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State Room West, IMU
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1:30 pm

Reflecting on 15 years of research at the intersection of HCI and Biomedical Informatics: A sociotechnical perspective

Abstract: Developing an effective health technology infrastructure is often viewed as the "silver bullet" that will solve many problems in healthcare including lowering costs, reducing medical errors, increasing patient safety, and improving patient outcomes. Technologies such as the electronic medical record are considered vital to the success of the healthcare system. Although these technologies can certainly help in addressing many problems that plague healthcare, they often face challenges in supporting an important aspect of healthcare work – collaboration.

Consequently, users have had to develop workarounds and other approaches to address these challenges. In this presentation, I will discuss studies where I have applied methods and concepts from HCI to examine the relationship between collaboration, health information technologies (HIT), and workflow in hospitals. From these and other studies, my colleagues and I have developed a Collaboration Space Model to help us begun to understand how we can "operationalize" collaboration. I will argue that in order to design HIT that effectively supports collaboration, we need to view these technologies from an interdisciplinary perspective. Using this perspective, we can more effectively address the challenges of designing and implementing collaborative HIT as well as take advantage of the opportunities that these technologies can provide.

Biography: Dr. Madhu Reddy is a Professor of Health Communication in the Department of Communication Studies and a faculty member in the Center for Communication and Health. He received his Ph.D. in Information and Computer Science from the University of California, Irvine. Dr. Reddy's primary research interests are at the intersections of Medical Informatics and Human- Computer Interaction (HCI). He is especially interested in the design, implementation, and adoption of collaborative healthcare technologies. Dr. Reddy has won the American Medical Informatics Association's Diana Forsythe Award given to the best paper at the intersection of social science and medical informatics in 2002 and 2010. In 2015, he was elected as Fellow of the American College of Medical Informatics for his contributions to the field of biomedical informatics. Dr. Reddy's research has been funded by federal, industrial, and foundation sponsors. Through his research, he hopes to provide a better understanding of collaboration and collaborative technologies to researchers and practitioners in medical informatics, HCI, and other fields.