

# E-health and service innovation in the specialist health care

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Quality

Trust

Respect

Care



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# Topic of my speech

1. General information
2. Status of telemedicine in north Norway
3. Telemedicine: Service innovation and challenges
4. How can we succeed?

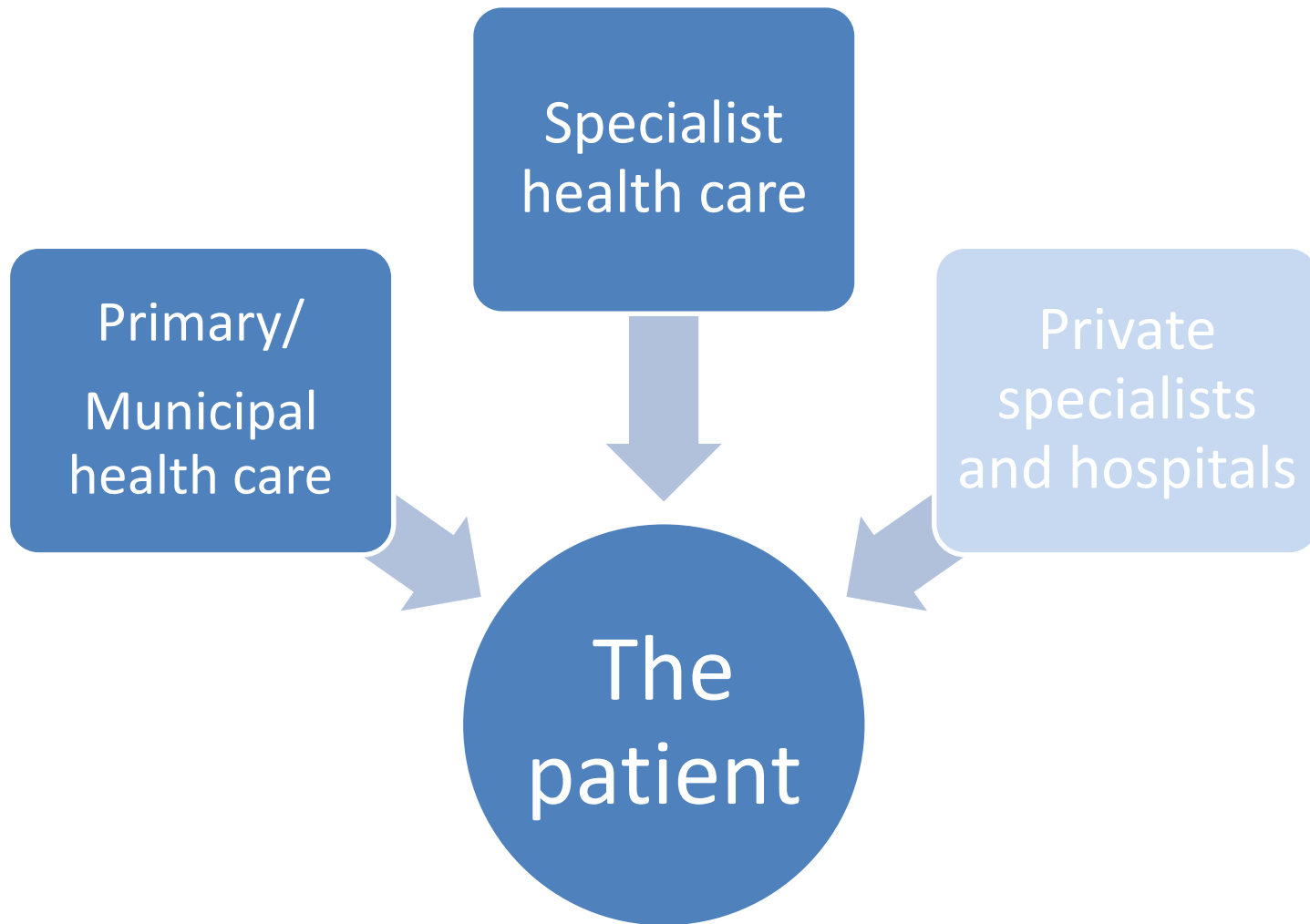


# University hospital North Norway

- ❑ University and regional hospital for the counties Nordland, Troms, Finnmark and Svalbard (477 000 people)
- ❑ Local hospital for a smaller region (187 000 people)



