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Werner Leodolter

University of Graz, Austria

The “subconscious mind” of healthcare organisations - The role of Healthcare informatics

New technologies are changing the individual’s and the organization’s perception of their environment, they change learning processes, the management of knowledge, etc. - they also change healthcare itself – the digital transformation is on its way. This disruptive innovation requires a new, complementary perspective. The subconscious mind of organizations as a powerful metaphor describes the comprehensive view of an healthcare organization and its internal and external interconnectedness. It helps to find new ways to design and build organisations. The new technologies are becoming increasingly part of the ICT infrastructure which itself is a part of the subconscious mind of organizations. Based upon that the subconscious mind of organizations is composed and formed from different self-similar perspectives - Board, CEO, CFO, Chief Physician, technical expert, etc. To form the subconscious of organizations means to prepare and focus the organizations in their methods, tools and processes and redirect them to exploit opportunities of change while controlling the risks. Following the proposed guidelines organizations should be able to deal with uncertainty, complexity and upheaval as good as possible. The design of the ICT infrastructure in clever platforms enables both collaboration and innovation. It is important to develop “intelligent organizations”, in which certain activities perform in the “subconscious mind of the organization”. This should be deliberately designed and regularly evaluated, so that future healthcare organizations will be a kind of “hybrid intelligence” - excellent, successful and sustainable organizations with a significant share of artificial intelligence but the clear primacy of the human and organizational component.

Biography

Werner Leodolter is CIO of KAGes, Previously he served as CIO in steel industry. 2008-2013 he led the Styrian hospital GmbH (KAGes) – a 17000 employees hospital group in Austria - as CEO through a period of organizational realignment . He is also member of the telehealth services commission of the Federal Ministry of Health of Austria. He is university professor of Applied Management in Health Care at the University of Graz (KFU). He is author of the book (in German) “The subconscious mind of organizations: New technologies - Rethinking organizations “, published at Springer in 2015.

werner.leodolter@kages.at

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