

Summary

In this thesis the implementation process of the Epic electronic patient record/ hospital information system in Spaarne Ziekenhuis has been researched. The first reason for this research is that in practice only a small part of the above-mentioned implementation process has been completed. Secondly, this research is focused on a new product that just become available on the European and Dutch market. There are different theories as to how an implementation process can be best shaped. The central question of this thesis is: To what extent can the implementation process of the electronic patient record/hospital information system from Epic be analyzed from the theory of Grol and Wensing as well as from Berg and which part fulfil organization learning within these theories. Firstly, to answer the central question a literature study was performed of the theories from Grol & Wensing and Berg regarding implementations and organizational learning. The literature study showed that Grol and Wensing assume that an implementation process can be a structured process by which the goals are clear before take-off. Berg on the other hand sees an implementation process as a mutual transformation where a situation of synergy between information systems and the primary and secondary work processes is created. After finishing the literature study, observations and interviews were conducted to receive a clear picture from the implementation process in Spaarne Ziekenhuis. Further the theory and practice are interconnected and were analysed. Hereby several different aspects were handled. The analysis began with the review of the implementation process and the involvement of the users based on the theory of Grol & Wensing and Berg. In addition, whether or not the implementation process was successful and the manner in which learning has taken place was evaluated on the basis of both theories. During the analysis, it was clear that the implementation process at Spaarne Ziekenhuis included aspects that were in agreement with the theory from Grol en Wensing as well as the theory from Berg. The conclusion of this thesis is that the implementation process can be analysed and criticized from the basis of both of these theories. The theory from Grol and Wensing is more specific for the design of the implementation process, while the theory of Berg pays more attention to the involvement of the users. Both theories have their strengths and weaknesses. Because of this, some aspects will stand out and others won't. The theory from which the analysis was done determines what has been highlights and which conclusions have been drawn.