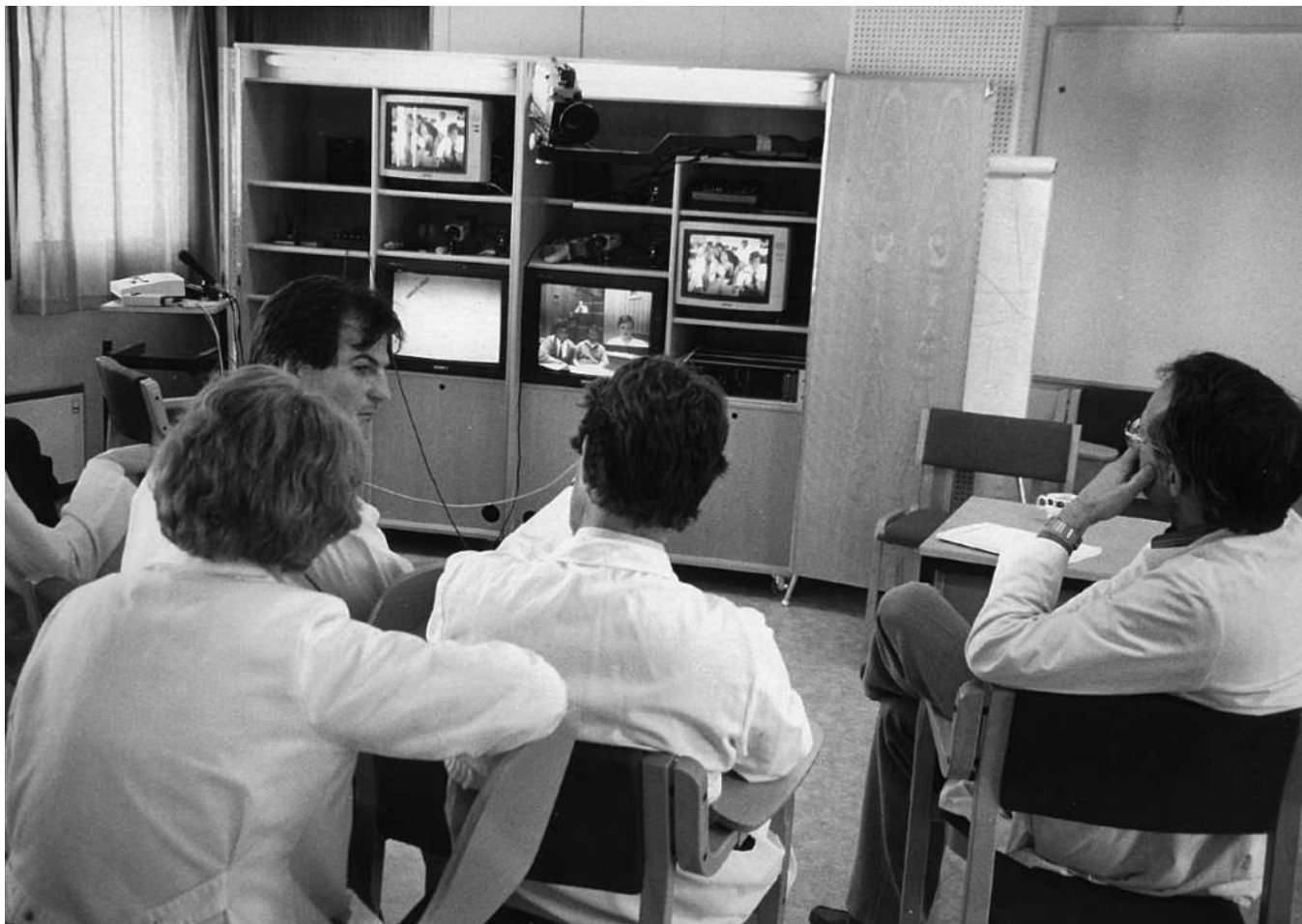
# Health service in Norway



How to  
manage the  
competition  
from private  
doctors?



# The childhood of telemedicine



# Some of the good telemedicine examples

Acute  
medicine  
(VAKE)

Psychiatry

Nefrology  
(dialyse, home  
dialyse)

Heart- and  
lungs

Multi  
disiplinary  
health teams

Tele ortopedy

Tele nevrology  
(pain)

