About the Contributors

**Vaughan Michell** is an Informatics Lecturer and Business Technology Consulting Programme Director within the Informatics Research Centre at Henley Business School. He is an honorary Senior Lecturer in Health Informatics at the Royal Berkshire Hospital. He supervises four PhD students in health informatics and has produced papers covering health informatics and semiotics, patient safety, clinical pathways, medical device capability, and cognition. Research interests focus on man-machine interaction: semiotics, affordance and human and machine capability, knowledge-intensive processes and cognition, device design and invention. Vaughan has a BSc in mechanical engineering from UCL, an MBA from Warwick University, and a D.Phil in Robotics Image Processing from Oxford University. Vaughan worked in process and systems design and change engineering as a Six Sigma black belt at Vosper Thornycroft, Andersen Consulting, Dun and Bradstreet, Citibank, Credit Suisse, Morgan Stanley, JP Morgan, and UBS, where he started research in knowledge-intensive processes. His specialist research areas are health informatics, knowledge intensive processes optimisation and design, and innovation informatics related to business technology, and product and process design.

**Deborah J. Rosenorn-Lanng** is the Director of Simulation and Health Quality Improvement at The Royal Berkshire NHS Foundation Trust (RBFT) (background as a Consultant Anaesthetist). She is a Visiting Professor in Health Informatics, Informatics Research Centre, Henley Business School, University of Reading, where her main area of research is Human Factors. She is a Visiting Lecturer with Keele University working in Virtual Reality Simulation for Non-Technical Skills in Inter Professional Education.

**Stephen Gulliver** received a BEng. (Hons) degree in Microelectronics, an MSc. degree (Distributed Information Systems), and a PhD in 1999, 2001, and 2004, respectively. Stephen worked within the Human Factors Integration Defence Technology Centre (HFI DTC), before getting a job as a lecturer at Brunel University (2005-2008). Now, as a lecturer within the Informatics Research Centre (IRC) within Henley Business School (Reading University), his personal research relates to the topic of pervasive Informatics. Dr Gulliver currently supervises research, including VR information acquisition, dynamic scene description, intelligent building and security systems, display adaptation, and content personalisation of multimedia perception.

**Wendy L. Currie** is Professor of Information Systems at Audencia, Nantes, School of Management, France. She is Editor-in-Chief of Health Policy and Technology. She combines academic, consultancy and charity roles. Her current research projects include cloud computing and mobile technology in healthcare. She developed the TEMPEST model, which uses quantitative measures and metrics for cross-national
comparative analysis of 28 EU Member states. She is actively working with the Healthcare Information Management Systems Society (HIMSS), where she is part of the organizing committee for workshops on mobile health. She holds a PhD in Management and a BSc in Sociology.

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Muna M. Alhammad is PhD researcher within the School of Business Informatics, Systems, and Accounting (BISA), Henley Business School, University of Reading. Her research interest revolved around the area of persuasive technology, behavioural change, human behavioural modelling culture, and technology adoption. She received BSc. degree in Information Systems (2007) from Imam Mohammad Ibn Saud University (Saudi Arabia) and an MSc. degree in Applied Informatics from Informatics Research Centre (2011), University of Reading.

Luke Bracegirdle is an experienced software developer, leading a team to develop virtual reality applications for healthcare education. He works for the School of Pharmacy at Keele University to develop interactive e-learning content for online delivery, mobile platforms, and innovative learning spaces for clinical simulation. His work to design the Keele Active Virtual Environment (KAVE) was shortlisted for the prestigious Times Higher Education awards for Outstanding ICT Initiative of the Year in 2013. He specialises in working with 3D digital animation teams to produce online resources for professional training, serious games, and virtual reality applications. His work in this field was recently was granted patent, for combining computer generated characters (“virtual patients”) with a natural language interface to simulate clinical consultations for healthcare training.

Lawrence Chidzambwa has conducted research on the application of technology in the health sector. His experience includes introducing cutting edge technology by GPs and the introduction of technology in mental health community teams. His major interest is the capturing and application of social factors obtained in telehealth and telecare domains and including these in the design of applications that are used in the health sector. He has journal and conference publications on the subject. He was awarded a PhD in Applied Informatics by the University of Reading in 2012. He is conducting further research on the subject whilst consulting in the health sector in British Columbia, Canada.

