Abstract:
Healthcare delivery, irrespective of the region in the world, is facing the key challenges of escalating costs, an aging population, an increase in a myriad of diagnostic technologies and the rise of chronic diseases which in turn is leading to a more and more preventative focus. In short, the current state of healthcare delivery is not sustainable (OECD, 2012a; 2012b; Porter and Guth, 2012; Porter and Teisberg,2006; Pearce and Haikerwal, 2010; Wickramasinghe and Schaffer, 2010). Most countries are responding with various types of healthcare reform and turning to e-health solutions. But e-health is not a panacea for the maladies faced by healthcare delivery. Moreover, it is important to understand the key macro and micro issues as well as vital people, process and technology aspects if superior and sustainable healthcare delivery is to ensue.