

Question	Answer
<p>From today's [summary report] 7 recommendations, do you have any "top tips" about which frameworks should be used ideally in different regions and countries?</p>	<p>Response from Louise Schaper: I suggest having a look at the frameworks and deciding which resonates most with your region. There is no 'right' or wrong. To be honest many of the frameworks are very similar.</p> <p>Response from Sanna Rimpiläinen: I would agree with Louise – there are no right and wrong answers. The key question might be to figure out what type of approach you would like to adopt in upskilling the staff, and assessing what the current staff digital capability levels or upskilling needs might be. It is also relevant to assess this in relation to the digital maturity of the health and care system, i.e., which skills or capabilities/competencies are relevant for the staff right now, and which ones should they be prepared for in the near future.</p>
<p>Some of the health and social care workforce experience digital exclusion related to skills, access to devices, connectivity, confidence along with "permission" to take time to learn new digital skills.</p> <p>Do you have any thoughts on addressing this?</p>	<p>Response from Louise Schaper: Great question and it's unfortunately a common problem. Some thoughts:</p> <p>'educate' management level about the critical need for DH skills across the entire workforce. I get that it can seem like "one other thing" when the workforce is already under so much pressure. BUT they do their workforce, their service and their patients a disservice to expect that health can continue without digital. AND now with AI, the pressure will just increase.</p> <p>I tend to talk to people about DH using the explainer that DH is about the role of the healthcare sector in our digital society. That helps people 'get it'. We wrote a report on this which you might find valuable: https://digitalhealth.org.au/wp-content/uploads/2020/02/DHWA_WHITEPAPER_2019.pdf</p> <p>Response from Sanna Rimpiläinen: Unfortunately, there is no golden bullet to solve that problem. One underlying issue might be the lack of investment on the digital infrastructure across health and social care, or that the investment is patchy. Digital infrastructure should be treated as what it is: an infrastructure - like roads, electricity and drainage systems. We don't have every organisation and local authority deciding for themselves what kind of roads or drainage they might like to lay across their patch of land, because if everyone did their own thing, nothing would work, or it would work badly. The same applies to the digital infrastructure. Investing in a robust digital infrastructure as a standard across all health and social</p>

	<p>care would help with bringing in equity of access to devices and solutions. An additional thing is ensuring that all future staff entering health and social care careers already have sufficient digital literacy to pick up required skills and capabilities required in their new roles. Of course, neither is a quick solution.</p>
<p>Excellent Session. Thank you very much.</p> <p>Could you please reflect a little bit more on digital maturity in healthcare and the aspect of social (family and community) engagement</p>	<p>Response from Lesley Holdsworth: Leveraging technologies and embracing ways of digital working are clearly set out in policy in Scotland, similar to the other UK nations, with an emphasis of achieving continuing digital maturity. Another aspect of the national work has been to conduct a digital maturity assessment within all health and social care settings which was published late summer of 2023 https://www.digihealthcare.scot/our-work/digital-maturity/. This allows organisations to review the levels of maturity by domain and develop action plans for their priorities with the overall purpose being to be able to deepen digital maturity over time. This is also being reviewed by the Scottish Government to ensure that their actions and efforts are being put in the right places to support organisations improve.</p>
<p>I think people using services have a significant contribution to make to this work. they often feel frustrated at the lack of opportunity to engage digitally. Are we involving citizens in how the framework could develop</p>	<p>Response from Lesley Holdsworth: I would certainly agree, everything we do should be user centred and we most definitely need to progress this agenda collaboratively with service users. I did say in the webinar that I would take the action back to NES as I feel we need a Scotland endorsed framework rather than organisations going off and duplicating effort and I intend to take this to the first meeting of the newly constituted Digital Capabilities Board. I would anticipate however that as recommended, we do not start developing a framework for Scotland but look at a process of review and endorsement.</p>