Further Reading – Why Change Matters

References supporting "*Why Change Matters – Utilizing change management to maximize the ROI of Health Information Technology*"

Anderson M. Six levels of healthcare IT. Davidson PL ed. Healthcare Information Systems, Auerbach Publications, Boca Raton (2000), pp. 97–108

Coplan, S. Redefining health IT project success, Journal of Healthcare Information Management (HIMSS), Spring 2012, vol. 26, no 2. Accessed at http://www.coplan.com/wp-content/uploads/2012/04/JHIM-Article.pdf (May 11, 2012).

Laflamme, F., Pletraszek, W., Rajadhyax, N. (2010). Reforming hospitals with IT investments. Mckinsey on Business Technology. Number 20, Summer 2010: 27-33. Accessed at http://www.ortechsystems.com/pdfs/MRreformingHospitalsITinvestment.pdf (May 11, 2012).

Laclair, J., Pao, R. (2002). Helping employees embrace change. Managing change is the responsibility of everyone in the corporation—from senior managers on down. *McKinsey Quarterly. November 2002 (4), 17 – 20.*

Petouhoff, N., Chandler, T., Montag-Schultz, B. (2006). The business impact of change management: What is the common denominator for high project ROI's? Graziadio School of Business and Management, Pepperdine University. [Electronic document]. Accessed at: http://gbr.pepperdine.edu/2010/08/the-business-impact-of-change-management/ (November 2010).

Sauer, C., Cuthbertson, C. (2003). The State of IT Project Management in the UK 2002-2003. University of Oxford, England.

Additional Resources

Aiken, C., Keller, S. (2009). The irrational side of change. *McKinsey Quarterly, April 2009: 101-109.* [Electronic document]. Accessed at https://www.mckinseyquarterly.com/The_irrational_side_of_change_management_2335\ (May 7, 2012).

Arlotto, P. (2012). Improving value through accountable meaningful use: A framework. In Arlotto, P. & Irby, S. (Eds). *Rethinking return on investment: The challenge of accountable meaningful use.* (pp 14 – 22). Chicago, IL: Healthcare Information and Management Systems Society.

Bocklund, L., Fraser, L. (2009). Integrating change management into projects for true success. Customer Relationship Management. pp. 14-18.

Changefirst Ltd. (2010). *The ROI for change management. How change management makes a substantial difference to project performance.* [Electronic document]. Accessed at http://www.changefirst.com/uploads/documents/The-ROI-For-Change-Management-whitepaper.pdf (May 17, 2012).

Cherniss, C., Goleman, D. (1998). *Bringing emotional intelligence to the workplace: A technical report issued by the Consortium for Research on Emotional Intelligence in Organizations.* Accessed at http://www.eiconsortium.org/pdf/technical_report.pdf (May 15, 2012).

De Smet, A., Lavoie, J., Schwartz Hioe, E. (2012). Developing better change leaders. *McKinsey Quarterly, April 2012: 1 – 6.* [Electronic document]. Accessed at: https://www.mckinseyquarterly.com/Developing_better_change_leaders_2959 (May 3, 2012).

Dorgan, S., Dowdy, J. (2004). When IT lifts productivity. *McKinsey Quarterly, 2004, Number 4, pp. 13-5* as adapted and cited by Arlotto, P & Irby S. (Eds.) (2012). Improving value through accountable meaningful use: A framework. In Arlotto, P. & Irby, S. (Eds). *Rethinking return on investment: The challenge of accountable meaningful use.* (pp 14 – 22). Chicago, IL: Healthcare Information and Management Systems Society.

Golden, B. (2006). Change: Transforming healthcare organizations. *Healthcare Quarterly, 10(Sp) 2006: 10-19*. [Electronic document]. Accessed at http://www.longwoods.com/content/18490 (May 15, 2012).

Isem, J., Meaney, M.C., Wilson, S. (2009). Corporate transformation under pressure. *McKinsey Quarterly, April 2009: 6-15.* [Electronic document]. Accessed at https://www.mckinseyqurterly.com/Organization/Change_Management/Corporate_transformation_under_pressure_2308 (May 15, 2012).

Keller, S., Aiken, C. (2008). *The inconvenient truth about change management. Why it isn't working and what to do about it.* McKinsey & Company, May 2008.

Lawson, E., Price, C. (2003). The psychology of change management. *McKinsey Quarterly June 2003: 30 – 41*. [Electronic document]. Accessed at https://www.mckinseyqurterly.com/The_psychology_of_change_management_1316 (May 9, 2012).

Nagle, L., Catford, P. (2008). Toward a model of successful electronic health record adoption. [Electronic document]. *Electronic Healthcare, 7(1) 2008: 84-91.*

Orr, G. (2003). *A Review of the diffusion of innovations by Everett Rogers (1995)*. Accessed at http://www.stanford.edu/class/symbsys205/Diffusion%20of%20Innovations.htm (April 6, 2012).

Pan Canadian Change Management Network. (2011). What *is change management? A consensus based definition*. Accessed at http://forums.infoway-inforoute.ca/webx?14@332.axVxaOH9QFu.6@.ef46aa6. (January 5, 2012).

Prosci Research. (2009). Best *Practices in Change Management: Prosci Benchmarking Report.* Creasy, T. & Hiatt, J. (Eds). Loveland, Colorado.

Prosci Inc. (2012). *The Case for Change Management: Cost and Risks of Poorly Managing Change*. Accessed at http://www.change-management.com/tutorial-case-mod5.htm (May 16, 2012).

Scarborough, M.S. (2011). *Understanding and managing the risk of change*. Global Knowledge Expert Reference Series of White Papers. [Electronic document]. Accessed at http://www.globalknowledge.com/training/whitepaperdetail.asp?pageid=502&wpid=855&country=United+States (May 12, 2012).

The Business Directory. (2012). Leadership *Lessons from Good and Bad Executives*. [Electronic document]. Accessed at http://www.businessdictionary.com/article/738/leadership-lessons-from-good-and-bad-executives/ (May 14, 2012).

Victorian Quality Council. (2006). Successfully *implementing change*. Department of Human Services. [Electronic document]. Accessed at www.health.vic.gov.au/qualitycouncil (April 2012).