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Dr Ela Klecun received a BSc in Computing from Guildhall University, and a Master degree and a PhD in Information Systems from the LSE.

Her research is oriented towards developing a greater understanding of the way information and communication technologies (ICT) shape institutions, work practices and experiences of professional groups and individual people. The majority of her research have been concerned with the application of ICT in healthcare from nation-wide infrastructures, such as shared electronic health records, to medical apps. Her other interests include digital exclusion and ICT in learning and education.

Dr Ela Klecun's research has been funded by various UK research councils. She published in major information systems, organization and medical journals, such as JAIS, EJIS, JIT, Organization, and BMJ. She serves as reviewer for all the major Information Systems and health informatics journals and conferences and for over a decade has been an associate editor for the *International Journal of Digital Literacy and Digital Competence*.

PRESENT APPOINTMENT

01.11.02 **London School of Economics**, Houghton Street, London WC2A 2AE

Assistant Professor

Teaching experience: Courses taught at masters level: Information Systems (4 terms), Design in Context (2 terms), Information Technology and Service Innovation (1 term), eHealth: Policy, Strategy and Systems (formerly Healthcare Information System) (8 terms), Study Skills and Research Methods (4 terms); Courses taught at undergraduate level: Information Systems in Business (4 terms) and IT and Society (1 term), Business Transformation and Project Management (4 terms). Supervised undergraduate, masters and PhD students.

EDUCATION

1996 -2002 **London School of Economics and Political Science**

PhD in 'Telehealth and Information Society: a critical study of emerging concepts in policy and practice'

1994-1995 **London School of Economics and Political Science**

MSc in Analysis, Design and Management of Information Systems

Courses taken included:

Information Systems Management, Systems Analysis and Design, Information Systems Development Methodologies, Strategic Aspects of Information Systems, Multimedia Information Systems; Dissertation: Evaluation of Information Systems.

1991-1994 **London Guildhall University**

BSc in Computing and Information Systems, First Class Honours

Main subjects: System Analysis and Design, Advanced Database Management Systems, Organisation and Change, Business Systems and Procedures, Telecommunications Management.

1988-1991 **Lewisham College**

BTEC Ordinary National Certificate in Computer Studies, 5 distinctions and 2 merits

BTEC Higher National Certificate in Computer Studies (continued at the university)

1980-1984 **Secondary School in Warsaw**

9 Polish equivalent O Levels, including English, Maths and Sciences.

Polish Matura, equivalent A Levels, in Polish (A), English (A), History (A)

HONOURS AND PRIZES

June 1994 Received a scholarship from the Engineering and Physical Sciences Research Council (EPSRC).

August 1996 Sponsored by British Telecom to undertake PhD.

CAREER

Teaching experience

01.09.1999 **Brunel University**, Uxbridge, Middlesex UB8 3PH

- 31.10.02 Lecturer

Teaching Learning and Communications Skills (3 terms) and Database Systems (3 terms) to undergraduate students, final year project and masters students supervision.

30.09.1996 **London School of Economics**, Houghton Street, London WC2A 2AE

- 06.99 Class Teacher

Conducting seminars and workshops for masters and undergraduate students: Systems Development (1 term), Implementation & Use of Information Systems (1 term), Introduction to IT (3 terms).

25.11.1996 **Lewisham College**

- 28.02.97 Lecturer

Teaching Systems Analysis course for Higher National Certificate in Computing. This involved preparation of lecture material plus marking assignments and examinations.

Other

26.04.1999 **Lambeth, Southwark & Lewisham Health Authority**, 1 Lower Marsh, London SE1

- 30.04.99 Commissioned to conduct an evaluation of the deployment of the Intranet facilities in primary care.

23.10.1995 **Easams Ltd**, Waters Edge, Riverside Way, Camberley, Surrey, GU15 3PD

- 28.06.96 Analyst/Programmer

Working in a team responsible for delivering a large business system. Involved in designing and programming autonomous parts of the system.

26.06.1995 **Serious Fraud Office**, Elm House, 10-16 Elm Street, London WC1X OBJ

- 18.08.95

Responsible for analysing and documenting user requirements for the electronic document management system. This entailed interviewing users and designing enquiry functions as well as evaluating 'off the shelf' software.

