**Masters Managing Digital Transformation in the Health Sector**

Dear Selection Committee,

My journey into digital health transformation began in 2016 whilst working as operations manager for a software engineering startup and during this same period volunteering as a digital health educator for my local Family Medicine Practice.

In my operations role I balanced a broad range of responsibilities from implementing and managing software systems to collecting and analysing data to improve operational performance. I worked with highly skilled technical people and learned to quickly grasp complex technical information and convey it to non-technical people. In my volunteer role I learned how much healthcare, particularly in the public sector, lagged behind other sectors when it came to digital innovation and interoperability. There was a lot of room for improvement and so much to learn.

These experiences had a profound impact in shaping my professional aspirations of aligning my career with implementing solutions that improve patient care and improve health and social outcomes for people.

From 2019 to 2021 I undertook an NHS Graduate development program in Healthcare Digital, Data and Technology. During the 2 years of the program I worked at the intersection of the Change and Project Teams and led engagement, change and communications on a range of digital health projects. The program provided me with the opportunity to develop my understanding of the complexity of processes and systems in healthcare and the several opportunities and challenges in driving digital improvement in healthcare.

From 2021 I worked as a configuration analyst in the trust wide implementation of the Epic electronic health record at another hospital, Frimley Health Hospital Trust. The role was varied and challenging with activities ranging from leading several design workgroups, developing electronic workflow solutions, configuring the system, validating design and testing build with end users. Additionally I made trust wide presentations and demos of system features to groups of over 300 people. In this role I also had the opportunity to achieve a number of technical proficiency certificates.

Since May 2022, I have been working as an electronic health record analyst and designer at an acute hospital Trust in London. I enjoy the varied tasks and projects I have been working on which range from resolving day to day system issues to implementing Trust wide functionality and advising groups on improvements to clinical and administrative workflows. Most recently I led the implementation of the workflow for electronic surgical consents. This was a challenging project as it involved getting buy-in and agreeing the workflow with key stakeholders, building the workflow in the system and implementing it across 5 of the hospital sites part of the UCLH NHS Trust.

Since embarking on this journey over 6 years ago I have learned a great deal about ways of working in healthcare, I've acquired a range of technical skills and undertaken a number of training courses both as part of my work and independently, learned a number of project and change management methodologies. I've learned to be flexible, adaptable and collaborate with people from a range of backgrounds.

The Masters would be a fantastic opportunity to learn through an academic lens about the multifaceted dimensions of digital transformation in the European landscape and to acquire theoretical and methodological knowledge to support the work I currently do as well as my future work endeavours. The online asynchronous delivery is compatible with working full time and would be an ideal fit for me.

I relish the opportunity to connect with faculty and peers from diverse backgrounds and exchange knowledge, insights and problem solve during the online sessions. As well as increasing my awareness of healthcare policy, standards and challenges in the European Union.

I am equally excited about the range of modules and the calibre and wide ranging expertise of the faculty members, which I would hope would equip me with the multidisciplinary knowledge I hope to acquire.
Additionally I'm particularly interested in the design and implementation of interoperable solutions that enable the exchange of health information across different systems, as well as process improvement and usability taking into account human factors. I believe these are the foundations for enabling patient centered healthcare systems from which meaningful use and data can be derived to improve health outcomes for people not only at the point of care but perhaps most importantly at the point of prevention.

As I hope to have illustrated, my professional experience, training and career aspirations make me an excellent fit for this programme. In turn the Master's is the opportunity I have been looking for as the next step in my development to expand my knowledge, skills and network as I hope to take on roles of greater responsibility and impact and seek opportunities in an European context.

Thank you for your time and consideration.

Kind regards,
Amélia