

# Health Service Organisations and Professionals: An Information Systems Model for Transforming the Nexus between Accreditation and Practice

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## Abstract

*This paper presents a qualitative research approach used to generate data and theoretical insights for information systems design in a highly regulated health service organisation. Ethnographical and sociological analytic techniques were used for sensemaking in the domain, and then identifying key structures affecting the conduct of the health service. A key aspect was taking a futures perspective of possibilities for evolution of these structures. From this, a continuum model representing the nexus between accreditation and practice was developed, varying the degree of integration of information systems for organisation- and individual-level accreditation. The paper uses the model to discuss the implications of possibilities for design in organisations where accreditation requirements have implications for work practice and information systems design.*