Tele stroke

Tuberculoses

Prison health

Rehabilitation

Health services  
to the saami  
population

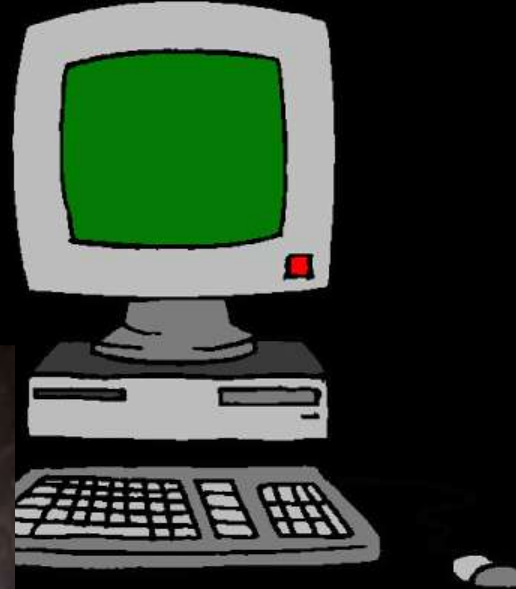








# Contrast



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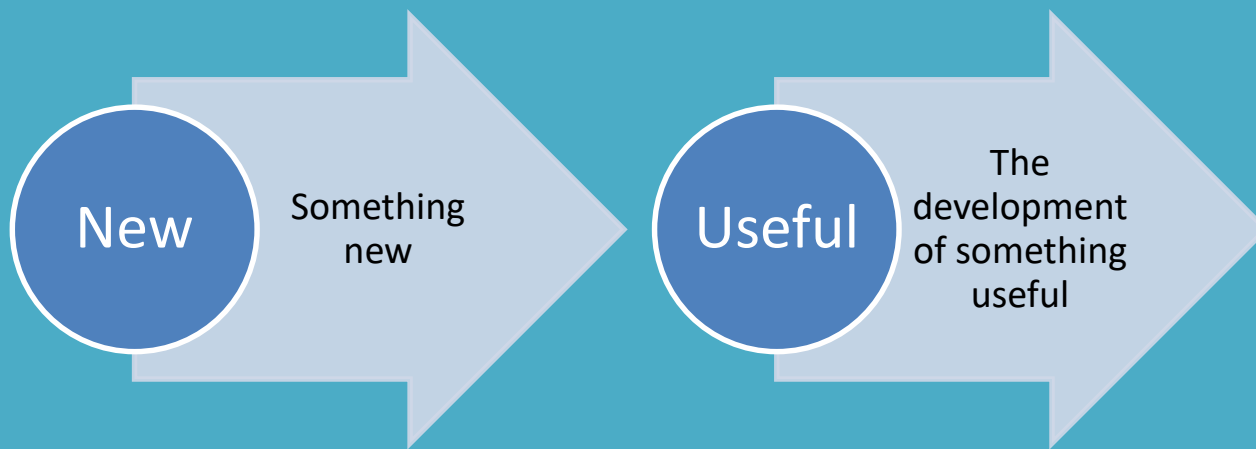
# Service innovation

- Already known products, services and processes are combined or developed to attain economic or experienced benefits



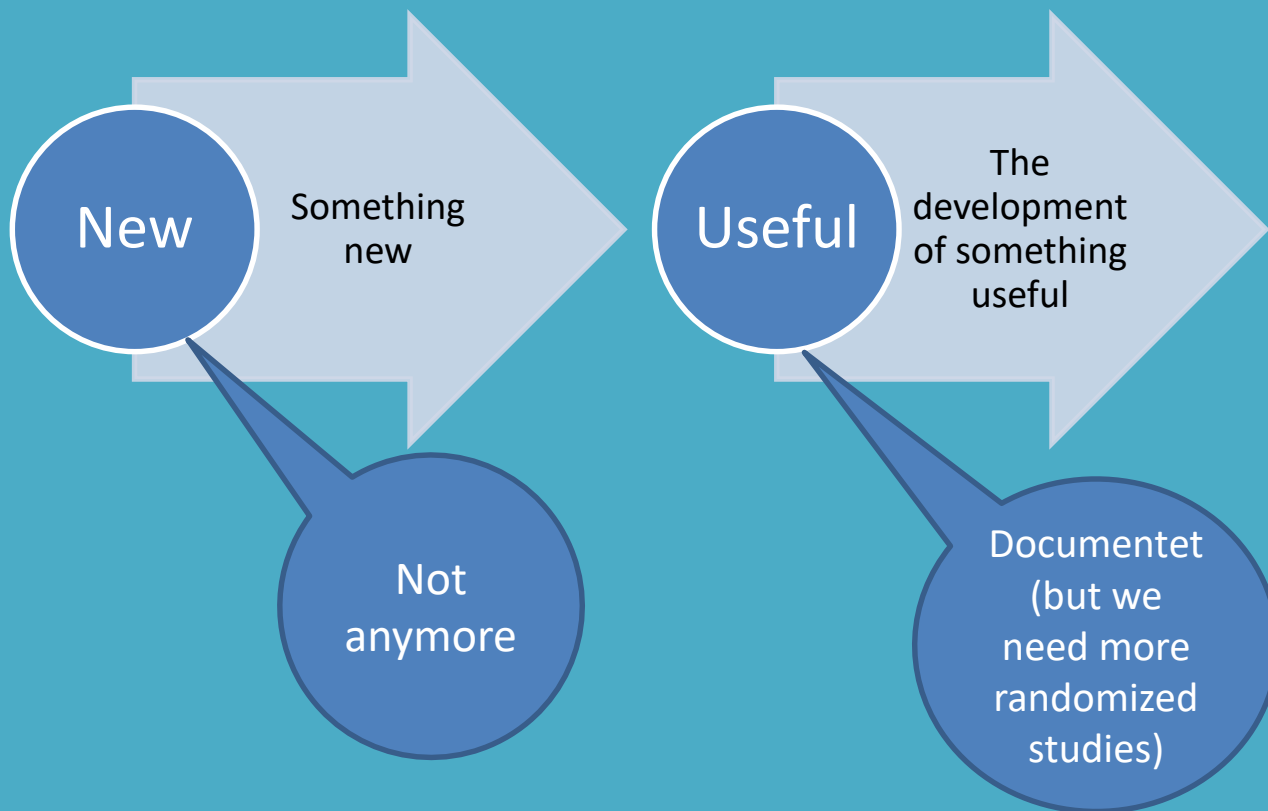
**The innovation has only taken  
place when it is taken in use  
and it's gains are realised**

