

Collaboration, Communities, Well-being and Information System

**Abdul Rahman Bin Ahmad Dahlan
Muhd Rosydi Bin Muhammad**



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ABSTRACT

Healthcare organizations all over the world had experienced challenges and dynamic changes. These challenges and changes have intensified continuous competition amongst healthcare service providers. These changes have forced the healthcare organizations to innovate – there are no two ways about this. The advent of ICT has changed the attitude of “we know everything” historical and has encourage the adoption of Open Innovation ecosystem – fostering the sharing of knowledge, expertise and resources between firms, public, research institutions and universities. Thus, there have been high demands for collaborative medical and healthcare services between clinics and hospitals in the world. This conceptual paper proposes a framework that enables effective collaboration based on the Open Innovation concept through the Quadruple Helix Model (Rakyat, Government, Academia, and Industry) collaborations in healthcare systems between key stakeholders – public hospitals and clinics under the Ministry of Health in Malaysia (MoH), private hospitals and clinics, and healthcare-related NGOs. As for the government, it has to adopt a citizen-centric and whole-of-government approach whereby the combination of its people, process and technology is leveraged optimally to support policy making, programme development and the delivery of improved healthcare-related outcomes.

5.1 INTRODUCTION

Collaborative medical application initiatives arising from the Internet