

Maria Papaconstandinou

Candidate for the Joint Master Programme

'Managing Digital Transformation in the Health Sector'

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Dear Sir or Madam

My name is Maria Papaconstandinou and I come from Greece. I would like to express my interest in applying for the Joint Master with the title **'Managing Digital Transformation in the Health Sector'**.

I have studied the Italian language and literature at the university of Thessaloniki 'Aristotle' and I have completed my studies in 2003. I worked as an Italian professor for almost 20 years but in 2013 I was hired as a public servant at IKA. (IKA is a national health insurance provider for employees in Greece).

About a year later, I was transferred to EOPYY (Organization and Governance of the National Health System). EOPYY is a state organization that is officially the health services provider to the citizens that have a health state insurance. It is also the EU National Contact in Greece for Cross-border-Healthcare. It is in the authorization of the Ministry of Health.

A part of my job requires serving the citizens, controlling their health expenses and paying them, arranging all the hospitalization for a citizen that is leaving for health treatment abroad and paying them when they return.

I would describe my job as a very interesting one but very demanding. Any person working in contact with citizens must be well behaved, adaptive, discrete and effective. As a result, dealing and serving citizens has trained me how to handle difficult situations, manage and prioritize all citizen's needs, resolve their problems and find a way to prevent their relevant future problems. After eleven years of working I would still choose health services as my job.

I am participating in seminars and programs to be more qualified, adaptive and up to date, following the technological innovations. Six months ago, I attended a seminar with the title "THE USE OF TECHNOLOGY IN THE QUALITY IMPROVEMENT OF HEALTH SERVICES" and it is a very strong motivation the fact that made me realize all the potential solutions that applications of technology could have in the health services.

I, strongly, believe that a part of my job could be done digitally avoiding contact with citizens. In addition I believe that the digital transformation of serving the citizens could be an innovative way of resolving problems. Could be an element of equality, quality, stability, transparency, discretion and effectiveness that could transform the idea of service.

EOPYY as an organization that is in progress of developing a digital transformation and I would like to be a part of it as much as I could. This Master Program will give me the chance to develop, strengthen my skills, amplify the knowledge of the digital transformation, and be a part of it contributing the best way. I could not think of a better program that is designed of three different universities, in partnership of others, more than three health systems and a global approach.

Thank you for your consideration,

Sincerely

Maria Papaconstandinou