

INTEGRATING SELF-SERVICE KIOSKS INTO HEALTHCARE DELIVERY ORGANIZATIONS

Research-in-Progress

Patricia Holahan

Stevens Institute of Technology
Hoboken, NJ, USA
pholahan@stevens.edu

Carol V. Brown

Stevens Institute of Technology
Hoboken, NJ, USA
carol.brown@stevens.edu

Chon Abraham

College of William & Mary
Williamsburg, VA
Chon.Abraham@mason.wm.edu

Blake J. Lesselroth

Portland VA Medical Center
Portland, OR
Blake.Lesselroth@va.gov

Abstract

Self-service kiosks in healthcare delivery organizations (HDOs) have the potential to provide operational efficiencies and customer service benefits. Yet to date there has been little research on how organizations can effectively integrate these self-service technologies into the point-of-service to achieve these potential benefits. This research-in-progress study addresses this research gap by studying a multi-phase pilot project using the same kiosk hardware and software within outpatient clinics at four medical centers that are part of an integrated health system in the U.S. in which adoption by several interdependent units is needed to achieve administrative and clinical benefits. Qualitative research methods are used to analyze interview data collected from key stakeholders. Pre- and post- implementation findings are presented as well as a preliminary model that details influential variables specific to the HDO context.

Keywords: Self-service technology, Health Information Systems, Work redesign, Project management, Adoption