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**Implementation of new systems as part of the clinical care processes: Knowledge of operations management and the attitude of patients can make the difference.**

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Implementing a new system like telemedicine into the clinical care process is not an easy task to do. In this context it is important to know what the patients' attitude is on systems that directly affects their treatment. In this presentation implementation of a new system is made visible with a case history in a large mental health institute. Operations management can help overcome the challenges during implementation and a tool in this field can make the effects visible and acceptable. Also the attitude of patients towards new systems like telemedicine will be discussed. If patients are not willing to participate during their treatment the effectiveness of telemedicine is less. A solid foundation starts with knowledge of their attitudes and the factors that play a role in the implementation. In this presentation a study will be presented on the attitude of patients concerning new systems.

**Objectives:**

The participant will get an insight in the challenges of the implementation of new systems in routine clinical practice. He will get an opportunity to learn about the positive impact of operations management in health care. He also will get an idea about the attitude of patients towards new systems.

**Reference:**

Buwalda VJA, Routine Outcome Monitoring in Dutch Psychiatry: Measurement Instruments, Implementation and Outcome. Dissertation, Free University of Amsterdam, 2013