

Case Study Approach

This structure frames the report around a specific **case study** of the digital innovation's implementation, providing in-depth, real-world examples of its impact. Each section reflects on the case study to critically analyse the key evaluation points.

1. Introduction (250-300 words)

- Introduce the selected digital innovation and its relevance within UK health or social care.
- Briefly describe the context and setting of the case study (e.g., the hospital or social care setting where the innovation was implemented).
- Outline the focus of the report: workforce, service delivery, patient/service user, and community impacts.

2. Case Study Background (300-350 words)

- Provide an in-depth description of the case study site or health system where the innovation was introduced.
- Discuss the specific health challenges the innovation aimed to address.
- Outline the timeline of the digital innovation's deployment and the key stakeholders involved (e.g., clinical teams, tech companies, patient advocacy groups).

3. Evaluation of Workforce Impact (350-400 words)

- Use the case study to critically analyse changes in job roles and role competency.
- Discuss how the workforce responded to the innovation (e.g., through training, adoption, or resistance) using specific examples from the case study.
- Highlight both positive and negative outcomes as they unfolded in the real-world setting.

4. Evaluation of Service Delivery (350-400 words)

- Examine how the innovation affected daily operations and service delivery in the case study.
- Focus on how workflows, patient management, or care coordination changed.
- Use data or interviews (if available) from the case study to support critical insights about service quality improvements or challenges.

5. Evaluation of Patient/Service User Impact (350-400 words)

- Reflect on how patients or service users in the case study experienced the digital innovation.
- Explore whether it improved patient outcomes, satisfaction, or engagement, using patient feedback (if available).

- Address any challenges faced by patients (e.g., digital literacy issues or access barriers) and whether these were resolved in the case study.

6. Evaluation of Community Impact (350-400 words)

- Consider how the digital innovation influenced the broader community in the case study location.
- Evaluate how the innovation affected access to care (e.g., for rural or disadvantaged populations) or family involvement in care.
- Highlight both positive (e.g., better access to services) and negative (e.g., increased family burden) impacts on the community.

7. Conclusion (250-300 words)

- Summarize the key outcomes from the case study and how they reflect broader trends in digital health innovations.
- Provide final reflections on the potential for scaling the innovation beyond the case study setting.
- Offer recommendations for future implementations based on lessons learned from the case study.