22 05.1995 **LSE Enterprise**, London School of Economics

- 23.06.1995

Involved in the consultancy project for a major computer company. This included analysing the computer industry; providing the analysis of the company's position within the industry and suggesting possible markets for its products.

1988-1994 **Homebase Ltd**, 10 Beckenham Hill RD, London SE6 3UN

1985-1988 **7 -eleven** (Linnco Ltd), 95 Lordship Lane, London SE22

TEACHING INTERESTS

Business transformation and digital innovation, implementation, evaluation and management of information systems, healthcare IS, digital exclusion and theoretical foundations of information systems.

RESEARCH INTERESTS AND PROJECTS

ICT in Healthcare

I studied eHealth initiatives, including the UK's government policies, as well as local strategies of different NHS Trusts and a number of telehealth projects for my PhD thesis. One aspect of my research was to consider how e-health initiatives can serve the local population in Lewisham and how local Trusts utilise new Information and Communication Technology in their service provision.

Since then, I have continued to conduct research in the healthcare domain. In 1999 I was commissioned by Lambeth, Southwark & Lewisham Health Authority to conduct an evaluation of the deployment of the Intranet facilities in primary care. Following this, I was a co-investigator on two funded projects. The META Network identified research priorities for patient safety in relation to medication errors. One such priority developed into the TETREME project. As part of this project, I have undertaken a qualitative evaluation of electronic prescribing in two hospitals, focusing on different professionals' attitudes to and experiences of the system, as well as work practices and how those are supported by electronic systems. This project delivered important contributions to national policy and strategy on electronic prescribing in terms of the appropriate ways in which such technical systems can be implemented in healthcare and come to be used so as to serve the best ends of the individual NHS institutions. The project also proposed evaluation activities, frameworks and methods needed to assess such systems. One of its outputs, for which my colleague Dr Tony Cornford and I were responsible, is a framework to guide evaluation activities of such systems in their organisational and societal contexts.

Following this I was a member of a team evaluating the National Care Records Service in secondary care, a project funded by the Connecting for Health Evaluation Programme. My responsibilities included conducting qualitative research in a number of London hospitals, focusing on the implementation process, and organisational change, particularly transformations of working practices. Outputs of this projects included a report for Department of Health, publications in IS, organization and medical journals (including British Medical Journal).

I was also a co-investigator on a funded project 'Delivering Digital Drugs' involves exploring, mapping and analysing the digitalisation of drugs in healthcare, including all aspects of distribution and use. My research within the project was focused on health apps development and use.

Digital exclusion

One of the areas of my doctoral research into telehealth was social and digital exclusion. I investigated to what extent telehealth might contribute to social exclusion or alleviate it. I presented my findings at conferences in journal publications. Between 2005-2007 I led ESRC funded project (PENCEIL), aimed at gaining an understanding of people's aspirations and needs, exploring how a lack of e-literacy skills affects those aspirations and needs, and develop, provide and evaluate innovative provision to address the needs discovered. This work has resulted in a number of academic publications (Cushman & Klecun 2006; Klecun 2008). Through engagement with the National Institute of Adult Continuing Education (NIACE), PENCEIL has produced the ICT Skill for Life standard and the ICT Skill for Life Core Curriculum, thus making a valuable contribution to policy development.

RESEARCH PROJECTS

2014- 2017 Co-investigator - Delivering Digital Drugs, LSE, UCL, Leeds and Brunel project under the RCUK Digital Economy programme. EPSRC: (Value £694,954)

<https://gow.epsrc.ukri.org/NGBOViewGrant.aspx?GrantRef=EP/L021188/1>

2012- 2017 International partner on Responsive Architectures for Innovation in Collaborative Healthcare Services (REACH) project funded by the VERDIKT programme (Research Council of Norway).

2008-2011 Co-investigator CFHEP005 An evaluation of the adoption of the NHS Care Record in secondary care (*NHS Connecting for Health Evaluation Programme, 2008-2010*), Principal applicant: A. Sheikh.

