

Preface

At the turn of the century we stumbled into the world of diffusion of information systems in healthcare. It seemed to be more confusion than diffusion when we studied the use of an electronic prescription system for general practitioners. The subject turned out to be much broader and deeper than we imagined at that time.

This book gives an overview of efforts throughout the world to understand the innovation, the diffusion, and last but not least the actual USE of information systems. We are proud to present both young, excellent researchers that are on top of the subject at this moment and senior researchers who can guide us on the path of generalization of our ideas.

Information technology (IT) is seen as an enabler of change in healthcare organizations but (information) technology adoption decisions in healthcare are complex because of the uncertainty of benefits and the rate of change of technology. Relevance and micro-relevance (sometimes referred to as job relevance) are seen as important determinants for IS success. The (lack of) adoption of IT traditionally found its reasons in resistance of the professionals in healthcare organizations, but this is clearly changing in healthcare today. Or, as one of the attendants in our numerous conference sessions said, “There is no resistance to good change!” The attitude of end users is important as both the technology acceptance model and the theory of planned behaviour show, but the research questions that attack this bastion comes from two sides; first, by making attitude a dependent variable in the quantitative UTAUT model and second, by stating that resistance is the result of the other determinants failing in the qualitative USE IT model.

The beginning of each section is about innovation, diffusion and actual USE. The end of each section is about e-health and how to measure the success of e-health. The middle of each section is about applying qualitative models (*Section 2*) and quantitative models (*Section 1*). The fourth and last section wraps it up and combines the best of both worlds.

We enjoyed working together with so many high-class researchers. We would like to thank them for their contributions and hope you enjoy the fruits.

This book is dedicated to Mart.

Ton A. M. Spil

Roel W. Schuring

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