

User Participation in large-scale health care IT systems

Presentation of a Ph.D. by
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- A case study of participatory activities conducted as part of an ongoing electronic health record (EHR) system implementation in the central region of Norway
- Looked at with “Participatory Design (PD) lenses”
 - “The willingness of the project to include health professionals from all levels”
 - Lacks the intimacy and the tacit factor of the smaller PD projects

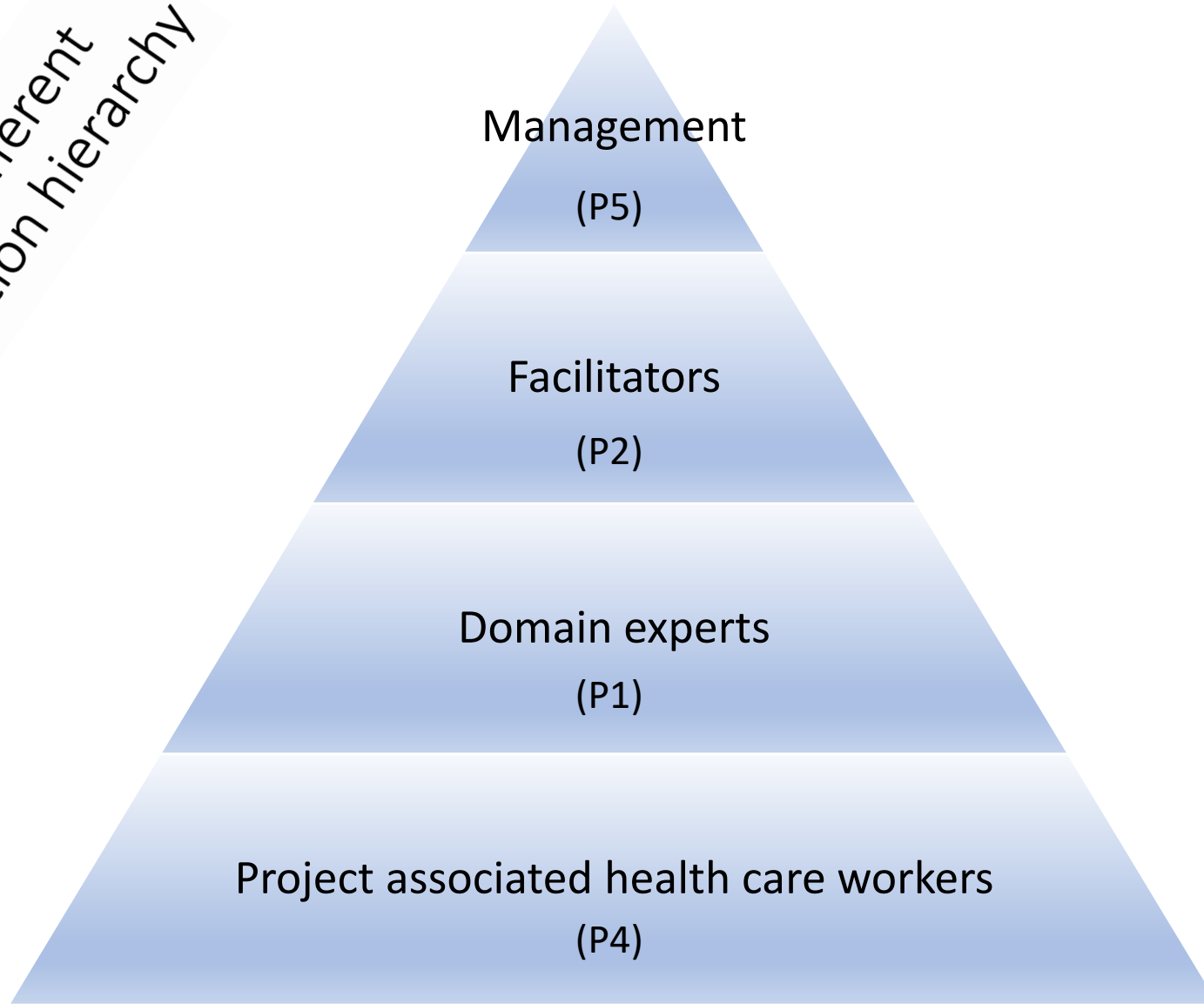
Research questions for my PhD

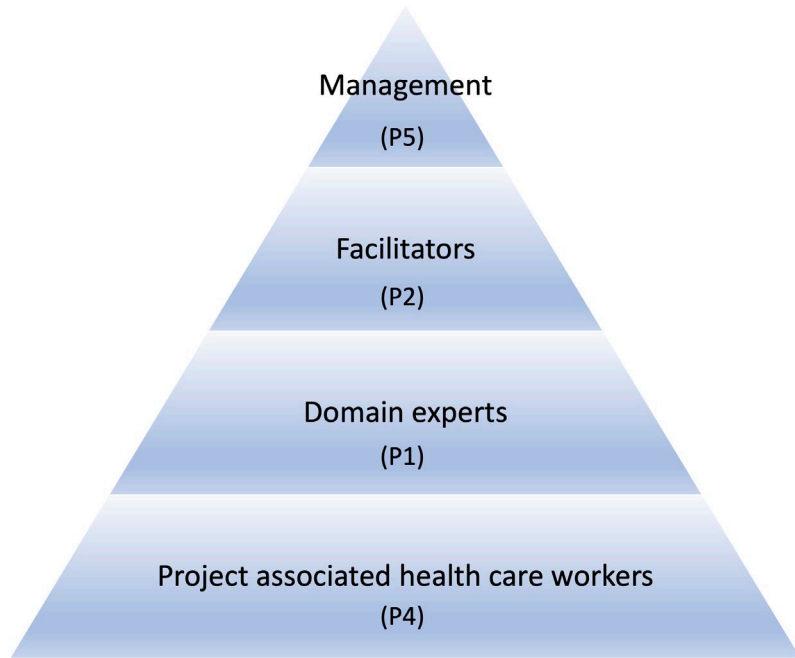
RQ1: Which challenges are participatory design facing on different levels of large-scale IT project organizations?

RQ2: How is participation shaped and constrained by circumstances of large-scale IT projects?

RQ3: To what extent do identified structural challenges and constraints on participation meet or break with (traditional) core PD principles?

