About the Authors

**Ton A. M. Spil** (1964) is teaching in the area of business information systems at the University of Twente, The Netherlands. In 1988 he finished his master’s degree in computer science and started his own company consulting big firms on strategic information systems planning. In 1996 he finished his PhD thesis on the effectiveness of these plans, and after that he specialized in the application area of healthcare and professional organizations. In 2000 he was project manager on a big e-health research project on electronic prescription systems for general practitioners. He edited a book titled *Strategies for Healthcare Information Systems* published by Idea Group Publishing in 2001 and chaired the healthcare track on several major conferences on information systems. He sits in the organizing committee of the European Conference on Information Systems and in the program committee of the American Conference of IS. The main subject of research in 2003 is the governance and interorganizational aspects of information strategy and user satisfaction of IT in healthcare (USE IT).

**Roel W. Schuring**’s entire academic career is focused around the effective organization and change of primary processes. He started in Geneva for the International Labour Office (1987), where he studied the effects of assembly automation on the occupational structure of assembly work. Later, he broadened his scope and included other dimensions of optimal organization of assembly work. During the 1990s he mainly worked on the effective organization and introduction of programs for continuous improvement in organizations. Since 1998 he has worked for the healthcare management department. The two areas of interest of his group are the effective
organization of healthcare processes and the effective introduction of new technologies in healthcare processes. These technologies include both information technologies and medical technologies. Dr. Schuring works as a part-time consultant for major industrial companies in the field of operations strategy. Since October 1, 2004, he has worked as a manager in a hospital in The Netherlands.

* * *

**Elske Ammenwerth** is assistant professor and head of the research group assessment of health information systems at the University for Health Sciences, Medical Informatics and Technology (UMIT) in Innsbruck, Austria. Between 1997 and 2001, she worked as a research assistant at the Institute for Medical Biometry and Informatics at the University of Heidelberg, Germany. Her research comprises methodological and practical issues in the evaluation of various components of hospital information systems. She is head of the working group Assessment of Health Information Systems of the European Federation for Medical Informatics (EFMI).

**Thomas Bürkle** is deputy head of medical informatics at the department of medical informatics and biomathematics of Muenster University, Germany. He is head of clinical information systems and member of the IT directorate of the University Hospital. Thomas Bürkle graduated in 1988 in medicine at Tuebingen University and received his PhD in 1989. After several years in general surgery and orthopaedics, he earned an additional informatics degree and started his medical informatics career at Giessen University. There he received the venia legendi in 2001. Thomas Bürkle is member of IMIA nursing informatics SIG and secretary of EFMI WG 5. He served in various working groups of the German Medical Informatics Association.

**William R. Chismar** is the acting associate dean for the College of Business Administration at the University of Hawaii, USA, where he is also a professor of information technology management and an adjunct professor in the John A. Burns School of Medicine. He served six years as the chair of the Department of Information Technology Management. His research focuses on medical informatics and the organizational impacts of information technology, with current projects on the economic evaluation of hospital information systems,
the adoption of electronic medical record systems, and the use of the Internet in pediatrics. He has taught courses in the management of information systems, medical informatics, electronic commerce, database management, and telecommunications. He served on a research review committee for the National Institutes of Health’s National Library of Medicine. He founded and chairs the Information Technology in Healthcare track at the Hawaii International Conference on System Sciences.

**Jean-Paul Fortin**, for more than 15 years has leads a research/evaluation team on health information and communication technologies adoption and diffusion. Medical specialist in community health, full professor at the Department of Social and Preventive Medicine at Laval University, Canada, senior medical advisor at the Quebec National Institute of Public Health and the Regional Office of Public Health, researcher/evaluator at the Quebec University Hospital Research Center, Dr. Fortin is also interim medical coordinator of the Quebec Telehealth Network. He has held direction functions at the Ministry of Social Affairs and at the Quebec Regional Board of Health and Social Services. He was senior technical advisor at the European Regional Bureau of the World Health Organization, special advisor at the Quebec Inquiry Commission on Health and Social Services, and expert-member at the Federal, Provincial and Territorial Advisory Committee on Population Health.

**Elie Geisler** is professor and associate dean for research at the Stuart Graduate School of Business, Illinois Institute of Technology, USA. He holds a doctorate from Northwestern University. Dr. Geisler is the author of over 90 papers in the areas of technology and innovation management, the evaluation of R&D, science and technology, and the management of healthcare and medical technology. He is the author of eight books, including *The Metrics of Science and Technology* (2000), and *Creating Value with Science and Technology* (2001). He consulted for major corporations and for many U.S. federal departments, such as Defense, Agriculture, Commerce, EPA, Energy, and NASA. His forthcoming book is *The Structure and Progress of Knowledge*.

