

The Case

- A cancer Assessment and Treatment Unit
- ENT department at Rikshospitalet (Norwegian: ØNH)
- Context for case:
The hospital
 - Learning Centre
 - ICT-department
 - Innovation Centre

Research & Development

- User driven & user initiated
- Participatory design
- Multidisciplinary team of
 - MDs
 - RNs
 - Researchers (informatics, health, sociology)
 - Video producers

Problem

- Understand patterns of communication and coordination
- Suggest new technology and its use
- In particular: Wireless and mobile technologies in clinical settings

Designs

- Scripts and Video Scenarios
 - Common information spaces
 - Just-in-time Coordination & Communication
 - Access to clinical information systems
 - Video based consultation

Outcomes

- Users performing future routines
- Joint creation
- Powerful mediation
- The role of scenarios as a mediator of analysis and design across professions and org. units