Ken Eason is Emeritus Professor at Loughborough Design School, Loughborough University, UK, and Senior Consultant at the Bayswater Institute in London. In a 32 year career at Loughborough University (1970-2002), his research focused on sociotechnical systems analysis and design in work organisations and in particular on their adoption of computer-based technologies. This included studies of the development and use of electronic patient record systems from early patient administration systems to the present day. In 2002, he became Director of the Bayswater Institute and worked on projects, particularly in the health service, to deliver electronic systems into work organisations. For the past 5 years, with Patrick Waterson, he has undertaken research into the design of electronic patient records for use in hospitals, in health agencies that need to share information across organisational boundaries and in the development of integrated health and social care for the elderly in the community.
Gheorghita Ghinea received the B.Sc. and B.Sc. (Hons.) degrees in computer science and mathematics, and the M.Sc. degree in computer science from the University of the Witwatersrand, Johannesburg, South Africa, in 1993, 1994, and 1996, respectively, and the Ph.D. degree in computer science from the University of Reading, Reading, UK, in 2000. He is a Reader in the Department of Computer Science, Brunel University, Uxbridge, UK. His current research interests include pervasive computing, telemedicine, quality of service, and multimedia resource allocation, as well as computer networking and security issues.

Tor-Morten Grønli is an Associate Professor of Computer Science at the Norwegian School of Information Technology, Oslo. He holds a PhD degree in Computer Science from Brunel University, UK, and his research interests span ubiquitous and pervasive computing and mobile software engineering.

Hubert Grzybek received a BSc. (Hons) degree in Information Technology, an MSc. Degree (Applied Informatics), and a PhD (Informatics) from the University of Reading in 2007, 2008, and 2012, respectively. His research interests include flexible software design, software development methodologies, and intelligent building systems. Hubert is currently employed in the software industry.

Jarle Hansen completed a B.Sc. degree in 2005 from The Norwegian School of Information Technology in Oslo, Norway. In 2007, he received his M.Tech degree from Brunel University, UK, with research focusing on mobile phones and wireless technology. In September 2007, he started working for Evry (previously EDB Business Partner), a Norwegian software company, as a developer and architect in the Financial Services department. He also completed his Ph.D. at Brunel University in 2012 focusing on mobile and pervasive computing.

Chris Hart received his BS in Electrical Engineering from The University of Tulsa in 2011. He received his Masters of Science in Electrical Engineering in 2013. His research is focused on the application of RFID in tele-medicine or e-health, specifically using RFID as a vehicle to transport medical information and provide for interoperability of medical data.

Peter J. Hawrylak is an Assistant Professor in the Electrical Engineering department at The University of Tulsa (TU), was chair of the AIM RFID Experts Group (REG) in 2012, and chair of the Healthcare Initiative (HCI) sub-group of the AIM REG. Dr. Hawrylak is a member of The University of Tulsa’s Institute for Information Security (iSec), which is a NSA (U.S. National Security Agency) Center of Excellence. Peter has eight (8) issued patents in the RFID space and numerous academic publications. Peter’s research interests are in the areas embedded system security, Radio Frequency Identification (RFID), the Internet of Things, embedded systems, and low power wireless systems. He is the Editor-in-Chief of the International Journal of Radio Frequency Identification Technology and Applications (IJRFITA) published by InderScience Publishers, which focuses on the application and development of RFID technology.

Melanie Humphreys is currently the director of Postgraduate Studies and Learning and Teaching within the School of Nursing and Midwifery at Keele University. These roles have always necessitated the wider collaboration and partnership working from all disciplines within the faculty of health and
senior NHS Trust education and simulation leads. She has developed and led the school’s blended learning and simulation strategy and liaised to develop a wider faculty simulation strategy (which has included developing national and international project/research partners). She has extensive experience of working within clinical skills and simulation and has taken several lead project roles within the theme of simulation, which have involved furthering the developing pedagogy of simulation, including the delivery of an inter-professional immersive virtual ward teaching collaboration used for facilitating the development of non-technical skills – thought to be the first in the country. She has a commitment to furthering the development of the pedagogy of simulation and has over 13 years’ experience within Higher Education and particularly the development of learning and teaching pedagogy within a healthcare environment. She has a high profile for publication and conference presentations. Major roles have included: Educational Consultant to the Resuscitation Council (UK) and Advanced Life Support Group (ALSG), and the secondment to the Higher Education Authority (HEA) and Association for Simulated Practice in Healthcare (ASPiH) National Simulation project as a Simulation Development Officer to enable and enhance the status of simulation, sharing of knowledge, expertise, and educational innovation across all fields of healthcare, and the advancement of standards for professional practice, through the collaborative growth of quality indicators.

