Intercultural collaboration: Investigating cross-cultural collaboration in design teams of engineers

Participatory Design of ICT: Opportunities and Challenges, Indian Institute of Technology Madras, February 18th - 19th 2010

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Design and Use of Organizational IT
Vancouver, Canada
End of 2004: Implemented electronic triage system (ETRIAGE) in the ED

Summer of 2006 (18 months later): ETRIAGE was retracted from use; Back to paper-systems

December 2006: I arrived in Vancouver
   - Bjørn and Balka, 2007

Spring 2007: Workplace study of ED
   - Bjørn and Rødje, 2008

Late Spring 2007: Large funding from Provincial government: Design and implementation of Emergency Department Information Systems (EDIS)
   - Bjørn, Burgoyne, Crompton, MacDonald, Pickering, and Munro (2009)
   - Balka, Bjørn and Wagner (2008)
   - Bjørn and Hertzum (in progress)
   - Bjørn and Balka, 2009
   - Bjørn and Boulus (in progress)
Why do we want to investigate triage work practices in emergency departments?
Patient Trajectories
Triage nurse activities
Coordinative artefacts
Exception handling
Findings

• During triage patients are simultaneously assessed and sorted, according to their level of urgency (CTAS scale) and the overall status of the emergency department (also consulted by head nurse)

• Triage work is not an individual activity but a collaborative activity between the ED staff (nurses, clerks, doctors, paramedics) involving coordinative artefacts

• Assessing and sorting is a fine-tuned and flexible mechanism involving a multiplicity of factors (not a straight forward process)

• This perspective should be embedded within IT-systems enabling triage work practices
Ethnographic studies in collocated settings
Ethnographic work in geographically distributed settings
GlobalTrans, previous study
Open Questions

- How to do observations in geographically distributed settings?
- How can we follow the coordination artefacts?
- How can we follow the people?
- Where to do placed-based observations?
- Which event-based observation would be relevant?
Thank you, Questions, Suggestions & Comments

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