

Journal of Strategic Information Systems
Special Issue on
Using Strategic Information Systems to Manage Change:
A focus on Healthcare Management Systems

Guest Editors

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The progression and development of many first world and emerging market economies is leading to an increasing dependency upon the healthcare industry to provide accessible, immediate and relevant support to those who require medical and health-issue related or attention. History as well as experience informs us that private as well as public healthcare programmes and organizations are burdened by the dual weight of legislature and the effective delivery of services to patients. The pace and breadth of change within the public sector at large, has also placed inordinate demands upon those actors within the healthcare sector: namely policy makers, managers, medical and clinical staff, administration, support staff, patients and ancillary service providers (such as transport services, care services, charities and voluntary organizations – right through to pharmaceutical companies and equipment manufacturers). In fact, all of those who are involved within the extended supply and value chain in this sector. An underlying component of all of these factors is the manner by which IS and ICT systems integrate with health-oriented processes and operations. As such, this special issue seeks to focus on the nexus of IS, Change and Supply Chain Management in Healthcare, with reference to how healthcare systems can be strategically designed, implemented and managed (be they IS or otherwise-driven).

Papers are welcome on any of the following facets listed below:

- Management and implementation of Change as it impacts IS in Healthcare organizations
- IS design in Healthcare (patient record systems, patient care and pathways, patient and resource management): focusing on the health of individuals and / or populations
- Management and Executive Information Systems in Healthcare-oriented settings (for monitoring and control)
- Management of Knowledge and transfer of information across the provider-supplier-consumer divide
- Management of Risk and operational contingencies supported by IS
- Socio-technical aspects of stakeholder-driven healthcare IS (at the organization and individual level): participation, uptake and engagement in strategic change decisions
- Procurement and auction-based systems (effective purchasing and distribution of business resources and equipment)
- Database and data warehouse intelligence applications for healthcare
- Customer Relationship Management systems

- Services Design and Services Science relating to patient care pathways (at populace and individual level)
- Benchmarking and performance management of Strategic Healthcare IS
- Electronic Government (e-Government) and Transformational Government (t-Government) policies, practices and experiences at the healthcare level (shared ICT provision and development of IT staff)

In addition, papers are requested to include a clear methodological basis in terms of the interplay between IS and organizational theory – for example, the Technology Acquisition Model, Resource-Based View of the Firm, Granovetter’s Strength of Ties, Institutional Theory, Actor-Network Theory – to name a few. Researchers as well as practitioners in the associated fields of Healthcare, IS, Operations / Supply Chain Management and Organizational Behavior are welcome to submit research and case experiences along the above lines, and practice-based or empirical work based upon Quantitative, Qualitative or Mixed-Methods approaches with a view to interdisciplinary perspectives is particularly encouraged. Furthermore, respondents to this call may also wish to address the following thematic challenges as well:

- Identifying underlying factors which make IS-led change management initiatives “stick”
- The effect of Healthcare policies on the implementation of healthcare IS (i.e. Government or Agency-driven change)
- Provision and analysis of local and national healthcare systems (e.g. planning and patient care pathway design using IS techniques and tools): how might IS be designed/implemented to support patient-driven health care, via strategic IS for the co-ordination of healthcare and medical informatics from and to the patient.
- Addressing the Strategic IS triad of People-Process-Technology (or its counterpart, Resources-Time-Effort)
- Balancing Corporate Culture, Corporate Responsibility and Corporate Governance objectives with IS goals in Healthcare-focussed organizations (public-private partnership considerations)
- Designing and evaluating IS to meet strategic healthcare supply chain needs (i.e. systems to support the information and logistics relating to healthcare products and services, directly to all stakeholders)
- Business Process Improvement / Re-engineering of healthcare sector IS (reducing clerical, medical and administrative errors)
- Managing and improving performance of organizational and strategic healthcare IS (patient record systems, diagnosis databases, planning and resource modeling tools)
- Development and management of IS management and professionals to address healthcare sector challenges
- How might IS be designed to support healthcare delivery in the private healthcare sector (e.g. patient-centered medical homes)?
- The effect of trust in the usage of IS in healthcare contexts (healthcare professionals, patients, support staff and carers)
- How might IS be used to deal with/manage health in aging populations?
- Improvement of existing and new (de)centralized patient record systems to inform and direct the design of healthcare policy, processes and systems (extending to a comparison of nationalized versus privatized medical record databases)
- The Bottom Billion: provision of healthcare services and systems to third world and emerging market economies (identifying strategic IS priorities to kick-start effective healthcare supply and value chains, via governmental, private sector and voluntary-aided organizations).

Thus, the special issue will ultimately try to address how tried and tested methods of managing change within Healthcare needs to involve and evolve the input of IS and Operations Management factors. This is because this industry encapsulates an environment where change is ever emergent and where organisational stakeholders need to be proactively involved across many dimensions of product / service delivery.

Instructions for Submission

Full papers are due by **July 31st 2009**, for potential publication in 2010. Authors are instructed to follow the Guide for Authors and submission guidelines for the journal at the journal’s website, <http://www.elsevier.com/locate/jsis>