# Telemedicine as a service innovation

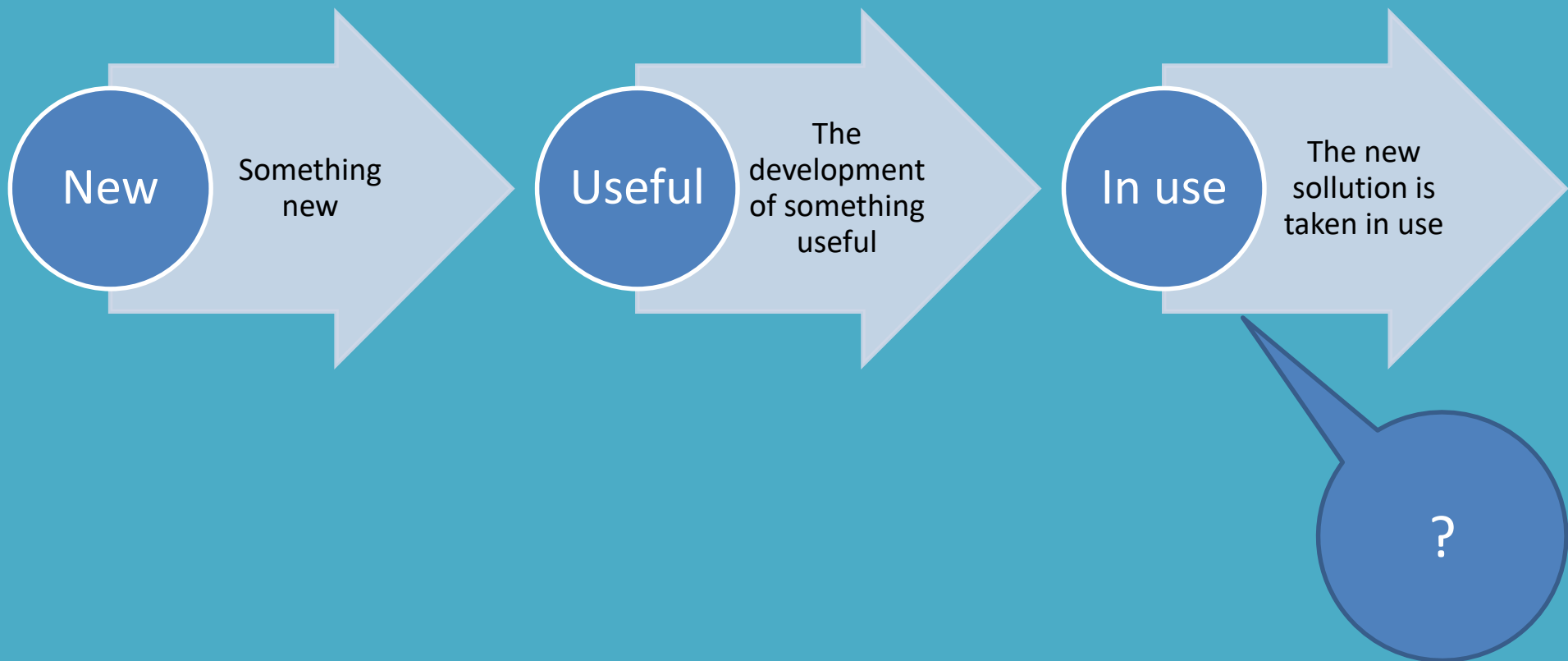




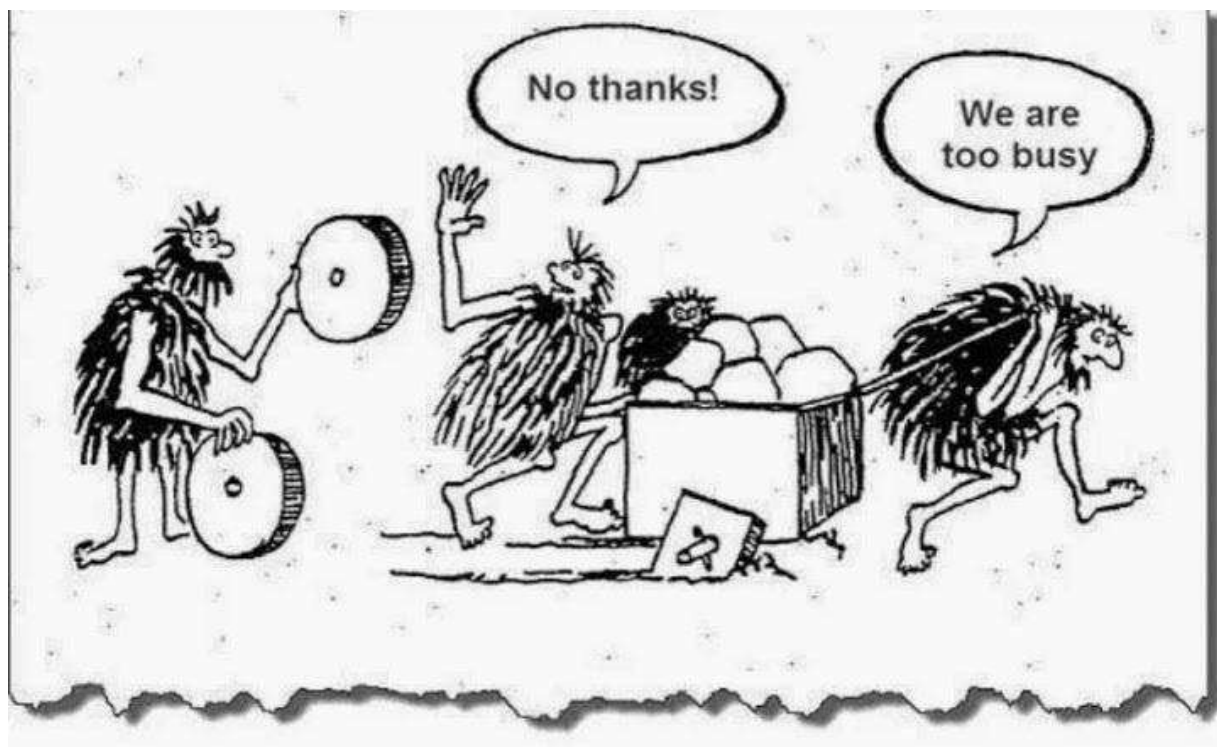
# Telemedicine as a service innovation



# Telemedicine as a