2004-2006 Principal Investigator - How People Encounter E-Illiteracy And How They Can Take Action To Overcome It (PENCEIL). Funded by ESRC, Received 192,000.

2003-2005 Co-applicant - Medication Error and Technologies Analysis Network (META Network) - Funded by EPSRC/ESRC/MRC (Received £50, 000 in total, £10,000 for the LSE).

2003-2005 Co-investigator - Technology Evaluation to Reduce Medication Errors (TETREME) - Funded by Department of Health. Received £140,000 (divided between the School of Pharmacy and the LSE).

PROFESSIONAL ACTIVITIES

Reviewer of research proposals for the following organisations:

2017 – Engineering and Physical Sciences Research Council (EPSRC) (Call: Cross-Disciplinary and Co-Creation in ICT Research)

2017, 2011 and 2010 The National Science Foundation (the Science, Technology, and Society Program) – (USA funding body)

2014 – Health Foundation (2014 Insight open call research programme on informatics in health care improvement) (UK body).

July 2007 Technology Programme Spring 2007 Collaborative Research and Development (UK body)

Editorial work

2019 Associate Editor for General IS track at the European Conference on Information Systems (ECIS 2019).

2017 Associate Editor for IT and Social Change track at the International Conference on Information Systems (ICIS 2017).

2011- 2014 A member of the Editorial Review Board for The Journal of the Association for Information Systems (JAIS).

Since 2009 An associate editor for the *International Journal of Digital Literacy and Digital Competence*.

2015 Associate Editor for Information Systems in Healthcare track at the International Conference on Information Systems (ICIS 2015).

2014/15 Associate Editor for the Journal of Information Technology special issue on IT in developing countries

2011-2013 Faculty Editor for *iSChannel*, a journal on the social study of Information Systems, produced, edited and double-blind reviewed by the students of the Information Systems Group. ISSN 2042-5678 (print).

2006 Guest editor for a special issue of Journal of Intelligent Systems.

Also an associate editor for *Electronic Journal of E-Government (EJEG)*, a committee member for *European Conference for Research Methods in Business and Management*, and *Information Resources Management Association conference IRMA 2000*.

Associate editor for *IFIP WG8.2 conference 2004*.

Panel organiser and a panellist at:

2014 - 25th European Medical Informatics Conference (MIE2014), Istanbul, 30 August- 3 September
2008 - 8th International Conference on Human Choice and Computers (HCC8), Pretoria, South Africa
2004 IFIP WG8.2 Conference
2001 Medinfo World Congress on Health Informatics, London, 2-5 September

Reviewer for the following journals:

BMC Medical Informatics and Decision Making
European Journal of Information Systems
Information Systems Journal
Information Technology and People
International Journal of Electronic Commerce
International Journal of Information Management
International Journal of Medical Informatics
Journal of Health Organization and Management
Journal of Strategic Information Systems
Journal of the Association for Information Systems
New Media & Society
Scandinavian Journal of Information.

Reviewer for the following conferences:

European Conference on Information Systems, European Conference for Research Methods in Business and Management, International Conference on Information Systems (ICIS), IADIS e-Society Conference, IFIP Joint WG 8.2+9.4 Conference, IFIP WG8.2 Conference 2004 and 2006, Resources Management Association conference.

Member of AIS and UKAIS – UK Academy for Information Systems since 2000.

ADMINISTRATIVE DUTIES

Since 2013 Programme Selector – MSc MISDI.

Member of departmental research and teaching groups, assisting with admissions process for MSc during 2005-2006, 2003 - 2007 member of the School's Appeals Committee, 2006 - 2007 member of the Undergraduate Studies Subcommittee, 2009 member of the School's Teaching, Learning and Assessment Committee. 2009 - 2011 – programme director for Master's course (ADMIS). 2011-2013 – programme director for Master's course (MISI).

Brunel University: Course director for MSc in information systems, first year undergraduate tutor.

EXTERNAL EXAMINER DUTIES

2017- present External examiner for MSc in Information Systems Management at Brunel University

2013- 2017 External examiner for MSc in Management at the University of Sussex

2007-2011 Appointed by Oxford Brookes University as an external examiner on courses run in partnership with the Polish Open University.

