Digital healthcare: rethinking people's role, processes and organizations

Sustainability and digital transformation are elements that are characterizing the research on health systems by allowing a multiplicity of approaches to dialogue with each other [2]. Healthcare systems are strongly shaped by a management that primarily imposes the point of view of medical personnel, of regional and national administrative managers. In the current phase, there is a new attempt to centralize all digital services thanks to the new opportunities provided by digital technology [3; 5]. However, in these processes there is often a lack of attention for the point of view of citizens and, to some extent, of GPs. The inclusion of their views in the digital transition of healthcare systems is overlooked [1; 4; 6; 7; 8].

In the post pandemic the new normal is pushing health service providers, technology manufacturers and the research community to re-imagine healthcare [9]. This has forced a rethinking of community services and new care pathways that include the "home" (for example in post-hospitalization) where patients and caregivers play a crucial role [3]. Experimentation with new digital systems, e.g., telemonitoring, is providing new demands from patients so that monitoring, self-measurement and wellbeing applications can take place effectively [4].
We identify at least three fundamental changes in this transition:

- ***The presence of new dynamics in digital health systems.*** Systems are slowly moving from a traditional organization to different forms of hybridization involving everyday platforms in use by patients and hospitals [4]. These experiences have attracted the interest of specialized device brands capable of using data through AI algorithms and patient profiling [11].
- ***Horizontal vs. vertical.*** Implementation is the new mantra. Currently, less attention is paid to the role of systems in redistributing power within the healthcare organization. The multiplicity of approaches supporting these transformations do not always seem effective. Indeed, administrations are designing new functionalities to reach patients directly in every part of the territory (horizontal), while there is an increasingly specific interest on the part of patients, the NHS, public bodies and large corporations in being able to provide personalized care to specific groups of patients (vertical) [5; 9].
- ***From traditional to sustainable healthcare systems.*** While digital health systems are developing models based on time series, many studies show that health systems are the main contributors to waste generation and CO2 emissions. This requires renewed efforts to convert many traditional practices in the organization of care systems, treatment pathways, resource utilization and careful procurement that do not yet suffer from the urgency imposed by climate change [10].

For this reason, the track aims to bring together and promote debate among scholars investigating the interplay between digitization and organizational choices in healthcare systems so as to the real point of view of patients. At present, they are still kept out of processes, but they increasingly have the tools, skills and interests to be an important resource for digital transformations in a perspective of sustainability of health systems.

Track main topics

We encourage authors to submit their contributions concerning but not limited to the following topics:

- Telehealth/mobile health applications and their sustainability
- Policy making and digital healthcare
- Health organization and patient management
- Management of digital healthcare
- Economic, regulatory, organizational and institutional issues related to healthcare IS

- Design of health information technologies combining patient and clinicians' work
- Scaling of eHealth solutions: telemonitoring, telehealth, televisits, remote patient monitoring
- Implementation of eHealth
- Orchestration of eHealth ecosystems
- Patient-centered and chronic healthcare management
- ICT, social responsibility, sustainability, accountability and resilient society
- Analysis of eGovernment and eHealth project outcomes
- Sustainability as a multifaceted strategy to face the climate change

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