service innovation

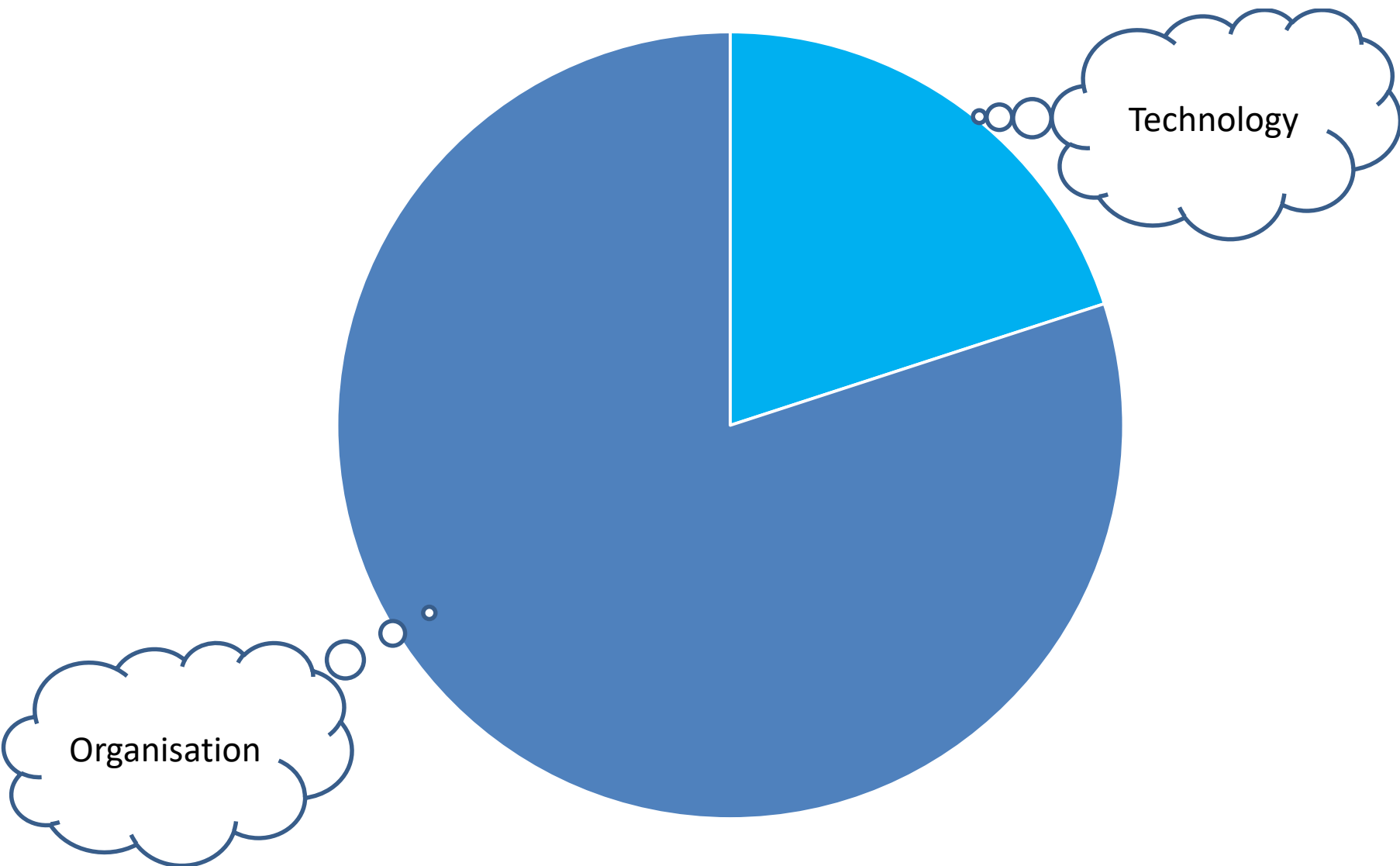


# Service innovation

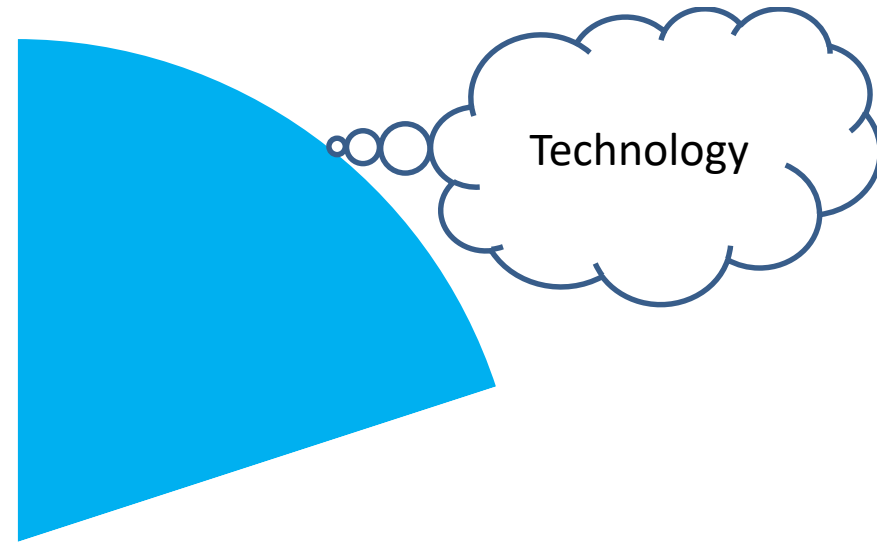


Not enough focus of the last part of  
the innovation process...

