

Organising Healthcare Innovations
4th Annual Healthwise Conference, 4 November 2016

Adoption and implementation of Electronic Health Record Systems.

An organization perspective

dr. Marc Seelen, Chief Medical Information Officer and
Nephrologist, UMCG

A stakeholder perspective

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dr. Janita Vos FEB - UG

Electronic Health Records

What?

Software platforms to create, store, and share medical information about patients.

From isolated databases managed by individual doctors to departmental, organizational, inter-organizational, or even nationwide interconnected systems.

Why?

The main rationale is that their use improves patient service and the quality and safety of healthcare.

EHRs promise cost effectiveness by more efficient flows of patient data.

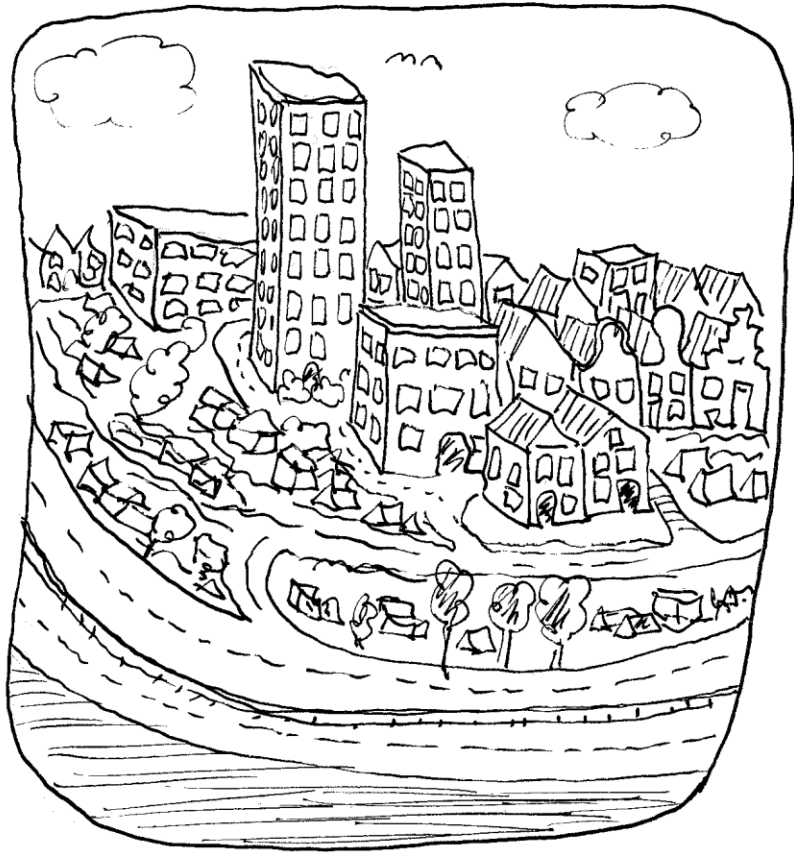
EHR Implementation and adoption

Transition to EHR use is complex. Implementation problems include delays, high costs, and user resistance.

