

**Invitation to PhD defense of the dissertation:**

# STEWARDED INFORMATION TECHNOLOGY AND SYSTEMS IN HOSPITALS

**By Lone Stub Petersen**

A case study of information  
technology and systems  
support practices in the  
North Denmark Region

## **The Defense will take place on:**

Friday February 3th, 13.00 on Fibigerstræde 13, room 51, Aalborg.

After the defense the Department of Development and Planning will host a reception.

## **Assessment Committee:**

Senior Researcher Åke Walldius, Royal Institute of Technology, KTH

Head of section Karen Marie Lyng, Enhed for Klinisk Kvalitet, Region Hovedstaden

Professor Arne Remmen, Aalborg Universitet (chair)

## **Moderator of the Defense:**

Associate Professor Mona-Lisa Dahms, Aalborg University

## **Supervisors:**

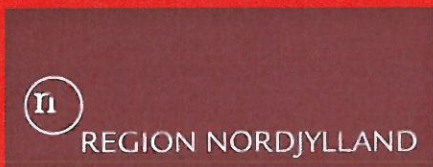
Associate Professor Pernille Bertelsen

Professor Christian Nøhr

## **Questions can be directed to:**

Lene Sømod Flou on Tlf: 9940 9880 or e-mail: lenesf@plan.aau.dk

**The PhD study was supported by:**



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## SUMMARY: STEWARDING INFORMATION TECHNOLOGY AND SYSTEMS IN HOSPITALS

### A case study of information technology and systems support practices in the North Denmark Region

The dissertation being presented at this defense explores the phenomenon of support in hospitals from a variety of perspectives.

#### Research Question:

The research question of the dissertation consists of two parts:

- What is ITS-support in hospitals in the North Denmark Region, and what models of support are used?
- What models of ITS-support are useful in and can assist hospital practices?

#### Case study:

The methodological approach of the dissertation is a qualitative exploratory case study. Through the case study, insights are provided into the diverse and complex field of ITS-support in the hospitals of the North Denmark Region, and into the models used in structuring this work. The different roles that support play in the organization as technical support, user support and local support are explored and provide a basis for identifying needs in relation to supporting information systems in hospitals on both a local and centralized level.

Further, the theoretical reflections in relation to support, infrastructure, learning, and redesign are instrumental in expanding the understanding of support work not just as maintenance but as an important factor in organizational development.

#### Stewarding:

The detailed understanding of support work practices in the hospitals of the North Denmark Region is used to develop a framework for ITS-support. This framework is termed HIT-stewarding (Health IT Stewarding) and highlights crucial aspects of learning and redesign in local/situated hospital practices, which are needed to support the complex ITS-infrastructures that are becoming increasingly central to hospital practices. This perspective emphasizes the importance of local HIT-stewards who can mediate between the IT-department and local practices and can provide the basis for systems and organizational redesign. In this respect the framework can be said to fill out an identified gap in the current support models and structures.

#### The main contributions of the study are:

- Emphasis on the importance of appropriate support structures for the function of information technology and systems infrastructures in hospitals
- Highlighting situated and organizational learning as a key aspect of support work
- Emphasizing redesign of systems as well as organizational practices as a key concept for supporting and developing structures for organizational development in relation to information technology and systems in hospitals
- A framework for support (HIT-stewarding) that emphasize learning and redesign aspects of information technology and systems in hospitals.

The PhD study was supported by:

