

How do we move forward? Barriers and facilitators for implementation

William McGuinness

New technology will always find a home in the popular press; the latest release of a smart phone, new wearable technologies or driverless cars are examples. The associated media increases consumer expectations which in turn encourage sales. However, it can also lead to the development of resistance to the newer technologies if users don't perceive an advantage. This is no different in health care. The advent of e-health technologies can increase the expectations of the consumer and health care professional or breed resistance if the change is perceived as a reduction in the level of service. This creates a tension between what the consumer wants and what can be provided. So how do we capitalize on what e-health technologies have to offer? This presentation will explore how health care professionals can implement e-health services within fiscally constrained and/or 'change weary' environments.