# 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

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# 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:
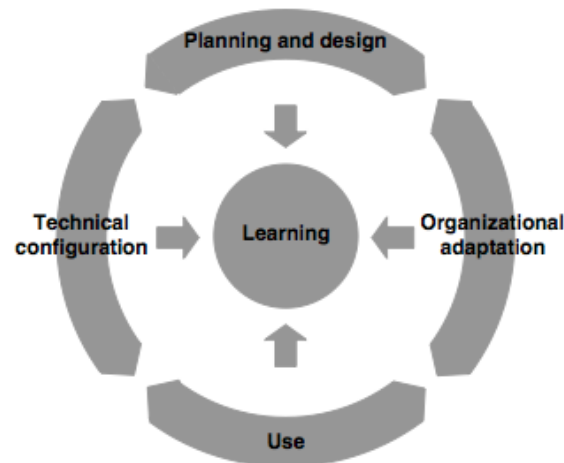
- **Challenge 1: The temporal challenge of developing work infrastructures**
    - **The tension between work of today and a desired future (Ribes & Finholt, 2009).**
    - **The tension between short-term project time and long-term infrastructure time (Karasti et al., 2010).**

- **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?**

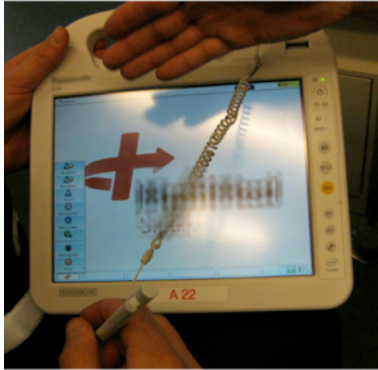# Pilot implementation as an Approach to Infrastructure

## 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
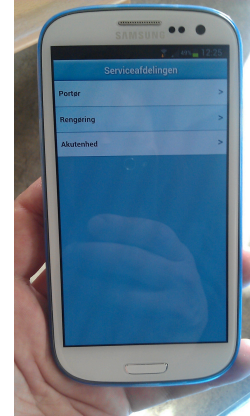
## Areas of work infrastructures

- Work infrastructures (Hanseth & Lundberg, 2001)

- The long now (Ribes & Finholt, 2009)

- Project time and infrastructure time (Karasti, 2010)

- Points of infrastructure (Pipek & Wulf, 2009)



(From Hertzum et al. 2012)

# Pilot implementation as an Approach to Infrastructure

| 1. Purpose of the paper | 2. Theoretical foundation | **3. Cases** | 4. Finding |



The PPR project



The porter 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
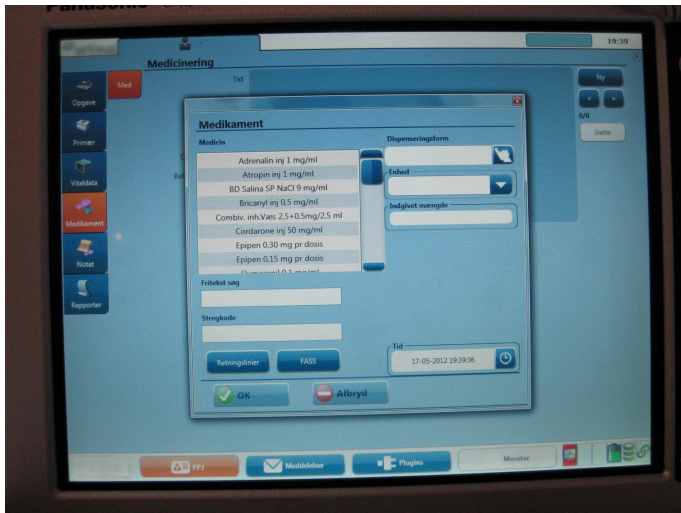- Development in DK and SE
- One month of pilot use

- 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
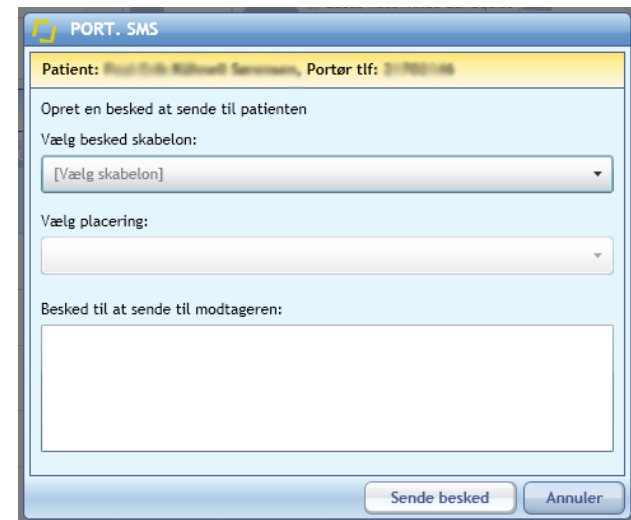- Development in NO
- Three weeks of pilot use

# Pilot implementation as an Approach to Infrastructure

## 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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