My PhD research addressed at different levels of the project organization hierarchy



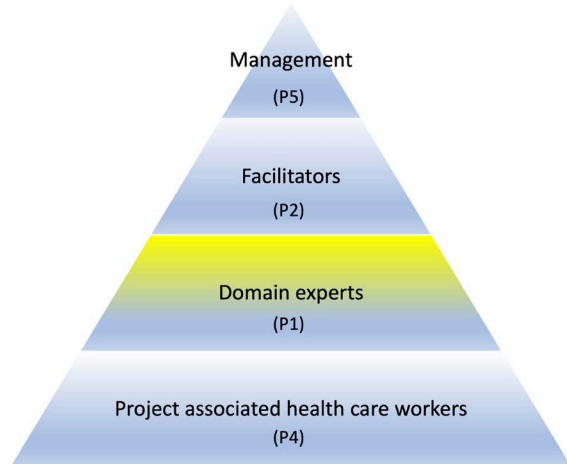


Publication	Title	Type	Publication channel	Due date	Status
P1	Understanding the Impact of Boundary Conditions on Participatory Activities. Lessons from a Large-Scale IT Project in Health Care	Research paper	NordiCHI 2020	20.04. 20	Published
P2	A Comparison of Facilitators' Views on The Participatory Process, Personal Role and Practice	Research paper	Interact 2021	27.01.21	In progress (Draft 80% complete)
P3	Participatory Design in large-scale IT-projects. A Systematic Literature Review	Systematic literature review	CSCW	15.06.21	In progress (Initial screening conducted. Included studies currently being categorized)
P4	User Representatives' Reflections on their own Role and Practice	Research paper	CoDesign	15.08.21	Not started (Empirical data lacking)
P5	The Managements' Reflections on User-Participation	Research paper	PDC 2022	15.12.21	Not started (Empirical data lacking)

