

Telemedicine as a tool to enhance quality performances of health organizations. *Where do we stand?*



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DISCLAIMER



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The current study is a «**WORK IN PROGRESS**» of a wider project. The research team is developing further results based on the selected framework.



The research was built upon a structured interview, retrieved from the WHO telemedicine quality checklist and aims to focus on **ORGANIZATIONAL ASPECTS** leading to improved performances



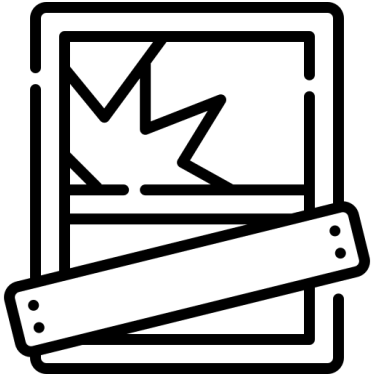
This is an explorative study. The aim consists in defining how organizations are using **TELEMEDICINE TOOLS**, with a specific focus on **QUALITY** performances.

FRAMEWORK

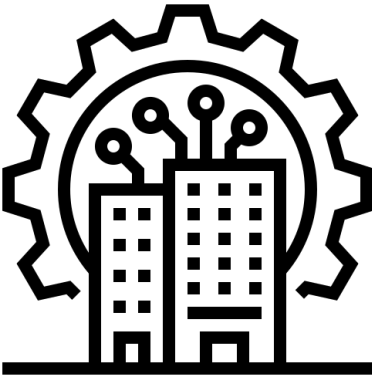


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Wilson and Kelling (1982) elaborated the **BROKEN WINDOW THEORY (BWT)**, starting from the evidence collected by Zimbardo (1969), stating that any visible sign of crime, disorder or antisocial attitudes may lead to further crime and disorder...



This theory has been used also in other disciplines. In **ORGANIZATIONAL CONTEXTS**, the main interpretation consists in stating that smallest issue or any bad behavior that may exist in a place, could lead to cause some other negative events (Gau and Pratt, 2010)

FRAMEWORK



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APPLYING THE BWT TO HEALTH CARE ORGANIZATION MANAGEMENT...



Any **visible sign of disorder**, regardless the quality of managerial actions, often implies a general **decrease in performances.**

This correlation is proven in different studies (e.g. Lega et al., 2008; Zhou et al., 2017; ETC.)



HOW TO PREVENT THIS FROM HAPPENING?

INNOVATION

Ovretveit et al., 2002;
Habidin et al., 2015;
Grunko et al., 2020;
Akinwale et al., 2023.

QUALITY

Zaccaro et al., 1998;
Altindis, 2011;
Kjellström et al., 2017;
Berberoglu, 2018.

*The literature is unanimous in stating that **technological innovation** is a key element to enhance **qualitative performances***

IDEA...



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*CAN
TELEMEDICINE BE
AN EFFECTIVE
TOOL TO ENHANCE
QUALITY?*

TELEMEDICINE

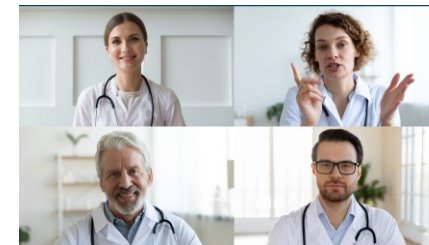


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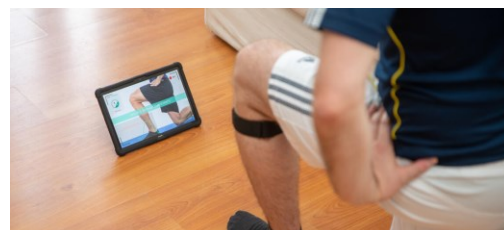
TELE-VISITA



TELE-CONSULTO



TELE-RIABILITAZIONE



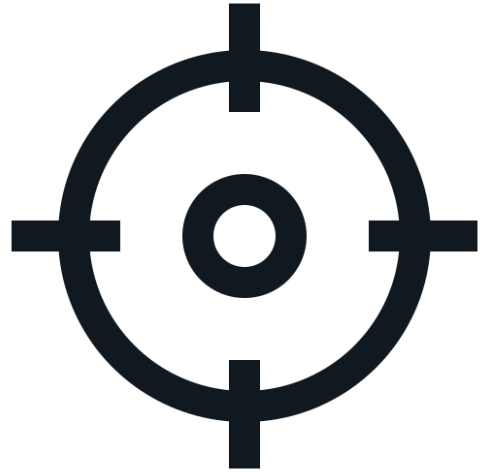
TELE-MONITORAGGIO



RESEARCH OBJECTIVES



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Exploring how tele-medicine tools are used by the organizations in order to improve their **quality performances**



How? Interviewing health professionals' in charge of managing **TELEMEDICINE SERVICES** in different organizations throughout the whole national territory



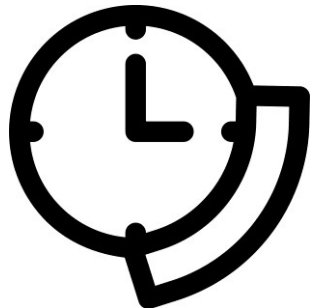
Survey questionnaire

10 to 20 anticipated respondents from **for 10 to 20** health organizations



Interviews arising from a WHO validate check-list

A validate checklist has been taken as a reference to develop interviews contents.



Time of the survey

Theoretical background: sept. 2024

Interviews **dec. 2024**

Paper conclusion: mar. 2025

METHODOLOGY



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SURVEY INTERVIEW

Attenzione rispetto alla misurazione dell'esperienza del paziente

Formazione dei professionisti e valutazione delle competenze/performance

Comunicazione adeguata e comprensione delle informazioni

Monitoraggio dell'accuratezza diagnostica e dell'impatto di strumenti e servizi:

Alfabetizzazione digitale e tutela della privacy

Adeguamento infrastrutturale e di governance

PRELIMINARY RESULT



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