

Digital Transformation of Medical & Health Care Industry in New Zealand: Opportunities & Challenges

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ABSTRACT

The medical and health care industry was forced to accelerate its digital transformation efforts in response to the recent unprecedented COVID-19 pandemic. New Zealand health care system is taking lead to become more efficient to support the mass shift to digitalisation of medical and health care service and delivery, by maintaining compliance and security policies. Digital transformation is all about utilisation of digital technologies and accessible data, and the associated social and cultural changes that are induced by this transformation. The main aim of digital transformation is to help New Zealanders manage their health and wellbeing and transform the nature of medical and health care services and delivery. Information and communication technology (ICT) architecture and standards are critical in successfully supporting the New Zealand's medical and health care industry to utilise ICT-based solutions. The Ministry of Health, New Zealand is undertaking the development, maintenance and implementation of the standards and enterprise architecture that enable data within the medical and health care industry to be documented and utilised effectively, efficiently, consistently and securely. The Ministry of Health, New Zealand closely works with agencies and industry stakeholders to planning, developing and implementing the common principles, reference architectures and roadmaps, best practice evidence and guidelines, the standards which are required to support technical and semantic systems interoperability. Technology doesn't only bring benefits, it creates risk for potential harms too. Under the influence of pandemic situation, medical and health care services and delivery challenges are thorny and complex. They are counted as, but not limited to the impact on equal and equitable access to care, quality of care and the increasing cost of medical and health care. New Zealand medical and health care framework in the field of digital health trying to find solutions of these foreseen problems during the transformation process.

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