Sarahjane Jones is a Doctoral Researcher at the University of Warwick and a Research Fellow at Birmingham City University. She has an undergraduate degree in Medical Science (BMedSci) and has conducted her PhD in safety measurement in healthcare utilising mixed methods. Sarahjane’s health service research interests are varied and have led her being a Research Mentor for a local NHS Trust in which she currently supports a quantitative project examining the relationship between pressure ulcers and undiagnosed peripheral arterial disease, and a qualitative project on the effectiveness of an advance care plan booklet. Sarahjane is also a member of a Health Research Authority Research Ethics Committee. Sarahjane is actively involved in the activities of the International Society for Quality in Healthcare: writing blogs and case studies for the education programme as well as being a member of the Special Interest Group, social care for older adults.

Uday B. Joshi is a financial analyst. Mr. Joshi received a Bsc. (Hons) degree in Chemistry with Business Management, an MBA degree and an MSc. Degree (Business Information Management) in 2005, 2010, and 2012, respectively. He worked as a research scientist for the US Centers for Disease Control and Prevention, where he specialised in anti-malarial counterfeit drug detection. As part of his MBA degree, he wrote a business plan for a nursing home specifically targeted at the Indian community in London, England.

Basel M. Khashab earned a B.B.A degree from Aleppo University, Syria (2001-2006), and has worked as assistant lecturer in Management Information Systems at Damascus University, Syria, since 2009. He got a Master’s degree in Business Computing from the University of Hertfordshire, England (2010-2011). Mr. Khashab is currently a Ph.D. researcher at the Henley Business School, University of Reading, England. His research focus is on developing Customer relationship Management (CRM) strategy for UK Higher Education Institutions.
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Weizi Li is senior research fellow of Health Informatics in the Informatics Research Centre, Henley Business School in University of Reading. She plays a key role of supporting the research leadership in informatics and interdisciplinary collaboration with industry, especially in health informatics. She obtained her PhD in Information Management and Systems in 2011 from Beijing Institute of Technology, China. She was one of the systems architects in designing an integrated information system for digital hospitals, which was further extended to a number of major hospitals. She has experience in the design and implementation of adaptive and personalised clinical pathways, healthcare management system for the elderly, and intelligent pervasive healthcare systems. She is also a key contributor to the design of the CloudCare. Before joining the Informatics Research Centre at the University of Reading, she was systems analyst in Betsi Cadwaladr University Health Board (BCUHB), where she was responsible for a project on developing an integrated research governance system that supports the management of research projects across primary and secondary care in a largest NHS organisation in North Wales.

Shixiong Liu is a doctoral researcher in Informatics Research Centre, University of Reading. His research mainly focuses on evaluation of information systems integration specifically from a semiotic lens. He worked as technical consultant in systems for intelligent buildings prior to entering the PhD programme. He has participated in research projects in pervasive healthcare, care homes, and systems integration in hospitals.

Mairi Macintyre’s ability to meet the twin hurdle of academic novelty and relevance to practice has enabled her to repeatedly gain and sustain industry and public sector engagement in her research projects. Mairi has a large number of industrial contacts with whom, over the years, she has gained a great deal of credibility and trust. The leading organisations she is able to engage closely in her work include British Airways, IBM, NHS and Rolls-Royce Plc. She has many years’ experience as a principal lecturer, both leading and lecturing on courses around the world. Mairi led the development of the Service Management and Design MSc, which has seen interest from Hong Kong to Argentina and has relevance across a spectrum of sectors from care home providers to foundry workers and from British Airways to submarine developers.

Nada Nadhrah, after working as a assistant Laboratory Supervisor at Dr. Fakeeh Hospital (Jeddah, Saudi Arabia), gained a position as a Quality Management Specialist at King Fahad General Hospital; a role that she held for three and a half years. Nada was awarded an MSc in Health/Health Care Administration/Management, and an MSc in Management and Business Research Studies, from Kingston University, UK, in 2011 and 2012, respectively. Since 2012, Nada has been working as a PhD research within Henley Business School, University of Reading, looking at the issues of workarounds and patient safety.