Examiner for the University of London International Programme, B.Sc. (Hons) Information Systems Degree since 1999. In 2002 I have undertaken the responsibility of organising one of the courses in the External Programme, i.e. the Elements of Information and Communication Technologies (this includes the preparation of the course content and publishing course guide, as well as setting and marking exams). Since November 2002 Chief Examiner for the Elements of Information and Communication Technologies. Since 2006 Chief Examiner for the Information and Communication Technologies: Principles and Perspectives.

PH.D. EXTERNAL EXAMINER

25.09.2019 Cambridge University, School of the Biological Sciences, Tanja Schomann

14.09.2018 University of Oslo, Department of Informatics, Egil Øvrelid
 13.03.2018 Lancaster University Management School, Ghassan Alkoureiti
 19.02.16 Brighton And Sussex Medical School, Bethany Sian Davies
 06. 2015 University of the Witwatersrand, Business School Johannesburg, Graunt Kruger
 13.08.2012 University of Sheffield, The Information School, Thanongsitt Chuleekorn
 26.01.2011 University of Salford, School of Media, Music and Performance, John Effah
 07.09.2009 Univerity of Salford, Tayfour Abdalla Mohammad

HONOURS AND PRIZES

April 2018 International Journal of Medical Informatics outstanding contributions in reviewing
 Dec 2017 International Journal of Information Management outstanding contributions in reviewing
 August 1996 Awarded a scholarship by British Telecom to undertake PhD
 June 1994 Awarded a scholarship from the Engineering and Physical Sciences Research Council (EPSRC)

PUBLICATIONS

Journal Articles:

Schwalb, P. and **Klecun, E.** (2019) "The role of contradictions and norms in the design and use of telemedicine: healthcare professionals' perspective", *AIS Transactions on Human-Computer Interaction*, 11(3),117-135.

Klecun, E., Zhou, Y, Kankanhalli, A, Wee, Y H and Hibberd, R (2019) "The Dynamics of Institutional Pressures and Stakeholder Behavior in National EHR Implementations: A Tale of Two Countries", *Journal of Information Technology*, 34(4), 292-332.

Petrakaki, D, **Klecun, E** and Cornford, T (2016) "Changes in Healthcare Professional Work Afforded By Technology: The Introduction of an Electronic Patient Record in an English Hospital" *Organization*, 23(2) 206–226.

Klecun, E (2016) "Transforming healthcare: Policy discourses of ICT and Patient-Centred Care". *European Journal of Information Systems* 25(1), 64-76.

Petrakaki, D, **Klecun, E** (2015) "Hybridity as a process of technology's 'translation': Customizing an electronic patient record in an English hospital" *Social Science & Medicine*, 124, 224-231.

Klecun, E., Lichtner, V., Cornford, T & Petrakaki, D. (2014) "Evaluation as a multi-ontological endeavour: A case from the English National Programme for IT in Health Care". *Journal of the Association for Information Systems*, 15 (3),147-176.

Sheikh A, Cornford T, Barber N, Avery A, Takian A, Lichtner V, Petrakaki D, Crowe S, Marsden K, Robertson A, Morrison Z, **Klecun E**, Prescott R, Quinn C, Jani Y, Ficociello M, Voutsina K, Paton J, Fernando B, Jacklin A, Cresswell K. (2011) "Implementation and adoption of nationwide electronic health records in secondary care in England: final qualitative results from prospective national evaluation in "early adopter" hospitals" *BMJ*, 343:d6054. doi: 10.1136/bmj.d6054.

Robertson A, Cresswell K, Takian A, Petrakaki D, Crowe S, Cornford T, Barber N, Avery A, Fernando B, Jacklin A, Prescott R, **Klecun E**, Paton J, Lichtner V, Quinn C, Ali M, Morrison Z, Jani Y, Waring J, Marsden K, Sheikh A.(2010) "Implementation and adoption of nationwide electronic health records in secondary care in England: qualitative analysis of interim results from a prospective national evaluation", *BMJ*, 341:c4564 doi:10.1136/bmj.c4564
<http://www.bmj.com/content/341/bmj.c4564.full>

Klecun, E. (2010) "Digital literacy for health: The promise of Health 2.0", *International Journal of Digital Literacy and Digital Competence*, 1(3), 48-57.

