

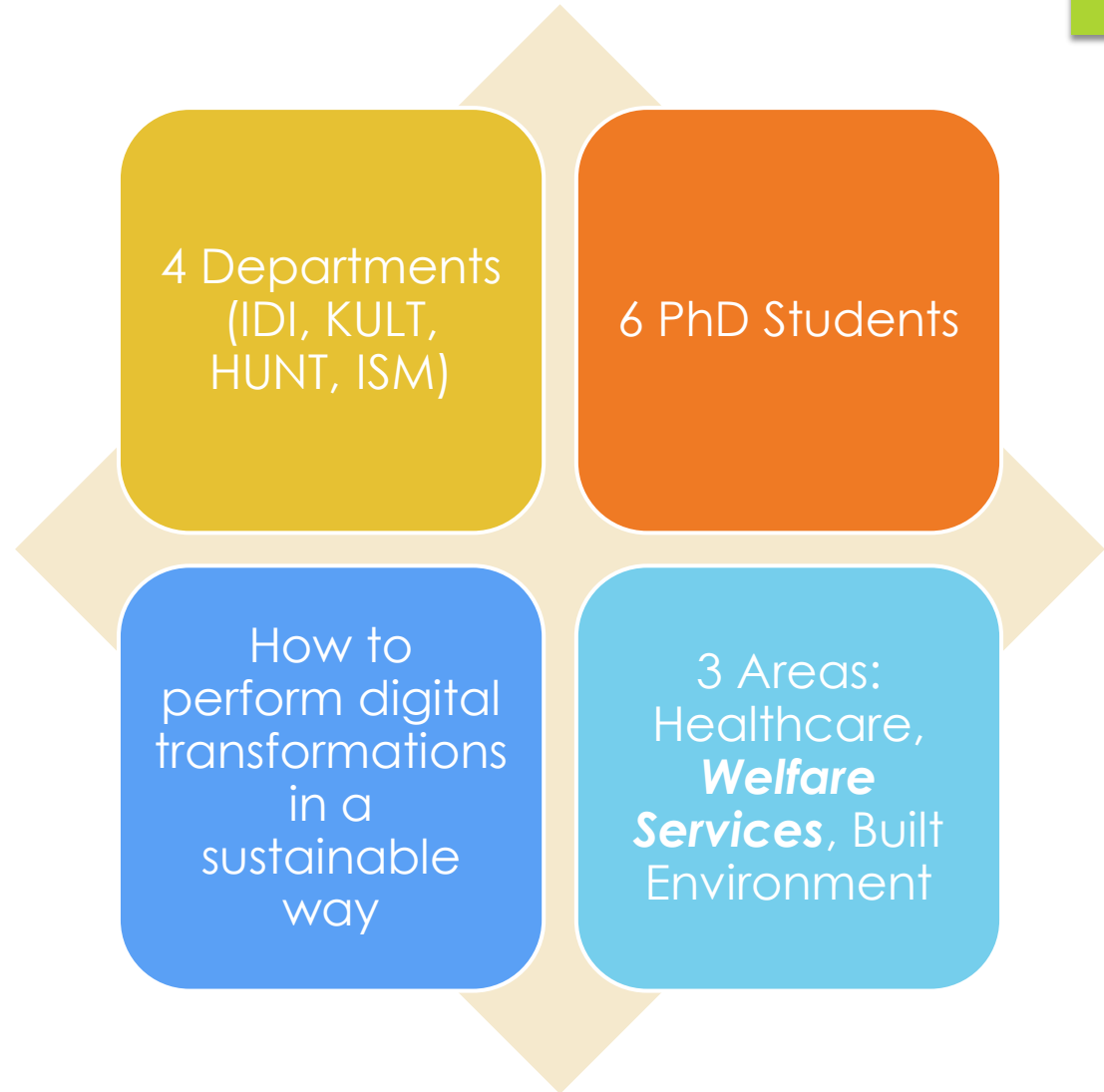
Sustainable Digital Transformation in Welfare Services

