

Theoretical Underpinnings of eHealth Impact Assessment for Healthcare Service Delivery: Systematic Review

Abstract.

While it is true that ICT has a positive impact on health service delivery, the United Nations agencies and global health authorities, point out challenges with eHealth implementations and impact evidence. These are often poorly reported thus limiting stakeholder's visibility of the competing investment initiatives. Using theory as a 'lens' for studying eHealth impact assessment with the emphasis on healthcare service delivery, provides a roadmap for the phenomenon key factors and their interactions. The use of theories, helps in explaining eHealth adoption, implementation processes and their consequent influences on the organization, social and the environment. The paper reviewed related theories and research specific to the field of eHealth impact assessment through multilevel approach at the organization level. The review was conducted based on the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) and also on the Population, Intervention, Comparison, Outcome, and Study Design (PICOS) method. In conclusion, the resultant eHealth impact assessment incorporated various components from different theories, models and frameworks to underpin the outcome framework.

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