| **#** | **Time period** | **Unit of analysis** | **User classification** | **Perception of new technology** | **Implication of having adopted other technologies prior** | **Cause** | **Effect** | **Source** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Present | Individual | Similar technology user: prior to electronic methods user used pen, paper, fax | User perceives new technology as complementation |  | Lack of [process] standardization  “So, the primary problem is going to be the variation that exists within the system (…) I saw statistics the other day that says 70% of our providers, our active providers, are using that system. Well, that means that 30% are not, 30% are calling us on the phone, 30% are faxing us information! [quote]” | Users fall back on established data flow channels instead of leveraging new technology | PY1\_A3\_DI, Pos. 19-22 |
| 2 | Past | Individual |  |  | Many physicians have been burned in the past | Physicians used to get excited about new technology facilitating processes but when it came to implementation, they were often disillusioned | Are reluctant to adopt new technology | PV1\_DI, Pos. 32 |
| 3 | Present | Organization | Similar technology user: Switching from one EHR vendor to another | Replacement | Information needs to be transferred |  | Need to pay for and use two IT systems in parallel for a time | PV1\_DI, Pos. 34 |
| 4 | Future | Individual |  |  | Physicians have already too many apps |  | Requires strategic partnerships: Any new technology needs to integrate with existing technology, i.e., Epic and Cerner | PV1\_DI, Pos. 38 |
| 5 | Present | Organization |  |  | New things need to run in parallel with old things for a while to see adoption | [See Ex\_SystemChar#26]  “And then once you start getting adoption, you start weaning things off, you know, but again, I think that fax machines sitting out there is the big testament to, you know, even though things should go away, they stick around sometimes [quote].” | While obsolete technologies are expected to fade out eventually to often continue sticking around [slow] | PY2\_DI, Pos. 64 |
| 6 | Past | Individual |  |  | Negative experience in terms of performance with similar prior technology |  | These people are much more skeptical about similar solutions until they see more proving out | PY2\_DI, Pos. 80 |
| 7 | Past | Individual |  |  | Have bad taste in their mouth | Prior technology introductions led to more energy required from physicians | They assume innovation equals more work for them | CDE2\_FA2\_DI, Pos. 66 |
| 8 | Past | Organization |  | Substitute | Having already invested money in a document interface that is not broken makes it unattractive to invest more money in a different exchange interface that does not bring many perceived additional benefits |  |  | FA1\_DI, Pos. 39 |
| 9 | Past | System |  |  | Take payment data and use it for clinical purposes | [See Ex\_TechPerf#49] | Unnecessary surgeries and radiation, patients worrying about conditions they do not even have | CS1\_DI, Pos. 45, 1035-1085 |