Author's response to reviews

Title: Why is it difficult to implement e-health initiatives? A qualitative study.

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Reviewer 1:

The question as to the ‘testing’ of the NPM model is new. However, one might wonder whether focusing on the ‘perceptions’ of implementers is adequate to serve this goal. Certainly, perceptions matter, but as the authors argue (and I agree) the focus should be on the work that is done in implementing IT systems (which also means appropriating them to local circumstances). Perceptions are always interpretation of what has been happening and thus need an analysis of the position of the one who is interpreting; both theoretical (e.g. much respondent already seem to be trained in talking about what they see in ‘implementation language’, probably also because they are looking back at (not so) successful implementations) and socially (what their position is/was in the ongoing change process).

Our response:

We have included in our discussion of the methodological strengths and weaknesses of the study a paragraph on the pros and cons of interview data (perception) and the reasons for not undertaking direct observation or document analysis. This paragraph is highlighted in red to distinguish it from our earlier revisions.