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Fostering "co-socialization" between patient and nurse to mitigate the risks of digitalizing health care services

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Abstract: The digitalization of services has also affected the practice of hospital care, particularly among nurses. In this study, we applied the focus group method with an exploratory aim among practicing students in nursing to see if the digitalization of administrative processes in hospitals was having an impact on their usual operating modes for treating patients. The collected data shows a disconnection between the difficulties evoked by the nursing staff in regard to exercising their profession and the digitalization of processes. Following these observations, we propose a new theoretical model based on the SECI (socialization, externalization, combination, internalization) knowledge creation model. As the patient is co-producer of the service, our conceptual model consists of coupling the "SECI loop" of the patient with the "SECI loop" of the nurse at the level of the socialization stage.

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