**Stefan Gräber**, after studying mathematics, physics, informatics, and medicine, and doctorate in medicine Stefan Gräber was the head of a university computer centre for several years. Since 1992 he has been working at the
department of medical biometry, epidemiology and medical informatics of the University of Saarland, Germany. He is the head of the department for clinical information services. His research activities concern hospital information systems, especially the information management, the evaluation of health information systems, and computer-based training in medicine.

**Brian N. Hilton** is a research fellow at the Claremont Information and Technology Institute, School of Information Science, Claremont Graduate University, USA. His research interests include geographic information systems, spatial decision support systems, open source software, and information system development. He received a PhD and a MS in management information systems from Claremont Graduate University and a BA in economics from the Richard Stockton College of New Jersey.

**Thomas A. Horan** is associate professor in the School of Information Science and Director of the Claremont Information and Technology Institute (CITI) at the Claremont Graduate University (CGU), USA. Dr. Horan’s research addresses the planning and assessment of information technology systems, focusing on three substantive areas: healthcare informatics, community informatics, and digital infrastructures. This research has been reported in a wide variety of journals, including the *Information Systems Frontiers, Communications of the ACM; Knowledge, Technology and Policy*, and *Journal of Urban Technology*. His most recent book, *Digital Infrastructures* (edited with Rae Zimmerman) was published by Routledge Press in Fall 2004. Dr. Horan has both his master’s and doctorate degrees from CGU.

**Carola Iller** studied educational and political science at the universities of Heidelberg and Bremen, Germany. From 1992 to 2000, she was research assistant at the University of Bremen, where she got her PhD in 1999. Since 2000, she has been assistant professor in the institute for educational science at the University of Heidelberg.

**Bonnie Kaplan** is on the faculty of Yale University, USA. She is at the Yale Center for Medical Informatics and a faculty affiliate of the Information Society Project at the Yale Law School. She also is a senior scientist at Boston University’s Medical Information Systems Unit, and President of Kaplan
Associates. She specializes in evaluation, change management, benefits realization, and clinician and patient use of information technology. Author of numerous publications, she consults internationally for medical centers, government agencies, healthcare organizations, firms in the healthcare industry, and university advisory boards. She chairs the International Medical Informatics Association Working Group 13 on Social and Organizational Issues. In 2001, she co-founded and now chairs the Yale University Interdisciplinary Bioethics Project Research Working Group on Technology and Ethics and the Whitney Humanities Center Working Group on Science, Technology, and Utopian Visions. She holds a social science PhD from the University of Chicago and an interdisciplinary BA degree in mathematics and computer science from Cornell University. She is a Fellow of the American College of Medical Informatics and the recipient of the AMIA President’s Award. She taught a variety of information systems courses in business administration and hospital administration programs at several universities. She currently teaches in the Medical Informatics postdoctoral program and in undergraduates program at Yale University.

**Lise Lamothe** is an associate professor at the health administration department of Montreal University, Canada. She received her PhD from McGill University in Montreal. Her research focuses on the governance and transformation of healthcare organizations. More specifically her research focuses on the professional dynamics prevailing to the transformation of healthcare organizations, the formation of integrated delivery systems, including the influence of IT on their formation. She is also interested on the policy implications of her research findings.

**Liette Lapointe** is currently an assistant professor at the Faculty of Management at McGill University. She holds an MSc in healthcare administration from the Faculty of Medicine at Université de Montréal, Canada, and a PhD in administration (information systems) from HEC Montréal. Dr. Lapointe’s research interests concern resistance to information technology and the implementation of information systems in the healthcare industry.

**Mirjan (MJ) van der Meijden**. The main field of interest of Mirjan van der Meijden is effective support of healthcare work, including communication, with ICT solutions for electronic record keeping. She is currently working at the ICT
About the Authors

Margreet B. Michel-Verkerke. After her graduation as a physician, Margreet Michel-Verkerke (1957) spent 13 years on teaching nurses and doctors assistants. During this period she developed an interest in the application of information and communication technology in education. She started to study computer science at the Open University. In 2000 she continued her studies at the University of Twente, which resulted in her graduation as an MSc in business information technology in November 2003. From 1998 she worked as a project manager in the area of e-learning in vocational education. She decided to switch to the application of ICT in healthcare in 2001, when she became a research assistant at the University of Twente, The Netherlands. Her main fields of interest are the improvement of care processes by the enhancement of cooperation and coordination by use of ICT, and the electronic patient record.

Pirkko Nykänen is currently employed as acting professor in information systems in Tampere University Department of Computer Sciences, Finland. She has a long history in R&D in health informatics domain: From 1975 to 2002 she worked as senior researcher at the Technical research Centre of Finland Medical Engineering Laboratory. Since then she has been working as a development manager in the National Research and Development Centre for Welfare and Health. She has been working as visiting researcher in Lille University, France, and in the Pennsylvania State University, USA. She has been involved in many EU R&D projects, has worked as expert for IST e-health projects, and as reviewer for scientific journals and conferences. She has 120 publications in the medical and health informatics domain.

