**Overarching Aim:** To develop and test new models for the use of ICT to support work practice innovation which produce improvements in the efficiency, effectiveness and sustainability of the health system

**ICT interventions**

A. Computerised provider order entry – implemented in some sites*

B. Electronic health record system – new system under design

C. Emergency medicine information system - implemented in many sites (All sites within SSWAHS)

**Methods**

*Study designs:* Before and after, case studies, longitudinal studies


**Objective 1.** Investigate, measure and analyse ICT-supported work innovation focusing on changes in:

i) Professionals’ roles & responsibilities

ii) Integration of best practice into routine care

iii) Safe care practices eg changes in error rates

iv) Team-based care delivery

v) Active involvement of consumers in care

**Objective 2.** Determine factors which enable or inhibit ICT-supported work innovation including roles of:

vi) Team climate

vii) Organisational culture

viii) Social & information networks

ix) Governance structures

x) Technical system features

**Objective 3.** Measure impact of ICT-supported work innovation on indicators of:

xi) Organisational productivity

xii) Effectiveness and safety

xiii) Efficiency

xiv) Cost

**Objective 4.** Develop and test new models for the use of ICT to support innovative work practice change

**Outcomes**

1. Evidence from detailed studies of how three large-scale ICT systems support work-practice innovation

2. Identification of factors which enable or inhibit ICT-supported work innovation

3. Quantification of the effects of work practice change on a range of productivity, effectiveness, efficiency and cost indicators

4. Empirically tested models for the use of ICT to support work practice innovation applicable for multiple service types and settings

5. Extended multi-method ICT evaluation model for measuring ICT-supported work innovation applicable to both the health and other industry sectors.