Patrick Albert Palmieri serves as a Professor of Business Administration in the Center for American Education at the Universidad San Ignacio de Loyola (Peru), an Adjunct Professor in the Doctor of Health Sciences Program at A.T. Still University (USA), and an accreditation surveyor for the Accreditation Association for Ambulatory Health Care (AAAHC). Dr. Palmieri is a health services research and senior healthcare executive with 15+ years of domestic and international experience in health systems with varying degrees of vertical integration. As the Information Technology Fellow in Patient Safety and Quality Improvement at Duke University, Dr. Palmieri studied the impact of health information technology introduced into complex adaptive systems. Currently, he is completing post-doctoral studies.
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in Evidence-Based Health Care at the University of Oxford, focused on evidence-based management practices in health care organization such as implementing strategies from the Value-Based Health Care Delivery framework (Porter & Teisberg). Dr. Palmieri is a licensed registered nurse, Fellow of the American College of Healthcare Executives, and he maintains three board certifications: Certified Healthcare Executive, Certified Professional in Healthcare Risk Management, and Certified Professional in Healthcare Quality. He earned his D.H.Sc. in Global Health from A.T. Still University, an Ed.S. in Educational Technology from the University of Missouri, an M.S.N. in Acute Care Nurse Practitioner from Vanderbilt University, an M.B.A. and B.A. in Business Administration and Management from Saint Leo University.

Lori T. Peterson serves as an Assistant Professor of Health Care Administration in the Management department at Cleveland State University’s Monte Ahuja College of Business. She has earned a reputation for innovative teaching in her Strategic Management undergraduate capstone course, as well as in International Management and various healthcare courses developed for both graduate and undergraduate students. Dr. Peterson’s research focuses on technological innovations in healthcare (e.g., electronic health records, patient safety, quality, and safety culture). Her work has appeared in Health Care Management Review, Journal of the American Medical Informatics Association, and Journal of Medical Systems, in addition to Advances in Health Care Management. She earned a BS in International Business from the University of Denver, an MBA in International Management from the University of Dallas, and a Ph.D. in Management from Texas Tech University.

Milan Radosavljevic is Associate Professor in Construction Management, Director of Postgraduate Programmes, and Director of the prestigious MSc Project Management in the School of Construction Management and Engineering (SCME) of the University of Reading. Before joining the University of Reading, Dr Radosavljevic worked as a Demonstration Projects Coordinator for Scotland on behalf of the Communities Scotland and Constructing Excellence between 2003 and 2006, and as a Research Assistant at the Construction Information Technology Centre (CITC) of the University of Maribor in Slovenia where he administered the EU funded ITC Euromaster programme between 2001 and 2002. He was a PI on the KanBIM project, an international project involving researchers from the University of Reading and Technion in Israel aimed at developing a Building Information Modelling (BIM)-based lean production management system for construction jointly funded by the Innovative Construction Research Centre (ICRC) of the University of Reading and Tekla Oy, a major BIM software vendor from Finland. The initial yearlong project culminated in a paper published by Automation in Construction, where it has soon become the second most popular and downloaded research paper. He is currently an EngD supervisor for the EPSRC funded TSBE centre on a CIOB/ODA sponsored 2012 Olympics Legacy project and an academic supervisor to 3 PhD students.

Miguel Noe Ramirez Noeding is the Chief Executive Officer for Clinica Santa Isabel (Maternity Hospital in Lima, Peru) and an accreditation surveyor for the Accreditation Association for Ambulatory Health Care (AAAHC). He is a systems engineer with expertise in communication systems, computer programming, and system architecture design. In addition, he has extensive experience in health information technology and national technology policy in a developing country. Ing. Ramirez is known for innovative healthcare management strategies such as the development of a fully integrated health information system and an accreditation project that led to the first international healthcare facility ac-
creditations in Peruvian history. He has served on a variety of government healthcare committees in Peru, including the National Committee for Healthcare. In the Subcommittee on Healthcare Quality, he directly contributed to the creation of the national strategy for patient safety. He received his MBA from ESAN (Peru) and his Engineer degree in Systems from the FH Ravensburg-Weingarten (Germany).

