

Pilot Implementations as an Approach to Infrastructure

Experiences from Two Cases Within Healthcare

Manikas, Maria Ie; Torkilsheyggi, Arnvør Martinsdóttir á

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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:

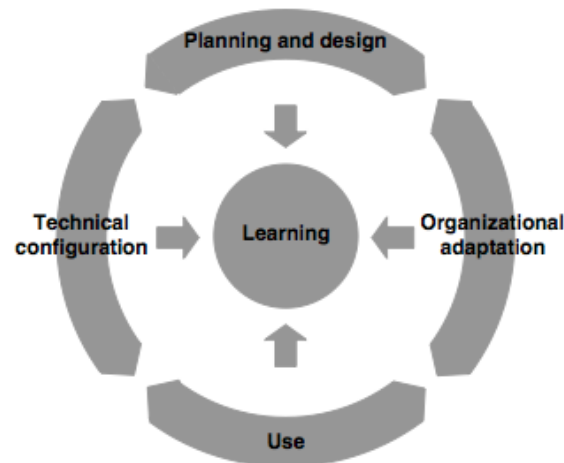
- **Challenge 1: The temporal challenge of developing work infrastructures**
 - The tension between work of today and a desired future (Ribes & Finholt, 2009).
 - The tension between short-term project time and long-term infrastructure time (Karasti et al., 2010).
- **Challenge 2: Methodological challenges 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?

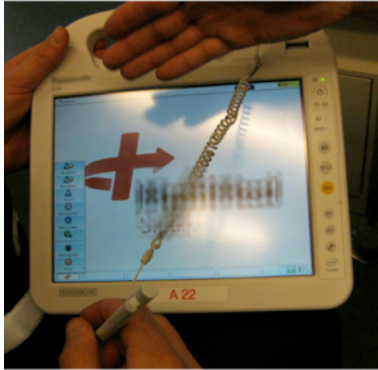
The elements of a pilot implementation

- *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

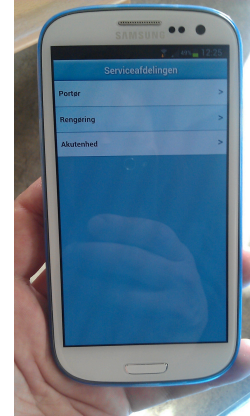
- Work infrastructures (Hanseth & Lundberg, 2001)
- The long now (Ribes & Finholt, 2009)
- Project time and infrastructure time (Karasti, 2010)
- Points of infrastructure (Pipek & Wulf, 2009)





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

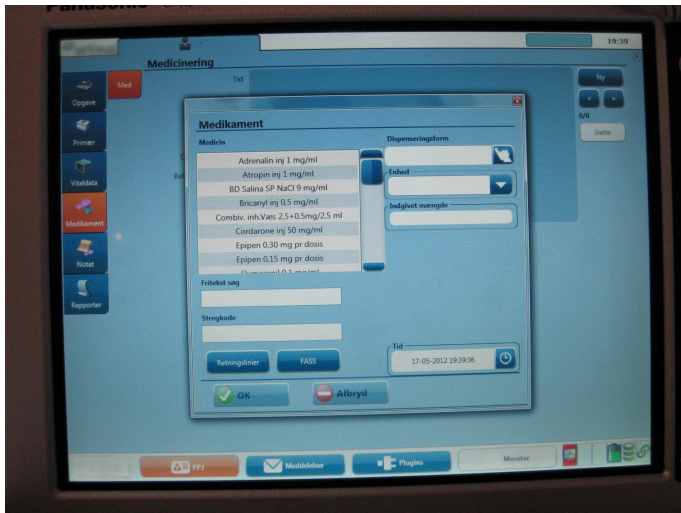


The porter project

- 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

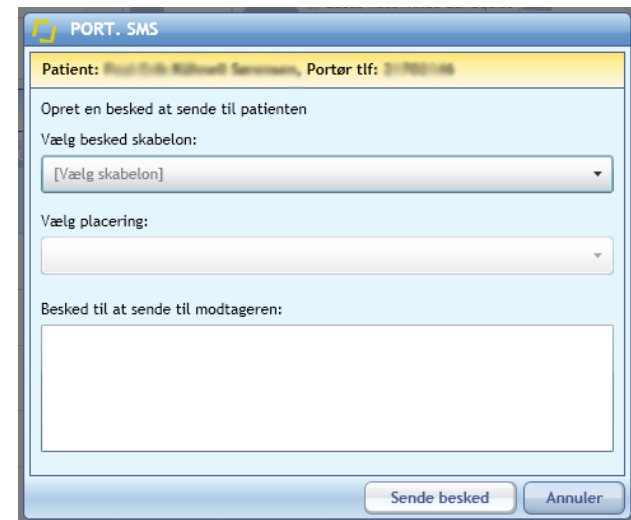
The PPR project

- 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!

Maria Ie Manikas (mariaie@ruc.dk)
Arnvør á Torkilsheyggi (arnvoer@ruc.dk)