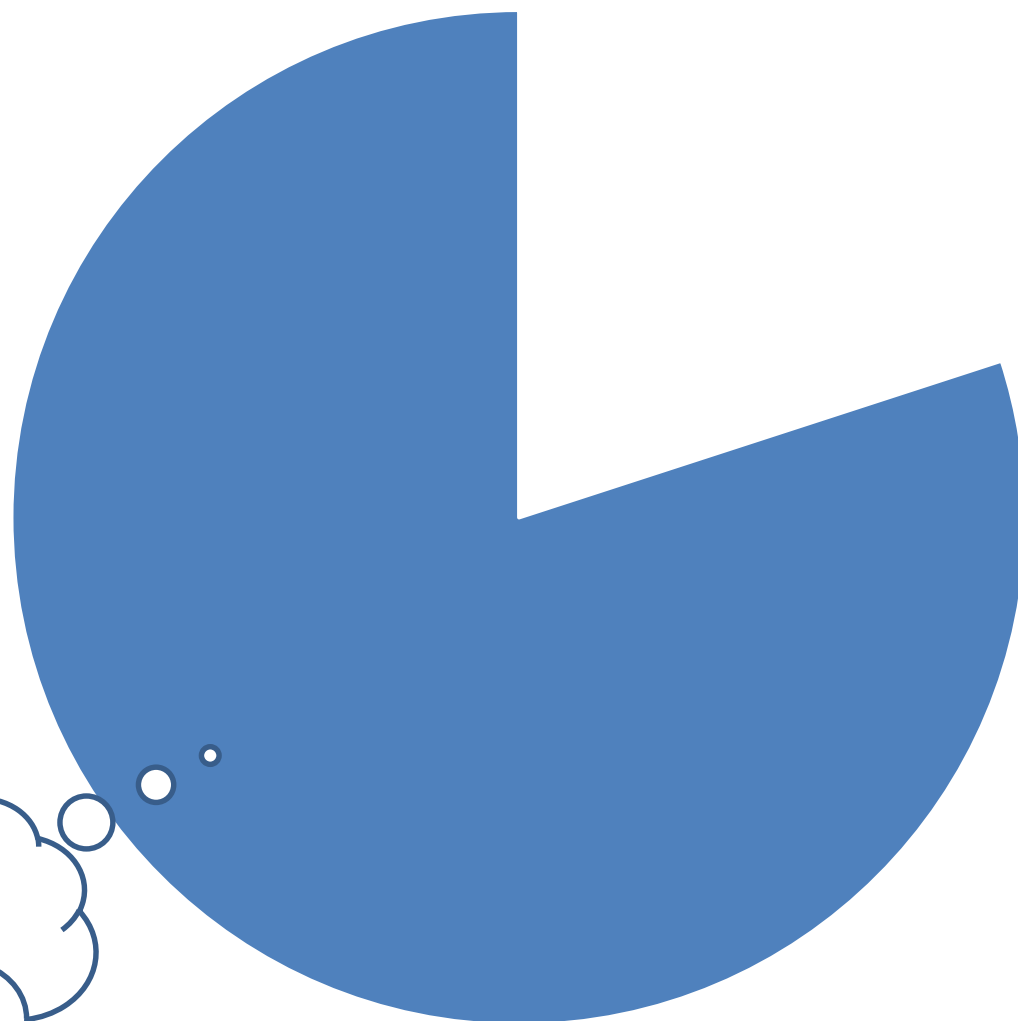






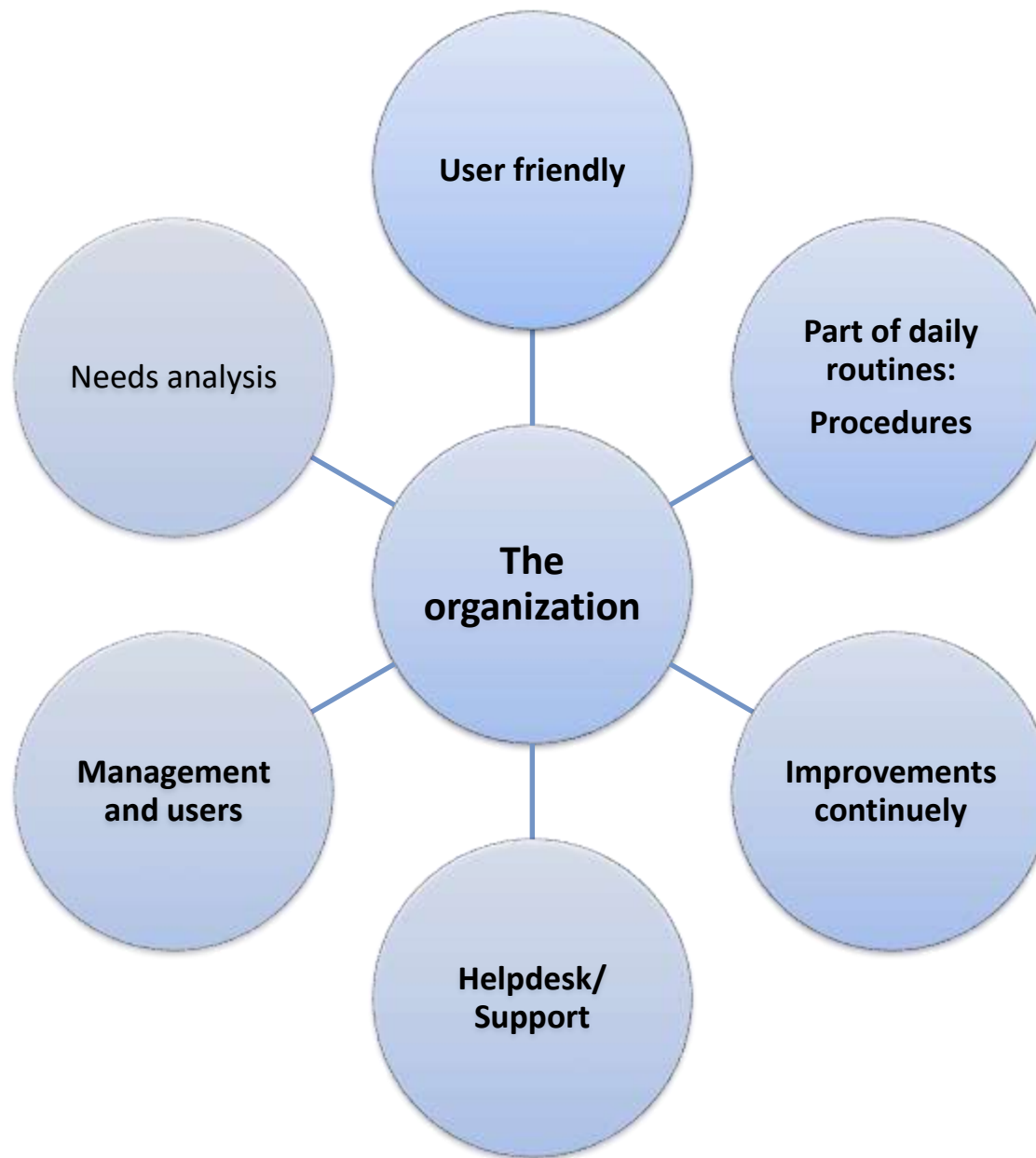


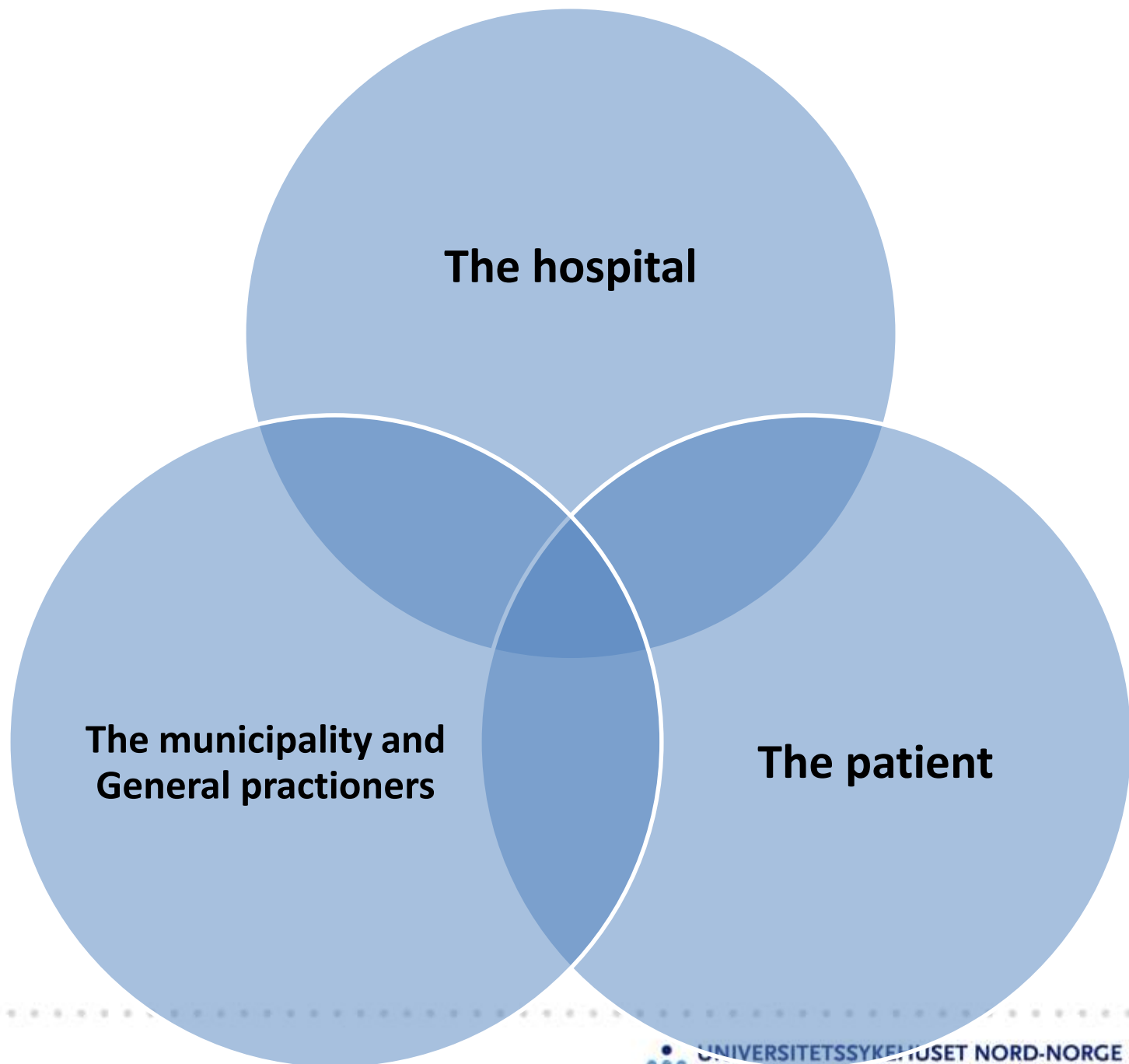
- Technical problems
- Too many video-conference solutions
- Lack of seamless systems
- No national standards