**Natalia Serenko** is a Lecturer in the School of Social Work, Lakehead University, Canada. She holds an HBA in Psychology, HBSW, and MSW degrees. She also holds a Graduate Diploma in Health Services and Policy Research provided by the Ontario Training Center. Her research interests pertain to privacy in healthcare.

**Fotios Spyridonis** received the B.Sc (Hons.) degree in computer information systems from the University of Indianapolis (UIA), in 2005, and the M.Sc. degree in distributed information systems and the Ph.D. degree in computing from Brunel University, Uxbridge, UK, in 2006 and 2011, respectively. He is a Research Fellow in the Department of Computer Science, Brunel University, Uxbridge, UK. His current research interests include health informatics, 3-D visualization and virtual reality, assistive technologies, accessibility design and e-inclusion, human-computer interaction, e-infrastructures and services, and distributed and mobile computing.

**Chekfoung Tan** is a doctoral researcher in Informatics Research Centre, University of Reading. Her research area is in information architecture with an emphasis on healthcare organisations, especially for NHS hospitals in the UK. She graduated with first class honours in Computer Science degree at University Putra Malaysia, Malaysia, and with a distinction in the Master of Business Informatics at University of Reading. She has industrial experience as a business analyst working on a number of IT transformation and integration projects.

**Jasmine Tehrani** is a final year PhD student at the University of Reading, Health Informatics Research Centre. She received her MSc and BSc with higher distinction form Oxford Brookes University in 2010 and is a member of Health Informatics Forum within Henley business School since. Her research focuses on healthcare informatics, health research governance, knowledge-based systems, and organisational semiotics. She has published papers in healthcare informatics, organisational semiotics, and process management in multiple international academic journals and conferences. She builds and sustains collaborative relationships in academic and commercial context and works pro-actively with our industry partners, researchers, and funders. She has led a number hospital process management projects and is a member of Health Informatics Forum at the Henley Business School.

**Patcharin Wannatawee** received a Bachelor of Nursing in 1992 (Thailand), and a Masters degree of Nursing Science (Medical and Surgical Nursing) in 1998. As well as significant practice experience, Patacharin, between 1996 and present, has taught fundamental nursing, adult and gerontological nursing, and medical and surgical nursing methods as a nursing instructor.

**Patrick Waterson** is a Senior Lecturer in the Loughborough Design School at Loughborough University, UK, and a member of its Human Factors and Complex Systems Research Group. Earlier in his career, he was Research Fellow and MRC Scientist at Sheffield University (1992-2002) and Head of Department at the Fraunhofer Institute for Experimental Software Engineering (2002-2006). His research interests
are systems ergonomics and the systems approach to patient safety, human factors issues associated with safety culture, organisational change, and the use of technology in the healthcare industry. For the past five years, he has worked with Ken Eason on research into the design of electronic patient records for use in hospitals, in health agencies that need to share information across organisational boundaries and in the development of integrated health and social care for the elderly in the community.

**Isaac Wiafe** is currently a Lecturer and consultant within the School of Technology, GIMPA, Ghana. He obtained a BSc (Hons) in mathematics from the Kwame Nkrumah University of Science and Technology (Ghana) and an MSc degree in Applied Informatics from the Informatics Research Centre, University of Reading. His PhD was awarded in 2012 by the University of Reading. His research interests relate to persuasive technologies, behavioural and attitudinal change support systems, ubiquitous computing, adaptable systems, human-computer interaction.

**Kevin Yap** is an interdisciplinary researcher holding a joint appointment at the Department of Pharmacy, National University of Singapore, and the Academic Informatics Office, National University Health System. He is a registered pharmacist in Singapore and also has knowledge in digital media creation, Web databases, and data mining. His research interests span the whole digital healthcare innovation cycle through the development, utilisation, application, and/or evaluation of informatics, Internet, and other health-related technologies in various healthcare settings to enhance medications management in patients, as well as the flow of drug-related information and knowledge to healthcare professionals and patients. These include drug databases, mobile apps, prediction of adverse drug reactions, telemedicine and social media, virtual platforms and serious games, among others, to enhance health education, medicine use, and improve patient care and safety. His work has included research on the quality surveillance of ginsengs using infrared technologies and the application of pharmaco-informatics to identify chemotherapy regimen interactions and chemotherapy-induced toxicities.