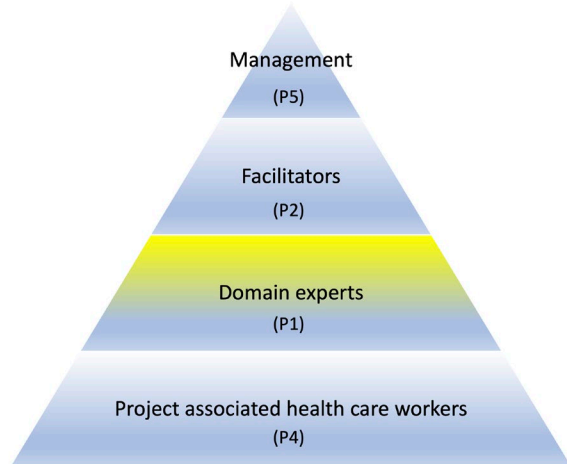
P1:

Understanding the Impact of Boundary Conditions on Participatory Activities. Lessons from a Large-Scale IT Project in Health Care

RQ: How is participation shaped and user impact constrained by the boundary conditions of participatory activities in large-scale IT projects?



P1: Understanding the Impact of Boundary Conditions on Participatory Activities. Lessons from a Large-Scale IT Project in Health

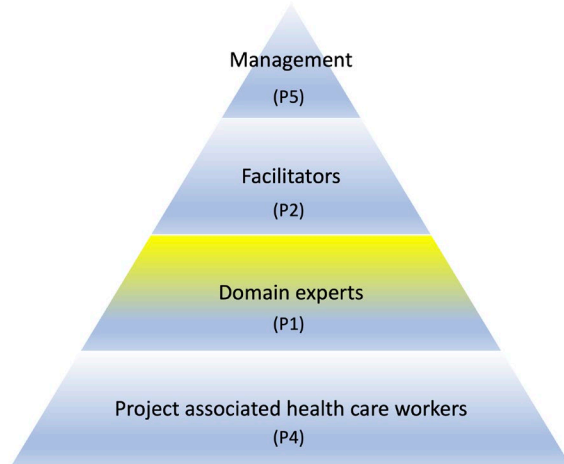


P1: Understanding the Impact of Boundary Conditions on Participatory Activities. Lessons from a Large-Scale IT Project in Health

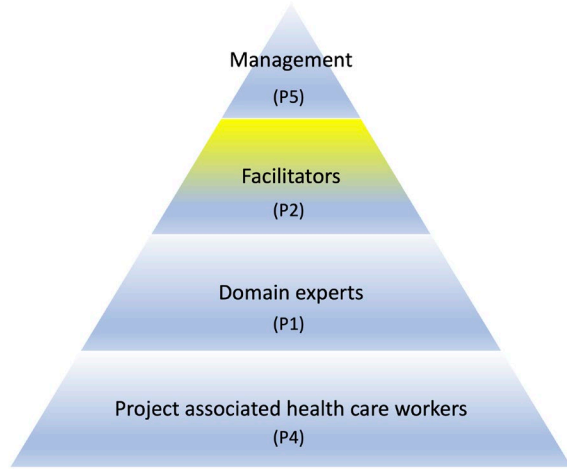
Lesson 1: Make the Boundary Conditions Explicit

Lesson 2: Plan for Reflections on the Process

Lesson 3: Plan for Peer Interaction between Domain Experts

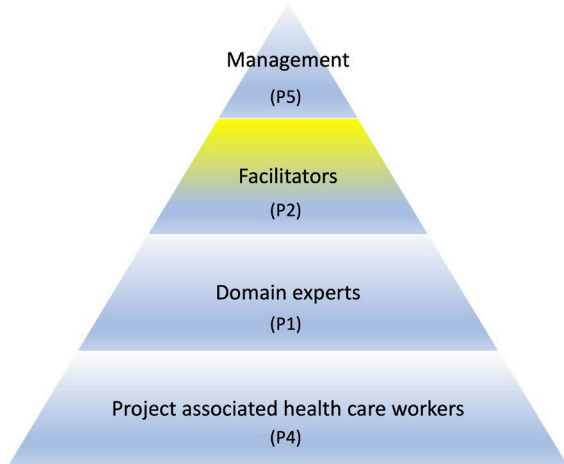


P2: A Comparison of Facilitators' Views on The Participatory Process, Personal Role and Practice