Reetta Raitoharju is a researcher in Turku School of Economics and Business Administration, Turku. She received her master’s degree in 2003 and made her thesis work about the connections between the use of information systems and job satisfaction in Finnish social and healthcare. After graduating, she started her doctoral studies in Turku Centre for Computer Science. Her field of interest in research is the use of healthcare information systems from the
perspective of personnel. Currently she is working on a research project about IT-related stress in social and healthcare sectors in Finland.

**Jonathan L. Schaffer** is managing director of e-Cleveland Clinic at The Cleveland Clinic, USA, where he is also a staff member in the Adult Reconstruction Section and the Orthopaedic Research Center in the Department of Orthopaedic Surgery. Dr. Schaffer graduated from Case Western Reserve University School of Medicine, completed his orthopaedic surgery residency at the University of Pennsylvania, and then completed a fellowship in adult reconstruction at Brigham and Women’s Hospital and a research fellowship at Boston Children’s Hospital, both at Harvard Medical School. Dr. Schaffer also holds a MBA from the Kellogg School of Management at Northwestern University.

**Reima Suomi** has been a professor of information systems science at Turku School of Economics and Business Administration, Finland, since 1994. He is a docent for the universities of Turku and Oulu, Finland. Years 1992-93 he spent as a *Vollamtlicher Dozent* in the University of St. Gallen, Switzerland, where he led a research project on business process reengineering. Currently he concentrates on topics around management of telecommunications, including issues such as management of networks, electronic and mobile commerce, virtual organizations, telework, and competitive advantage through telecommunication-based information systems. Different governance structures applied to the management of IS and are enabled by IS also belong to his research agenda, as well as application of information systems in healthcare. Reima Suomi has over 300 publications, and has published in journals such as *Information & Management*, *Information Services & Use*, *Technology Analysis & Strategic Management*, *The Journal of Strategic Information Systems*, and *Behaviour & Information Technology*. For the academic year 2001-2002 he was a senior researcher *varttunut tutkija* for the academy of Finland. With Paul Jackson, he has published the book *Virtual Organization and Workplace Development*, with Routledge, London.

**Bengisu Tulu** is currently a doctoral student in management information systems at the School of Information Science at Claremont Graduate University, USA, where she also presently works as a research associate in the
Network Convergence Laboratory. Her research interests include voice/video over IP, security, and medical informatics. She is currently working on speech and video quality assessment for telemedicine applications and digital signatures in the healthcare domain. Ms. Tulu received her master’s degree in management information systems from Claremont Graduate University. Earlier she received a master’s degree in information systems and a bachelor’s degree in mathematics from Middle East Technical University, Turkey.

**Pekka Turunen** holds the research director position of the Social and Health Information Technology Research Unit (Shiftec) at the University of Kuopio in Finland. He received his PhD from the Turku School of Economics and Business Administration in the Evaluation of Healthcare Information Systems, which has been his primary research interest in addition to management of ICT. He has been an honorary visiting research fellow in several research groups around Europe, including MIG in the University of Manchester and Department of Medical Informatics of University Maastricht.

**Sonja Wiley-Patton** is an assistant professor of information systems and decision sciences at Louisiana State University in Baton Rouge, Louisiana, USA. Dr. Wiley-Patton is a KPMG Doctoral Fellow and received her PhD in communications and information sciences at the University of Hawaii in Honolulu, Hawaii. Her research interests include the adoption and diffusion of integrated clinical information systems, medical, clinical and bio-informatics, information technology acceptance, and the social impact of information technology diffusion among underrepresented populations and within nonindustrialized countries. Dr. Wiley-Patton has taught courses in the management of information systems, the management of information resources, and the organizational and social impacts of IT adoption. Dr. Wiley-Patton received a 2004 National Science Foundation Information Technology Resource (ITR) grant to study information technology adoption behavior of healthcare professionals.

**Nilmini Wickramasinghe** is an assistant professor in the Computer and Information Science Department at the James J. Nance College of Business Administration at Cleveland State University, Ohio, USA. She teaches IS at the undergraduate and graduate levels in the areas of knowledge management as well as e-commerce and m-commerce, IT for competitive advantage orga-
zational impacts of technology and health care issues. In addition, Dr. Wickramasinghe teaches and presents regularly in many universities in Europe and Australia. She is currently carrying out research and is published in the areas of management of technology, in the field of health care as well as focusing on IS issues especially as they relate to knowledge work and e-business. Dr. Wickramasinghe is honored to be able to represent the US for the Healthcare Technology Management (HCTM) Association (URL http://www.hctm.net/Conferences/2003/Conference_2003.html).