ILARIA CRIVELLARI

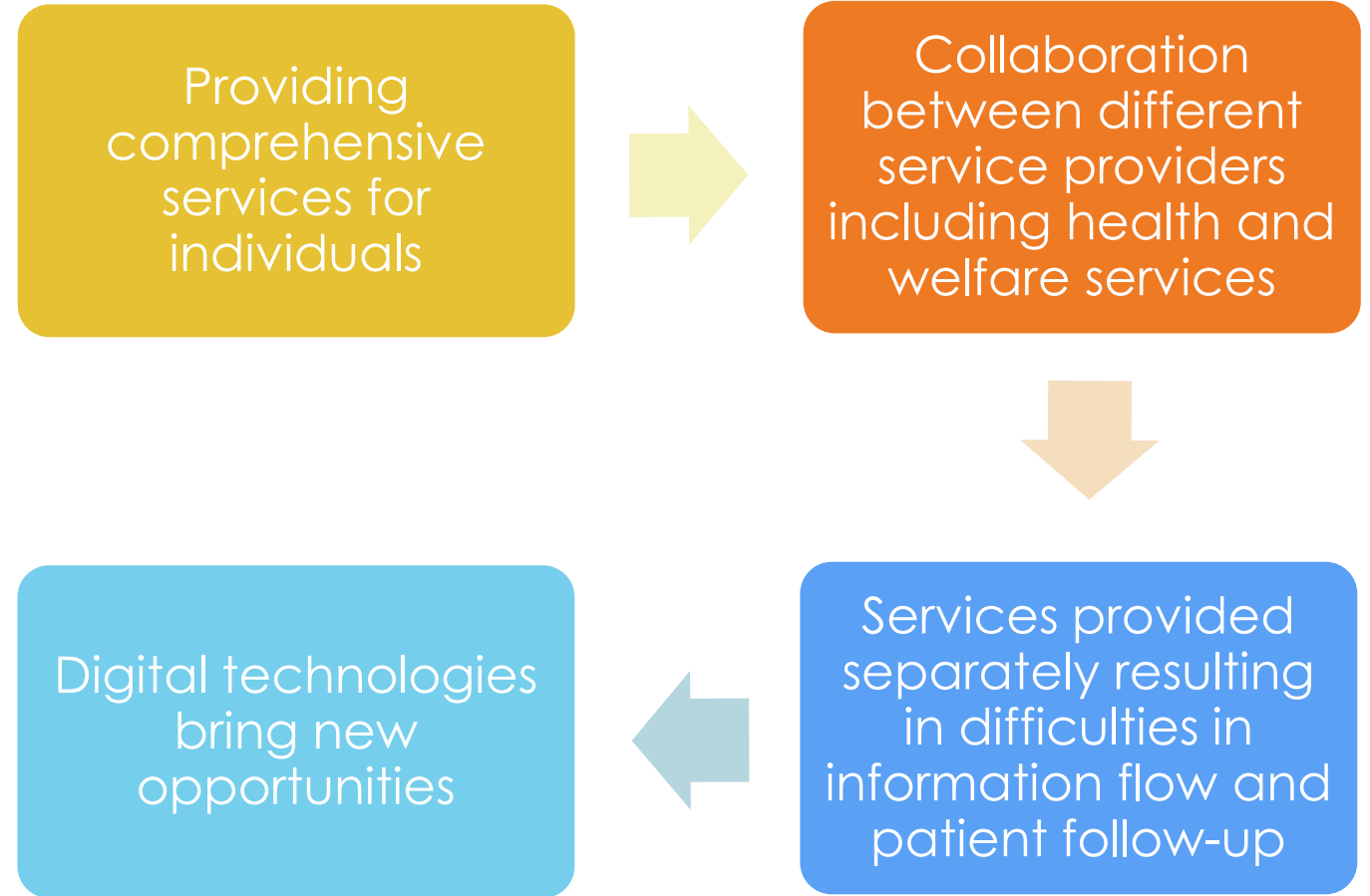
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01/11/2022

Our project
Sustainable
Digital
Transformations
(SustainDiT)



Background



IT Background

Digital transformation
that is not sustainable
continues to be used

Lot of projects presented
as successful with few
users, fail when brought
on larger scale

Understand who to
target, not all people
benefit by becoming
users of a system

Algorithms need to be
complemented with
human intelligence

The case

Poor interaction and communication between health and welfare services for patients with long-lasting and complex pain conditions

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graph TD; A[Poor interaction and communication between health and welfare services for patients with long-lasting and complex pain conditions] --> B[Creation of a care pathway for the patient to follow]; B --> C[Different stakeholders involved in the process: NAV, GP, other doctors, patient, employer, care givers];
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Creation of a care pathway for the patient to follow

Different stakeholders involved in the process: NAV, GP, other doctors, patient, employer, care givers

The case Problems

Patients are "throwing balls in the system" and are not provided with the appropriate service offers

A lot of inefficient communication and paperwork

Demanding organization for the patient due to the bureaucracy

Long waiting time to access the services

The case Objectives



Adoption of a new technologies



NAV need to save employee time and money giving a high-quality service



Easier communication between the stakeholders that does not rely on the patient

Our Research



Analyse the change in work practices of the involved stakeholders



Look at the inclusion of video consultation in the care pathway



Investigate the system requirements to grant users' needs



Inspect how the system can work on large scale and long term

Sustainability

Social sustainability

Human side of sustainability

Quality of life

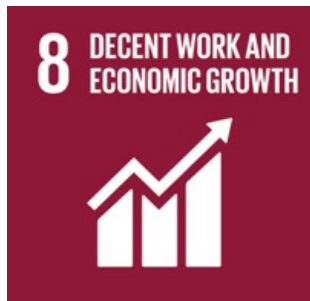
Social consequences of decisions

Opportunities for good user
experience and the use of products

Sustainable Development Goals



Improve the well-being of patients in long sick-live



Optimize the working time of social workers without diminishing the quality of the service



Make the public service innovative and inclusive by using digitalization



Ensure social sustainability: make the services accessible by everyone in an easy way



Bring different actors together for contributing to efficient services

Thank you!