Reviewer's report

Title: An empirically-derived approach for investigating Health Information Technology: the Elementally Entangled Organisational Communication (EEOC) framework

Version: 2 Date: 6 June 2012

Reviewer: Brian Dixon

Reviewer's report:

This article describes the paucity of health information technology (HIT) systems research that employs an explicit approach centered on organizational communication then offers and describes an elementally entangled organizational communication (EEOC) framework to frame and guide future HIT research. Three case studies involving the deployment of a laboratory information system (LIS) and computerized provider order entry (CPOE) are used to illustrate the dimensions of the proposed EEOC framework. This was my second review of the article.

The authors have significantly revised the original article, improving both the review of existing literature on organizational communication in health care and frameworks related to the one presented. The article now provides a clearer justification for the proposed framework and more fully describes a) the framework's relationship to the three case studies and b) potential uses by other researchers to frame organizational communication issues that arise during the implementation and adoption of HIT.

Major Compulsory Revisions
None

Minor Essential Revisions

The authors are cautioned against the stronger language used in the Conclusion to describe the use of the framework. For example, in the middle of the concluding paragraph, the authors assert the framework can be used "...to identify and understand the causes of unintended adverse consequences and help to manage and enhance the impact and safety of HIT implementations." This language is overreaching. Softer language similar to that used in the Objective section, namely that the framework is a theoretical lens for the study of HIT implementation and adoption is much better. The reality is that it will be other researchers who "identify and understand" outcomes from research that is framed by an EEOC approach. Moreover, the framework is not likely to be used by health care facility administrators to manage HIT implementations. The framework will instead likely be utilized by researchers to frame HIT implementation and adoption issues, which can be used by administrators.
In addition, the authors are asked to consider revising the final sentence to read "...theoretical representations such as the EEOC framework can be valuable tools to [support the resolution of] challenges associated with HIT-enabled innovation [by] providing rich sources..."

These subtle changes in language are highly recommended, and the authors are asked to consider them prior to final publication.

Discretionary Revisions

None

Level of interest: An article of importance in its field

Quality of written English: Acceptable

Statistical review: No, the manuscript does not need to be seen by a statistician.

Declaration of competing interests:

I declare that I have no competing interests