Organization







# Take home messages

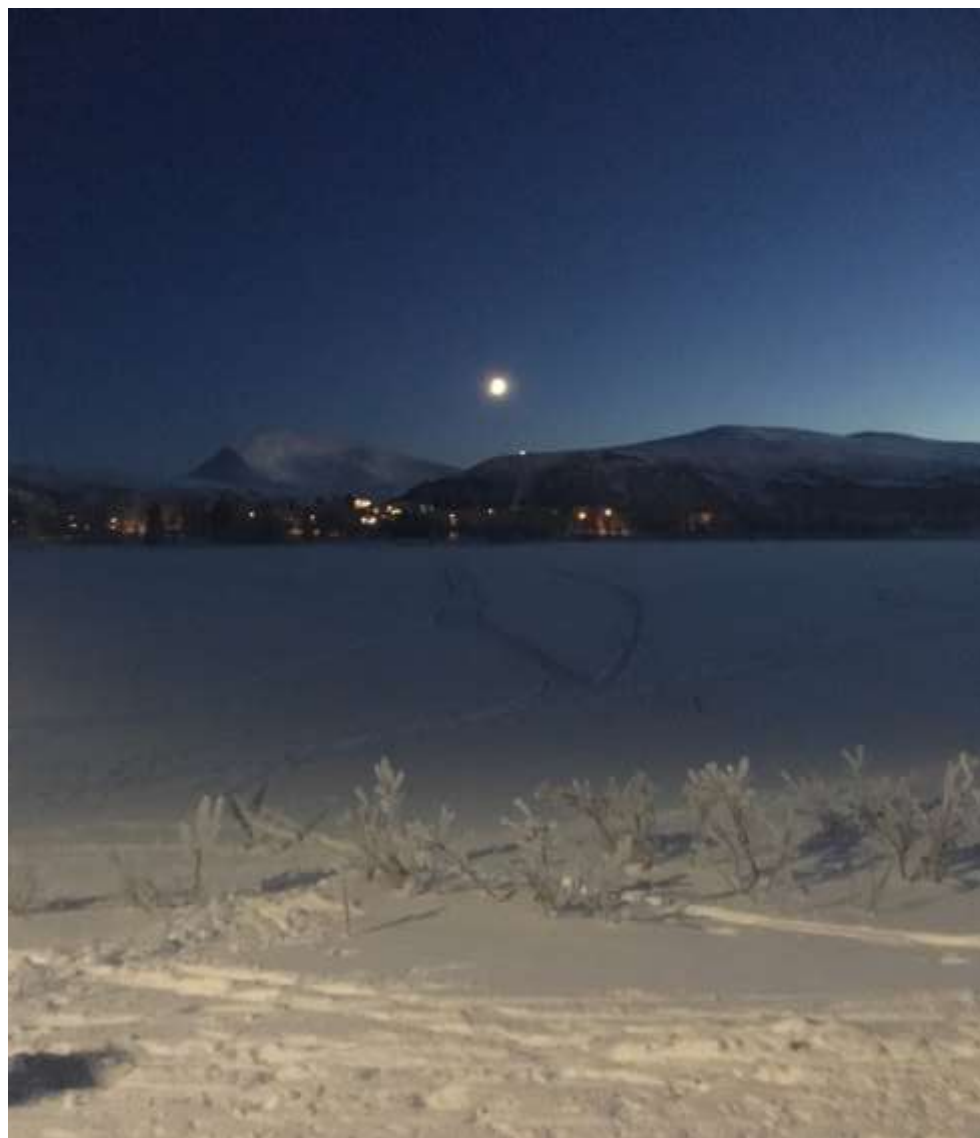
We have to change and innovate  
Innovations and change  
take time  
20/80





# Thank you!

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