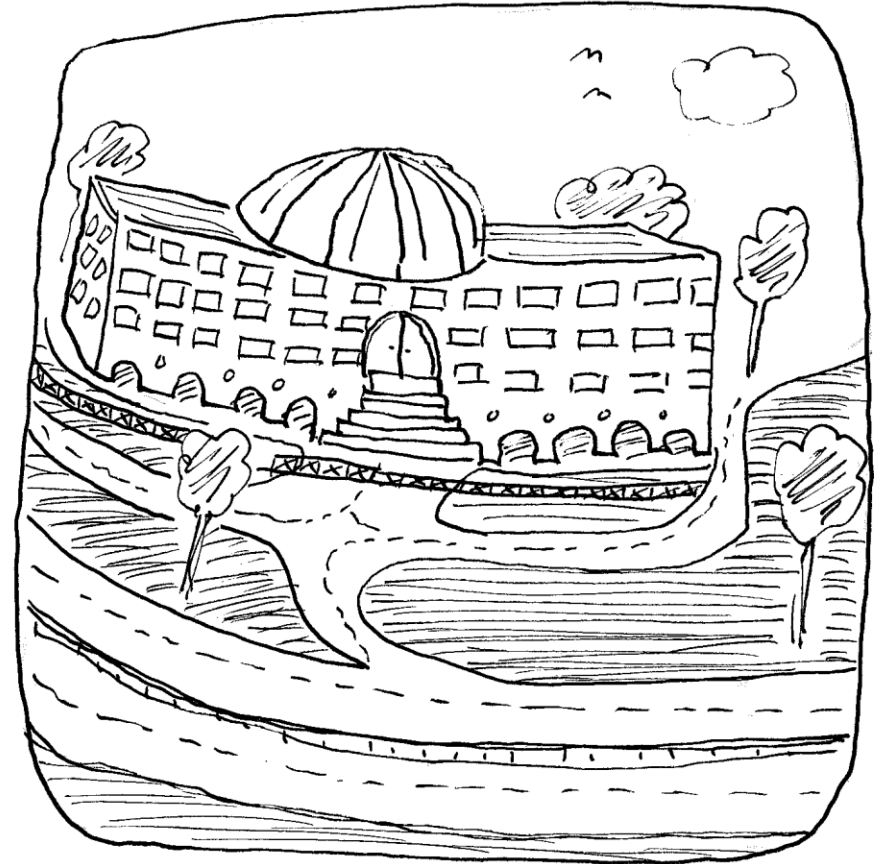
Because

EHR implementation requires the involvement of multiple stakeholders with different expectations from the EHR.

When EHRs are implemented in healthcare organizations, the clinical, organizational and technical adjustments to the EHR are often complex, expensive and slow.

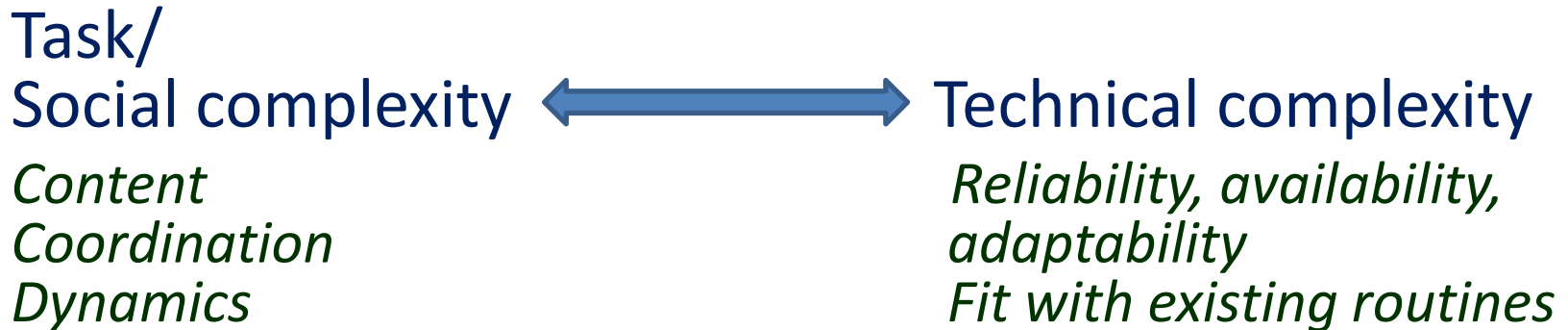


Pre – EHR City



EHR city

EHR Implementation and adoption (c'tnd)



Managerial / Clinical / Technical rationalities may conflict during EHR implementation and adoption

The goal of this workshop is to understand the complexity of EHR implementation from theoretical and practical viewpoints.

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Understanding EHR implementation from a stakeholder perspective

Academic hospital, replacement of multitude of local systems by one hospital wide EHR.

Multiple objectives and requirements, a number of which were contradictory, or incompatible with the available capabilities and resources, leading to tensions.

