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:

1. **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).

2. **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)

(From Hertzum et al. 2012)
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4. Finding

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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