Master thesis proposal (spring term 2019)

**Supervisors:** Diane Golay and Åsa Cajander

**Related project:** the proposed master thesis would be connected to the DISA project (digitalization and its effects on nurses’ work environment) driven by the HTO research group at Uppsala University. Both supervisors belong to this group and have an active role in DISA, albeit with different foci.

**Context:** Many physicians, nurses, pharmacists, and other healthcare professionals experience their IT systems as time-consuming, error-inducing and generally as poorly fitting their work practices. Simultaneously, these user groups express dismay at seeing their concerns seemingly pass by unnoticed by those driving the design of these systems.

**Topic:** investigate the perspective of different stakeholders among the commercial providers of eHealth systems - such as managers, developers and project leaders. How do these stakeholders perceive their systems’ end users? How do they take those end users’ needs into account during the design process? How do they learn about those needs? How do they decide what design considerations to prioritize?

**Aim:** contribute to the understanding of what leads eHealth systems to mismatch end users’ needs and expectations.

**Methods:** interviews with different stakeholder representatives, e.g. managers, developers, project leaders working within the healthcare sector, possibly in combination with other methods such as observation or a small survey.

**Contact information:** if you are interested in taking on this topic for your master thesis, please send a mail to Diane Golay, diane.golay@it.uu.se, with cc to Åsa Cajander, asa.cajander@it.uu.se. Note that the topic is not limited to one master student - several research questions, and thus master theses, could be written around this project.