

HUMAN FACTORS IN HEALTH INFORMATION SYSTEMS : THE WESTERN CAPE EXPERIENCE

The implementation of information systems in healthcare facilities may be considered as a technologically influenced psycho-social phenomenon.

Experience in the Western Cape province has shown that in order for information systems to be successfully developed, implemented and sustained, a broad range of human responses has to be taken into account.

This paper examines these responses and argues that no matter how technically competent a health information system is, its ultimate value will be determined by human factors.

Regards
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