



**Session title: Service science for innovation and development in
Healthcare systems - SIHC**

Organisers:

- Sabrina Bonomi, eCampus University, Italy (sabrina.bonomi@uniecampus.it)
- Luisa Varriale, Uniparthenope – Napoli, Italy (varriale@uniparthenope.it)
- Alessandro Zardini, University of Verona, Italy (alessandro.zardini@univr.it)

Short presentation:

Information Systems - IS and Technologies - IT for health and wellbeing (e-Health systems) are becoming increasingly important to deliver top-quality care to the international community and to create additional value. It is difficult to combine both areas - organization and human understanding with business and technological understanding to categorize and explain the numerous types of service systems that exist as well as how service systems interact and evolve to co-create value. Quality, efficiency, costs and suitability are the dimensions of performance on which innovation had a significant impact. IT-based innovation and human behaviour innovation is fundamental in this period of unprecedented continuous and rapid change. Innovation adoption and its implementation pose several challenges and raise complexity issues for organizations.

Health workers update processes, activities and their behaviours, improving thus the way they provide services to patients, due to the availability of new Information Systems and Technologies. Several relevant phenomena may hamper value co-creation in healthcare, such as high resistance to change, the presence of very different subcultures, and conflicting interests of the stakeholders. In this scenario, the necessity to pay attention to healthcare humanization is another important aspect, similar to the economic impact and sustainability of IT. Hence, it could be possible to define health information system (HIS) as a combination of vital and health statistical data obtained from multiple sources (hospitals, general doctors, clinics, etc.) used to derive information about the health needs, health resources, and health services in a well-defined area of the healthcare ecosystem: at country, region, local area or jurisdiction level.

The objective of this special session is to gather original research contributions on value co-creation in healthcare systems and organizations. The special session aims at stimulating scientists and practitioners to investigate the complex relationship between healthcare people and technology, as well as the creation of value propositions by interconnecting internal and external service systems and information sharing as a basis for a systematic service innovation. The ultimate goal is to develop and apply scientific knowledge to advance our ability to design and improve service systems within healthcare organizations. The services dominant logic can provide the right perspective, vocabulary, and assumptions on which we may build a theory of service systems, with their configurations, and



International Conference on
Exploring Service Science
25 - 27 May 2016 . Bucharest

their modes of interaction. This special session welcomes contributions (work in progress as well as research papers ready to be published) that address the following issues without being limited to:

- Innovation in health care system with implications in organizational changes;
- Development of innovative healthcare information systems by establishing alliances and collaborative organizational agreements for value co-creation;
- Identification and analysis of barriers in adopting and implementing information systems in health care organizations;
- Comparison of health care systems in the perspective of IT implementation at country level;
- Design, implementation and management of healthcare information systems;
- Diffusion of IT-based innovation in healthcare organizations;
- Economic impact and main organizational implications of “service science” in healthcare systems;
- Performance of service science in healthcare organizations;
- Value co-creation in healthcare system;
- Development, design, and analysis of techniques to support organizational changes in the healthcare system, activated by the adoption and implementation of IT;
- Guiding and supporting health care workers in adopting new ways to provide their services with IT support, such as training programs;
- Analysis and evaluation of healthcare workers’ performance that use innovative information systems and technologies;
- Analysis and evaluation of e-health care services in terms of patients’ satisfaction and wellbeing level.

Keywords: e-health systems, healthcare services, electronic health record, service value and perception, value co-creation

Important dates:

- Special Session Proposal: July 30, 2015
- Full Paper Submission: December 21, 2015
- Notification of Acceptance: January 11, 2016
- Final Paper Submission: February 15, 2016