

Pilot Implementations as an Approach to Infrastructure

Experiences from Two Cases Within Healthcare

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Pilot implementation as an Approach to Infrastructure:

Experiences From Two Cases Within Healthcare

By

Maria Ie Manikas and Arnvør á Torkilsheyggi





Outlines of the presentation

- 1. Purpose of the paper**
- 2. Theoretical foundation**
- 3. Cases**
- 4. Findings**



The purpose of the paper

An explorative paper for discussion of pilot implementation as a response to known challenges within the field of work infrastructures:

- **Challenge 1: The temporal challenge of developing work infrastructures**
 - The tension between work of today and a desired future (Ribes & Finholt, 2009).
 - The tension between short-term project time and long-term infrastructure time (Karasti et al., 2010).
- **Challenge 2: Methodological challenges of studying information infrastructures**
 - Infrastructures tend to be invisible and taken for granted (Pipek & Wulf, 2009).
- **Motivation: Can we use pilot implementations as an approach to study and develop work infrastructures**
 - Can pilot implementations manage the long term perspectives of work infrastructure development during Information Systems development?
 - Can pilot implementations make the work infrastructure visible during information systems development?

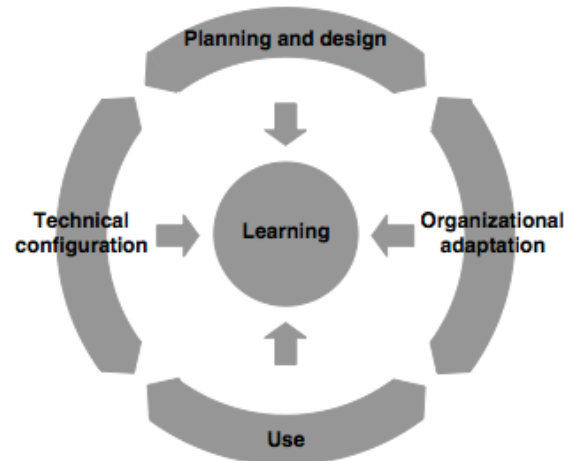


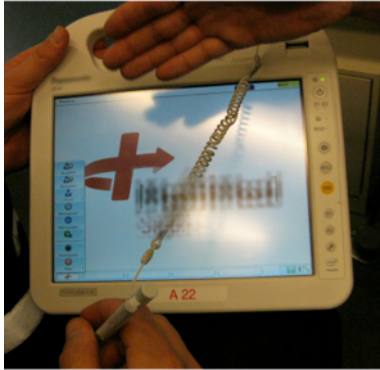
The elements of a pilot implementation

- *A field test of a properly engineered, yet unfinished system, in its intended environment, using real data, and aiming – through real use experiences - to explore the value of the system, improve or assess its design, and reduce implementation risks.*
- A supplement that builds on rather than subsumes development activities of a full ISD project

Areas of work infrastructures

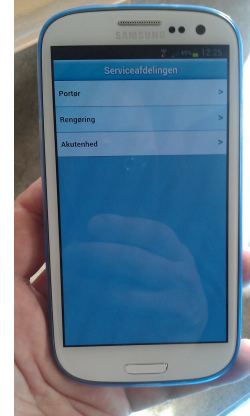
- Work infrastructures (Hanseth & Lundberg, 2001)
- The long now (Ribes & Finholt, 2009)
- Project time and infrastructure time (Karasti, 2010)
- Points of infrastructure (Pipek & Wulf, 2009)





The PPR project

- Documenting patient treatment
- Paramedics (and clinical staff at the emergency departments)
- Development of an Electronic ambulance record (commercial system)
- Sharing of information with ED staff
- Development in DK and SE
- One month of pilot use



The porter project

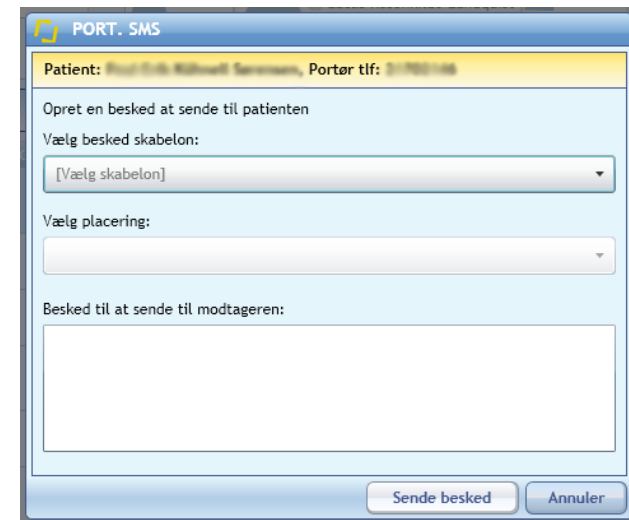
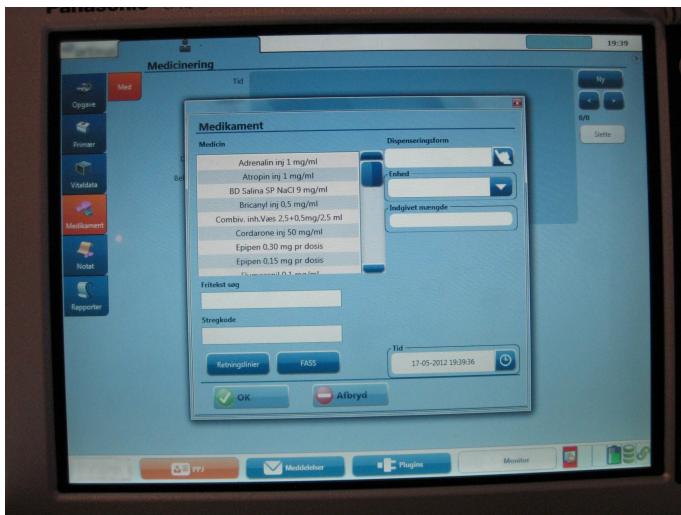
- Coordinating patient transport
- Porters and nurses
- Development of a handheld version of an electronic whiteboard system (in use in the hospital)
- Supporting communication between porters and nurses
- Development in NO
- Three weeks of pilot use

The PPR project

- Product name versus generic name
- Towards a standardized registration of medication

The porter project

- From one-way communication to dialog
- Shared responsibilities and empowerment of the porters



Thank you for your attention!

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