

Digitalisation proficiency needed in the healthcare sector

- Digital skills as a key competence in the healthcare sector
- Healthcare providers make efficiency gains and increase competitiveness by training their workforce
- CHG-MERIDIAN supports D21-Digital-Index and analyzes impact on investments in healthcare

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In addition to the ongoing urgent need for investment in healthcare in Germany, the latest D21-Digital-Index study has identified a further challenge for the sector – the digital revolution is only slowly taking hold in German society. It is therefore more important than ever that healthcare providers take steps to ensure that their digital skills and those of their employees are ready for the future. This is one of the findings of the D21-Digital-Index 2017/2018 (<http://initiated21.de/publikationen/d21-digital-index-2017-2018/>).

The D21 Initiative is Germany's largest non-profit network for digital society consisting of representatives from trade and industry, politics, academia and civil society organisations. CHG-MERIDIAN, a provider of technology management and financing services, is again a partner of the D21-Digital-Index study. Based on the latest findings of the survey, CHG-MERIDIAN is analysing what impact the growing use of digital technology is having on healthcare. The focus is on how new technology is changing the way people work in the healthcare sector and how this is resulting in demand for new skills and training.

Growing expectations of digital expertise and a basic technological understanding

The German healthcare sector may be a long way from its vision of Health 4.0, but the digital revolution has nonetheless fundamentally changed the healthcare sector, both in terms of possibilities and work methods. Being digitally savvy and having interdisciplinary expertise in technology and medicine are increasingly key skills for doctors, nurses, hospital managers and other hospital staff. As a result, being confident in using new technology and willing to undertake life-long learning will become prerequisites for a successful career in healthcare.

"Healthcare providers have to play a bigger part in helping their employees make use of digital technology if they want to safeguard their future competitiveness. Employees are still mainly teaching themselves digital skills outside of work. Employers now have to focus on unlocking this potential," Peter Krause, Head of Healthcare Sector Sales Germany at CHG-MERIDIAN.

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Increasing digital skills by promoting digital workplaces for employees

As the Digital-Index proves, people are indeed aware of the 'digital workplace', i.e. the ability to work from anywhere using connected devices. For example, one in five of the respondents now works in a virtual team that is not based at a specific location. Mobile forms of working are also becoming more appealing, and only 20 percent said that they're not interested in them. Fears that mobile working could result in a greater overall workload are also declining (drop of 5 percentage points). On the whole, those surveyed regard digitalisation as a definite plus for their career and, in particular, for new job opportunities in their sector.

Customised business concepts for mobile devices and systems can help healthcare providers to invest in skills training and continuing professional development for their workforce. The use of new technology in the private sphere allows doctors, nurses, hospital managers and other hospital staff to familiarise themselves with new topics, applications, and trends in their own time. An Employee PC Program, where employers make the latest communication devices available to their staff for private use, is an Employer Benefit Solution that can increase digital skills and enable mobile working.

Developing digital competence can also unlock efficiency gains in day-to-day medical work, and employee programs can increase healthcare providers' attractiveness as innovative employers. Put simply, promoting the digital skills of the workforce can provide a competitive edge.

CHG-MERIDIAN: The Company

CHG-MERIDIAN is one of the world's leading non-captive providers of technology management services to the IT, industrial, and healthcare sectors. With some 900 employees, CHG-MERIDIAN offers its customers comprehensive support for their technology infrastructure – from consulting, financial, and operational services to used-equipment remarketing services through its two technology and service centres in Germany and Norway. CHG-MERIDIAN provides efficient technology management to large, medium-sized, and small companies as well as government agencies. It now serves more than 10,000 customers worldwide, managing technology investments worth a total of over €4.6 billion. The online-based TESMA® Technology and Service Management System provides more than 15,000 users with maximum transparency in technology management. The Company has offices in 35 locations in 22 countries across the globe; its headquarters are in the southern German town of Weingarten.

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