Pilot Implementations as an Approach to Infrastructure
Experiences from Two Cases Within Healthcare
Manikas, Maria Ie; Torkilshegygi, Arnvör Martinsdóttir á

Publication date:
2014

Document Version
Peer reviewed version

Citation for published version (APA):

General rights
Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain.
- You may freely distribute the URL identifying the publication in the public portal.

Take down policy
If you believe that this document breaches copyright please contact rucforsk@ruc.dk providing details, and we will remove access to the work immediately and investigate your claim.
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)