

Between caring hands and ICT

About the study

Health care policies emphasize the importance of ICT and highlight the role of ICT advisors as crucial for success. However, the experiences of health ICT advisors are seldom referred to and they are poorly explored in research. Our work provides insight into the everyday challenges of ICT advisors and their reflections on what it takes to succeed in ICT implementation in health care.

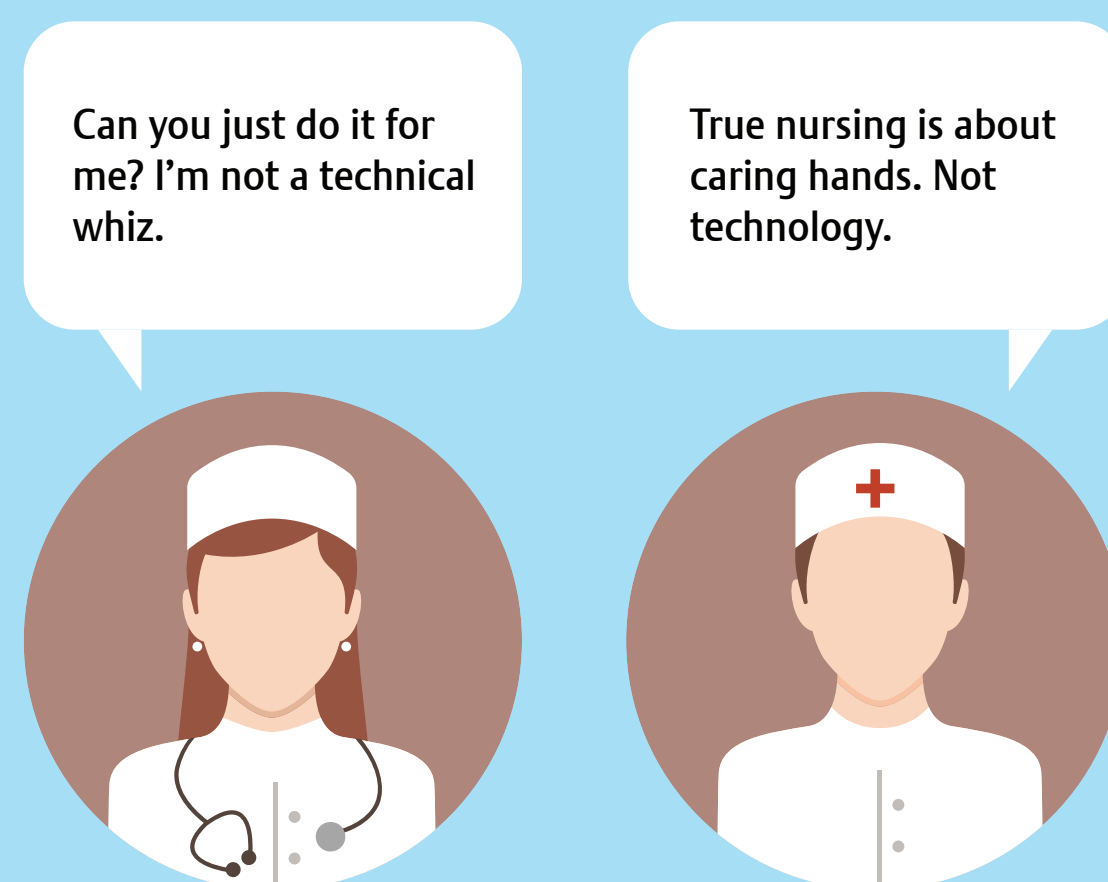
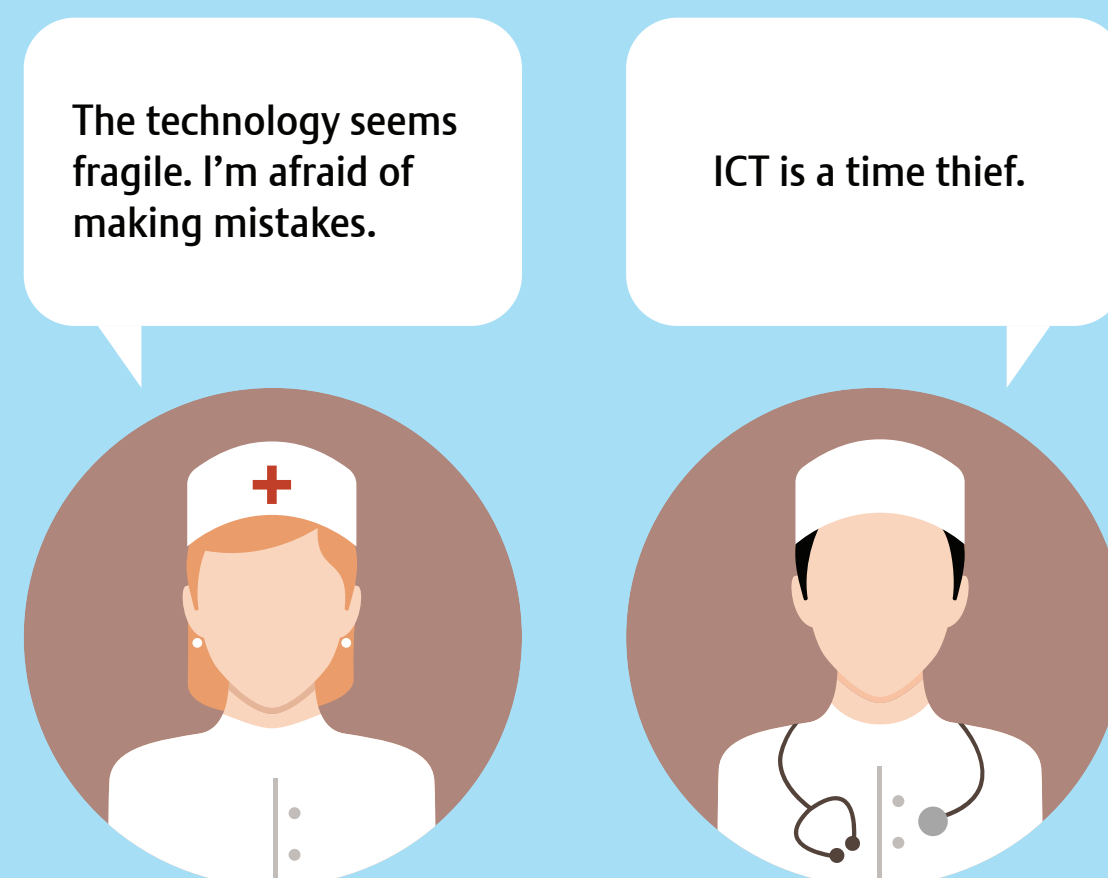
Our method

