• Healthcare has multiple stakeholders: patients, physicians, hospitals, insurers, policy makers

• Varying clinical contexts:
  – Organizational environments [Anthony03; Barley86; Flood; Shortell]
  – Communities of (professional) practice [Lave91; Miller04; Orlikowski02; Osterlund04]

• HIT for PHI
  – Security and privacy assumed necessary by all
  – Definition and Practice of ”secure” and ”private” varies across organizational environments, professionals, and stakeholders

• Identify perceptions, practices and implications
Flows of Alice's Health Information, For the Record 1997
Flows of Alice's Health Information, For the Record 1997
Alice, 32yo F; T2 Diabetes; Dev delay; Obese; Mntl Hlth; Soc services

LAB Result

Immonoassay Test: HbA1c = 9.0% 64mmol

Normal < 7%

Complex Mntl Hlth Rx; Continue Diab Rx

PCP

> normal; initiate compliance protocol

Endocrinologist

Group Practice Org

Quality: v-
CMS Quality: v measured v- outcomes

The Joint Commission
HELPING HEALTH CARE ORGANIZATIONS HELP PATIENTS

State Dept Public Health

State Medicaid MC

CMS Centers for Medicare & Medicaid Services