2. Nictiz Website: <https://www.nictiz.nl> .