- Qualitative study.
- In-depth interviews.
- Nine ICT advisors in Norwegian health care.
- The interviews focused on their professional experience with ICT implementation.

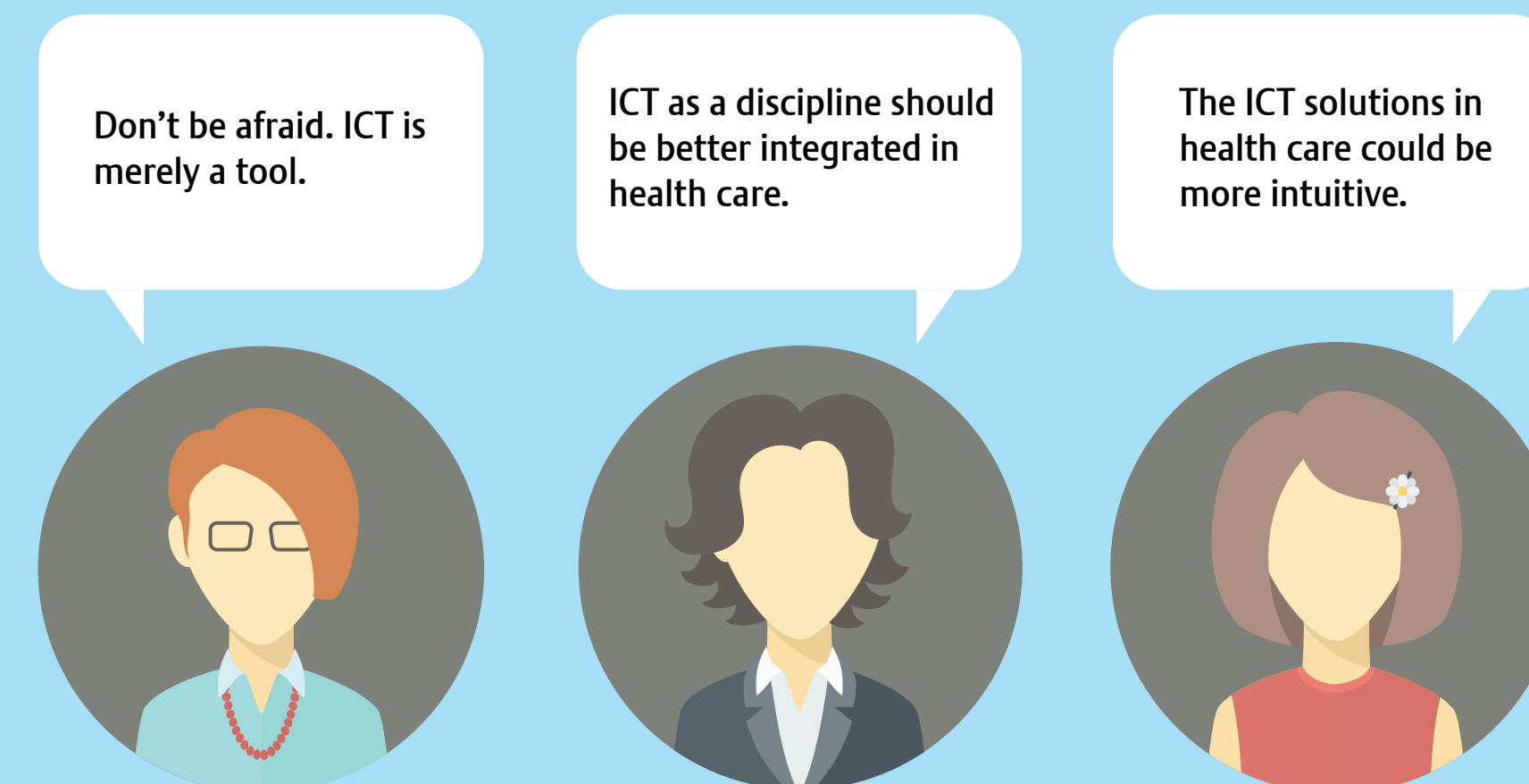
Interpretation

- How can we understand the experiences of ICT advisors?

- Troubled borders?
- Professional tension?
- Daily handling of the dualism of arts and science (caring hands or technological health care?)
- Professional identity in fluctuation?



Healthcare workers



ICT Advisors

Our findings

- **All of the ICT advisors in this study had a professional background in health care:** They said that their professional identity was important in their work. They called for stronger integration of ICT as a discipline in health care.
- **Feeling of being alone:** Our informants often felt isolated. They experienced a lack of recognition for their work and for the importance of ICT in health.
- **Management commitment:** Good collaborative work with management was highlighted as crucial. Informants underlined that ICT work requires time and financial resources. Management who do not prioritize ICT have a negative impact on employees and ICT implementation.
- **Inadequate technology:** Outdated and insufficient equipment was experienced as a problem. Some informants had to deal with no access to Wi-Fi and multiple incompatible systems.
- **Shifts, time pressure:** Health care personnel often work in shifts and their workday is hectic. Such factors made ICT training challenging.
- **Individual differences:** Health care work is complex and the work staff represents multiple demographic groups: men and women, young and old, ethnic minorities and majorities, and different levels of education. The ICT advisors in our study underlined the importance of customized training.