Savage, I., Cornford, T., **Klecun, E.**, Barber, N., Clifford, S. and Dean Franklin, B. (2010), "Medication errors with electronic prescribing (EP): Two views of the same picture", *BMC Health*

Services Research.10: 135. Published online 2010 May 24. doi: [10.1186/1472-6963-10-135](https://doi.org/10.1186/1472-6963-10-135). <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2890639/>

Klecun, E, (2008) “Bringing lost sheep into the fold: questioning the discourse of digital divide”, *Information, Technology and People*, 21 (3), 267-282.

McGrath, K, Hendy, J, **Klecun E.** & Young, T. (2008) “The vision and reality of ‘Connecting for Health’: Tensions, opportunities and policy implications of the UK National Programme”, *Communications of the Association for Information Systems* **23** (Article 33), 603-618.

Barber N, Cornford T & **Klecun E.** (2007) “Qualitative evaluation of an electronic prescribing and administration system”. *Quality and Safety in HealthCare*, 16, 271-278

Klecun E. & Morar, S. (2006) “Editorial Overview: Information and Communication Technologies: trends, theoretical approaches and implications”, *Journal of Intelligent Systems* (15).

Klecun E. & Cornford, T. (2005) “A critical approach to evaluation”. *European Journal of Information Systems* 14, 229-243.

Gandecha R, **Klecun E**, Jacklin A and Williams S (2005) “What the national IT programme means for pharmacy and pharmacists”. *The Pharmaceutical Journal* 275, 56-59.

Tong, A & **Klecun, E.** (2004) “Towards Accommodating Gender Differences in Multimedia Communication”. *IEEE Transactions on Professional Communication*, 47(2), 118-129.

Klecun, E. & Cornford, T. (2003) “An interpretative evaluation of a health care intranet2. *International Journal of Healthcare Technology and Management (IJHTM)*, 5(6), 407-421.

Klecun-Dabrowska, E. (2003) “Telehealth in the UK: A critical perspective”. *Electronic Journal of Business Research Methods*, 2(1). (based on the ECRM conference publication)

Cornford, T. & **Klecun-Dabrowska, E.** (2003) “Images of health technology in national and local strategies”. *Methods of Information in Medicine*, 4, 353-359.

Cornford, T. & **Klecun-Dabrowska, E.** (2001) “Ethical Perspectives in Evaluation of Telehealth” *Cambridge Quarterly of Healthcare Ethics, special issue on new information technologies in healthcare*, 10(2), 161-169.

Klecun-Dabrowska, E. & Cornford, T. (2000) “Telehealth acquires meanings: information and communication technologies within health policy”. *Information Systems Journal*, 10, 41-63.

Chapters

Klecun, E., Lichtner, V. & Cornfold, T. (2014) “E-literacy in health care”. In: *E-health - for continuity of care . Studies in Health Technology*, Lovis, Christian and Séroussi, Brigitte and Hasman, Arie and Pape-Haugaard, Louise and Saka, Osman and Andersen, Stig Kjær, (ed).

Ali, M., Cornford, T. and Klecun, E. (2010) “Exploring control in health information systems implementation”, In: *Studies in health technology and informatics*, Safran C, Marin H, Reti S (ed), 160 (1). pp. 681-685. ISSN 0926-9630

Petrakaki, Dimitra, Cornford, T. and Klecun, E. (2010) “Sociotechnical changing in healthcare”. *Studies in health technology and informatics*, 157 . pp. 25-30. ISSN 0926-9630

Cushman, M. and Klecun, E. (2006) “How (can) nonusers engage with technology: Bringing in the digitally excluded”, in *Social Inclusion: Societal and Organizational Implications for Information Systems* Trauth, E. M., Howcroft, D., Butler, T., Fitzgerald, B. and DeGross, J. I.(ed), Springer, New York, pp. 347-364.

Klecun, E. (2005) “Competing rationalities: a critical study of telehealth in the UK”, in *Handbook of Information Systems Research: Critical Perspectives on Information Systems Design, Implementation*

and Use, Howcroft, D. and Trauth, E. (ed), Edward Elgar Publishing Ltd, Cheltenham, UK and Northampton, MA, 388-416.

