

Square pegs in round holes:
information systems, hospitals and
the significance of contextual
awareness

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Hvorfor får vi det ikke til?

- Forskningen
 - helseinformatikk ved NTNU
- Konteksten - praksisen
 - markedene
 - politikken
 - sykehuset som sosialt system
- Perspektivene
 - lokal vs kosmopolitisk orientering
 - helsevesenet som aktør: bruker, klient, marked eller symbol

Forskningen (NTNU)

- health personnel use and work with patient information for many different purposes (Lærum, Ellingsen, & Faxvaag, 2001);
- at clinical departments, the memory of health care personnel is an important repository of patient information (Ellingsen & Monteiro, 2003b; Underland, 2001a);
- the oral, synchronous exchange of this information is at the centre of many work tasks (Ellingsen & Monteiro, 2003b; Tjora, 2001b; Underland, 2001a);
- implementation of EPR in complex and heterogeneous hospital organizations is difficult (Monteiro, 2003);
- EPR systems have low flexibility, and do not support multidisciplinary work (Ellingsen, 2002; Underland, 2001b);
- hospital EPR-systems have only to a limited extent become a daily work tool for health personnel (Lærum, Ellingsen, & Faxvaag, 2001);
- health personnel are nevertheless very competent at using dedicated technologies and systems in their clinical practice (Tjora, 2000, 2002, 2004), among them clinical departmental information systems (Vedvik & Faxvaag, 2006);
- practical hospital work consists of formal and informal meetings, as well as collegial arrangements and decisions, often accomplished in an ad hoc manner by use of informal and oral communication (Tjora, 2001b; Underland, 2001a);
- extensive use of EPR requires the elimination of paper-based alternatives (Lærum, Karlsen, & Faxvaag, 2003).

Perspektiv 1

lokal og kosmopolitisk orientering

- Tjora, A.H. (1991) Et nettverksperspektiv på produkt- og prosessinnovasjoner, NTH.
- Tjora, A.H. (1999) Professional Identity in Medicine: Applying the Cosmopolitan-Local Construct, paper presented at *British Sociological Association, Medical Sociology Group, 31st Annual Conference*, University of York 24-26th September.
- Tjora, A.H. (2000) *Helseprofesjonene og helhetlige tjenestetilbud - motsetninger og muligheter*, Rapport nr STF78 A00536, Oslo: SINTEF Unimed NIS Helsetjenesteforskning.
- Tjora, A.H. (2006) Higher level awareness in health care, paper presented at *Reconfiguring Healthcare Workshop at PDC (Participatory Design Conference) 2006*, Trento, 02.08.06.
- Tjora, A.H. and Scambler, G. (in press, 2008) Square pegs in round holes: information systems, health care and the significance of contextual awareness, *Social Science & Medicine*.

Perspektiv 2: politikk

- Helsetjenesten som klient
- Helsetjenesten som bruker
- Helsetjenesten som marked
- Helsetjenesten som symbol på politisk initiativ

Kontekstuell årvåkenhet

- profesjoner og deres orientering
- praksis og prosesser i sykehusene
- politikk

Hvorfor får vi det ikke til?

Fordi vi ikke vil?