# Can It-governance make a difference in Healthcare implementation?

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## Abstract

*Business involvement in IT decision making is crucial for successful IT implementation and ownership. The Capital Region of Denmark (Region H) established IT Governance with business executive managers as committee chairmen. The result after 2 years with this ITG model is consolidation of 6 central EHCR modules and distribution to 30.000 users. The conclusion: IT governance with business executive managers as committee chairmen ensures focus and creates foundation for clinicians' accept of new IT-implementation projects.*

*Keywords:*

IT-governance, Healthcare implementation

## Introduction

The Capital Region of Denmark (Region H) provides healthcare for 1,6 mio. people and employs 30.000 healthcare professionals - one of the largest companies in Denmark. Established January 1st 2007 the region consists of 12 hospitals each with an own CEO. As digitalization of patient treatment plays an increasingly larger role in healthcare it is vital that executive management is involved in IT development, operation and support.

Several Health informatics studies conclude that clinician involvement and management support is crucial for accept of IT systems. [1]. Consequently, it was critical to establish IT governance (ITG), which can handle the organization's size, manage the complexity of the IT portfolio and ensure a framework involving key stake holders.

Weil and Ross [2] have investigated ITG in 250 enterprises worldwide and discovered that the best performing enterprises involve the business in decisions concerning IT principles, Business Application Needs and IT investment. This approach is at the root of ITG in Region H.

## Methods

ITG at Region H established 18 committees each responsible for the development of IT activities within a clinical or administrative domain e.g. Radiology, CPOE, Economy and HR.

Hospital Deputy CEOs are chairmen for the Domain Committees whose members consist mainly of leading clinicians. The members represent their professional competences and not their hospital. Vice chairmen for the Domain Committees are managers at Corporate IT. The Domain Committees are responsible for development and maintenance of IT systems within their domain and act as steering committees for related IT-projects.

## Results

Domain Committees have succeeded in implementing 6 central EHCR modules (Patient administration, Clinical notes, Digital dictation, Medication, Operation Room Information System and Laboratory system) at all hospitals for in all 30.000 users within 2 years. The ITG structure has succeeded in establishing management processes, where Region H's top management carry out the necessary prioritization of projects corresponding to EUR 66,5mio. per year. Furthermore, an IT investment budget based on the business' needs and the region's economic capacity was presented for decision making to the Regional Council

## Conclusion

The ITG model in The Capital Region of Denmark has enabled management and prioritizing of IT-development according to business' needs and with top management' focus, a precondition to implementing large health IT projects.

## References

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