

Digitalization and innovation in healthcare, welfare and third sector

The track invites to reflect on ongoing relevant changes in the healthcare system, welfare and third sector due to the implementation of Information and Communication Technology (ICT). ICT innovations and, more generally, digital technologies, have the potential to transform the delivery of care, to improve the quality and efficiency of the healthcare system, to enhance interactions between patients/caregivers and providers, to enable new forms of access to health and welfare services and cooperation in the third sector.

In the healthcare, welfare and third sector, ICT has been heralded as cornerstones of change and has been considered a tool to create new and better service delivery, increase efficiency and transparency, improve the inter-intra coordination among public institutions and provide citizens or patients more choice and flexibility in their relations with service providers. In this context, public-private partnerships are becoming increasingly important. Traditional organizational boundaries are spanned raising new challenges in the implementation of ICT. For instance, issues of privacy and accountability lead to reconsider established design methodologies also considering the spread of digital health platforms. Wearables and other health tracking devices provide medical data aggregated from different medical systems and medical devices/sensors. Therefore, new sources of data are available other than the traditional ones provided by healthcare and their integration represents a challenge for improving people wellbeing. The aim of the present track is thus to call not only for papers that address ICT innovation in eHealth and eGovernment contexts, but also to open to contributions on ICT and digital technological innovation that takes place at the interstices between public bodies, society and single citizens. Information Systems, Design studies, Computer Supported Cooperative Work, and Organization Studies provide analytical lenses able to investigate this space created by the involvement of civil society and citizens planning, designing, adopting and implementing ICT.

In this track, we also wish to focus on ICT and related infrastructural solutions that cross traditional institutional boundaries. The involvement of the third sector as well as of citizens and patients represents an opportunity for a deeper integration and an extension of information systems reach to the policy-making agencies. Therefore, we expect research studies on cost-effective medical data (both clinical and non-clinical) acquisition and integration, advancement of intelligent medical system (e.g. intelligence diagnosis systems) considering economic, organizational, social, cultural, and ethical aspects.

Potential authors interested in the Special Issue "*The Bright Side and the Dark Side of Digital Health*" in **Internet Research** are encouraged to present their papers at this conference, which provides a good opportunity to receive constructive feedback and suggestions for the special issue. https://www.emeraldgrouppublishing.com/products/journals/call_for_papers.htm?id=8907

Track main topics

We solicit full papers but it is also possible to submit research-in-progress research, or short paper in related fields. Papers exploring new directions or areas are also welcome. The track aims at gathering and promoting confrontation between engaged scholars investigating the role of ICT and technological innovation in general in healthcare, welfare, and third sector. Possible topics include, but are not limited to:

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- Digitalization in the healthcare sector;
- Digital health platforms and mobile health platforms;
- Hospital Information System (HIS), Laboratory Information Management (LIS) System and Picture Archiving and Communication Systems (PACS)
- Data management, data modelling, data sharing and merging from different systems as well as its integration with medical devices/sensors
- Healthcare Intelligent Decision Support Systems using decision theories involving algorithmic, statistical methods and/or machine learning methods
- ICT in the Third Sector, welfare sector, and society at large;
- Patient-centered healthcare management;
- ICT for citizens' and patients' empowerment;
- Analysis of eGovernment and eHealth project outcomes;
- Transformational government and institutional change;
- ICT, social responsibility, sustainability, accountability and resilient society;
- Governance and architectural issues in information infrastructures;
- Information systems and public policy;
- Adoption, diffusion and implementation assimilation of health information systems and technologies more in general;
- Routines, practices, and technological innovation in healthcare;
- Organizational, operational, clinical, and financial implications of Health Information Systems use.

Track Co-Chairs

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Bios of track Co-Chairs

Roberta Bernardi: she is a Lecturer in Management at the University of Bristol with almost 10 years' research experience in ICT for healthcare including research on health information systems in Kenya and more recently telehealth and online health communities in the UK. The expected impact of her research is to guide academics, policy makers and practitioners in the formulation of IT policies and strategies to support healthcare integration and patient-centered care. Her research features in leading conferences and journals such as Management Information Systems Quarterly and the Journal of the Association for Information Systems.

Maria Grisot: I am interested in understanding ICT-enabled processes of practice innovation and organisational change from a socio-technical perspective. I study technology through case study research using interpretive approaches and ethnographic methods; and theoretically I am interested in theories of technology, information infrastructures, institutional theory, and material semiotic approaches. I currently conduct research on the role of ICT in transforming information and communication practices in the healthcare context.

Valentina Iacopino, PhD, is Assistant Professor (Research) in Organization Studies and Human Resource Management at LUISS University, Department of Business and Management. Her research interests and publications focus on the adoption processes of innovations in health care at institutional, organizational and professional level. In her studies, she applies social network analysis techniques to understand the role of inter-organizational and professional networks in the process of adoption and diffusion of medical technologies and organizational learning.

Andrea Resca, PhD, is doing research at CLIO - Centre for Research in Leadership, Innovation, and Organisation at the Department of Business and Management, LUISS "Guido Carli" University with a Post-doc position and investigates or has investigated subjects such as judicial systems, cultural heritage, healthcare and e-commerce. The Journal of Information Technology and the Journal of Strategic Information System have hosted some of his works.

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