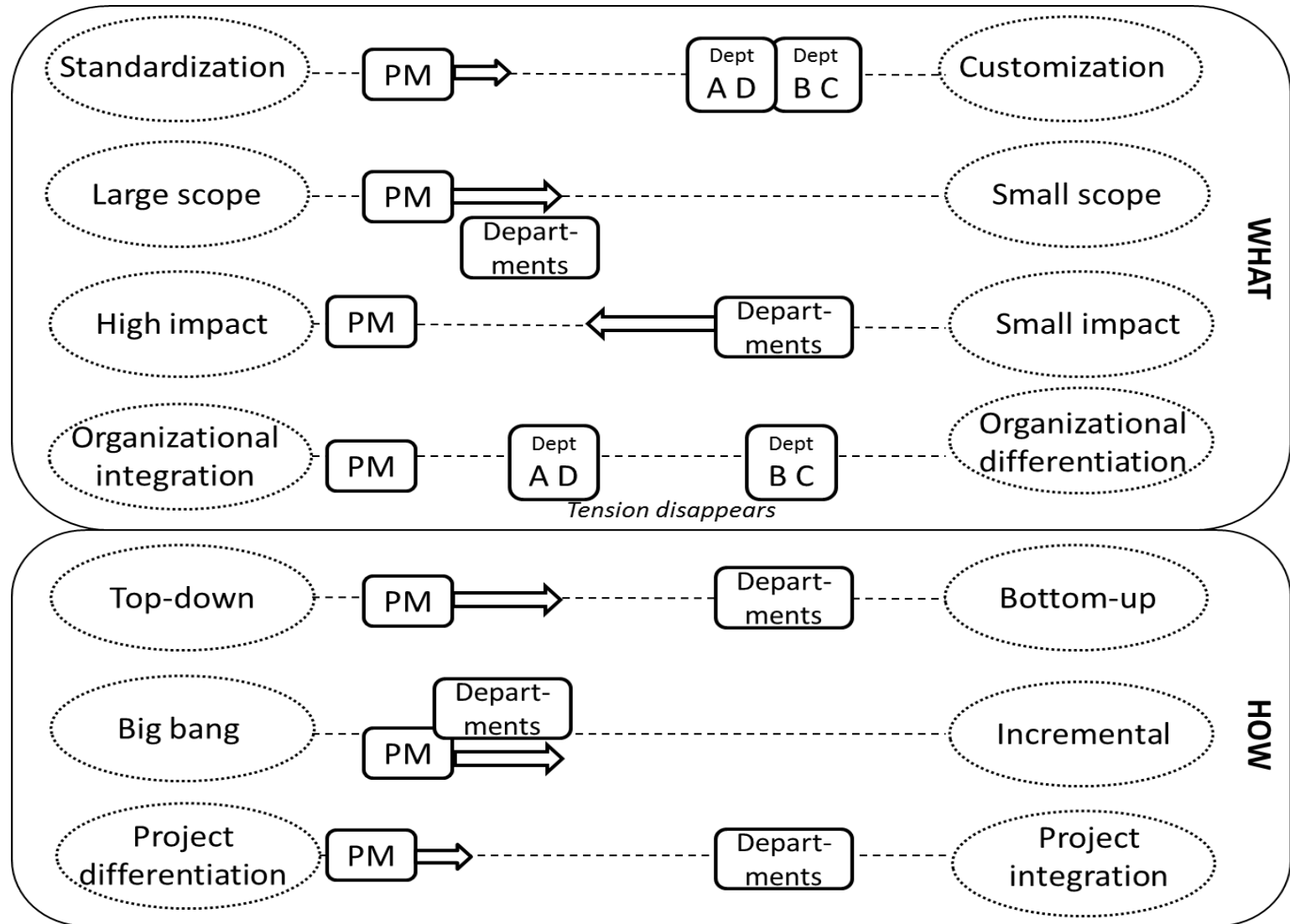
This EHR implementation involved dilemmas regarding the WHAT, and HOW of the project (stakeholder-dependent).

Our research team examined how tensions – evolving from such dilemmas – materialized and how they were related to stakeholder views (four departments and Project Management).

Emerging tensions during this EHR implementation

	WHAT tensions: related to project content dilemmas	
Technological system	Standardized	Customized
	Large scope	Small scope
Work organization	High impact	Low impact
	Integration	Differentiation
	HOW tensions: related to project process dilemmas	
Project organizing	Top-down	Bottom-up
	Big bang	Incremental
	Differentiated	Integrated

Stakeholders' positioning on the project management dilemmas



The length of arrow represents big (long arrow) or small (short arrow) move toward other side of the dilemma.

Three mechanisms that give rise to tensions

- *Stakeholders* advocate opposing views on a dilemma (e.g. **on what**: customization-standardization).
- *Project management* and *other stakeholders* have different views (e.g. **on how**: top-down vs bottom-up).
- *Indirectly related to stakeholders*: different dilemma's interact (e.g. **both what & how**: scope hinders big-bang implementation)

Stakeholder roles in EHR implementations

Stakeholders are a crucial resource for receiving feedback regarding dilemmas

They also highlight conflicting choices regarding dilemmas.

Early tension awareness through stakeholder dialogue is crucial for effective EHR implementation.

EHR implementers need to acknowledge, appreciate, and accommodate the tensions originating from dilemmas inherent to these complex projects.

Questions?

Our research focus on EHR implementation

Tension awareness of stakeholders in large technology projects: a duality perspective, *Project Management Journal*, 2016

An integrative framework for managing project issues across stakeholder groups, *International Journal of Project Management*, 2016

Implementing electronic health records in hospitals, a systematic literature review, *BMC Health Services Research*, 2014

The dynamic interplay among institutional logics in hospitals, submitted

Barriers to the acceptance of electronic medical records by physicians, *BMC Health Services Research*, 2010

Analyzing an ERP system implementation by analyzing stakeholders. *New Technology and Employment*, 2009

Stakeholder management in IOS projects: analysis of an attempt to implement an electronic patient file, *European Journal of Information Systems*, 2008