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- *RQ: How do facilitators of participatory activities regard (i) the design process (ii) the facilitator role, and (iii) their personal facilitation practice?*



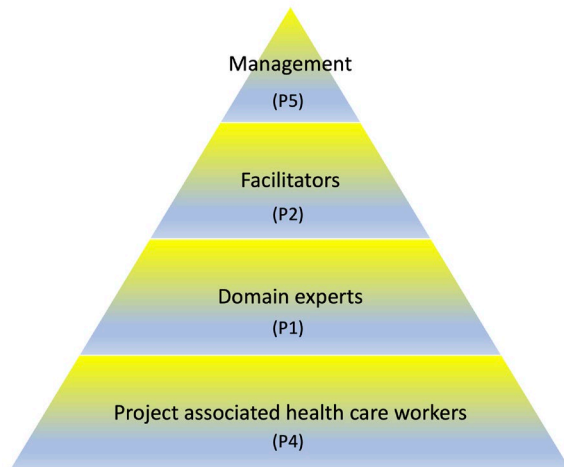
- *Novelty:* It is common to discuss heterogeneity in the group of stakeholders to be facilitated. It is less focus on heterogeneity among those who are set to facilitate the activities.

P3: Participatory Design in large-scale IT-projects. A Systematic Literature Review

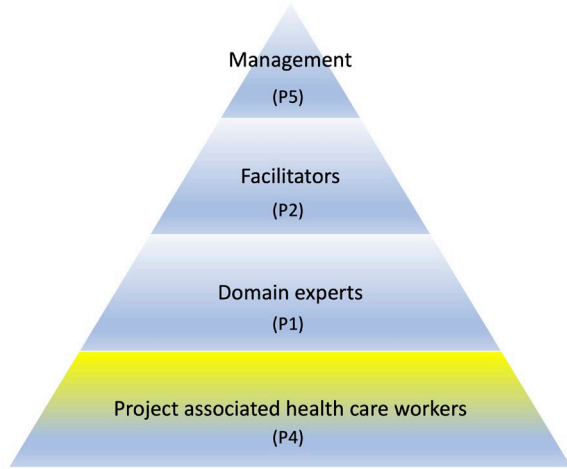
RQ1: What are key methodological challenges that arise when PD is applied in large-scale design contexts?

RQ2: How can PD accommodate the above challenges?

RQ3: To what extent do the suggested remedies meet or break with (traditional) core PD principles.



P4: User Representatives' Reflections on their own Role and Practice



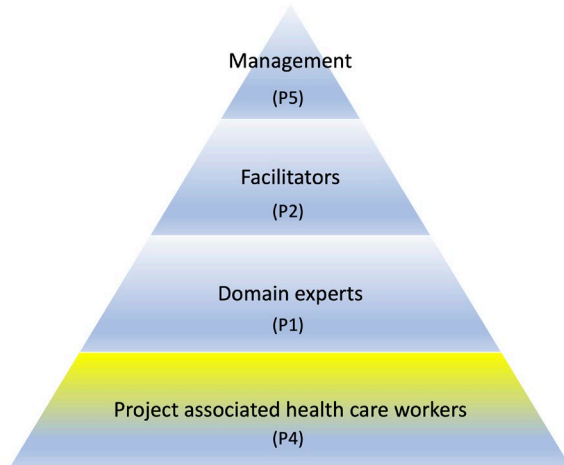
P4: User Representatives' Reflections on their own Role and Practice

RQ1: How subject matter experts (SME) perceive their own roles as user representatives

RQ2: investigate measures taken by these SMEs in the project to involve local colleagues outside the formal project organisation

RQ3: investigating how the measures taken by SMEs are perceived by the involved colleagues

RQ4: investigating how the SMEs and the involved colleagues assess their influence on the design decisions in the project



P5: The Managements' Reflections on User-Participation