Klecun E. (2004) "Conducting critical research in IS: can actor-network theory help?" in *Information Systems Research*, Kaplan B, Truex III DP, Wastell D, Wood-Harper T, A and DEGross JI. (ed), Kluwer Academic Publishers, Manchester.

Cornford, T. & Klecun-Dabrowska, E. (2003) "Social Exclusion and Information Systems in Community Healthcare". In *Organizational Information Systems in the Context of Globalization*, Mikko Korpela, Ramiro Montealegre, Angeliki Poulymenakou (ed) Kluwer Academic Publishers, Boston, Dordrecht, London, 291-305.

Conferences:

Refereed:

Schwalb, P, **Klecun, E.** (2019) "The role of contradictions and norms in the design and use of a telemedicine system: Healthcare professionals' perspective" ECIS (European Conference of Information Systems) [research paper]. Stockholm, June 2019.

Lichtner, V, **Klecun, E.** (2018) "How a paper chart affords collaborative and distributed small data experiments for decision making under uncertainty", ECIS (European Conference of Information Systems) [research-in-progress paper]. Portsmouth, June 2018.

Lichtner, V, Cornford, T, **Klecun, E.** (2017) "It's people heavy': A Sociotechnical view of hospital discharge", ECIS (European Conference of Information Systems) [research paper]. Portugal, June 2017. http://aisel.aisnet.org/cgi/viewcontent.cgi?article=1013&context=ecis2017_rp

Klecun, E., Hibberd, R, Lichtner, V. (2016) "Affordance Theory Perspectives on IT and Healthcare Organization", ICIS (International Conference on Information Systems) 2016, Dublin December 2016.

Klecun, E, Lichtner, Valentina and Cornford, Tony (2014) "E-literacy in health care" 25th European Medical Informatics Conference (MIE2014), Istanbul August 31-September 3.

Klecun, E, Cornford, T and Ficociello, M (2013) "ICT and control of healthcare work" Critical Management Conference, Manchester.

Petrakaki, D. & Klecun, E. (2013) "Hybridity as a process of technology's 'translation': Customising an Electronic Patient Record in an English hospital". *29th EGOS (European Group of Organization Studies) Colloquium*, Montreal, Canada.

Lichtner, V., Cornford, T. and Klecun, E. (2013) "CLICS Clinical Computer Systems Survey: Learning about Health IT in its context of use". The World Congress on Medical and Health Informatics MedInfo 2013.

Klecun, E. (2013) "ICT and changing rhythms of work" presented at OAP workshop, LSE, June 2013

Klecun, E. (2011) "Weaving Discourses and Changing Organizations: The Role of ICT in the Transformation of Healthcare Towards Patient-Centered Model" *ICIS 2011 Proceedings*. Paper 2. <http://aisel.aisnet.org/icis2011/proceedings/IThealthcare/2>

Petrakaki, Dimitra, Klecun, Ela and Cornford, Tony (2011) "Sociotechnical (non-)changing in healthcare organisations: The introduction of Electronic Patient Record (EPR) in an English hospital". In: 27th EGOS (European Group of Organization Studies) Colloquium, Gothenburg, Sweden.

Petrakaki, D., T. Cornford and Klecun, E. (2010). "Sociotechnical Changing in Healthcare", *Information Technology in Health Care (ITHC)*. J. Aarts and C. Nohr. Aarhus, Denmark, IOS press. 157: 25-30.

Ali, M., Cornford, T. and Klecun, E. (2010) "Exploring control in health information systems implementation", The 13th World Congress on Medical and Health Informatics Medinfo 2010; Cape Town, South Africa ,12-15th September 2010.

Cushman, M. and E. Klecun (2006) How (Can) Non-Users Engage with Technology: Bringing in the Digitally Excluded. Presented to IFIP Working Group Conference, Limerick, June 2006

Klecun E. (2004) Conducting critical research in IS: can actor-network theory help? IFIP WG 8.2 Working Conference on Information Systems Research: Relevant Theory and Informed Practice, Manchester, England, United Kingdom, 15-17 July, 2004.

