



# DIGITALIZATION FOR CO-PRODUCTION IN HEALTHCARE: A SYSTEMATIC LITERATURE REVIEW

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# OBJECTIVES

**Digital technologies** are increasingly used to **involve patients and caregivers** in the **(co)production of healthcare services** (*Lember et al, 2019*). These tools (telemedicine, mobile health apps, ...) hold the promise of **improving patient empowerment, personalization of care, and healthcare efficiency** (*Kraus et al, 2021*).

However, while interest in digital co-production is growing, further research is needed to better understand **how** digital tools **concretely support co-production** practices in healthcare. There is a need to explore which **factors enable or hinder** value co-creation, and what **outcomes and challenges** emerge in real-world implementations.

To address this gap, our study conducts a **systematic literature review** with the aim of identifying and systematizing the key determinants, outcomes, and barriers of digital co-production in healthcare settings.

# METHODOLOGY

## Review Strategy and Framework-Based Analysis

We conducted a systematic literature review, guided by the Health Co-creation Framework (*Fusco et al, 2023*), which analyzes value co-creation through four dimensions: **antecedents**, **management activities**, **institutional context**, and **outcomes** involving users, providers, professionals, and communities.

We searched the **Scopus** database using a combination of keywords related to digital technologies (e.g., e-health, telemedicine), co-production/co-creation, and patient or caregiver engagement.

The initial search retrieved over **1,600 documents**. After applying relevance and inclusion criteria, we selected a sample of studies describing **real-world case studies** of digital co-production in healthcare.

These case studies are used as **examples to explore how digital tools are applied in practice** and are being analyzed through the lens of the Fusco et al. framework to identify key patterns in determinants, outcomes, and barriers.

# (EXPECTED) RESULTS

Although the analysis is still ongoing, we expect that the selected case studies will show that digital tools—such as telemedicine, patient portals, mobile health apps, and remote monitoring systems—are primarily used to enhance aspects such as **communication**, **transparency**, and **shared decision-making** between patients and healthcare professionals.

We also anticipate that certain **contextual and organizational factors** will play a crucial role in supporting **organizational change** through digital co-production:

- *digital literacy*
- *infrastructure readiness*
- *integration with clinical workflows*
- *the effective engagement of patients and professionals*

Expected **key enablers of value co-creation**.

The use of the **Fusco et al. framework** is expected to support the identification of links between **antecedents and outcomes**, helping to highlight cross-case differences and shed light on how digital co-production is actually **operationalized in practice**.

# CONCLUSIONS

Starting from existing literature, this review aims to **shed light on how digitalization is integrated into co-production models** to improve healthcare outcomes.

It also brings attention to **critical challenges** for ensuring equitable and sustainable implementation of these approaches.

## Future research should focus on:

- Assessing the **long-term impact** on patient satisfaction and care quality;
- Understanding and addressing **technological and organizational barriers**;
- Enhancing the **digital readiness** of both healthcare providers and users.

A cluster of colorful geometric shapes, including triangles and polygons in shades of pink, teal, and blue, positioned above the "THANK YOU" text.

# THANK YOU



**ANTONELLA CAVALIERI – University of Milan**

*"Bridging digital innovation and patient co-production is not just a passing trend – but a systemic transformation in healthcare culture".*



# THANK YOU

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