Klecun , E. & Cornford, T. (2004) Enacting technology: beyond the local. *Proceedings of the third European Conference on Research Methodology for Business and Management Studies*, Reading University, Reading, 29-30 April 2004.

Cornford, T. & Klecun-Dabrowska, E. (2003) Social Exclusion and Information Systems in Community Healthcare. IFIP WG 8.2 and WG 9.4 Working Conference on Organizational Information Systems in the Context of Globalization, Athens, Greece, 15-17 June 2003.

Klecun-Dabrowska, E. (2003) Telehealth in the UK: A critical perspective *Proceedings of ECRM 2003 the second European Conference on Research Methodology for Business and Management Studies*, Reading University, Reading.

Klecun-Dabrowska, E. & Cornford, T. (2002) The organising vision of telehealth. In Wrycza, S. (Ed.) *Proceedings of the Tenth European Conference on Information Systems*, ECIS'02, (pp. 1206-1217), Gdańsk, 6-8 June 2002.

Cornford, T. & Klecun-Dabrowska, E. (2001) Telehealth technology: Consequences for structure through use, *Proceedings of the 10th World Congress on Medical Informatics, MedInfo 2001*, London, 2-5 September 2001.

Klecun-Dabrowska, E. & Cornford, T. (2001) Evaluation and telehealth – an interpretative study, *Proceedings of the 34th Hawaiian International conference on System Sciences – HICSS, Hawaii 3-5 January 2001*.

Klecun-Dabrowska, E. & Cornford, T. (1999) Telehealth acquires meanings: information and communication technologies within health policy. *Proceedings of the Seventh European Conference on Information Systems, ECIS'99*, Copenhagen 23-25 June 1999

Klecun-Dabrowska, E. & Cornford, T. (1998) Policy and telehealth: social implications of telehealth and telecare technologies. *Proceedings of the Fourth Americas Conference on Information Systems*, Baltimore, Maryland 14-16 August 1998.

Non-refereed:

Cushman, M. and E. Klecun (2006) I've Never Tried It because I Don't Like It: enabling technology choices. Presented at Information, Communication and Society Conference, York, September 20-22, 2006

Cushman, M. & Klecun, E (2005) Non-users of computers in south London: their experiences and aspirations for use - IRFD *World Forum on Information Society: Digital Divide, Global Development and the Information Society* – Tunis 14-16 November 2005

Cornford, T. & Klecun-Dabrowska, E. (2001) Studying structural aspects of telehealth technology: towards a concept of consequence. *The International Conference IT in Health Care: Sociotechnical Approaches*, Rotterdam, 6-7 September 2001.

Cornford, T. & Klecun-Dabrowska, E. (1999) Evaluating telehealth: the search for an ethical perspective. *Proceedings of the Fourth Conference in the ETICOMP series*, Rome, Italy 6-8 August 1999.

Klecun-Dabrowska, E. (1999) The evaluation of the deployment of Intranet facilities within primary care. *Proceedings of the Second Oxford Clinical Intranet and Internet Conference*, Oxford, 26 May 1999.

Reports

Cresswell, K., Ali, M., Avery, A., Barber, N., Cornford, T., Crowe, S., Fernando, B., Jacklin, A., Jani, Y., **Klecun, E.**, Lichtner, V. et al. (2011) The long and winding road. An independent evaluation of the implementation and adoption of the National Health Service Care Records Service (NHS CRS) in secondary care in England. Available at

<http://www.haps.bham.ac.uk/publichealth/cfhhep/005.shtml>

Barber, N., Franklin, B.D., Cornford, T., **Klecun, E.** and Savage, I. (2006). Safer, faster, better? Evaluating electronic prescribing. London, Patient Safety Research Programme, Department of Health.

Fitzgerald, G., Baldwin, L., **Klecun-Dabrowska E.** & Siddiqui, F. (2000) IT at the heart of business: A strategic approach to Information Technology, *The IS Management Series, Volume 1*, published by British Computer Society, 103 pages.

Book Review

Reviewed 'Information Systems Strategic Management' by Steve Clarke for *Information Technology and People* 14 (4), 2001.